

Internal Quality Assurance Cell

Report Administrative Audit-2024

The Administrative audit for various sections of the university was conducted in **October 2024-November 2024** as per the schedule (**Annexure-1**). Committees were constituted which interacted with the section staff and documented their performance in the Performa provided.

Exit Survey from the outgoing students of 4th semester is collected along with the examination form, to know about their experience during the program.

The observations/suggestions submitted by the committee members and suggestions from the student in the exit survey are compiled and same will be sent to the respective sections heads for necessary action:

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Sr. No	Section	Comments and Suggestions by the Committees
1.	Store Purchase	 Intensify the bi-lingual practices Duty chart may be prepared for effective work distribution Periodic performance review of the section to be documented More staff required
2.	Finance & Accounts	 Required to develop the performance evaluation system in the section Timely processing of payment files and issuing the UC File storage and up-keeping of the files: Indexing may be adopted for easy retrieval of files from the storage Suggestions from the students based on Exit Survey Don't delay the scholarship related things. Huge improvement in the finance department payment process that is the worst due to which dissertation work gets effected.
3.	Audit	Staff including Regular IAO requiredSamarth activation for digital file processing
4.	Recruitment	 Timely completion of assigned work Complete dedication & sincerity. Diverse knowledge & versatility for various rules and regulations. The staff may undergo training for various office procedures.

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5.	RTI Cell	 To prepare activity /meeting calendar Complaint Register required Record of activities organized under RTI Responsibility chart
6.	Hindi Cell	 Responsibility chart Training orientation for newly appointed Hindi translator To prepare an information brochure of the cell To make/prepare mechanism/SoPs for handling complaints Additional staff &space may be provided Activities for use of Hindi in the university
7.	Meeting	 To make one complaint Register & SoPs for the closure of the complaints received Detailed indexing may be adopted for easy retrieval of files from the storage
8.	Establishment	 Training of the existing staff to make them aware with recent trends in technology File tracking system should be evolved Full implementation of Samarth modules related to the division Administrative staff is lethargic
9.	Academic Section and Student Scholarship & Fellowship Section	 Efforts to be made to speed up Non-Net Fellowship release No awareness activity is organized Students interaction should be organized to make them aware about fellowship opportunities The scholarship data should be meticulously updated Webpage may be created Suggestions from the students based on Exit Survey More accessible academic section is needed While going for applying certificate for scholarship they are not cooperating and showing irresponsible attitude The office workers of the academic section are very rude and biased towards local people Scholarship sections can be more helpful Kindly help the students when they have any problem
10.	Admission and Examination	 during applying scholarships. Activity calendar needs to be prepared Shortage of manpower in division

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		L'attribution of work among the
		 Duty chart and proper distribution of work among the staff required which will enhance the efficiency of the section
		Webpage need updation
		Suggestions from the students based on Exit Survey
		• Examination department should be more neighbor students
		• Examination center staff is very arrogant and does not deal with the students respectfully. They ask us to visit so many times to do a single work.
		• There is no coordination among the stall of update
		• There had been spelling mistakes in the mark sheet of the third semester, even after giving a complaint only 90 per cent of the mistake was solved and the rest is still the same.
		• Spelling mistake was found in the certificates given to senior batches too.
		 Staff proficient in English with patience and dedication should be given the job for such formatting works. Improvement needed in dealing with students in good
11.	R&D Cell	Software may be developed for maintaining the project records
12.	Project Section	 Staff to be provided on urgent basis Efforts to be made to speed up Non-Net Fellowship release
		 Need to prepare a register for issuing of items to employees
		SoPs for incubatees
1.2	Incubation	Labeling of files is needed
13.	Centre	Log books for the instruments
		Suggestions from the students based on Exit Survey
		 Need to support more business ideas which are practically applicable even the idea is small but scalable
		Audio/ video arrangements should be made
14.	Internal Complaint Committee	Register for meetings should be maintainedWebpage need updation

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		Suggestions from the students based on Exit Survey
		Activate ICC and women cell
15.	Institutional Ethics Committee	 Supporting staff is needed when required for meetings. For faculty /Students awareness programme should be organized Webpage need updation
16.	International Students Division	 Record verification of insurance of international students for its validity. Record to be maintained as per requirements of ICCR Webpage need updation
17.	Grievance Redressal Cell	 Activities to be promoted for better visibility as promotion among the stakeholders Non-teaching staff to be included as a member(s) Webpage need updation Suggestions from the students based on Exit Survey Please conduct interactive sessions with the student because they will get chances to express their problem Student grievances should be paid attention quickly We need a proper infrastructure where students and the problems are not only heard but also get resolved.
18.	Alumni Cell	 Physical Alumni meet to be organized. E-booklet with prospective alumni to be shared with the students Enhance the alumni contribution financially as well as academically Webpage need updation Suggestions from the students based on Exit Survey Alumni meets can be organized Make a separate section dedicated to passout students only to help them with anything they need after passingout. Avoid statewide programmes as farewell and etc. for maintaining secularism concept of preamble.
19.	Environment Audit and Monitoring Cell	 Record maintenance Activates to be carried out on periodical basis Office space and supporting staff is required Policies and other environment sustainability related documents to be prepared





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		Webpage need updation
20.	Anti-ragging Cell	 Needs dedicated office space and supporting staff Councilor awareness activities to be carried out periodically. Webpage need updation
21.	Library	 Promotion of Staff is pending due to lock of postilions in the library Suggestions from the students based on Exit Survey As a law student we need legal databases in library, manupatra, SCC Online should be available. There should be a separate library cabin or room available for the DACE students don't merge then in common library The should be a separate library building with 24 hour accessibility and campus would be open 24 hour for interdisciplinary debate and discussion for students. Improve the seating and reading room facilities of library Library capacity should be increased More facilities are required especially in the Library There should be a well thought out plan for opening and closing the library which can give a chance to students to study peacefully as if one student has to go outside then the students sitting next to him or her have to drag his or her chair in order to let him or her pass by. There is a need to improve the discipline in library, students making noise late night must be stopped Maintain discipline in library The university should provide more books and also access to scholarly journals that cannot be acquired freely Reading room closes at 5pm than you have to take your belongings and go out of the library which is a big problem as it breaks student's concentration. Provide necessary books on psychology in the library The library should be open 24*7 In Library there should be extensions for charging laptops as these days everyone use laptops so comparatively requirement is more Library should have separate place for girls.

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		 The library fine/penalty is very high for a student to bear the burden. Please have some empathy towards the students. The Library doesn't have sufficient seats for students. Do the needful in future sessions.
22.	Computer Centre	 Student entry record should be properly maintained. Security guard may be provided Webpage need updation Print files of complaints, assets, etc. needed Suggestions from the students based on Exit Survey Wi-Fi facility and internet must be improved The condition of computer lab is miserable Provide some working/updated and high performance computers in computer lab The timings for computer centre should be extended. Please provide academic email-IDs to every student
23.	Gender Sensitization Cell	 FDP on gender for faculty and staff be proposed Activities to be conducted proactively Involve students in the Cell activities Webpage need updation
24.	Minorities Cell	 Data of the minority population (Staff, students etc.) be maintained Webpage need updation Activities be conducted
25.	Institutional Biosafety Committee	 CCTV is must for pathogenic facility Awareness activities to be organized atleast two activities per year Difficult to manage microbial facility in porta cabin which is not as per DBT guidelines, No Eye-wash facility not available in the facility. Emergency preparedness in case of spillage should be available Take certificates for all users of vaccination against that particular pathogen he/she using (wherever applicable) Suggested to regularly audit the actual facility. Webpage need updation
26.	Biomedical waste	 Payment to parties need be made in time Must organize awareness activities Webpage need updation

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	management	
	Cell	
27.	Institutional Innovation Council	 More ideation should organized A subcommittee of senior, experienced industry connected faculty be constituted so that they can explore innovation (potential) of each PhD thesis submitted.
28.	Internal Quality Assurance Cell	 Following the Calendar of IQAC Regularly updating website They have several best practices. But they have to identify one which can be their USP.
29.	CIL	 Some of the fire extinguishers validity is over Each lab should have shoe racks. Suggestions to mark in this direction to crystalize the best practices.
30.	Residential Areas	 Playground and Recreation Hall for small gathering is required. Need internet and Wi-Fi facilities more in number Maintenance and repair work urgently required Need to maintain records properly More manpower and funds are needed
31.	Day Care Centre	 Providing facility to the wards of the staff. Rooftop outside need repairs and paint work needed The committee must actively get involved in DCC activities Organise activities of the DCC kids in the university More recreational and activity based books/toys needed Webpage need updation
32.	Transit Hostel	 Webcam must be checked time to time and more in numbers required Wi-Fi internet need to the provided at all points Overall cleanliness required
33.	NSS Cell	 More number of students to enroll in NSS for active participation Activities to be organized Regular funds/ dedicated funds for NSS activities Webpage need updation
34.	Guest House	 Bill book is required to be printed Food menu, logbook for non-recurring items and one log book for recurring items is required

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		 Rent for private guest room outside university should be charged@ Rs.1000/- and for department's expert should be charged@ Rs.300/- There should be a feedback/ comments register for the guests.
35.	Mess (Faculty)	 There should be frequent inspection by the mess committee Documentation w.r.t. kitchen utensils and other non-consumables Proper contract and other documents need to be maintained for the contractor Separate temporary food preparation room required Extra sitting space for mess There is water leakage issue Overall cleanliness required
36.	Tuck-shop (Verka/ Nescafe, etc.)	 Cleanliness need improvement Front area need to be cleaned. Proper space and shed need to be provided by the university to maintain hygiene Water & electric connection need to be given Garbage pick-up must be ensured Suggestions from the students based on Exit Survey There should be shop of Daily uses goods, dairy products, stationery items and medical shop. For small essential items we have to go outside which wastes a lot of time University have a lot of space to make some good canteen and cafe inside it. The tuck-shops need to maintain the hygiene with sufficient seating arrangement.
37.	Security	 The existing tuck shop is not student pocket friendly Space required for storing files. More security staff in required for effective security Must organize activities for staff and students CCTV Camera required Suggestions from the students based on Exit Survey Biometrics (fingerprint scanner) & (fast-tag scanner for vehicles) on entry and exit at university gate instead of students filling incorrect details at entry and exit.

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			 Please make sure about the actions of security staffs, try to make a class for them of gender equality. Eradicate dogs in the campus The location of the university is a remote village. No human beings will be there after 8:30 making the path scary. The students who live outside suffer more from this. Security patrolling is needed. Installation of CCTV camera in every lab.
	38.	House Keeping	 Whole of the record is found in order Housekeeping staff is managed by the supervisors (2) & manager (01) Complete the work as per assignment Estate officer position need to be filled. Time to time the classroom, the overall cleanliness should be checked Hostel cleanliness to be ensured. Suggestions from the students based on Exit Survey Cleanliness in campus
	39.	Amul Tuck Shop	Increase closing time of tuck shopGarbage need to remove on daily basis
	40.	Hostels	 Required for data entry operator to maintain record Record available with DSW office To maintain record properly To pay focus on cleanliness Suggestions from the students based on Exit Survey Hygiene is very much required Provide coolers in girls' hostel. Canteen in hostel needed Hostel should be available to everyone. Hostel facility and staff, attendant cooperation need to be improved. Hostel staffs and warden can be a bit more understanding towards the students rather than stressing more Improve the hostel facilities as PhD Hostel is for two
निर्देशक,	आतार	Quality Assurance Gall गुणवणः सुरिश्यान प्रकोधः ity of Punjab	single room.In hostel reading room should provide AC facility to help
पंजाब केंद्र Village G	शाया । वर	वावद्यासन	the students in studying.
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- Hostel management is the WORST. Non-cooperative with students and their behavior is rude and inappropriate.
- Please make a system which is helpful for students and if university do not have enough resources such as hostels then do not increase number of seats for admission.
- Hostel facility rooms are quite small for three/four people
- There should be one groceries shop inside near the hostel
- Hostel wardens' behavior with students should be more professional, they should not treat students like road side goons.
- There is a lot of stuff lacking in hostel premises, washroom and toilets need regular hygiene check.
- Regular hostel inspection required by the officials. Washrooms need much renovation.
- Try to increase the timing in hostels, make it applicable for both hostels based on gender equality.
- Corridor way from hostel to university especially on sunny days should have some shade.
- Improve hostel facilities by providing cooler or centralized AC in summers. It will be good if it is providing even you can additional add some amount to the existing hostel fee.
- The hostel does not have proper drinking water which leads to several health issues.
- When I was admitted here to this university I was not given a hostel despite my category and home address from where I came. I am from Manipur and belong to the ST category.
- The Wi-Fi facility in need to be improved, warden should listen problem of all the students without being judgmental and making any excuse. If not able to do so, should not take responsibility (girls' hostel).
- Hostel wardens should be actively involved in any case of complaint or harassment faced by students and not sit in their cabins freely saying they can't do anything

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		or postponing the proper action. please don't make the students suffer more due to your late or no actions Hostel food is not good Sports area in girls' hostel should be maintained The hostel facilities as well as the hostel attendants' behavior very poor. Provide hostel to everyone as outside environment is not that good for students Approachable authorities of hostel who will actually hear the problems faced by the students residing at hostel and provide a peaceful environment for all. Barricade the hostel area, girls hostel and boys hostel and mess as "one students residential block" and let student (both girls and boys) be inside that campus without restriction for overnight. In hostels, porta cabins, and academic blocks Washrooms should be kept more hygienic and maintained in case any damages occur. Providing AC in hostel reading rooms will be helpful in summer.
		 The university should be more gender neutral Increase entry timing of girls in main gate, 8.30 to 9 pm in summer only Remove gender wise timing in the campus
41.	Mess (2) near hostels	 Biometric installed but not in working. Roti maker machine is required RO water for Food preparation Vegetable storage need to be provided by university. pendency of bills of students for two to three months, mess overburdened Food Waste to be utilized properly. Suggestions from the students based on Exit Survey Girls mess food can be better Health is a major issue so please provide better food University should provide good quality of food in the mess Bring non-veg in student cooperate mess The university should allocate one mess to serve non-veg food to the students. The canteen is not proper; no food court is available

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		Improve basic hygiene of foodProvide night canteen inside campus
42.	Engineering	 New upcoming buildings will have roof top solar panels. Efforts are under process to install roof top solar panels in Existing buildings The university bus Operated for students. Staff as ATR, the same has been implemented and committee witnessed the same. STP maintenance should be in place.
43.	Transport	 Suggestion box to be kept in university bus operated for students /Staff Overall cleanliness of the buses and vehicles Suggestions from the students based on Exit Survey Proper transportation facility from hostel to main gate and should be atleast one rickshaw available 24x7 for emergency purposes If the bus service time to hostel or meas area increases, it will be helpful Transport facility inside the campus should be improved and should be free of cost Bus facility from gate to university We have to wait for a lot of time to get an E rickshaw No bus route services inside campus Please provide bus service at morning 6 AM and Night 10 PM from University to Bathinda and Bathinda to University
44.	Sports	 Duty chart of work is not available Work distribution is disproportionate Mechanism for performance evaluation is not available Sports should be separated from the department of Physical Education All records are maintained under the department of physical education so it must be separated No separate log book maintained for sports activities conducted for university students Sports equipment's are not adequate corresponding to student's strength Separate budget allocation should be made for sports manpower should also be provided separately

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	 University website should be updated with recent sports activities No display of news coverage/photographs of winners Committee suggests a board of Honour for winners (National/State/International) File coding/indexing is to be done Webpage need updation Suggestions from the students based on Exit Survey Need more plans to improve the mental and physical health of students, like fitness programs and interactive sessions Here we lack a proper sports complex
Shopping 45. Complex in Porta Cabins	 Roof shed opposite to the commercial campus needs to be covered from the sides. Single time paint is required in the tuck shop Overall cleanliness required
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Direct Central University of Punjab to our health concerns.

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- One of the nurse is extremely rude who taunts students if we go to health centre for a simple cut which according to 'Her' is just a minor issue and as stated by her we students should not come to health centre for reasons that she personally feels is minor.
- Proper medications are also not available and they are extremely stingy to provide us with the medicines and expects us to come everytime to the health centre to beg for the medications when we have rightfully paid our medical fees every semester.
- Health should be the top most priority for every stakeholder of this University.
- Set up a proper health centre with more qualified people.
- The healthcare centre that is "available" for students don't really provide the required facility for the students.
- The nurse is the most self-centered person I have met and there have been instances where she has misbehaved with the students and victimized herself in front of the authorities.
- There are students going to AIIMS every week, the ambulance could at least go out on the weekend in the morning, we don't even end up using the medical fees we pay the university for, so why cannot the ambulance provide a shuttle service to the students to AIIMS.
- There should be dental services present at health centre.
- Healthcare facility of the university is very poor. The staff
 there is unreliable and untrustworthy. Please do
 something about that to fix it. Once we called the
 ambulance to go to AIIMS and they said they were busy
 with other things. Later that day few minutes later, we
 saw the ambulance being used to pick up things from the
 mess and transport it.
- The university should provide some emergency health care during dire situations. Moreover, students should be provided time to grieve for their lost friends otherwise I fear the university would just be raising selfish, selfcentered educated monsters rather than educated humans.
- · Health centre should have enough medicines
- · Health facilities should be improved





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		 Proper medications and trained staff should be appointed. Ambulance services should be provided 24*7. The health center is just a stoppage for Ambulances. Most inexperienced staff is there. They don't make you feel that you are in a clinic. It's like an old medicine distribution center in a rural, backward area. The health facility is on a ventilator and very, very poor. Health officer and staff always come late and leave the university before the duration. The staff never miss any holiday and an opportunity to take leave. The small PHC in my village has more facilities and more punctual staff than the health center of university. Health services should be more enhanced as there's no good hospital nearby and no good doctors to attend in emergency.
47.	Students Counselling Cell	 No orientation is provided and it is recommended that faculty members are send for specialized training programmes. Meetings are scheduled but minutes are not prepared. The cell MUST sensitization programmes. The department students are advised to encourage the student going through mental health issues to report in the Cell. Ambience of the Cell could be enhanced with comfortable chair, curtains, repaint of walls, storages, RO, etc. Webpage need updation Suggestions from the students based on Exit Survey An operational counseling cell.
48.	Landscape and Beautification	 More manpower and equipments are required. Water management needs improvement. Flowers and plants rear academic hostels canteen's, parking and housing are required
49.	Placement Cell	 Supporting staff and adequate fund is required Suggestions from the students based on Exit Survey A humble request to make Training and placement cell stronger. It is really weak and we are not getting proper opportunities which leads to depression for many students.

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		 Facilitate opportunities for internships and industry placements to provide students with real-world work experience and networking opportunities Provide career information opportunities and program that enhances the students interest and talents which gives a great insight in academia and overall development of excellence. Course should be career-oriented campus placement is must There should immediate employment after completion of master's degree. There should company hiring from campus. Campus placement opportunities should be provided Students join the university with the hope that they will get a job quickly after the completion of degree but no company visit or campus support for placements. More practical exposures are required for Management students for overall skill development and professional career. Internships should be set as per the industry requirements and placement cell need more improvement.
50.	SC /ST C 11	Poor placement cell
51.	SC/ST Cell Intellectual Property Management & Commercializati on Cell (PMCC)	 The Cell needs Supporting staff for its smooth functioning MoU signed with innovation technology transfer office MoU Signed with Centre for policy Research, PU, Chandigarh Routine support form PIC, PSCST and TIFAC, New Delhi But supporting staff and logistics needed Webpage need updation
52.	Human Rights Cell and Legal Aid Cell	 Regular activities of the cell make the profile aware of their rights Activities need to plan as per the Calendar of the Cell Website needs to be updated by Computer Centre, uploading access may be given to the coordinator One dedicated place may be initiated for legal aid cell for public participation at the entrance of the main University gate





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53.	OBC Cell	 One matter from university regarding caste based discrimination More activities or to be conducted or awareness Webpage need updation
54.	Museum	 Can be improved with provision of more showcases, focus lights, more labelling, more boards, etc. Opening and closing time may be displayed on board Requirement of more sub-sections Showcasing the activities of thousands years ago One attendant and cleaner required on regular basis Webpage need updation

Others Suggestions about Curriculum

- 1. Our university should create an environment where students transforms into a leader of tomorrow. They should know their rights and their duties because only aware and awakened students can make a society and country healthy.
- 2. A lot of faculty in the department also need to follow the syllabus that is given and teach concepts instead of facts which one can find even in Wikipedia.
- 3. This is a university where people speak a lot of variety of language. But some professors only know Hindi. Please do check the English-speaking ability of both teaching and non-teaching staffs if you guys believe in inclusiveness.
- 4. More curriculum activities and accessibility towards clubs/communities like book club, film club with an openness towards discussion and debates, for all departments, would help in an overall development of a student studying in these higher education courses.
- 5. The professors should remember that not only PhD students' PG students are also here to learn something so they should show some decent amount of attention to them also. The teachers are not interested in teaching so students are not interested in studying.
- 6. Strict adherence to English as the mode of transmission of education.
- 7. Need more practical's and some field visits. Classes should not be theoretical based and some interesting activity should be organized not only seminar.
- 8. Instead of simply imposing Dissertations & Synopses on students, Universities should have the option of having both Dissertations and exams. So that the students who are not interested in doing a dissertation or PhD will have some activities to do.
- 9. Dept. SCAS that gives two courses, MA Pol Sci. and MA Politics and IR, but the faculty is specialized in IR only, there is no teacher who is for political

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science. please do not give multiple courses if you cannot accommodate proper faculty. The entire focus of the university is on science, and nobody is paying any attention to social science.

- 10. Should increase our internship duration from one month to six months during entire fourth semester as it is being practiced in some curriculum of other courses and it has become extremely necessary for our field of students to have increased practical exposure.
- 11. Course syllabus requires improvement in terms of adding new subjects in order to compete with other universities.
- 12. New faculties are disappointing and not updated; choose faculties based on academic qualifications and experiences, not on their political background.
- 13. Curriculum needs to change and adapt keeping in mind the future competitive exams. the present curriculum focuses more on assignments and not learning rather than concepts based learning. also very less importance is given to Indian thinkers
- 14. The time table schedule of classes is not good at least students should get to self-study three to four days in a week. So need a break in a week like 3 days' regular classes and another day off.
- 15. With other departments interaction should be there means lab visits, research laboratory visit, to know what others department does and doing. It would encourage students to explore more about the discipline.
- 16. Masters student should be allowed to continue their work in lab even after the PhD student leaving.
- 17. Instead of only orienting teachers towards research teachers should increase their efficiency in teaching field also
- 18. Funding for the dissertation is very less which makes students stick to insilico works and hands-on experiments are dream for many students.
- 19. The curriculum should be planned taking the consideration of employment for the students and industrial knowledge.
- 20. The university should hire professionals for any position rather than locals as many of them are unqualified for the job.
- 21. Make university free from the dirty politics of teachers and some organization that are affecting the teaching and research of both teachers and students as well

Suggestions for infrastructure

- Please do green shedding on all paths to protect students from extreme heat
- University required an open theatre. 2.
- Should use the solar energy and set up solar panel upon the academic to 3. hostel road. Students will get shadow in summer and University will get electricity.

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- We don't have enough space to sit in the reading room. We have a lot of open space in our campus, but we did not use any plan to create good open space for relaxing.
- 5. Bicycle stands and free to use Bicycle (within campus) near the gate till the academic block
- Increase the plantation so that students get fresh air and protect from severe heat.

Prof. Monisha Dhiman

Director, IQAC

Dean Incharge Academics

Hon'ble Vice Chancellor

Director, Internal Quality Assurance Gall निर्देशक, आंतरिक गुणवक्त सुनिश्चान प्रकोध्ड Central University of Punjab पंजाब केंद्रीय विश्वविद्यालय Village Ghudda/ग्राम धुरा Dist. Bathinda-151-401

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