Self-Study Report

1st Cycle (Re-Assessment)

Matrix 7.1.6

Educational Organizations Management System

ISO 210001:2018

By- IR CLASS Systems & Solutions Pvt. Ltd

Dated –22.09.2022

RNB Global University
RNB Global City, Ganganagar Road,
Bikaner, Rajasthan 334601

IRCLASS

SYSTEMS AND SOLUTIONS PRIVATE LIMITED

CERTIFICATE OF APPROVAL

Issued by Indian Register Quality Systems
(A Division of IRCLASS Systems and Solutions Private Limited)

This is to certify that the Educational Organizations Management Systems of

Organisation: RNB Global University

Address: RNB Global City, Ganganagar Road, Bikaner, Rajasthan – 334601

has been assessed and found conforming to the following requirement

Standard: ISO 21001:2018

Scope: Development and Delivery of Educational Programs fulfilling requirements of the Award of Bachelor's, Master's and Doctoral Degrees in Commerce, Management, Law, Basic Sciences and Agriculture
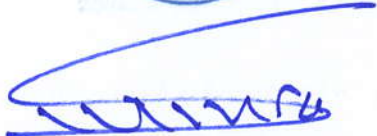
Certificate No.: IRQS/223100968

Initial Certification Date : 22/09/2022

Current Date of Granting : 22/09/2022

Expiry Date : 21/09/2025

Shashi Nath Mishra
Head IRQS

Indian Register Quality Systems

NABCB
QM 006

RNB Global University
Registrar
Bikaner

Head Office: 52A, Adi Shankaracharya Marg, Opp. Powai Lake, Powai, Mumbai - 400 072, India.

31 AUGUST 2022

TO WHOM IT MAY CONCERN

This is to declare that M/s "RNB Global University" located at "RNB Global City, Ganganagar Road, Bikaner, Rajasthan – 334 601" has successfully undergone Certification Audit held recently from 26 – 27/08/2022 and recommended for issuance of Certificate for ISO 21001:2018 Standard with the following Scope of Certification:

"Development and Delivery of Educational Programs fulfilling requirements of the Award of Bachelor's, Master's, and Doctoral Degrees in Commerce, Management, Law, Basic Sciences, and Agriculture".

The above said Certificates are under process and shall be issued soon.

This declaration is being issued at the request of "RNB Global University".

Aftab Alam
Zonal Head – North, IRQS.
Add: 104, Copia Corporate Suites, District Centre Jasola,
New Delhi – 110 025.
Mob: 98187 86777.

Our Ref: IRQS/R/7473   Date : 20th July 2023

M/s. RNB Global University
RNB Global City, Ganganagar Road,
Bikaner, Rajasthan – 334601

Kind Attn: Prof. Dipali Gupta - Registrar

Dear Madam,

Sub: "Certificate of Approval" to ISO 21001:2018 Standard

Please refer to the Certification Audit carried out at your organization on 27th & 28th August 2022.

We are pleased to enclose herewith the "Certificate of Approval" (IRQS/223100968)in Two originals. The Logo and the procedure of Usage of Mark/ Logo is forwarded through E-mail ID: registrar@rnbglobal.edu.in

We request you to maintain a record of usage of all the Original Certificates, which are being now sent to you. It will also be necessary to maintain a record of all reproductions you make of this certificate e.g. in advertisements, in commercial brochures. This information will be verified by IRQS auditors at the time of Surveillance Audits.

You are required to promptly notify IRQS of any changes (intended or already affected) to your quality management systems or any other changes which may affect conformity to the quality management systems as certified including stoppage of production (related to the certified scope) either wholly or partly.

Please note that the submitted logo through e-mail dated 20th July 2023 shall be used only up to the Expiry date mentioned on the Certificate of Approval or until such time that the Certificate is renewed for a further period. Details of your Certificate along with the scope and Expiry date will be made available to anybody on request.

Kindly note that the Logo shall not be used if the Certification is placed under suspension or is withdrawn. The Status of Suspension or Withdrawal will be updated in Website and made available to anybody on request.

It is a responsibility of client organization to immediately inform IRQS, in case of any major incident related to product or service failure / Environmental / Health and Safety / breach of Information security / on the receipt of any legal notice or show cause notice from any statutory or regulatory authority or under legal requirement.

-: 1 :-

Based on the receipt of any of the above information from authorized personnel of organization or any other source, IRQS may be required to carry out a 'Special Audit' to verify the corrective action taken.

Kindly refer our Website www.irqs.co.in for the Certification Scheme, which shall be applicable during the period of validity of this Certificate of Approval.

Three Year Audit Plan

Surveillance audits shall be conducted at least once in a calendar year. The date of the first surveillance audit following initial certification shall not be more than 12 months from the certification decision date of Stage 2/ Recertification audit.

Annual second surveillance audits shall be completed between 21-25 months from certification decision date of Stage 2 / Recertification audit.

[NOTE: If organization has opted & agreed upon for more than 2 Surveillance Audits then the Surveillance Audits shall be planned & conducted as per the Order acceptance.

Please note, if the surveillance audits are not undertaken within the stipulated time period, the certificate will be automatically suspended. Revocation of suspension would be subject to satisfactory completion of audit process, which may involve additional man-day of audit and additional charges as per prevailing manday rates.

You are advised to undertake the Renewal Audit at least 3 months prior to the expiry date of certification to maintain continuity of the Certificate.

In case of any further clarification, please feel free to revert on irqs@irclass.org

Kindly acknowledge receipt.

Thanking you.

Yours faithfully,
For INDIAN REGISTER QUALITY SYSTEMS

(S.N. Mishra)
HEAD - IRQS

Encl: Certificate of Approval (Two Originals)

Continuation Sheet

01)	Name of the Client	RNB Global University
02)	Address of HO & Site(s)	RNB Global City, Ganganagar Road, Bikaner, Rajasthan – 334601.
03)	File Number	R/7473/ISO 21001
04)	Name of Organization Representative coordinating with CB	Prof. Dipali Gupta - Registrar
05)	Date of Audit	12.08.2022
06)	Type of Audit (strike out the standard not under audit)	**STAGE 1**
		~~Joint/ Combined / Integrated~~ / Remote

07) Audit Objective (Stage –I)

- Review the client's management system documented information's
- Evaluate the client's site-specific conditions and to undertake discussions with the client's personnel to determine the preparedness for Stage 2
- Review the clients status and understanding regarding requirements of the standard wrt identification of key performance or significant aspects, processes, objectives and operation of the management system
- Obtain necessary information regarding the scope of the management system :- The client's site(s), Processes and equipment used, levels of controls established (Particularly in case of multisite clients)
- Applicable statutory and regulatory requirements
- Review the allocation of resources for Stage 2 and agree the details of Stage 2 with client
- Provide a focus for planning Stage 2 by gaining sufficient understanding of the client's management systems, Site operation in the context of management system standard or other normative documents
- Evaluate if the internal audits and management reviews are being planned and performed and that the level of implementation of the management system substantiates the client is ready for Stage 2.

08)	Audit Criteria: (strike out the standard not under audit)	**QMS-EOMS (ISO 21001)** ▪ Applicable legal & other requirement. ▪ Organization's procedures & documented information in line with the respective standards.

09) Scope of Certification: (If Multi-site audit, then scope as applicable at each site should be verified & reported)

➡	General Scope as required on the final "Certificate of Approval"	Development and Delivery of Educational Programs fulfilling requirements of the Award of Bachelor's, Master's, and Doctoral Degrees in Commerce, Management, Law, Basic Sciences, and Agriculture.
	Scope of Head Office/ Main Site	Same as above
	Scope of Site	NA
	Scope Support Office(s) / Location(s), if any	NA

10)	Non-Applicability of Clauses & Justification
➡	All clauses are applicable

11)	Audit Team Details		Name	Role
	(Team Leader, Team Member, Provisional Auditor, Provisional Team Leader, Evaluator, Industry Expert Any accompanying persons; e.g. Guides, Observers, Translator, Facilitator etc.)		V. Balakrishnan	Team Leader

12)	Audit conducted at [Physical location(s), as applicable]	Address	Date of Audit	Functions/ Process(es) /Activities audited at the Location/Site
	Head office / Site	Ganganagar Road, Bikaner, Rajasthan – 334601	12.08.2022	Top Mgt, Mgt Processes, Admission Process, Design & Academics, Support

					Services
	Temporary site(s)	--------			

13) Auditor to comment :

    1. Any deviation from audit plan and their reasons :-

    2. Upon any adverse conditions faced during the audit (e.g.; power outage, Fire, Flood, specifically related to the condition of the sites affecting the auditing activities) :-

➡

14) Verification of the Questionnaire Information:

Particulars	Information provided in Questionnaire	Verification of provided information
Number of sites	01	ok
Number of employees	Effective Man Power - 25	ok
Language of audit	English, Hindi	ok
Current certification & its validity	NA	ok
Working in shifts – Shift pattern	No	ok
Products and Services	Bachelor's, Master's, and Doctoral Degrees in Commerce, Management, Law, Basic Sciences, and Agriculture	ok
Design & development	All clauses applicable	ok
Scope	Same as above	ok
Externally provided processes, products and services (Outsourced)	Maintenance, Housekeeping	ok

Audit Findings

SEC A : Comments on the effectiveness for the action taken for the areas of concern:(In case of repeat Stage I audit).

Findings		Comments on the effectiveness for the closure
No. of Areas of Concerns raised during the stage 1 audit:	NIL	

SEC B : Comment on the management system(s) effectiveness for the following based on objective evidence

a) Review the client's management system documented information's.

(Attach Review of Documented Information/Review–Doc: IV IRQS:FORM:101 for ISO 9001:2015/ISO 14001:2015/ ISO 45001:2018 and IV IRQS:FORM:57 for ISO 45001)

➡ EOMS Manual, SOPs, Formats – reviewed -found adequate.

b) Regarding the scope of the management system:- The client's Boundary of management, Site(s), Processes – Sequence & interactions, support functions to sites & scope of support function equipment used, levels of controls established, (Single and particularly in case of multisite clients)

➡ LIST OF SOME OF THE COURSES UNDERTAKEN IN RNB GLOBAL UNIVERSITY
- MA (English) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- B.Com. Class Till 1:00PM 3 Years
- B.Com. (Hons) 3 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- B.Sc. with Biotechnology 3 Years
- B.Sc. (ZCB) Class Till 1:00PM 3 Years
- M.Sc. Ph.D Dual Degree (Biotechnology) 5 Years
- School of Arts and Social Sciences
- MA (Economics) 2 Years
- BBA (Marketing) 3 Years
- BBA (HRM) 3 Years
- BBA (Finance) 3 Years
- BBA (Digital & Social Media Marketing) 3 Years
- BBA (Foreign Trade) 3 Years
- MBA (Marketing) 2 Years
- MBA (HRM) 2 Years

- MBA (Finance) 2 Years
- MBA (International Business) 2 Years
- MBA (Digital Marketing & E-Business) 2 Years
- MBA (Family Business & Entrepreneurship) 2 Years
- MBA (Agri. Business Management) 2 Years
- M.Sc. (Biotechnology) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- School of Basic and Applied Sciences
- BCA (Bachelors of Computer Application) 3 Years
- BCA-MCA Dual Degree 5 Years
- MCA (Master of Computer Applications) 2 Years
- B.Tech. (Computer Science Engineering)-CSE 4 Years
- B.Tech. (Computer Science Engineering) - CSE (Spl in AI & Machine Learning, Cyber Security & Forensics, Big Data Analytics)
- M.Sc. (Information Technology) 2 Years
- M.Tech. (Computer Science Engineering) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- MBA (Agri Business Management) 2 Years
- M.Sc. (Agronomy) 2 Years
- M.Sc. (Genetics & Plant Breeding) 2 Years
- Integrated BA + LL.B. 5 Years
- Integrated BBA + LL.B. 5 Years
- LLM* 2 Years
- Integrated LLM Ph.D Dual Degree 4 Years
- Ph.D (Full Time/Part Time) 3/4 Years

Infrastructure:

The University houses different types of rooms to address specific needs of the student and also the course.

Contemporary Classrooms

Lecture Theatres

Stepped Amphitheatre Style Classrooms

Activity Classrooms

E -Learning Studio :

An extempore media for the students to collect informative academic data. An exchange centre for sharing and analyzing information by the students, faculty and the researchers. A virtual classroom. A window for interaction with International Faculty.

Laboratory:

The different types of laboratories that are developed at the University are as below:

Behavioral Labs

Language Labs

Science Labs

Management Labs

Computing Centers

& Library erc.

College intake:

2019	B Sc	30
	BBA	35
	MBA	8
	LLB	20
2020	B Sc	21
	LLB	22
	MBA	5
	BBA	31
2021	BBA	15
	BA	4
	LLB	15
	B Com	10
	MBA	6
	B Sc (Agri)	4

c)	The clients status and understanding regarding requirements of the standard wrt identification of key performance or significant aspects, processes, objectives and operation of the management system: (e.g. Context of organization, Interested parties, Risks and opportunities, Setting of objectives, Procedures for Aspect – Impact / Hazard Identification Risk assessment , Life cycle assessment, Management program, KPI's, etc.,)
➡	The College has established all the required processes, Risks & Opportunities, Operational Controls, Objectives & Targets. Eg: Delivering on-time education to achieve academic schedule
	On-time Material and Stationary Arrangement
	Delivering exams and result on time
	Teaching improvement
	Inernal Audit & Management Review processes
d)	Applicable statutory and regulatory requirements. (QMS – Product related, EMS – Environmental Legal & other requirements, OHS - OH&S Legal and other requirements)
➡	RNB Global University Bikaner was approved as per Rajasthan Gazette Extraordinary dated 29th April, 2015 Sr. No. 2(20)Vidhi / 2/2015 approved by Governor of Rajasthan on 24th April, 2015 and Circulated. Details given below with Infrastructure and courses :

THE RNB GLOBAL UNIVERSITY, BIKANEII ACT' 2015 (Act No. 20 of2015) [Received the assent of the Governor on the 24'h day of April, 2015] An Act lo provide for established and Incorporation of the RNB Global University, Bikaner in the State of Rajasthan and mallers connected therein and incidental thereto'.

Infrastructure Land : 30 Acres of land comprising in Khasra Nos 249, 250,251 and 252 ol Village Khara, Tehsil Bikaner, District Bikaner. (Rajasthan).
Buildings: (i) Administrative Block :
(a) Number and Category of Units : 69
S. No. Category of Units No. of Units I Office of Chairperson 2. Office of President   3. President's Secretariat 4. Office of Registrar 5. Office of Deputy Registrar 6. Office of Controller of Examination 1. Office of Chief Finance and Accounts Officer 8. Conference Rooms 3, 9. Seminar Hall I, 10. Waiting Lounges 2, II VIP waiting Lounge I, t2. Server Room I, 13. Uninterruptible Power Supply (UPS) Room 14. Security Monitoring Room I. 15 Multi-purpose Halls 2 16. Rooms and Cabins for Executives 2, 17 Lift Lobbies 2 18. Facilities (Washrooms) t7, 19. Pantries 3, 20. Multi-purpose Rooms/Stores 5, 2I Library I, 22. Reading Room I Total 69
(b) Covered area : 5,741 38 Sq Mtrs (ii)
Academic Block : (a) Number and Category ofUnits:82
Class Rooms 32 ,2. Moot Coun , 3. Faculty Room I , 4 Professor Cabins 16, 5 Computer Laboratory b. Arts Laboratory .'1. Physics Laboratories 2, 8 Biotech Laboratory, 9. Chemistry Laboratory, 10. Fashion Technology Laboratory II Management Laboratory t2. Server Room t3 Uninterruptible Power Supply (UPS) Room I t4 Girls Common Room 15. Boys Common Room I t6 Hall for Indoor Cames I I'7. Hall for Canteen I 18. Multi-purpose Rooms/Stores 19. Lili Lobby 20. Facilities (washrooms) I4 2I Pantries and Kitchen 4 Total 82 rb) Measurernent of total covered area :9,519 62 Sq Mtrs' Total built up area : 15,261.00 Sq. Mtrs' Faculties : Shall be appointed as per UGC guidelines Academic Facilities: (i) Library s. No. Br!nch Titles Books Encyclopedias Ceneral 282 285 82 2. Commerce and Management 172 676 3. 351 1,053 4. Ans 44 t46 5. Journalism and Mass Communication tf 40 66 2 4 5 6. Computer Science 165 650 7. Fashion Technology 82 129 Total 1,111 2,979 E2 (ii) (iii) (iv) Laboratory: 8 Reading Room : 0l (Along with Library) Journals r Branch Journals Law '1 Facilities for Co-curricular activities : Indoor facilities: Carrom Chess Snooker Table Tennis Outdoor facilities: Athletics Basketball Cricket Football Hockey Lawn Tennis Volleyball Yoga and Meditation

University Grant commission (UGC), New Delhi letter No. F 4-2/2015(CPP-1/PU) dated 6.11.2015 as per right of information provided following information:
RNB Global University, Bikaner334601, Rajasthan has been established by an Act of State Legislature of Rajasthan as a Private University and is empowered to award degrees as specified under Section 22 of the UGC Act through its main campus at regular mode with the approval of Statutory Bodies/Councils, wherever its required.
RNB Global University is not authorized to open study centre/ off campus centre beyond the territorial jurisdiction of the state as per the judgment of Hon'ble Supreme Court of India in case of Prof. yashpal Vs. State of Chhattisgarh. The University cannot open its centre(s) even within the state as per the provision of UOC (Establishment of and Maintenance of Standards in Private Universities) Regulations, 2003 without the approval of UGC'
The UGC has not granted any approval to the University to open off campus/study centre For information related to Distance Education you are requested to approach directly to the Distance Education Bureau of UGC, 35 Ferozeshah Road, New Delhi 110001'

BAR COUNCIL OF INDIA, NEW DELHI APPROVAL
Bar Council of India, New Delhi Approval No. BC1:d.646/2022 (le/App/Afflin dated 14.07.2022 for five year BA LL.B and BBA

	LL.B Courses for academic year 2022-23 for intake of 60 students.
e)	**The internal audits and management reviews are being planned and performed and that the level of implementation of the management system substantiates the client is ready for Stage 2. (At least one round of IA & MR)**
	Both Frequency- Atleast Once a year
	First Internal Audit conducted on 03.06.2022 by Consultant.
	All processes covered. 2 NCs raised.
	MRM: First MRM conducted on 10.06.2022. Chaired by Dr. K.K. Bajaj – Vice Chairman
	All agenda points as required by the Standard is discussed and minuted.
	Out put:
	Learning Initiatives:
	Research as a means of higher learning and therefore,Management intends to include research at every level of the course curriculum. This Centre for Innovation and Change will propose topics for research in every stream of the study. The University also intends to open learning opportunities in every discipline via Research & Innovation. Moreover, the University is planning to introduce novel and research oriented methods for imparting education so as to enhance the grasp of the students in the concerned subject.
	Teacher enhancement programs to set forth novel and innovative teaching methodologies that will mould the careers of the future leaders of the Nation. The RNB Global University will therefore introduce dedicated Teacher Training and Certificate Programs that will endorse the standards defined by the Government. Further, the University shall run faculty development workshops and seminars chaired by experts as a part of these training programs. The technological tools in education are subject to constant evolution and these will always be monitored on a regular basis by the University management. The RNB Global University shall instill these innovative and new teaching tools for its academicians to usher novelty in the education system.
f)	**Based on the evaluation of the client's site-specific conditions, maturity / level of integration (in case of integrated management system) and discussion with client personnel to determine the preparedness for Stage 2.**
	The Institute has adequately implemented Systems to Control, Monitor and Continually improve the same . Awareness level amongst the Staff found adequate. Top Management Commitment found good.
g)	**Provide a focus for planning Stage 2 based on sufficient understanding of the client's management systems, Site operation in the context of management system standard or other normative documents. (Prepare a rough audit plan for Stage – 2).**
	Stage 2 Audit Plan: 1.5 Man Days
	Top Mgt, Mgt processes : 2 hrs
	Core Processes : 4 hrs
	Support processes : 1 hrs
	Details plan is given in the Section E
h)	**The allocation of resources for Stage 2 and agree the details of Stage 2 with client. (as applicable e.g. Logistic arrangement – Travel time (To and between the location, sites, various departments / functions), Requirement of Industry expert – Needed not needed, Identify the process owner for the department / functions being audited, to avoid repeated visit to the same process /person, Mondays, Competence of the Audit Team required to conduct stage 2, etc.)**
	Processes & Auditees identified and agreed .
i)	**Comments on the process of Organization's Management of Change**
	Process of introducing/ Handling any changes is esablihed.

SEC C : Current Areas of Concern.

a)	AOC No.	Clause No.	Statement(s)
b)	No. of AOCs raised		NIL

SEC D : Any Unresolved Issues

None

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SEC E: Audit Program [To be filled for one cycle, upto Renewal]

Any Significant issues impacting audit program to be recorded

Type of Audit	Stage 1		Stage 2 / Renewal		Surveillance #1		Surveillance #2		Renewal	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Date Of Audit	12.08.2022		End Aug 22							
No. of Mandays	1 md		1.5 md							

*Site(s) [covering Temporary /Permanent] / Department/ Functions / Processes (Please mark [✓]Tick Mark)	Stage 1		Stage 2 / Renewal		Surveillance #1		Surveillance #2		Renewal	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Top Mgt, Management processes	*	*	*							
Admission processes	*	*	*							
Academic processes	*	*	*							
Support functions	*	*	*							
Processes to be audited in each shift as applicable during Stage 2	*NA – Only Gen Shift Working*									

[*Sub-Division in the Department, Processes, Sub-Processes, Activities involved & audited under One Heading to be specified in the "Site(s) [covering Temporary /Permanent]/ Department/ Functions"]

Note:

a) Stage 1 Audit Programme to be addressed the Number of Shifts & audit is planned for at least one of the shifts inside and one outside of regular office hours

b) Stage 2 / Renewal / Surveillance Audit : as per the Stage 1 Audit Programme, audit is conducted for at least one of the shifts inside and one outside of regular office hours

c) In case of Migration to ISO 45001:2018 : Audit outside of regular office hours, all shifts audits to be conducted during all audits during the cycle. In case of migration during surveillance, then during all subsequent for cycle to be covered. If migration done during:-
1) Surveillance #1 – Then Surveillance #2, Renewal and Surveillance #1 after renewal.
2) Surveillance # 2 – Then during Renewal , Surveillance #1 and Surveillance #2.

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SEC F : Effectiveness of audit objectives achievement: :			
[Please mark 'Tick - ✓' as applicable for Onsite audit and Remote Audit]			
On-site and Remote Audit	**Effectiveness**		
	Achieved	**Not achieved**	**Remarks on what is not achieved or raised it as AOC**
Demonstration of Leadership commitment	✓		
Determination of External & Internal issues	✓		
Needs and expectation of Interested parties	✓		
Access to Legal & other requirements and their compliance	✓		
Process of Setting of objectives and achievements.	✓		
For Operational control	✓		
Process of Performance monitoring and continual improvement.	✓		
Effective conduct of Internal audit and Management review.	✓		
Process of addressing any changes, Management of change.	✓		

REMOTE AUDIT (USING ICT)

The Below Ticked ICT has been used in carrying out audit/assessment and the effectiveness of ICT in achieving the audit/assessment objectives are as noted below:

Based on the Input received in IV IRQS:REC:52 A the following ICT were used: (Tick ✓ which were used), any other means if used please include the same for comments on its effectiveness for achieving the objectives). Micro Soft Team Meeting ZOOM Go-To Meetings Video conferencing WhatsApp Video call Skype. Use of Drone	**Used to gather objective evidences.**	**Effectiveness**	
		Achieved for	**Not achieved or Not fully achieved: for**
	Virtual site visit – Based on respective scheme requirements.	✓	
	Operational activities (EG; Process parameters, Operational control etc.).	✓	
	Sharing of Documents, Documented information, Records on Screen	✓	
	Interview with personnel	✓	
	Uninterrupted connectivity throughout audit duration.	✓	
	Overall Audio / Video clarity.	✓	
	Sharing of photos	✓	
	Documents through mails in time.	✓	
	Maintain Integrity of the audit / assessment process.	✓	
	Usage of Drone	------------	
	Objectives of Current Type of audit as noted above under Section 9 of this report.	✓	
	Any other additional information from FORM 52 A / observations.	✓	

Based on the above:			
Additional Manday required to cover the processes for which objectives not fully achieved	YES (Please mention the audit duration that would be required)	NO✓	
Audit Programme amended.	YES (Please amend the audit program accordingly with appropriate justification)	NO✓	

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SEC G :

Based on the above, it is confirmed that the effectiveness of the management system has the capability to meet applicable requirements and expected outcomes for the scope of certification scope.
The audit objectives of Stage – I have been verified through off-site audit/ on-site audit /remote audit. The audit team conclude and recommend for :

01)	**Can proceed for Stage-2 Audit**	**YES**
02)	Can Proceed for Stage-2 Audit subject to the acceptance of actions taken for the noted "Areas of Concern(s)"	-----

~~Based on the above, it is confirmed that the effectiveness of the management system does not have the capability to meet applicable requirements and expected outcomes for the scope of certification scope.~~
~~The audit objectives of Stage – I have been verified through off-site audit/ on-site audit /remote audit. The audit team conclude and recommend for :~~

~~Stage – 1 Audit to be repeated~~	

To dispute an audit finding:

The Dispute and Appeals Process is to be used by clients who wish to dispute a certification decision. It also applies in the case of clients who are not satisfied with the results of the dispute process and wish to appeal the decision.

Disclaimer:

Audit methodology was sample based. Random Samples were chosen from the areas covered in the scope. This is to assess suitability and effectiveness of Management System. Any sampling carries certain amount of uncertainty in auditing. Whenever the ICT facility used for gathering audit evidences the risk associated with poor connectivity of audio / video are taken into the account for uncertainty in auditing. Audit recommendations are subject to an independent review prior to a decision concerning the awarding, renewal of certification or follow-up / re-audit.

Confidentiality:

We assure that the information obtained during the audit will be maintained with utmost confidentiality.

Appeal: Our system has a provision of appeal with regards to audit process, difference of opinion and audit report. The client has every opportunity to appeal, dispute or complain against the decision of the auditors.
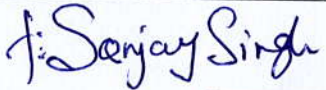
Should you wish to Contact IRQS in relation to any queries
Indian Register Quality Systems
Head Office: 2nd Floor, New Building, 52 A, Adi Shankaracharya Marg,
Opp. Powai Lake, Powai, Mumbai - 400 072.
Tel. No.:+91 22 30519800/ 71199800 Fax No.: + 91 22 2570 3611

Team Leader Name	V. Balakrishnan	Signature & Date: 12/08/2022
Auditee Representative Name	Prof. Dipali Gupta - Registrar	Signature & Date

01)	Name of the Client	RNB Global University
02)	Address of HO & Site(s)	RNB Global City, Ganganagar Road, Bikaner, Rajasthan – 334601.
03)	File Number	R/7473/ISO 21001
04)	Name of "Head of Organization" / Unit	Shailendra Barath - MR
05)	Name of Organization Representative coordinating with CB	Prof. Dipali Gupta - Registrar
	Names of the management legally responsible for occupational health and safety, personnel responsible for monitoring employees health and employees representative(s) with responsibility for occupational health and safety. (Applicable for OHSMS)	NA
06)	Audit Criteria (strike out the standard not under audit)	**QMS-EOMS (ISO 21001)** ▪ Applicable legal & other requirement. ▪ Organization's procedures & documented information in line with the respective standards.
07)	Date of Audit	**27.08.2022 & 28.08.2022**
08)	Type of Audit (strike out the standard not under audit)	**STAGE 2** ~~Joint / Combined / Integrated~~ / Remote

09) Audit Objective

a) Stage 2 Audit :

Is to evaluate the implementation including the effectiveness of the organization's implemented management system for the above criteria covering the following :

- Information and evidence about conformity to all requirements of the applicable management system standard or other normative documents
- Performance monitoring, measuring, reporting and reviewing against key performance objectives and targets (consistent with the expectations in the applicable management system standard or other normative document)
- Organization's management system ability and its performance regarding meeting of applicable statutory, regulatory and contractual requirements
- operational control of the organization's processes
- Internal auditing and management review
- Management responsibility for the client's policies.

b) Renewal Audit :

Is to evaluate the effectiveness of the organization's implemented management system for the above criteria covering the following :

- The effectiveness of the management system in its entirety in the light of internal and external changes and its continued relevance and applicability to the scope of certification
- Demonstrated commitment to maintain the effectiveness and improvement of the management system in order to enhance overall performance;
- The effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s)

c) Surveillance Audit :

Is to evaluate the effectiveness for maintenance of the organization's implemented management system for the above criteria covering the following :

- Internal audits and management review;
- A review of actions taken on nonconformities identified during the previous audit;
- complaints handling;
- Effectiveness of the management system with regard to achieving the certified client's objectives and the intended results of the respective management system (s);
- Progress of planned activities aimed at continual improvement;
- Continuing operational control;
- Review of any changes
- Use of marks and/or any other reference to certification

d) Special Audit :

a) For expanding the scope of a certification already granted, undertake a review of the application and determine

	any audit activities necessary to decide whether or not the extension may be granted.	
	b) To investigate complaints, or in response to changes, or as follow up on suspended clients	
	c) For upgradation to revised standards.	
	NOTE:	
	To verify the above audit objectives, in case of Remote audit carried out using ICT facility for gathering the audit evidences by utilizing the computer-assisted techniques such as MS Team, Skype, Video conferencing, webinar, information available in soft etc. as applicable.	
10)	Changes to the audit objectives, audit scope or audit criteria (e.g. physical location, organizational units, activities and processes), if any: Please attach "Notice of Change"	
➡	No changes	
11)	Comment on the confirmation of the information provided (by the organization, including "Pre-audit Information"/Auditor Allocation Form)	

➡	Scope of Certification	Development and Delivery of Educational Programs fulfilling requirements of the Award of Bachelor's, Master's, and Doctoral Degrees in Commerce, Management, Law, Basic Sciences, and Agriculture
	Number of sites	One
	Travel Time between the sites	NA
	Number of employees associated with scope of certification (For Effective Number of Employees)	Effective Man Power - 25
	Current certification & its validity	English, Hindi
	Design & development	NA
	Working in shifts Regular working hours.	No
	Externally provided processes, products and services (Outsourced)	Maintenance, Housekeeping
	Pre-audit information	Available - ok

12)	Audit Team Details		Role
	(Team Leader, Team Member, Provisional Auditor, Provisional Team Leader, Evaluator, Industry Expert Any accompanying persons; e.g. Guides, Observers, Translator, Facilitator etc.)	V. Balakrishnan	Team Leader

13)	Audit conducted at [Physical location(s) as applicable]	Address	Date of Audit	Functions/ Process(es) /Activities audited at the Location/Site
	Head office Permanent site(s)	Ganganagar Road, Bikaner, Rajasthan – 334601	27th & 28th Aug 2022	Top Mgt, Mgt Processes, Admission Process, Design & Academics , Support Services
	Temporary site(s)	--------		

14)	To comment:	
a)	Any deviation from audit plan and their reasons (if yes, please justify)	
➡	None	
b)	Upon any adverse conditions faced during the audit (e.g.; power outage, Fire, Flood, specifically related to the condition of the sites affecting the auditing activities).	
➡	None	

Audit Findings

SEC A : Comments on the Effectiveness for the Closure of Previous Audit Findings:

No. of Previous audit NCs:		No. of Areas of Concerns raised during Stage 1:	NIL
Scheme & Clause No.	**Findings**	**Comments on the effectiveness for the closure**	
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SEC B : Management System(s)

a) **Scope of Certification:** (If Multi-site audit, then scope as applicable at each site should be verified [for Stage 2 from Stage 1 Audit Report and for Subsequent audit against the issued Certificate] & reported)

➡ General Scope as required on the final "Certificate of Approval"	**Development and Delivery of Educational Programs fulfilling requirements of the Award of Bachelor's, Master's, and Doctoral Degrees in Commerce, Management, Law, Basic Sciences, and Agriculture**
Scope of Head Office	Same as above
Scope of Site	NA
Scope Support Office(s) / Location(s), if any	NA
Non-Applicability of Clauses & Justification for the same	All clauses applicable

Justification for the scope of certification [Brief description for scope verification highlighting on the process flow / activities involved for the scope. Provide at least one example for scope of certification.

LIST OF SOME OF THE COURSES UNDERTAKEN IN RNB GLOBAL UNIVERSITY
- MA (English) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- B.Com. Class Till 1:00PM 3 Years
- B.Com. (Hons) 3 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- B.Sc. with Biotechnology 3 Years
- B.Sc. (ZCB) Class Till 1:00PM 3 Years
- M.Sc. Ph.D Dual Degree (Biotechnology) 5 Years
- School of Arts and Social Sciences
- MA (Economics) 2 Years
- BBA (Marketing) 3 Years
- BBA (HRM) 3 Years
- BBA (Finance) 3 Years
- BBA (Digital & Social Media Marketing) 3 Years
- BBA (Foreign Trade) 3 Years
- MBA (Marketing) 2 Years
- MBA (HRM) 2 Years
- MBA (Finance) 2 Years
- MBA (International Business) 2 Years
- MBA (Digital Marketing & E-Business) 2 Years
- MBA (Family Business & Entrepreneurship) 2 Years
- MBA (Agri. Business Management) 2 Years
- M.Sc. (Biotechnology) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- School of Basic and Applied Sciences
- BCA (Bachelors of Computer Application) 3 Years
- BCA-MCA Dual Degree 5 Years
- MCA (Master of Computer Applications) 2 Years
- B.Tech. (Computer Science Engineering)-CSE 4 Years
- B.Tech. (Computer Science Engineering) - CSE (Spl in AI & Machine Learning, Cyber Security & Forensics, Big Data Analytics)
- M.Sc. (Information Technology) 2 Years
- M.Tech. (Computer Science Engineering) 2 Years
- Ph.D (Full Time/Part Time) 3/4 Years
- MBA (Agri Business Management) 2 Years
- M.Sc. (Agronomy) 2 Years

- M.Sc. (Genetics & Plant Breeding) 2 Years
- Integrated BA + LL.B. 5 Years
- Integrated BBA + LL.B. 5 Years
- LLM* 2 Years
- Integrated LLM Ph.D Dual Degree 4 Years
- Ph.D (Full Time/Part Time) 3/4 Years

Infrastructure:
The University houses different types of rooms to address specific needs of the student and also the course.
Contemporary Classrooms
Lecture Theatres
Stepped Amphitheatre Style Classrooms
Activity Classrooms

E -Learning Studio :
An extempore media for the students to collect informative academic data. An exchange centre for sharing and analyzing information by the students, faculty and the researchers. A virtual classroom. A window for interaction with International Faculty.

Laboratory:
The different types of laboratories that are developed at the University are as below:
Behavioral Labs
Language Labs
Science Labs
Management Labs
Computing Centers
& Library erc.

College intake:

Year	Course	Intake
2019	B Sc	30
	BBA	35
	MBA	8
	LLB	20
2020	B Sc	21
	LLB	22
	MBA	5
	BBA	31
2021	BBA	15
	BA	4
	LLB	15
	B Com	10
	MBA	6
	B Sc (Agri)	4

CREDENTIALS:

- The RNB Global University has been established by act no 20 of 2015 passed by the Rajasthan Vidhan Sabha and notified by state of Rajasthan on 27/04/2015. The degrees which will be awarded by RNB Global University would be recognized by University Grants Commission (UGC)
- Winner of Best University in Rural India 2018
- Winner of Bset Education Brands – 2017
  Technology Alliances
- The role of technology is indispensable in channelizing learning across various platforms and for this we only trust the experts in the industry, Hewlett Packard gives networking solutions. We have hired services of TCS to install university ERP and Fortified for a robust Unified Threat Management System.

Summary of Site Visit:
Virtual Site Round taken. Good Infrastructure & Facilities.

b)	Process of understanding & review of the needs and expectation of interested parties

➡ Interetsed Parties:
The interested parties that are relevant to the educational organizations management system – i.e. learners, other beneficiaries, staff and others,

Needs and Expectations of Interested Parties :

Sr. No	Interested Party	Need	Expectation	Monitoring
1.	Students / Learners	Good learning facility and class room	Monitoring by Principal / Training Cell.	
2.	Government	Government liabilities / Government reports	Follow legal and other regulatory requirements	Monitoring admin and management
3.	Parents	Good learning environment and safety of students and Learners	Fresh, neat and clean classrooms for study / Good food in lunch	Monitoring adminand manage
4.	Employees	Good environment salary	Good salary and on-time salary	Monitored by account team and management
5.	External providers	Educational material specifications, Purchase information	Payment on time	Monthly monitoringthroug
6.	Educational organizations	Business	Growth of business	Monthly monitoring through Educational organization objectives
7.	Stakeholder and credit firms, etc	Company gives business and maintain relation.	Make on time payment	Account balance sheet reviewed by management

c) Methodology of identification, access of compliance obligations
[i.e. applicable Legal (Statutory / Regulatory & Other) requirements]

➡ RNB Global University Bikaner was approved as per Rajasthan Gazette Extraordinary dated 29th April, 2015 Sr. No. 2(20)Vidhi / 2/2015 approved by Governor of Rajasthan on 24th April, 2015 and Circulated.
Details given below with Infrastructure and courses :

THE RNB GLOBAL UNIVERSITY, BIKANEII ACT' 2015 (Act No. 20 of2015) [Received the assent of the Governor on the 24'h day of April, 2015] An Act lo provide for established and Incorporation of the RNB Global University, Bikaner in the State of Rajasthan and mallers connected therein and incidental thereto'.

Infrastructure Land : 30 Acres of land comprising in Khasra Nos 249, 250,251 and 252 ol Village Khara, Tehsil Bikaner, District Bikaner. (Rajasthan).
Buildings: (i) Administrative Block :
(a) Number and Category of Units : 69
S. No. Category of Units No. of Units I Office of Chairperson 2. Office of President 3. President's Secretariat 4. Office of Registrar 5. Office of Deputy Registrar 6. Office of Controller of Examination 1. Office of Chief Finance and Accounts Officer 8. Conference Rooms 3, 9. Seminar Hall I, 10. Waiting Lounges 2. II VIP waiting Lounge I, 12. Server Room I, 13. Uninterruptible Power Supply (UPS) Room 14. Security Monitoring Room I. 15 Multi-purpose Halls 2 16. Rooms and Cabins for Executives 2, 17 Lift Lobbies 2 18. Facilities (Washrooms) t7, 19. Pantries 3, 20. Multi-purpose Rooms/Stores 5, 2I Library I, 22. Reading Room I Total 69
(b) Covered area : 5,741 38 Sq Mtrs (ii)
Academic Block : (a) Number and Category ofUnits:82

Class Rooms 32 ,2. Moot Coun , 3. Faculty Room I , 4 Professor Cabins 16, 5 Computer Laboratory b. Arts Laboratory .'1. Physics Laboratories 2, 8 Biotech Laboratory, 9. Chemistry Laboratory, 10. Fashion Technology Laboratory II Management Laboratory t2. Server Room t3 Uninterruptible Power Supply (UPS) Room I t4 Girls Common Room 15. Boys Common Room I t6 Hall for Indoor Cames I I'7. Hall for Canteen I 18. Multi-purpose Rooms/Stores 19. Lili Lobby 20. Facilities (washrooms) I4 2I Pantries and Kitchen 4 Total 82 rb) Measurernent of total covered area :9,519 62 Sq Mtrs' Total built up area : 15,261.00 Sq. Mtrs' Faculties : Shall be appointed as per UGC guidelines Academic Facilities: (i) Library s. No. Br!nch Titles Books Encyclopedias Ceneral 282 285 82 2. Commerce and Management 172 676 3. 351 1,053 4. Ans 44 t46 5. Journalism and Mass Communication tf 40 66 2 4 5 6. Computer Science 165 650 7. Fashion Technology 82 129 Total 1,111 2,979 E2 (iii) (iv) Laboratory: 8 Reading Room : 0l (Along with Library) Journals r Branch Journals Law '1 Facilities for Co-curricular activities : Indoor facilities: Carrom Chess Snooker Table Tennis Outdoor facilities: Athletics Basketball Cricket Football Hockey Lawn Tennis Volleyball Yoga and Meditation

University Grant commission (UGC), New Delhi letter No. F 4-2/2015(CPP-1/PU) dated 6.11.2015 as per right of information provided following information:
RNB Global University, Bikaner334601, Rajasthan has been established by an Act of State Legislature of Rajasthan as a Private University and is empowered to award degrees as specified under Section 22 of the UGC Act through its main campus at regular mode with the approval of Statutory Bodies/Councils, wherever its required.
RNB Global University is not authorized to open study centre/ off campus centre beyond the territorial jurisdiction of the state as per the judgment of Hon'ble Supreme Court of India in case of Prof. yashpal Vs. State of Chhattisgarh. The University cannot open its centre(s) even within the state as per the provision of UOC (Establishment of and Maintenance of Standards in Private Universities) Regulations, 2003 without the approval of UGC'
The UGC has not granted any approval to the University to open off campus/study centre For information related to Distance Education you are requested to approach directly to the Distance Education Bureau of UGC, 35 Ferozeshah Road, New Delhi-110001'

BAR COUNCIL OF INDIA, NEW DELHI APPROVAL
Bar Council of India, New Delhi Approval No. BC1:d.646/2022 (le/App/Afflin dated 14.07.2022 for five year BA LL.B and BBA LL.B Courses for academic year 2022-23 for intake of 60 students.

d)		Methodology of determination of risk & opportunities related to
		    ■ the context of organization,
		    ■ Interested Parties
		    ■ management system and its processes/activities
		Give examples of determined risk & opportunities

➡		Risk & Opportunity analysis done for all the Issues, Needs & Expectations of Interested parties:
		Eg: Competency & Experience: Low level will lead to dissatisfaction to Learners
		    Controls: organization management / core team is having rich experience and reputed in the educational market.
		Opp: Continue to provide proper educational products and educational services to the learners and other beneficiaries
		    Highly skilled experienced person and competent knowledgeable staff. Good employee welfare
		Eg: Educational technology changes: Effect on educational products and educational services quality
		Opp: latest technology at present and upgrade it in future if some new things come up in the educational market
		Complaint Handling: complaint is not resolved and learners and other beneficiaries are dissatisfied as well as he may search for alternative. Proper communication channel throughout the organization to integrate all the system and timeline is defined to get feedback from all concern related to complaint

e)	A)	Brief description of organization processes determined taking into account planning, Monitoring and control of the management processes, change control (management of change) needs to achieve the expected outcome.
	➡	**Admission processes:** ON line form submission RNBGU Aptitude & Proficiency Test Processing of the forms and Selection of Candidates **Academic Processes:** Lesson Planning (Design) - Lesson delivery - Assessment – Results Annual Self-assessment of the Performance Based Appraisal System (PBAS) Methodology for University and College Teachers for calculating Academic/Research Score **Assessment Process:** **Examination Calendar** **Examination Schedule** **Duty Chart** **Result declaration**

		Management processes: Competency – Training Self-Assessment & Performance Appraisal Internal Audits MRM Continual Improvement
	B)	Control over identified externally provided processes, products and services (Outsourced activities).
	➡	Externally provided processes, products, and services are food services provided from outside caterers, teaching by external faculty, etc. The system for selection and evaluation of external providers / suppliers / subcontractors has been established on the basis of their ability to provide processes, products, services in accordance with requirements.

	C)	EMS Life Cycle Perspective (Input ➝ Processing ➝ Output)
		  • An example of Environmental aspect / impact arising out of "Life Cycle Perspective" and any Operational Control measures Directly or Influencing
		  • Any objective set to minimize the impact of environment arising out of Aspect – Impact

	➡	NA

f)	Process of establishment and monitoring objectives of management system (with few examples for respective management systems audited such as setting of Environmental objectives, target, programs)

➡

S.No.	PROCESS OBJECTIVE's	Department	TARGET	Last Six Months performance	
1	The learners and other beneficiaries satisfaction rating (overall % Rating)	All	90 % Min.	98 %	
2	Delivering on-time education to achieve academic schedule	Admin	100 % Min.	100%	
3	Providing secondary source – Online learning	Admin	10%	12 %	
4	Teacher's feedback	QA	90% Min	98 %	
5	Resolving disciplinary issues with 0 repetitiveness.	Sales	100%	NA	
6	Training Plan v/s Actual	HR	100%	100 %	
7	On-time Material and Stationary Arrangement	Admin	95%	100%	
8	Supplier Score Monitoring	Purchase	90%	95%	
9	Use of Old Study Material	Admin	0	0	
10	Delivering exams and result on time	Admin	100%	100%	
11	Teacher's Absent	HR	5% Max	0	
12	Improvements	HR	2 per Year	Infrastructure improvements	

g)	The availability of resources, environment necessary to support the operations & monitoring of management process.

➡ **Personnel Interviewed, including workers / contract workers**
[The Personnel who will be Interviewed during Audit. (Based on the Scope of certification and scheme).
- *Shop floor personnel / Operational Personnel involved in critical process / functions / Company workers / Contract workers / Personnel involved in or with Outsourced activity Interested party representatives /*
- *Personnel responsible for monitoring employees' health, for example, doctors, nurses and or any nominated / authorized representative of the organization*
- *As felt appropriate, include any other personnel based on the organization being audited}*

Name	Designation	Interviewed For	Conclusion Based on Interview
Shailendra Barath	MR	Awareness on Policy, Objectives	Found adequate
Tanvi Saxena	HR	Competency requirement, Assessments , Training processes	Found adequate

	Summary of Health Performance including health objectives: (For all ISO 45001 – OHSMS AUDITS).
.	NA

h)	Methodology of determination & maintenance of organization knowledge necessary for the operations of its processes to achieve conformity of product /service, environmental impact / prevention of injury for the respective management system.
➡	Knowledge of Teachers are maintained & shared through regular trainings like: 1. To provide quality inputs for basic teaching skills. 2. Equipping the prospective teachers with necessary pedagogic skills 3. To diagnose the training needs and prepare the modules. 4. Enabling the teacher to acquire understanding of learner's psychology and to take appropriate steps for their optimum development 5. Developing self-confidence and holistic personality in the teachers 6. To prepare institute wise action plans and work accordingly. 7. To reach out to all the staff capacity building. 8. To enable the teachers teaching effectively in the classrooms.
I)	Demonstration of Leadership and commitment towards management system
➡	Top Management is effectively involved in Day To Day activities. Policy, Objectives , Infrastructure development, Eduactionl Products , Syllabus, Teachers recruitment & Competency etc. reviewed .
j)	Method / procedure for Corrections and Corrective actions, as applicable for respective scheme, with example
➡	Process of taking Corrective actions for Audit NCs, Feed backs , Complaints, Suggestions etc . Eg Suggestions from Students , Parents, Industries , stake holders are taken into consideration and actions taken – various initiatives such as: **Academic Collaborations** The University aims to provide the very best for the students and therefore has joined hands with Hewlett Packard for concrete academic solutions. We have further teamed with Tally and the National Stock Exchange (NSE) to act as guiding figures in the forte of academics. **Placement Alliances** The University shall work for the creation of a homogeneous equation for the placement of student graduates. We have successfully aligned with some very progressive companies in the world organizations like Jindal Steel, Fortis, Jet Airways, Hindustan Construction Company, RSWM Ltd., Siyaram's, Airtel and Kalpataru to ensure that all the graduates would get chance for Camp **Academic Associations** The University has adapted cordial relations with the All India Management Association (AIMA) and the India Design Associates. These associations would give an access to various academic resources and industry resources both to the students and faculty.
k)	Effectiveness of Internal Audit & Management Review
➡	**INTERNAL AUDIT:** *Briefly describe the process of conduct of IA, Comment on the competency of IA auditors, Number of internal auditors, Trained for Internal auditors, Verification of audit Programme, Audit Plan.* *Findings of IA:* *Briefly Corrective actions and effectiveness of corrective taken for the NC's Observations etc. on the outcome of IA.* *Briefly on the Conduct of IA in an Impartial manger, Conclusion on the effectiveness of IA conducted:* **MANAGEMENT REVIEW:** *Briefly describe the process of conduct of Management Review, Summary of the conducted and conclusion on the effectiveness of conducted Management review, Improvement, Output*
	Internal Audit & MRM: **Both Frequency- Atleast Once a year** First Internal Audit conducted on 03.06.2022 by Consultant. All processes covered. 2 NCs raised. **MRM:** First MRM conducted on 10.06.2022. Chaired by Dr. K.K. Bajaj – Vice Chairman All agenda points as required by the Standard is discussed and minuted. **Out put:** Learning Initiatives: Research as a means of higher learning and therefore,Management intends to include research at every level of the course curriculum. This Centre for Innovation and Change will propose topics for research in every stream of the study. The University also intends to open learning opportunities in every discipline via Research & Innovation. Moreover, the University is planning to introduce novel and research oriented methods for imparting education so as to enhance the grasp of the

students in the concerned subject.

Teacher enhancement programs to set forth novel and innovative teaching methodologies that will mould the careers of the future leaders of the Nation. The RNB Global University will therefore introduce dedicated Teacher Training and Certificate Programs that will endorse the standards defined by the Government. Further, the University shall run faculty development workshops and seminars chaired by experts as a part of these training programs. The technological tools in education are subject to constant evolution and these will always be monitored on a regular basis by the University management. The RNB Global University shall instill these innovative and new teaching tools for its academicians to usher novelty in the education system

l)	Examples of improvement/s as a result of correction, corrective actions, break through changes, innovation and reorganization including continual improvement.
➡	**Learning Initiatives:**

Research as a means of higher learning and therefore,Management intends to include research at every level of the course curriculum. This Centre for Innovation and Change will propose topics for research in every stream of the study. The University also intends to open learning opportunities in every discipline via Research & Innovation. Moreover, the University is planning to introduce novel and research oriented methods for imparting education so as to enhance the grasp of the students in the concerned subject.

Teacher enhancement programs to set forth novel and innovative teaching methodologies that will mould the careers of the future leaders of the Nation. The RNB Global University will therefore introduce dedicated Teacher Training and Certificate Programs that will endorse the standards defined by the Government. Further, the University shall run faculty development workshops and seminars chaired by experts as a part of these training programs. The technological tools in education are subject to constant evolution and these will always be monitored on a regular basis by the University management. The RNB Global University shall instill these innovative and new teaching tools for its academicians to usher novelty in the education system.

m)	Comments on the process of Organization's Management of Change
➡	Process of introducing/ Handling any changes is esablished
n)	Attached Annexure A for Summary of OHSMS : ISO 45001:2018 – Additional (New) Requirements & IAF MD 22 Requirements (IV IRQS:FORM:102-A:OHS)	~~Yes~~ / ~~No~~ / NA

SEC C : Current Audit Non-conformity

a)	Scheme	NC No.	Clause No.	Statement(s)	Grading of NC (Major/Minor)
b)	No. of Major NCs:	NIL			
c)	No. of Minor NCs:	NIL			

~~SEC D (a) : Maturity Of The Management System~~

(i)	~~Level of Integration in case of Integrated Management System:~~	
a)	~~Integrated Documentation (Manual, policy and objectives, procedures, work instruction etc.)~~	☐ ~~Yes~~ ☐ ~~No~~
b)	~~An Integrated approach to Roles & Responsibilities~~	☐ ~~Yes~~ ☐ ~~No~~
c)	~~Conduct of Integrated / approach to Internal Audit~~	☐ ~~Yes~~ ☐ ~~No~~
d)	~~Conduct of Integrated Management Reviews considering the overall business strategy and plan~~	☐ ~~Yes~~ ☐ ~~No~~
e)	~~An Integrated approach to systems processes~~	☐ ~~Yes~~ ☐ ~~No~~
f)	~~An Integrated approach to continual Improvement mechanisms~~	☐ ~~Yes~~ ☐ ~~No~~
g)	~~Organization's personnel to respond to questions more than one management system standards.~~	☐ ~~Yes~~ ☐ ~~No~~
ii)	Comment on the maturity of the management system i.e. about the management system is fully established in the organization and the level of support that it has from senior and top management.	EOMS is acdequately established

SEC D (b) : Brief comments on Annexure to Questionnaire for Result of the review of the system (over period of certification), (applicable during renewal audits)	NA

SEC E: Comments on Usage of Marks / Logos (Accreditation / IRQS)

NABCB :
- The logo shall not be displayed on buildings and flags.
- The logo shall not be displayed on vehicles except in publicity material like part of a large advertisement
- The logo shall not be used on the visiting cards
- Use of logo not permitted on laboratory test, calibration or inspection reports, as such reports are deemed to be products in this context.

Neither the IRQS's Logo nor the NABCB's Logo shall be used on the packaging of a product, labels, publicity material, written announcements etc. that in any way suggests that the IRQS or NABCB have certified or approved any product, process or services of the registered client

NA

RvA
- On reports and certificates of certified calibration-, testing and medical laboratories and inspection bodies;
- On business cards of the certified client's personnel.

NA

Use of Marks / Logos (Common for both) : Comments on verification of website for Use of Marks / Logos, display of certificate for its appropriateness and validity on the Client's website, any social media, wherever is applicable look at the maximum.

NA

SEC F (a) : Any Unresolved Issues	None
SEC F (b) : Any Other comments / observations	None

SEC G : Audit Program [To be filled for one cycle, up to Renewal]

Any Significant issues impacting audit program to be recorded

Type of Audit	Stage 1		Stage 2 / Renewal		Surveillance #1		Surveillance #2		Renewal	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Date Of Audit	12.08.2022		27 & 28th Aug 202		June 2023		June 2024		June 2025	
No. of Mandays	1 md		1.5 md		2 md		2 md		3 md	

*Site(s) [covering Temporary /Permanent] / Department/ Functions / Processes (Please mark [✓]Tick Mark)	Stage 1		Stage 2 / Renewal		Surveillance #1		Surveillance #2		Renewal	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
Top Mgt, Management processes	*	*	*	*	*		*		*	
Admission processes	*	*	*	*	*		*		*	
Academic processes	*	*	*	*	*		*		*	
Support functions										
Shifts audit (at least once in a cycle, if applicable, Processes to be audited in each shift)	*Only Gen Shift*									

[*Sub-Division in the Department, Processes, Sub-Processes, Activities involved & audited under One Heading to be specified in the "Site(s) [covering Temporary /Permanent]/ Department/ Functions"]

Note:
  a) Stage 1 Audit Programme to be addressed the Number of Shifts & audit is planned for at least one of the shifts inside and one outside of regular office hours
  b) Stage 2 / Renewal / Surveillance Audit : as per the Stage 1 Audit Programme, audit is conducted for at least one of the shifts inside and one outside of regular office hours
  c) In case of Migration to ISO 45001:2018 : Audit outside of regular office hours, all shifts audits to be conducted during all audits during the cycle. In case of migration during surveillance, then during all subsequent for cycle to be covered. If migration done during:-
  1) Surveillance #1 – Then Surveillance #2, Renewal and Surveillance #1 after renewal.
  2) Surveillance # 2 – Then during Renewal , Surveillance #1 and Surveillance #2.

NOTE:
  01) Processes required for verification of applicability of the Scope of Certification shall be audited in each visit.
  02) Dominant applicable clauses for respective Department/ Functions / Processes to be verified [Refer SEC B: Summary of Conformity.
  03) Information required in this Audit Programme is to be updated during First Assessment of the auditee organization in a given cycle i.e. Stage-1 / Transfer / Renewal Audits / Subsequent Audit if there is any modification of Scope (reduction / extension) / Site(S) / Department/ Functions if not audited as planned. (to be discussed)
  04) Information provided shall remain for guidance purpose only for the Audit Team of subsequent audits in the cycle & hence, shall not be binding w.r.t. additional functions to be audited and / or clauses to be audited in each function to confirm compliance to the respective audit criteria

SEC H : Effectiveness of audit objectives achievement: :
[Please mark 'Tick - ✓' as applicable for Onsite audit and Remote Audit]

On-site and Remote Audit	Effectiveness		
	Achieved	Not achieved	Remarks on what is not achieved or raised it as NC
Demonstration of Leadership commitment	✓		
Determination of External & Internal issues	✓		
Needs and expectation of Interested parties	✓		
Access to Legal & other requirements and their compliance	✓		
Process of Setting of objectives and achievements.	✓		
For Operational control	✓		
Process of Performance monitoring and continual improvement.	✓		
Effective conduct of Internal audit and Management review.	✓		
Process of addressing any changes, Management of change.	✓		

REMOTE AUDIT (USING ICT)
The Below Ticked ICT has been used in carrying out audit/assessment and the effectiveness of ICT in achieving the audit/assessment objectives are as noted below:

Based on the Input received in IV IRQS:REC:52 A the following ICT were used: (Tick ✓ which were used), any other means if used please include the same for comments on its effectiveness for achieving the objectives).	Used to gather objective evidences.	Effectiveness	
		Achieved for	Not achieved or Not fully achieved: for
	Virtual site visit – Based on respective scheme requirements.	✓	
	Operational activities (EG; Process parameters, Operational control etc.).	✓	
Micro Soft Team Meeting	Sharing of Documents, Documented information, Records on Screen	✓	
▪ ZOOM	Interview with personnel	✓	
▪ Go-To Meetings	Uninterrupted connectivity throughout audit duration.	✓	
▪ Video conferencing	Overall Audio / Video clarity.	✓	
▪ WhatsApp Video call	Sharing of photos	✓	
▪ Skype.	Documents through mails in time.	✓	
▪ Use of Drone	Maintain Integrity of the audit / assessment process.	✓	
	Usage of Drone	-------------------- --	
	Objectives of Current Type of audit as noted above under Section 9 of this report.	✓	
	Any other additional information from FORM 52 A / observations.	✓	

Based on the above:			
Additional Manday required to cover the processes for which objectives not fully achieved	YES *(Please mention the audit duration that would be required)*		NO✓
Audit Programme amended.	YES *(Please amend the audit program accordingly with appropriate justification)*		NO✓

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SEC I: Recommendation: **[Please mark 'Tick - ✓' as applicable]**			
01)	Based on the audit findings verified through Off-site audit / On-site audit/Remote audit, it is concluded that: - the audit objectives as identified under ☐9(a); ☐9(b); ☐9(c); ☐9(d); have been fulfilled - the effectiveness of the management system has the capability to meet applicable requirements and expected outcomes. - Certification Scope is appropriate - Satisfactory conduct of internal audit and management review process *NOTE:*In case, if absence of objective evidence for all activities of Scope of certification", on a case to case basis conditional grant of certification or reduction of scope will be undertaken in consensus with Operations-Head/Head-IRQS (Top management), to be communicated accordingly under recommendation.* **And recommend for :** **(If a situation arise as noted under the note then the conditional recommendation to be made as given above & not recommend for Issuance / continuation of the certificate)**		
	a) the issuance "Certificate of Approval" for ISO 21001:2018	**YES**	
	b) the issuance "Certificate of Approval" with continuation for ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018		
	c) continuation for "Certificate of Approval for ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018		
	d) revocation of suspension and continuation of "Certificate of Approval" for ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018		
02)	Based on the audit findings verified through Off-site audit / On-site audit/Remote audit, it is concluded that: - the audit objectives as identified under ☐9(a); ☐9(b); ☐9(c); ☐9(d); the effectiveness of the management system could not be evidenced for the noted non conformities, hence, recommend for :-		
	a) the issuance "Certificate of Approval" for ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018 , subject to satisfactory closure of non-conformities on or before _____		
	b) the continuation for "Certificate of Approval" for ISO 9001:2015 / ISO 14001:2015 / ISO 45001:2018, subject to satisfactory closure of non-conformities on or before _____.		
03)	Based on the audit findings verified through Off-site audit / On-site audit/Remote audit, it is concluded that: the audit objectives as identified under☐9(a); ☐9(b); ☐9(c); ☐9(d); effectiveness of the management system **could not be evidenced** for the noted Major / Minor non conformity(ies), **hence recommends for the**		
	a) follow-up visit for closure of major NC(s)/ minor NC(s) requiring closure based on the site visit, before _____.		
	b) follow-up of audit before _____.		
04)	Based on the audit findings verified through Off-site audit / On-site audit/Remote audit, it is concluded that: - the audit objectives as identified under ☐9(a); ☐9(b); ☐9(c); ☐9(d); effectiveness of the management system **could not be evidenced** for the noted Major non conformity(ies) (indicating breakdown of management system or major impact on environment or high potential of an incident which may result in injury/illness). - In case, if absence of objective evidence for all activities of Scope of certification", on a case to case basis conditional grant of certification or reduction of scope will be undertaken in consensus with Operations-Head/Head-IRQS (Top management), to be communicated accordingly under recommendation. **Hence recommends fast track review (may lead to suspension or withdrawal of certification).**		

Instructions for Corrective Action Plans Submission:

Responsibility: It is IRQS's client's responsibility to provide complete and timely responses to finding reports.

Non Conformance submission:

- For the date of NC the following to be completed by the client:
  - ➢ Correction, Root Cause & Extent Analysis, Evidences of Implemented Correction & Corrective Action, for Verification of effectiveness of implemented Correction / Corrective Action.
- Time Frame of the same:
  - ➢ For Major NC – within 30 Days, for Minor NC – within 60 Days

NOTE 1 : If not submitted within the above time frame then the certificate will be intended for Suspension Process.

NOTE 2 : The Close-out of the following :
  - ➢ Major NC to be completed within 60 Days from the date of audit
  - ➢ Minor NC to be completed within 90 Days from the date of audit

NOTE 3 :
  - ➢ Major nonconformities typically require on-site verification of corrective action unless specified by the Auditor. Follow up audit shall take place within 60 days from the last day of the audit activity to IRQS.
  - ➢ All findings shall be closed before a recommendation for certification can be made.

NOTE 4: In case of issuance of any Major NC or any other situation during surveillance audit(s) and or re certification audit(s), team leader requires to recommend a fast-track review by IRQS which may lead to suspension or withdrawal of certification.

Disagreement with an audit finding/s:

IRQS Appeals and Control procedure is to be used by the clients for resolving the issue.

Disclaimer:

Audit methodology was sample based. Random Samples were chosen from the areas covered in the scope. This is to assess suitability and effectiveness of Management System. Any sampling carries certain amount of uncertainty in auditing. Whenever the ICT facility used for gathering audit evidences the risk associated with poor connectivity of audio / video are taken into the account for uncertainty in auditing. Audit recommendations are subject to an independent review prior to a decision concerning the awarding, renewal of certification or follow-up / re-audit.

Confidentiality:

We assure that the information obtained during the audit will be maintained with utmost confidentiality.
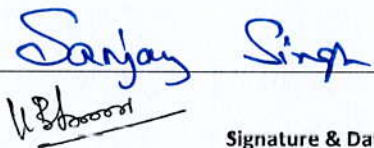
Appeal: Our system has a provision of appeal with regards to audit process, difference of opinion and audit report. The client has every opportunity to appeal, dispute or complain against the decision of the auditors.

Should you wish to Contact IRQS in relation to any queries
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Team Leader Name	V. Balakrishnan	*Sanjay Singh* **Signature & Date:**
Auditee Representative Name	Prof. Dipali Gupta - Registrar	**Signature & Date** 27/08/2022

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