

Human Resource and Infrastructural Requirements**Human Resources :-****1. Organizational Structure of the MSP**

- a. MSP shall have a directorate/main coordinating & controlling office headed by a Director not below the rank of professor. It shall have appropriate and adequate academic, technical, administrative staff and infrastructural facilities.
- b. MSP shall have a Centre for Online Education (COE) for effective coordination among its Departments or Schools of Studies for offering the Online Programme, comprising Admission / Registration Unit, Examination Unit and Technology Support Unit. The Centre for Online Learning shall maintain and administer the Centralised-Base of all the recognized programmes. It shall be headed by a Director and shall have Deputy Director, Asst. Director, faculty-members etc. as per the guidelines of UGC.
- c. Swadhyaya Kendras / Centers of MSP & Swadhyaya-Sahayoga-Kendras (Learners' Support Centers) shall be headed by a Coordinator who shall be a regular/fulltime teacher not below the rank of a qualified Assistant Professor of the CSU/approved center and supported by other concerned subject teachers / academic-counsellors and helping staff as decided by the MSP/CSU in accordance with the guidelines of UGC.
- d. Centre for Internal Quality Assurance shall be established for MSP which shall be headed by a dedicated Director facilitated by suitable supporting-staff. 9.5 Other Special Centers may be established as per requirement either at headquarters of MSP/CSU or its Campuses/Units/Centers.

2 Staff structure / Man-power**I. Academic / Academic-Administration**

1.	Director	1
2.	Dy. Director (e-Learning) (COE)	1
3.	Asst. Director (COE)	1
4.	Faculty [full time dedicated basis, for performing academic functions including teaching in ODL / OL mode] Asst. Professor / Asso. Professor / Professor	One per Programme for programme-coordination

5.	Faculty [full time dedicated basis, for performing academic functions including teaching in ODL / OL mode] Asst. Professor / Asso. Professor / Professor	One per course for course coordination
6.	Faculty (full time dedicated basis, for performing academic functions including teaching/mentoring in ODL/OL mode) Asst. Professor	One per batch of 250 learners for Mentoring per course
7.	Academic Counselor in a Learner Support Centre	One per batch of 100 learners per theory course
8.	Librarian/ Assistant Librarian	1
9.	Coordinator of Swadhyaya Kendra	1 per SK
10	Director (CIQA)	1
11	Academic Associate (CIQA)	1

II. Administration / Supporting staff

Deputy Registrar (Coordinator Admission , Exam & Finance)	1
Asst. Registrar (Office-coordinator)	1
S.O (Section in-charge and I/c SLM stock & Delivery)	1
Assistants	2
DEO / Computer operators	2 at HQ & 1 at each SK/ Center
MTS	2 at HQ & 1 at each SK/ Center

In case of the enrolment higher than 5,000 the number of positions in the Centre for Distance and Online Learning may be increased by the HEI appropriately.

III. Technical Support team for Online Programmes

(a) For Development of e-Content as Self-Learning e- Modules

Technical Manager (Production)	1
Technical Associate (Audio-Video recording and editing)	1
Technical Assistant (Audio-Video recording)	1
Technical Assistant (Audio-Video editing)	1

(b) For Delivery of Online Programmes

Technical Manager (LMS and Data Management)	1
Technical Assistant (LMS and Data Management)	2

(c) For Admission and Examination for Online mode

Technical Manager (Admission, Examination and Result)	1
Technical Assistant (Admission, Examination and Result)	2

3. Appointments/recruitments

- (i) The Director in the professor rank may be appointed by the Vice Chancellor of the Central Sanskrit University. Academic person of high academic distinction and professional attainment in Sanskrit may be invited. He shall preferably have experience in ODL/OL concepts besides being a Sanskrit scholar. The term of the director shall be three years extendable further one more year at the discretion of the Vice chancellor. Till the post of Director are notified/created as per the provisions of MoA/ Rules of Central Sanskrit University, Vice Chancellor of the Central Sanskrit University as per his powers, may assign the duty of the Director to prominent faculty member (professor/having the capability of running MSP) working in Central Sanskrit University.
- (ii) As per the guidelines of UGC, University shall have defined criteria or guidelines for the technical know-how and skill requirements of the Online Programme Coordinators, Course Coordinators, Course Mentors and other staff and the university shall ascertain that all the resources are competent to deliver online education effectively from the learner-learning-perspective and continuous upgradation of skills including office management skills shall be essential for embracing newer methodologies and Information and communication technology tools for enhancing the development and delivery, support activities of the Programmes in the long run. As the functions, support-activities etc. under MSP involve communication in Sanskrit, the staff (Academic/administrative and supporting-staff both at

H.q. & S.K./Centers) of MSP shall preferably have the working knowledge of Sanskrit besides the thorough knowledge/skill in the concerned field.

- (iii) The institute shall have Assistant Professors, Associate Professors, Professors and Mentors as core faculty in the subject area of the concerned Programme and courses as per UGC rules. Till the creation of the posts, alternative arrangement may be done by appointing the contractual staff on consolidated pay.
- (iv) Dy. Director, Asst. Director, Dy. Registrar, and Asst.Registrar and other office staff shall be there as specified in UGC (ODL) Regulations. Till the creation of regular posts in this regard, alternative arrangement may be done by assigning duty to other suitable persons of CSU or through contractual engagement.
- (v). Academic-Associates / Academic-counselors may be appointed temporarily (with consolidated pay or on work-wise remuneration basis) in each discipline as per the requirements.
- (vi) Persons having required skills shall be appointed as Technical team members. Till the creation of regular post in this regard, alternative arrangement shall be done by contractual engagement.
- (vii) Supporting staff of MSP (both at H.Q. & Swadhyaya Kendras) may consist of contractual / temporary staff (with consolidated pay) till regular posts (such as DEO/Assistants or any other designated positions for MSP are sanctioned. Persons having required skills (preferably having working knowledge of Sanskrit) according to the nature of duty shall be recruited/engaged for such positions.
- (viii) Creation of posts / faculty positions & appointments in MSP shall be governed by the rules of Central Sanskrit University in accordance with the guidelines of UGC / ODL/Online Education-Regulating authority.
- (ix) In order to have the flexibility needed for developing the ODL and innovative programmes in Sanskrit the MSP shall have functional autonomy within the frame work of MoA/ Rules of Central Sanskrit University.
- (x) In order to achieve the objectives stated, there shall be provisions for flexibility and expansion in the organizational structure.
- (xi) Efforts shall be done for creating & recruiting regular posts/positions following standard procedures for the smooth conducting of M.S.P. by CSU in accordance with guidelines of concerned Regulating Authority.
- (xii) Number of faculty members/ staff / man power positions may be increased considering the required developmental/expansion-activities, notable increase in number of learners, mandatory requirements notified by ODL&OLE Regulating Authority, increase in volume of works/ etc. whenever such situation occurs.

4. Duties, Responsibilities and Functions of Various Functionaries

1. Director

- a. Director will be the Chief Academic & Executive Officer of M.S.P. The Director shall be responsible for Vice-Chancellor for the smooth and efficient functioning of the MSP. He has to initiate all possible efforts to fulfill the objectives of Central Sanskrit University by exercising his powers vested on him by the Abhikalpa samiti. He shall perform the following duties and responsibilities:-

- b. He has to organize the meetings of Abhikalpa Samiti at least twice in a year.
- c. He has to organize the meetings of Swadhyaya Kendra- Co-ordinators (as per the need).
- d. He has to present Distance Education-related matters (which are to be discussed) in the meetings of Directors of Central Sanskrit University.
- e. He should take appropriate decisions using the powers given by Abhikalpa Samiti for the overall development and smooth running of M.S.P.
- f. The Director shall directly responsible to Vice-Chancellor of Central Sanskrit University.
- g. **The Director should work for the development of academic activities of MSP which include (but not limited to) :-**
 - Developing different concepts related to ODL/OL system for Sanskrit.
 - Developing new and innovative programmes/courses in consultation with the department of studies of the university.
 - Offering certain unique and specialized courses and high level courses.
 - Value additions through certain modifications to the existing programmes / courses of the university in consultation with the coordinators.
 - Undertaking research studies on Outreach and Engagement programmes.
 - Organizing programmes which will boost the ODL/ OL system for Sanskrit.
- h. **The Director should work for Quality maintenance improvement by ensuring the following :-**
 - Standard Modalities for running Dept.s/Swadhyaya Kendras.
 - Engaging eligible/appropriate/suitable persons for handling various tasks under the directorate (whenever such engagement is required).
 - Punctuality, fairness, transparency and efficiency in various activities of MSP.
 - Identifying the training needs of the faculty/employees and recommending for attending such training programmes organized by various universities / organizations / institutions.
 - Organizing training programmes for the employees/members connected with ODL system.
 - Helping & encouraging the staff for their academic and professional excellence.
 - Getting feedback and monitoring of Swadhyaya Kendras / Centers under the directorate through academic audit.
 - Developing learning resources whenever required in collaboration with EMMRC and department of studies.
- i. **The Director should look after the following administration and financial affairs of MSP :-**

- Implementing the decisions of Abhikalpa Samiti with regard to the activities of directorate.
- Coordinating the activities of the directorate with Swadhyaya Kendras.
- Coordinating the activities of different units of the directorate
- Specifying the duties and responsibilities of all staff members of the directorate from time to time.
- Maintenance of finance accounts and statements.
- Formation of committees and sub-committees for various activities to be performed as per the need.

j. Administrative and Financial Powers of the Director –

I. To sanction and incur expenditure on items in the approved budget including :-

- Purchase of capital goods as per the requirement and their maintenance.
- Purchase of books, audio / video, journals, magazines, microfilms etc., and their maintenance as per the budget.
- Expenditure towards development of learning resources, training material, use of modern technologies like edusat, teleconference etc.,
- Purchase of consumables, stores, apparatus etc.,
- Pay for Services like water, electricity, telephone, telex, fax, computer facilities, electronic mail and network systems, insurance etc.,
- Hiring of equipment, vehicles, taxis etc., and reimbursement of petrol for the daily use of car by the director.
- Printing / production of prospectus, proforma and other advertizing material
- Purchase of stationery.
- Expense on postage and telegraphs.
- Hospitality, incidental expenses on visiting faculty and technical and other personal.
- Medical expenses as per University Rules.

II. Expenditure / Powers related to academic development and quality maintenance.

- Permitting staff members to attend to Seminars, Conferences, Workshops, Exhibitions etc.(related to MSP) and sanction expenses for travel and other purposes in this regard.
- Sanction travel grants from the available funds to visit and interact with the Swadhyaya-Kendras / Centers.

- Payment of remuneration/honorarium for the scholars/faculty of Central Sanskrit University whose services are utilized in developing learning resources (SLMs etc.) as per the norms of the University.

k . Other administrative functions and expenditure

- To sanction payment of advances for purchase of material, for festivals, leave travel, advances, tour advances and advances for other purposes
- To sanction leave to the staff as per University (Central Sanskrit University) Rules.
- To dispose off scrap equipment, furniture, old records, that are obsolete.
- To engage staff (academic / supporting non academic) on contractual basis as per MSP regulations.
- Payment to resource persons called with regard to various activities.
- In case of any exigency of work, the Director shall make temporary appointments of staff on daily wages/ contract basis not exceeding three months. Engagements of temporary staff for more than three months but up to eleven months may be done by the Director with the approval of the Vice-Chancellor. However, he should report such appointments made to the Governing Council (Abhikalpa Samiti) in its ensuing meeting with proper justification. Any contract engagement of staff/manpower for more than eleven months may be done by the Director only after taking the consent of Vice Chancellor. The Vice Chancellor of the Central Sanskrit University is the reporting and reviewing officer for the Director of the MSP.

5. Core Faculty

- a. Nature of duty of a teacher in MSP (D.E.) is teaching in terms of D.E/ ODL/OLE system. This may involve one or more of the following activities :- online teaching, course design and curriculum development, preparing SLMs of one particular assigned subject / programme / discipline, self learning support activities, counseling / studyguidance / teaching through ODL/OL techniques, teaching in contact/virtual classes, imparting subject-knowledge, developing knowledge-transmission-techniques/methods, preparing teaching comments / giving learning tips to the learners (either on paper/via email/ direct oral/ telephonically/electronically through LMS), evaluation of self learning process, monitoring progress of self learning of the learners of concerned course / subject, editing / modifying / improving / revising (including convening these works) of SLMs on concerned/assigned subject. Thus he / she will be in-charge-teacher/coordinator of particular subject / course / paper or Programme (as the case may be).
- b. Asst. Professors / Asso.Professors / Professors are given the responsibility of programmecoordination / Course-coordination of particular subject. As per the UGC guidelines, there shall be one programme-coordinator per programme and one course-coordinator per course.
- c. If Coordinator-ship of Swadhyaya Kendram, writing, editing/reviewing etc. of additional paper or subjects are given, those will be considered / required as additional responsibilities.

- d. Teachers should be encouraged to develop ODL/OL methodologies relevant to Sanskrit education & develop new, innovative and interdisciplinary courses for various target groups.
- e. **Supporting-staff (having multi talent like :-** multi-lingual-typing, DTP / computer jobs, capable of doing other clerical works with working knowledge of Sanskrit as per the nature of duty) shall be provided to the faculty member entrusted with programme coordination / course-coordination / course-designing & developmental works.

5. (a) Deputy Director

- Shall facilitate core faculty by developing/exploring Educational technology.
- Shall assist the Director in arranging the meetings of Abhikalpa-Samiti, CIQA, Swadhyaya Kendra coordinators' meetings etc.
- Shall coordinate the works related to obtaining statutory-approvals, recognitions, accreditations, mandatory-proceedings etc. in consultation with faculty members, Director, UGC, DEB etc.
- Shall assist the Director in implementing various decisions of Abhikalpa-Samiti / competent-authority.
- Shall initiate the works related to publicity/ propagation of programmes/courses.
- Shall develop delivery-mode/delivery-mechanism of academic programmes.
- Shall prepare annual budget/estimation & report by collecting required information from constituent units of MSP. Shall Coordinate the printing of SLM, ensure the quality of output of SLM & ensure the availability (stock) of SLMs which are already prepared.
- Shall initiate/ensure all mandatory-information (as per the ODL Regulations) & other required information are published in website of MSP.
- Shall maintain the important records of MSP.
- Shall be assisted by a supporting-clerical staff (having multi talent like – Data Entry, data-execution, computer jobs, capable of doing other clerical works with working knowledge of Sanskrit according to the nature of duty.)

- (b) **Asst. Director :** – shall assist to coordinate & facilitate e-learning / OE / e-learning component developing activities.

6. Coordinator (admission and examination) / Dy. Registrar

- a. Shall coordinate admission, publicity, examination activities of MSP at head quarters.
- b. Shall coordinate with Swadhyaya Kendras with regard to admission, assignment handling and examination.

- c. Shall be responsible for maintaining & analyzing student lists, marks lists, examinee rolls and records at head quarters of MSP.
- d. Shall be assisted by a supporting-staff (having multi talent like – Data Entry, dataexecution, computer jobs, capable of doing other clerical works with working knowledge according to the nature of duty.)

7. Coordinator (Office management) / Asst. Registrar

- a. Shall assist the Director in all administrative matters of MSP.
- b. Shall ensure the stock of SLM & its proper distribution to the Swadhyaya Kendras/learners/other concerned person in time.
- c. Shall look after the infrastructural development of MSP.
- d. Shall be assisted by supporting-staff (having multi talent like – Data Entry, dataexecution, computer jobs, capable of doing other clerical works with working knowledge according to the nature of duty.).

8. Academic Associates

Shall associate with Course-coordinators / programme-coordinators who are engaged in Course design and curriculum development. Independent assignments may also be given as per the need.

9. SO/Assistant SO assisted by office :- Assistants or other supporting staff shall look after the routine official works and extend official-support to Academic / Administrative officers / various coordinators in official / infrastructural/clerical / financial matters.

10. Technical support team The team shall

- a. Assist the core faculty in developing computer programs to improve teachinglearning process.
 - b. Assist the core faculty in developing e-Content as Self-Learning e-Modules with Audio-Video recording and editing works.
 - c. Coordinate with outside agencies (wherever required) for producing audio/video, study materials.
 - d. Assist the MSP arranging proper solution for online delivery of programmes.
 - e. Assist the core faculty for planning, developping and managing e-learning.
 - f. Customize, maintain & update technology-based L.M.S. (Learning Management System in consultation with Faculty members/ coordinators.
 - g. Maintain data/ update programme /software related to M.S.P.
 - h. Maintain/update /develop website of M.S.P.
 - i. Develop network for ODL. j. Provide technological support for online admission & exams.
9. Supporting-staff Work-Executives / Work-assistants / UDC / LDC / D.E.O / MTS (if any) - Shall work under the supervision of their reporting officers/coordinating officers at H.Q. or S.K./ Centers of MSP as the case may be.

- 10 Duties & Responsibilities of Director (CIQA) are indicated in the concerned section of these Regulations.
11. Duties & Responsibilities of coordinators of Swadhyaya-Kendra / Swadhyaya-SahayogaKendra are mentioned in concerned section of these Regulations.

11. Establishment of Swadhyaya-Kendra & Swadhyaya-Sahayoga-Kendra (Centers of MSP & Learners' Support Centers of MSP)

The overall administration related to ODL& OL-programmes of CSU, management of the processes of Admissions, Evaluation, and Declaration of Results etc. are the main responsibilities of the Head-Quarters of MSP/CSU.

Apart from the HQ, MSP shall have its Centers called Swadhyaya-Kendras (Centers of MSP) in the Campuses of CSU and may have Swadhyaya-Sahayoga-Kendras (Learners' Support Centers) in other approved places based on need. Details are given below

11.1. Swadhyaya-Kendras (Centers of MSP)

- (a) Swadhyaya-Kendras (Centers of MSP) shall be established in the campuses of the Central Sanskrit University. These are integral part of MSP/CSU and function under the direct management & control of the MSP/Central Sanskrit University. These will function as academic-house & coordinating units of MSP. These centers will help in promoting ODL/online-education-system and implementing various programmes of MSP for expansion of Sanskrit education. Swadhyaya Kendras shall have collective-dynamic-role of course-coordination, programmecoordination, which includes teaching through ODL and/or OL mode, Learners'- support-services in academic matters, promotional & developmental activities. Thus, these centers will act as Regional Centers as well as study centers (Learners' Support Centers) and shall also be engaged in developmental activities of MSP. Facility for pratyaksha-maukhika-prashikshana for essential subjects, 'hands on experience'/practical class (if any), field experience, laboratory for experimental work, library services etc. shall be available at Swadhyaya-Kendras apart from other learning-support-services mentioned in the Regulations. Standard operating procedure of Swadhyaya-Kendras
- (b) The existing infrastructure facilities available in the Campuses of C.S.U. may be used for conducting the MSP programmes at the SK. MSP/C.S.U shall allot funds for any new infrastructure facilities required for running the programmes. Swadhyaya-Kendra of M.S.P. situated in any Campus of C.S.U. is the integral part of the C.S.U. Thus the concerned Campus/C.S.U shall facilitate SwadhyayaKendra in arranging necessary infrastructure facility & support for the smooth functioning of Swadhyaya-Kendra.
- (c) Swadhyaya-Kendras shall receive funds from H.Q of C.S.U. / MSP. for general functioning and for conduct of contact/counseling classes/online teaching/other related activities.
- (d) The activities of the Swadhyaya-Kendra shall be coordinated by a Coordinator nominated by the Hon'ble VC of Central Sanskrit University from among the faculty of the MSP / C.S.U.
- (e) Director of the campus may nominate or appoint other supporting staff as per the guidelines given by the MSP/HQ.

- (f) Whenever the Coordinator-ship of Swadhyaya-Kendra is given to any faculty member of any mode, it shall be considered/required as additional duty / responsibility (in addition to his/her own duty of teaching in the concerned mode).
- (g) When the No. of learners considerably goes up & requirement of regular Coordinators emerges, MSP may create a separate post for such function, following the norms applicable in view of ODL Regulations.
- (h) All the staff/scholars working for Swadhyaya-Kendra shall receive prescribed salary/honorarium/remuneration as per the rules and regulations of MSP/Central Sanskrit University.
- (i) The term of Coordinator-ship assigned to a faculty of regular stream shall be two years or as specified during the appointment. Term of supporting staff will be as per the conditions laid during their appointment.
- (j) The modalities and guidelines for the functioning of Swadhyaya-Kendras shall be prepared by MSP and circulated by the Director of MSP.
- (k) Promoting ODL/OL-system/implementing various programs of MSP, undertaking academic activities of MSP, coordinating learners-support-activities such as admission related activities, teaching through ODL/online-mode, guiding & facilitating & monitoring teaching-learning process, assignment handling and examination-related works as per the directions of authorities of CSU are general functions to be carried out by the Swadhyaya-Kendras.
- (l) Swadhyaya-Kendras may have to perform a dynamic operational link between the Head-Quarter and Swadhyaya-Sahayoga-Kendras / Learner Support Centres (LSCs) in academic matters.
- (m) Special tasks / focused developmental activities may be assigned to any particular Swadhyaya-Kendra based on the strength, available resources, expertise, scope of achievement etc.
- (n) One of the Swadhyaya-Kendras may be considered as course development center which shall take developmental activities in coordination with HQ of MSP & other Swadhyaya-Kendras/course-coordinators/programme-coordinators.
- (o) All the Swadhyaya-Kendras shall be inter-linked with proper network so that the manpower, resources & expertise available in any Swadhyaya-Kendra can be utilized effectively & collectively for achieving the goals of MSP.

11.2 Duty/Responsibility of the functionary at Swadhyaya-Kendras

11.2.1 Responsibility of Faculty deployed at SK

- a. Teaching concerned subject in contact classes & online-classes as per the requirement based on the mode of delivery decided for programmes.
- b. Preparing & posting e-tutorials.
- c. Course-related-support activities like guiding/ counseling/clearing doubts, facilitating & monitoring teaching-learning process utilizing the LMS effectively.
- d. Improvement of learners' writing skill, reading skill, pronunciation skill, presentational skill etc.

- e. Correction of general mistakes & eradicating general misconception related to course topics.
- f. Learners-support-activities such as admission related activities, guiding & facilitating & monitoring teaching-learning process
- g. Preparation of assignments, Evaluation of assignments and giving teaching comments to each & every student.
- h. Preparation of question-banks in the concerned subjects.
- i. course design and curriculum development, SLMs of one particular assigned subject/programme/discipline
- j. Editing / modifying / improving / revising existing printed SLMs of concerned course/assigned subject.
- k. Credit-wise division of available e-content.
- l. Modifying the existing printed SLMs according to the revised syllabus pattern of CSU.
- m. Transforming the existing / modified printed SLMs to e-SLMs as per the four-quadrant pattern.
- n. Writing new lessons to add to existing courses (if required)
- o. Preparation of new courses in the concerned subject.
- p. Utilization of available OER for improving SLM of concerned course.
- q. Contribution to OER by preparing new e-learning-components.
- r. Thus the dedicated / full-time faculty deployed in MSP / Swadhyaya-Kendra will be course-coordinator i.e. in-charge-teacher of particular course. He shall undertake course-developmental activities as per the guidelines of course/programme development center of MSP.
- s. Examination-related works as per the directions of authorities

11.2.2 Responsibility of Coordinator of S.K. :-

- a. Coordinating activities & Academic-Administration related to Swadhyaya Kendra.
- b. Propagation of programmes of MSP.
- c. Pre-admission counseling/guiding/facilitating aspirants of admission.
- d. Providing S.L.M.s (which are received from H.Q.) to the learners as per the programmes/courses. (Coordinator may prepare/provide additional or supplementary study material also using available / accessible resources.)
- e. Suggesting useful additional-learning-resources to the learners.
- f. Arranging/coordinating contact cum counseling-sessions/contact-classes and/or virtual classes (Online/offline/tele/blended mode may be used for teachinglearning process)
- g. Facilitating/guiding the self learning activities of learners. h. Addressing various issues related to the learners.

- i. Handling assignments including evaluation process.
- j. Various procedures related to examinations at S.K.
- k. Guidance for the learners for further learning based on the result of exams etc.
- l. Supervising/monitoring teaching-learning process and other activities related to S.K.
- m. In case of online-programmes, Learners' support services shall be through ICT as per UGC regulation and as per the instructions of MSP/CSU.
- n. The functionary at Swadhyaya-Kendras may be required to be engaged in developmental activities also as per the directions by MSP/CSU.

11.2.3 Nature of duty of Work-Executives/Work-assistants/UDC/LDC cum D.E.O at SK The supporting staff of Swadhyaya Kendra [i.e.Work-Executives/Workassistant/UDC/LDC cum D.E.O)] shall perform of the following duties under the supervision/guidance of Coordinator :-

- a. Managing of all data (including collecting/sorting, entry, updating & maintenance of data) related to S.K.
- b. Typing /DTP works related to SLM (Sanskrit, Hindi & English)
- c. Processing/executing office works related to admission process.
- d. Preparing notes/ drafts/ letters/ emails, SMS for official communication with students.
- e. Arrangement for sending lessons (printed/ audio/ video lessons programme wise) to the learners as per the schedule prepared by Coordinator.
- f. Resizing / editing / uploading multimedia contents as required by S.K.
- g. File-works & other assistance for arranging contact classes/teleteaching/audio lessons etc.
- h. Follow up works related to admitted learners- i.e. assisting the coordinator in creating and maintaining the study groups (class wise) in social media, intimation & issue of assignments, collecting assignments & presenting them for valuation, communicating/forwarding the teaching comments made by the teachers to the concerned learners.
- i. Entry of assignment-marks.
- j. Examination related processing works like- intimation to the eligible students of current year & dropped/left out students of previous years, collecting application forms/data for examination, checking them and presenting them to the coordinator in order to forwarding to examination Dept., Distribution of hall tickets, assistance for arrangements for examinations, maintenance of result records, distribution of mark lists & certificates with record.
- k. Updating/maintaining 'students communication network'/web page/LMS (if any) of S.K.

- l. Responding to queries for information and accessing relevant files & reporting the same to the coordinator of S.K. & communicating required information to the concerned learners under the supervision of Coordinator.
- m. Preparing various types of reports related to the activities of S.K., based on data.
- n. Maintaining stock details of Self Learning Materials & movable property of S.K.
- o. Maintaining S.K. Library.
- p. Account related works of S.K. like – general account of S.K., checking & putting up bills related to contact class, valuation works, purchases, workshops/seminars etc.
- q. Equipment Maintenance
- r. Any other allied works assigned by coordinator of Swadhyaya Kendra/ Concerned Campus of the University.
- s. He shall be expert in using computer applications (MS Word, Excel, PPT, LMS etc.) & social media to support the activities of S.K. (Till the regular posts of supporting staff are created to carry out the above-mentioned responsibilities, temporary engagement shall be done either through walk in interview or contractual engagement through outsourcing with suitable remuneration/wage according to the nature of duty & level of responsibility.)

11.2.4 Nature of duty of Multi Work Attendant / M.T.S at SK.:-

- Physical Maintenance of records of the Section/S.K.
- Physical Maintenance of S.L.M stock room.
- Carrying of files & other papers within the Campus/Centre.
- Photocopying, scanning, and forwarding short messages as directed by the controlling officer.
- Routine office work like diary, despatch etc. (including doing dairy/despatch electronically using computer).
- Delivering of dak (even outside the building also).
- Other non-clerical works in the Section / Unit / S.K.
- Watch & ward duties. Opening & closing of rooms/windows etc. .
- General cleanliness & upkeep of the Section/ Unit/S.K. (Which may include cleaning of rooms/SLM stock room, dusting of furniture/books/files etc., cleaning of building, fixtures/windows etc.)
- Work related to his ITI qualifications (if such exist).
- Upkeep of parks, lawns, potted plants etc. (whenever such works are assigned)
- Any other work assigned by the superior authority. •

11.3 Swadhyaya-Sahayoga-Kendra / Learner Support Centre (LSC)

Swadhyaya-Sahayoga-Kendra / Learner Support Centre (LSC) means a Centre established, and recognised by CSU for advising, counselling, providing interface between the teachers and the learners, rendering academic and any other related services and assistance, required inter alia by the learners of Open and Distance Learning Mode. Swadhyaya-Sahayoga-Kendras / Learner Support Centres (LSC) may be established outside the Campuses of CSU based on the need, following the norms and in consultation with the concerned Regulating Authority.

11.3.1 General Principles for establishing Learner Support Centre :-

- a. It shall be based on the need assessed by MSP/CSU and the center/institution shall meet the criteria specified in the guidelines of Regulating Authority.
- b. The need of establishing a Swadhyaya-Sahayoga-Kendras / Learner Support Centres outside the Campuses of CSU shall be assessed based on the following :-
 - Mode of delivery of the programme offered (Whether→ ODL/Online/blended). If the programme is offered through pure onlinemode, then the learners may be attached to the Centers of MSP situated in the Campuses of CSU.
 - Requirement of practical-sessions / hands on experience-sessions,→ maukhika-pratyaksha-prashikshanam etc. for a programme.
 - Propagation, Encouragement→ & direct / offline-guidance required in a particular region to the prospective-learners.
- c. It shall be ensured that Swadhyaya-Sahayoga-Kendras or Learner Support Centres are established only in a College or Institute affiliated to a recognised university (other than a Private University) or a Government recognized Higher Educational Institution offering conventional mode programmes of equivalent level in the same broad areas under the relevant faculty and having all the necessary infrastructure and availability of appropriate number of qualified faculty not below the rank of qualified Assistant Professors of recognised Colleges or Institutes offering a similar programme for engaging theory contact sessions and supervising practical sessions in laboratory or field: Provided further that MSP/CSU may establish a Special Learner Support Centre for imparting instruction to persons referred to in the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, the National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disability Act, 1999 including the employees of Defence or Security Forces and jail inmates interested to study through the Open and Distance Learning mode: Provided also that, in case of exigency or non-availability or nonwillingness of an Institution/College as specified above for a specialized programme or

a special component of a programme, the MSP/CSU may activate Work-Centre / Programme-Centre at the Government aided / affiliated / recognized Research and Extension Institutions such as Krishi Vigyan Kendras, State Training Institutes/Industrial Training Institutes; Government Organizations/ Departments; Accredited Laboratory; Government Licensed Industry; and approved Vocational Institutes having infrastructure, facilities and human resource as specified by the Statutory bodies for a programme or a few courses of a programme. Any Swadhyaya-Sahayoga-Kendras (Study Centre or Learner Support Centre) shall be established by MSP/CSU after processing through the appropriate statutory bodies. While processing such approvals it is mandatory to provide evidence of the preparedness for establishing Study Centres/Learner Support Centres, providing learner support services, availability of the academic, other staff and qualified academic counselors.

- d. The MSP shall have a Standard Operating Procedure for the smooth functioning of the Swadhyaya-Sahayoga-Kendras (Study Centre or Learner Support Centre) which shall include all aspects of functions of the Study Centre or Learner Support Centre, monitoring mechanism of different services provided by the Centre, and it shall be mandatory for the Study Centre or Learner Support Centre to maintain the learner data related to conduct of counselling sessions, evaluation of assignments and effective and online grievance redressal system, which should be monitored at the level of regional centre and Head Quarters.
- e. The list of Study Centres or Learner Support Centres with details such as: Name with address of the institution where the centre is located, name of the coordinator with contact details, working hours and schedules for counselling sessions, infrastructure and other facilities available in the Study Centre or Learner Support Centre shall be displayed on the web portal of the Open and Distance Learning institution and the same information shall be made available in the prospectus for the information of the learners and other stakeholders.
- f. As per the instructions of UGC, the MSP/CSU is supposed to submit an undertaking to the Commission to the effect that the academic and instructional facilities at its Study Centres or Learner Support Centres meet all the conditions /guidelines issued by U G C from time to time, and are commensurate with the number of academic programmes and learners' strength thereto- Provided that the LSCs of Higher Educational Institution shall not carry out any of its activities related to the Open and Distance Learning mode at places other than Study Centres or Learner Support Centres under a different name such as Information Centre, Facilitation Centre, Nodal Centre, Knowledge Partner, Partner Institution, Multimedia Centres and similar such names: Provided that a Study Centre or Learner Support Centre shall not admit a learner to any programme in Open and Distance Learning mode for or on behalf of any other Higher Educational Institution. g.

Swadhyaya-Sahayoga-Kendras (LSC established in affiliated / approved Institutions shall function as per the guidelines issued time to time in accordance with UGC (ODL/OL programmes) Regulations).

11.3.2 Norms for Empanelment of Academic Counsellors and Counselling Sessions LSC

- a. Eligibility conditions for appointment of academic counsellors: The academic staff in the Study Centre or Learner Support Centre shall fulfill the minimum qualifications as laid down in the University Grants Commission (Minimum Qualifications for Appointment of Teachers and other Academic Staff in the Universities and Colleges and other Measures for the Maintenance of Standards in Higher Education) Regulations, 2018. In addition, such academic staff should have familiarity with the Characteristics of Open and Distance Learning mode learners and their needs, difference between Open and Distance Learning and conventional face-to-face education, awareness about instructional design, familiarity with the learner centered approach in blended mode of learning, ability to use different delivery media including online and computer mediated communication and Information and Communication Technology enabled learning.
- b. Norms for Personal Contact Programmes Norms for counselling & contact sessions for ODL-mode shall be as per the guidelines issued by MSP in accordance with UGC Regulations.

11.3.3 Deployment of work force and other support at Learner Support Centres

The Study Centres or Learner Support Centres shall be headed by a Coordinator, not below the rank of an Assistant Professor and shall be augmented with academic and non-academic staff depending on the number of learner, assigned for adequate support to the learners. The capacity of intake per programme should be commensurate with the available qualified faculty in relevant area, well equipped laboratory (if applicable), library, online connectivity and Information and Communication Technology facilities, and appropriate infrastructure, along with the following :-

- (i) Number of qualified counsellor to number of students shall be 1:100 per theory course;
- (ii) (ii) Number of qualified supervisors per practical course of 2 credits: 1 or more;
- (iii) (iii) Availability of laboratory: The laboratory should be in a recognized Higher Educational Institution offering a similar programme in conventional mode for a period of not less than 3years.

11.4 Monitoring of functioning of the Learner Support Centres or Study Centres

The MSP shall monitor the activities of Learner Support Centres using dynamic Information and Communication Technology based interactive communication

system (AMS,LMS,EMS etc.) between Head Quarters, Center of MSP / Regional Centres and Study Centres.

- (i) Head Quarters, Regional Centres and Study Centre or Learner Support Centres shall maintain a web portal giving all relevant and updated information about the Open and Distance Learning programmes being delivered. The content of these shall be updated at least on a weekly basis;
- (ii) There shall be system/plan to collect holistic report about all aspects of the functioning and quality of programme delivery of Study Centres or Learner Support Centres periodically especially during the Admissions, Examinations, and Counselling Sessions etc., and share a consolidated report with the Head Quarters on periodical basis;
- (iii) These reports alongwith responses by learners shall be periodically analysed for the quality audit of a programme and its delivery besides the quality of performance of the Learner Support Centres;
- (iv) Any remedial action shall be jointly ensured by the Head Quarters, Regional Centres and Study Centres or Learner Support Centres promptly;
- (v) Periodical visits by the academic staff for on the spot monitoring and interaction with functionaries of the Regional Centres and Study Centres or Learner Support Centres, the learners and the counsellors; and
- (vi) Ensuring access of —SWAYAM and other repositories of Massive Open Online Courses by the learners at Study Centres or Learner Support Centres.

11.5 Closure of Non-performing Study Centre or Learner Support Centre :-

- The Learner'-Support-Centre established in affiliated/approved institution shall be term based and not be considered as permanent. MSP may discontinue any Learner'-Support-Centre by making proper alternative arrangement for learners' support.
- In case a Learner Support Centre fails to adhere to the prescribed norms or guidelines, MSP/CSU shall initiate action for closure of the centre by following due procedures, so that interests of learners are taken care by some alternative arrangement.

(B) Infrastructure Resources :-

The MSP shall have a system to elicit data on the adequacy and optimal use of the facilities - physical facilities, library (or e-library), Information and Communication Technology infrastructure, etc. - available in MSP to maintain the quality of academic programmes and ensure qualitative support to each of the stakeholders.

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Ref. :- (Regulations of Mukta Swadhyaya Peetham 2022, Page No. 13 to 31 and 69 to 70),
https://www.sanskrit.nic.in/uploads/2022_07_25/Regulations_MSP_r.pdf