Academic & Quality Audit Report 2026

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August 19, 2026

Internal Auditor
Pradeep Jha (Business Consultant – QMS & HR)

Cover Letter

August 20, 2026

To,

The Chairman,

IQAC, National College of Computer Studies

Paknajol, Kathmandu.

Re: Submission of Academic & Quality Audit Report 2026

Dear Sir,

I am pleased to inform you that the Internal Academic and Quality Audit for the year 2026 was successfully completed on August 18, 2026. Please find attached the comprehensive audit report, which includes findings, observations, and recommendations arising from this year's review.

It is encouraging to note that the Internal Quality Assurance Committee (IQAC) of NCCS continues to function effectively, and the institution's ongoing efforts to enhance students' academic competencies and foster holistic personality development remain commendable.

The audit findings are grouped into three categories:

- **Conformities:** Practices meeting required standards.
- **Opportunities for Improvement (OFIs):** Areas for enhancement to strengthen the Quality Management System (QMS).
- **Non-Conformities (NCs):** Deviations from intended requirements.

The audit revealed no major non-conformities, though some minor OFIs were noted. Recommendations have been provided in alignment with these findings. However, it is noted that certain recommendations from the 2025 audit are yet to be implemented.

I would like to extend my sincere appreciation to Mr. Sundar Raj Pandey (Chairman, IQAC), Mr. Ganesh Man Singh Basnyat (Principal), Mr. Santosh Raj Maskey (Vice-Principal), Mr. Sampurna Basnyat (Director), along with all coordinators and staff of NCCS, for their support and cooperation throughout the audit process.

Regards,

Pradeep Jha (Business Consultant – QMS & HR)

Academic & Quality Audit Report 2026

Preface

In keeping with its enduring commitment to academic excellence and continuous quality enhancement, the Internal Quality Assurance Cell (IQAC) of National College of Computer Studies commissioned an independent external expert to conduct a comprehensive Academic and Quality Audit of the institution for the year 2026. This audit forms part of NCCS's broader Quality Management System (QMS), maintained in alignment with the requirements of the QAAD-UGC framework and reflects the institution's sustained commitment to periodic, evidence-based self-examination.

The audit was conducted in accordance with a detailed schedule agreed upon in advance with the IQAC, covering all departments, units, and committees of the institution. It examined a broad spectrum of institutional functions, including governance and policy documentation, curriculum management, teaching and learning practices, research and consultancy activities, infrastructure and physical resources, human resource management, and public information and student support services. The methodology combined document review, physical inspection of facilities, and structured consultation with management, faculty, and students, so as to arrive at a holistic and well-substantiated assessment.

The findings that follow are presented under three classifications consistent with standard quality-audit practice — Conformities, Opportunities for Improvement (OFIs), and Non-Conformities (NCs) — and are accompanied, where relevant, by specific recommendations intended to help the institution consolidate its strengths and address identified gaps in a systematic and time-bound manner.

Recommendations

- Institutionalize the feedback loop between survey and governance: While student and parent feedback surveys continue to be conducted regularly, their results should be formally presented at IQAC meetings, with documented minutes, so that identified concerns translate into concrete, trackable corrective actions rather than remaining a data-collection exercise alone.
- Strengthen the performance appraisal process: The existing appraisal mechanism would benefit from a more structured, criteria-based, and transparent methodology. A more

rigorous approach would not only improve employee satisfaction and morale but would also give management a firmer evidentiary basis for decisions on promotion, incentive, and professional development.

- Deepen the rigor of documentation and record-keeping: Although the institution's document and record-keeping system has visibly improved since the previous audit cycle, further discipline is warranted. In particular, some official documents should be assigned reference numbers and dates as a matter of standard practice, to support traceability, version control, and audit readiness.
- Revise and modernize HR policy and job descriptions: The current HR policy and associated job descriptions should be comprehensively reviewed and updated to ensure they accurately reflect present-day roles, reporting lines, and institutional expectations, and to bring them into closer alignment with evolving best practice in HR governance.
- Adequately resource key support departments: Given the central role that the Human Resource Management (HRM) and Public Information & Student Support departments play in day-to-day institutional efficiency and student experience, each should be staffed with a minimum of two competent, full-time personnel to ensure continuity, responsiveness, and depth of coverage.
- Formalize dedicated committees for key operational areas: The institution should establish, or formally reconstitute where informally functioning, dedicated committees for admissions, scholarships, internships and placements, event management, and fee structure — each with clearly defined terms of reference — so that decision-making in these areas is consistent, accountable, and insulated from over-reliance on individual discretion.

Summary & Conclusion

National College of Computer Studies is a well-established and reputable institution with over two decades of continuous service to Nepal's higher education sector. Across the course of this audit, the institution has consistently demonstrated the hallmarks of a mature and well-governed academic organization: clearly articulated policies, sound physical infrastructure, an experienced and committed faculty and staff base, and a leadership team that continues to think in terms of long-term institutional development rather than short-term expedience.

The institution's quality management policy is clearly and coherently articulated, and departmental objectives, roles, and responsibilities are well defined and, by and large, well understood across the organization. Institutional planning and strategic goal-setting — as reflected in the Five-Year Strategic Plan and its associated short-term and long-term action plans — remain coherent and purposeful.

At the same time, sustained institutional maturity depends on the consistent translation of good planning into timely execution. Continued monitoring of these areas by the IQAC is recommended as part of the institution's ongoing quality assurance cycle.

On the facilities front, library services, sporting infrastructure, sanitation, and canteen provisions continue to be commendable and reflect sustained investment in student well-being. The continued appointment of a dedicated Extra-Curricular Activities (ECA) Coordinator further underscores the college's genuine, rather than merely nominal, commitment to the holistic development of its students, while cleanliness and housekeeping standards across the campus remain exemplary and reflect well on day-to-day institutional discipline.

Ultimately, and most importantly, the sustained strength of student academic outcomes over time remains the clearest evidence of the institution's underlying dedication and effectiveness. This audit finds NCCS to be an institution that is not merely compliant with the formal requirements of a Quality Management System, but one that appears to have internalized the spirit of continuous improvement that such a system is designed to foster. The recommendations set out above are offered in that same constructive spirit — not as criticisms of an institution falling short, but as concrete opportunities for an already strong institution to become stronger still.

Findings & Remarks

Audit Date: August 13 – August 18, 2026

Audit Coverage: All departments, units, and committees of NCCS

Representative from Institute (NCCS): Phool Maya Tamang (Admin Officer)

General Information

S.N.	Area of Audit	Findings	Remarks
	General Information		
1.	Name of Institution	NCCS, Paknajol	Established in 1999.
2.	Program/Subject	1. BIM/BITM 2. BHM 3. B.Sc. CSIT 4. BBM 5. BCA	The institute continues to run all five programs.
3.	Affiliated By	Tribhuvan University	Affiliated for all five programs.
4.	Credit Hour	BIM/BITM – 126; BHM – 126; B.Sc. CSIT – 126; BBM – 126; BCA – 126	Credit hours are maintained as per the TU syllabus; the institute continues to provide additional hours for important subjects.
5.	Program Coordinators	College has four program coordinators and 1 Chief Coordinator.	BIM & BCA – Sudil Maharjan; BHM – Ganesh Mainali; B.Sc. CSIT – Dinesh Khadka; BBM – Sohan Shrestha.
6.	Academic Year	2082/2083	The audit focuses on the 2082/2083 intake.
7.	Total Enrollment	Male: 141; Female: 85; Total: 226 (2082/2083)	
8.	Total Pass-Out	BIM – 58 (100%); BHM – 70 (100%); B.Sc. CSIT - 44 (100%); BCA – 31 (100%); BBM – 30 (100%).	The performance of students is excellent.
9.	Teaching Staff	Male 15; Female 7 (Full Time).	

Area of Audit: Part I — Document & Record Keeping System

S.N.	Area of Audit	Findings	Remarks
1.	Records of individual employee	Mostly maintained	Some employees' details are not maintained. Needs to be completed properly.
2.	Annual/Monthly progress report of the institution	Annual report available for 2081.	The institute prepares and publishes an annual progress report every year.
3.	Meeting minutes of institute	Available	Minutes are available but not kept in one place.
4.	Strategic plan	Available	The institution's Five-Year Strategic Plan and associated short-term and long-term action plans define institutional goals and targets.
5.	Action plan	Available	Short-term and long-term action plans have been prepared covering institutional priorities.
6.	Students' profile/record	Mostly available in EMIS	Most students' profiles are available in EMIS; however, EMIS updating work is in progress.
7.	Affiliation certificates	Available	All five programs' affiliation certificates from TU are maintained.
8.	Tax clearance certificate	Available	Ok.
9.	Annual budget	Available	Ok.
10.	Audit report	Available	Ok.
11.	Registration certificate	Available	Ok.
12.	TU syllabus	Available	Ok.
13.	Performance Appraisal Policy	Available	Policy and appraisal format is excellent.

Area of Audit: Part II — Policies & Guidelines

S.N.	Area of Audit	Findings	Remarks
1.	Vision, Mission, Goal, Objectives	Available	The institute continues to maintain a well-defined VMGO, as articulated in Volume 02 – Policy and Procedure.
2.	Quality policy	Available	The quality policy has been in effect since April 15, 2019.
3.	Quality mechanism	Available	The institute has an 8-member IQAC team who monitor education quality.
4.	Audit provision	Available	Conducted once a year, as specified in the Quality Audit Provision document.
5.	Objectives, Role & Responsibility of each program	Available	The institute has well-defined objectives, roles, and responsibilities for all five programs, each with associated targets.
6.	HR Policy	Available	The HR policy covers most HR issues such as salary, bonus, promotion criteria, attendance, leave, provident fund, and SSF, but it needs to be updated in line with the new government labor policy.
7.	Code of conduct	Available	Defines general behavioral expectations for staff and students, addressing morale, ethics, dress code, and facility use.
8.	Job Description	Available	The institute has issued a well-defined JD to all senior and mid-level employees, describing role and responsibility, objectives and targets, and reporting frequency.
9.	Appointment letter / Contract	Available	39 employees' records were checked, and all have updated contract letters.
10.	Performance appraisal (PA)	Available	Number of employees: 39; date of PA conducted: 2076.12.26 (BS).
11.	Admission Policy	SOP available	Institute follows the admission guideline provided by TU; the institutes own SOP for admission is well defined and implemented.
12.	Others		

Area of Audit: Teaching & Learning

S.N.	Area of Audit	Findings	Remarks
1.	Teaching material provided by TU, matched to institution syllabus	Yes	The teaching material (micro syllabus) of all five programs is well updated and matches the TU syllabus.
2.	Academic Calendar & Class Routine	Yes, available	The institution has a well-prepared academic calendar for all programs and semesters. The academic calendar and class routine are clear and well implemented.
3.	Total class hour conducted in an academic session (STD Vs Actual)	In average 60 hour classes conducted for each subject.	
4.	Project and Research work assigned	Yes, available	Project and research work has been implemented for all (BIM/BITM, CSIT, BHM, BCA, BBM) students.
5.	Seminar & guest lecture	14 + 2	The institute organized 14 seminars for students and 2 for faculty members in this academic session.
6.	Field visit	6 + 2	The institute conducted 6 field visits for students and 2 for faculty in this academic session.
7.	Extra effort taken by institute for better teaching & learning	Yes	As per the TU guideline, a minimum of 45 hours of class is required for each subject, while the institute conducts an average of 60 hours per subject.
8.	Teaching methodology	Implemented as per teaching pedagogy mentioned	Faculty members follow the guideline as described in NCCS's teaching pedagogy.
9.	Other activity for teaching & learning	Educational trips	The institution has conducted five educational tours.
10.	Laboratory facilities	Yes	The institute has well-maintained laboratories for physics, computer,

S.N.	Area of Audit	Findings	Remarks
			electronics, communication, and BHM (hospitality).
11.	Library Facility	Yes, seating capacity = 90	The library is well furnished for 90 students and also provides e-library facilities.
12.	Guidelines for library operation	Yes, available	A three-member committee, led by a program director, is in function.
13.	No. of books available and issued to students	Available books = 17,000	The library maintains a sufficient collection of textbooks and reference books, and also receives newspapers.
14.	Computer and internet facilities in library	5 computers with internet	Dedicated 35 Mbps internet connection via NET, with a 25 Mbps backup connection via Classic Tech.
15.	e-library facility	Yes	Free access to the TU e-library continues to be provided as a resource for books and journals.
16.	Research committee and Research & Development Budget	R&D Budget: Rs. 20,447,555.55	The institute has a 6-member research management committee with defined guidelines.
17.	Research Journal	Not published yet	In process.
18.	ECA	ECA Coordinator in place	The Institution has been conducting sports regularly.
19.	Placement services	Established placement cell under Public Information & Student Support dept.	Placement for all students is very good, but partnership with various industries needs to be further improved.

Area of Audit: Infrastructure & Facilities

S.N.	Area of Audit	Findings	Remarks
1.	Total land area	5.2 Ropani (28,475 sq. ft.)	Continues to provide sufficient area for college operations.
2.	Total No. of Classrooms for learning & laboratory, Faculty room	Classroom – 46; Laboratory – 6; Faculty room – 2.	All classrooms are neat and clean, with good ventilation and sufficient seating.
3.	Classroom Status: Dimension, Ventilation, accessories, etc.	Average classroom size 14 ft x 22 ft, with portable multimedia.	Seating capacity of 40 students.
4.	Common room for staff	Staff room – 12	Well maintained.
5.	Sports facility	Badminton – 1; Basketball – 1; Pool – 3; Table tennis – 4; Carrom board – 3; Futsal (MOU signed).	The college has good facilities for sports.
6.	Canteen facility	Canteen – 1; Bakery – 1.	The college provides canteen facilities for students and staff, and mess for all staff.
7.	Parking facility	Two separate areas: 12 ft x 80 ft & 14 ft x 40 ft, plus three additional parking spaces hired outside the college premises.	The college has adequate parking area.
8.	Total No. of toilets	Toilets – 20; Urinals – 18.	All toilets are clean and sufficient for the existing number of students and staff.
9.	Drinking Water	Two sets, 100 lit/hr capacity purifiers, with ten water stations.	Sufficient drinking water facilities for students and staff.
10.	Power back-up facilities	2 generators, with capacities of 25 KVA, and 35 KVA.	Power back-up facility is sufficient for the institute.

S.N.	Area of Audit	Findings	Remarks
11.	Internet and Computer Facilities	Yes	A total of 5 computers in the e-library, with two sets of scanners.
12.	Sick room	Yes	The institution has a two-bed capacity sick room with first-aid.
13.	Repair & maintenance	In place	The college has a good system for repair and maintenance. The logbook for repair and maintenance is well maintained.
14.	Cleanliness & housekeeping	Very good	5 full-time staff supervised by a security guard. Logbooks are maintained properly.

Area of Audit: Public Information & Student Support

S.N.	Area of Audit	Findings	Remarks
1.	Information published by Institute	Palaa	The institute publishes an annual magazine, Palaa, every year.
2.	Mechanism for feedback	Available	The Public Information Department holds primary responsibility for conducting surveys and taking necessary action in consultation with IQAC.
3.	Student feedback survey conducted	Two surveys conducted	The PI&SA department conducted two surveys but did not present the findings at an IQAC meeting.
4.	Student evaluation & Academic record	Student personal information and academic record are available in EMIS	The student record includes personal information, class test and exam results, attendance, and areas for improvement; however, updating the records is in progress.
5.	EMIS	Yes, the system is functioning very well.	The institute has a well-established EMIS, linked to the college website. Stakeholders and individual students are able to view all details by entering a username and password.
6.	Information communication	Through phone, website, and notice board	The information communication system is good. Program coordinators personally communicate required information to students, parents, and faculty members through phone and email.
7.	Placement services	Available	The college has a limited network with business organizations for placement services, and this needs to be improved.
8.	Internship support	Available	College has developed a network with business organizations for internship placements in Nepal, Japan, and Bangkok.
9.	Alumni & Policy	Policy is available	The alumni association has been formed.
10.	Tracer report	Available	The tracer report has been prepared.

Academic & Quality Audit Schedule 2026

August 05, 2026

To

The Chairman

IQAC, NCCS

Paknajol, Kathmandu.

Re: Academic & Quality Audit Schedule 2026

Dear Sir,

As per our discussion, the detailed Academic & Quality Audit schedule for 2026 is attached with this letter. We hope this schedule is suitable for the college.

Regards,

Pradeep Jha (Business Consultant – QMS & HR)

Date	Time	Audit Area	Required Personnel
Aug 13, 2026 (Thursday)	11:00 AM	Introduction meeting with Management Personnel & Management Representative.	All department heads & IQAC member
	11:30 AM	Visual inspection of the whole college area — buildings, laboratories, library, classrooms, equipment, canteen, sanitary facilities, cleanliness, housekeeping, etc.	Management Representative & respective in-charge of each unit
	12:00 PM	Meeting with students and faculty members for collecting information and feedback.	Management Representative, any faculty member & student representatives
	01:00 PM	Break	
	01:30 PM	Audit of documents and records-keeping system; policy, procedure, and SOP of different departments.	Management Representative & Administrative Officer

Date	Time	Audit Area	Required Personnel
	05:00 PM	Closing the audit for the day.	Management Representative
Aug 14, 2026 (Friday)	11:00 AM	Audit of Teaching & Learning system, RMC, and student performance records.	Management Representative, RMC Chair
	01:00 PM	Audit of college EMIS & admission process.	
	01:30 PM	Audit of college EMIS & admission process (continued).	Management Representative
	11:00 PM	Public Information & Student Support.	Management Representative & HoD of the department
Aug 18, 2026 (Tuesday)	12:30 PM	ECA, HRM system, faculty member records.	HR Personnel
	01:30 PM	General information.	Management Representative, MD and Principal
	02:00 PM	Closing meeting with management.	MD, Principal, Senior Coordinator, HODs

Note: *Apart from the areas mentioned above, the auditor may inspect other quality and academic-related matters as needed.*