

## **Report of Orientation Workshop for Regional Directors (RDs) and Assistant Regional Directors (ARDS) of MANUU's Regional Centers and Sub-Regional centers.**

The Directorate of Distance Education (DDE) at Maulana Azad National Urdu University (MANUU) conducted a two-day orientation workshop for Regional Directors and Assistant Regional Directors of MANUU Regional Centers and Sub Regional Centers. The workshop took place on July 13th and 14th, 2023, at the CPDUMT Auditorium, MANUU. Twenty five participants were participated in programme.

### **Objectives:**

The primary objectives of the workshop were as follows:

- To provide orientation and guidance to Regional Directors and Assistant Regional Directors of MANUU's distance education centers.
- To familiarize participants with their roles and responsibilities in effectively managing regional and sub-regional centers.
- To promote effective communication and collaboration between the DDE and the regional and sub centers.
- To discuss strategies for enhancing the quality of distance education programs offered by MANUU.
- To address any challenges or concerns faced by the regional and sub-regional centers and provide appropriate solutions.
- To encourage professional development and continuous learning among the participants.
- To discuss and provide insights on the implementation of the New Education Policy (NEP-2020) and its implications for distance education.
- To equip RDs and ARDs with the necessary knowledge and skills to navigate the evolving educational landscape and effectively implement the NEP-2020 guidelines in their respective regions.
- To update the RDs and ARDs on the latest regulations set by the Distance Education Bureau. This included discussing the regulatory framework, compliance requirements, and best practices for effective implementation of distance education programs.

**Workshop Details:**

The two-day workshop featured interactive sessions, informative presentations, and engaging group discussions. Esteemed experts in the field of distance education were invited to share their expertise with the participants. The workshop covered various topics, including:

- The Role of Regional Directors and Assistant Regional Directors in Distance Education Centers.
- Efficient Management of Regional and Sub-Regional Centers.
- Ensuring Quality Assurance in Distance Education Programs.
- Strategies for Student Support and Engagement.
- Leveraging Technology for Enhanced Distance Learning.
- Addressing Challenges and Concerns in Distance Education Implementation.
- To mark the strategies for increasing the enrolment of students widely and extensively

**Day 1: 13.07.2023 Thursday****Inaugural session (10.00 AM to 11.30 AM)**

The inaugural session of the orientation workshop commenced promptly at 10 o'clock AM, with Prof. Najmus Saher, the convenor, providing an overview of the workshop. Honorable Vice Chancellor presided over the session, which was graced by the esteemed presence of the OSD-1, Prof. Shagufta Shaheen and the Registrar. Prof. Ghanta Ramesh, advisor to DDE MANUU, served as the keynote speaker for the inaugural session.

**Session Proceedings:**

The program began with a recitation of meaningful verses from the Holy Quran by Dr. Umar Farooq.

Following this, the Director of DDE, Prof. Razaullah Khan, delivered a warm welcome speech.

Subsequently, the Honorable Vice Chancellor officially released the DDE Programme Guide and Manual and announced the introduction of two new courses: Diploma in Early Childhood Care and Education, and Diploma in School Leadership and Management.

**Keynote Address: Prof. Ghanta Ramesh, Advisor, DDE, MANUU**

The keynote address for the workshop was delivered by Professor Ghanta Ramesh. The session commenced with expressions of gratitude to the Honorable Vice Chancellor for permitting the physical gathering, acknowledging its potential benefits for the RDs, ARDs, and the Directorate of Distance Education (DDE) in achieving their targets.

**Highlights:**

Professor Ramesh highlighted that during the country's independence, the focus on education was primarily on school education, with a relatively low literacy rate. However, higher education received less attention, prompting subsequent demands for its expansion.

The concept of distance education was scientifically borrowed from the British Open University. It has evolved over time from postal education to correspondence education, then distance education, open and distance learning, and now digital and online education.

Professor Ramesh proudly stated that MANUU is unique in providing distance education to its students. Unlike many other universities, where distance education is often viewed as a means for generating income, MANUU keeps its fees low, providing an opportunity to offer accessible, affordable, and inclusive education to all. Prof. Ghanta Ramesh acknowledged that distance education students are generally self-motivated individuals, and emphasized the importance of meeting their expectations and providing them with what they need.

The keynote address stressed the significance of maintaining quality in distance education. Close coordination between headquarters and Regional Centres (RCs) is essential, along with feedback from LSCs, students, and other stakeholders, to ensure the delivery of courses of excellent quality.

Professor Ramesh emphasized the pivotal role of technology in distance education and urged participants to optimally utilize it. MANUU possesses quality materials and resources at headquarters, and he encouraged active involvement in the system to maximize its potential.

MANUU's approval of 1000 seats for B.Ed. by the National Council for Teacher Education (NCTE) was highlighted as a significant achievement. Ensuring quality education for all teacher trainees will further establish MANUU's reputation in providing quality distance education.

Professor Ghanta Ramesh concluded his keynote address by expressing his hope that all participants would learn and refresh their knowledge during the workshop. He encouraged everyone to work with dedication and commitment to deliver the best possible distance education experience for the students, ultimately contributing to the growth and success of the university.

### **Felicitation 1: Registrar, MANUU**

The Registrar of MANUU, in his felicitation speech, acknowledged the significance of the gathering, highlighting that it was not merely an interaction between Regional Directors (RDs) and Assistant Regional Directors (ARDs), but a collective engagement involving all stakeholders of DDE. This inclusive approach encompassed coordinators, students, and Learner Support Centers (LSCs). He expressed his belief that all the sessions conducted during the orientation workshop would contribute to the advancement of DDE.

The Registrar acknowledged the existence of challenges but praised the dynamic and energetic nature of the Director of DDE and his team in tackling them. He further mentioned the efforts of the Vice Chancellor in addressing various DDE-related issues by engaging with higher officials of the University Grants Commission (UGC) and the Ministry of Education. Comparing MANUU to even IGNOU, he highlighted that in many aspects, MANUU outshines other institutions.

Furthermore, the Registrar assured that the higher authorities of MANUU are aware of the difficulties faced by RDs and ARDs and are actively working towards resolving them at the UGC level. He noted that it was a significant milestone for MANUU as one ARD had been promoted to RD, demonstrating their clear intention of encouraging and promoting the growth of RDs and ARDs. The Registrar emphasized the importance of fostering a conducive atmosphere throughout, at all levels, to facilitate the achievement of DDE's goals.

In conclusion, the Registrar's felicitation speech acknowledged the collective effort required for the success of DDE, expressed confidence in the dedication of the DDE team, and reassured the attendees that their concerns and challenges were being addressed at higher levels.

### **Felicitation 2: Prof. Shagufta Shaheen, OSD-1**

During her felicitation speech, Prof. Shagufta Shaheen emphasized the importance of the Distance Education Directorate as a significant strength of the

university, both in terms of resources and finance. She highlighted the need for dedicated attention to ensure the efficient management of the DDE.

Prof. Shagufta Shaheen expressed her opinion that new guidelines should be issued by the University Grants Commission (UGC) in accordance with the implementation of the National Education Policy 2020 (NEP-2020). These guidelines would facilitate a judicious synchronization of the DDE with regular departments.

Overall, Prof. Shagufta Shaheen's felicitation speech highlighted the importance of managing the DDE efficiently and called for the issuance of new guidelines in accordance with the NEP-2020 to ensure a harmonious integration of distance education practices within the broader educational framework.

### **Presidential Address: Honorable Vice Chancellor, MANUU**

In his presidential address, the Honorable Vice Chancellor of MANUU commended the Director, Razaullah Khan and Advisor, DDE Prof. Ghanta Ramesh, for their unwavering dedication to the improvement of the Directorate of Distance Education (DDE). He recalled that initially there were many problems. However, through effective teamwork and high-end coordination, the problems were significantly minimized.

While acknowledging the existing challenges, he highlighted the significant shift of the regional center from Chandni Chowk to Banaras, an educational hub with approximately 25 madrasas, Arabic and Sanskrit universities, and esteemed institutions like Kashi Vidya Peet and Banaras Hindu University. The Vice Chancellor emphasized the wide scope for MANUU in Banaras, but acknowledged the limited visibility the university currently faces.

He stressed the need to enhance the DDE's marketing efforts and effectively compete with larger institutions like IGNOU, who are rapidly expanding and encroaching upon MANUU's territory. The Vice Chancellor recognized the importance of improving MANUU's visibility. He emphasized the need for regional centers to proactively promote themselves and make their presence known within the crowded educational landscape.

Time management was also highlighted, with the Vice Chancellor commending the timely and systematic conduct of exams. He stressed the importance of synchronizing the academic calendars of regular and distance education to facilitate seamless transitions for students between the two modes. The Vice Chancellor praised the Controller of Examinations for their dedicated work in achieving this goal.

The Vice Chancellor emphasized the necessity of interaction among various stakeholders and commended the establishment of a WhatsApp group as an excellent initiative to facilitate communication. He recognized madrasas as an important supply line for MANUU and encouraged further engagement with them.

As a step towards strengthening connections with madrasas, the Vice Chancellor announced an annual grant of one lakh rupees for Regional Directors (RDs) to cover expenses related to travel, interactions, and engagement with different madrasas. And urged to use these funds judiciously.

Highlighting the identity of MANUU as an Urdu university rather than a minority university, the Vice Chancellor expressed the need to encourage and support students studying in Urdu. He stressed the importance of strengthening infrastructure, particularly moving away from rented buildings towards the establishment of the university's own campus.

The Vice Chancellor reminded that a total of 39 posts have been filled thus far. In his address, the Vice Chancellor disclosed that a proposal for funds amounting to 14 crores for the expansion of the Srinagar Budgam Campus and 6 crores for the construction of a girls' hostel in the Bhopal campus has been formally submitted to the ministry. The next priority was set on the Kadapa center, with plans to upgrade various centers gradually.

The Vice Chancellor emphasized the importance of maintaining impeccable records, as inspections by government bodies could take place at any time.

The Vice Chancellor also recognized the significance of teacher education and the need to fill the available seats. He emphasized the importance of working diligently to strengthen the teacher education program.

Acknowledging the university's commendable diversity and equity, with an almost equal proportion of male and female students and teachers, the Vice Chancellor stressed the need to further enhance and maintain this balance.

To encourage healthy competition among the regional centers, the Vice Chancellor approved the proposal of DDE and announced up to one-lakh rupees incentive for three star-performing regional centers in terms of campaign, admissions, results, and overall performance for the years 2022-23 and 2023-24. A proficient expert committee would be responsible for conducting the assessment of the centers for selection purposes.

He urged reaching out to every corner and uncharted territory, with a target of a minimum of one lakh admissions by the time in MANUU.

In conclusion, the Vice Chancellor's presidential address highlighted the challenges and aspirations of MANUU's DDE, while emphasizing the need for strategic efforts to enhance visibility, strengthen infrastructure, and promote excellence in education.

During the inaugural session, all the dignitaries present, including the Honorable Vice Chancellor, Registrar, Director of DDE, and Prof. Ghanta Ramesh, were honored with shawls and bouquets as a gesture of respect and appreciation.

Overall, the inaugural session set a positive and inspiring tone for the orientation workshop, emphasizing the uniqueness and potential of MANUU's distance education program.

Prof. Shaheen Altaf Shaik, on behalf of the organizing committee, expressed her heartfelt gratitude to all the dignitaries, participants, and stakeholders who attended the inaugural session of the orientation workshop for Regional Directors and Assistant Regional Directors of MANUU. As the rapporteur, Dr. Nehal Afroz diligently documented the proceedings of the inaugural session of the workshop.

### **Technical Session 1 - Presentation of RDs and ARDs of MANUU RCs and SRCs**

The first technical session of the workshop commenced following the inaugural session, with Prof. N.I. Mulla serving as the convenor. This session focused on presentations by the Regional Directors (RDs) and Assistant Regional Directors (ARDs) of MANUU's Regional Centers (RCs) and Sub-Regional Centers (SRCs).

#### **Presentations:**

Dr. M. Ejaz Ashraf, RD of the Srinagar Regional Centre, Mrs. Ruchika Kem, ARD of the Delhi Regional Centre, Dr. Abdul Ghanei, ARD of the Jammu Sub-Regional Centre, Dr. A.H. Rizvi, ARD of the Lucknow Sub-Regional Centre, Dr. Mohd Shamsuddin, ARD of the Varanasi Sub-Regional Centre, Dr. S.E.H. Imam Azam, RD of the Kolkata Regional Centre, Prof. Khazi Ziaullah, RD of the Bangalore Regional Centre, Dr. Mohd. Ahsan, RD of the Bhopal Regional Centre and SRC Amaravati, Dr. Umar Farooque Azam, Assistant Regional Director of the Ranchi Regional Centre, Dr. Shaik Abul Barkat, RD of the Mumbai Regional Centre, Dr. Hasanuddin Haider, RD of the Patna Regional Centre, Dr. Mohammad Arshad Ekbal, RD of the Darbhanga Regional

Centre, and Dr. M. Mazhar Quadri, Assistant Regional Director of the Hyderabad Sub-Regional Centre, presented their reports and updates before the coordinators.

The presentations commenced with a brief introduction of their respective centers by the RDs and ARDs, followed by a discussion on the center's journey, current enrollment status, number of Learner Support Centers (LSCs), Student Support Units, region-specific concerns, achievements, and future plans.

### **Highlights:**

Dr. Ejaz Ashraf, RD of the Srinagar Regional Centre, highlighted the positive changes in the DDE over the past two years and the support received from the headquarters for smooth governance. He emphasized that his center had achieved MANUU's mandate in terms of female and mainstream madrasa enrollment, as well as the enrollment of B.Ed. students and working men and women, which witnessed significant growth.

Mrs. Ruchika Kem, ARD of the Delhi Regional Centre, mentioned collaborative efforts with Jamia Millia Islamia, liaison with various organizations, and the center's participation in the Rozgar Mela. She also raised concerns about the duration of Memoranda of Understanding (MoUs), suggesting that they should span two or three years instead of one. Delays in examination processes were also acknowledged.

Dr. Abdul Ghanei, ARD of the Jammu Sub-Regional Centre, expressed the center's plans to approach more institutions for LSC affiliations and recommended the introduction of additional Diploma courses to enhance program offerings.

Concerns regarding timely conduct of counseling classes, examinations, remuneration issues, and the availability of Study Learning Materials (SLMs) and syllabi were raised by Prof. Khazi Ziaullah, RD of the Bangalore Regional Centre. He expressed optimism that these concerns would be addressed under the present administration.

Dr. Mohd Shamsuddin, ARD of the Varanasi Sub-Regional Centre, shared experiences from visiting 30 madrasas and conducting interviews with the Chairman of the Madrasa Board in Uttar Pradesh, aiming to establish connections with more madrasas. However, he expressed concerns about the scarcity of Urdu-speaking counselors. He also expressed confidence in raising admissions to approximately 1000 in the upcoming academic session.

RD of the Kolkata Regional Centre, Dr. S.E.H. Imam Azam, voiced concerns regarding the lack of a dedicated building and limited facilities. Despite these



challenges, the center continues to attract students and recently participated in the Rozgar Mela in Kolkata.

RD of the Mumbai Regional Centre, Dr. Shaik Abul Barkat, expressed optimism about achieving an enrollment target of 2000 for the upcoming academic year.

The presentations by the RDs and ARDs of MANUU's RCs and SRCs provided valuable insights into the progress, achievements, and challenges faced by each center. The session concluded with Prof. N.I. Mulla delivering the vote of thanks. As the rapporteur, Dr. Nehal Afroz diligently documented the proceedings of this session. The participants then adjourned for lunch, ready to continue the workshop's proceedings in subsequent sessions.

### **Technical Session 2 - Students' Expectations and Support Services from Higher Education Institutions by Prof.S.Jeelani, Director, CDVL, HCU.**

The second technical session of the workshop commenced at 2:00 PM, following a delightful lunch provided by the workshop organizers. Dr. Shaik Waseem, the convenor of the session, introduced the guest speaker Prof. S. Jeelani, Director of CDVL, HCU and presented him with a bouquet and shawl. Prof. Jeelani, who also served as the former regional head to UGC, delivered a lecture on students' expectations and the importance of support services in higher education institutions.

#### **Highlights:**

Prof. Jeelani began his speech by recalling the objective of establishing MANUU and its distance education programs. He emphasized the significance of distance education in India and stressed the importance of understanding students' expectations. The speaker highlighted the low enrollment ratio as a significant challenge in higher education, with 50 percent of seats remaining vacant in India. The government's main target is to increase the Gross Enrollment Ratio (GER) to over 50 percent by 2035. Prof. Jeelani emphasized the need to achieve a target of one lakh enrollments in the coming academic year. Prof. Jeelani emphasized the importance of providing quality Study Learning Materials (SLMs) and ensuring strong and efficient student support services. He stressed the need for timely dissemination of notifications and information, suggesting the use of instant messaging platforms such as WhatsApp and Facebook. Leveraging digital marketing efficiently was also highlighted.

The speaker discussed the significance of the National Credit Framework (NCF), which aims to ensure transparency, comparability, and transferability of credits across different education and training sectors. He highlighted the importance of the

Academic Bank of Credits and its role in facilitating students' mobility and progress. Prof. Jeelani advocated for fast and transparent examination processes, mentioning the potential use of metaverse or virtual reality (VR) technologies for enhanced interactions and experiences. Prof. Jeelani introduced the programs and facilities of the Centre for Distance Virtual Learning (CDVL) at the University of Hyderabad. He emphasized that the establishment of CDVL aimed to increase the Gross Enrollment Ratio (GER) from the current 27 percent to 50 percent by 2035.

Active engagement and discussions were observed among all the participants. The session concluded with a vote of thanks delivered by Dr. Semeena Basu. Dr. Mohd Jafar acted as the rapporteur, diligently recording the proceedings of the session. After the session, a brief break was scheduled, during which tea and snacks were served to the participants.

### **Technical Session 3 - ODL Changing Scenario by V.Venkaiah**

The third technical session of the workshop commenced at 3:15 PM. Prof. Mushtaq Ahmed Patel, the convenor of the session, introduced the guest speaker, Prof. V. Venkaiah, and presented him with a bouquet and shawl. Prof. Venkaiah delivered a speech on the changing scenario of Open and Distance Learning (ODL) and its role in the National Education Policy (NEP) 2020.

#### **Highlights:**

Prof. Venkaiah began his session by highlighting the employability challenges within the current education system. He presented statistics showing that only a small percentage of B.Tech (25%), MBA (15%), and Social Science (10%) graduates are employable, emphasizing the need for improvement. The speaker provided an overview of the national educational policies, specifically mentioning the National Education Policy of 1986, which emphasized ODL and vocationalisation and led to the establishment of IGNOU. He discussed the achievements of the ODL system.

Prof. Venkaiah delved into the features of the NEP 2020 and discussed the role of ODL within it. He emphasized the importance of maintaining quality in the ODL system, highlighting the need for competent faculties, adequate facilities, and proper funding. The use of technology in ODL was explored, including online digital repositories, Open Educational Resources (OER)/MOOCs, capacity development programs for teachers, and blended learning approaches.

The speaker touched upon e-learning resources, online learning, and blended learning. Pre-requisites for online learning, such as device connectivity, safety, and

security, were discussed. Prof. Venkaiah highlighted the shifting scenario of ODL, moving from single-mode to multi-mode, single-medium to multimedia, learner-centric to home-based support, and procedure-oriented to result-based approaches. The way forward in ODL was also explored.

In response to participant queries, Prof. Venkaiah emphasized the need for teachers to adapt and transform to meet the challenges posed by the evolving educational landscape. He stressed the importance of unlearning and relearning as part of professional development.

The session concluded at 5:45 PM with a vote of thanks from Dr. Aman Ubed. Dr. Mohd Jafar diligently recorded the proceedings as the rapporteur. Due to time constraints, the Director of DDE announced the postponement of the last session, "Admission Drive," to the following day at 9:30 AM. This marked the end of the first day of the workshop.

### **Day 2: 14.07.2023 Friday**

#### **Technical Session 4: Admission Drive by Prof. Razaullah Khan, Director, DDE**

The fourth technical session of the workshop commenced at 9:30 AM of the second day, with Prof. Gulfishaan Habeeb serving as the convenor. This session was held consecutively, focusing on the Admission Drive and the Programmes and Courses offered by the Directorate of Distance Education (DDE). Prof. Razaullah Khan, Director of DDE, conducted the first part of the session, while Prof. Gulfishan Habeeb, the convenor, handled the second part of the session.

The first part of this session focused on the Admission Drive, with Prof. Razaullah Khan, Director of DDE, sharing valuable insights and strategies to maximize enrollment.

#### **Highlights:**

Prof. Razaullah Khan emphasized the significance of B.Ed. programs and highlighted the need to increase enrollment in this field. Various promotional materials such as banners, flyers, short videos, etc., should be disseminated, particularly in the local language, to generate momentum. The speaker discussed the extensive use of social media platforms like Facebook and WhatsApp for wide-reaching promotion. Graphics, video clips, and bulk messages can be employed to effectively spread information. Press news, YouTube channels, local FM stations, and telephonic calls were also suggested as avenues for dissemination.

To capture public attention, flex boards and banners can be strategically placed in crowded areas. Corner meetings can be organized in suitable buildings or institutions. Presentations in schools and colleges can be conducted, and the services of facilitators can be enlisted to further enhance the campaign. Visiting madrasas and Learner Support Centers (LSCs) and showcasing the benefits of distance education can help increase the Gross Enrollment Ratio (GER).

Coordination meetings with LSC coordinators and institutional heads can be arranged to seek their assistance in boosting admissions. Success stories of previous students can be shared through social media platforms to inspire prospective learners. The speaker also discussed the dual degree program based on the 2022 UGC circular, emphasizing the importance of disseminating information about this program to potential students.

### **Programmes and Courses by Prof. Gulfishan Habeeb**

The second part of the session focused on the various programmes and courses offered by the Directorate of Distance Education (DDE) for the academic session 2023-24. Prof. Gulfishan Habeeb, the convenor, provided a comprehensive overview of the eligibility criteria and program structures for different courses.

#### **Highlights:**

Prof. Gulfishan Habeeb began the session by presenting a clear and concise explanation of the various programmes offered by the DDE. She highlighted the eligibility criteria for each program, including postgraduate, undergraduate, diploma, and certificate courses.

The speaker elaborated on the credit distribution of the courses and provided detailed insights into the assignment and their assessment process.

Participants gained a better understanding of the counseling and contact class schedules, which are important components of the distance education programs.

Participants actively engaged in discussions related to assignments, examinations, dual degree programs, and Learner Support Center (LSC) changing options, among other topics.

Prof. Gulfishan Habeeb addressed participants' queries and provided clarification on various aspects, ensuring that all doubts and concerns were effectively addressed during the session. The session proved instrumental in clarifying doubts and providing participants with valuable insights into the program structures, assessment processes, and support services offered by the DDE.

Prof. Gulfishaan Habeeb delivered the vote of thanks, expressing gratitude to the Director for sharing valuable insights and strategies for the Admission Drive. Mr. Faheem Anwar diligently recorded the proceedings as the rapporteur.

### **Technical Session 5: Reaching out to Madrasas by Prof. Syed Alim Ashraf, Head Department of Arabic**

The fifth technical session of the workshop centered around the theme of reaching out to Madrasas. Prof. Syed Alim Ashraf, Head of the Department of Arabic and Chairman of the Committee for Recognizing Madrasa Courses, delivered a valuable presentation. Dr. Raihan Malik, the convenor, commenced the session by extending a warm welcome to Prof. Syed Alim Ashraf. The guest speaker was honored with a shawl and bouquet as a token of appreciation.

#### **Highlights:**

Prof. Syed Alim Ashraf, a distinguished guest speaker and academic authority, emphasized the significance of Urdu as a distinguishing factor for our university. He acknowledged that while Urdu attracts students, there are also challenges associated with it. Madrasas, primarily Urdu medium institutions, play a vital role in our education ecosystem.

The speaker shed light on the limitations of Madrasas in providing formal education beyond moral and religious instruction. He emphasized the need for Madrasas to incorporate general education and instill confidence in students, encouraging them to pursue higher education in universities.

Prof. Syed Alim Ashraf emphasized the importance of recognizing the degrees conferred by Madrasas. He outlined the criteria for obtaining recognition, which includes providing copies of the Madrasa's registration, degree certificates, and syllabus. The details of the recognition process were presented to the participants, who actively engaged in sharing their experiences and thoughts.

The session proved to be an insightful and productive discussion on the topic of reaching out to Madrasas. Prof. Syed Alim Ashraf's expertise and presentation provided valuable guidance and highlighted the need for Madrasas to evolve and offer formal education along with moral and religious teachings.

Dr. Shafeeq, Assistant Regional Director (ARD) of MANUU, expressed gratitude and delivered the vote of thanks, officially concluding the session at 11:30 AM. Mr. Faheem Anwar diligently recorded the proceedings as the rapporteur. Tea was served to the participants after the session.

### **Technical Session 6: Discussion with the Finance officer and his teams**

The sixth technical session of the workshop focused on engaging in discussions with the Finance Officer and his team. Dr. Mohd Jamaluddin Khan, Deputy Registrar (Finance) of MANUU, convened the session and extended a warm welcome to the Finance Officer, and other officials from the Finance Section who were in attendance. The session aimed to address various issues related to financial matters and streamline the file approval process.

#### **Highlights:**

Dr. Mohd Jamaluddin Khan initiated the session by highlighting the importance of financial management in the efficient functioning of the institution. He welcomed the Finance Officer and his team, expressing gratitude for their presence and willingness to engage in discussions.

The discussions revolved around several key issues, including the approval and credit of remunerations for examination invigilators, evaluators, counsellors, and other financial matters within the Finance Section. The participants explored strategies to expedite the file approval process and find solutions to potential delays.

The higher officials from the Finance Section emphasized the need for submitting all bills and proposals with complete supporting documents, such as statements of expenditures and bill vouchers. By ensuring the availability of comprehensive documentation, the participants sought to minimize delays and the possibility of file rejections.

The sixth technical session proved to be an important platform for addressing financial matters and improving the efficiency of the file approval process. The Finance Officer and his team actively participated in the discussions, providing valuable insights and guidance. Dr. Mohd Jamaluddin Khan, as the convenor, expressed gratitude to the Finance Officer and his team for their contributions and support. Dr. Abdul Basit carefully recorded the proceedings as the rapporteur.

### **Technical Session 7: Discussion with the Registrar and his teams**

The seventh technical session of the workshop focused on engaging in discussions with the Registrar and his teams. Dr. Aftab Alam Baig commenced the session with a welcome speech, wherein the Registrar, Assistant Registrar of ER-I and ER-II, and other officers from the ER sections were present. The session aimed to address various service-related problems and issues faced by the RDs and ARDs, with a particular focus on the promotion of non-teaching staff.

**Highlights:**

Dr. Aftab Alam Baig, in his opening speech, emphasized the significance of the session and welcomed the Registrar and his teams. He acknowledged the importance of addressing service-related issues and expressed gratitude to the Registrar for his presence and willingness to engage in discussions.

The RDs and ARDs elaborated on their respective service-related problems and issues, providing detailed explanations. The discussions revolved around the promotion of non-teaching staff, a matter of particular concern. The Registrar, in response, clarified his stance and offered full support in addressing the issues within the framework of UGC rules and regulations.

The seventh technical session proved to be a productive platform for discussing and resolving service-related problems and issues. The Registrar and his teams actively participated in the discussions, providing valuable insights, and demonstrating their commitment to resolving the concerns raised by the RDs and ARDs. Dr. Aftab Alam Baig, as the convenor, expressed appreciation to the Registrar and his teams for their support and commitment to finding solutions. Mr. Faheem Anwar carefully recorded the proceedings as the rapporteur.

**Technical Session 8: Discussion with the Controller of Examination and his teams**

The eighth technical session of the workshop focused on engaging in discussions with the Controller of Examination and his teams. Dr. Shafeeq, Assistant Regional Director (ARD) of MANUU, chaired the session and extended a warm welcome to the Controller of Examination and other officers from the Examination Branch who play a crucial role in conducting examinations for DDE. The session aimed to address various issues related to examination processes and procedures.

**Highlights:**

Dr. Shafeeq commenced the session by emphasizing the importance of conducting examinations in a timely manner and ensuring efficient evaluation processes. The Controller of Examination and his teams were welcomed, and the participants actively engaged in discussions.

The discussions revolved around key issues such as delays in conducting examinations, evaluation of answer scripts, timely announcement of results, submission of assignments, and remuneration for officials involved in the examination

process. Technical issues related to the IUMS portal and SAMARTH portal were also addressed, with assurances that they would be resolved soon.

During the discussion, the RDs and ARDs expressed their opinions regarding the need to increase the number of supporting staff in Regional Centres (RCs) and Sub-Regional Centres (SRCs). The timely distribution of Study Learning Materials (SLMs) was identified as a significant challenge at present.

The Controller of Examination assured the participants that examinations would be conducted on time, addressing concerns related to delays. Efforts would be made to streamline the examination processes and ensure timely evaluation and result announcements.

Dr. Shafeeq, as the session chair, expressed gratitude to the Controller of Examination and his teams for their contributions and commitment to addressing the concerns raised during the session. Dr. Abdul Basit carefully recorded the proceedings as the rapporteur. It was announced that the session would be adjourned for lunch.

#### **Technical Session 9: Interaction with the IQAC Director, Dr. Rama Kondapalli**

The ninth technical session of the workshop focused on interaction with the IQAC Director, Dr. Rama Kondapalli. Prof. Shaheen Altaf Shaikh convened the session and provided a brief introduction and welcome to the IQAC Director. The session aimed to discuss the recent experiences of the NAAC visit and lessons learned, as well as the importance of maintaining quality in service delivery and data management.

#### **Highlights:**

The IQAC Director, began her speech by reflecting on the experiences and lessons learned from the visit and expressed relief over the university receiving an NAAC A+ grade.

Dr. Rama Kondapalli emphasized that the focus should be on providing top-quality services and not simply distributing Study Learning Materials (SLMs). She highlighted the importance of becoming content developers and implementing mechanisms to track students and address their problems. Proper data management of student information was emphasized to facilitate effective planning and reporting.

The IQAC Director stressed the need for regular monitoring and inspections of all Regional Centres (RCs) and Sub-Regional Centres (SRCs) to ensure progress and address any challenges. She also encouraged the establishment of internal IQAC units within the DDE to facilitate self-evaluation and quality improvement.



To streamline data management and reporting, the IQAC Director suggested the establishment of a dedicated data management unit within the DDE. This would help in maintaining accurate data, producing meaningful statistics, and making informed decisions.

Prof. Shaheen Altaf Shaikh, as the convenor, expressed gratitude to Dr. Rama Kondapalli and the participants for their valuable contributions. Dr. Abdul Basit carefully recorded the proceedings as the rapporteur.

#### **Technical Session 10: SAMARTH Issues, TSU-DDE and CIT**

The tenth technical session of the workshop focused on addressing SAMARTH issues, discussing the role of TSU-DDE, and exploring CIT-related matters. Shahnawaaz Haidar, the SO, DDE, initiated the session with a warm welcome address.

##### **Highlights:**

Prof. Patel commenced the session by explaining the registration process in the SAMARTH portal. He emphasized the importance of utilizing the portal effectively for seamless operations. Prof. Patel further elaborated on the best practices and innovations implemented by TSU-DDE. He discussed the additional facilities offered by TSU, showcasing their commitment to providing enhanced learning experiences. The participants actively engaged in discussions regarding SAMARTH-related issues and sought clarification on various technical aspects.

Participants had the opportunity to raise their doubts and concerns related to the SAMARTH portal, and the dedicated team assured them of round-the-clock technical support. All queries were addressed to ensure a smooth and efficient experience for all users. The interactive discussions allowed participants to seek clarifications and receive technical support. The session concluded on a positive note, with the assurance of ongoing assistance in utilizing the SAMARTH portal effectively.

Mr. Shahnawaaz Haidar, as the convenor, delivered vote of thanks. Dr. Shah Alam diligently recorded the proceedings as the rapporteur.

#### **Technical Session 11: Discussion with Purchase and Store Section**

The convenor of this brief session was Dr. Shaik Waseem. The participants included Prof. Mohammad Fariyad, the in-charge of the Purchase and Store section, the Dean of the School of MCJ, and P. Habibulla, Assistant Registrar of the Purchase and Store section.

##### **Highlights:**

The discussion revolved around several important points that were addressed and agreed upon. It was emphasized that a physical verification report is mandatory to obtain approval from the Purchase and Store section. To ensure proper documentation, officials were instructed to utilize their official university accounts for this purpose.

It was recommended that the same GeM account be used consistently for all procurement cases, promoting efficiency, and streamlining the process. Regarding the supply of equipment, it was suggested that each Regional Centre (RC) and Sub Resource Centre (SRC) would be provided with a laptop and a smartphone. It was deemed necessary for the proposal to include detailed information about the specific requirements. The possibility of outsourcing the photocopier service was also raised during the discussion. The participants actively engaged in the conversation and highlighted the importance of ensuring uniformity in the amenities provided to officers. Lastly, the establishment of smart classrooms in various centers was suggested to enhance the overall learning experience.

The session ended with a vote of thanks from Dr. Shaik Waseem, expressing appreciation to all participants for their active involvement and valuable contributions to the discussion. Dr. Shah Alam carefully recorded the proceedings as the rapporteur.

#### **Valedictory Session: (4.45 PM to 5.45 PM)**

The valedictory session of the two-day orientation workshop for RDs (Regional Directors) and ARDs (Assistant Regional Directors) commenced at 4:45 PM. The session was graced by esteemed dignitaries, including Prof. Shagufta Shaheen, OSD-I, Prof. Siddiqui Mohd Mahmood, OSD-II, Prof. Razaullah Khan, Director of the Directorate of Distance Education (DDE), and Prof. N.I. Mulla, Professor, DDE. Dr. Shaikh Waseem, the convenor of the session, extended a warm welcome to all the dignitaries present on and off the dais.

#### **Session Proceedings:**

The valedictory session commenced with recitation of a few verses from the Holy Quran by Dr. Umer Farooq, setting a serene and respectful atmosphere. Following the recitation, each guest was presented with a shawl and bouquet as a token of appreciation and respect.

Prof. Razaullah Khan, the Director of DDE, took the opportunity to present the report summarizing the events and discussions that transpired during the two-day orientation workshop for RDs and ARDs.

**Feedback and Recognition:**

The floor was then open for RDs and ARDs to share their feedback on the program. Dr. Badiuddin was honored by his peers on his well-deserved promotion from ARD to RD.

**Felicitation 1:** Prof. Siddiqui Mohd Mahmood, OSD-II, emphasized the essential qualities of a manager. He stressed the importance of managers being intimately acquainted with their institutions, just as an owner is familiar with their company. Such familiarity empowers individuals to perform better and contribute to the growth of the institution.

**Presidential Address:** Prof. Shagufta Shaheen, OSD-I, delivered the Presidential Address. She expressed her appreciation for the workshop and highlighted its significance in fostering collaboration, idea sharing, and self-empowerment. Prof. Shagufta Shaheen emphasized the strength of Urdu in the distance education domain and urged participants to capitalize on this advantage. She encouraged the institution to instill a focus on quality education and consider introducing new courses such as fashion technology, tourism management, and museology within DDE's curriculum. Prof. Shagufta Shaheen also proposed organizing a convocation ceremony specifically for DDE students to recognize their achievements.

**Certificate Distribution:**

Following the addresses and felicitations, the certificates of participation were distributed to all the workshop participants by Prof. Shagufta Shaheen, Prof. Siddiqui Mohd Mahmood, and Prof. Razaullah Khan.

Dr. Semeena Basu delivered the vote of thanks, expressing gratitude to all the dignitaries, participants, organizers, and contributors who made the workshop a success. Dr. Shah Alam carefully recorded the proceedings as the rapporteur.

The valedictory session concluded on a positive note, with participants capturing memories through photographs and concluding the event with the playing of the national anthem. The two-day orientation workshop for RDs and ARDs ended, leaving behind a sense of empowerment, camaraderie, and a renewed commitment to advancing distance education in Urdu to international standards. The workshop provided a valuable platform for networking, knowledge sharing, and envisioning the future growth of the Directorate of Distance Education.