

Internal Quality Audit Report for  
the Session 2019-20  
Administration Section

## Academic Section : Internal Quality Audit Report August 2021

<p style="text-align: center;"><b>Strength</b></p> <ul style="list-style-type: none"><li>❖ Well experienced administrative and supporting staff.</li><li>❖ Staff cooperation is very good</li></ul>	<p style="text-align: center;"><b>Weakness</b></p> <ul style="list-style-type: none"><li>❖ Lack of computerization</li></ul>
<p style="text-align: center;"><b>Challenges</b></p> <ul style="list-style-type: none"><li>❖ Documentation of university academic activities</li></ul>	<p style="text-align: center;"><b>Opportunity</b></p> <ul style="list-style-type: none"><li>❖ Connectivity with other academic department of university and affiliated college .</li></ul>
<p><b>Recommendation:</b></p> <ul style="list-style-type: none"><li>• Regular updation documents.</li><li>• Staff training program is require</li></ul> <p><b>Best Practice</b> : updated documents and rules and regulation uploaded in university official website</p> <p><b>Observation</b> : Improvement is required</p>	

## Confidential Section : Internal Quality Audit Report August 2021

<p style="text-align: center;"><b>Strength</b></p> <ul style="list-style-type: none"><li>❖ Catering 89 semester courses and 41 annual courses.</li><li>❖ Evaluation of approx 12 Lakh and 1 Lakh answer-sheets every year for annual and semester exams, respectively followed by results declaration, preparation of merit and gold medals.</li></ul>	<p style="text-align: center;"><b>Weakness</b></p> <ul style="list-style-type: none"><li>❖ Lack of Mechanism to be developed for fast evaluation.</li></ul>
<p style="text-align: center;"><b>Challenges</b></p> <ul style="list-style-type: none"><li>❖ Mechanism to Set up of Time table.</li></ul>	<p style="text-align: center;"><b>Opportunity</b></p> <ul style="list-style-type: none"><li>❖ Internet facility</li><li>❖ Trained person required</li><li>❖ More Computer, scanner, printer, photocopy machines required</li><li>❖ Result declaration</li></ul>
<p><b>Recommendation:</b></p> <p><b>Best practice</b></p> <ul style="list-style-type: none"><li>❖ Confidentiality is maintained since few decades.</li></ul> <p><b>Preparedness for the proposed NAAC visit</b></p> <ul style="list-style-type: none"><li>❖ Well Prepared</li></ul> <p><b>Any other observation</b></p> <ul style="list-style-type: none"><li>❖ Willingness showed by working team for technical training for digitalisation.</li></ul>	

## DCDC Section: Internal Quality Audit Report August 2021

<b>Strength</b>	<b>Weakness</b>
<ul style="list-style-type: none"><li>❖ Old and established office since inspection. Performance index is worked out for affiliated college</li></ul>	<ul style="list-style-type: none"><li>❖ Inadequate manpower and resources.</li><li>❖ appointment of full time director since long is awaiting.</li></ul>
<b>Challenges</b> <ul style="list-style-type: none"><li>❖ To scale Government and private colleges on same parameters and yardsticks.</li><li>❖ More than 100 colleges to be monitored, advised and assessed.</li><li>❖ Institutions at 5 districts at distance</li></ul>	<b>Opportunity</b> <ul style="list-style-type: none"><li>❖ Ample scope for accreditation of HEI in the region.</li><li>❖ Empowerment of Institutions as per NEP.</li></ul>
<b>Recommendation:</b> <ul style="list-style-type: none"><li>• Complaint &amp; Suggestion boxes are to be mounted in the office.</li></ul> <b>Best Practice :</b> Monitoring of colleges regarding NAAC assessment	

## HRDC: Internal Quality Audit Report - August 2021

### Strength

- ❖ Regularly organized orientation/ refresher programs
- ❖ Excellent infrastructure with AC guesthouse for more than 40 capacity
- ❖ It is a popular FDP centre in Central India for participants from surrounding states and within the state.

### Weakness

- ❖ No regular Director since beginning
- ❖ No regular technical and support staff
- ❖ No recreation room for the participants
- ❖ Guesthouse to be functional
- ❖ The audio-visual resources and computers must be upgraded

### Challenges

- ❖ Only two Asst Prof since the commencement of the HRDC
- ❖ Colleges are not relieving the participants for various FDP. The problem is serious with the private colleges.
- ❖ Acquiring autonomy

### Opportunity

- ❖ There is ample scope for the training of the teachers, especially from colleges situated in the remote and tribal areas.
- ❖ The HRDC has a large catchment area, including Chhattisgarh and surrounding states in Central India.

### Recommendation:

#### Best practice

- ❖ The university HRDC is regularly organizing FDP. Participants belong to colleges throughout the state and other states- Maharashtra, UP, MP, Odisha, Uttaranchal, AP, Tamil Nadu, Assam, and J&K.

#### Preparedness for the proposed NAAC visit

Prepared

# Development Section: Internal Quality Audit Report August 2021

## Strength

❖ विश्वविद्यालय के विकास विभाग के लिए स्वीकृत सेटअप अनुसार 11 तृतीय वर्ग कर्मचारी एवं 02 चतुर्थ वर्ग कर्मचारी के पद स्वीकृत है जिसमें से विकास विभाग में मात्र 03 तृतीय वर्ग नियमित कर्मचारी एवं 01 चतुर्थ वर्ग कर्मचारी (दृष्टिहीन) एवं 02 दैनिक वेतन भोगी कर्मचारी कार्यरत है। कर्मचारियों की कमी होते हुए भी पदस्थ कर्मचारियों द्वारा समस्त विभागीय कार्य समय पर संपादित किये जाते हैं।

## Weakness

❖ विश्वविद्यालय के विकास विभाग हेतु स्वीकृत सेटअप के अनुरूप कर्मचारी उपलब्ध नहीं होने के कारण भी प्राप्त सभी कार्यों को समय पर पूर्ण करने का प्रयास किया जाता है।

## Challenges

❖ विश्वविद्यालय के समस्त विभागों एवं अध्ययनशालाओं से प्राप्त नस्तियों एवं उच्च अधिकारियों द्वारा समय-समय पर सौंपे गये कार्यों को समय पर निराकृत करने का प्रयास किया जाता है।  
❖ कार्यालय संचालन को कम्प्यूटरीकृत किया जाना

## Opportunity

❖ विश्वविद्यालय के समस्त विभागों एवं अध्ययनशालाओं से प्राप्त नस्तियों को उच्च अधिकारियों के सहयोग एवं मार्गदर्शन से शीघ्र निराकृत करने का प्रयास किया जाता है।

## Recommendation:

• विकास विभाग के लिए सेटअप में तृतीय वर्ग कर्मचारियों के 11 पद स्वीकृत है, जिसमें से मात्र 03 नियमित कर्मचारी एवं 01 दैनिक वेतन भोगी कर्मचारी कार्यरत है। विकास विभाग के लिए स्वीकृत पद मेंसे 07 पद रिक्त है। विकास विभाग के द्वारा शीघ्र कार्य निराकरण हेतु कर्मचारियों की पद सीपना किया जाना प्रस्तावित है।

## Health Centre : Internal Quality Audit Report - August 2021

<b>Strength</b>	<b>Weakness</b>
<ul style="list-style-type: none"><li>❖ Proper maintenance of patient records</li><li>❖ Auto analyzer and ECG facility</li><li>❖ Routine pathology test facility</li></ul>	<ul style="list-style-type: none"><li>❖ Lack of basic facility like, washrooms, drinking water, fire extinguisher, furniture etc.</li><li>❖ The hospital ambience is not good.</li></ul>
<b>Challenges</b>	<b>Opportunity</b>
<ul style="list-style-type: none"><li>❖ To work for epidemic and pandemic diseases.</li><li>❖ Patient load is high.</li></ul>	<ul style="list-style-type: none"><li>❖ To Develop the hospital atmosphere more congenial and hygienic.</li></ul>
<p><b>Recommendation:</b></p> <ul style="list-style-type: none"><li>• Purchase of Auto analyzer, Urine analyzer, oxygen concentrator, two spit AC</li><li>• Garden to be developed.</li><li>• Hospital ambience has to be improved</li></ul> <p><b>Best Practice :</b></p> <p><b>Observation : 1.</b> COVID-19 guideline are being followed 2. Preparation for NAAC hs not been initiated</p> <p><b>Any other specific observation:</b> Direct deposit of pathology charges to the finance section</p>	

## Examination Section : Internal Quality Audit Report August 2021

<p style="text-align: center;"><b>Strength</b></p> <p>❖ Catering the need of 1.60 lakh students belongs to 248 colleges.</p>	<p style="text-align: center;"><b>Weakness</b></p> <p>❖ Private and regular students' examination forms processing is at one place. It should be bifurcated for smooth working.</p> <p>❖ Lack of Digitalized infrastructure</p> <p>❖ Lack of Technical experts</p> <p>❖ University should maintain the record. So that the corrections can be made in all files.</p> <p>❖ Lack of Deputy Registrar /official.</p>
<p style="text-align: center;"><b>Challenges</b></p> <p>❖ Manpower are willing to get computer training for smooth working.</p>	<p style="text-align: center;"><b>Opportunity</b></p> <p>❖ Internet facility</p> <p>❖ Trained person required</p> <p>❖ More Computer required</p>

### **Recommendation:**

#### **Best practice**

Automated system of examination.

#### **Preparedness for the proposed NAAC visit**

Not Well Prepared

#### **Any other observation**

Need Computer training.

Eligibility of students to be checked to follow the ordinance of course.



# Directorate of Physical Education : Internal Quality Audit Report August 2021

<p style="text-align: center;"><b>Strength</b></p> <ul style="list-style-type: none"><li>❖ Student participation in inter university activities.</li></ul>	<p style="text-align: center;"><b>Weakness</b></p> <ul style="list-style-type: none"><li>❖ No regular director.</li><li>❖ Limited staff.</li><li>❖ Limited fund for development.</li></ul>
<p style="text-align: center;"><b>Challenges</b></p> <ul style="list-style-type: none"><li>❖ Limited equipment and other facilities for the players.</li><li>❖ Fund is a limited factor.</li></ul>	<p style="text-align: center;"><b>Opportunity</b></p> <ul style="list-style-type: none"><li>❖ To organize all India &amp; East zone tournament every year.</li><li>❖ To manage large number of teams.</li><li>❖ To organize inter college &amp; state tournaments.</li></ul>
<p><b>Recommendation:</b></p> <ul style="list-style-type: none"><li>• Appointment of regular staff and support staff.</li><li>• Collaboration with sport federation</li><li>• Collaboration with the director of sports, CG Govt.</li><li>• MoU with national agencies</li><li>• Equipped gym facilities</li><li>• cricket ground, swimming pool, tennis court &amp; indoor hall.</li></ul>	

# General Administration : Internal Quality Audit Report August 2021

<p><b>Strength</b></p> <ul style="list-style-type: none"> <li>❖ Partial digitization of Service Book</li> </ul>	<p><b>Weakness</b></p> <ul style="list-style-type: none"> <li>❖ The section is still working with traditional system with limited digitization.</li> <li>❖ Mo MIS still developed.</li> <li>❖ The record keeping is not up to the mark.</li> <li>❖ Service books are incomplete.</li> <li>❖ Pension related documents not updated.</li> <li>❖ Nomination of Group insurance etc. incomplete.</li> </ul>
<p><b>Challenges</b></p> <ul style="list-style-type: none"> <li>❖ No automation and MIS.</li> <li>❖ Effective Biometric facilities.</li> <li>❖ Regular DPC and faculty CAS implementation</li> </ul>	<p><b>Opportunity</b></p> <ul style="list-style-type: none"> <li>❖ To promote MIS culture for effective working.</li> </ul>

**Recommendation:**

- Organized office set up with cubical culture with computer facility.
- File tracking system.
- Webpage updation and all notice on home page.

**Observation:**

1. The paper work is not complete for NAAC visit.
2. Annual report for the year 2019-20 and 2020-21 not prepared

# Finance Section: Internal Quality Audit Report August 2021

## Strength

- ❖ Staff is committed and motivated.
- ❖ General awareness of computer knowledge is observed.
- ❖ Computerization of financial section with specialized software has been undertaken.
- ❖ Financial propriety in matters relating to releasing of funds and in the maintenance of accounts.
- ❖ The accounts of the University audited regularly.
- ❖ Finance Section has strategically tackled financial challenges faced during Covid 19.
- ❖ Salary is credited to accounts of all employees on time and the staff on retirement gets the leave encashment and pro rata retirement benefits on the day of retirement.
- ❖ Effectively and accurately detected and prevent revenue leakage in real-time.
- ❖ Emulate the cash book with computer software.
- ❖ Timely completion of bank reconciliation and verification of daily financial transactions with bank statement.: Finance section ensure timely periodical reconciliations and reviews which is a key fiscal management control ensuring University financial transactions are accurate, allowable and complete and it prevents and detects flaws, assists in assigning employee accountability and improves the accuracy of financial information.

## Weakness

- ❖ Inadequate skilled staff and insufficient infrastructure as staff, equipment and space.
- ❖ Only 19 staff are working against 35 sanctioned posts which severely hampers the working of finance section
- ❖ No Staffing Pattern & Structure for the Finance & Accounts Section and no systematic classification of services & duties.
- ❖ Financial and computer training to staff.
- ❖ Insufficient Computers, Scanners and printers.
- ❖ Paucity of Licensed Financial Management softwares.
- ❖ Due to non-posting of staff according to the approved setup, the work progress is affected due to the pressure of extra work on the work assistants.
- ❖ The internet connection is intermittent so for smooth and timely functioning Finance section a dedicated lease line may be installed.
- ❖ Excessive workload on disbursement of scholarship to UTD and college students with less staff due to retirement and death in Covid19 pandemic.

## Finance Section: Internal Quality Audit Report August 2021

### Challenges

- ❖ To expedite the work in time
- ❖ Completely computerized accounting.
- ❖ Time bound completion of budget, online submission and payment
- ❖ Diversified work with partially trained staff.

### Opportunity

- ❖ Full automation for transparency of work as well as for time management i.e. to expedite the work timely.
- ❖ Use of Financial account management system which automates the accounting of multiple schemes and cashbooks for end number of financial years and links fees with modules like Stores, Hostel, Payroll and entries.
- ❖ All the financial work of the university can be done online and computerized after recruitment and posting as per setup by the university and providing 100% computers to the department.
- ❖ Training-Cum-Orientation Programme on Efficient Financial Administration and Reform Processes

# Finance Section: Internal Quality Audit Report August 2021

## Recommendation:

- ❖ Separate store arrangement for storage of account record is needed.
- ❖ Arrangement for regular audit is needed.
- ❖ All the old financial records should be scanned through fast scanners available in University library. The ambience of finance section should be improved and congenial atmosphere should be maintained.
- ❖ Office automation should be implemented
- ❖ Finance section should use Enterprise resource planning (ERP) software which gathers financial data and then generates reports and allows to communicate financial information more clearly to external partners such as vendors and customers when needed.
- ❖ Old furniture, table chairs should be replaced by appropriate modern furniture.
- ❖ Computers and Workstations should be augmented for better efficiency and performance.
- ❖ Staffing Pattern & Structure for The Finance & Accounts Section and classification of services is mandatory. Organogram and staffing pattern must be displayed on University website.
- ❖ Budget Estimate Coding Structure may be planned. Classification & Coding will enable computation of expenditure on Academic Programme/Per Student Cost i.e. per student - University Cost, Academic Cost, Administrative Cost, Faculty Cost & Department Cost etc.
- ❖ Roles and duties as per staff pattern should be defined and strictly followed. It helps in clarifying their roles and responsibilities and thus avoids conflicts.
- ❖ To survive in pandemic difficult times of economic distress, Finance will need to prepare for numerous possible scenarios, seek creative solutions, and stay flexible in the face of continuous change.

## Procter Office : Internal Quality Audit Report August 2021

### Strength

- ❖ University campus is completely secured
- ❖ No accident took place in the premises and no complaint of ragging has been received.
- ❖ Despite being limited vehicles in the University, Vehicle Section efficiently manage distribution of answer sheets for university examination and evaluation and the vehicle is also always available for the guests as per the requirement on time.
- ❖ Timely contribution of active security personnel and drivers.
- ❖ Reduction in theft cases due to vigilant security personnel

### Weakness

- ❖ Inadequate manpower and resources. There is severe shortage of staff.
- ❖ No Clerical and Class IV employee is appointed in Procter office.
- ❖ Due to limited resources, the 377-acre campus is protected by only 23 security guards in a single shift.
- ❖ All the arrangements have to be made in time even when only 12-14 vehicles, are available.
- ❖ No of drivers are less .

## Proctor Office : Internal Quality Audit Report August 2021

### Challenges

- ❖ To expedite the work in time
- ❖ Availability of trained security personnel.
- ❖ Increasing the number of vehicles
- ❖ Recruitment of more vehicle drivers.

### Opportunity

❖ Challenges and opportunities are said to be coterminous in the sense that each challenge generates new opportunities and the Proctor office of the University has indeed been pragmatic in realizing this age-old wisdom. The Proctor office evolved new and innovative ways to motivate and engage students amidst the challenging context. The Section tries to ascertain availability of vehicles in time despite of constraints.

### **Progress of the last visit (New systems/practices adopted)**

No ragging complaints has been received.  
No of Vehicles are increased

### **Observation regarding preparedness of Administrative Unit.**

Prepared for NAAC visit.

### **Any other specific observation**

The report has been prepared through telephonic conversation with Proctor as no supporting staff was available in Proctor Office.

## RTI Section: Internal Quality Audit Report August 2021

### ❖ Strength

- ❖ The efficiency and excellence of any department is dependent on the officers/employees working in the department. All the allotted works in the Right to Information Act are being executed within the time limit as per the rules.
- ❖ It is pleasant that keeping in view the sensitivity and importance of the work, the employees of the department take the desired action as soon as possible on the applications received.
- ❖ The main object of the RTI Act is to educate the general public about University methodology, processing of various activities and their rights accordingly, etc. for that Proper guidance is given to the visitors by the cell.
- ❖ The maintenance of documents in the cell is well organized. Perhaps this is the reason that the University Information Cell is counted among the best departments of the Government of Chhattisgarh.
- ❖ Reduction in theft cases.

### Weakness

- ❖ University Information Cell sent the applications received for information under RTI act to the concerned university section/SoS. But it is a matter of sorrow that some of the departments do not provide timely information to the applicant which results in arise of unnecessary disputes.
- ❖ Secondly if the information is not made available by the department in due time as per RTI act, the applicant has to be provided information free of cost. This causes financial loss to the university.
- ❖ The RTI section receives large number of applications/complaints of first appeals and second appeal are received and penal action/orders are issued in the second appeal.
- ❖ The RTI section urgently needs a Photocopy machine and air-conditioner in the section.



## RTI Section: Internal Quality Audit Report August 2021

### Challenges

- ❖ The biggest challenge of the RTI section is to furnish the desired information on the applications received by the department within time frame , so that the situation of information without cost / first appeal hearing do not arise.
- ❖ It is necessary to make aware the Public information officers of all departments of the importance of work and the need to be given proper training.
- ❖ The Orders/procedure rules/acts etc. should be made available on the university website for the general public, so that the shortfall in the applications received is reflected.
- ❖ There is one daily wages employee is working. Being a daily wage worker, he has to carried out all jobs related to post office / fee payment receipt / distribute the post / registerEntry work. Therefore, one more class IV employee is urgently needed.

### Opportunity

- ❖ RTI Request & Appeal Management Information System(RTI-MIS) has to developed.
- ❖ After RTI becoming effective, almost all the departments of the university are showing improvement in the maintenance of documentsand functioning of the departments.
- ❖ Public information officers of all departments should be made aware of the importance of work and the need to be given proper training.
- ❖ It is also facilitating in fixing accountability for the work allotted by the department. Due to all the above reasons, the image of the university will be bright.

## RTI Section: Internal Quality Audit Report August 2021

### **Recommendation:**

- ❖ RTI Request & Appeal Management Information System(RTI-MIS) should be developed.
- ❖ Increased awareness of right to information is a viable tool for those seeking to maximize educational and other opportunities provided by government.
- ❖ The RTI section should organize training of amendments made from time to time in RTI act for Public information officers of all departments .

### **Progress of the last visit (New systems/practices adopted)**

- ❖ RTI Section has brought transparency, accountability and increased efficiency in governance in the various sections and SoS of the University
- ❖ A student of the university now can demand inspection of his answer script and also take its certified copies.

### **Observation regarding preparedness of Administrative Unit.**

- ❖ Prepared for NAAC assessment.

### **Any other specific observation**

## Degree/Enrolment Section : Internal Quality Audit Report August 2021

<p style="text-align: center;"><b>Strength</b></p> <p>❖ Devoted staff</p>	<p style="text-align: center;"><b>Weakness</b></p> <p>❖ Lack of staff &amp; infrastructure in terms of space, printer, Almiras, modem electronic gaggets.</p>
<p style="text-align: center;"><b>Challenges</b></p> <p>❖ Online degree purgation needed ❖ Digitization of old document are required</p>	<p style="text-align: center;"><b>Opportunity</b></p> <p>❖ Development of complete e-verification of document.</p>
<p><b>Recommendation:</b></p> <ul style="list-style-type: none"><li>• Website updation is required.</li><li>• Online training of employees is required.</li><li>• Internet facilities are not proper. Required Wi-Fi</li><li>• Digitalization of document are required.</li><li>• Sport visits of university</li><li>•</li></ul>	

# UGC Coaching Centre: Internal Quality Audit Report August 2021

<b>Strength</b>	<b>Weakness</b>
<ul style="list-style-type: none"><li>❖ The belief of students in UGC coaching centre.</li><li>❖ Placement of participants in Govt. services.</li><li>❖ expert faculty</li><li>❖ More than sufficient no of students especially ST/SC/OBC/Minority/ Women students as per norms.</li></ul>	<ul style="list-style-type: none"><li>❖ No sufficient space to accommodate all the students</li><li>❖ No regular staff.</li><li>❖ No smart board in centre</li><li>❖ Deficiency of automation for computer</li></ul>
<b>Challenges</b>	<b>Opportunity</b>
<ul style="list-style-type: none"><li>❖ Various types of coaching programs (NET/SET in more than 10 subjects, Bank, Railway, SSC, PSC, Vyapam, Remedial English, Mock Interview, etc.) are running through the year without regular staff and faculty.</li></ul>	<ul style="list-style-type: none"><li>❖ Multidisciplinary coaching services provided to weaker sections (ST/SC/OBC/ Minority/ Women) students for competitive examinations.</li></ul>
<p><b>Recommendation:</b></p> <ul style="list-style-type: none"><li>• More space required .</li><li>• Department library with competitive books and magazines is also required as per student's suggestions</li><li>• Accommodation fo students belonging to remote area.</li></ul>	