



Manual for Regional Centres

Orientation & Operations

Regional Services Division

2018

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List of Abbreviations

AC:	Academic Counsellor
AC:	Account Register
ACASH:	Apex Committee against Sexual Harassment
ACD:	Academic Coordination Division
AE (DP):	Assistant Executive (Data Processing)
AEPS:	Aadhaar Enabled Payment System
AIR:	All India Radio
AR:	Assistant Registrar
ARD:	Assistant Regional Director
BHIM:	Bharat Interface for Money
BOM:	Board of Management
BRS:	Bank Reconciliation Statement
CASH:	Committees against Sexual Harassment
CCIs:	Correspondence Course Institutes
CCL:	Child Care Leave
CD:	Compact Disc
CDN:	Coordination Division
CGHS:	Central Government Health Scheme
CIC:	Computer Information Centre
CL:	Casual Leave
CLP:	Computer Literacy Programme
CPC:	Campus Placement Cell
CPGRAMS:	Centralized Public Grievance Redress and Monitoring System
CPWD:	Central Public Works Department
CRC:	Camera Ready Copy
DAVP:	Directorate of Advertising and Visual Publicity
DD:	Deputy Director
DDC:	Dewey Decimal Classification
DDO:	Drawing and Disbursing Officer
DEC:	Distance Education Council
DEIs:	Distance Education Institutions
DELNET:	Developing Library Network
DGS&D:	Directorate General of Supplies and Disposals
DoPT:	Department of Personnel and Training
DR:	Deputy Registrar
DRS:	Direct Receiving System
EA:	Executive Assistants
ECP:	Extended Contact Programme
ECS:	Electronic Clearing System
EDUSAT:	Educational Satellite
EL:	Earned Leave
EMPC:	Electronic Media and Production Centre
Estt:	Establishment
F2F:	Face to Face
FAQ:	Frequently Asked Questions
FB:	Face Book
GeM:	Government e-Market place
GER:	Gross Enrolment Ratio
GFR:	General Financial Rules
GNCTD:	Government of National Capital Territory of Delhi

GoI:	Government of India
GPF:	General Provident Fund
GST:	Grievance Submission Token
HEIs:	Higher Education Institutions
HOHI:	Head of the Host Institution
HQs:	Headquarters
ICASH:	IGNOU Committee against Sexual Harassment
ICT:	Information and Communication Technology
ID:	Identity
IG:	IGNOU
IGNOU:	Indira Gandhi National Open University
iGRAM:	IGNOU Grievance Redress and Management System
IMPS:	Immediate Payment Service
INGRAM:	Integrated Grievance Redress Mechanism
IRC:	Interactive Radio Counselling
IUC:	Inter University Consortium
JAT:	Junior Assistant cum Typist
LAN:	Local Area Network
LPC:	Local Purchase Committee
LSCs:	Learner Support Centres
LTC:	Leave Travel Concession
MHRD:	Ministry of Human Resource Development
MMR:	Monthly Monitoring Report
MoMA:	Ministry of Minority Affairs
MOOCS:	Massive Open Online Courses
MoU:	Memorandum of Understanding
MPDD:	Material Production and Distribution Division
MRO:	Machine Room Operator
MTS:	Multi Tasking Staff
NCC:	National Cadet Corps
NCH:	National Consumer Helpline
NE:	North East
NGOs:	Non-Government Organization
NIC:	National Informatics Centre
NOC:	No Objection Certificate
NSS:	National Service Scheme
OP:	Orientation Programme
OAS:	Online Admission System
ODL:	Open and Distance Learning
OPAC:	Online Public Access Catalogue
PA:	Personal Assistant
PAR:	Performance Appraisal Form
PBR:	Pay Bill Register
PGMS:	Public Grievance Monitoring System
PHCs:	Primary Health Centres
PIC:	Programme In Charge
PRs:	Project Reports
PSC:	Programme Study Centre
PT staff:	Part Time staff
PVC:	Pro Vice Chancellor
RC:	Regional Centre
RCCASH:	RCs Committee against Sexual Harassment

RD:	Regional Director
REC:	Regional evaluation Centre
RRC:	Recognized Regional Centres
RSD:	Regional Services Division
RSDCASH:	Regional Services Division Committee against Sexual Harassment
RTI MIS:	Right to Information Management Information System
SA:	Senior Assistant
SC/ST:	Scheduled Caste/Scheduled Tribe
SC:	Study Centre
SED:	Student Evaluation Division
SITs:	Satellite Interactive Terminals
SLMs:	Self Learning Materials
SLSC:	Special Learner Support Centre
SO:	Section Officer
SOCIS:	School of Computer and Information Sciences
SOEDS:	School of Extension and Development Studies
SOJNMS:	School of Journalism & New Media Studies
SOTHSM:	School of Tourism and Hospitality Services Management
SPA:	Semi-Professional Assistant
SRD:	Student Registration Division
SSC (HQs):	Student Service Centre (Headquarters)
SSC (RCs):	Student Support Cell (Regional Centres)
SSC:	Student Services Committee
SOU:	State Open University
SVR:	Stock Verification Report
STRIDE:	Staff Training and Research Institute of Distance Education
SWAYAM:	Study Webs of Active –Learning for Young Aspiring Minds
TA/DA:	Transport Allowance/Dearness Allowance
TDS:	Tax Deduction at Source
TEE:	Term End Examination
TEPE:	Term End Practical Examination
TMA:	Tutor Marked Assignment
TTA:	Transfer Travel Allowance
UGC:	University Grants Commission
VC:	Vice Chancellor

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INTRODUCTION

GENESIS

Prior to the Industrial Revolution and before the emergence of the democratic state, education had been predominantly a prerogative of the elite class of society. The most effective form of instruction in those days was to bring learners together in one place and at one time to learn from the masters. That form of conventional education still remains the dominant model of learning even today. Democratic developments, if on the one hand, demanded access to education to all segments of society, industrial and technological developments, on the other hand, demanded periodical updating of knowledge and skills of the working people in particular and traditionally educated people in general. Due to limited means and inherent limitations of the pre-industrial mode and nature of education, progressive educationists started thinking of an alternative mode of teaching and learning. Thus, *Correspondence Education* emerged as an alternative form of education with the objective to provide educational opportunities to those who were not among the elite and who could not afford full-time residence at an educational institution. Correspondence Education was a form of education in which instruction was imparted through teachers' notes sent to the learners by post. Hence the name: 'correspondence'. However this alternative form of education was not given much credence. Correspondence Education was looked down upon as an inferior form of education because it lacked any scope of communication between the teacher and the learner. However, the need to provide equal access to educational opportunities has always been part of our democratic ideals, so Correspondence Education continued to flourish.

With the adoption of communication technologies for educational purposes, Correspondence Education was recast as '*Distance Education*'. Its credentials and credibility got established with the transformation in the delivery mechanism with distance learners being provided with opportunities for communicating with the institution and their peers through face to face personal contact programmes organized at the institution's headquarters, but in a limited manner. This was the beginning of the provision of learner support in the so called correspondence education system. Further, the use of radio during the First World War and television in 1950s opened up new avenues for imparting instruction. Boundary of 'the masters' was transgressed and now it became the boundary of the 'people and the nation'. Thus, Distance Education saw the use of other technology such as radio broadcasts, televised instruction, audio and video teleconferencing, besides print and limited face to face sessions, to break the isolation of the distance learners and develop two- way communication between the teachers and the taught for providing feedback and support to the learners in their learning endeavour.

The founding of the Open University in the United Kingdom in 1969 was a major watershed in the history of Distance Education as it adopted the philosophy of openness- a unique feature that distinguished it from the conventional university. Openness can be described as removal of barriers with regard to entry requirements i.e., age, sex, ethnicity, class, health, wealth and qualifications; time, place and pace of study; and choice and combination of courses; course structure and delivery methods. The Open University (OU) is regarded as one of the greatest educational achievements of the 20th century as it pioneered a new approach to imparting education namely, the 'learner centred approach'. OUs introduced a learner friendly and learner responsive system through the adoption of a multiple media

approach to instruction through specially designed learner centric Self Learning Materials (SLMs) prepared by course teams, in order to reach out to larger segments of the society, particularly the deprived and denied sections. OUs also explored newer areas/ domains of knowledge to avoid more of the same with the objective of democratizing education and also filling in the gaps that conventional system could not cover, to better serve the social and economic needs of the times.

Another definite contribution of OUs was the institutionalization of learner support for distance learners through the establishment of Regional Centres and Study Centres (now referred to as Learner Support Centres) and providing the learners opportunities to interact with their peers and academic counsellors (teachers) on a regular basis at the local level- as close to their homes as possible, clarify their doubts, resolve their academic problems, get feedback on their performance, develop the required skills and competencies through organized practicum at labs, and obtain library support. With the growth and spread of OUs the term *Open and Distance Learning* (ODL) emerged so much so that the term 'Distance Education' is being replaced with the term ODL.

Advent of Internet and World Wide Web in 1990s and its extensive use brought about more revolutionary changes in the realm of education as it obliterated the geopolitical boundaries and made it possible to provide education 24x7 anytime, anywhere. The introduction of digital technology in education led to the emergence of '*Online Education*'/ *eLearning* which is often regarded as a subset of Distance Education/ ODL.

Thus the pedagogy of education itself has been undergoing transformation with the socio-economic, political and technological developments, and the needs of education are also witnessing changes with the changing times, from pre- industrial age to industrial age and today's post-industrial age. The journey, as described above is of a system of education that is designed to offer opportunities for part time study for learning at a distance which allows access to wider sections of the population; to enable learners to compensate for lost opportunities in the past or to acquire skills and qualifications for the future; to redress social or educational inequality and to provide opportunities not provided by the conventional colleges and universities.

PEDAGOGY OF ODL

Teaching through ODL mode is quite different from teaching in the conventional education system. In conventional education system, face to face teaching is practiced in a classroom situation, where learner motivation, classroom activities, feedback, teacher guidance, and proximity of the teacher and learner create an ideal environment for learning. The learners are full time and relatively homogeneous in nature which facilitates contiguous learning. However, in the ODL system, the situation is completely reverse. The learners are a heterogeneous group with irregular habits in studies and often with some of their entrance qualifications less than the others. Moreover, distance learners are also part-time learners. The learners learn at their own place and pace. The self-learning materials (SLMs) which are highly structured and self-contained are expected to carry out the role of a teacher. Hence, a number of learning activities are incorporated in the SLMs and the subject matter is presented in a simple conversational style. Wherever possible an appropriate pattern of media mix, using audio, video, broadcast, and web-based media along with printed SLMs is used. It is supported by distance tuition through tutor comments on the learners' assignments. It is also supported occasionally (depending on the nature and

requirements of the course concerned) by face to face tutorial/counselling sessions which are optional for the learner and wherever necessary practical counselling sessions, which are compulsory for the learner to attend.

ODL revolves around a learner-centered system with teaching activity focused on facilitating learning. The success of the system does not depend wholly on the highly structured study materials, which is the hallmark of ODL, but on the inter-relationship of that package with the distance learner as an individual through the agency of academic counselling. The provision of Learner Support Centre (local resource center) has been made where help can be provided by academic counsellors who are experienced teachers working in the conventional system, and whose expertise is borrowed by the ODL institution to support the learning endeavour of distance learners at the local level and to help them overcome their barriers to learning. Thus, avenues for interaction and feedback are provided to the learners through systematically organized face to face counselling sessions during the year, mostly on weekends at the Learner Support Centres (LSCs) and also through technologically mediated pre-scheduled sessions via radio, television, teleconferencing, web conferencing, etc. The learning experience is mediated through the efforts of the academic counsellors who create learner-centric environments through specially designed collaborative activities, peer interaction, mentoring, reflection, interaction with SLMs, tutoring and counselling. Practical sessions are conducted by them for transmission of required skills and competencies in laboratories, and also through field work, extended contact programmes, seminars, workshops, project work, internship etc. depending upon the requirements of the programme of study. Learner performance is assessed through continuous/ formative evaluation methods. Tracking of learners and monitoring their progress interspersed with regular feedback on performance is done for productive learning purposes. The final evaluation is done through term end examinations.

A special feature of the ODL system is the adoption of the credit system as a method of openness to allow learners the provision of lateral entry and also the flexibility to exit from the system. In the ODL system a programme of study has fixed credit value. The basis for working out the credit for ODL system was the input that a conventional learner is required to put in for study in terms of hours. A credit means the study input required by the programme. One credit is equivalent to 30 study hours. These study hours may be distributed among different study activities required of a distance learner given below in Table 1.

Table1: Components of One Credit with distribution of study hours

Activity	Time
Self-study by a learner @ 5 hours per Unit including the in-text questions, for 4 Units to make one Credit	20 hours
Viewing of one Video and 2 Audio programmes	3 hours (@ 10% of total time)
Preparation for assignment response	4 hours
Academic Counselling at Study Centre	3 hours (10% of total time per credit)
Total Study by learner	30 hours

The duration of the programme of study determines the credit value of the programme. The credits are the basis for deciding on the student workload in terms of number of courses, size of SLMs, number of counselling sessions (for theory and practical courses), number of assignments. Thus, each programme is

divided into courses. Each course consists of a few printed booklets called Blocks, a few audios, videos and some assignments. The block appears in the form of a booklet of around 60 – 80 printed pages. Generally, each block represents one unified theme. Each block is further divided into units. Each unit is an individual lesson. All units of a block are thematically linked to each other. Normally, the unit comprises of a unit structure, introduction, expected learning outcomes, sections and sub sections (explanation of the topics), tables, diagrams, figures, summary, keywords, self-check exercises to help learners to learn the materials, and further readings and answers to the self-check exercises.

The norms for offering programmes through distance mode, is based on the credit system which is given below in Table 2.

Table 2: Norms for offering programmes through distance mode based on the credit system

Level of the Programme	Credits	Duration of the Programme
Certificate	16- 18 credits	6 months
Diploma/ PG Diploma	32-36 credits	1 year
Bachelor's Degree (General)	96-100 credits	3 years
Master's Degree (General)	64-72 credits	2 years

The norms for delivery of courses as per the University Grants Commission: ODL Regulations (2017) are given below in Table 3.

Table 3: Norms for delivery of programmes through distance mode

Credit Value of the course	Study input	Size of SLMs (in terms of units)	No. of Counselling sessions	Practical sessions	No. of Assignments
2 credits	60 hours	6-8 units	6 hours	60 hours	1
4 credits	120 hours	14-16 units	12 hours	120 hours	2
6 credits	180 hours	20-24 units	18 hours	180 hours	3
8 credits	240 hours	30-34 units	24 hours	240 hours	4

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

The Indira Gandhi National Open University (IGNOU), was established by an Act of Parliament on 20th September 1985. The University was established with the aim of democratizing higher education through Open and Distance Learning (ODL) mode, thereby taking education to the door steps of the learners. The aim of the University is to provide cost effective, quality education in an equitable manner to large segments of the population including those who are living in remote and disadvantaged areas.

The objects of the University are to:

IGNOU Act (1985) Section 4 *“The objects of the University shall be to advance and disseminate learning and knowledge by a diversity of means, including the use of any communication technology, to provide opportunities for higher education to a larger segment of the population and to promote the educational well being of the community generally, to encourage the Open University and distance education systems in the educational pattern of the country and to coordinate and determine the*

standards in such systems, and the University shall, in organising its activities, have due regard to the objects specified in the First Schedule.”

The Objects of the University as given in Schedule 1:

“ 1. The University shall endeavour through education, research, training and extension to play a positive role in the development of the country, and, based on the rich heritage of the country, to promote and advance the culture of the people of India and its human resources. Towards this end, it shall:

(a) strengthen and diversify the degree, certificate and diploma courses related to the needs of employment and necessary for building the economy of the country on the basis of its natural and human resources;

(b) provide access to higher education for large segments of the population, and in particular, the disadvantaged groups such as those living in remote and rural areas including working people, housewives and other adults who wish to upgrade or acquire knowledge through studies in various fields;

(c) promote acquisition of knowledge in a rapidly developing and changing society and to continually offer opportunities for upgrading knowledge, training and skills in the context of innovations, research and discovery in all fields of human endeavours;

(d) provide an innovative system of university level education, flexible and open, in regard to methods and pace of learning, combination of courses, eligibility for enrolment, age of entry, conduct of examination and operation of the programmes with a view to promote learning and encourage excellence in new fields of knowledge;

(e) contribute to the improvement of the educational system in India by providing a non-formal channel complementary to the formal system and encouraging transfer of credits and exchange of teaching staff by making wide use of texts and other software developed by the University;

(f) provide education and training in the various arts, crafts and skills of the country, raising their quality and improving their availability to the people;

(g) provide or arrange training of teachers required for such activities or institutions;

(h) provide suitable post-graduate courses of study and promote research;

(i) provide the counselling and guidance to its students; and

(j) promote national integration and the integrated development of the human personality through its policies and programmes.

2. The University shall strive to fulfill the above objects by a diversity of means of distance and continuing education, and shall function in cooperation with the existing Universities and Institutions of higher learning and make full use of the latest scientific knowledge and new educational technology to offer a high quality of education which matches contemporary needs.”

Features of IGNOU

The following features of IGNOU given in Fig.1 make it different from the conventional and formal education system-

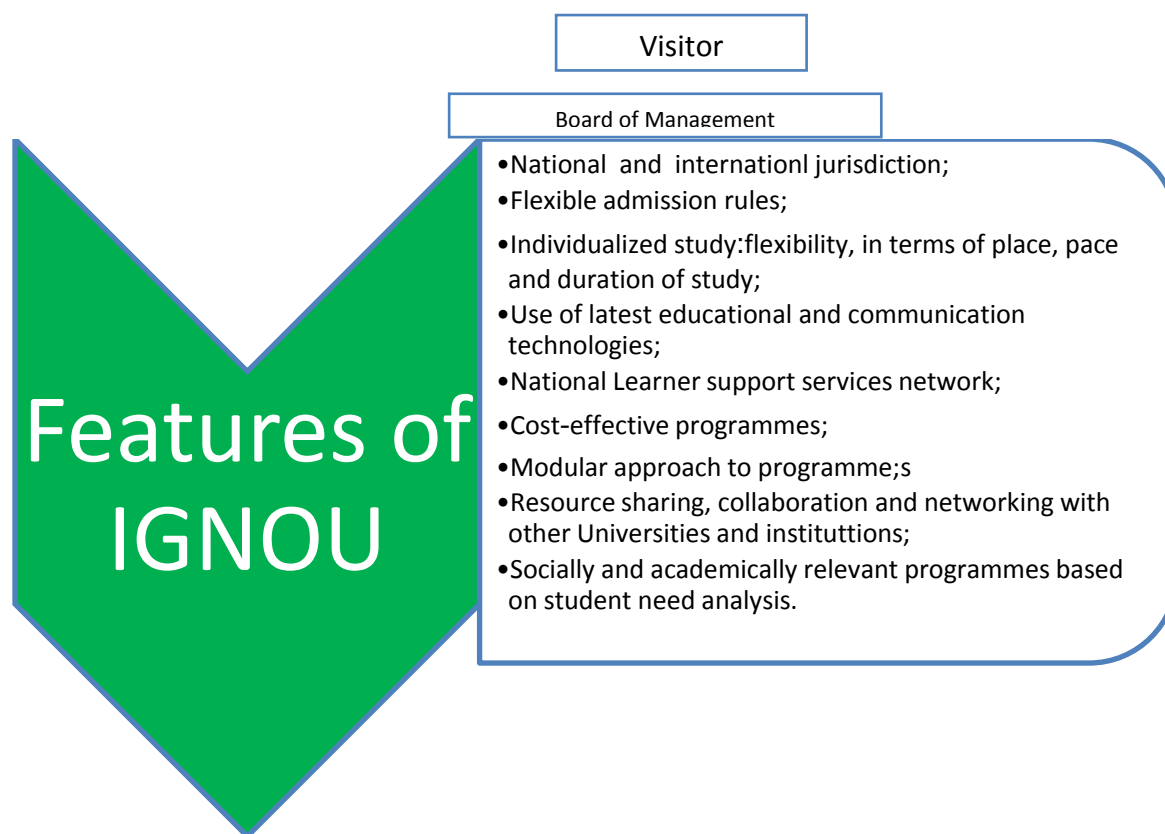


Fig-1 Features of IGNOU

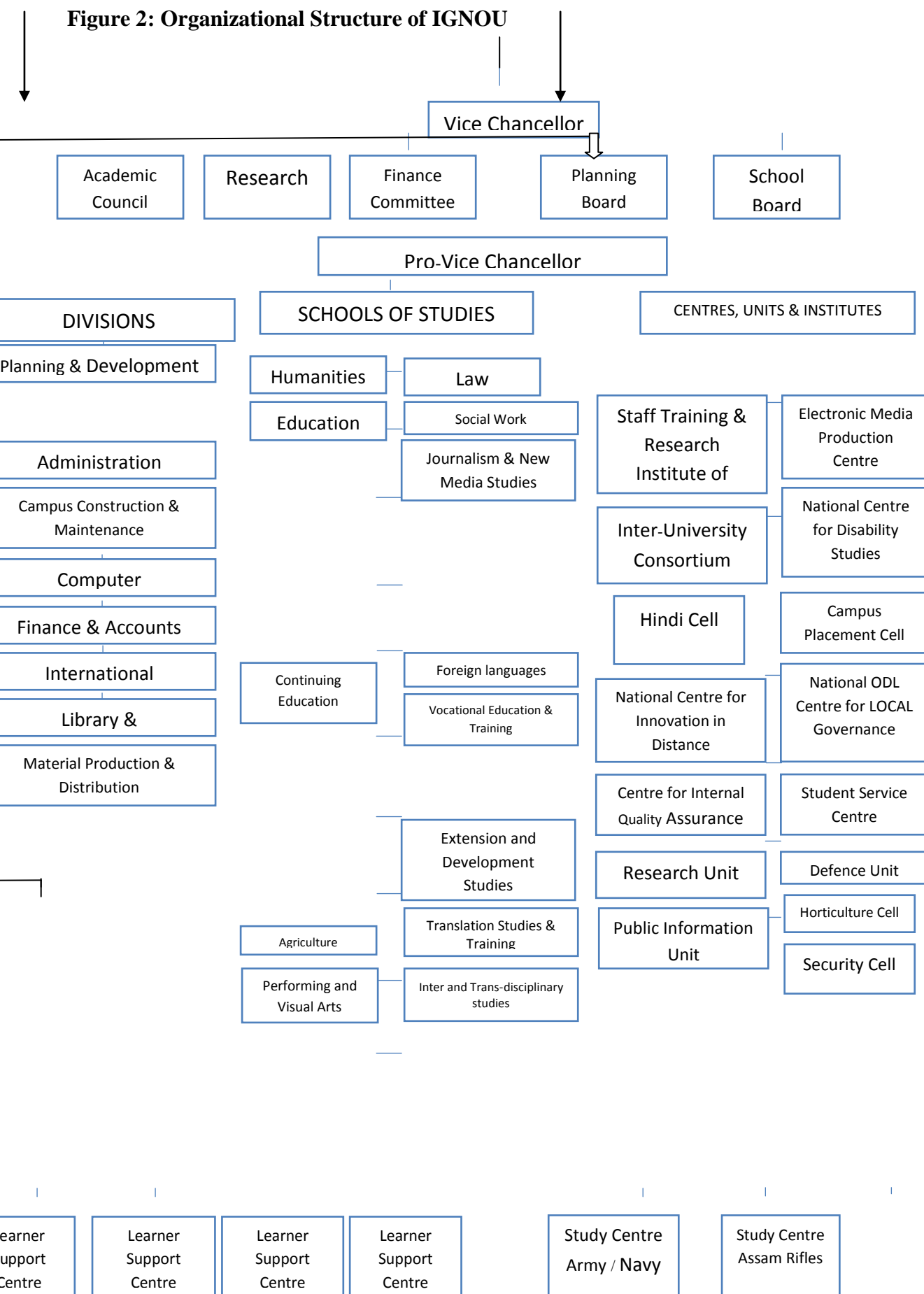
Achievements

Some notable achievements are:

- UNESCO declaring IGNOU as the largest institution of higher learning in the world in 2010;
- National Coordinator for MOOCs for Diploma and Certificate programmes;
- Serves the educational aspirations of around 3.3 million learners;
- Pan India Network of Learner Support Centres;
- Recognition as Centre of Excellence in Distance Education by Commonwealth of Learning in 1993;
- Award of Excellence for Distance Education material by Commonwealth of Learning in 1999;
- Taking IGNOU programmes to 29 countries of the world;
- Running largest network of 37 Radio Stations devoted to enhancing education access all over the country;
- Round-the-clock Educational TV Channels;
- Launch of 'EDUSAT' videoconferencing channel;
- eGyankosh- a repository of educational resources.

Organizational Structure

The President of India is the Visitor of the University. The Board of Management is the principal decision-making body of the University.

Figure 2: Organizational Structure of IGNOU

The authorities of the university include: Board of Management, Academic Council, Planning Board, Boards of Schools of Studies and Finance Committee. The overall functioning of the University is managed by these statutory bodies of the University. The organizational structure of IGNOU is given below in Figure 2. There are 21 Schools of Studies; 12 Divisions; and 15 Institute/ Centres, Units, and Cells. The details of the Schools of Studies, Divisions, Institute/ Centres, Units, and Cells, are available on the IGNOU website: www.ignou.ac.in and also in the Profile of the University. In this section, only those Departments of the University that are directly involved with Learner Support will be briefly discussed, specifying their roles in the context of Learner Support System of the University.

Schools of Studies

The primary responsibility of the Schools is to identify and conceive need based programmes in their respective disciplines and develop the same for the learners. The Schools through their Boards also have the responsibility to determine the level of the programme, course structure, curriculum, instructional design, delivery mechanism, eligibility of academic counsellors and target group. The Schools also decide on the facilities of the Learner Support Centres (LSCs) and arrangements for laboratory/ field work, etc. Course design and course development is the major activity of the Schools. Schools also conduct Orientation programmes in collaboration with RCs and Staff Training and Research Institute of Distance Education (STRIDE). Schools are expected to periodically review the programmes/courses on offer and undertake revision of programmes/ courses as and when needed.

Divisions

There are two types of Divisions in IGNOU - academic and administrative. While Regional Services Division, Electronic Media and Production Division, Planning Division and Library and Documentation Division are academic divisions, Administration Division, Finance and Accounts Division, Student Registration Division, Student Evaluation Division and Material Production and Distribution Division and Computer Division are administrative divisions. Administrative divisions are required to provide necessary logistical support to the academic divisions including Schools so as to enable them to achieve the objects of the University, discussed above.

Among the Divisions the Regional Services Division is mainly responsible for the organization and implementation of Learner Support System of the University.

Regional Services Division

Since the inception of IGNOU an exclusive division, the Regional Services Division (RSD) was established developing the blue print for Learner Support System of the University. The policies and guidelines for learner support services are formulated by the Student Services Committee (SSC) (a policy making body) which is housed in the RSD. The University has adopted a three tier approach to providing learner support to its distance learners, viz: IGNOU headquarters; Regional Centres (branch offices of the University) mostly established at State capitals and subsequently even at District headquarters of high enrollment areas; and Learner Support Centres at the district and Block level which are IGNOU offices opened in Higher Education Institutions: Colleges and Universities, which are managed by the University. As on date, RSD has under its purview 56 Regional Centres (RCs), 11 Recognized Regional Centres and more than 2900 Learner Support Centres (LSCs) across the country. The vast network of RCs and LSCs extends the outreach of IGNOU to the hitherto deprived rural, remote, socially and physically disadvantaged segments of population, providing them access to quality

and cost effective higher education in a flexible manner. The functions of RSD are presented below in Fig: 3.

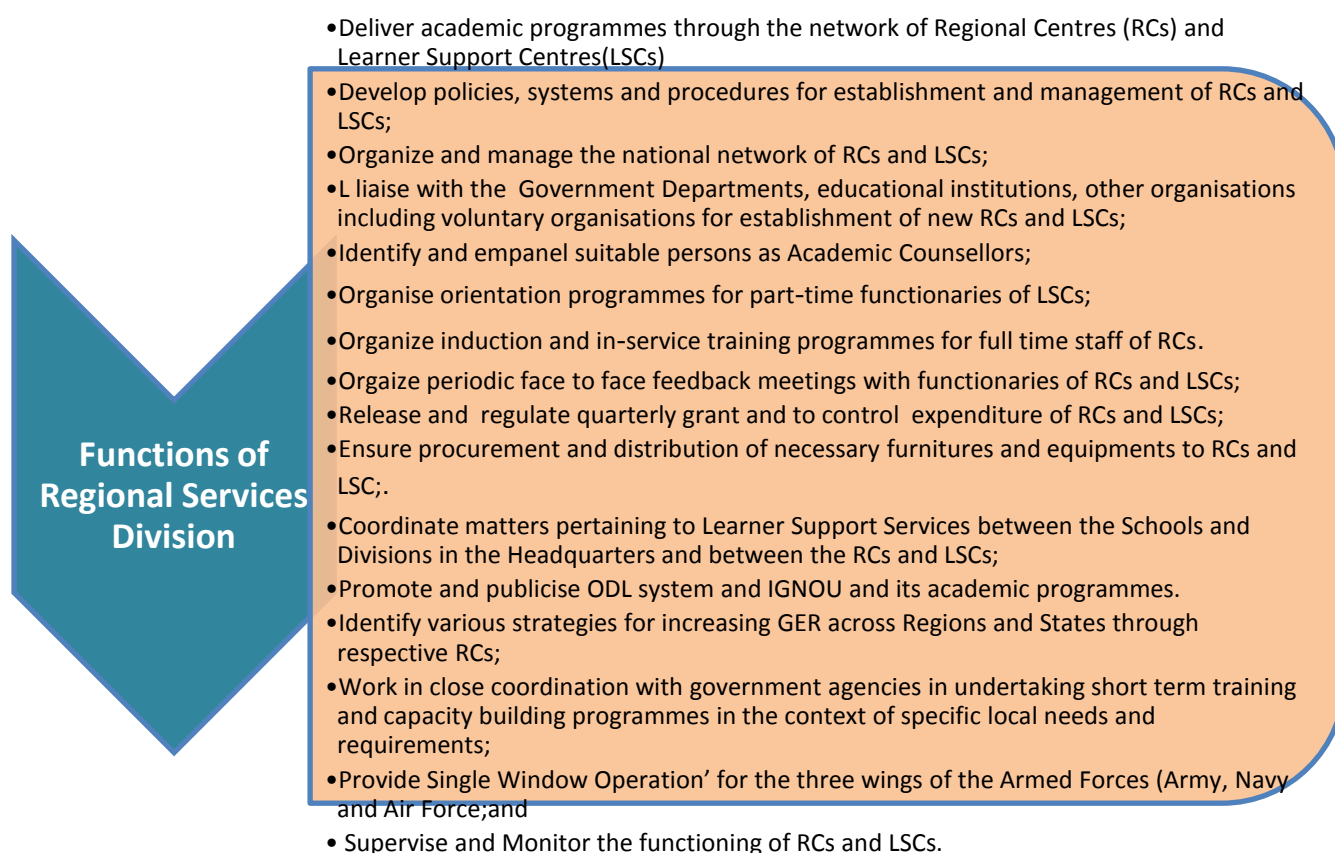


Figure 3: Functions of Regional Services Division

Planning and Development Division (P&DD)

The Planning and Development Division formulates short-term and long-term plans, policies, procedures to operationalize various programmes and activities of the University. It periodically reviews and monitors the performance of all the schemes and activities of the University. The Division coordinates in design development and delivery of academic programmes /activities, its procedures, administrative reforms, learner support network, etc. in order to improve quality of the ODL. The Division also serves as a secretariat for the Planning Board (PB), a statutory body of the University, and its Standing Committee i.e. the Academic Programme Committee (APC) which is responsible for the launch of academic programmes.

Student Registration Division (SRD)

SRD is responsible for monitoring registration of learners for different programmes offered by the University. This division plays an important role in admission process by releasing the admission notice and circulating the schedule of operation to all RCs. The CRC for re-registration is also developed by this division. Other important activities of the division are finalizing re-admission data and sending the same to SED for incorporation in their records. The convergence among SRD, Student Evaluation Division and Computer Division is essential in order to ensure updating of student data. This division

also maintains the data base of the learners' records. After initiation of online admission process students' registration and registration data are confirmed by e- Support Unit established at the Headquarters.

Student Evaluation Division (SED)

Student Evaluation Division is mainly responsible for evaluation of learner performance in Term-End Examinations. It coordinates the activities pertaining to continuous evaluation and evaluation of Project Reports. It is also mandated for certification of learners by conferring degrees/diplomas/certificates. The Division also maintains the database of all active learners on the rolls of the University. Currently the Division has established Seven Regional Evaluation Centres (RECs) to undertake the task of evaluation of answer scripts of June and December term end examinations.

Computer Division (CD)

The Computer Division is the main IT infrastructure and service provider of the University at the Headquarters, RCs and LSCs all over the country. It maintains and services the Internet, mailing and other software services for use of faculty and staff in Schools of Studies and users in other divisions at the Headquarters. Some of these services are shared at the level of RCs and beyond.

The responsibilities of the Computer Division also include the procurement of IT resources, creating and maintaining network infrastructure at the Headquarters and at the RCs, website development and software development to enable consistent technology support solutions for the University.

Finance & Accounts Division (F & A)

The Finance & Accounts Division is responsible for the following activities in connection with learner support services:

- Preparation of Budget Estimate and Revised Budget estimate for RCs and the University as a whole.
- Collection of Revenue Receipts (all types of fees & sale of prospectus) on behalf of the University and investment of funds to generate additional resources.
- Release of grants to RCs as per norms and approved budgets.
- Internal Audit of Accounts of the RCs and LSCs, Divisions and Schools

Material Production and Distribution Division (MPDD)

The Material Production and Distribution Division are entrusted with the task of coordinating, monitoring, printing and distribution of study materials to the learners as well as to RCs and LSCs. It also undertakes a wide array of activities for synchronization of printing, production, storing and inventory control of these materials.

Electronic Media Production Centre (EMPC)

EMPC serves as a nodal resource centre in production, dissemination and transmission of educational software in the country utilizing a wide range of communication tools and techniques. The major activity undertaken by the Centre is production and dissemination of curriculum based educational audio-video programmes. The programme CDs are sent to RCs and LSCs and also sold at reasonable rates through the Marketing Unit of EMPC. It also coordinates the Radio and TV channels dedicated for educational broadcast, teleconferencing and EDUSAT related operations.

Public Information Unit (PIU)

Public Information Unit (PIU) acts as a link for communication and information sharing concerning the policies, plans and programmes of the University with the prospective learners and general public

through press releases, advertisements and media support. Other important functions of the Unit include the following:

- Releasing advertisements related to admissions, recruitments, tenders and other notifications.
- Communication with Prospective Learners: The PIU responds to all queries of general public pertaining to admissions/academic programmes, rules and regulations of the University through email/fax/post/telephone and in person. It also monitors the queries of learners appearing in the press.
- Liaison with media.

Student Service Centre (SSC)

Student Service Centre (SSC) acts as a Single Window at the headquarters for attending to learners' queries with a view to resolving their difficulties pertaining to Admission, Registration, Evaluation, Examination, Non-receipt of Study Material and Regional Centre/ Study Centre related issues.

Learners who approach SSC are provided guidance and counselling, through face-to-face mode, fax, (91-011029535714), telephone (29572513, 29572514), electronically (ssc@ignou.ac.in) and by post. SSC is also the nodal agency for Grievance Redressal of the learners. It attends to all types of grievances received through the Prime Minister's Portal and other Portals as detailed in chapter 6; by email, by post and in person. All queries received on the RTI MIS Online Portal under the RTI Act are also coordinated by SSC.

Campus Placement Cell (CPC)

The prime objective of a learner is to get a suitable placement after successful completion of his/her study at IGNOU. To facilitate the learners towards this end, a Campus Placement Cell has been established at the IGNOU HQ to liaise with prospective employers and arrange interactions with the prospective job-seekers from amongst the IGNOU learners who have successfully completed their programmes of study.

INSTRUCTIONAL SYSTEM

The University has adopted a multiple-media approach for imparting instruction to its learners for its various programmes of study. The University follows the Systems approach to instructional design. A programme is designed after undertaking need analysis; identifying and defining the target group; selection of appropriate media; course design and development; pilot testing and launch of the programme; and periodic revision. The self-instructional format is used for developing Self Learning Material (SLM) in print and multiple media. Print is the predominant mode of instruction supplemented with audio and video programmes; face to face counselling sessions; interactive radio counselling (IRC) (Gyan Vani); educational TV broadcasts (Gyan Darshan) and web-based counselling (Gyan Dhara).

Laboratory support to learners is provided at Learner Support Centers. Prior to activation of a LSC, a team of IGNOU staff visit the prospective LSC to confirm that the LSC has the laboratory that meets all requirements for conduct of practicum, internship, etc.

The University uses formative/continuous and summative/ term end evaluation for assessing the progress of its learners and evaluation of their performance. Formative/ Continuous evaluation is conducted at two levels i.e. through self-check exercises in-built into the SLMs; formative assessment through tutor marked assignments, and if need be through practicum, internship, field work, project work, seminars,

workshops, etc. Summative / term end evaluation is through term end examinations for theory and where necessary practical examinations, viva voce etc.

Fig. 4 depicts the learner-centric instructional system of IGNOU.



Fig.4 Instructional System

Programme delivery consists of the following components which comprise the instructional package:

Self-Learning Printed Material: Learning material in print is specially prepared by teams of experts drawn from different Universities and specialized Institutions in the area spread throughout the country as well as in-house faculty. The material is scrutinized by the content experts, supervised by the instructors/unit designers and edited by the language experts at IGNOU before these are finally sent for printing. Similarly, audio and video programmes are produced in consultation with the course writers, in-house faculty and producers. The material is previewed and reviewed by the faculty as well as outside experts and edited/modified, wherever necessary, before they are finally dispatched to the learners. The printed learning material (written in self-learning style) for both theory and practical components of the programmes is supplied to the learners in batches of blocks for every course (on an average 1 block per credit) which is the major component used for transaction of the curriculum.

Audio –Video programmes: The printed study materials are supplemented with audio and video programmes which have been produced by the University for better clarification and enhancement of understanding of the course material given to the learner. A video programme is normally of 25-30 minutes duration and audio programme is of 10-12 minutes duration. The audio and video programmes are used at the LSCs during specific sessions which are duly notified for the benefit of the learners.

Broadcasts: The video programmes are telecast on National Network of Doordarshan and Gyan Darshan. Some of the selected stations of All India Radio are also broadcasting the audio programmes. Learners can confirm the dates for the programmes from their LSCs and RCs. The information is also periodically updated on the IGNOU's website.

Counselling Sessions: Counselling sessions (theory and lab based practical) are held at the LSCs across the length and breadth of the country based on the instructions received from the RCs. These are mostly held during the non-working days of the host institutions where the LSCs are located. However, in case if situation demands some of the sessions may even be conducted on working days, preferably in the early morning/ evening hours. The number of counselling sessions are scheduled (based on the credit value of the course) as outlined above in Tables 2 and 3. Attendance at counselling sessions for theory courses are optional whereas for practical courses attendance is compulsory.

Teleconferencing: Live sessions are conducted via satellite through interactive Gyan Darshan Channel (GD-2) from the University studios at EMPC. The schedule for Teleconference is drawn in advance and made available at the RC/LSC and EMPC through Gyan Darshan Booklet. The schedule is also made available on the IGNOU website. The learner will have to visit the nearest centre (RC/LSC) at the scheduled time for taking benefit of this facility. The facility is inactive for the time being.

Practical/Project work: Some specialized programmes have practical /project components as a part of their course curriculum. Practical sessions are held at LSCs as per schedule drawn by them. Attendance in practicals is compulsory. For project work, field work, internship, LSC provides necessary supervised guidance but the learners have to manage their own research output and submission of the projects/ reports/ dissertations.

Gyan Darshan: Collaboration between MHRD, Prasar Bharti, IGNOU and other organizations has resulted in launching of Gyan Darshan the Educational channel of India, for which EMPC has been identified as the coordinating and transmitting agency. The channel provides educational programmes on a variety of subjects for 24 hours a day to enhance learning processes and outcomes of the learners.

Gyan Vani: The University is the nodal agency for the implementation of the MHRD for establishing FM stations in 40 cities as a part of the Gyan Vani network dedicated to education and development. Interactive Radio Counselling (IRC), sessions are conducted at the EMPC studio. Live counselling is provided on radio by invited experts. Students can ask questions right from their homes over telephone. These sessions are conducted for an hour on Sundays from presently 189 radio stations in the country.

Gyan Dhara: It is an internet audio counselling service launched recently. Learners can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, e- mail and through chat mode.

EDUSAT: Transmission of live teleconferencing session through EDUSAT, based on interactive two-way audio – two way video, is available across the country through more than 134 SIT terminals. This facility is used for counselling which is organized by Schools of Studies from EMPC studio at the Headquarters.

Web-support:: IGNOU Headquarters has a campus Local Area Network and more than 650 computers/ printers connected to it. It has several switches and hubs, and routers to control traffic on network. Maintenance services were provided by Computer Division to the heterogeneous network and computer systems. Internet access has been provided and the domain server of IGNOU operates with the domain name of www.ignou.ac.in which is the web page. The IGNOU website contains exhaustive information and links to useful resources which is accessible to the vast learner population.

Webinars/ Web conferencing: This facility is also used to for delivery of programmes. Initially this platform was used for periodic review meetings of the Headquarters with the RCs on pertinent issues

that require immediate attention and feedback, such as status of enrollment in the region, distribution of study materials etc. It has also been used for counselling special target groups of learners and even for the conduct of extended contact programmes.

eGyanKosh: The University has created a portal named eGyanKosh which is a repository of all the printed SLMs and audio and video programmes of the University. The link to eGyanKosh is available on its website and anyone can download the IGNOU learning materials free of cost by simply registering on the portal..

Learner Support Services

In order to provide individualized support to its learners, the University has a large number of LSCs, spread throughout the country. These LSCs are coordinated by 67 RCS. At the LSCs, the learners interact with the Academic Counsellors and other learners, refer to books in the Library, watch/listen to video/audio programmes and interact with the Coordinator on administrative and academic matters. The support services provided to the learners is diagrammatically presented below in Fig.5



Fig.5 Types of Learner Support Services

The purpose of this Manual is to provide the Regional Centre functionaries with first hand information and the knowledge about the norms, guidelines and procedures of the University. The first RC Manual was published in 1992. Subsequently repeated attempts were made in 1995, 2005 and 2011 to revise the

Manual, but the same could not be published. In the last 30 years the University has undergone several changes and evolved new norms, mechanisms and procedures for integrating ICT and online modes in its academic, administrative and financial systems. The change in the dynamic contours of the overall functioning of the University in general and Learner Support Services in particular, along with diversification of delivery mechanisms, have necessitated the revision of the RC Manual.

The chapters in the Manual have dealt with all the operational issues being handled at the RCs and has clearly described inter- linkages between the RCs and Schools/Divisions/Centres at the IGNOU Headquarters and between the RCs and LSCs. It is envisaged that the Manual will ensure and strengthen the learner support services through the RCs as per laid down norms and procedures- academic, administrative and financial and maintain uniformity in the operations of the RCs in implementation of the policies and directives of the University.

It is hoped that the Manual will help to facilitate and streamline the operations at the RCs and thereby achieve its envisaged purpose.

CHAPTER 1

REGIONAL CENTRES

Structure

- 1.1** Introduction
- 1.2** Role and functions
- 1.3** Establishment procedure
- 1.4** Types of Regional Centres
 - 1.4.1 Regional Centres
 - 1.4.2 Recognized Regional Centres
- 1.5** Staffing pattern
 - 1.5.1 Roles and responsibilities of Regional Director
 - 1.5.2 Duties and responsibilities of Deputy Director/ Assistant Regional Director (academics)
 - 1.5.3 Roles and responsibilities of administrative staff

Learning Outcomes

After going through this chapter you will be able to:

- Define a Regional Centre;
- State the role and functions of a Regional Centre;
- Discuss the establishment procedure of Regional Centres;
- Differentiate between the types of Regional Centres;
- Outline the staffing pattern of a Regional Centre;
- State the power and functions of the Regional Director;
- Describe the roles and responsibilities of Deputy Director/Assistant Regional Director;
- State the powers and functions of the Assistant Registrar;
- Describe the roles and responsibilities of other administrative staff posted at RCs.

1.1 Introduction

The Indira Gandhi National Open University (IGNOU) was established by an Act of Parliament on 20th September 1985. The University was established with the aim of democratizing higher education through Open and Distance Learning (ODL) mode, thereby taking education to the door steps of the learners.

Since the inception of the University an exclusive division, the Regional Services Division (RSD) has been in existence, for planning and execution of delivery of the University's programmes to the dispersed learners located throughout the length and breadth of the country. For motivating and supporting the learners in their learning endeavour, the RSD has set up its Centres in all States of the

country, mostly at State capitals and major cities, particularly in areas of high enrolment. Looking into the demands of disadvantaged groups and regions, University has also established a few RCs in such areas. Recognized Regional Centres (RRCs) are set up to cater to the needs of special target groups. The policies and guidelines for effective learner support services are formulated by the Student Services Committee (SSC) (a policy making body) which is located in the RSD and is a standing Committee of the Board of Management of IGNOU. The SSC also has a Sub Committee which meets more frequently and facilitates its functioning. Through its vast network of RCs, RSD has established Learner Support Centres (LSCs) to extend the outreach of IGNOU to the learners at the grassroots level.

To perform the assigned roles and functions, the University has so far established 56 Regional Centres (RCs) across the country. Apart from these RCs, 11 Recognized Regional Centres (RRCs) have been established, which include six with Army, four with Navy and one with Assam Rifles, thus taking the total number of RCs to 67.

1.2 Roles and functions

Regional Centres (RCs) are Centres established and maintained by the University as per the Statutes of the IGNOU Act (1985) as given below (**Figure 1.1**). RCs have been established with the support and cooperation of the respective State Governments. It is the state government which provides land/ office premises or helps in procurement of land and buildings for the RC. RCs are mainly responsible for the delivery of IGNOU programmes; promotion of ODL system in the State/ region; organization and conduct of learner support services; and establishment, maintenance and monitoring of Learner Support Centres (LSCs) in the region. RCs also play an important role in staff development activities at the local/ State level. The State wise list of RCs is given below in **Table 1.1**. The complete list of Regional Centres with their addresses is given at **Annexure – 1.1**.

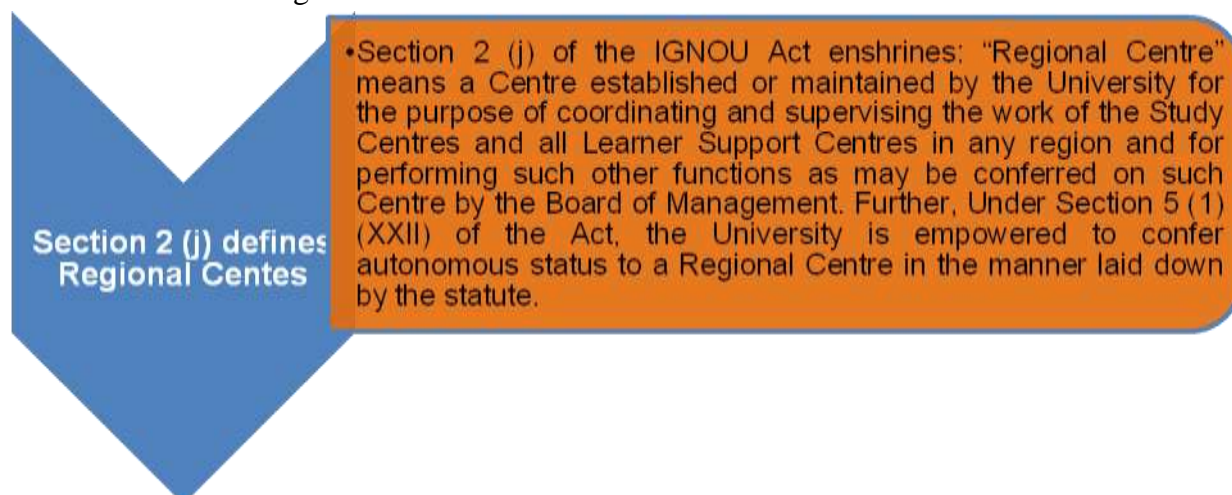


Figure 1.1: Definition of Regional Centre

Source: IGNOU Act (1985)

Table 1.1: State wise Regional Centres (RC) of IGNOU

S.No.	State	No. of RCs	Name of Regional Centre	Zone
1.	Tripura	1	Agartala	NORTH EAST ZONE
2.	Mizoram	1	Aizwal	
3.	Sikkim	1	Gangtok	
4.	Assam	2	Guwahati , Jorhat	
5.	Manipur	1	Imphal	
6.	Arunachal Pradesh	1	Itanagar	
7.	Nagaland	1	Kohima	
8.	Meghalaya	1	Shillong	
9.	Uttar Pradesh	4	Aligarh, Lucknow, Noida, Varanasi	NORTH ZONE
10.	Delhi	3	Delhi 1, Delhi 2, Delhi 3	
11.	Uttarakhand	1	Dehradun	
12.	Jammu & Kashmir	2	Jammu, Srinagar	
13.	Haryana	1	Karnal	
14.	Punjab	1	Khanna	
15.	Himachal Pradesh	1	Shimla	
16.	Chandigarh(UT)	1	Chandigarh	
17.	Gujarat	2	Ahmedabad, Rajkot	WEST ZONE
18.	Rajasthan	2	Jaipur, Jodhpur	
19.	Maharashtra	3	Pune, Mumbai, Nagpur	
20.	Goa	1	Panaji	
21.	Madhya Pradesh	2	Bhopal, Jabalpur	
22.	Orissa	2	Bhubaneswar, Koraput	EAST ZONE
23.	Bihar	4	Patna, Saharsa, Darbhanga, Dehri-On-Sone	
24.	Jharkhand	2	Ranchi, Deoghar	
25.	Chhattisgarh	1	Raipur	
26.	West Bengal	3	Kolkata, Raghunathganj, Siliguri	
27.	Karnataka	2	Bangalore, Bijapur	SOUTH ZONE
28.	Tamil Nadu	2	Chennai, Madurai	
29.	Telangana	1	Hyderabad	
30.	Kerala	3	Cochin, Trivandrum, Vatakara	
31.	Andhra Pradesh	2	Vijayawada, Visakhapatnam	
32.	Andaman & Nicobar Islands(UT)	1	Port Blair	

The activities of a Regional Centre can be broadly categorized as academic, promotional, administrative and financial which are summarized in **Figure 1.2.**

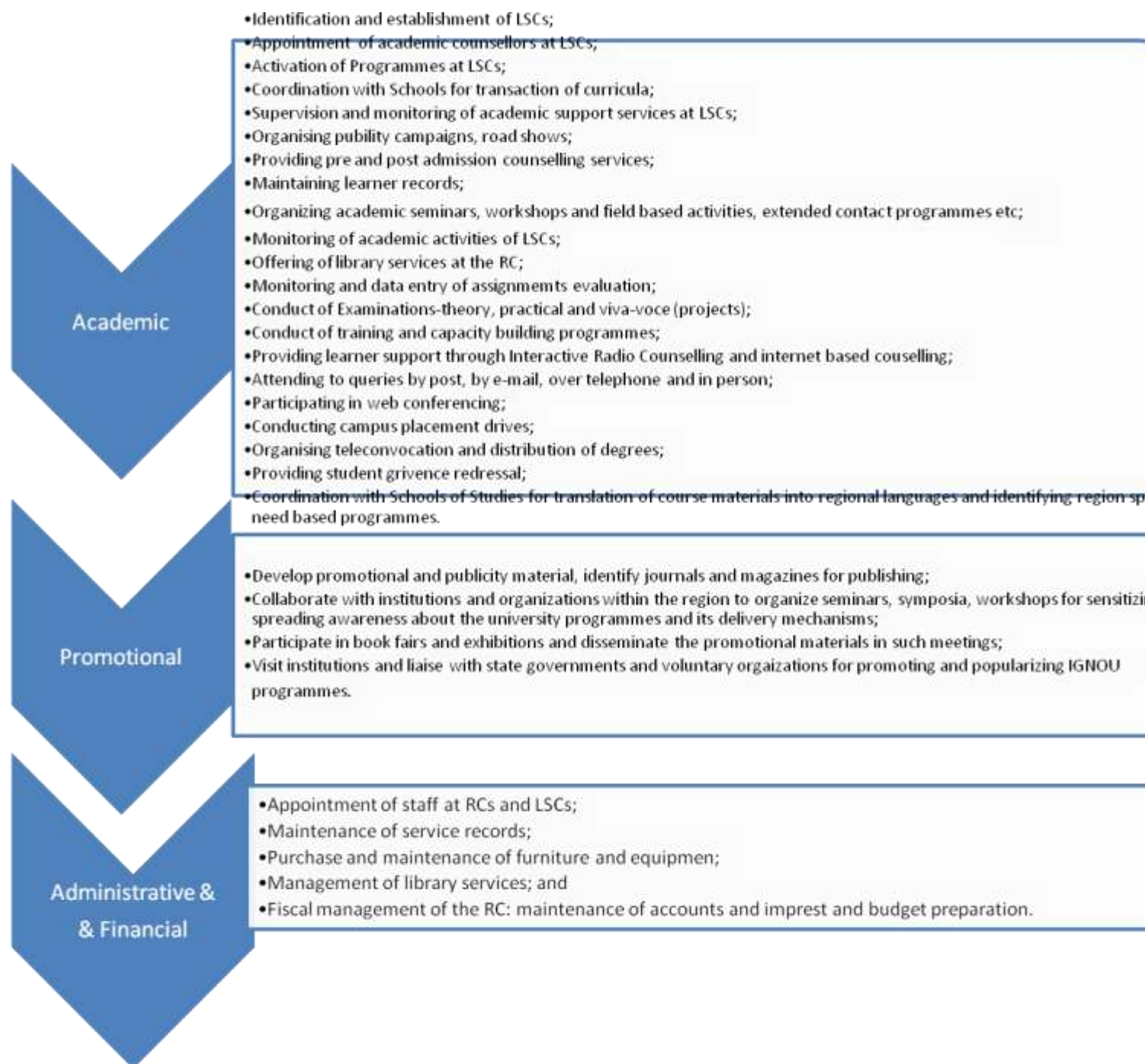


Figure 1.2: Functions of Regional Centres

Source: RSD Records

Further, RCs play a vital role in the University and ensures that academic activities performed at the LSCs are as per the principles laid down in the UGC ODL Regulations, 2017 and other regulatory bodies. The activities at the RC are managed by the academics and administrative staff of the University.

1.3 Establishment Procedure

Initially Regional Centres were established mainly at State capitals and there was one RC for each state. However, over a period of time, Regional Centres were also established beyond the State capital keeping in view the growth in enrolment in the State. Generally in a State where the enrolment is consistently above 25,000 another Regional Centre may be established. A detailed analysis of the enrolment pattern and scope for further expansion should precede the process of establishment. Even in low literacy regions, tribal dominated areas or disadvantaged areas, the University may consider establishing Regional Centres irrespective of the enrolment.

The number of Regional Centres has grown from barely 3 in 1986 to 67 in 2017. Regional Centres are established normally with the cooperation and support of the respective State Governments. Many State Governments have donated land to IGNOU to construct its own buildings for its RC or have provided buildings at nominal costs. In a few instances the University has purchased buildings for its RC. The details are presented below in **Table 1.2**

Table 1.2: Status of buildings and land acquired by Regional Centres

S.No.	Name of RC	Status of building
1.	Agartala	Boundary wall constructed
2.	Aizawl	Boundary wall constructed
3.	Ahmedabad	RC building functional
4.	Bhopal	RC building functional
5.	Bhubaneswar	RC building functional
6.	Bijapur	Rent free building offered by the State government
7.	Cochin	RC building functional
8.	Imphal	Construction under process
9.	Itanagar	Construction under process
10.	Jammu	Land being acquired
11.	Jodhpur	Boundary wall under construction
12.	Jaipur	RC building functional (bought from State government)
13.	Karnal	Construction under process
14.	Khanna	Rent free building*
15.	Kohima	Construction under process.
16.	Koraput	Land being acquired
17.	Madurai	RC building functional.
18.	Noida	Boundary wall constructed
19.	Patna	Building ready for occupation
20.	Port Blair	Boundary wall under construction

21.	Pune	Construction under process
22.	Raipur	RC building functional(bought from State government)
23.	Rajkot	Boundary wall constructed
24.	Shillong	RC building functional
25.	Trivandrum	Construction under process
26.	Vatakara	Boundary wall constructed

1.4 Types of Regional Centres

There are two types of Regional Centres - Regional Centres and Recognised Regional Centres. The former are established, manned and managed by IGNOU while the latter are manned and managed by agencies other than IGNOU, namely defence and paramilitary forces of the Government of India and IGNOU awards recognition for running its programmes of study through its own LSCs.

1.4.1 Regional Centres

Regional Centre is the sub-office of the University and it is the regional face of the university. It is also supposed to serve as a resource centre of the University in the region. It is provided with a well equipped library which includes reference books and Self Learning Materials (SLMs) of the academic programmes offered by IGNOU in multiple media (print, audio/ video etc). As IGNOU uses ICT extensively for both the academic and administrative support services, it is equipped with almost every type of communication technology, namely: satellite interactive terminals (SIT) for receiving video broadcast programmes and interaction in teleconferencing, Gyanvani Radio Stations (wherever possible), audio-video electronic equipments, internet and web conferencing facilities, computers and peripherals/equipments for both office use and conduct of practical counselling and examinations, etc. Furniture and equipments are provided to RCs by the University as per norms.

1.4.2 Recognized Regional Centres

IGNOU has established RCs for the armed forces and paramilitary forces and other sections of the society in order to cater to their specific needs. Such Regional Centres are termed as “Recognized Regional Centres”. As on date, there are 6– Army Recognized Regional Centres, 4 Navy Recognized Regional Centres and 1–Assam Rifles Recognized Regional Centre. Recognized Regional Centres are responsible for providing support services to the service personnel and their family members through their own network of LSCs. The RRCs are facilitated through a single window system located at RSD. List of Recognized Regional Centres is given as **Annexure 1.2**.

1.5 Staffing pattern

The RC is headed by the Regional Director (RD) who is the senior most academic posted at the RC. Besides the RD, there will be Assistant Regional Directors (ARDs) / Deputy Directors (DDs) posted as academic staff of the RC. One Assistant Registrar (AR), one Section Officer (SO), one Personal

Assistant (PA), one Steno, one Senior Assistant (SA), one Assistant Executive (Data Processing), one Semi-Professional Assistant (SPA), two Executive Assistants (EAs), three Junior Assistant cum Typist (JATs), two MTSs and one driver are posted at each RC. However, the staffing pattern is different in the RCs of the North East except the ones at Shillong and Guwahati. Such RCs of the NE are provided with RD, one ARD, one SO, one Assistant, one AE (DP), one SPA and one JAT. Staffing pattern and sanction of strength are notified at the time of establishment of the RC.

1.5.1 Roles and responsibilities of Regional Director

The Regional Director is the senior most academic of the RC who serves as the head of the RC and is overall incharge of the RC. The role and responsibilities of the Regional Director can be classified under the following heads:

Academic

- Liaise with the State Government, local universities and other educational institutions to establish LSCs in the region;
- Activate IGNOU programmes at LSCs;
- Create an interface between RC (academic staff of RC and academic counsellors of LSCs) and HQs (core faculty and authorities);
- Survey the academic and professional requirements of the region and provide feedback to the Schools of Studies;
- Supervise the academic activities of DDs/ ARDs;
- Create databases of locally available resource persons for various academic activities like counselling, evaluation, examination, etc.;
- Organize orientation programmes for LSC functionaries, including academic counsellors;
- Conduct induction meetings for freshly enrolled learners;
- Organize orientation programmes for the counsellors of the region;
- Conduct of counselling sessions and evaluation of assignments at LSCs;
- Assess the need for conducting extended contact programmes, seminars, etc. and recommend the place and timings;
- Identification of examination centres for conduct of term end examinations (TEE)
- Prepare, supervise and control the fair conduct of TEE at various LSCs and other examination centers;
- Organize and conduct orientation programmes for Centre Superintendents and staff as and when necessary before commencement of TEE and other examinations;
- Organize annual meetings with the Coordinators of LSCs;
- Organize web conferencing at the RC with functionaries of HQs, LSCs etc.;
- Conduct tele-convocation in coordination with IGNOU HQs to award degrees, diplomas and certificates to IGNOU learners who have successfully completed their programmes ;
- Undertake extension activities by establishing linkages with neighbouring community/ Communities etc.;
- Make arrangements for grievance redressal of IGNOU learners;
- Facilitate and promote feedback studies and reports in the region using resources and infrastructure available inside/ outside the RC;

Promotional

- Promote public awareness in the region about IGNOU and its programmes through various media like radio, television and press and may even conduct seminars, meetings, awareness camps etc.;
- Regular updation of RC website;
- Develop promotional literature for different target groups.

Administrative and Financial

- Supervise the administrative and financial activities of RC;
- Appointment of contractual/ daily wage staff at RCs against vacant class III and IV positions;
- Appoint part-time staff at LSCs as per norms of the University on the basis of the total number of learners enrolled in that year;
- Allot newly enrolled learners to LSCs;
- Fiscal management of the RC: maintenance of accounts and imprest and budget
- Annual budgeting ;
- Maintenance of grants from State Government ;
- Purchase of furniture and equipment of RC and LSCs;
- Release of all types of adjustment bills of LSCs and the RC;
- Preparation of monthly statement of accounts of RC and LSCs;
- Salary of RC and LSC staff;
- Maintenance of expenditure control register ;
- Reconciliation of grant account and fee account of the RC;
- Stock verification of RC and LSCs;
- Sanction advances to RC staff;
- Repairs and maintenance of equipments at RC;
- Reimbursement of LTC, Medical claims, Children Tuition fees;
- TA/DA bills of RC and LSC staff;
- Maintenance of leave records and service books of RC staff ;
- Printing of stationery, promotional materials, etc.;
- Maintenance of RC premises;
- Management of library services;
- Sanction movement within the region for the staff of RC and LSC.

Monitoring

- Monitor the functioning of LSCs, and submit a Monthly Monitoring Report (MMR) to RSD, which includes:
 - Attendance of LSCs functionaries;
 - Conduct of counseling sessions;
 - Timely assessment of assignments at LSCs;
 - Sample checking of assignments so as to maintain uniformity in evaluation;
 - Annual stock verification;
 - Maintenance of learner records.
- Obtain feedback from learners, academic counsellors and staff of LSCs through interaction meetings;
- Periodic visits to LSC at least twice a year (one in each semester) to supervise their academic and administrative functioning.

The following powers as shown in Figure 1.3 have been delegated to the Regional Director which does not require approval:

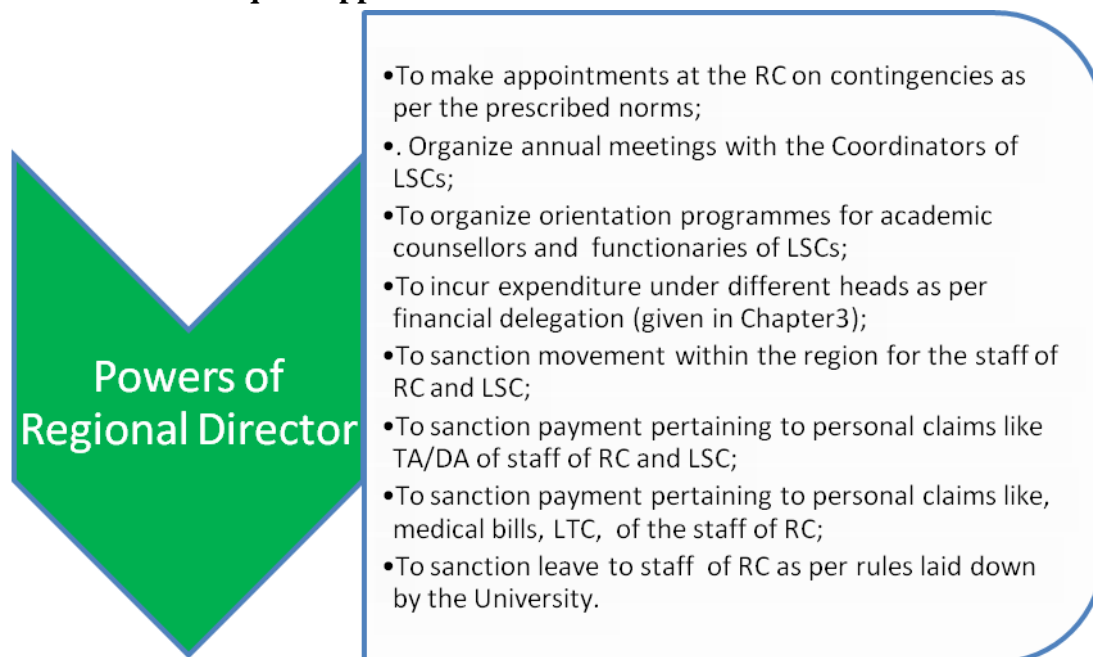


Figure-1.3 Powers of Regional Director

1.5.2 Role and responsibilities of Deputy Director/ Assistant Regional Director (academics)

The Deputy Director/ Assistant Regional Director will perform the following responsibilities under the supervision of the Regional Director. He/ she will be responsible for the following operations and report to the Regional Director:

Academic

- Identification and establishment of LSCs and its staff;
- Activation of programmes at existing LSCs;
- Preparation of merit list for specific programmes;
- Identification of prospective academic counsellors to be forwarded to concerned Schools;
- Organization/ conduct of induction programmes at LSCs/ RC;
- Empanelment/ renewal of appointments of academic counsellors;
- Planning and organization of staff development programmes for LSC functionaries;
- Conduct of orientation programmes for academic counsellors in collaboration with Schools and STRIDE;
- Attending to student queries and grievances (detailed in Chapter 6);
- Providing learner support services at RC level such as change of course, change of LSC, change of RC, migration/ bonafide certificates, scholarship, etc.
- Provide guidance on counselling and practical schedules to LSCs;
- Active participation in web conferencing and interactive radio counselling
- Monitoring of counselling sessions at LSCs and submitting reports on the same;

- Monitoring of turnaround time of evaluation of assignment responses at LSCs and submitting reports on the same;
- Receiving assignment grades and transmitting them to Student Evaluation Division at HQs;
- Obtaining feedback from the learners as well as academic counsellors and coordinators through interactive sessions;
- Conduct of feedback studies, programme evaluation and systemic/ discipline based research;
- Developing materials for learning and effective learner support;
- Undertaking research work for strengthening delivery system;
- Identification of region specific programmes/ courses;
- Monitoring of LSCs and preparing reports thereof;
- Renewal of staff at LSCs;
- Identification of examination centres;
- Monitoring of all examinations in the region;
- Conduct of practical examination as well as viva voce for specific programmes at RC and LSCs;
- Coordinating translation of course materials into regional languages;
- Providing assistance for conduct of tele-convocation at RC;
- Organize and conduct placement drives and career counselling for IGNOU learners.

Promotional

- Development of promotional materials;
- Publicity of IGNOU programmes through promotional activities through multiple media;
- Pre-admission counselling and guidance services;
- Participation in promotional meetings such as admission camps, seminars, workshops, exhibitions, educational fairs, job (*melas*) fairs, etc.; addressing potential learners in schools, colleges, etc.
- Liaising with State government for sponsoring employees and other target groups to enroll in IGNOU.

In addition to the above, any other academic activity assigned by the RD from time to time.

1.5.3 Role and responsibilities of administrative staff

The matters related to management of Finance and Accounts at RCs were decentralized to the RCs with effect from April 01, 1996. Thereafter, an Assistant Registrar (AR) has been appointed at each RC, who along with the RD serves as Drawing and Disbursing Officer (DDO) of the Regional Centre. The Regional Director is the approving authority on all aspects of Finance and Accounts. The DR/AR will draw and disburse the amount after proposals/ bills processed are approved by the Regional Director. Duties and responsibilities of a Drawing and Disbursing Officer are given in the Financial Code of the University.

The following are the other administrative staff posted at the RC:

- Section Officer
- Senior PA /PA
- Senior Assistant
- Stenographer
- Semi- Professional Assistant

- Executive Assistant
- Assistant Executive Data Processing (AE DP)
- Junior Assistant cum Typist (JAT)
- Multi Tasking Staff (MTS)

Other than the above staff, RC engages Part Time Staff like Mali and Safaiwala. There may be provision for regular/contractual/daily wages Mali for RC which has got its own campus or has a bigger campus.

All the above mentioned administrative staff including AR will perform administrative activities as assigned to them by the RD.

CHAPTER 2

ACADEMIC ACTIVITIES

Structure

- 2.1 Introduction
- 2.2 Education survey, research and need assessment
 - 2.2.1 Programme evaluation
 - 2.2.2 Need assessment research
 - 2.2.3 Mapping of institutions offering study programmes through ODL
 - 2.2.4 Survey and research
- 2.3 Offering /delivery of academic programmes of the University
 - 2.3.1 Identification and establishment of LSC
 - 2.3.2 Eligibility criteria of institutions for establishment as a LSC
 - 2.3.2 Procedure for establishment of LSC
 - 2.3.4 Activation of programmes at existing LSCs
 - 2.3.5 Selection and empanelment of academic counsellors
 - 2.3.6 Promotional and publicity activities
 - 2.3.7 Pre-admission and post-admission counselling
 - 2.3.8 Allotment of learners to LSCs
 - 2.3.9 Online admission procedure: RC services
 - 2.3.10 Database management
 - 2.3.11 Addressing induction meetings
 - 2.3.12 Conduct and monitoring of academic activities of LSCs
 - 2.3.13 Monitoring of other academic support mechanisms at RC and LSC
 - 2.3.14 Monitoring of assignments and data entry activity
 - 2.3.15 Maintenance learner records
 - 2.3.16 Participation in interactive radio counselling
 - 2.3.17 Participation in web conferencing
 - 2.3.18 Online counselling through Gyan Dhara and IRC
 - 2.3.19 Support for special groups
 - 2.3.20 Web based learner support services
 - 2.3.21 Addressing learners' queries and grievances
- 2.4 Conduct of examinations-theory, practical and viva voce
 - 2.4.1 Role of RC in conducting term end examinations

- 2.4.2 Deputing observers for supervision of examinations
- 2.4.3 Term-end practical examination: norms, procedures, identification of examination centres and evaluators
- 2.4.4 Evaluation of project synopsis and project reports
- 2.5 Need for capacity building of staff
 - 2.5.1 Training of RC staff
 - 2.5.2 Training of part time staff at LSCs
 - 2.5.3 Training for the part time academic staff
 - 2.5.4 Training of part time administrative staff
 - 2.5.5 Orientation of academic counsellors
- 2.6 Identification and development of region specific need based programmes
- 2.7 Conducting short term need based non-credit skill development courses/programmes
- 2.8 Organization of seminars/workshops/conferences
- 2.9 Translation of course materials into regional languages
- 2.10 Development of audio/ video programmes in regional languages
- 2.11 Organizing convocation
- 2.12 Campus Placement

Learning Outcomes

After going through this chapter, you will be able to:

- List the academic activities of RC;
- State the promotional and publicity activities of RCs;
- Discuss the criterion and procedure for establishment of LSCs;
- Define pre-admission counselling and post admission counselling;
- Describe the process of empanelment of academic counsellors;
- Outline the process of activation of programmes at LSCs;
- Explain the need for induction meetings;
- Monitor the academic activities of LSCs;
- Conduct examination-theory, practical and viva-voce;
- Organize staff development programmes;
- Participate in Interactive radio counselling and web conferencing;
- Monitor data entry of assignments;
- Conduct placement drives;
- Address learners' queries and grievances;
- Organize tele-convocation;
- Organize translation of course material;
- Identify region specific need based programmes;

- Describe the process for development of need based programmes for the region;
- Organize seminars/workshops/conferences focusing on education and related domains
- Conduct systemic research and evaluation;
- Create and maintain databases for the RC.

2.1 Introduction

Now it is clear that RC is the regional academic hub of the University. It receives and conceives whatever academic programmes and extension activities that University wants to deliver to target learners in particular and society in general. It performs this mandate through its own academic faculties and a network of LSCs involving coordinators, assistant coordinators, programme in-charges, academic counsellors and evaluators. Importance of the RC can be gauged from the fact that it is the only effective academic link between the University at headquarters and society at large for which University stands. It attempts to perform all academic works which ensures successful delivery of the academic programmes. In this Chapter we will discuss all such academic activities of a RC one by one. Here, we will have to keep in mind that there are some activities which may be defined as purely academic and some activities as purely administrative. However, there are some activities which, in operation, assume dual character.

2.2 Educational survey, research and need assessment

In the previous Chapter, we have seen as to how RCs are established. We should recall here that it is founded on the basis of regional need assessment and feasibility studies. Needless to say that society is not a static entity and so are its needs and requirements. Hence, to meet the educational needs of a dynamic society a University like IGNOU has to be dynamic. IGNOU requires its academic fraternity at the RC and headquarters to constantly undertake such need assessment activities, not only to ascertain the feasibility of launching of already developed academic programmes but also to suggest the University to develop new programmes as per the emerging needs of the society. RC is also supposed to be involved in programme evaluation whose outcome helps the Schools in revising and updating programme curriculum and SLMs. It also helps in deciding suitable delivery mechanism for successful teaching learning transactions. The following are some such activities which RCs are generally required to perform.

2.2.1 Programme Evaluation

This involves research on evaluation of IGNOU's programme offered in the region. For this purpose, questionnaires, personal interviews of learners, Counsellors, Coordinators, other academics and concerned agencies are to be conducted and analyzed. The feedback based on the analysis of data thus collected may be sent to School/ Division concerned for taking necessary, remedial measures. This activity can go a long way in minimizing the drop-out rates. The Regional Director can involve academic staff of the RC and seek help from the LSC for this purpose.

2.2.2 Need assessment research

This can be an effective way of getting ideas and help for development of new academic programmes. The Regional Director can develop a mechanism of keeping contacts with a cross-section of society including academic and professional institutes as well as individuals, government departments and voluntary agencies. This research can be undertaken in possible areas by the academic staff of the RC.

2.2.3 Mapping of institutions offering programmes through ODL

Maintenance of standards in the ODL system is a key activity of IGNOU. Several institutions, not recognized by DEB, UGC claim to offer courses through ODL System. It is not possible to keep track of all of them from the HQs. It is required that the RCs should be vigilant about such institutions in their regions and keep the HQs informed about the institutions which are offering such courses without recognition of DEB-UGC. In this regard RCs may undertake mapping of all institutions offering programmes in their regions through the ODL System. Mapping should be followed by functional inspection of the DEIs and CCIs.

2.2.4 Survey and research

RC should have first-hand information on the educational scenario of the region. For this purpose, survey and research is made integral part of its activity. The tracer studies, study on temporary drop outs, pass percentage, performance of learners in practical examination, completion of project and internship work, attendance in counselling- theory and practical, satisfaction of learners on grade and award in assignments and overall satisfaction on Learner Support Services, are some of the key areas of interest which will give RC and University headquarters feedback for improvement. Although research activities are conducted at RC in individual capacity, yet greater emphasis should be laid on giving priority for survey and research. RC may submit proposal for such research activities to the RSD for consideration and approval. After obtaining the approval, RD must work out the schedule for completion of the research work.

2.3 Offering /delivery of academic programmes of the University

The foremost duty of the RC is to offer the Academic Programmes developed by the Schools of Studies of the University. Offering programmes involves a number of academic activities which start from assessment of the regional requirement of the programme, ascertaining potential enrolment and physical and human resources for transacting the programme, establishment of the LSC and activating of new programmes at the LSC, providing and monitoring all scheduled support to the learners and the LSC, for conducting and monitoring both continuous and Term-end evaluation of learners and providing assistance in placement of the learners after graduation from the University.

2.3.1 Identification and establishment of LSCs

LSC is the most important linking node of the University for the learners as it offers an interface between the learners and the University by providing various sensitive academic and administrative support services, for the maintenance of the quality of the services of the University. Therefore, it is

imperative to take utmost care in identifying its location and institution for establishment. It is also important for the RC to objectively assess the need and financial viability of a LSC in a particular area and at a particular location. Failing at this front invites a lot of hardships to the learners as well as to the University in future when a LSC is closed or kept in abeyance due to financial non-viability. The role and functions of LSCs have been dealt with in detail in Chapter 4.

2.3.2 Eligibility criteria for institutions for establishment as a LSC

Learner Support Centres (LSCs) are established by IGNOU only in a College or Institute affiliated to a recognized 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 such as faculty of sciences or social science or humanities or commerce or management etc. and having all the necessary infrastructure and availability of appropriate number of qualified faculty not below the rank of qualified Assistant Professors of recognized Colleges or Institutes offering similar programmes for engaging theory contact sessions and supervising practical sessions in laboratory or field. LSC may engage the services of qualified Academic Counsellors from nearby institutions of higher learning. Services of retired qualified academics not beyond seventy years of age may be taken for academic counselling and observation of examination activities.

However, IGNOU may establish a Special Learner Support Centre (SLSC) 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 and other persons in difficult circumstances, including jail inmates. Moreover, in case of programmes like those being developed by the Government for Skill Development or Lifelong Learning, the Study Centre or Learner Support Centre could be opened in Government institutions having capabilities for learner support services in the respective areas. Further a Learner Support Centre shall not be set up under a franchisee agreement in any case. However, University may hire the facilities of recognised private higher education institutions for conducting practical, internship, practicum and project etc. as per defined IGNOU norms vide notifications/circulars issued from time to time.

The following institutions can apply for establishment of LSCs:

1. Government Colleges / Technical/Professional institutions;
2. Private College / Private institutions affiliated to Universities recognized by UGC / regulatory bodies;
3. NGOs having required infrastructure, physical and human as per requirements of specific programmes;
4. Jails;
5. Hospitals /PHCs for programmes in health science, nursing and others;
6. Computer institutes with requisite physical infrastructure in terms of hardware and software requirement of the computer related programme and qualified experts as per eligibility of the programme.

Physical infrastructure for academic counselling

- Class rooms as per enrolled learners;
- Laboratories as per enrolled learners and programme requirements;
- Proper Library space for housing SLMs- print and electronic and reference books;
- Dedicated one/two rooms for office work with covered area of 500 sq. ft.

Institutions fulfilling the above eligibility criteria can apply / submit a proposal for a LSC in the prescribed format, which can be obtained from the RC. Stages involved in the processing of application post submission, is presented below:

2.3.2 Procedure for establishment of LSC

- The RC can approach any of the institution depending upon the necessity for creating access to IGNOU and its academic programmes;
- Alternatively, the prospective, willing institution can also approach RC for opening an LSC;
- Prospective LSC is required to submit an Expression of Interest to associate with IGNOU as its LSC and provide information in the prescribed formats, (**Annexures 2.1 to 2.6**);
- The RC assesses the strengths and weaknesses of the prospective institution. If satisfied, a visit to the institution shall be made by RD/ARDs (Academics) for on the spot inspection to assess the suitability, verify the submission and submit an Inspection/Assessment/Visit Report;
- The RC shall forward the complete proposal (if satisfied in terms of infrastructure, academic counsellors and staff), to the Regional Services Division (RSD), with recommendations of the Regional Director;
- The RSD shall process the bio-data of ACs discipline wise to respective school of studies for their observations/recommendations and approval on the suitability and qualification of ACs;
- For the establishment of LSCs for practical oriented programmes of a particular school the entire proposal along with the bio-data of AC and details of physical infrastructure is sent to the respective school for observations and recommendations. On receipt of recommendations of the faculty, RSD shall place all such recommendations before the Student Services Committee (SSC), a Standing Committee of the Board of Management, for consideration;
- Once the proposals are cleared by the SSC and minutes of the SSC are approved by the Vice Chancellor, a notification is issued by RSD regarding establishment of the approved LSCs;
- Appointment letters for Coordinator and biodata of the approved ACs are sent to the RC immediately after the notification of the LSCs.

After notification of establishment of LSC and appointment of Coordinator the new LSC would be operationalized.

2.3.4 Activation of programmes at existing LSC

Depending on the need and requirement of learners in the catchment area of LSC, the Coordinator can activate additional programmes at the LSC. The proposals for activation of new programmes enclosing details of prospective academic counsellors, list of requisite physical infrastructure as applicable for the programme, may be forwarded by the LSC to the RC in the prescribed formats (**Annexure-2.7**). The above procedure is depicted in the Figure 2.1 below:

Figure 2.1: Procedure for Activation of New Programmes at Existing LSCs

Procedure at the LSC

- The existing LSC applies for activation of additional programmes, in the prescribed format as per the faculty and infrastructure expertise availability in the host institution.
- The relevant documents are attached w.r.t. the requirements (physical and human) for the new programme proposed to be activated and the proposal is submitted at the RC.

Procedure at the RSD

- RSD prepares the Agenda Item for activation of the programme.
- The same is placed in the SSC meeting for deliberation.
- Once the Minutes are approved, the notification is issued for programme activation.
- The RCs are informed, which in turn, inform the LSCs so that they can disseminate information amongst the prospective learners. The RCs also circulate the information to prospective learners through various modes of communication.

Procedure at the RC

- The RC academics at the RC scrutinize the proposal to ensure that all columns are duly filled in and contain the required information.
- The documents attached are also checked to ensure that they are complete in all respects.
- If programme has practical component RD/DD/ARD must visit the location to verify the availability of infrastructure and submit the report to be sent along with the proposal.

2.3.5 Selection and empanelment of academic counsellors

Availability of Academic Counsellor for a particular programme is a pre-requisite for allotting learners to the LSC. In no case, RC should allot learners to the LSC if it does not have adequate number of qualified Academic Counsellors. It should also make sure that only qualified individuals as per eligibility criteria prescribed by UGC and the Schools of Studies are engaged for Academic counselling (theory / practical). In certain cases, without diluting the eligibility criteria fixed by the UGC, to meet course specific requirements, Schools of Studies at IGNOU may require ACs to have specialized qualification and experiences.

Eligibility conditions for appointment of academic counsellors

1. No academic staff in the LSC or Learner Support Centre shall be appointed who does not 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 Measures for the Maintenance of Standards in Higher Education) Regulation, 2010 as modified from time to time;

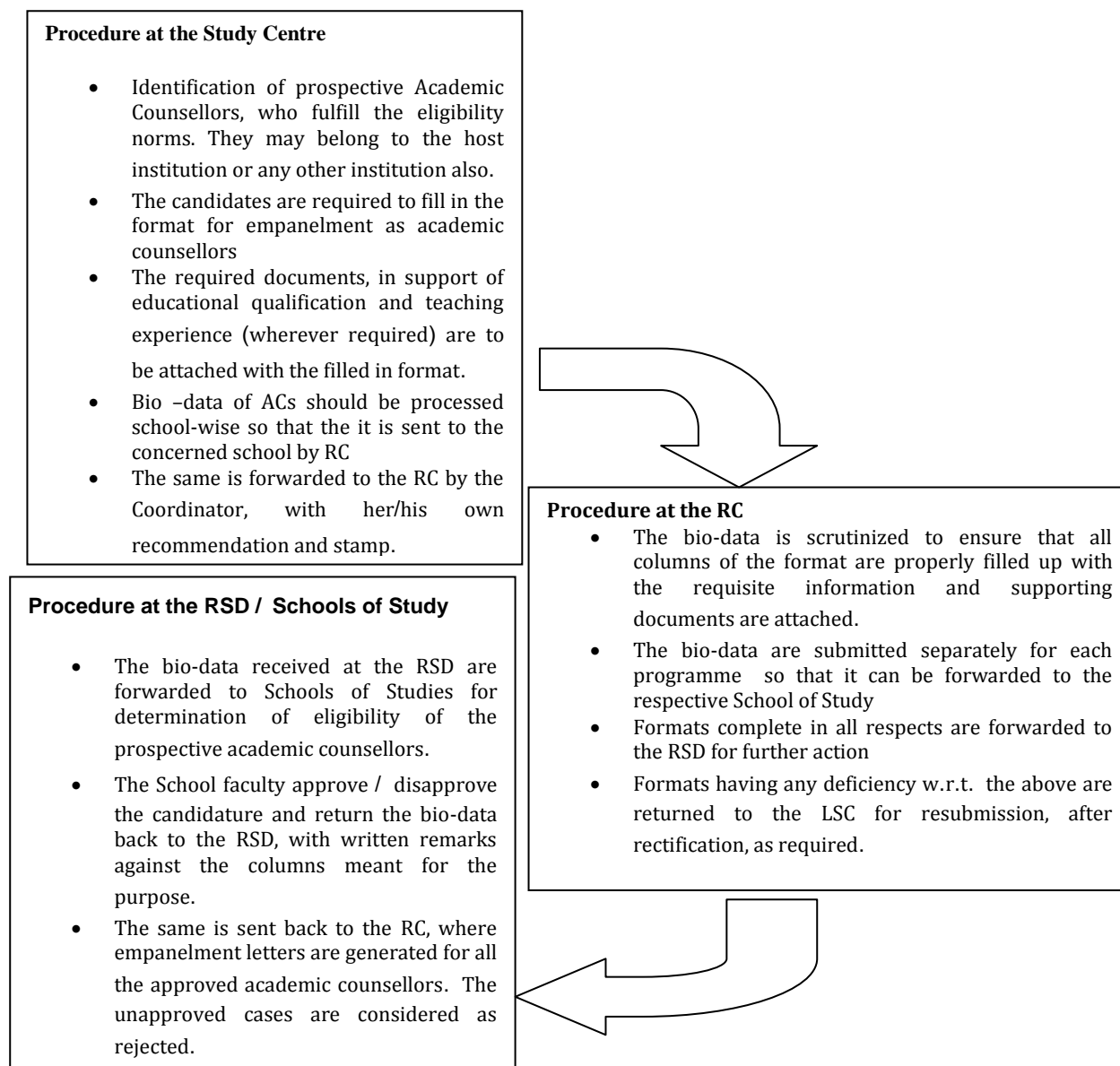
2. Different programmes/courses have different eligibility criteria for appointment of Academic Counsellors, which are to be strictly followed. Certain programmes may require ACs from multiple disciplines;
3. In addition, such academic staff should have familiarity with the characteristics of Open and 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 centric 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.

Competencies of ACs in LSCs

- Familiarity with basic research on the characteristics of distance learners, their needs and difference from conventional face-to-face education;
- Application of basic principles of instructional design;
- Thorough knowledge of subject matter and common misconceptions related to the courses;
- Deep understanding of the necessity of learner-centric environment in online and blended learning mode;
- Practical applications of learning theories, self-paced instruction, and computer-mediated communication and learning;
- Ability to foster a sense of community among learners ;
- Adaptability and flexibility with the capabilities and limitations of the delivery media;
- Familiarity with the delivery medium to provide basic troubleshooting;
- Ability to multitask;
- Time management e.g., respond to learners in timely manner, extensive and advance preparation and planning;
- Professional characteristics e.g.motivated to teach, self-confidence, articulation capabilities, good writing skills.

Further, bio-data of prospective academic counsellors are to be forwarded along with proposals for activation of new programmes in the prescribed formats. **(Annexure 2.8 and 2.9)**. The procedure is depicted in Fig 2.2 as follows:

Figure 2.2: Procedure for empanelment of Academic Counsellors at LSCs



2.3.6 Promotional and publicity activities

Promotional activities include adequate publicity of the ODL system within the region, developing suitable publicity material, identifying journals and newspapers for publicity, establishing regular contacts with various institutions and voluntary organizations within the region, organization of public seminars and symposia on ODL system, participation in exhibitions and book fairs, radio, television and press interviews, academic staff visits to institutions/organizations, liaising with State Government and other organizations etc. These promotional activities can be group specific (for example for potential learners, prospective employers, IGNOU graduates, academicians, etc.), programme specific (for example different strategies for Certificate, Diploma and Degree programmes) and time specific (for example during the admission period or re-registration period). Some of the publicity measures are suggested as follows:

- Organizing meetings of Coordinators and sharing publicity strategy;
- Publicity through press;
- Printing and distribution of handbills by the LSCs for their respective areas and distribution of same in the vicinity of LSCs;
- Organization of 'Open Meetings' by RCs and LSCs to acquaint people with IGNOU's programmes and procedures;
- Letters to institutions and organizations giving detailed information about IGNOU and its programmes;
- Release of short advertisements in local dailies;
- Visit to catchment areas and addressing the catchment population;
- Participation in Education Fairs;
- Press meetings during TEE;
- Announcement in the examination hall for re-registration and fresh admission;
- Conduct workshops with local school leaders;
- Placing hoardings and banners at important places within the jurisdiction of RC;
- Placing information in the learner handbook and prospectus of the Host Institution;
- Provision of link in the website of the host institution regarding IGNOU and its activities;
- Use of Community Radio/AIR and Doordarshan for dissemination of information;
- Use of Induction meeting platform for promotion and publicity and providing categorical information on re-registration;
- Using the services of Academic counsellors for enrolling the learners of their discipline in add on programmes;
- Visit to LSC by the RD/ARD during the admissions and meeting the Press as well as people from different walks of life.

While undertaking the above activities, RD should ensure that the budget for the said activities is available and also that it is within his/ her delegation of powers.

2.3.7 Pre-admission and Post-admission counselling

IGNOU learners (enrolled and prospective) are provided counselling support at the RC, which can be broadly categorized into Pre-admission and Post admission counselling. Here we will read about the type of information prospective learners, registered learners and general public are likely to seek at the RC and the mechanisms the RC needs to put in place for providing effective counselling support. The information and counselling support sought in these two categories is described below:

A. Pre-admission Counselling: The aspiring learners may seek information, support and guidance pertaining to (but not limited to):

- IGNOU, programmes of study and details of fee, duration, flexibility in completion of study, location of LSC in the region, instructional methodology;
- Information about recognition and validity of IGNOU degrees/diplomas/certificates;
- Provision of scholarships, fee concessions, fee reimbursement;
- Future prospects of jobs, advanced studies from IGNOU or avenues in other higher education institutions.

B. Post- Admission Counselling: Information and support in this category can be further classified as:

- i) **During the course counselling:** The learners seek support and redressal of grievances regarding issues related to receipt of Self Learning Materials(SLM), change of LSC, Induction meeting and Counselling (Theory and Practical) schedules, T.V. and radio programmes, access to library services, obtaining assignments and their submission, receipt of evaluated assignments, obtaining feedback on assignments from LSCs, information about Term End Examinations, non-receipt of hall tickets, grade cards and award of degrees.
- ii) **Post Course Counselling:** After completion of the programme of study the learners may seek support and guidance regarding convocation and non-receipt of grade card/provisional certificate, guidance regarding career advancement, job opportunities, placement opportunities through IGNOU and counselling for pursuing further programmes from IGNOU.

The RCs have put in place several mechanisms to facilitate counselling support to enrolled and prospective learners. Some of these are, ‘May I Help You’ or the Learner Services Counter located generally at the entry point of the RC premises, Notice Boards/Bulletin Boards displaying latest and up dated information pertaining to IGNOU, dedicated telephone line and personnel for attending to and providing telephonic responses to queries, Internet based counselling support, response through emails, IGNOU and RC websites, technology mediated support through Interactive Radio Counselling programmes, Gyan Vani, Gyan Dhara. The details of these counselling support mechanisms at the RCs, are provided later in this chapter and further in chapter 6.

2.3.8 Allotment of learners to LSCs

Generally, learners are allotted to LSCs as per their choice given in the application forms (Fresh and RR), which they submit in the online mode. RC may also club the learners if the programme is activated in more than one centre in the same city and the number of learners at a particular centre is very less.

2.3.9 Online admission procedure: RC Services

Online Admission System (OAS) was launched in IGNOU w.e.f. July 2015 admission cycle. The facility was made available in addition to the existing offline admission system for programmes offered through Common Prospectus. With the growing acceptance of the system, the admissions through Common Prospectus have been made fully online w.e.f July 2017 session. The Common Prospectus of the academic year is uploaded on University website and admissions are on offer through a user-friendly online system.

- **In relation to IGNOU headquarters:** An RC module has been provided by Student Registration Division to RCs for processing of online admission forms, sending online deficiency information to applicants and final confirmation or rejection of admission form. Every RC has a user ID and password for login to RC module and the rights are to be exercised by officer in charge of admissions and any other official(s) entrusted with admissions work. The processing of admission form is to be done subject to applicant's payment of fee online through debit/credit card/net banking, fulfilling the eligibility of admission to programme and uploading of the required documents of educational qualifications, age proof and wherever applicable, experience, caste/category or any other relevant document as per the requirement of the programme.
- **At the RC:** The online admission applicant has to first register on the applicant area on IGNOU website by creating a user ID and password. The HQs/ RC confirms the admission after ascertaining applicant's eligibility for admission to the programme based on the documents uploaded by the candidate and removal of deficiency, if any, within the prescribed period. A processing fee of Rs.200/- is charged along with the programme fee. Upon confirmation of admission by RC through the RC module as discussed above, the applicant receives a confirmation mail on his/her mail ID. Applicants not fulfilling the requirements of admission are rejected by the Regional Centre and the rejection status is communicated on the mail ID of the applicant. The fee of rejected candidates is refunded back online to the account of the applicant by SRD/IGNOU headquarters. The general instructions, FAQs and User Manual for applicants are provided on the online admission link.

The RCs must ensure that the LSC list provided to the OAS is correct and all details pertaining to LSC, i.e., LSC code and programmes activated therein. For this RC needs to ensure constant updating of its LSC database, to enable access to correct information to the applicants and all stakeholders. The RC may consider activation of limited number of LSCs in the region for a particular academic programme, if enrolment in that academic programme is low. As far as possible only one LSC may be activated for a particular programme in the same city.

Further, the RC should also prescribe the number of learners to be put in a batch for organizing theory and practical counselling sessions at the LSC on the basis of pattern/ frequency of attendance of learners and as per prescribed norms of the university.

After completion of the admission process, programme wise lists of learners are generated online and made accessible to the respective RCs for preparation of the Scholar Register. The original application and registration forms of the past years (pre-online admission phase) are kept in the record room of the RC.

2.3.10 Database management

As discussed in the section 2.11 above, the RC maintains the database and physical records of admissions for every cycle in a systematic manner. This includes admission forms (pre-online phase), Pre-registration forms (pre-online phase), inter-region transfer documents, course change forms, applications regarding name/surname correction, change of address, change of LSC, issue of bona-fide or registration certificate, records pertaining to scholarship applications, fee reimbursement, fee refund, migration certificates. RC also maintains database of assignment awards of learners which is a crucial and time bound activity to facilitate timely completion of the programme of study by the learner. Apart from learner records the RC maintains database pertaining to LSC operations, which facilitates effective financial and administrative management and control of LSCs.

The University has made efforts to computerize all its activities and makes extensive use of computer hardware and software. More than 2500 computers of different configuration are in place at the campus of IGNOU HQ, RCs, Tele Learning Centres and LSCs. A campus wide LAN at the HQ connects all Schools of Studies and the Service Divisions with resources like Internet, e-mailing, applied services and web servers. Similarly, every RC is networked with LAN.

Data receipt and transmission

The RC receives various software packages from the Student Registration Division (SRD), Student Evaluation Division (SED) and the Computer Division pertaining to:

- Learner Management System;
- Handling of Assignment, Project, Practicum and Internship Grades/ Marks;
- Accounts, Management of Accounts.

2.3.11 Addressing Induction Meetings

After the completion of the admission process, IGNOU organizes induction meeting for the newly enrolled learners at the commencement of each academic session. Such meetings are analogous to Fresher's Welcome in the conventional system. However, such a meeting has an additional objective. It is aimed at inducting the learners into the basic tenets of open and distance learning. It is organized in a three there-fold manner as presented in **Fig 2.3** below:

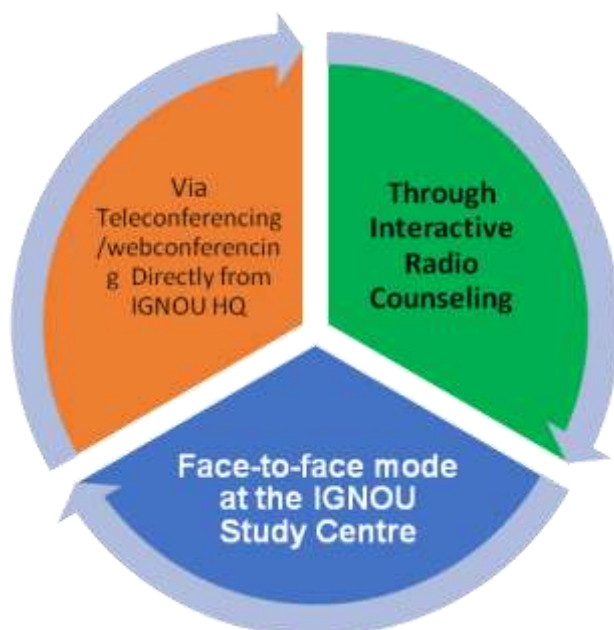


Fig- 2.3 Modes of Induction Meeting

Teleconferencing Mode

For this mode, the RC informs the learners to assemble at the RCs or at LSCs which have the Direct Receiving System and /or Satellite Interactive Terminals. The first session is addressed from the studio of EMPC, IGNOU directly by the Vice chancellor, Pro Vice Chancellor, Director RSD, Registrar SRD, Registrar SED and Registrar MPDD. They handle the general issues related to studies in IGNOU. Thereafter, the Directors of the School and faculty members talk to the learners about the programme specific areas. Every session has provision for interactivity at the places, from where the programme can be viewed. During such programmes, the officials of the RCs and LSCs are required to be present to provide necessary support and guidance to the learners.

Interactive Radio Counselling Mode

IGNOU organizes interactive radio counselling (IRC) on various topics every Sunday from the EMPC Studio as well as from stations of AIR. The first Sunday of January and July are normally earmarked for the induction programme. Normally, the RD and an ARD act as experts for such a programme through the radio talk which is handled in a conversational mode. The learners are inducted into the open and distance learning system by way of listening to the programme. While listening to the programme, the learners can ask questions by dialing the EMPC/AIR Studio telephone number. Their queries are responded to by the experts in the Studio.

Face-to Face Mode

Induction programmes are also organized face-to-face at the LSCs. RD/DD or one of the ARDs visit the LSC and participate in the induction programme. The structure of the induction programme can be:

- Welcome address by the Coordinator/PIC;
- Induction address by the RD/DD/ARD;
- Brief addresses by the Academic Counsellors of different disciplines through which the programme specific issues are to be highlighted;
- Introduction of the members of part time staff of LSC by the Coordinators/PIC;
- Interaction with learners;
- Presidential address by the head of the host institution or any dignitary who should preferably be an academician of repute;
- Vote of thanks by the Assistant. Coordinator or a senior Academic Counsellor.

Note:

- a. For programmes having practical significant practical components a complete session has to be devoted towards explanation of the practical requirements.
- b. In order to meet the expenses of an induction programme, LSC may spend certain amount as per IGNOU norms for every freshly enrolled learner in advance.
- c. The Coordinator should also arrange the visit of the learners to library, classroom, laboratory and other important facilities available at LSC in particular and host institution in general. If possible ACs may also arrange a meeting with the learners of their concerned courses in a group or individually.

2.3.12 Conduct and monitoring of academic activities of LSCs

In a vast, complex and stratified system, there is need of a systematic monitoring mechanism. Constant and extensive monitoring is also necessary, in view of the inbuilt flexibility of the system, part-time nature of the job of all LSC functionaries, and the need to ensure effective support services to the learners. It is required to check and supervise activities in progress and to ensure that they are on-course and on-schedule in meeting the objectives and targets. It is also required to provide feedback to the university so that the working is reviewed and geared up afresh if required. In this section we will discuss the various mechanisms for monitoring academic activities by the RC.

Academic support is provided to the learners at the LSCs through academic counselling and assignment activity. Hence the RC needs to put in place a robust mechanism for monitoring the provision for and conduct of such support services at the LSCs. The strategies which are in practice at the RCs to monitor the effective delivery of academic support are described below.

(i) Monitoring of Pre-admission counselling, Registration and Re-registration during Visit to LSC

The academics at the RC monitor the academic activities of LSC and provide necessary input to the functionaries for improvement in the learner support services- academic and administrative. The academic visiting the LSC has to ensure the provision of following facilities and support services as described in Box 2.1 below:

Box-2.1

Activities to be Monitored by RC for Pre- Admission and Registration

Pre-admission counselling	<ul style="list-style-type: none"> • LSC equipped to provide: requisite details to prospective learners to resolve their queries through face to face (F2F) enquiries and also through RC website, details about teaching learning methodologies, face to face interaction; use of electronic support (audio/video/radio/television/computer mediated online) to facilitate learning process; • Concept and philosophy of ODL regarding the inbuilt flexibility of the university especially in terms of place, pace and duration of the programme for the adult learners; • Learner enquiries (in person, through telephone, and email) being responded/attended to in a proper and timely manner;
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Admission and registration	<ul style="list-style-type: none"> • Providing guidelines to learners about choosing combination of courses and also the course weightage, mainly for BDP learners; • Details of the LSC, which are the institutions, when do they function etc; • The time period for confirmation of admission /re-registration; • Expected date within which the learner is likely to receive confirmation of admission; • Allocation of learners to various LSCs, commencement of the counselling schedule both theory and practicals; • Arranging Induction Programmes/Meetings for the newly admitted learners and orientation programme(s) for the counsellors, functionaries of the RC/LSC to acquaint them with the system of distance education; • Attending to the learner enquiries (in person, through telephone, and email) in a proper and timely manner; • Ensuring that admission and re-registration activities are done as per the schedule, eligibility criteria, guidelines and procedures of the university; • Maintaining learner record, effecting changes in the addresses, at LSC and RC and maintaining proper follow up.
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(ii)UGC ODL Regulations June 2017 has mandated that the academic counsellors in ODL must conform to eligibility criteria prescribed under it for Assistant Professor. Hence academics at RC who possess such qualifications and have completed PGDDE of IGNOU may undertake counselling session and evaluation work for the courses of their basic discipline.

(iii) Monitoring of academic counselling

All distance learners at some point of time experience problems in managing their own learning effectively. Provisions of facilities for counselling have been made with a view to supporting, guiding and facilitating their learning activity. Face -to -face contact session is the only part of the ODL system that is not pre-packaged and predetermined. It is an opportunity open to learners to engage in a dialogue with their teachers as well as their peers. In view of this, counselling sessions assume great importance and merit, careful planning and close and constant monitoring. Learners may be encouraged to attend the counselling sessions as it has direct impact on their performance in the term end examination. Experience shows that the interest and motivation of the learners decrease very fast if proper attention is not paid and facilities are not made available as per the schedule. Coordinators should also be advised to keep in touch with the counsellors by sending regular reminders of counselling sessions scheduled and may be inform them over phone, Whatsapp and SMS about the scheduled sessions. For effective delivery of a programme, a Whatsapp group may be formed for each course, comprising of learners, counsellors and coordinators in the group.

(iv) Monitoring of counselling

The RC can monitor counselling activities in the following ways given in Box 2.2:

Box-2.2

Monitoring Activities by RCs and Headquarters

- Set up a Monitoring Cell at the RC consisting of academic staff;
- Advise Coordinators on proper organization of counselling sessions at the LSC as per guidelines given in UGC ODL Regulations (2017);
- LSC must prepare counselling schedules and get them approved by the RC well before the induction meeting;
- RC must not allow the LSC to organize counselling until the schedule is approved by RC;
- Counselling schedules (**Annexure-2.10**) to be examined in the light of actual material dispatch position and the Coordinators may be advised accordingly;
- Regional Director/ Assistant Regional Directors may visit the LSC on counselling days, observe the conduct of counselling session, and meet the academic counsellors and learners also;
- Obtain report on Counselling Sessions from the respective academic counsellors, through Coordinators;
- Obtain occasional feedback from learners;
- Obtain monthly report of programme -wise counselling in the prescribed format from the Coordinators (**Annexure-2.11**);
- Send the programme wise consolidated counselling feedback report of all LSCs in the region in the prescribed format to RSD every month (**Annexure-2.12**);
- RD, DD and ARD should undertake surprise visits to the LSCs for monitoring of theory and practical counselling activities and prepare report of the visit in the prescribed format (**Annexure-2.13**);
- The Coordinators may be advised to regularly monitor the counselling activity at the LSC through sit-in, and informal chats with counsellors / learners. Reports may be obtained from the Coordinators;
- The Regional Director may take necessary follow- up action on the issues emerging from the overall monitoring activity at the levels of the LSC as well as the RC on the following aspects:
 - Whether the counselling sessions are planned and held as per the prescribed norms, guidelines and schedule of the university;
 - Whether IGNOU approved counsellors are engaged at the LSC;
 - Knowledge of the system of distance education, knowledge of course material, assignment contents, use of audio/video to supplement counselling;
 - Other qualitative skills, including communication, type and level of interaction

with the learners etc.;

- Continuity, commitment and willingness of the counsellors;
- Efficiency of the Coordinators in identifying, proposing/submitting the proposal for empanelment of Academic Counsellors, as per requirement.

Box-2.3 Activities to be undertaken for monitoring of counselling sessions

For Counsellors

His/ her preparedness (including knowledge of course material etc.);

Knowledge of assignment content;

Familiarity with supplementary material;

Knowledge and grasp of the topic;

Communication skills;

Approach to course material;

Attitude towards learners;

Type and level of interaction with learners;

Method adopted for counselling;

Use of audio/ video;

Knowledge (previewing) of audio/ video material;

Ability to train the learners in reading skills;

Use of demonstrative material such as graphs, charts, etc.;

Punctuality.

Pertaining to learners	<p>Whether number present as per norms;</p> <p>Response /attitude towards counselling;</p> <p>Status of receipt of course material;</p> <p>Whether learners have gone through the SLM;</p> <p>Attitude towards academic counsellor;</p> <p>Interest in counselling sessions;</p> <p>Institution's response towards learners such as access to the library, lab, etc.;</p> <p>Interest in the session.</p>
Pertaining to coordinators	<p>Physical facilities provided by the LSC;</p> <p>Planning and organization of counselling sessions including meetings of counsellors preparation and dispatch of counselling schedule etc;</p> <p>Arrangements for counselling sessions;</p> <p>His/ her own monitoring of counselling sessions;</p> <p>Involvement of oriented academic counsellor;</p> <p>Observance of the guidelines and schedule sent from headquarters;</p> <p>Timely payment to the academic counsellors.</p>

(v) Monitoring through e-mode

Efforts should also be made to monitor the learner's support services through the website, face book page and blog of RC and LSCs. Therefore, following activities should be ensured:

- Regular updating of the website of the university /RC with all the relevant information pertaining to the learners, particularly about confirmation of their admission, dispatch/distribution of self-learning materials, counselling schedules at the LSC, schedule of examination, declaration of the results /updating of assignment awards/ practical awards;

- Uploading on the website, the schedule of Gyan Vani/ Interactive Radio Counselling, teleconferencing /Gyandhara;
- Dispatch of the above information to the learners /Coordinators/PICs and other functionaries;
- RC and LSC should post vital information pertaining to learner support activities on the Facebook (FB) page, Blogs of RC as well as LSC;
- Queries posted on the FB and Blog should be resolved on priority;
- Immediate response is given on the iGRAM and other portals referred to in chapter 6 for effective learner support;
- Periodic SMSs is to be sent to the learners regarding conduct of counselling, practical examination, submission of re-registration forms and such other related activities to be performed by them.

(vi) Monitoring of back-up services

Counselling and assignment evaluation are the prime support services provided at LSC. A part from these the learners get further back- up services in the form of:

- Library and Audio- Video facilities
- Information services

Every LSC has been provided with a Reference Library and Audio /Video equipment. The reference books and audio video material supplied by IGNOU from time to time should be recorded in the accession register. The Coordinator has to ensure their proper utilization by learners and academic counsellors.

Every LSC acts as an information centre for IGNOU. The RC should ensure, during the visits of the officials, and even otherwise, that copies of relevant Handbook and Prospectus, information leaflets, sets of SLM are available with the LSC. The basic information regarding the launch of new academic programmes, new policy decisions are to be conveyed to the LSC by the RC.

It should also be monitored whether the library of LSC is utilized by IGNOU learners and it remains open on the scheduled working days and hours.

(vii) Conducting surprise visits to LSCs

The monitoring of provision of support services to the learners at the LSC is one of the very important activities of the RC and it can be monitored by planning and conducting surprise visits to the LSC. The policy decisions taken in this regard are as under and surprise checks may be conducted as per below mentioned guidelines:

- Surprise checks are to be conducted at the LSC by RD, DD/ARD based on the schedule of teaching-learning activities provided by them. If a person, lower than the rank of RD goes for the surprise check, the matter should be in the knowledge of the RD;

- The members of staff handling administration and finance at the RC need not go for surprise checks to the LSC. They should undertake pre-planned visits to LSC for checking the accounts and taking stock of administrative issues concerning the LSC. Such monitoring visits should be held at least twice a year for each LSC;
- During examination, officers from the RC, not below the rank of ARD/AR may be sent by the RD for surprise checks;
- The form for extraction of reports for monitoring of LSC and monitoring of examination centre are enclosed as **Annexure-2.13** and **Annexure-2.14** respectively;
- An ARD of a region who is not allotted a particular LSC, in the routine distribution of work at RC, can be deputed for a surprise check for the said LSC, which might have been allotted to another colleague.

2.3.13 Monitoring of other academic support mechanisms at RC and LSC

(i) Arrangement of 'May I Help You' Counter at RC and LSC

'May I help you' counter is the first contact point for the learners at the RC. All the information may be made available to facilitate the learners. The steps to be taken for such facilitation are as follows:

- Establish 'May I Help you' counter/cell at the RC;
- One ARD should be made incharge of the 'May I Help you' counter as per the instruction issued by the University from time to time;
- Leaflets/pamphlets should be developed and placed in sufficient number at the counters for distribution among the prospective learners and visitors;
- Required number of PCs with data entry operators should be placed at the counters.
- LAN facilities should also be made available;
- Learners' data on assignments, registration/re-registration may also be made available.

(ii) Placing and Updating Notice Board/ Bulletin Board

Notice board and bulletin board are very useful for prospective learners/visitors and registered learners. Therefore, RC should ensure the following:

- RC should place the Notice Board/ Bulletin Board at least at two prominent places, preferably one at the May I help you counter;
- Every year/cycle information brochures should be developed and placed at the notice board of RC as well as LSC;
- Important circular pertaining to learners such as extension of Registration/re- registration and submission of examination forms should be displayed on the notice board;
- Admission notice and other relevant information pertaining to the visitors in general and learners in particular should also be placed on the notice board.

Similar facilitation mechanism should be followed by the LSC and its functionality may be monitored by the RC academics physically during LSC visits.

2.3.14 Monitoring of assignments and data entry activity

Assignments constitute an important pedagogic device in the ODL- system. They serve a two-fold purpose. They are a means for continuous evaluation of the learners and are a source of teaching and learning through the feedback provided on the evaluated assignments. The latter is of greater importance in the ODL system, as assignments are a means of two-way communication. As the handling and evaluation of assignments take place at the LSC, one of the main functions of the Regional Director is to evolve a mechanism at the RCs for constant and effective monitoring of assignments at the LSC and their evaluation by counsellors. Process of monitoring of assignments can encompass the activities as given in Box 2.4.

Box-2.4 Multi-Stage Activities for Monitoring of Assignments	
Preparation Stage (At hqrs. level)	<ul style="list-style-type: none"> • Preparation of assignments by Schools; • Uploading the same on the University website; • Assignment submission schedule; • Preparation of guidelines for assessment to the evaluators; • Supply of key for the numerical assignments; • Timely access to assignments by learners.
Management aspects at Learner Support Centres	<ul style="list-style-type: none"> • Submission of completed assignments by the learners at the LSCs as per the prescribed schedule; • Issue receipts to the learners; • Evaluator wise segregation of assignments; • Dispatch to evaluator; • Receipt from evaluator; • Dispatch of feedback to the learners; • Dispatch of grade/ marks to RC; • Evaluation of assignments and its return to the learners as per the laid down norms including the time frame; • Dispatch sample assignment responses to headquarters /RCs for monitoring ; • Dispatch of monthly evaluation reports to RCs in the prescribed format (Annexure 2.15)

Academic Aspects	<ul style="list-style-type: none"> • Correctness of grade/ marks; • Appropriateness of tutor comments; • Justification for global comments; • Segregations of 2 percent assignments for monitoring by concerned Schools.
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In order to monitor the entire process of assignment evaluation, the Regional Directors should take the following course of action. There has to be an academic section or Cell at the RC headed by an Assistant Regional Director and comprising other academic staff. The Cell should keep track of the assignment process from uploading on website from Headquarters to the receipt of grade list from LSCs.

Assignment Monitoring Activities by RCs

- Monitoring of the “Preparation Stage ” can be done through normal communication channels;
- Monitoring of the ‘Management Aspect’ can be done by ensuring that each LSC maintains a register as per the prescribed format (**Annexure -2.16**), which can be checked as and when the RD/DD/ARD visit the LSC;
- The Regional Director should ensure that process of evaluation of assignment, from submission by learner to feed back to learners, is completed within the prescribed time-limit, and also that the grade lists are dispatched to the RC in time;
- For this purpose, the Coordinators may be asked to send monthly information to the RC in the prescribed format;
- The procedure for monitoring of the academic aspect can be as follows:
 - Responsibility of monitoring of assignments may be entrusted to the Assistant Regional Directors at the RC.
 - The RC may take the help of discipline -wise senior counsellors.
 - Check appropriateness of the grades with justifications duly elaborated in terms of tutor comments to effect improvement in the learning process;
 - Monitor data entry of the assignments at the RCs for onward transmission to the headquarters, as per the prescribed schedule of the University;
 - Timely and correct reflection of the grades received, in the grade cards of the learners;
 - The Assistant Regional Director will complete the administrative work and send necessary feedback, through the Regional Director, to the Coordinator, the concerned counsellors, to the RSD, SED and the concerned School;
 - Follow-up: Action points for Regional Director for monitoring of assignments will be undertaken at the following levels:
 - Coordinators -To emphasize the importance of time management
 - Advice regarding action on evaluation deficiencies
 - Empanelment and training of evaluators.

2.3.15 Maintenance of learner records

Maintenance of learner records in an Open University is a continuous process. It is important both from administrative and academic points of view. Properly maintained learners' records can help the University in the following ways:

- Monitoring the progress of the learner;
- Providing efficient services to the learners;
- Providing guidance and advice to the learner; and
- Reducing the drop –out rate.

RC maintains the database and physical records of admissions for every cycle in a systematic manner. This includes admission forms (pre-online phase), pre-registration forms (pre-online phase), inter-region transfer documents, course change forms, applications regarding name/surname correction, change of address, change of LSC, issue of bonafide or registration certificate, records pertaining to scholarship applications, fee reimbursement, fee refund, migration certificates etc. The admission and re-registration data of every admission cycle is normally updated on RC website for the information of learners. The original documents of admitted learners are verified at RC.

2.3.16 Participation in Interactive Radio Counselling

IGNOU, since its inception has been using effectively, the latest information and communication technologies for teaching-learning, running its operations and providing learner support services. It has set up two divisions exclusively for promoting technology mediated teaching and learning, namely the Electronic Media Production Centre (EMPC) and the Computer Division. One such application of ICT undertaken by IGNOU for enhancing its outreach to learners across the country particularly in remote and disadvantaged areas is Interactive Radio Counselling, which is described below:

Interactive Radio Counselling (IRC) is a recent concept in distance learning in India. Live counselling is provided on radio by invited experts. Learners can ask questions right from their homes over telephone. These sessions are conducted for an hour on Sundays from radio stations in the country. A toll-free telephone number has been provided for this purpose from selected cities.

Gyan Vani

The University is the nodal agency for the implementation of the MHRD initiative (launched in November 2001) for establishing FM stations in cities as a part of the Gyan Vani network, dedicated to education and development. Its main objective is to bridge the gap between the educationally privileged and deprived. The broadcasts in English, Hindi and the regional languages / dialects are conducted by local resource persons.

Gyan Dhara: It is an internet audio counselling service launched recently. Learners can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, e- mail gyandhara@ignou.ac.in and through chat mode.

2.3.17 Participation in web conferencing

An important ICT enabled intervention for enhancing interaction between the university headquarters and the RCs is web conferencing. Since the last few years, IGNOU regularly organizes web conferencing to provide a platform for interaction between IGNOU functionaries stationed at the headquarters and RC academics on various issues such as:

- Status of enrolment: Fresh and RR;
- Status of dispatch and receipt of SLMs;
- Monitoring of preparation and conduct of TEE activities by SED;
- Dissemination of information of new initiatives/drives launched by the university;
- Provide opportunity to RCs to deliberate, share and discuss their problems/ difficulties.

Web conferencing is generally convened by the RSD, with technical support for the web link and related web facility by the Inter University Consortium (IUC) team. The RCs are provided the schedule of web-conferencing, which is organized at regular intervals during each admission cycle, before the commencement of TEE and other important occasions. The RD along with the team of academics and administrative staff participate by interacting as per the sequence as decided by RSD. Sometimes due to connectivity problems, technical glitches in audio-video quality, the RDs interact through telephone in that period. The Web conference is chaired by the Vice Chancellor and Director RSD, generally along with Registrars and Heads of Schools and Divisions concerned, depending on the theme/topic/occasion.

2.3.18 Online Counselling through Gyan Dhara and IRC

Gyan Dhara is an internet based interactive audio counselling / web radio service being offered by IGNOU for the learners of SOEDS, SOJNMS and SOTHSM from 3-10-2016 on trial basis scheduled on specific days during 3:30 PM to 5:30 PM (Monday, Wednesday and Friday). Learners can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, Email: gyandhara@ignou.ac.in and through chat mode. Gyan Dhara can be accessed through mobile device as well. This Service is being offered in collaboration with i-radio live. As discussed above in section 2.3.16, learners and general public are able to resolve queries regarding IGNOU and its activities by participating in the live IRC programmes and the repeat broadcast services.

2.3.19 Support for Special Groups

The Regional Director should evolve an effective mechanism at the RC for providing support to special need based groups such as the physically challenged and learners belonging to the backward classes.

(i) Helping the physically challenged learners

RC also provides support to the physically challenged learners. The Regional Director can take the following actions for providing support to such learners in the region:

- Generate classified data pertaining to the physically challenged from the computer records;
- Identify individual needs of such learners;
- Arrange learning material suitable for such persons. For examination, study material in Braille or blind- friendly audio cassettes can be made available for the visually impaired and similarly, deaf –friendly video programmes can be made available for the hearing impaired;

- Identify counsellors who can provide individualized counselling /tutoring to such learners;
- Make special arrangement for the physically challenged during the TEE;
- Tap State Government/ voluntary organizations for generating extra funds that may be required for providing these services.

(ii) SC/ST Learners

The ministry of Welfare, Govt. of India, by their letter No: 11017/03/87-SC CELL dated 5 October 1989 has ordered reimbursement of fee to SC/ST learners pursuing correspondence courses. It is the responsibility of the RCs to help SC/ST learners in getting reimbursement of fees from the respective State Governments. The following procedure has been laid down for this:

- Send SMS to the SC/ST learners to apply online at the respective state government portal for the reimbursement of fees;
- Get the form verified and authenticated by the Regional Director;
- Submit the form to the office of the district social welfare department;
- As per recent circular issued by Planning and Division, IGNOU Headquarters New Delhi the admission fees for the learners of BA, BCOM. BTS, BSW, BSC and BCA are exempted;
- The off line scholarship may be forwarded to the respective department in time

2.3.20 Web based learner support services

IGNOU facilitate its learners by providing effective support services. For this purpose a web page, **student zone** has been exclusively dedicated for the learners on the link: <http://www.ignou.ac.in/ignou/studentzone>. This page has all important link for online admission, re-registration, library, registration details, old question papers, assignments, results, virtual campus, forms, information etc. Learners can easily browse the web page and can have access to all the vital information. The screen shot of the same is given in fig 2.4.

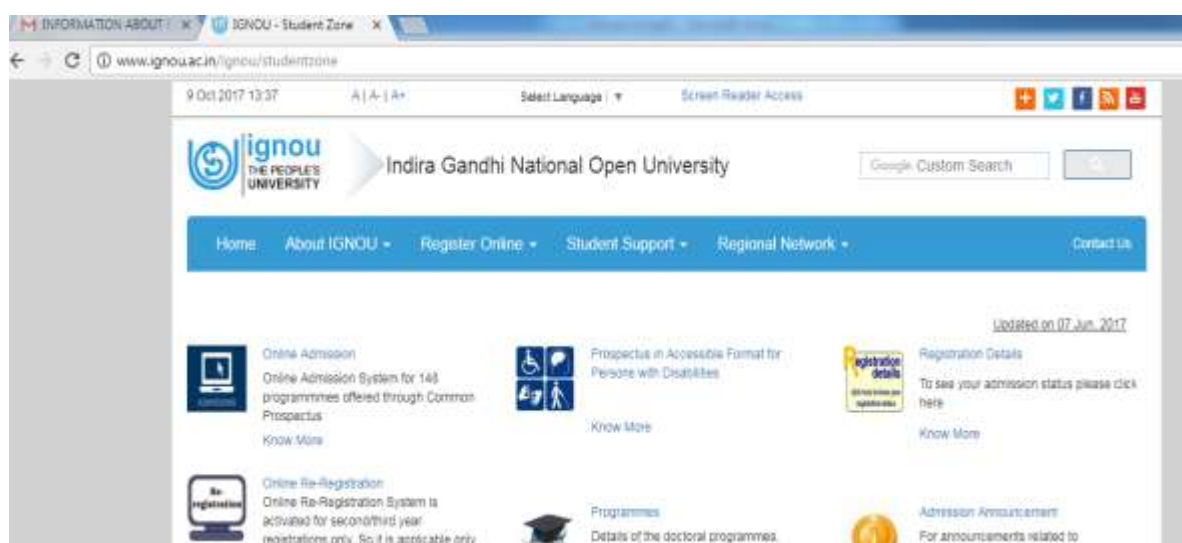


Fig 2.4 Web Based Learner Support Services

2.3.21 Addressing learners' queries and grievances

RC is the focal point of enquiries pertaining to academic programmes of IGNOU and its activities. The enquiries come from prospective learners, enrolled learners and general public. The enquiry services are as under:

Fig 2.5 : Types of Enquiry Services at RC

For speedy and satisfactory disposal of enquires, informative material can be developed at the RC besides the usual guides and brochures of IGNOU. The material developed should be brief, pointed and absolutely relevant. Besides, some charts can be prepared and displayed permanently at the reception for the benefit of those who visit the RC personally. The aspect has also been dealt with in chapter 6.

2.4 Conduct of examinations-theory, practical and viva voce

IGNOU the People's University, but people's acceptance of the acquired degrees depends on the standards used for evaluation. These standards have to be maintained by the RCs which comprise the vital middle rung of service providers and work in close coordination with Student Evaluation Division (SED), which is the nodal agency for evaluation of learner performance. SED conducts and coordinates all the activities pertaining to evaluation of learners performance which include, conduct of Term End Examination both theory and practical, updating of assignments records, evaluation of answer scripts, projects and internship reports, generation of grade cards and conduct of convocation etc. The role of RCs and activities undertaken at the RCs in this context are described below.

2.4.1 Role of RC in conducting term end examinations

The RC first checks with all proposed TEE Centres regarding the stock of Main and Supplementary Answer Books and informs SED.

Consent of the Examination Centres is to be obtained by the RC in the prescribed format Proforma-II, **Annexure 2.17**. It then identifies and recommends TEE Centres, mentioning the name of the Custodian of the confidential packets. The TEE Centre must mention its requirement of Main and Supplementary Answer Books.

At least one Examination Centre must be identified in each District of the jurisdiction. Examinee data of the previous examination will give an idea of the seating capacity required for the forthcoming examination. In case an adverse report has come about an Examination Centre, it should be investigated by the RC on priority. If findings are correct, it is not advisable to recommend it for future TEE.

The combined list of identified Examination Centres in the region will be sent to SED in the format Proforma-I, **Annexure 2.18**. If seating at the LSC is inadequate, RC may identify Government Schools and or Government Colleges, for the balance seating requirement. They will however be unfamiliar with the university examination procedures and documentation. Hence, some RC staff must be there on the first few days to assist them and orient them in the TEE procedures.

Learners who require a writer/scribe on grounds of their medical condition must show the medical certificate to the Examination Superintendent. The learner can bring a scribe on his/ her own, else, the Examination Superintendent will arrange for one. Such learners are to be given extra time in the Examination. As per IGNOU norms, the permissible extra time is at the rate of 20 minutes extra for every hour duration of the Examination. i.e., if the examination is of 2 hours duration, the learner will get 40 minutes extra time. RC must also instruct its Examination Centres that learners with locomotor disability are to be provided seating on the ground floor only.

It may be noted that the RC is solely responsible for the smooth conduct of the Examination. SED will send confidential packets only because the RC has identified examination centres. SED will dispatch the Examination Stationery, Main and Supplementary Answer Books to the Examination Centre in advance. RC is advised to also keep some Answer Books in its custody in case of urgent requirement at any Examination Centre.

Ensuring availability of CCTV Camera and Bio Matric Signature facilities are now mandatory as per UGC ODL Regulations (2017). Also videography of the conduct of examinations is mandatory hereafter, and records have to be maintained upto 10 years.

2.4.2 Deputing observers for supervision of examinations

Regional Director appoints observers to supervise the conduct of the TEE. This is particularly so in case of Examination Centres that are identified but with an element of doubt. Retired College teachers or Principals, or serving Teachers from other institutes in the same town/city, can be appointed as observers. They are to be paid honorarium as per IGNOU norms. Observers are to be issued appointment letters to this effect, indicating date, time and venue of examination. One copy of this, with their contact details, must be sent to SED. Observers must physically observe opening of the confidential packets, the invigilation, unfair means if any, and sealing of the answer books at the end of the examination. Each examination visit must be reported by the observer on the designated Visit Report format, **Annexure 2.19** and submitted along with the bill to the RC which will then process it for payment, **Annexure 2.20**. One observer may be given not more than 5-6 days of duty on random basis spreading over the period of examination. Observers are identified and deputed for supervision of TEE as described above in all RCs except RCs Delhi-1, Delhi-2 and Delhi-3, where the observers are deputed by SED. It may be ensured that no observer is appointed who is beyond 70 years of age.

2.4.3 TEPE: Norms, procedures, identification of examination centres and evaluators

TEPE is conducted for programmes with a practical component, such as CIT, BCA, MCA and MSC MACS. The confidential papers for these come from SED and as Theory TEE, the Practical TEE is on uniform date and time in the country.

LSCs are occupied with conduct of TEE for Theory Examinations for the entire months of June and December. Thus Term-End Practical Examination for CIT/BCA/MCA of June session is held in July, while that of December session is held in January. Term-End Practical Examination of MSCMACS is held in March and September.

The learner has to fill in the TEE form for Practical Examination too. Hall tickets however will be issued only to those who have the requisite attendance during the practical counselling sessions. The procedures are as follows:

1. Learner will fill in the Practical Course details in the TEE form;
2. RC will obtain the Course-wise attendance of learners from the LSC;
3. Learners of CIT and BCA must have minimum 75% attendance in Practical sessions, while those of MCA Courses must have a minimum of 70% attendance;
4. SED will inform RCs of the learners who have filled in the form and paid the examination fee;
5. RC will match these learner details with the Course-wise attendance received from LSCs;
6. Hall tickets will be generated at RC for all those learners who filled in the form and have the attendance;
7. Some would have filled in the form but would not show in the current attendance status since they are from previous sessions. RC will ask such learners for any one of the following:
 - Attendance proof from the LSC, or
 - Previous Term End Practical Examination Hall ticket, or
 - Grade Card copy showing “Not Completed”.

There could also be learners whose attendance is received but who did not fill in the TEE form.

Such cases must be issued a hall ticket but with a written instruction to submit Examination fee to the Examination Superintendent, prior to the examination. The Examination Superintendent will send original award lists of the Term-End Practical Examinations in one lot, along with any Examination fee, to the RC.

RC will enter and upload the data, and also send one hard copy of the award list to SED. The link for this is kept open only for a specified period; hence data must be entered in time for the month and year of that session.

RC will identify Examination Centres based on the availability of specified hardware, software and Evaluators, which has to be confirmed in writing by the Examination Centre. The TEPE is conducted in two sessions or four batches each day. Details are to be filled in by the RC in Format ‘C’, to indicate the number of confidential packets. Depending on the number of computers available, and the number of eligible learners at each LSC, Hall Tickets indicating Batch and Session are to be issued. Learners should be allotted batches from Batch 1; only when that is full, the remaining should go to Batches 2, or 3 or 4. Under no circumstances should previous batch number be left blank. In case the Computer Lab is available only for Session 2, this should be informed to SED in writing. While allotting batches to learners, then the entire Session 1 may be shown as “zero” requirement. The Evaluators for the exam should be approved Academic Counsellors.

In order to maintain neutrality in the examination, learners may be shifted for the examination to a LSC other than where they attended practical counselling, but in the same town/city. Each LSC need not be identified as Examination Centre for TEPE. Learners of nearby LSC can be clubbed and allotted to one Examination Centre.

All other programmes with practical component, such as CPLT, BSC, MSCDFSM will have guided laboratory sessions at a stretch followed by conduct of unguided session on the last day. These are not scheduled along with TE-Practical Examination, since they can be conducted at any time of the year depending on the convenience of the LSC and number of learners.

Advance money for TEE and TEPE, with payment norms, is sent by SED to the Examination Centres. This must be adjusted by the Examination Centre within 15 days of conclusion of the Examination. RC must ensure this is done failing which no advance is given to the Examination Centre for the next TEE/TEPE.

2.4.4 Evaluation of project synopsis and project reports

Some of the IGNOU programmes contain a Project component requiring the learner to submit a Project Report after completion of the Project course as prescribed in the programme curriculum.

(i) Submission of Project Synopsis

The Project Report is to be submitted by the learner only after he has fulfilled the pre-requisite criteria. E.g. MS-100 can be opted only after he has registered for Courses MS-01 to MS-11, and MS-95. The Project in BCA, MCA or MSCDFSM is done only in the final semester/2nd year. The Synopsis has to be approved first, followed by the Project Report, both to be submitted within scheduled time frame. Courses AMT/AHE of BDP also have Project Work but Synopsis need not be submitted. RC has no role in Project Work of MP, DNHE, DECE, AMT/AHE of BDP and this may be informed all the learners.

Project Synopsis for MBA or MBA (Banking and Finance) has to be submitted to Project Coordinator, School of Management Studies, IGNOU, Maidan Garhi, New Delhi 110 068. Learners can follow up with mbasynopsis@ignou.ac.in. When approved, the Project Report will be submitted to Asst. Registrar, Project Section, SED, IGNOU, New Delhi 110 068.

Project Synopsis of BCA, MCA, MA Education, PGDET, and PGDFSQM are to be submitted by the learners to the RC. The dates are from April to June; or, October to December for respective TEE.

(ii) Handling of BCA/MCA Project Synopsis

RC receives the Project Synopsis and immediately allots a 10-digit PR number to each. Procedure to be followed for allotment of BCA/MCA project Synopsis is as follows:

First digit: Prog. Code, i.e. 'B' or 'M'
Second and Third digits: RC code

Fourth digit: F (1st session i.e. January session) or S (2nd session, i.e. July)

Fifth and sixth digits: Year (e.g. 17 for year 2017)

Seventh, eighth and ninth digits: 00

Tenth digit ; 1 (to start with Projects in serial number)

PR numbers, like enrolment numbers are unique to the learner and at a glance inform the program code and session of submission.

MA Education PR numbers will be given as: MA- RC Code-000-1

PGDET: DT-RC Code-000-1

PGDEMA: DM-RC Code-000-1

(iii) Creating a pool of approved evaluators

RC must generate a panel of approved Evaluators. All Project Synopsis will be sent for approval to any one of these Evaluators. The decision of the Evaluator, either “Approved” or “Not approved” will be communicated by the RC to the learner. If “Not approved”, the Evaluator will mention the reasons. Based on the comments, the learner will submit the modified or fresh synopsis in the next cycle.

It is important to note that:

- A learner cannot submit the Synopsis twice in the same cycle.
- An Evaluator may not be given more than 20 PRs.

(iv) Submission of Project Reports

PRs of the aforementioned programmes are to be submitted at the RC only. A Project Synopsis once approved, will be submitted as Project Report within the stipulated period.

Necessary instructions and documents to be enclosed in the Project Report are as mentioned in the Project Guide. Dates are as follows:

For PRs submitted from January to March ---- viva voce will be conducted in July

For PRs submitted from July to December --- viva voce will be conducted in January

(v) Checklist for scrutiny and processing of project reports

RC will receive the PRs either by post or by hand as per scheduled dates and check to see the following enclosures:

- The PR is on A4-sized paper, in original and bound form;
- Approved Synopsis in original;
- Certificate of originality, signed by learner and Guide;
- Title on Project Report should be same as on the approved Synopsis;
- Signature of Guide on Report should be same as on approved Synopsis;
- Title of two or more PRs is not identical, as combined PRs are not allowed.

(vi) Appointment of Evaluators

RC will obtain bio-data of Faculty at its LSCs/other intuitions and send them to the SOCIS for approval as Evaluators. Faculty members with 5 years teach experience in the Dept of Computer Science of an affiliated College; or, PhD with 5 years teaching/research experience. The same Evaluator will be common for the Synopsis, Project Report and conduct of viva-voce.

(vii) Conduct of Viva-Voce

Letters by registered post and SMS are to be sent by the RC to the learners informing them of the date of Viva-Voce. Learners must carry their laptop computers to demonstrate their work to the Evaluator. Conduct of the Viva-Voce is to be only at the RC and preferably on a Sunday as it is uniformly convenient to the RC, Evaluators and Learners. A learner who could not attend the Viva-Voce will be called for it in the next cycle. Any learner who does not get passing marks in the Viva-Voce will have to face it again in the next session. A learner with less than passing marks in the Report, will submit a fresh Synopsis in the next session on payment of prorated fees.

One of the academic staff of the RC must participate in the conduct of the viva voce for monitoring of the quality.

(viii) Forwarding of the award lists

The PR award lists will be signed by the Evaluator and countersigned by the Regional Director. The awards are to be entered and submitted online, followed by hard copy of the award lists to Asst. Registrar, Project Section, SED, IGNOU, New Delhi 110 068.

(ix) Processing of bills

RC will process the bills of the Synopsis and Project Report. The following table shows the current payment norms (to be revised time to time).

Table 2.1: Rates for Supervision, Evaluation and Viva-Voce of Project Reports

S.No.	Number of credits	Revised Rates with effect from TEE June, 2016		
		Supervision (Rs)	Evaluation (Rs)	Viva-voce (Rs)
1	2/3	100/-	150/-	Nil
2	4	200/-	250/-	300/-
3	6	250/-	300/-	300/-
4	8	400/-	500/-	Nil

5	12	400/-	500/-	300/-
6	16	400/-	500/-	300/-

1. Conveyance/Postage/Other contingencies extra as per actual.
2. Conveyance will be paid strictly in accordance with the University rules.
3. The revised rates are effective from the Term-end Examination June 2016.
4. The above rates are approved by the BOM in its 124th meeting held on 23.01.2016.

(x) Disposal of Evaluated PRs

Evaluated Project Reports may be retained in the RC for up to two sessions. Subsequently, a local Committee has to be constituted by the Regional Director, including at least one LSC Coordinator. Quotations may be invited for shredding. The Committee may see this and recommend the most lucrative quotation. The RC should then organize this activity and ensure that the shredding is done within its premises. The scrap after shredding may then be sold by weight, as is done for old newspapers in the office.

(xi) Conduct of ECP/Workshop/Internship

The Extended Contact Programme (ECP) is a core component of PGDSLM and PGDHE, with duration of 04 days and 10 days respectively. RC will invite Resource Persons from the field of higher education and school management/school administration, to take sessions during the ECP. A detailed programme schedule will be drawn up and one of the Academics from the RC will be nominated as Course Director. Attendance on all the sessions on all the days is mandatory for the learners. An award list will be prepared at the end of the ECP, signed by the Course Director and counter-signed by the Regional Director.

Another programme with intensive Workshop and Internship components is the Bachelor of Education (B.Ed.) programme. Workshop and Internship are integral parts of the revised BED curriculum. The details for conduct and organization of these components are discussed below:

- BED learners are required to carry out Internship of 12 weeks in the 1st year and 04 weeks in the 2nd year of the programme. They are eligible to do the 12-day workshop, in each year, only if the Internship is completed;
- BED Workshop is conducted in the 1st and 2nd years of study and is of 12 days duration;
- Principals/Teachers from Colleges of Education/PICs from other B.Ed. LSCs can be invited as Resource Persons for the Workshop;
- A learner cannot attend 2nd year Workshop without attending the first one; and both Workshops cannot be attended in the same year;
- The RC will approve the Workshop schedule and the BED PSC can then inform it to the learners and Resource Persons. The Programme I/C can submit the budget for conduct of the Workshop and as per norms the RC can release 90% of the amount as advance.

(xii) Policy Guidelines for PRs Across programmes including “Re-admission”

Apart from BCA and MCA, other programmes also have Project Work, such as DNHE, DCE, CAHT, BDP etc. The guidelines for these are mentioned in the Programme Guide prepared by the School concerned. These Project Reports are submitted by the learner to SED, IGNOU, New Delhi. Learners may be advised to keep one copy of the Report and postage receipt for record, if follow-up is required. Internship and fieldwork are taken. RC may refer respective Programme Guide to support these activities.

(xiii) Modalities for Re-submission of Project

There could be some who have completed all other Courses but not the Project Work and their admission has lapsed. If learners are within the duration for re-admission, they may be advised to take Re-admission by paying pro-rata fee for only the Project Work Course Code. If the Synopsis was approved but Report not submitted, they are required to prepare a fresh Synopsis.

2.5 Need for capacity building of staff

Different categories of staff are engaged at the RC, such as:

- Newly recruited Academics posted at the RC without orientation and training in ODL and training to them is mainly imparted by the senior academics in the RC;
- The academics already working in IGNOU and transferred from other region are also made familiar with geo-physical conditions of the RC;
- On the job training is provided to newly recruited/ promoted/ upgraded administrative staff.
- Training is essential for functionaries of LSCs such as Coordinator, Assistant Coordinator, Academic Counsellors and supporting administrative staff.

2.5.1 Training of RC staff

The training and capacity building programmes organized by the University for different categories of staff at the RC is depicted in Figure 2.6.



Fig-2.6 Training Module for RC Staff

- i. **Orientation of Regional Director:** Appointment to the post of Regional Director (RD) is through direct recruitment/promotion process and sometimes candidates not having exposure to ODL are also appointed as RD. They are provided on the job training by exposing them to the working of different Divisions and Schools at the IGNOU Headquarters. However actual training starts once they join the RC and get on the job training in academic, administrative and financial management of RC and its varied activities.
- ii. **Assistant Regional Directors:** Newly recruited Assistant Regional Directors are provided on the job training at the RC by the senior academics, mainly by the Regional Director/Deputy Directors, who familiarizes them with the ODL system and its operational aspects.
- iii. **Assistant Registrar:** There are two methods for appointment of Assistant Registrar, i.e., direct or through promotion. Even those who are promoted to the post of Assistant Registrar come from two cadres, i.e., administrative cadre and personal secretary cadre. The latter have limited exposure to the administrative activities performed at the RC and require intensive training. All the cadres are provided on the job training.
- iv. **Other Administrative Staff:** Other administrative staff is also posted at the RC and they have to perform multifarious activities as mentioned in Chapter 1 and 3. Majority of them are promoted to various posts following the university internal promotion system. However, JATs, SPA, and

Assistant and Executive Assistant (Data Processing) are directly appointed. They are also provided on the job training at the RC in the related field by the senior academic and administrative staff.

2.5.2 Training of part time staff at LSCs

Like RCs, the University engages the part time academic staff and non academic staff at LSC. They are also provided training which includes, on the job training by the academics of RC, by conducting orientation programmes, where ACs from host RC and adjoining RC are invited to participate and Coordinator Meetings for sharing experiences and good practices.

2.5.3 Training of part time academic staff

Training and orientation is organized at the RC for the Coordinator, Assistant Coordinators of the newly established LSC. Training content comprises of mainly:

- ODL methodology and role and responsibility assigned;
- Various operational aspects to ensure effective delivery of academic programmes;
- For effective management of LSC, academic staffs of RC visit the LSC and provides on the job orientation cum training;
- University organizes Zonal and National Level Coordinator meetings to provide opportunity for the Coordinators to understand the university's national level policies and interact with the fellow Coordinators of other RCs.

2.5.4 Training of part time administrative staff

Academic staff of LSC is supported by the part time administrative staff that is provided on job training by the coordinators and Assistant Coordinators from time to time. The academics of RC also visit LSC for various purposes which include monitoring of LSC activities. During their visit to LSC, thorough training is provided to the administrative staff that deals with the academic and administrative support services and also manages the finance of the LSC. They are also invited to RC for training and orientation particular when a new LSC is established.

2.5.5 Orientation of academic counsellors

University generally organizes two types of Orientation Programmes(OP) for Academic Counsellors- i) Discipline based OP and ii) OP on ODL. Sometimes these programmes are also organized at the national level. OPs on ODL are organized by STRIDE. Discipline related OPs are organized to deliberate on discipline related issues and RC academics deal with ODL methodology and approaches. These programmes are organized for newly launched programme as well as for the newly appointed ACs of old programme(s). These programmes are generally two days duration and organized at a RC, where ACs of respective zones are invited. Orientation programme provide comprehensive view of a particular programme and how to deliver the programme at the LSC level. Organization of discipline related OP is a regular feature in the university and also well received by the ACs. The academics of RC are the resource persons for the general topics whereas all discipline related topics are covered by the Resource

Persons of concerned School. Topics to be covered by the RC in the orientation programme are presented in the following table:

Box 2.5 General topics to be covered by RC in Orientation Programme

- **Concept of Open and Distance Education:** History, Evolution and Genesis of Open and Distance Education, comparison of ODL and Conventional mode of learning, role of TC and LSCs, credit system and terminology used in OD;
- **Concept of Academic Counselling:** Modalities of Academic Counselling, Difference between Teaching and Counselling, Methods, types of academic Counselling;
- **Evaluation of Assignments:** Assessment and Evaluation of assignment, Types of assessment-concept of self-assessment, continuous assessment and external assessment, Concept of Grading system, conversion of grade points into letter grades with corresponding percentage, concept of comments-Global and marginal comments, Positive and negative comments, Concept of online evaluation by using latest Information and communication Technologies etc.;
- **Term End Examination :** **Pre examination activities;** concept of online filling the examination forms, the last dates of filling examination forms with or without late fee, The concept of Term end Examination, Modalities of Term End Examination;
- **Post examination activities:** concept of Regional Evaluation Centres, Modalities of early declaration of the result, Re-evaluation, photo copy of answer scripts etc;
- **Academic programmes and Use of ICT:** The modalities of Academic programme through open and distance learning and proper use of information and communication technology.

In order to organize the orientation programmes, RC has to take certain initiatives which are presented in the following table:

- **Planning of the Orientation Programme:** May be planned preferably on Saturday and Sunday or on holiday to ensure maximum participation of Academic Counsellors;
- Coordinators may be advised to forward the name of the approved AC for OP;
- Preparation of the Budget for Orientation Programme;
- Seek budgetary approval from the Director RSD;

- Liasing with the Director of the School concerned for nomination of resource persons;
- Preparation of the schedule of the Orientation Programme;
- Identification of the venue for the Orientation Programme, in case the RC does not have sufficient space for accommodation of large number of Counsellors/participants;
- Preparation of the Participant Kit, containing file, folder, pen, travelling allowance bill/Conveyance bill and other important documents, which are essential;
- Boarding and lodging arrangement for the ACs and resource persons;
- Obtaining the attendance of the participants as per the attendance sheet format at **Annexure 2.21**;
- To issue certificate of participation to all participants, in the format at **Annexure 2.22**;
- Obtaining the Feedback from the participants, in a suggested format at **Annexure 2.23**.

2.6 Identification and development of region specific need based programmes

By prescription, Academics, both at Schools and RC, are to be involved both in development and delivery of the academic programmes. But by practice, the Academics at RC are predominantly involved in organizing and implementing the academic programmes developed by Schools and launched at the national level. However, RC academics can play an important role in identifying, developing and implementing such academic programmes as may be required and feasible in the region. For this purpose the Regional Director will keep constant touch with various academic and research institutions, other organizations, leading individuals in various walks of life, and the State Government. On receipt of a proposal for a region specific programme, following procedure may be adopted by the Regional Director, as described in Box 2.6 below:

Box-2.6

Activities for identification and Development of Region Specific Programmes

- The proposal may be initially examined by the Regional Director and other academic staff of the RC from the viewpoints of feasibility, need, enrolment potential, financial implications and all other aspects of implementation;
- The proposal in the preliminary form can be forwarded to the headquarters for obtaining approval of the VC for working out concrete details of the proposal;
- A meeting can be held at the RC with the concerned institution/ agency/ individuals. Available experts in the area may also be invited at this meeting. The proposal can be given a final shape and financial estimates, of recurring and non-recurring expenditure involved may be prepared;
- The Regional Director will then discuss the proposal with the State Government;
- If the State Government shows interest in the proposal and is ready to meet the entire expenditure, the Regional Director will forward the proposal to the headquarters for clearance and other necessary action;

- If any agency, other than the State government comes forward to meet the entire cost of the new programme, the terms can be worked out and the proposal can be examined at the headquarters;
- The academic staff of the RC can be involved in course- writing subject to the approval of the concerned School.

2.7 Conducting short term need based non-credit skill development courses/programmes

Short term need based non-credit courses/ programmes are also conducted by the RC. Although IGNOU has also developed Certificate in Computer Literacy (CLP) which is a non-credit course for one month. Initially CLP was offered in the RCs of North- East through Computer Information Centre (CIC) developed by Ministry of Electronics and State Government. Later on this programme was also offered in other parts of the country. Therefore, on the similar lines RC can also suggest need based non-credit skill development courses and programmes. The activities to be undertaken by RC for conducting such types of programmes are given in the Box 2.7 below:

Box-2.7

Activity for conduct of short term need based non credit skill development courses/programmes

- Identify the agency/institution(s) for collaboration;
- Prepare a detailed MOU/MOC on mutually agreed terms and conditions;
- Prepare a detailed proposal incorporating academic and financial components;
- Involve experts for developing and vetting the locally available study material;
- Seek permission for printing of SLM locally/or adopt course material of local institution;
- Forward proposal to RSD for vetting and approval;
- Prepare a detailed schedule for completion of programme;
- Develop certificate and send the same to RSD for approval.

2.8 Organization of seminars/workshops/conferences

RC may organize conferences, seminars or workshops for promoting and further strengthening the distance education system, and also for obtaining greater involvement of the academic community of the region in the Open University concept and related work. Such seminars can be organized on present developments and future possibilities in open and distance education in regional, national or global context as well as on specific programmes/ courses of IGNOU. These can be organized by the RC alone

or in collaboration with other institutions/ financial estimates of such activities are to be sent to RSD HQs for prior approval.

2.9 Translation of course materials into regional languages

In general, there exists a persistent demand for translation of IGNOU course materials into the regional languages. This activity need not be taken up if there is a State Open University and it offers the Programme concerned in the regional language. However, if such a provision is not there and the RD feels that there is possibility of substantial growth of enrolment then they said activity may be taken up. RD must communicate to the RSD HQ about this felt need and obtain the approval for undertaking the work.

After obtaining the academic approval RD must work out the financial requirement on the basis of the norms which are revised from time to time comprising the three components of translation, vetting and editing. The amount payable for preparing the Camera Ready Copy (CRC) of the printed material is also fixed by the University which is revised from time to time (It is inclusive of all aspects of Printing, like word processing, page making, proof reading, art- work, etc.)

In case any translation work is taken up by the RC, its task is restricted up to preparation of the CRC. The printing is done at the MPDD, HQs. In this connection Regional Directors may undertake activities as described in Box 2.8:

Box-2.8

Activity involved in Translation of SLMs (Print)

- Regional Director will identify within the region suitable and competent persons who could translate the course material into the regional language;
- Regional Director will have the translated course material edited/ reviewed by a team of bilingual discipline-specific and language- specific experts at the RC involving members from the concerned School of IGNOU;
- Regional Director will also undertake, if asked upon to do so, the responsibility of getting the translated course material printed through the RC.

2.10 Development of audio/ video programmes in regional languages

An almost similar procedure, as laid down for translation of course material into regional language, may be followed for translation of A/V material. However, this activity can comprise of the following processes as described in Box 2.9 below:

Box-2.9

Activity to be undertaken for development of audio/ video programmes in regional languages

- Dubbing of existing video study material of IGNOU into regional language;
- For this, a suitable agency may be identified for dubbing and the final dubbing can be done under the supervision of a representative of the EMPC;
- Development of new region- specific video/ audio programmes can be done after detailed consultation with the EMPC, concerned Schools and RSD;
- For developing new region-specific audio/video, a concrete proposal may be sent to RSD for its vetting and approval;
- Once approval is received from RSD, a detailed schedule of activities to be performed may be chalked out;
- Constant monitoring of the activities being carried out by the team involved may also be done;
- Once material is ready it may be sent to expert institution, including EMPC for content vetting and approval.

2.11 Organizing convocation

Convocation is held once a year as per IGNOU Ordinance. The main function is held at New Delhi and simultaneously at all RCs. RC will identify the venue and arrange for transmission of the live relay of the main function from HQs. The Regional Convocation is to start after the main ceremony at IGNOU HQs is concluded.

Regional Director will identify eminent personalities and sends a panel of three such names with recommendation of one to HQs, for approval as the Guest of Honor. On receipt of approval, the Regional Director has to forward a color passport-sized photograph and the bio-data, for compilation and print of the same by HQs.

SED informs all learners eligible for the Convocation of the fee to be paid for receiving the Degree Certificates, which is revised from time to time. The learner also has the choice of receiving the degree through post. Each RC receives Degree Certificates from SED of the eligible learners of its region. The RC informs SED of its requirement of scarves (for learners) and gowns (only for Regional Director and Guest of Honor).

The RC will segregate Degree Certificates of all those who have paid for it; and further, those who choose to receive the degrees by hand. Only such Degrees will be carried to the venue of the day of the Convocation. A communication inviting all the learners to the Convocation is to be sent by the RC through post, and a press release.

On arrival at the venue, learners will be guided to the registration formalities. Only those who are carrying their IGNOU Learner I-card and wearing the IGNOU scarf are to be allowed. Scarf is issued on payment of a nominal sum as refundable deposit. The Guest of Honor delivers the Convocation address and presents the degrees to the learners.

2.12 Campus placement Campus Placement Cell (CPC)

IGNOU has established a Campus Placement Cell (CPC) which is the nodal unit for placement of successful learners. The objective of the CPC is to provide a platform for facilitating interaction between the successful learners seeking jobs and potential employers. The CPC collaborates, independently or through HR agencies, with reputed companies and organizations, like Indigo Airlines, Tech Mahindra Ltd., Gen Pact India Pvt. Ltd., ICICI Prudential Life Insurance Ltd., and others.

The RCs proactively support the CPC in organizing the placement drives/Job Fairs for the aspiring learners. The CPC negotiates with the potential organization and announces the dates, schedule and other relevant details of the programme. RC supports by providing the venue either at the RC premises or at a suitable LSC or helps in identification of any other suitable venue. The RCs inform the concerned learners through sms, emails and telephonically, to attend the drives at the designated venue, as scheduled by the CPC. The shortlisted/selected learners are then contacted by the placement company for further round of interviews or placement.

RCs should also organize placement activities to help the pass out learners get employment according to their qualification and aptitude. A number of placement drives were held at the RCs or at some LSCs or places convenient to sponsoring companies, under the overall supervision of Campus Placement Cell (HQs).

CHAPTER 3

ADMINISTRATIVE & FINANCIAL ACTIVITIES

Structure

3.1 Introduction

3.2 Administrative activities

- 3.2.1 Opening of files/ maintenance of File Register
- 3.2.2 Maintenance of Guard files
- 3.2.3 Appointment of staff at Regional Centre
- 3.2.4 Appointment of staff at Learner Support Centre
- 3.2.5 Maintenance of Service Records
- 3.2.6 Maintenance of Learner Records

3.3 Financial activities

- 3.3.1 Preparation of budget estimates and revised estimates
- 3.3.2 Receipts at RC
- 3.3.3 Handling of receipts
- 3.3.4 Purchase of furniture and equipments
- 3.3.5 Stock entry and verification and disposal of obsolete items
- 3.3.6 Settlement of personal claims
- 3.3.7 Expenditure control
- 3.3.8 Postage account
- 3.3.9 Release of imprest to LSCs
- 3.3.10 Payment of salaries and honorarium
- 3.3.11 Deductions and filing of returns
- 3.3.12 Submission of monthly and annual statements of accounts

Learning outcomes

After going through this chapter you will be able to:

- Outline the administrative and financial activities of RC;
- Describe the system of creating and maintaining official files and records;
- State the procedure of appointment of staff at the RC;
- State the procedure of appointment of part time staff at the LSC;
- State the procedure for maintaining service records;
- State the procedure for maintaining learner records;
- Describe the purchase procedure of furniture and equipments;
- State the procedure for maintenance of stocks and stock verification;

- Decide on the issues pertaining to settlement of personal claims of the employees;
- Prepare the annual budget and revised budget estimates;
- List the receipts and procedure for handling them;
- State the procedure for release of imprest to LSCs;
- Explain the procedure for release of salaries and honorarium;
- State the standard deductions and filing of income tax returns; and
- Prepare the monthly statement of accounts of RC.

3.1 Introduction

In the preceding chapter we discussed the academic activities of RCs. In this chapter we will focus on their administrative and financial activities. Being the head of the RC, it is the responsibility of RD to ensure efficient and effective administration at the RC. This basically involves management of RC by making judicious use of its manpower, information, and resources available at his/ her disposal. The RC administration works on set principles and guidelines which are revised from time to time. To make its management and functioning effective, RC administration should strictly follow the rules of the university and work accordingly within the delegated powers and budgetary provision of the University. Hierarchies, control, unity of command, delegation of authority, specialization etc. are the important principles to be followed judiciously by the RC for its administration.

3.2 Administrative activities

The important administrative activities undertaken by the RC includes general administration; creation of an office management system through opening and maintenance of files and records; appointment of staff at RC as well as LSCs; processing of proposals for procurement of furniture and equipments of RC and LSCs; procurement and purchase of various items and its maintenance in stock register; updating and maintenance of service books, leave records, personal claims/ service benefits of the employees working at the RC.

3.2.1 Opening of files/ maintenance of File Register

Record keeping is the systemic procedure by which the records of an organization are created, preserved, maintained and disposed off. This system also ensures the preservation of records for evidential purposes, accurate and efficient updating, timely availability and facilitation of access, only by authorized personnel. In this age of Right to Information, proper management of records is of paramount importance.

Therefore, once RC is notified and made operational, a file pertaining to its establishment should be opened; all the information related to establishment of the RC should be kept in this file and the file should be given identification number such as IG/RC/CHD/Estt/2017/01. File name and number should be entered in the file register and even computer package (software) should be developed to maintain records of the files in the File register. Besides opening files for major activities of RC, at least four files for each LSC pertaining to establishment, financial matters and academic issues of LSC should also be opened. Records of opening as well as disposal of files should be maintained in the file register which should contain following information:

Table 3.1: Maintenance of File Register

S. No.	Name	File number	Opening date	Opened by	Issued to	Closure date	Closed by

Once the file becomes bulky, it should be properly bound and kept in the store room and Part II file for the same should be opened. The files pertaining to academic activities should be kept under the custody of academic staff while files pertaining to administrative matters should be maintained by the administrative and finance section.

3.2.2 Maintenance of Guard file

Although, care has been taken to include all the relevant memoranda, notifications, and circulars etc. in this manual, the guard file should incorporate apart from the old documents, all new documents issued subsequently. From time to time several Memorandums, Notifications, Circulars are received at RCs from Divisions, Schools and Centres. These circulars are very important as these are to be referred for day to day functioning of RCs. Generally these circulars, notifications and memoranda are circulated among the RC staff, but when these are actually required, it become very difficult to trace them. Therefore, RC must open a guard file and original copy of such notifications should be kept in this file in the administration section of the RC. This file should be maintained properly and if file becomes bulky, it should be bound properly and kept in the store for future reference. The circulars, notifications and memoranda received online may also be stored in google drive and hard copies in the guard file. A parallel file for all these circulars should be maintained in the library and documentation section of the RC.

3.2.3 Appointment of Staff at Regional Centre

Whenever, there are vacancies and exigencies, RC engages staff on daily wages and contractual basis against the vacant posts. The admissibility of staff at the RC is given below in Table 3.2.

Table: 3.2 Sanctioned staff strength at Regional Centre

Name of post	Sanctioned post/s
Regional Director (Sr. Scale)/ Additional Regional Director	01
Deputy Director/Asstt. Regional Director	03
Assistant Registrar	01
Section officer	01
Sr. Assistant	01
Semi Professional Assistant	01
Executive Assistant	02

Assistant Executive (Data Processing)	01
Personal Assistant	01
Stenographer	01
Junior Assistant Cum Typist	03
Driver	01
Multi Tasking Staff (MTS)	02
Total	18

Note: There may be slight variation in the sanctioned strength at some of the Regional Centres.

Engagement of daily wage staff: The staff is mainly engaged through manpower agencies and in some cases even for short periods but in any case not exceeding 200 days in a calendar year. For engaging staff on daily wage basis, a manpower agency is to be empanelled for a period of one year, which is extendable for another year under the mutually agreed same terms and conditions, if the services provided by the agency are satisfactory. Following points need to be adhered to for empanelment of manpower agency.

- Start process at least six month before the expiry of the term of the existing manpower agency to avoid last minute rush;
- A proposal for release of advertisement of empanelment of Manpower Agency may be sent to RSD for approval;
- The proposal should contain content and size of the advertisement, estimated expenditure on advertisement;
- Once approval is received from RSD, the advertisement for empanelment should be released in the local news paper on DAVP rate and also posted on the main University website and RC website. It should be placed on the notice board of Regional Centre and LSCs for wide publicity;
- Tender document should be prepared and kept ready for the bidder;
- At least three weeks must be given to the bidder to submit the proposal;
- The proposal should be opened and processed with the involvement of Local Purchase Committee (LPC);
- Comparative statement may be made and clear cut recommendation of LPC be sent to RSD for approval;
- Once approval is received, the process of signing the agreement may be initiated;
- Once the agreement is signed by both the parties the contract may be made effective.
- A copy of the agreement may be sent to the empanelled agency;
- GFR-2017 should be referred to complete the empanelment process;
- GeM may also be utilized for this purpose.

Fig. 3.1: Procedure for of engagement of Manpower Agency

While engaging the daily wage staff on short term basis for not more than 200 days in a calendar year, a selection committee should be constituted in accordance with the directives of RSD.

Engagement of consultants: RC also engages consultants against the vacant group A and B posts. Approval of the headquarters must be taken for engaging consultants. While engaging a consultant a proposal may be sent to RSD for release of advertisement in local dailies. Once the approval is received, applications may be invited. The short listed candidates may be called for interview before the selection committee constituted for this purpose in accordance with the directives of headquarters (Administration Division/ Academic Coordination Division, as the case may be). Panel may be sent to headquarters for approval. Once the approval is received, appointment letter may be issued to the selected candidate(s). If extension is required, the same may also be processed in time so as to ensure continuation of services of the person engaged as consultant.

Engagement of security guards: Security guards are hired for the security of RC from an empanelled agency. RC should ensure timely empanelment of security agency. The procedure suggested in the Figure 3.1 may be adopted for empanelling security agency with minor modifications, as required.

3.2.4 Appointment of staff at LSC

RC appoints part time staff such as Coordinator, Assistant Coordinator and support staff at the LSC which will be discussed in Chapter 4, but the same is briefed below. The term of part time staff is renewed annually based on the recommendation of the Coordinator of LSC.

- **Appointment and renewal of term of Coordinator:** RC requests the head of the host institution to propose a panel of three names for appointment of part time Coordinator. Once the proposal is received, RC sends its representative to visit the host institution to have formal interaction with the panelists to assess the following:
 - Whether the person has an inclination towards ODL system;
 - Whether the person has relatively free time to devote for IGNOU activities;
 - Whether the person is occupied with other extracurricular activities such as NCC, NSS & other administrative responsibility like warden etc. which is not desirable; and
 - Whether the person is a permanent faculty member of the host institution and is not more than 55 years of age.
- RC representative may recommend one name out of the panel that should be suitable as per the criteria suggested above;
- Thereafter, the panel is forwarded to RSD with specific recommendations for appointment of a particular panelist;
- Once the appointment letter is received from RSD, RC should intimate the same to the LSC and direct the appointee to send his/her joining. If possible, the newly appointed Coordinator may be invited to the RC or RD or his/her representative may be sent to LSC for orientation of the newly appointed Coordinator;
- On receipt of the joining letter of the Coordinator, the RC should release his/her honorarium (**Annexure 3.1**) and the same may be sent to Finance and Accounts Section of RC for intimation and action.

Renewal of term of Coordinator: The term of Coordinator is renewed annually based on his/her performance. For this purpose a letter is sent to Coordinator in the month of September – October of each year asking him/her to submit his/her proposal for renewal of term for further period of one year in

the Performance Appraisal Form (**Annexure 3.2**). Once the proposal from all the Coordinators is received at the RC a committee consisting of Regional Director, Deputy Director and Assistant Regional Director(s) may be constituted and proposals received are placed before the committee. The renewals cleared by the committee are to be communicated to the respective Coordinators. Payment release order may also be issued as given in **Annexure 3.3**.

Relieving of Coordinator: In case the Coordinator is not willing to continue to render services to IGNOU, s/he may be asked to submit his/her resignation with reason for discontinuation. In such a case he/she may be asked to hand over charge of LSC to senior most Assistant Coordinator; if senior most Assistant Coordinator is not willing, charge can be handed over to the senior most Academic Counsellor. If no one is willing to take charge it can be handed over to the Head of the Host Institution (HOHI) or the person designated by him/her. The in-charge Coordinator may be paid honorarium as applicable to Coordinator. However, the HOHI may be asked to send the panel for appointment of new Coordinator within six months.

Appointment and renewal of Part Time Staff: RC is authorized to appoint part time staff such as Assistant Coordinator(s) and support staff as per norms given in Chapter 4. The process for appointment of part time staff at LSC has been described in Chapter 4.

3.2.5 Maintenance of Service Records

The service records of all academic and administrative staff of the RC are maintained at the RC whereas service books in respect of Regional Directors are maintained by the Academic Coordination Division, HQs. In this regard, RC should strictly follow the following procedure:

- Whenever a new recruit joins the RC, his/her service book should be opened immediately and all the personal details of the employee may be filled in. Necessary documents and annexures in respect of home town declaration, family declaration etc. may be obtained and kept in the service book;
- If an employee on rolls is transferred and joins the RC, service book of the employee should be sent to his/ her new place of posting with required entries and proper verification. Once service book is received from a particular RC/Headquarters, it may be checked that the service rendered by the employee at previous place of posting is duly verified and all the entries are made;
- Time to time entry in the service book with regard to date of joining, transfer, leave availed, promotion granted etc. should be filled in with details of Letter, Circular, Notification etc. and verified by the Regional Director/ superior officer concerned. Entries with regard to annual verification of service may also be done on a regular basis;
- Leave records with respect to academics whose service books are maintained in the Academic Coordination Division may be sent to ACD immediately for updation on joining duties, after availing leave.

Leave records: Circular in respect of delegation of powers for sanction of leave is issued from the headquarters from time to time. While processing the proposal for leave, RC should strictly adhere to delegated powers and procedures. The leave should be claimed in the prescribed proformas given in **Annexures 3.4 & 3.5** and all leave records should be maintained systematically and entries should be made in the service books of the staff concerned.

3.2.6 Maintenance of Learner Records

RC should maintain a database of the learners enrolled at the RC, provided by the Student Registration Division. Databases should be created programme wise to facilitate tracking of learners and also for using the data for learner analytics, profiling the learners and also for undertaking research activities such as tracer studies/ feedback studies etc. by the academics of the RC.

3.3 Financial activities

RC has to perform multifarious roles, which besides academic and administrative functions, include maintenance of accounts and records pertaining to the financial management of the region. Regional Directors shall follow the procedures / instructions laid down in the Financial Code / Accounts Code of the University or any general / special instructions issued by the competent authority from time to time. This chapter outlines the procedure to be followed in case of normal day-to-day financial transactions. These instructions should be strictly followed. It is of utmost importance that in discharge of official business, there should be no avoidable delay. At the same time it is necessary to keep a regular and necessary record of all expenditure and the sanctioning authority thereof.

Financial management of the RC includes preparation of annual budget and revised budget, estimates; purchase and maintenance of furniture and equipments; stock entry and verification; processing of all kind of bills including the bills of LSCs, preparation of monthly accounts of imprest money and its adjustment; maintenance and updating of cash book and ledgers; maintenance of various types of registers for bills, accounts, grants, control of expenditure, reconciliation of accounts etc., which is discussed one by one.

3.3.1 Preparation of Budget Estimates and Revised Estimates

Preparation of budget estimates and revised estimates of expenditure to be incurred in the region is an important activity of the RC. Therefore utmost care is taken while submitting the budget estimates or the revised estimates to the headquarters. The budget estimates / revised estimates are submitted to the Director, RSD in the prescribed format (**Annexure 3.6**) normally in the month of July every year. The budget estimates are prepared keeping in view the following.

- The number of programme – wise learners to be enrolled in the ensuing academic year. This estimation is done on the basis of learners enrolled in the current / preceding academic session adding 10% to the number;
- The expenditure expected to be incurred towards organization of counselling and practical sessions; assignment evaluation etc. has to be estimated on the basis of rates of payments of the University as given at **Annexure-3.7**. The pattern of attendance of the learners for the counselling and practical sessions and the actual expenditure incurred in the current / ensuing financial years are to be kept in mind while estimating the expenditure;
- The expenditure expected to be incurred towards administration of the RC and LSCs and the common and general expenditure has also to be based on the actual expenditure of the current / preceding year (s) and the expected number of learners to be enrolled in the preceding academic years;

- Care should be taken to submit near accurate budget estimates. Under – estimation affects smooth functioning of the RC. It may be difficult for the headquarters to release additional funds in the middle / end of the financial year to the RC. Over-estimation disturbs overall planning of expenditure of the University at the headquarters.

Revised Estimates

The provision of submission of revised estimates exists to review the expenditure incurred in the financial year so that re-appropriation / re-allocation of the funds can be done for the committed expenditures and utilization of the unspent funds in the last quarter (January-March) of the financial year. Revised estimates of the current financial year are submitted in the month of September along with budget estimates of the ensuing year.

3.3.2 Receipts at RC

The sources of Receipts at RC are given below in Figure 3.2.

Quarterly Assignments of Funds

The RC receives quarterly assignments of funds as per the budget estimates / revised estimates approved by the competent authority for meeting day-to-day contingent expenditure or other items of expenditure specifically authorised by the HQ such as conducting orientation programmes, seminars, and workshops or for purchase of equipment, furniture or other items urgently required by the Centre. The quarterly assignment of funds are generally received from the HQ in the month of April (1st Quarter), July (2nd Quarter), October (3rd Quarter) and January (4th Quarter).

Special Advances

In addition to the quarterly assignment of funds, RC may be provided Special Advances from the headquarters for some special activity. The amount should be spent only for the said activity.

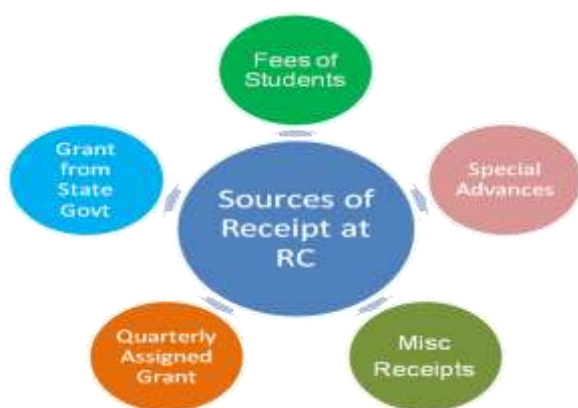


Fig- 3.2 Sources of Receipt at RC

Grants from State Government

In certain cases, RC may receive grant in aid from the State Government for the following purposes:

1. Towards reimbursement of rent etc., for the hired building of the RC.
2. Translation of the course material into the regional language.
3. Any other purpose not covered by item 1 and 2.

Miscellaneous Receipts

These include Bank Interest, sale of old newspapers and magazines, SLMs etc.

3.3.3 Handling of receipts

The detailed instructions to be followed by Regional Centres for handling of receipts are as under.

Cash book

- All RCs shall maintain a Cash Book, in the prescribed form which is available at the outlets dealing in Government of India Manuals. The RC will operate three bank accounts: one for collection of fees and collection of Sale Proceeds of the Prospectus, general grant (Plan) and the third for general (Grant) Non Plan transactions. The form can be modified to indicate separately the transactions of cash, grants and three separate accounts, either in the same Bank / Branch or different Banks / Branches. Preferably the banker should be either Indian Bank or IDBI. In case it is inconvenient to have account with such banks, then accounts are to be opened with SBI or any leading bank of the State. In any case, it has to be ensured that the bank has the Electronic Clearing System (ECS);
- All monetary transactions should be entered in the Cash Book as soon as they occur and these must be attested by the Assistant Registrar;
- The Cash Book should be closed regularly at the end of the day on which a transaction occurs and completely checked. The Assistant Registrar will ensure regular maintenance of the Cash Book. However, the overall responsibility rests with the Regional Director;
- Entries made in the Cash Book regarding remittance of receipts to the bank for credit into University Account should be attested by the Assistant Registrar after verifying them with reference to the bank receipts recorded on the pay-in-slips received from the bank;
- At the end of each month the Assistant Registrar should verify the cash balance in the Cash Book and record a signed and dated certificate to that effect. A surprise check at least once a month may also be conducted and results recorded in the Cash Book;
- Any cash withdrawn by drawing self-cheques should be entered in the cash column on receipts side and appropriate bank column on payment side;
- Payments made by cheques should be recorded in appropriate bank column on payment side.
- Any erasure or over-writing on entry once made in the cash book is strictly prohibited. If a mistake is detected, it should be corrected by scoring the incorrect entry and inserting the correct one in the red ink between the lines. The Cashier and the Assistant Registrar should initial each such correction and invariably date their initials;
- The official cash should not be mixed up with any private cash. Though the amount placed at the disposal of the Centres has been fixed keeping their requirement in view, if it sometimes becomes necessary for the Cashier / officer of the Regional Centre to incur expenditure from their own pocket, such transaction need not be entered in the Cash Book immediately. The officer should wait to claim reimbursement when funds are available and enter the transaction in the Cash Book when the amount is actually reimbursed to the person;
- The Cashier responsible for maintenance of Cash Book will reconcile the balances with the bank pass book at the end of each month. Any discrepancies will be settled with the bank and if any items

have appeared in the bank account without having been entered in the Cash Book such as bank interest, bank charges etc., these should be recorded in the Cash Book on the basis of bank advice;

- Every month Bank Reconciliation Statement (BRS) must be prepared;
- As far as possible tally software may be used for accounting purposes.

Quarterly Grants

All receipts relating to grant shall be entered in the Cash Book on the date of receipt. All expenses incurred and met from the grant shall be accounted for chronologically by the Cashier in the Grant Account Register (Form AC IV/1) (**Annexure 3.8**). To maintain separate and distinct records of expenses incurred under each of the primary units of the budget, subhead of expenditure "other expenses", each of the primary units shall be allotted a particular vertical column in the Register, and all expenses under a particular primary unit shall be recorded in the related vertical column either on receipt side or payment side as per the nature of the transaction.

Special Advances

RC may be given special advance by a School / Division for handling a specific activity. Accounting for this advance is same as the Grants except for the fact that after the purpose for which this special advance was sanctioned is over, the accounts thereof along with the remaining balance should be submitted to the concerned School / Division at the headquarters along with details thereof in (Form AC 1V/6) (**Annexure 3.9**).

Expenditure made from this advance is to be entered in the cash book in the column under a separate head covering the purpose of this advance. While the receipt of this advance is to be entered in the receipt column, the expenditure made out of this advance and the remittance of balance amount is to be entered on the payment side.

While preparing monthly accounts, the receipt on account of Special Advances of Projects centrally monitored and the expenditure there from should not be clubbed with the quarterly grants and expenditure out of the quarterly grants. The receipt and payments should be reflected distinctly and differently from quarterly grants and the expenditure there from.

However, due care should be taken in respect of the following

- The amount of the advance shall be utilised specifically for the purpose for which it is sanctioned.
- The bill in the prescribed proforma, duly completed in all respects, and supported by all the vouchers, or cash memos etc. should be submitted within 7 days of completion of the work for which advance was obtained. The unspent balance, if any, should be refunded forthwith.
- All advances should, as far as possible, be settled before the end of the financial year, i.e., before the 31st March of every year.
- The advance remaining unadjusted on 31st March should be refunded to the concerned School / Division before close of the financial year.

Grants from State Government

In some of the cases where buildings are specifically hired for RC, the RC receive grants from respective State Governments towards rent of the office building, municipal taxes, etc., For this purpose, a Grant Register may be opened giving the details of the grants received from the State Government, viz. S. No., Date of Receipt, Cheque No. and Date, Amount, Authority under which the cheque is issued, particulars of the receipt and the remittance particulars thereof to the headquarters. Cheques received towards grant should be deposited in the bank immediately and an entry to this effect is to be made in the Cash Book against the receipt column under a separate head "Grants received from State Government". Periodical review of the grant register by the RD will enable him to pursue pending cases of grants with the State Government.

Some RCs may be receiving grants from their respective State Governments for certain other purposes. A proper record is to be kept of all the grants received from government as per instructions given by headquarters. However, since the receipts are considered as Grants, the actual income received only be taken into account even though the University has switched over to accrual accounting.

Fee received for Learner Support Services

All drafts received from learners for various support services shall be kept under lock and key till these are deposited in the bank. The particulars in the lists shall be checked with reference to the bank drafts. After checking, the drafts shall be deposited in the bank by the next working day through covering pay-in-slip supported by two copies of the list referred to above. The date of deposit shall be noted in the register of valuables and on the third copy of the list which shall be numbered and filed chronologically in Fee Section. These copies of the list shall be bound properly and kept in safe custody. The receipted pay-in-slip shall be passed on to the Cash Section for accounting in Cash Book on the date of deposit. It will not be necessary to note each bank draft in the Cash Book.

The Monthly Bank Statements shall indicate the date of credit and the amount. The credits in the Bank Statements shall be reconciled with the deposits made and discrepancies or delay in credit shall be taken up with the bank branch concerned by the Assistant Registrar. The reconciliation should be completed by 25th of the month following the month of deposit. The settlement of discrepancies should be watched through Bank reconciliation. Credits not received within three months should be brought to the notice of the Regional Director. A consolidated account for fees received and remitted during a financial year shall be sent to the RSD and Finance and Accounts Division at HQs in Form AC IV/9 (**Annexure 3.10**) by 15th of April.

Miscellaneous Receipts

A record of all Miscellaneous Receipts such as bank interest, sale of waste Newspaper, recoveries etc., shall be kept in a separate register. The total of the Misc. Receipts collected in a month shall be included in the monthly remittances made to HQs

Scholarships

The RC receives cheques from the Welfare Department of the State Governments towards scholarships to the learners. The cheques received will have to be credited to the RC account. After encashment the

scholarship amount has to be disbursed through Account Payee Cheques to the learners concerned at the earliest

3.3.4 Purchase of furniture and equipments

In 2006, the University adopted the Revised General Financial Rules (GFR), 2005 issued by Government of India (University letter No. AD/RA/139/2006/958 dated January 24, 2006) which are revised time and again and adopted by IGNOU. We have seen that purchase procedures provisioned under GFR 2005 have been revised. Now onwards, most of the purchases are to be made through Government e-Market place (GeM).

Purchase Procedure: RC is authorized to purchase capital items including furniture, equipments as well as items for its day to day functioning. Every authority delegated with the financial powers of procuring goods in public interest shall have the responsibility and accountability to bring efficiency, economy, and transparency in matters relating to public procurement and for fair and equitable treatment of suppliers and promotion of competition in public procurement (GFR 146). The GFR-17 must be referred while purchasing items for by RC and all the purchases should be within set rules and regulations. The procedure to be followed in making public procurement must conform to the following yardsticks:-

- (i) The specifications in terms of quality, type etc., as also quantity of goods to be procured, should be clearly spelt out keeping in view the specific needs of the procuring organizations. The specifications so worked out should meet the basic needs of the organization without including superfluous and non-essential features, which may result in unwarranted expenditure. Care should also be taken to avoid purchasing quantities in excess of requirement to avoid inventory carrying costs;
- (ii) Offers should be invited following a fair, transparent and reasonable procedure;
- (iii) The procuring authority should be satisfied that the selected offer adequately meets the requirement in all respects;
- (iv) The procuring authority should satisfy itself that the price of the selected offer is reasonable and consistent with the quality required;
- (v) At each stage of procurement the concerned procuring authority must place on record, in precise terms, the considerations made while taking the procurement decision.

Government e-Market (GeM) place

As per new guidelines, purchases should be made from Government e-Market place (GeM). The procurement of goods and services by Ministries or Departments of Government of India are mandatory for goods or services available on GeM. The credentials of suppliers on GeM shall be certified by DGS&D. The procuring authorities will certify the reasonability of rates. The GeM portal shall be utilized by the Government buyers for direct on-line purchases as under:-

- (i) Up to Rs.50,000/- through any of the available suppliers on the GeM, meeting the requisite quality, specification and delivery period;

- (ii) Above Rs.50,000/- and up to Rs.30,00,000/- through the GeM, seller having lowest price amongst the available sellers, of at least three different manufacturers, on GeM, meeting the requisite quality, specification and delivery period. The tools for online bidding and online reverse auction available on GeM can be used by the buyer if decided by the competent authority;
- (iii) Above Rs.30,00,000/- through the supplier having lowest price meeting the requisite quality, specification and delivery period after mandatorily obtaining bids, using online bidding or reverse auction tool provided on GeM;
- (iv) The invitation for online e-bidding/reverse auction will be available to all the existing sellers or other sellers registered on the portal and who have offered their goods/services under the particular product/service category, as per terms and conditions of GeM;
- (v) The above mentioned monetary ceiling is applicable only for purchases made through GeM;
- (vi) For purchases, if any, outside GeM, relevant GFR rules shall apply.

Online payment

As per the instruction of Government of India vide letter no F.1-1/2017 (Secy) dated 28th August 2017 all transactions in Higher Education Institutions shall be done by using digital mode of payment such as online IMPS, BHIM, debit Card/ AEPS under National Digital Payment Mission of MHRD. Therefore RC should also adhere to the instructions of GOI.

Constitution of local purchase committee: A local purchase committee (LPC) may be proposed in accordance with directive received from RSD from time to time. Besides giving representations to the academic and administrative officers, one member from SC/ST and expert from CPWD/PWD and outside member should also be part of LPC. Following points may be considered with respect to purchase of furniture and equipment for RC.

- RC should strictly adhere to the **GFR 2017, Rules 145 – 154, read with GeM** for purchase of furniture and equipments.
- While initiating the process for purchase of furniture and equipments as per the requirement of RCs and LSCs, powers delegated by the university to officials at different levels including RD must be referred to.
- While making purchases for the RCs and LSCs the list of standard items may also be referred to (**Annexure 3.11**)(List of items of LSCs refer Chapter 4) . Before initiating the process, it may also be seen that the budget provision for purchase of furniture equipment has been made by headquarters and budget is available under the head. In case budget provision is not made or not available, request for allocation or reallocation from other head with proper justification may be sent to RSD.
- If item to be purchased is beyond the delegated financial power of the Regional Director or the item to be purchased is not standard item prescribed for RC/LSC, proposal may be sent to RSD for consideration and approval. In both these cases also, purchase process should start only after the approval of RSD.
- Violation of GFR may lead to serious audit objections; therefore, RC should make and propose the purchases within the limitations of GFR only.

General conditions governing purchase and issue of stores

- Purchase should be made in the most economical manner as per the definite requirements of the public service. Stores shall neither be purchased in small quantity nor much in advance of actual requirements.
- Purchase shall not be split up to avoid the necessity for obtaining the sanction of the higher authority required with reference to the total amount of order.
- Payment to supply of stores shall be made in the same financial year. Hence supplier be advised to send the bills for the same well in advance.
- All the materials received must be examined, counted, measured or weighed, as the case may be, when delivery is taken by the officer in-charge giving a certificate that he actually received the materials.
- Payment to the bills shall be made only after stock entry of the supplied stores is made in the stock register.
- Officer in charge of stores shall give a certificate on the bills that he has actually received the materials in order and recorded them in the appropriate Stock Register. Entry number of the Stock Register shall also be given on the bills for payment.

3.3.5 Stock entry and verification and disposal of obsolete items

Maintenance of stock:

RC should maintain two Stock registers - for consumable and non consumable items:

Stock Register for consumable items: The furniture and equipments and other non-consumable items purchased for RC and LSCs should be entered in the stock register before making payment to the suppliers. The stock register may be maintained and updated on regular basis and the annual stock verification report be sent to headquarters in the prescribed proforma (**Annexure-3.12**). RC may constitute a committee for verification of records on annual basis. The stock verification report may also be obtained from LSCs in the prescribed proforma).

Stock Register for non consumable items: RC purchases several items for its day to day functioning. The item purchased by the RC for day to day consumption may also be entered in the stock register before making payment to the suppliers. The item may be issued to the RC staff and demand may be obtained in the requisition form available at RC. Stock entry of consumable item may be made on day to day basis.

Buy-back offer: When RC decides to replace an existing old item due to its redundancy with a new and better version; the RC may trade the existing old item while purchasing the new one. For this purpose, a suitable clause is to be incorporated in the bidding document so that the prospective and interested bidders formulate their bids accordingly. Depending on the value and condition of the old item to be traded, the time as well as the mode of handing over the old item to the successful bidder should be decided and relevant details in this regard suitably incorporated in the bidding document. Further, suitable provision should also be kept in the bidding document to enable the purchaser either to trade or not to trade the item while purchasing the new one. This is important because RC has to purchase items as per standard list only. In case buy back system is not followed, RC stock register may show more

quantity than prescribed for RC and this may lead to audit objection. Keeping redundant item in the store may also incur loss of revenue.

Disposal of obsolete items: RC has limited storage facilities for keeping old records and obsolete non consumable items. Therefore obsolete items may be disposed off by constituting a committee and following the guidelines issued by headquarters from time to time (GFR rule 196-200).

3.3.6 Payment of personal claims

Medical claims

IGNOU has medical facility for all regular employees. Medical bills may be regulated as per the circular/s received from CDN, IGNOU headquarters. RC should process the medical bills of the staff as per the powers delegated to Regional Director for indoor as well as outdoor medical claims. Medical claim beyond the delegated power may be sent to headquarters for further processing. It may be ensured that the medical bills may be regulated as per set norms. In case RC is not having set norms, RC may refer to CGHS rates which are available on the <http://cghs.gov.in/>. Medical claim should be processed in the prescribed proforma for indoor and outdoor patient. (**Annexure 3.13 & 3.14**)

Empanelment of hospital

RC should also identify hospitals for empanelment and the same may be forwarded to headquarters to be put up before the committee for consideration. The proposal for empanelment may be processed in time for smooth provision of medical facilities to the staff.

Leave travel concession (LTC)

The University also extends LTC to its employee by strictly following the government of India rules amended from time to time. Regional Director is delegated with the power to approve LTC and settlement of claim in respect of RC staff. However, the approving authority for the Regional Director is Director RSD. RD is not the authority to regulate his/her LTC bills for self and family under any circumstance. RC should also settle the LTC claims of the employees by strictly following the Government of India rules. Any violation may lead to serious penalty and entry in the service book of concerned staff. Therefore, RCs need to be vigilant while processing LTC claims (**Annexure 3.15**).

Transfer Travel Allowance (TTA) Advance

Transfer TA is regulated by Registrar Administration and Academic Coordination Division as the case may be at headquarters. RC staff are expected to submit the proposal for TTA advance through proper channel in the format given as **Annexure 3.16** to Registrar Administration for release of advance for transfer TA giving details of family particulars to be affected by the transfer.

Adjustment of TTA Advance and submission of final bill

Adjustment bill for TTA (**Annexure 3.17**) advance must be submitted to administration section within six months of commencement of journey. In case, extension is required for shifting family for valid reason, same may be sought from the respective division, for instance, Academic Coordination Division in case of Academics and Administration Division for Administrative staff. However, adjustment of settlement bill may not be extended in any case beyond the approved extension.

Payment of TA Bills

Movement Order: RC staff is also deputed for visit to the field, to perform various activities, including establishment of LSC, short-listing of Coordinator, monitoring of academic activities, monitoring of Term End and Practical Examination and participation in the Induction meeting etc. Sometimes RC staff are also deputed to outside regions mainly to visit other Regional Centre(s) to attend orientation programme, meeting, participation in the seminar/workshop and conference etc. Visit to headquarters is also made from time to time to attend various functions. Following points may be noted while issuing the movement order:

- Head of RC is authorized to issue movement order in respect of RC and LSC staff within its jurisdiction only; not beyond jurisdiction under any circumstance;
- In case any staff is to be deputed outside region, prior approval of Director RSD is to be obtained;
- Head of the RC has to take approval of Director RSD for his/her movement within the region and outside region also. RD cannot make any visit outside the municipal area without the approval of Director RSD; any violation will lead to disciplinary action;
- RC staff including RD may draw advance for performing official journey with the approved movement order.
- **Submission of bills and settlement of claims:** Immediately after journey is performed TA/DA bill is to be submitted for settlement (**Annexure 3.18**). The bills should be settled as per norms issued by HQs from time to time. In case of dispute, relevant rules of Government of India may be referred.

Payment of Honorarium for working beyond office hours

University issues circular from time to time for engagement of staff beyond office hours as well as on Saturday, Sunday and Gazetted holidays to complete work timely. Before engaging staff, RC should ensure:

- The staff proposed to be engaged beyond office hours and on holidays has enough volume of work to be completed;
- The work is time bound and is to be completed within the stipulated time.
- At least one officer of the RC should attend the office to supervise the work to be performed;
- Prior approval of the competent authority should be taken;
- While filling the requisition for the staff (**Annexure 3.19**) it should categorically stated whether the concerned staff will claim compensatory leave or honorarium in lieu of duty performed;
- While processing the claim the verification may also be obtained from the officer under whose supervision work is performed;
- RC should normally encourage the staff to take compensatory leave in the following months.
- Unwanted engagement should be discouraged.

Proforma (**Annexure 3.19**) should be filled and one copy of the same should also be given to security guard who should be directed to allow only persons permitted to work on a specific day. However, in normal circumstances such practice is not permissible.

3.3.7 Expenditure Control

The following instructions shall be followed in maintenance of records relating to expenditure.

Contingent Expenditure

The term 'contingent expenditure' means all incidental and other expenses including expenditure on stores which are incurred for the management of an office but it does not include any expenditure classified as 'works, tools and plant' etc. Care should be taken that

- All charges actually incurred must be drawn and paid at once and under no circumstances may they be allowed to be paid from the grant of another year;
- No money shall be drawn from the University funds unless it is required for immediate disbursement. It is not permissible to draw money in anticipation of demand;
- If any expenditure relating to previous financial year is incurred, the vouchers and related papers may be kept distinctly to enable compilation of expenditure under the category "Prior Period expenditure", which have to be reported separately enabling the Finance and Accounts Division to incorporate accordingly in the Annual Account.

Maintenance of Vouchers

The bills paid become vouchers for Regional Centre and they are numbered serially. The serially numbered vouchers are kept in the safe custody of the Cashier.

3.3.8 Postage Account

In the absence of a Franking Machine as far as possible Postage Stamps may be used for dispatch of letters etc. For purchase of stamps a letter of request along with covering cheque may be sent to superintendent / competent authority of Head Post Office, who will order supply of the Stamps on payment. The written request should mention the denomination and numbers of the stamps required.

The Postage Stamps are as good as cash money. Therefore proper accounting and its checking is necessary. Following instructions may be followed.

- The account of the postage stamps used in the dispatch of letters etc. shall be kept in the columns provided for this purpose in the dispatch register;
- The official in charge of dispatch shall check carefully the stamps on each envelop, or parcel etc. and in token of this check initial the last entry of each day in the dispatch register;
- A register of the postage stamps in the prescribed form (**Annexure 3.20**) shall be maintained in which the receipt and total daily value of stamps issued as per dispatch register shall be recorded;
- At the close of each day or early next day, the entries in this register shall be checked and initialed by the Assistant Registrar who shall also initial the daily total value of the stamps consumed in the dispatch register;
- The Assistant Registrar shall also verify the actual balance of stamps in hand at the time of purchase of stamps and at the close of each month. For this purpose a statement showing the stamps of various denominations in hand shall be recorded in the register.

Franking Machine

The University has provided Franking Machine to all RCs. For mailing the letters, etc., after franking, it has to be sent to the concerned post office with a statement giving the number of envelopes and stamps affixed on the envelopes in the prescribed proforma of the PO in duplicate. The postal authorities will return the duplicate copy duly signed and stamped.

3.3.9 Release of Imprest to LSCs

The RC releases imprest to the LSCs to meet day-to-day expenditure towards provision of support services to the learners. The amount of imprest to be released has to be decided on the basis of total enrolment of the students and the academic programmes activated at a centre. The imprest is released at the commencement of the financial year and the amount has to be adjusted at the close of the respective financial year.

The LSCs are required to submit monthly bills to the Regional Centre towards recoupment of the imprest. The bills are to be processed following the guidelines given below and the admissible amount spent is recouped to the centre.

Processing of Bills

As has been mentioned above, activities related to Finance and Accounts in respect of RC LSCs have been decentralized to the Regional Centres with effect from 1st of April 1996. The LSCs submit bills towards provision of support services to the learners to the RCs for payment. The bills are to be processed at the RC by staff of the Bill Section, under supervision of the Assistant Registrar. The following are to be checked in the bills while processing and passing them for payment.

- The bills are submitted for the activities assigned to the LSCs;
- The bills pertain to the current academic session only;
- The bills are submitted in the prescribed format;
- The claim is as per rules / norms of the University;
- The claim is supported with vouchers duly verified by Coordinator of the LSC; and
- The bill is enclosed with the necessary schedules of activities, certificates and approval of the Regional Director wherever necessary.

If there is any discrepancy, the same may be informed / communicated to the Coordinator of the concerned LSC for rectification. The bills may have to be passed for payment only when they are complete in all respects and have been claimed as per norms of the University and they are admissible for payment.

The bills processed and passed by the dealing Assistant, verified by the Section Officer and the Assistant Registrar will be put up to the Regional Director for approval. The Assistant Registrar will sign the Contingent Bill, drawn at the Bill Section, after the bill / payment is approved by the Regional Director. The bill along with the Contingent Bill is forwarded to the Cashier for release of payment.

On receipt of the Contingent Bill the Cashier will draw a cheque for the amount passed in respect of the bill and puts up to the Assistant Registrar for signatures. The cashier enters details of the payment, such as code number of the LSC, purpose of the payment, details of the cheque etc. in the Cash Book, the Ledger and Bank Book at the respective Head of Account. Details of the payment are also entered in the Cheque Register and the counter foil of the cheque book. The entries are verified and authenticated by the Assistant Registrar and the Regional Director. Further, the cheque along with details of payment made and details of deduction if any are dispatched to the LSC by post.

Special Advance to LSCs

In addition to the imprest released, the Regional Centre may release Special Advance to the LSCs for organization / conduct of special activities such as conduct of practicals, workshops etc. As specified above, the LSCs are required to incur the expenditure from the special advance amount released for the specified activity only and submit adjustment bills to the Regional Centre following the procedure prescribed above immediately after conclusion of the activity. The adjustment bills may be enclosed with detailed report on the activity. It may be ensured that the special advances released will have to be adjusted within the same financial year. The amount may be adjusted from the recoupment bills of the centres who do not submit the adjustment bills by one month from conclusion of the activity for which the special advance was released.

3.3.10 Payment of salaries and honorarium

Salaries to Staff of the Regional Centre

The Finance and Accounts Section of the RC under the supervision of the Section Officer and the Assistant Registrar, calculates salary of all officers and staff of the Regional Centre as per their scale, entitlement, admissibility following the instructions / guidelines received from the Academic Coordination Division and the Administration Division in respect of the academic staff and the administrative staff of the RC respectively on the Pay Bill Register (PBR). The Pay Bill will have to be drawn in the last week of the month to ensure payment of the salary on the last working day of the month. The Pay Bill prepared by the dealing Assistant and duly verified by the Section Officer and the Assistant Registrar will be put up to the Regional Director for approval. After obtaining the approval, an advice is sent to the concerned bank for transfer of the detailed amount to the individual account of staff towards release of the salaries. Details of the payment given in the Pay Bill are entered in the Cash Book.

Honorarium to Functionaries of LSCs

Honorarium for the functionaries of the LSCs will also have to be prepared following the above given procedure. The payments will have to be made as per rules / norms of the University communicated from time to time by the Regional Service Division. A functionary is admissible for payment only if his letter of appointment is issued by the Director, RSD in case of Coordinators and Regional Director in case of other part time functionaries of the LSCs.

Payment mode

RD must ensure that all the payment should be credited into the account of the individuals through NEFT/RTGS/MIPS and such other digital mode of transaction. **except**

3.3.11 Deductions and filing of returns

Tax Deduction at Source (TDS)

The RCs will also deduct tax as per rules of the Government of India communicated from time to time towards the payments made to the LSCs and other parties on the specified payments. The Regional Centres may have to obtain latest information on tax deduction from the Finance & Accounts Division of the University or from the concerned offices of the Government of India. Cheque towards deduction of tax should be remitted to the Income Tax Department instantly along with details in the prescribed format.

Issue of TDS Certificate

Immediate after closure of the financial year, the RC issues TDS Certificate to all the LSCs and the parties whose tax has been deducted at the Regional Centre.

Deduction of Income Tax

While preparing salary of the members of staff of the RC, the RC deducts income tax from the salary as per the written advice given by the individual members of the staff. However, it will be the responsibility of the DDO to deduct admissible income tax of the concerned members by close of the financial year. In view of the above, the Assistant Registrar may have to review deduction of income tax of the individual member of the staff in the month of November itself and deduct the admissible income tax from salaries of the individuals for the months of December, January and February of the respective financial year, under intimation to them. The monthly deduction of the income tax at source by the Regional Centre will have to be deposited instantly to the Income Tax Department.

Remittance and Deductions

The Regional Centre also deducts instalments related to the GPF subscriptions, refund of GPF Advances, subscriptions for Employees Welfare Fund, IGNOU Employee's Thrift & Credit Society Pvt. Limited etc from the salaries. Cheques towards payment of subscription and refund in respect of the above are sent to the concerned offices at the HQs within a week of release of the salaries and the deductions made.

In addition to the above, the RC also deducts instalments from the salaries in respect of advances taken by the staff from the University such as Motor Car advance, Scooter Advance, House Building

Advance, Computer Advance, Festival Advance, Licence Fee for availing Government residential accommodation and any other advance / deductions to be done as per instructions received from the competent authority. Details of the deductions made are to be communicated to the Finance Officer, IGNOU, Maidan Garhi, New Delhi for information and necessary action to be taken by the Finance & Accounts Division.

Filing of Annual Return of Income Tax

The RC has to file the Annual Return of Income Tax deducted from salaries of the staff to the Income Tax Department as per the schedule notified by the Income Tax Department. The returns are filed in Form No.24 enclosed with details of individual deductions given in Form No. 16. The Assistant Registrar (DDO) will ensure timely filing of the annual return of the income tax.

3.3.12 Submission of monthly and annual statements of accounts

The RCs are required to submit monthly statement of account in the format prescribed by the Finance and Accounts Division. The statement may be submitted to the Director, RSD and a copy of the same to the Finance Officer by 10th of every month. The Annual Statement of Account in the prescribed format may be submitted to the Director, RSD and to the Finance Officer by 30th April every year.

CHAPTER 4

LEARNER SUPPORT CENTRES

Structure

- 4.1 Definition of Learner Support Centre (LSC)
- 4.2 Types of LSCs
 - 4.2.1 LSC
 - 4.2.2 Special LSC
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 - 4.3.1 Staffing at LSC
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- 4.5 Major academic activities
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 - 4.5.2 Assignment handling
 - 4.5.3 Conduct of practicals
 - 4.5.4 Library services
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 - 4.5.6 Publicity and promotion
 - 4.5.7 Induction meetings
 - 4.5.8 Information services
- 4.6 Major administrative and financial activities
 - 4.6.1 Identification of part time staff
 - 4.6.2 Maintenance of furniture and equipment
 - 4.6.3 Maintenance of learner records
 - 4.6.4 Finance and accounts
 - 4.6.5 Submission of reports

Learning outcomes:

After going through this chapter you will be able to:

- Define the concept and meaning of LSC;
- List different types of LSCs;
- Discuss criterion and procedure for establishment of LSCs;
- Discuss staffing pattern of LSCs;
- State the functions of LSCs;
- Describe the major academic activities of LSCs; and
- Discuss administrative and financial activities of LSCs.

4.1 Definition of Learner Support Centre (LSC)

Learner Support Centre (LSC) is the term given to a centre established at the local level, which is maintained or recognized by the University for advising, counselling or for rendering any other assistance required by the learners during their course of study with IGNOU. LSCs were earlier known as 'Study Centres'. Thus the provision of LSC in the IGNOU Act (1985) mentions 'Study Centre' as given in Figure 4.1.

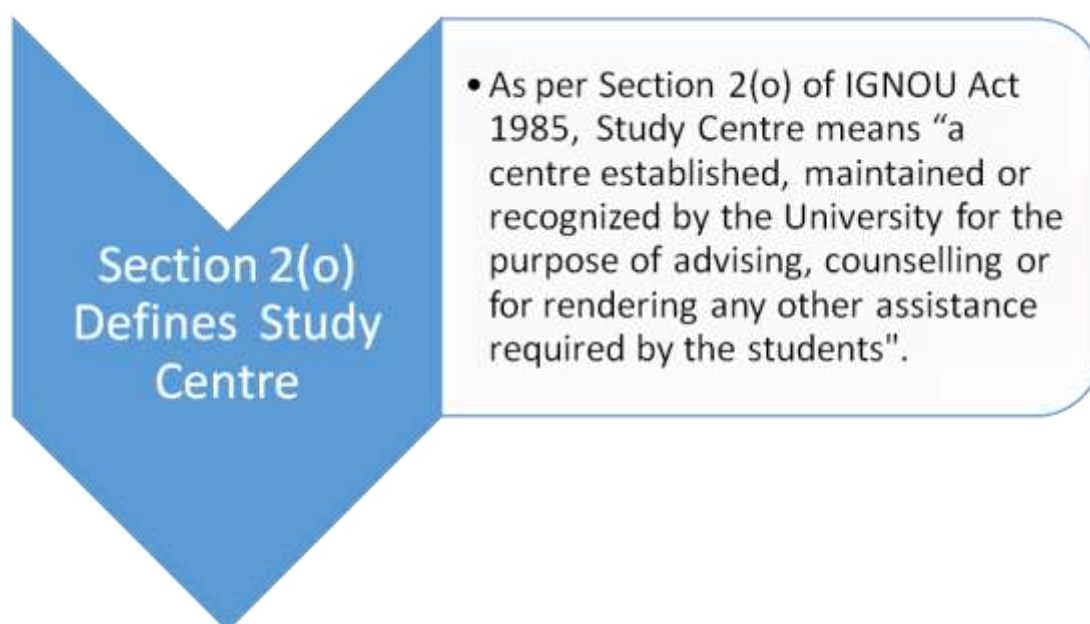


Figure 4.1 Statutory provision of LSC

The functions and the activities of LSCs are manifold and ever increasing with the increase in the activities of the University. The major academic functions of the LSC are promotion and publicity of IGNOU programmes, pre-admission counselling, organization and conduct of induction meetings, conduct of academic counselling for theory and practical courses, evaluation of assignments, conduct of term end examinations, organizing course related workshops and seminars and providing library support to the learners. The LSCs also undertake many administrative and financial activities which will be discussed in this chapter.

4.2 Types of LSCs

At IGNOU there are two types of study centres, Learner Support Centres (LSCs) and Special Learner Support Centres (SLSCs). The former are established at Higher Education Institutions. The latter are set up for special groups of learners like persons with disabilities and other persons in difficult circumstances, including jail inmates, defence personnel etc. with arrangement of academic support from nearby LSCs. Their basic functions remain the same; differing in only modus operandi.

4.2.1 LSC

IGNOU establishes LSCs in colleges or institutions affiliated to a University or in a government recognized higher educational institution offering programmes in the same broad areas having the necessary infrastructure and human resources for offering IGNOU programmes. The RC identifies such institutions and the prospective LSC is supposed to submit a proposal for establishment of LSC in the form provided by the RC which is given at **Annexure 4.1**.

While the host institution provides adequate rent-free accommodation for the LSC; IGNOU bears all recurring and non-recurring expenditure towards running of the LSC. LSCs function without causing any hindrance to the normal functioning of the host institution. Programmes of the University are activated on the basis of viability in terms of enrolment, infrastructure and academic expertise (faculty) available for providing support services to the learners at that LSC.

Total enrolment at a LSC may range from 500 to 1000 if the host institution has more than 1500 students on its roll. If enrolment at a LSC increases beyond 1500, another LSC has to be established in the vicinity. If there is more than one LSC in the same city and they have an enrolment of less than 1000 learners, the learners are to be shifted to the LSC located centrally. The other LSCs are to be closed or kept in abeyance till enrolment increases.

4.2.2 Special LSCs (SLSCs)

For the sake of inclusive development of the disadvantaged groups of the society, IGNOU has established SLSCs. Groups identified under this category are physically challenged, women, minority communities, rural communities, communities of geographically disadvantaged, communities in remote and isolated areas, scheduled castes, scheduled tribes and prisoners, who due to one reason or the other do not get an opportunity for his/her education along with other groups of the society. Special LSCs address the basic problem, limitations, abilities and other specific requirements of these disadvantaged groups and give them an opportunity to get educated. Format for submission of proposal for establishment of a Special LSC is given as **Annexure 4.2**.

SLSCs are established in an institution/organization dedicated to the cause of a given disadvantaged group, possessing necessary infrastructure and academic expertise for providing support services to the learners of IGNOU from the disadvantaged groups. Collaborative arrangements are also worked out with nearby institutions of higher learning, NGOs, voluntary organizations, panchayats, cooperatives, government departments and public institutions for this purpose.

Procedure for establishment of SLSCs is the same as that of a regular LSC of IGNOU. Format for submission of proposal for establishment of a SLSC is given as **Annexure 4.2**.

4.3 Staffing

4.3.1 Staffing at LSC

- The LSC is headed by a Coordinator, who shall be a regular teacher not below the rank of a qualified Assistant Professor of the host institution, preferably, a willing senior most faculty. The Coordinator

shall be appointed by the University from the panel of three names recommended by the head of the host institution (HOHI) in order of preference.

- The Coordinator is appointed by RSD for a period up to 31st December of that year, subsequently renewable year wise for a maximum period of three years. In special cases and for specific reasons, the term of the coordinator may be extended beyond three years, but not beyond five years in any circumstances.
- The Coordinator of the LSC is assisted by Assistant Coordinator and other support staff for providing support services to the learners.
- Asstt. Coordinators and other staff are appointed by RC preferably from among the regular staff of the host institution on the basis of recommendations of the Coordinator for a period ending 31st December, subsequently renewable year wise.
- The number of functionaries to be appointed is based on the number of learners enrolled at the LSC for an academic session as per the norms of the University, as given in Table 4.1.

Table 4.1 Admissible Part-time staff at LSC

Student Enrolment (Fresh +RR)	Coordinator	Assistant Coordinator	Assistant	Attendant	Safaiwala
Up to 100	1	-	1	1	1
101 – 200	1	1	2	2	1
201 – 400	1	1	3	2	1
401 – 600	1	2	3	3	1
601 – 800	1	4	4	4	1
801 – 1000	1	5	5	4	2

- All functionaries at a LSC, including the Coordinator are appointed on part time basis. They are therefore, designated as Part-Time Coordinators, Part Time Assistant Coordinators etc. They are by no means regular employees of the University.
 - All part- time functionaries should necessarily be drawn from amongst the regular employees of the host institution. In case, adequate numbers of employed persons are not available at the host institution, outsiders including retired persons could be appointed.
 - Working hours and leave rules of part time staff:
 - The working hours of a part- time functionaries of the LSC has been fixed as follows:
 - Sundays- 8 to 9 hours
 - Thursday, Friday and Saturdays- 3 to 4 hours each day preferably in the evening or outside normal working hours of the host institution.
 - The nature of job being part-time, the employees are not entitled to any leave. However, if they are regular employees of the host institution and if such a person is on long leave from the institution (minimum 30 days or more) then the Coordinator may engage a

substitute. In such cases the part- time employee will not be entitled to any remuneration during the period of leave.

- Other part-time employees will not be entitled to any leave and their salary will be deducted for the days on which they remained absent at the LSC during their allotted working hours.

4.3.2 Staffing and payment norms at Special LSC

Staff arrangement at SLSC is different from that at the Regular LSC, please refer to Table 4.2. Except for the remuneration of the coordinator and assistant coordinator which are provided by the University, payment of remuneration to other functionaries, if engaged by the LSC, may be made by the host institution of the LSC, SLSC out of the share of the programme fees collected from the learners of the SLSC concerned.

In addition, assignment handling and assignment evaluation charges are also paid by the University. The SLSCs are provided lump sum grant on per student per programme basis as follows:

- BPP, Certificate and Diploma Programmes without practical component: 35% of the fee;
- Degree programmes without practical component: 40% of the fee; and
- Science, Computer and Management Programmes: 60% of the fee.
- The percentages of fee indicated above do not include the programme registration fee.

Presently, there is no provision of part-time staff at SLSCs except for the appointment of a Coordinator. The SLSCs are expected to meet all expenses, both academic and administrative such as: remuneration to part time functionaries (except the Coordinator), conduct of counselling and practical sessions and administrative expenditure of the Centre from the grants released. The SLSCs have to appoint and also make payments to the academic counsellors and other functionaries of the Centre as per norms of the University.

The RC gives grant (share of fee) to the SLSC in three installments of 40% (at the commencement of the academic session; 30% (middle of the academic session; and 30% (at the conclusion of the academic session, based on the total number of programmes and learners allotted to the centre. The second and the final installment of the payments are released on submission of report by the SLSC based on support services provided to the learners as per IGNOU norms.

Table 4.2 Staff at SLSC

Enrolment	Coordinator	Assistant Coordinator	Assistant	Attendant	Safaiwala
Up to 300	1	-	-	-	-
Above 300	1	1	-	-	-

Source: RSD Notification No. : IG/RSD/SSC/2013/157 dated January 30, 2013

Special arrangement for Jails

IGNOU with the support of the Central Government: Ministry of Home Affairs, and Governments of various States and Union Territories, offers its educational programmes to prison inmates through SLSC mode throughout the country. Although nomenclature is the same, academic, administrative and financial arrangements for SLSCs in Jails are a bit different from other SLSCs. Following are the special features and characteristics of SLSCs in Jails:

- States/UTs may appoint DG/IG (Prison) as State Nodal Officer for interacting with IGNOU RC for establishment of SLSC and running the programmes for the jail inmates.
- For better coordination, RC shall also designate one of its academics as the Nodal Officer for liaising with the State Nodal Officer for conducting IGNOU activities in the Jail.
- Proposal for establishment of SLSC in Jails should be generated and submitted to the RC in prescribed formats.
- The host institution will provide adequate rent-free accommodation for the SLSC for exclusive use of IGNOU for the office of the Coordinator.
- IGNOU will bear all recurring and non-recurring expenditure towards running of the SLSC to the extent of maximum Rs. 500/- per month as per actual on production of bills and vouchers for the same.
- Jail Superintendant of the respective jail shall act as the ex-officio part time Coordinator of the SLSC.
- No letter of appointment is to be issued by RSD for the Jail Superintendant working as part time Coordinator as the Regional Director concerned shall issue such a letter.
- The name of the Jail Superintendant working as the Coordinator shall be updated on the RC website.
- In case the Jail Superintendant declines to take this responsibility and proposes the name of another official, RC should forward the proposal to RSD for a taking decision on the appointment.
- Remuneration to the part time Coordinator is to be paid as per the existing norms and practice.
- The Coordinator may identify inmates/outsideers as counsellors and send their bio data in prescribed format to RC for approval. He/she may also identify counsellors from the nearby LSCs.
- Remuneration for all academic activities are to be paid by the RC, including payment to academic counsellors (both inmates as well as external), as per IGNOU norms.
- All prisoners are eligible for admission to SLSC and are not required to pay any kind of fees for pursuing IGNOU programmes as long as they are inside the Jail. On release from the Jail, they will be treated as normal students and will have to pay fees such as: exam fees, re-registration fee, etc.).
- The employees of the Jail and their wards may take admission in IGNOU programmes and opt for SLSC in Jail by paying the necessary fees, provided that SLSC offers that programme and Jail management provides permission to such aspirants.
- Fee exemption is extended to all categories of jail inmates. However, once they are exonerated and come out of jail on permanent basis and want to continue their study with IGNOU, they are to be attached with an outside LSC of IGNOU and will have to pay prescribed programme re-registration fees and other fees.
- IGNOU provides the printed materials and audio-video programmes pertaining to the programmes being offered at SLSC.

IGNOU may have the right to shift or close the centre if it finds that support services are not being provided as per the requirement of the University.

4.4 Functions

- Promotion and publicity of IGNOU programmes in the operational area;
- Providing information to prospective and enrolled learners;
- Identifying part time staff for running the LSC;
- Obtaining bio-data for the empanellment of academic counsellors and forwarding the same to the RC;
- Organizing induction meetings for the newly enrolled learners;
- Organizing counselling, practical, audio-video and tele-counselling sessions, seminars, etc. as per requirement of the programmes activated;
- Receiving assignment responses from the learners and getting them evaluated by the approved academic counsellors, and returning the evaluated assignment responses to the learners in the specified turnaround time (within 45 days from the date of submission) and forwarding the assignment grades to the RC in the prescribed format;
- Maintenance of records of IGNOU learners;
- Maintenance of furniture and equipments provided by the University;
- Maintenance of accounts;
- Preparing weekly feedback reports on conduct of counselling and evaluation of assignments and submission of the same to the RC electronically;
- Conducting term end examinations.

4.5 Major academic activities

4.5.1 Organization and conduct of academic counselling

The basic function of a LSC is to provide academic support to the learners allotted to it by the RC. LSCs organize face to face counselling as per the schedule provided by the University which gives an opportunity to the learners to interact with teachers and their peers. Besides this, LSCs also provide pre-entry counselling to prospective learners. Activities involved in organizing counselling sessions at LSCs include:

- Identification of academic counsellors for the academic programmes activated at the LSC on the basis of eligibility criteria prescribed by the University;
- Forwarding of bio data in the prescribed format (**Annexure 4.3**) to the RC for empanelment of academic counsellors;
- Scheduling of counselling sessions for theory and practical courses as per norms of the University given below in Table 4.3;
- Forwarding of the counselling schedule in the prescribed format (**Annexure 4.4**) for approval of the RC before commencement of counselling;
- Marking of attendance of the learners and maintenance of attendance records, particularly of the academic programmes having practical component (75% attendance is compulsory in all practical courses); and

- Payment of counselling charges to the academic counsellors as per norms of the University following the prescribed procedures. The proforma for remuneration bill of counselling charges to be filled by the Academic Counsellor and certified by the Coordinator is given as **Annexure 4.5**.

Table 4.3 IGNOU norms for delivery of courses: Counselling, practicals and assignments

Credit value of the course	No. of counselling for theory courses	No. of counselling for practical courses	No. of assignments
2 credits	3 sessions (6 hours)	60 hours	1
4 credits	6 sessions (12 hours)	120 hours	2
6 credits	9 sessions (18 hours)	180 hours	3
8 credits	12 sessions (24 hours)	240 hours	4

Intensive counselling sessions

As per rules of

the University, counselling sessions are to be organized for the courses in which the number of learners registered and attending counselling are ten or above. If there are less than ten learners registered/attending counselling sessions for a course, instead of organizing the counselling session in a regular manner as described above, the LSCs are required to organize intensive counselling sessions. The number of counselling sessions in this case may have to be 40% of the total prescribed for the course. If enrolment is less than 10 in a course, intensive counselling is to be scheduled in the beginning itself. However, if enrolment in a course is more than 10 but attendance in the first two counselling sessions is less than 10, in that case also the norms of intensive counselling is to be followed.

4.5.2 Assignment handling

Assignments play a major role in the ODL system. These facilitate a learner in his/her learning and the feedback that they receive on their assignment responses helps them to reflect on their performance and progress. The evaluator's comments on the assignment responses motivate the learners to pursue the programmes more seriously. Submission of assignment responses is mandatory. Hence assignment handling is one of the important functions of a LSC. It is a time-bound activity and needs a lot of care and accuracy. Apart from payment of evaluation charges, the LSCs are paid for handling of assignment responses. The following are the activities involved in handling of assignment responses at the LSCs:

- Downloading programme wise, course wise assignments from IGNOU website;
- Providing link to the academic counsellors and the learners of earlier batches, who did not submit their assignment responses in the year of their registration;
- Issuing of receipts/ acknowledgement slips to the learners who submit their assignment responses;
- Programme wise, course wise sorting out of the assignment responses submitted;
- Maintenance of records of submission of assignment responses in the prescribed format (**Annexure 4.6**).
- Handing over the assignment responses to the evaluators for evaluation. The assignments are evaluated by the approved, course specific academic counsellors. The evaluators are given about 15-20 days for evaluating the assignment responses, and they may not be given more than 150-200 assignment responses for evaluation in a semester. The academic counsellor is provided with the assessment sheets that have to be filled up for each assignment (**Annexure 4.7 and 4.8** for marks and grades respectively).

- The evaluated assignments are to be moderated by the Assistant Coordinators. Each Assistant Coordinator may moderate evaluated assignment responses of about 250 to 300 learners of the LSC in a year. The moderation may be in respect of the tutor comments given on the assignment responses. Coordinator of the LSC monitors this activity. The assignment grades are to be submitted by the evaluators in the prescribed format of the award lists (**Annexure 4.9 and 4.10** for marks and grades respectively) in triplicate duly authenticated by the evaluator and Coordinator of the LSC. The original award list has to be submitted to the RC. The grades in respect of assignment responses submitted by the learners during January-June semester are to be submitted by 31st July. Grades of assignment responses submitted by the learners in July-December semester are to be submitted to the RC by 31th January. Second copy of the award list has to be submitted to the RC along with bills of assignment evaluation and the third copy has to be kept at the LSC for records.
- The LSC submits the details of the assignment awards to the RC in the prescribed proforma (**Annexure 4.11**). The evaluator submits the bill for assignment evaluation/ handling charges to the SC (**Annexure 4.12**). The summary of the remuneration paid for assignment evaluation is consolidated and submitted to the RC in the proforma given as **Annexure 4.13**.
- Photocopies of 2% (programme-wise) evaluated assignment responses are sent to Programme Coordinators of the academic programmes at the respective Schools of IGNOU, located at IGNOU Headquarters, New Delhi for monitoring. The feedback received from the Programme Coordinators is shared with the evaluators for improvement in the evaluation of assignment responses.
- Since turnaround time is monitored by the LSC and RC the learner who does not receive his/her evaluated assignment response within the stipulated period has the right to represent the matter in the prescribed format given as **Annexure 4.14**.

4.5.3 Conduct of practicals

IGNOU has launched several academic programmes which have a substantial practical component. Such academic programmes are activated at LSCs where there is facility in terms of infrastructure and academic expertise to conduct the practical sessions. Practical sessions are conducted on regular basis on Saturday/Sundays/Holidays/Evening of weekdays. In some courses, practicals are also conducted in an intensive manner in one spell of one/two weeks as per requirement of the course, during vacation when the infrastructure at the host institution is lying vacant and the faculty are relatively free.

The schedule for conduct of the practicals is drawn at the LSC about a month in advance and the learners are informed to register/ confirm their participation for the practical sessions. The schedule is sent to the RC for information and approval.

Attendance at the practical sessions is compulsory. Learners who do not have 75% attendance at the practical sessions of a respective course are not permitted to appear for the practical examination of that course. Learners who have short attendance are required to register for repeat practical sessions and make payment on pro-rata basis. Attendance is compulsory in all the sessions when conducted in spells of one/ two weeks too.

The practical examination has to be conducted at the LSC itself. Though Coordinator of the LSC appoints the internal examiners from amongst academic counsellors of the LSC, the external examiners are to be appointed by the Registrar, Student Evaluation Division (SED). The Coordinators therefore are

required to write to the Registrar, SED at least one month in advance, giving details of the practical examinations to be held, for appointment of the external examiners. It would be advisable to have a panel of examiners approved by the SED well in advance.

4.5.4 Library services

All LSCs established by the University are provided with relevant course material, reference books and audio-video programmes. The LSC arranges to extend access to these resources to all the learners attached to it on specific days as notified by the Coordinator. The learners are permitted to make use of the books on-the-spot or listen to the audio CDs or view the video CDs. The required assistance is provided to the learners by the LSC so as to help them make the maximum benefit of these facilities.

4.5.5 Teleconferencing

Some of the LSCs are provided with Direct Receiving System (DRS) /SIT (Satellite Interactive Terminals) to receive satellite signals, through which two-way video and two-way audio teleconferences are conducted. Schedule for teleconference drawn by Electronic Media Production Centre (EMPC) at IGNOU Headquarters is sent to all the LSCs and the RCs. LSCs and the RCs notify the schedule to the learners and arrange for their participation at the teleconference. The learners can interact with the resource persons at the studio of EMPC through telephone and by sending fax/ email messages/SMS.

4.5.6 Publicity and promotion

LSCs should have in place their own publicity strategy for the locality/ area/ region. Coordinator of LSC is expected to undertake promotional activities and give adequate publicity to IGNOU and its programmes, develop suitable publicity material, identify suitable media for publicity, organize public meetings, seminars and symposia on ODL system in general and IGNOU and its programmes in particular, in collaboration with NGOs, Voluntary organizations, HEIs of the locality/ area/ region, etc. LSCs should also widely publicise fee waiver/ reimbursement given to certain categories of learners. LSCs should maintain a web portal giving all relevant information about IGNOU and its programmes on offer and the content of these should be updated on a weekly basis. LSC also has the responsibility of promoting the SWAYAM platform and MOOCs on offer. Notifications issued by the University from time to time regarding admission, equivalence /recognition granted and letters/circulars of statutory bodies/state governments regarding recognition of IGNOU Programmes etc. should be scanned and placed on the web portal of the LSC.

4.5.7 Induction meetings

IGNOU organizes induction meeting for the newly enrolled learners at the commencement of the academic session. Such meetings are analogous to *Freshers' Welcome* in the conventional system. However, such a meeting has an additional objective. It is aimed at inducting the learners into the basic tenets of open and distance learning.

Pre Induction Activities:

- Scrutiny of the scholar registers as to derive programme wise number of learners;

- Preparation of counselling schedule as per norms and prescribed formats;
- Getting the schedule approved from the RC;
- Scheduling the date of induction meeting in consultation with RC to ensure that majority of the learners have got SLMs;
- Preparation of invitation/welcome letters giving a brief about IGNOU and highlighting importance of the induction meeting;
- Informing the learners to go through the Programme Guide before coming to the Induction meeting;
- Dispatching invitation letters to the learners along with the counselling schedule; and
- Information regarding induction meeting through SMS and repeat SMS..

Activities during Induction

Attendance of the learners and verification of certificates and identity card is a major activity to be undertaken by the LSC at the induction programme. Normally the RD or one of the ARDs visit the Centre and participate in the induction programme. The induction programme consists of the following:

- Welcome address by the Coordinator
- Induction address by the RD/ARD
- Brief addresses by the Academic Counsellors of different disciplines through which the programme specific issues are highlighted.
- Introduction to the members of part time staff of LSC by the Coordinator
- Interaction with Peers
- Presidential address by the Head of the Host Institution (HOHI) or any dignitary who should preferably be an academician of repute
- Vote of thanks by the Asstt. Coordinator or a Senior Academic Counsellor.

The Coordinator should also arrange the visit of the learners to library, classroom, laboratory and other important facilities available at LSC in particular and host institution in general. If possible ACs may also arrange a meeting with the learners of their concerned programmes in a group or individually. For programmes having practical /workshop components such as the BSC, BCA, MCA, MAPC, B.Ed.etc, one additional session is devoted for explaining the requirements for programme

Note

In order to meet the expenses of an induction programme, LSC may spend Rs.10/- per learner.

4.5.8 Information services

The prospective learners as well as those enrolled at IGNOU could require information about the University, programmes on offer, the instructional system, assessment evaluation system, dispatch of course material, examinations, counselling, assignment submission, evaluation of assignments, term end examinations, etc. for which they approach the LSC with related queries. The Coordinator and other part

time staff provide the latest information to the learners and at times even provide them with the necessary literature available at the LSC. The LSC thus serves as an Information Centre or Publicity Centre of the University at the local level.

4.6 Major administrative and financial activities

4.6.1 Identification of part time staff

The RC recommends the names of the Coordinator to RSD based on the filled in proforma received from the LSC duly signed by the Head of Host Institution (Proforma given at **Annexure 4.15**) who in turn issues the appointment order. The Coordinator is required to identify the prescribed part time staff as given in Table 4.1 for LSC and Table 4.2 for SLSC and submit a proposal in the prescribed format (**Annexure 4.16**) to the RC. The names of the appointed staff are communicated to the Coordinator by the RC who in turn sends their joining report to the RC. Thereafter RC issues the order for timely disbursement of honorarium to the part time staff by the Coordinator. The term of staff is renewed annually by the RC based on the proposal received from the Coordinator of LSC who is advised to send proposal for renewal of part time staff well in advance preferably in the month of October – November every year in the prescribed proforma (**Annexure 4.17**). Renewal of the term of the Coordinator has to be submitted to RC well in advance before the year end in the Proforma given at **Annexure 4.18**.

4.6.2 Maintenance of furniture and equipment

IGNOU provides standard list of items of furniture and equipment at LSCs for setting up its own office on the premises of the host institution. The details are given below in **Table 4.4**.

Table 4.4 List of furniture and equipments

S. No.	Name of the Item	Quantity Initially Approved	Additional Quantity	Conditions for Additional Quantity
1	Chair with continuous arms	1	1	For each post of Asstt. Coordinator
2	Table	1	1	-do-
3	Chairs for Visitors/Counsellors	6	3	Subject to justification given by RD
4	Book Cases	3	2	Where student strength exceeds 350 on the basis of increasing number of programmes
5	Almirah (Big Size)	2	2	-do-
6	Minor Locker	1	Nil	-
7	Table for Reading Room 6' x 3'	3	1+2	One where student strength exceeds 250, 2 more when strength exceeds 500.
8	Table for Office Staff	2	3	One for each additional post of Assistant
9	Other Chairs	15	15	Subject to actual requirement
10	Side Rack with 3 shelves 3'x 3'x1	3	-	-

	½'			
11	Racks 6 / 7' x 3 x 1 ½ with 6 / 7 Shelves	3	-	-
12	Almirah Small	2	-	-
13	Display Rack	1	-	-
14	Room/Desert Cooler	-	2	One for Coordinators' Room, One for Audio Visual Room subject to justification
15	Computer	2	-	To be supplied by HQs
16	LED	1	1	Where students' strength exceeds 350

Note: The above admissibility is revised from time to time

The LSC is expected to maintain a stock inventory and is also responsible for the maintenance of the furniture and equipment received.

4.6.3 Maintenance of learner records

LSC should develop and maintain a database of all the learners allotted to it by the RC, programme wise. User name and login id should be generated for every learner so that learners can access all relevant information as their studies progress in an ODL programme and also provide constructive feedback for improvement in the delivery of programmes.

4.6.4 Finance and accounts

Financial powers have been delegated to the Coordinators of the LSC for carrying out various activities to provide satisfactory learner support services. The RC releases imprest to the LSCs to meet day-to-day expenditure towards provision of support services to the learners allotted to it and payment of honorarium to part time staff including academic counsellors. The amount of imprest to be released has to be decided by the RC on the basis of total enrolment of learners, the academic programmes activated and the part time staff appointed at the LSC. The imprest is released at the commencement of the financial year and the amount has to be adjusted at the close of the respective financial year. LSCs are required to submit monthly bills to the RC towards recoupment of the imprest. The bills are to be processed following the guidelines given below and the admissible amount spent is recouped to the LSC in the prescribed proforma given as **Annexure 4.19**.

In addition to the imprest released, the RC may release Special Advance to the LSC for organization / conduct of special activities such as practicals, seminars and workshops etc. The LSCs are required to incur expenditure from the special advance amount released for the specified activity only and submit adjustment bills to the RC following the procedure prescribed above immediately after conclusion of the activity. The adjustment bills may be enclosed with detailed report on the activity. It may be ensured that the special advances released will have to be adjusted within the same financial year. The amount may be adjusted from the recoupment bills of the LSCs which do not submit the adjustment bills within one month from conclusion of the activity for which the special advance was released.

The LSC can raise a separate bill for hiring computers for conduct of practicals in respect of certain courses in the proforma given as **Annexure 4.20**. Payment can also be claimed for a Machine Room Operator in the proforma given as **Annexure 4.21**.

4.6.5 Submission of reports

The Coordinator of the LSC has to submit a consolidated monthly report on the monitoring of assignments to the RC before the 7th of every month in the proforma given as **Annexure 4.22**.

Besides monthly report, weekly reports are to be submitted to RC on conduct of counselling and handling of assignments.

CHAPTER 5

LIBRARY

Structure

5.1 Introduction

5.2 Materials and facilities available

5.2.1 Materials available

5.2.2 Services available

5.3 Acquisition of materials

5.3.1 Guidelines for acquisition of books

5.3.2 Procedure for subscription of print journals for RCs and LSCs

5.4 Guidelines for maintenance of books and journals

5.4.1 Stock verification and procedure to withdraw books

5.4.2 Loss of publications

5.4.3 Preventive measures for safeguarding the books

5.5 E-resources and its handling

5.5.1 DELNET

Learning Outcomes:

After going through this chapter you will be able to:

Identify different types of learning materials available in RC Libraries;

Discuss various services/ facilities available in RC Libraries and their effective use;

Describe the process of procurement of books, journals and other articles for RC and LSC libraries;

Discuss the guidelines for maintenance of books and journals;

Describe the procedure for undertaking stock verification, loss of publications and safety of books;

Discuss e-resources and its handling;

Discuss the functions of and DELNET as library support technological interventions.

5.1 Introduction

Libraries are indispensable in every facet of higher education. Effective library support to distance learners is mandatory for qualitative delivery of instruction and learning. In the three tier structure of library services of our University, the RC and LSC libraries have a prominent role to play in facilitating learning at the grass root level. The RC looks into the library requirements of RC staff and learners, and the LSC Libraries meet the needs of the learners academic counsellors and Coordinators of IGNOU and the public at large. Though distance learners receive printed learning materials, it is natural for them to have further inquisitiveness on specific topics to read and learn more. Moreover, for complete learning experiences, the learners need to make use of resources other than printed study materials. Without a good library, no university can ensure quality education or research.

5.2 Materials and facilities available

Library being an educational resource, is the backbone of all academic programmes of the University. Learners, faculty and staff would be spending their considerable time in library premises pursuing their research and studies. The goal of every university library is to facilitate the realization of the tripartite functions of the university which include teaching, research and extension services. RC library should be stocked with both materials and facilities to access these materials.

5.2.1 Materials available

RC library houses important reference materials like Encyclopedias, Dictionaries, Handbooks and Manuals, Yearbooks, etc which are supplementary to books and study materials. The collection ranges from general to subject specific resources. The RC libraries are also equipped with subject specific reference books and sets of all printed study materials of IGNOU. Old question papers of previous years' term end examinations are also available at RC library. IGNOU's printed course materials are kept on display in the library for the benefit of prospective learners who can get a preview of the courses before taking admission into a particular programme. In addition to the printed resources, RC libraries are also equipped with multimedia resources, like audio-visual materials, e-books, e- journals etc. The learner can have access to appropriate computer facilities with internet and other audio, video and multimedia equipments in the RC library.

A variety of other information resources are displayed for use in the RC libraries which are being received from different sources free of cost, namely:

- Annual Reports
- Complimentary issues of Journals
- Newspapers
- Brochures/ Handouts/ Profiles
- Programme Guides/ Prospectus of different programmes.
- Audio/Video CDs
- Projects submitted by the learners

5.2.2 Services available: In order to meet the information needs of the learners, faculty and other support staff, the RC library provides the following services, presented below in Figure 5.1. The RC Library is handled by a Semi- Professional Assistant.

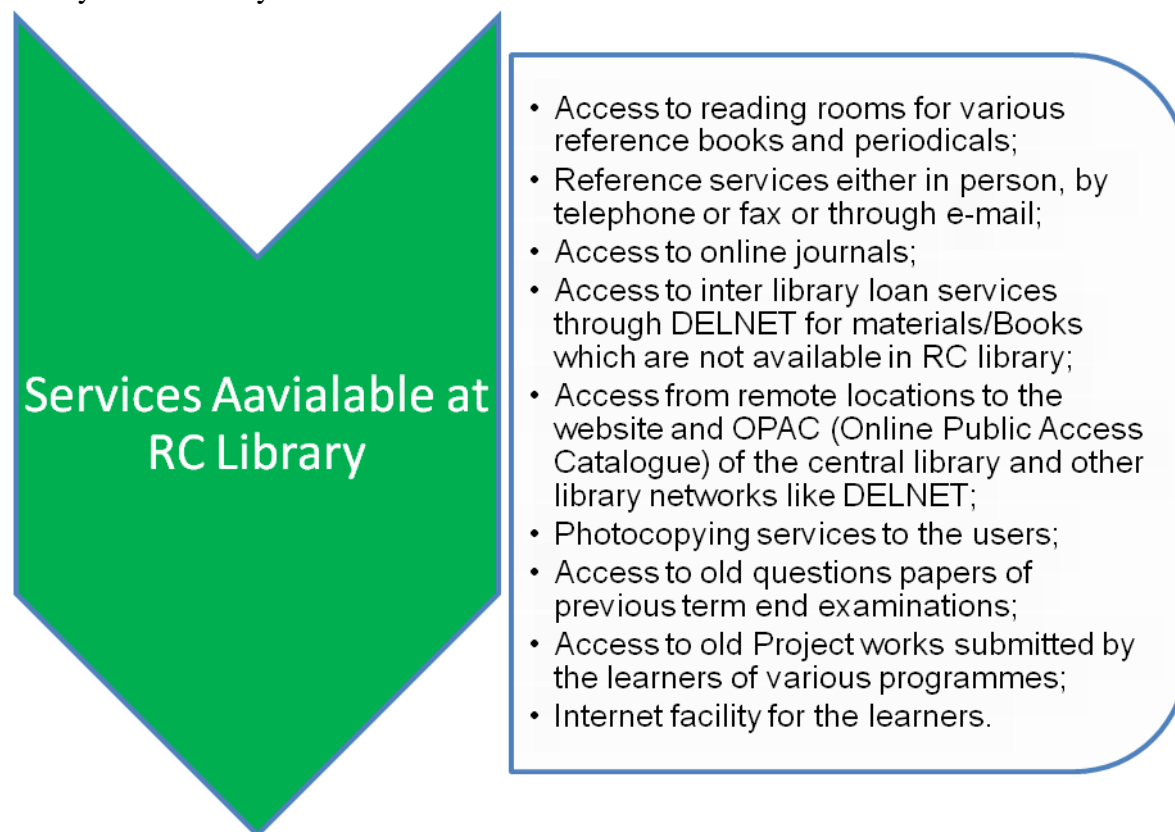


Fig 5.1 Services at RC Library

5.3 Acquisition of materials

RC libraries make systematic efforts in building up the collection of books by identifying, evaluating, selecting, processing and making them available to the users.

5.3.1 Guidelines for acquisition of books

- Books/ periodicals are recommended by the academics (RD/ DD/ ARD) in the Regional Centres, as per the requirement of the RC for different academic programmes. The recommendations may also be received from the faculty/School concerned. The RC library staff collects the complete bibliographical details and estimated price of the recommended books from the vendors or book suppliers. The books are procured from the budget allocated to RCs for this purpose. To meet the present requirements, the RCs may take necessary approval from Competent Authority for re-appropriation of budget from its own funds or funds allocated to/by RSD, as the case may be. The budget head shall be 'Capital' and it may be treated as assets (non-disposable).

- Book suppliers for RCs for procurement of books for academic programmes shall be as follows:
 - Suppliers must be from the empanelled book suppliers list as per the website of IGNOU library
 - Or**
 - Suppliers may be members of registered national/state trade federations like AIPB, FPBA, DSBPA, etc. and should be in the field of book supply for at least five years
 - Or**
 - Suppliers may be chosen from the panel of libraries of repute like Central Universities, national level education and research institutions at local or regional level.
- The order may be placed to the vendor for recommended books. The vendor is required to send the books along with bills in triplicate, price proof and proof of exchange rates as on the date of billing.
- Supplier should certify in the invoice/ bill that the latest editions are supplied and current prices are charged.
- The payment will be processed after checking all documents and receipt of the books in RCs. No advance payment shall be released to the vendor.
- Such books will be accessioned in a separate Accession Register other than the accession register already maintained for the books supplied by the Central Library.

5.3.2 Procedure for subscription of print journals for RCs and LSCs

- The journals and magazines to be subscribed at IGNOU RC should be subscribed by RC independently. The orders may be placed by RC to the publisher/vendor directly;
- The journals/magazines will be subscribed from the budget allocated to RCs for this purpose;
- The monitoring of receipt of journal issues for its timely supply and record of missing issues will also be maintained by RCs independently.

Subscription procedure

- The recommendations for subscription or renewal are received by the Regional Director from the faculty/academics (ARD/DD/RD) /learners (through academics). The journals are non discounted items and the issues of the journals are received in Library from January to December as and when the issues are published;
- All foreign journals are supplied to Libraries through Authorized Subscription Agents. Indian Journals are either available through Subscription Agents or directly supplied by the publishers. With a view to have smooth delivery of these journals; these are renewed from the same vendors/agents every year as long as the service is satisfactory. The factors while deploying vendors is reliability and service providing capability of vendors. Regional Director decides about the same. It is suggested that the RC may explore the local vendors in their region whose services are found satisfactory by other local leading Institutions' libraries;
- After the approval/sanction is sought, the subscription standing order is placed with the vendors who are already supplying those journals satisfactorily for the previous years.
- The bills are received from these vendors along with price proof and the proof of exchange rate as

per telegraphic transfer (TT) selling rate of a Nationalized Bank as on the date of billing;

- Payment is to be made as per mutually agreed terms and conditions at the time of subscription.

5.4 Guidelines for maintenance of books and journals

Proper maintenance of the RC library should be given utmost importance. The care of the Library collection includes maintenance and organization of the collections. The transactions of all the activities/procedures/etc. in the RC library should be carefully and properly recorded for information and documentation. In this regard, apart from the computerized system, the RC library maintains the following documents for purposes of record keeping as given below in Fig. 5.2.

- Two Accession Registers (one for local purchase and one for central purchase)
- Journal Subscription Register;
- Bills Register;
- Subscription Order file and Register;
- Maintaining file for Approval of all subscriptions;
- Book/Material Issue Register;
- Register for Audio/Video Materials.

After receiving the books at library from different sources, the following activities are carried out by the Librarian/SPA :

- The details of the Invoice and Books are properly entered in the appropriate column in the Accession Registers specified for the purpose;
- Books/Thesis/Dissertations are classified as per the Dewey Decimal Classification (DDC) Schedule. The Class No, Cutter No and Collation are written on the back of Title page;
- Bibliographic Details of each book is entered into Cataloguing Module database according to AACR2 Standards;
- Stamping – Library stamp to be put on the back of Title page, on Secret page and on the Last page; and
- Pasting Spine labels, on the Front Page and on the Title page, laminated with cello tape.

Fig. 5.2 Guidelines for Maintenance of Books and Journals

5.4.1. Stock verification and procedure to withdraw books

Stock verification is an important and essential activity in every library. It gives a clear picture of the entire stock available in it and indicates loss/damage of books/materials, on the basis of which new purchases are made.

Stock Verification: Physical Stock verification of the library stocks has to be carried out to identify the losses and to identify misplaced documents, depending upon the size of the library. As per general rules and practices, physical verification of library stock is generally undertaken once in a year for library not having more than 20,000 volumes. If the Library has more than 20,000 to 50,000 volumes once in 3 years and if above 50,000 volumes sample physical verification is undertaken. The sample can be of random generation of numbers.

The verification may be carried out by a team of members consisting of Deputy Director / Assistant Regional Director, AR / Member from the F & A, and the SPA / Library in charge.

5.4.2 Loss of publications

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The Library staff have a role as information managers and not just as custodians;
- Loss of 5 volumes per 1000 volumes issued/consulted in a year may be taken as reasonable limit;
- Loss of a book of the value exceeding Rs.1000.00 for each book shall invariably be investigated and consequential action should be taken;
- A publication may be considered as lost only when it is found missing in two successive stock verifications and thereafter only action be taken to write off the publication by the competent authority;
- If the loss of book is more than the permissible extent, the causes of such loss may be investigated by the competent authority and the remedial measures be strengthened.

5.4.3 Preventive measures for safeguarding the books

Some preventive measures to ensure proper upkeep of the library are listed below:

- The exit/entry to the library be monitored;
- Bags of the learners should be kept at the entrance point; and
- Anti rat/termite treatment may be carried out at short intervals.

5.5 E-resources and its handling

Technology has provided the impetus to break boundaries and reach the distance learners very fast. The RC library therefore should be able to provide e-resources which will be highly beneficial for both learners and counsellors. Existing library set up has limitations in serving the learners of an ODL institution. Due to resource constraints and location in far flung areas, the distance learners do not have access to the same kind of library services as available to the campus based learners. Hence, in the ODL system, the applications of ICT hold great potential to meet the challenge of bridging the gap between the library and the learners: located at home, work place or anywhere and at anytime.

5.5.1 DELNET

Keeping in view the limitations of physical library collection of materials for mini libraries at RCs, IGNOU has now provided all the RC libraries, access to millions of books and journals; with holdings

of around 2000 libraries spread all over India. This linkage has been provisioned to all RCs with DELNET facilities. RC Library is a member of Developing Library Network (DELNET) which provides services like browsing of Union Catalogues, Inter Library Loan and Document Delivery Services. Interested Readers can access the Catalogues of other Libraries through DELNET. By searching the web portal of DELNET, the RC library can obtain any book in any discipline in any library of India and can ask for its physical access for a limited period in its own library for consultation/reference.

CHAPTER 6

GRIEVANCE REDRESSAL

Structure

6.1 Introduction

6.2 Student Support Cell at RCs

6.3 Types of concerns attended to and redressed

6.4 Facilitation in availing scholarships and redressal of grievances therein

6.5 RCs as part of the Centralized Grievance Redressal Network of IGNOU

6.5.1 CPGRAMS

6.5.2 UGC Online Students Grievance Redressal Portal

6.5.3 INGRAM

6.5.4 IGNOU Grievance Redressal and Management (iGRAM)

6.5.5 Public Grievance Monitoring System, Govt of NCT of Delhi

6.5.6 RTI MIS Online

6.6 Committees Against Sexual Harassment (CASH)

Learning Outcomes:

After going through this chapter you will be able to:

- Define the concept and importance of grievance redressal;
- State the role of Student Service Centre (HQs) & Student Support Cells (RCs);
- List the different types of grievances and concerns of learners;
- Discuss the modes of receipt of grievances and procedures of handling grievances;

6.1 Introduction

Apart from being regional academic and administrative hub of the University, RC is also a focal point of enquiries pertaining to academic programmes of IGNOU and its activities and important node for every kind of grievance redressal. Enquiries are regularly received from prospective learners, enrolled learners and general public. In other words, the learners, either enrolled or willing to get themselves enrolled, need some basic information regarding programmes run by the University, course material, evaluation, counselling and various other support services (**Figure 6.2**) given by the Schools and Divisions at the HQs. Further as we have seen in the previous Chapters, IGNOU works on the line of division of labour in which different roles are played by different cells - working some times in close coordination and sometimes in such a way that one cell does not know about the other one but are interdependent. We have also seen that the entire structure of IGNOU and all its mechanisms are geared to facilitate learners' learning. In such a vast system with such large enrolment, there are possibilities of lapses in the provision of services. To provide administrative support and grievance redressal, the University has developed effective mechanisms with dedicated help desks/student support cells at all the 56 RCs and a dedicated centre namely the Student Service Centre (SSC) at the Headquarters. It may be noted that the grievances of the learners enrolled at RRCs are being attended to by the RRCs themselves.

6.2 Student Support Cell at RCs

Each RC has a Student Support Cell, mostly consisting of an academic who is the in-charge of the Cell; supported by a JAT or a Computer Operator. In the case of RCs with larger enrolments, the staff structure may vary. This cell is mainly responsible to render pre-admission and post admission guidance and assistance to the learners who are visiting RC in person, to attend to their grievances and redress them. The cell also attends to learner communications received through e-mail, portals, and face book page (wherever applicable) and telephone calls.

The Student Support Cell at the RC provides latest information to the learners and many a times equips them with the relevant literature. Thus, the RC serves the purpose of an Information Centre or Publicity Centre as well. For quick and satisfactory disposal of queries, informative material can be developed at the RC besides the usual information handbook and brochures of IGNOU. The material developed should be brief, to the point, updated and absolutely relevant.

6.3 Types of concerns attended to and redressed

The various information services at the SSC (HQs and RCs), including general and specific enquiry have been discussed in Chapter 2. The specific enquiries are once again enlisted below and the issues dealt with by RCs are described in detail.

- Correction or Change of Address/Email/mobile no/ name/surname

- Change of RC/SC
- Change of Medium, Courses and Programme
- Identity card related issues
- Receipt of study materials
- Issue of Migration Certificate
- Non-receipt of Grade Card/ Degree
- Issue of bonafide certificate

Besides the above issues, as mentioned earlier there are other student concerns, listed below, for which the RC advises the procedure and asks the learner to contact headquarters and submit request in prescribed formats as per referred annexures.

- Issue of Bonafide Certificate
- Issue of official transcripts (**Annexure 6.1**), GC/PC, Degree and duplicate ones (**Annexure 6.2 and 6.3**)
- Credit transfer (**Annexure 6.4**) Issues related to online admission
- Issues related to online admission

IGNOU has recently established Regional Evaluation Centre from where learners can avail the following services:

- Early declaration of results (**Annexure 6.5**) and application for improvement (**Annexure 6.6**)
- Photocopy of answer sheets (**Annexure 6.7**) and re-evaluation (**Annexure 6.8**)
- Filling up of TEE form (**Annexure 6.9**)

Due to mobility of the learners, they are required to get their address for correspondence and LSC changed during their course of study. The change of LSC may be within the region and across the region also. This is a high priority function which requires being out in a time bound manner.

Correction or Change of address/email/mobile no. / name/ susername

As per the procedure notified by the SRD, for the above changes, the learners are required to submit a formal signed request in the prescribed format at the RC. The format (**Annexure 6.10**) is posted on the website of IGNOU at the ‘student zone’. The request is processed at the RC on priority basis. After verification of records (original application form) available at the RC before the change is incorporated in the data base of the RC and the data is then updated on the following link:

<http://admission.ignou.ac.in/changeadmdata/>. The changes are also posted on the website of IGNOU for the information of the learners. This information is given to the LSCs concerned. The students are also advised to inform their LSCs about changes in their address/ name, mobile numbers etc. promptly.

Change of RC/LSC

In cases of inter-regional changes of LSCs, the application in prescribed format (**Annexure 6.11**) shall be sent to the other Regional Director along with all records of the student maintained at the RC, under intimation to the Coordinator of the original LSC. Requests for inter –regional transfers in Computer Education Programmes (CIC.BCA, MCA), BSc, B.Sc Nursing, and PGDMCH and other practical oriented programmes generally not considered. However, learners of these academic programmes are required to obtain No Objection Certificate (NOC) from the Regional Director where the learners intend to get transferred. Records of these learners are transferred only after receipt of NOC from the RC concerned. Requests for change of LSC and region in case of B Ed. Programme are to be forwarded to the SRD for placement before the Vice Chancellor for consideration.

Change of Medium, Courses and Programme

As part of its flexibility, the University gives one chance for registered learners to get their academic programme, courses, electives, medium of instruction changed within one month from the date of receipt of first dispatch of study material. These requests are considered at the RC level and should be submitted with the following documents.

- The application in the prescribed format (**Annexure 6.12**) enclosed with the wrapper/ envelope in which the material was received;
- The study material received;
- Fee (through a demand draft drawn in favour of IGNOU payable at the city of RC or electronic mode such as POS etc), charged which is revised from time to time for change of electives, and for change of academic Programme from BA to BCOM, BTS; BCOM to BA, BTS; BSC. to BA, BCOM, BTS;
- No extra / additional counselling will be conducted in such cases. In the case of students who have received most of the material and seek a change, it will be treated as re-admission to a new course in the next session subject to the limit of credits allowed. The Regional Director may ensure that these are properly communicated to the students through LSCs.

Issue of Migration Certificate

Migration Certificate is issued to the learners who have completed the academic Programme from the University. For the same, the learners must submit an application in prescribed format (**Annexure 6.13**) for issue of the Migration Certificate enclosing the Grade Card in support of their qualifying in all the examinations and assignments of the academic programme and a prescribed amount which changes from time to time should be deposited towards the processing fee. The application and the certificate /grade card enclosed are verified from the records available at the RC, if necessary from the website of IGNOU before issue of the Migration Certificate to the applicant.

Issue of Bonafide Certificate

Bonafide Certificate is issued, on request, to students who register for a semester /year. For example, a student of any Bachelor Degree with annual registration is eligible to get Bonafide certificate for the year of registration only. There may be situations when a learner may request for bonafide certificate in a format brought by him. Such formats should be carefully studied at the RC and if found satisfactory, the Certificate should be issued only through the official stationery of the RC.

6.4 Facilitation in availing scholarships and redressal of grievances therein

The Ministry of Welfare, Govt. of India, by their letter No: 11017/03/87-SCH. CELL dated 5 October 1989 has ordered reimbursement of fee to SC/ST students pursuing correspondence courses. It is the responsibility of the RCs to help SC/ST students in getting reimbursement of fees from the respective State Governments. The procedure to be followed is placed below:

- Send SMS to the SC/ST students to apply online at the respective National/State government portal for the reimbursement of fees;
- Get the form verified and authenticated by the Regional Director;
- Submit the form to the office of the district social welfare department;
- As per recent circular issued by Planning and Development Division, IGNOU HQs. New Delhi the admission fee for students of BA, BCOM. BTS, BSW, BSC and BCA etc are exempted;
- The off line scholarship applications may be forwarded to the respective department in time.

For SC/ST scholarships, scholarships of the Ministry of Minority Affairs (MoMA), Pre/Post Matric scholarships or any other scholarship announced by the central government on the National Scholarship Portal (NSP) (screenshot attached as **Figure 6.1**) or the Delhi Govt.'s scholarship portal, i.e., the e-district portal (**Figure 6.2**), verification of scholarship application has to be made online by the RCs before the deadline.

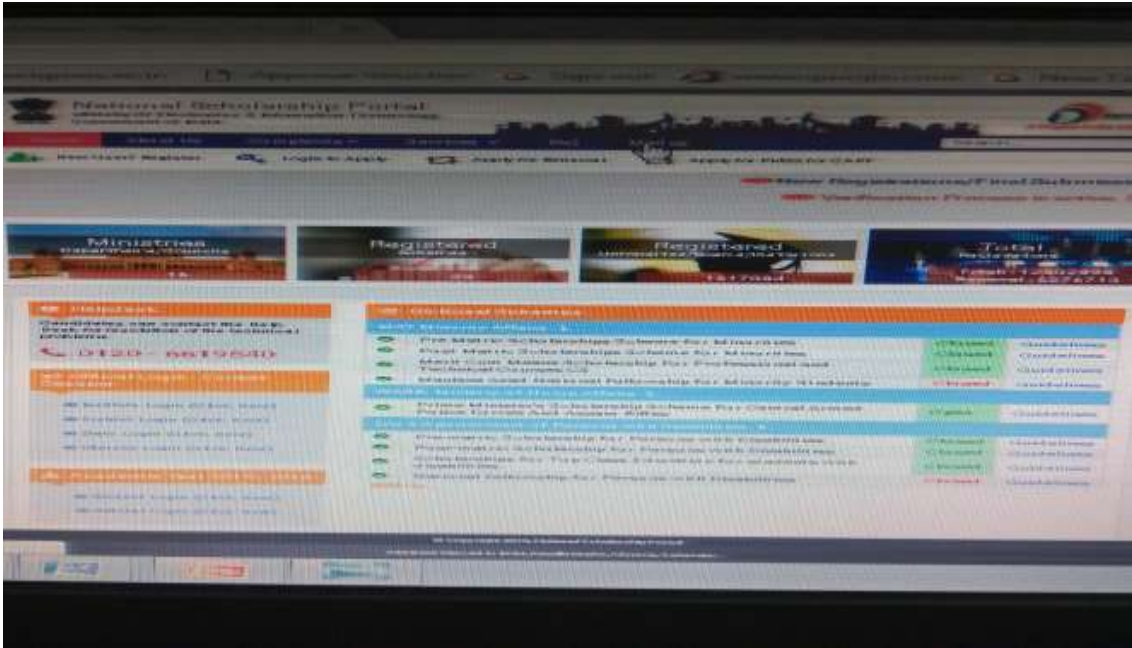
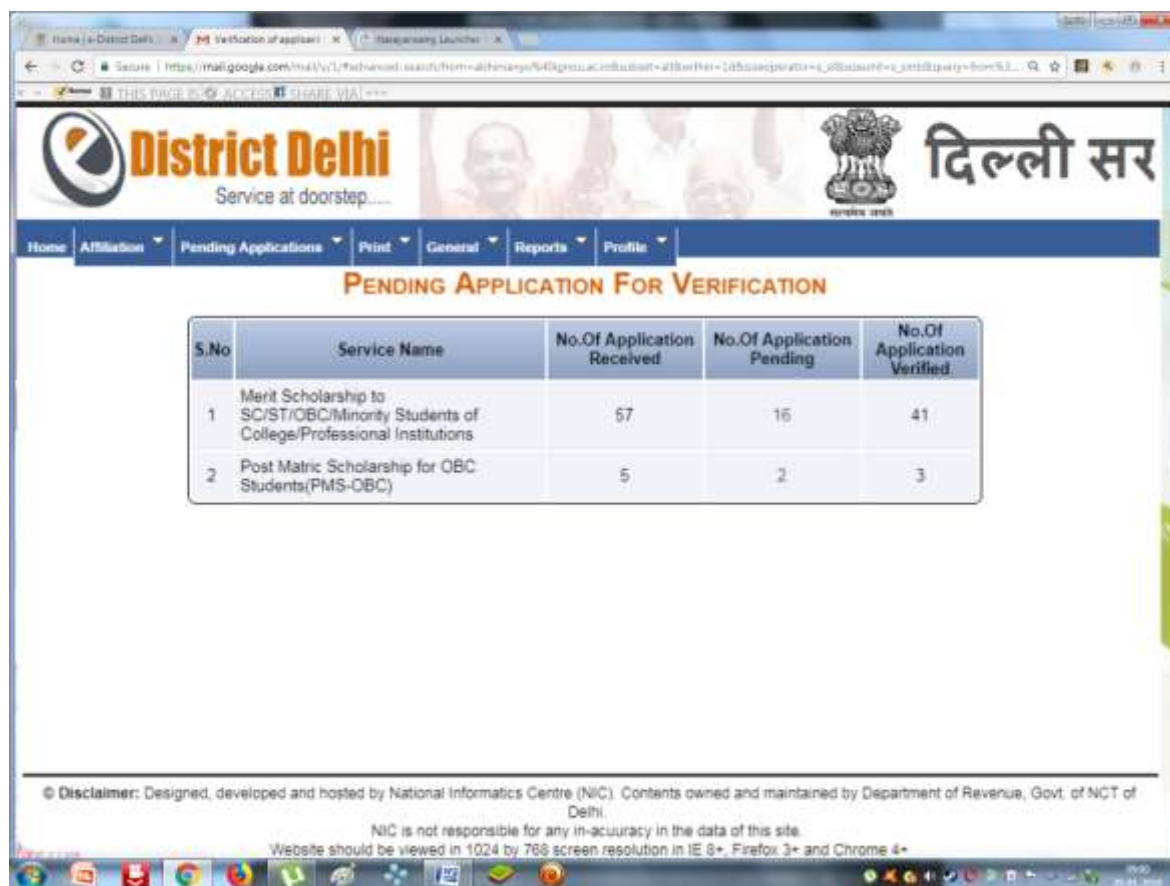


Figure 6.1: A screen shot of NSP



The screenshot shows the District Delhi e-district portal. The header includes the District Delhi logo and the text 'Service at doorstep...'. The main navigation bar has links for Home, Affiliation, Pending Applications, Print, General, Reports, and Profile. The title of the page is 'PENDING APPLICATION FOR VERIFICATION'. Below this is a table with the following data:

S.No	Service Name	No.Of Application Received	No.Of Application Pending	No.Of Application Verified
1	Merit Scholarship to SC/ST/OBC/Minority Students of College/Professional Institutions	57	16	41
2	Post Matric Scholarship for OBC Students(PMS-OBC)	5	2	3

At the bottom, there is a disclaimer: '© Disclaimer: Designed, developed and hosted by National Informatics Centre (NIC). Contents owned and maintained by Department of Revenue, Govt. of NCT of Delhi. NIC is not responsible for any in-accuracy in the data of this site. Website should be viewed in 1024 by 768 screen resolution in IE 8+, Firefox 3+ and Chrome 4+'.

Figure 6.2: A screen shot of e-district portal

6.5 RCs as part of Centralized Grievance Redressal Network

According to the PG PORTAL, GOI, “No administration can claim to be accountable, responsive and user-friendly unless it has established an efficient and effective **grievance redress mechanism**.” In fact, the grievance redressal mechanism of an organization is the measure of its efficiency and effectiveness. Every RC should take proactive steps to prevent the turning of an enquiry into a complaint and a grievance.

Grievances could be a result of unavailability of student support services, excessive delays, impolite staff behavior, discrimination or malpractices. The effectiveness of grievance redressal can be assessed based on the count and nature of cases received, time taken for corrective action and the repetitive nature of grievances.

The SSC at HQs and all the RCs have the mandate to provide the right information at the right time, redress grievances at every stage, provide counselling from time to time and bridge the gap between the organization and the learner. They work with the motto of maintaining ‘zero grievance’ and advancing a culture of safety, transparency and justice; thereby improving student experience and attaining absolute student satisfaction.

Procedure for handling grievances

Grievances from the students and other stake holders are received through different channels, namely,

Receipt of grievances through letter and by hand:

Needless to say that we enter receipt of dak into our Diary Register and transmit the same to the authority concerned on daily basis. As discussed earlier, every RC has to have a dedicated cell for redressal of grievances. Diary and dispatch section at the RC should be instructed to hand over such daks immediately to the concerned authority/cell. To keep track, the cell should maintain a separate Register mentioning the date of receipt of grievance, date of handing over the same to the concerned authority concerned for action/inputs, date of redressal of grievance and date of response to the complainant.

Receipt of grievances through e-mail:

RC should maintain a dedicated Email ID and publicise it extensively. As it is easier to handle complaints and grievances received through this mode, it should be redressed within 2 days if it is related to RC/LSC and it should be forwarded immediately if it is related to the Headquarters.

Receipt of grievances through CPGRAMS, INGRAM, RTI MIS online, PGMS of GNCTD, UGC online and iGRAM Portals:

To work effectively on the various portals of the Government of India, namely CPGRAMS Portal, UGC on line Portal, INGRAM, Delhi Govt. Public Grievance Monitoring System and RTI MIS Portal, the mechanism is centralized linking all RCs with the Student Service Centre at the headquarters as represented through **Figure 6.3** Nodal persons have been identified at each RC/School/Division, thereby establishing/strengthening linkages in the Grievance Redressal Network of the University. This arrangement has strengthened and made the Grievance Redressal Mechanism of IGNOU more robust.

For CPGRAMS, INGRAM, RTI MIS online and iGRAM Portals, grievances received are forwarded through the portal itself by the Student Service Centre at headquarters to the RC concerned. The RCs are

also informed about the receipt of grievances through mails and if required through telephone calls. Each RC has a separate user id and password, using which it can log in to the specific portal using specific web link and respond to the grievances within a week. If required, the RC should call the learner and provide clarifications. If inputs are to be taken from Schools or functional divisions like Student Evaluation Division or Material Production and Distribution Division at headquarters, it should do so, keeping the student informed.

In the case of UGC and Delhi Govt. Public Grievance Monitoring System portals, the grievances are received at the Student Service Centre at headquarters and information is obtained from respective RCs by SSC, IGNOU HQs through mails and/or phone calls. Based on inputs received, a reply is prepared and submitted by SSC.

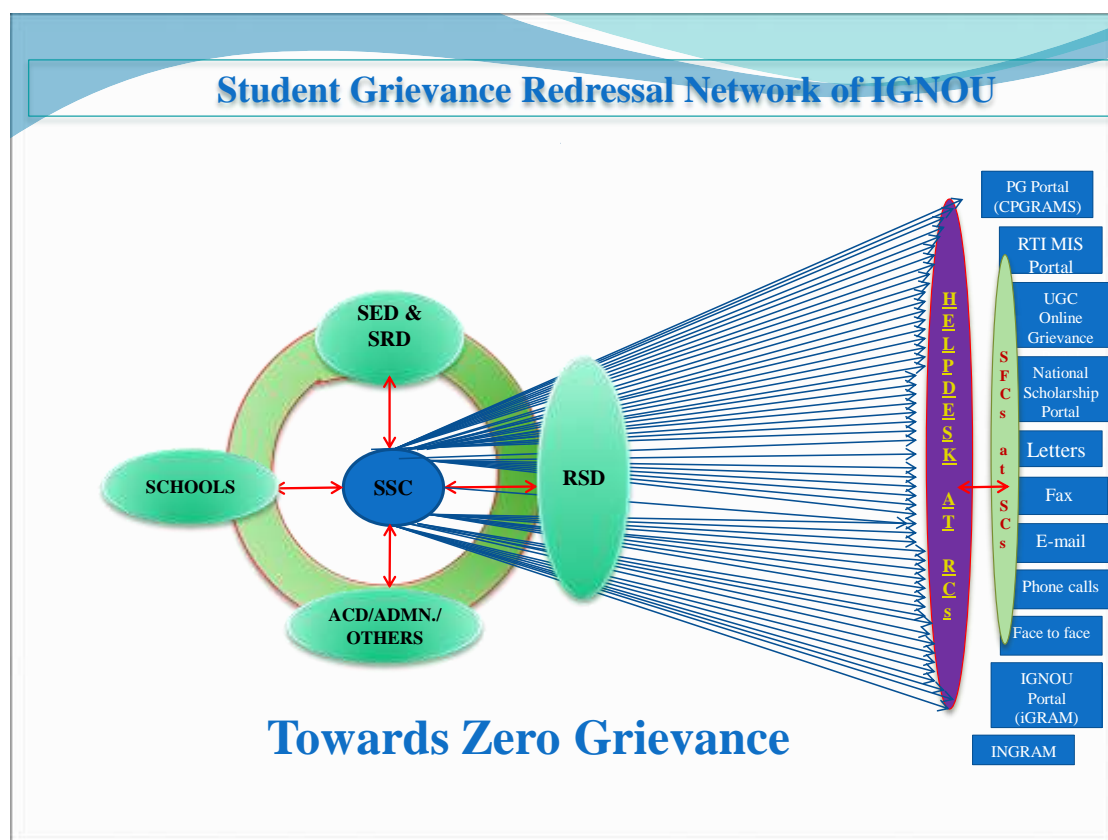


Figure 6.3: Student Grievance Redressal Network of IGNOU

If required, the RC should call the learner and provide clarifications. If inputs are to be taken from Schools of Studies at hqrs or functional divisions, the RC should do so, keeping the student informed. The RC should try to respond to student grievances ensuring minimum average disposal time and keep track of the same.

6.5.1 CPGRAMS

Public Grievances Redressal is one of the flagship initiatives of the government for reformation in governance through addressing the grievances of general public. As part of the initiative, Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was created in March 2016 (**Figure 6.4**). Its specific features include, monitoring dash board for the senior officers, holistic view by Grievance Monitor, enhanced operability and provision to forward multiple grievances to a single department in one stroke and to multiple departments. SSC as the nodal office has been given a user id and password to log in to the portal and further SSC has created sub nodes with separate user ids and passwords for each RC/School/Division/Cell of IGNOU. The procedure for handling grievances has been mentioned in the earlier section.



Figure 6.4: A screen shot of CPGRAMS

6.5.2 UGC Online Students Grievance Redressal Portal

The UGC's Students Grievance Redressal Portal (**Figure 6.5**) was launched by MHRD on 23rd March 2015 to facilitate online registration of students' grievances, send reminders and check action-taken and for curbing unfair practices in higher education institutions and provide effective mechanism for redressal of grievances. SSC as the nodal office has received a user id and password to log in to the portal. The portal does not have the provision for forwarding grievances and therefore, as mentioned

earlier based on inputs received from respective RCs/Divisions/Schools, a reply is prepared and submitted by SSC.

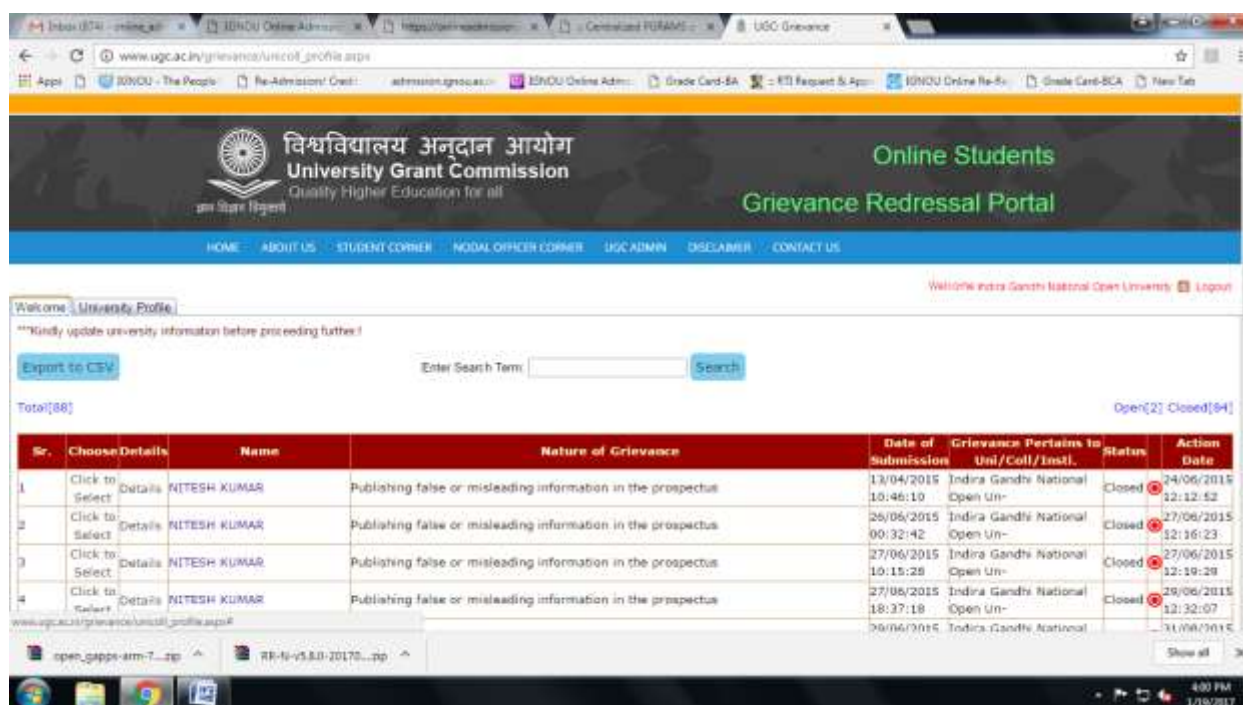


Figure 6.5: A screen shot of UGC GR Portal

6.5.3 INGRAM

The Department of Consumer Affairs has launched this portal as an integrated Grievance Redress Mechanism (INGRAM) (**Figure 6.6**) for bringing all stakeholders onto a single platform. Consumers can register their grievances online through this portal. The portal will also help in creating awareness among consumers to protect their rights and inform them of their responsibilities. As per communication received from MHRD, IGNOU has registered itself as a convergence partner of the National Consumer Helpline and has been allotted user id and password to attend to grievances on INGRAM.

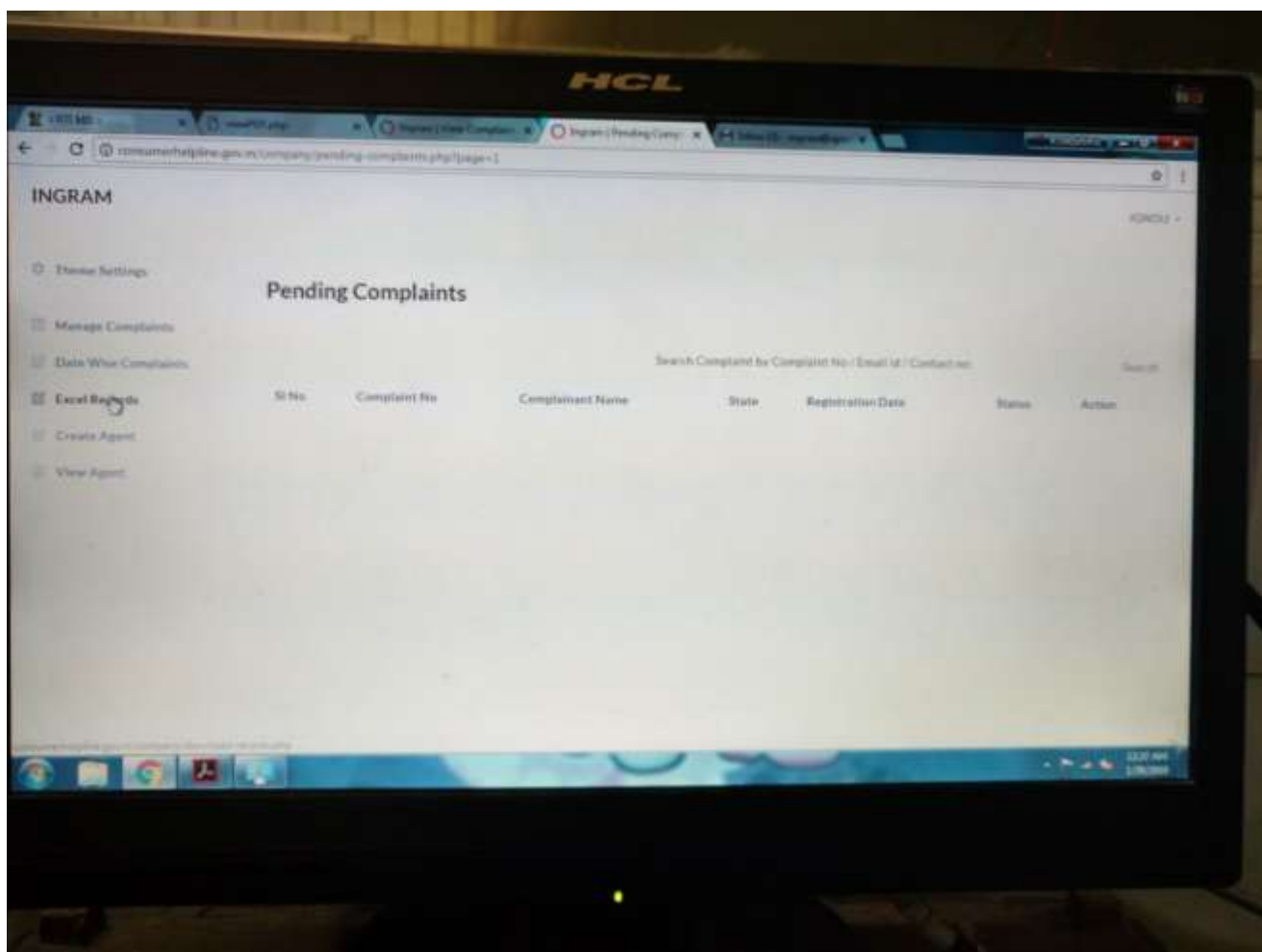


Figure 6.6: A screen shot of INGRAM

6.5.4 IGNOU Grievance Redressal and Management (iGRAM)

IGNOU has developed i-GRAM, which is a centralized web based grievance redressal portal. iGRAM has been developed with the objective of quick resolution/redressal of student grievances. The portal is available at the web link <http://igram.ignou.ac.in/>. The students can submit their query through this link and will be issued a GS Token number. They can further keep track of the grievance through this token number. A screen shot of iGRAM is presented as **Figure. 6.7**.

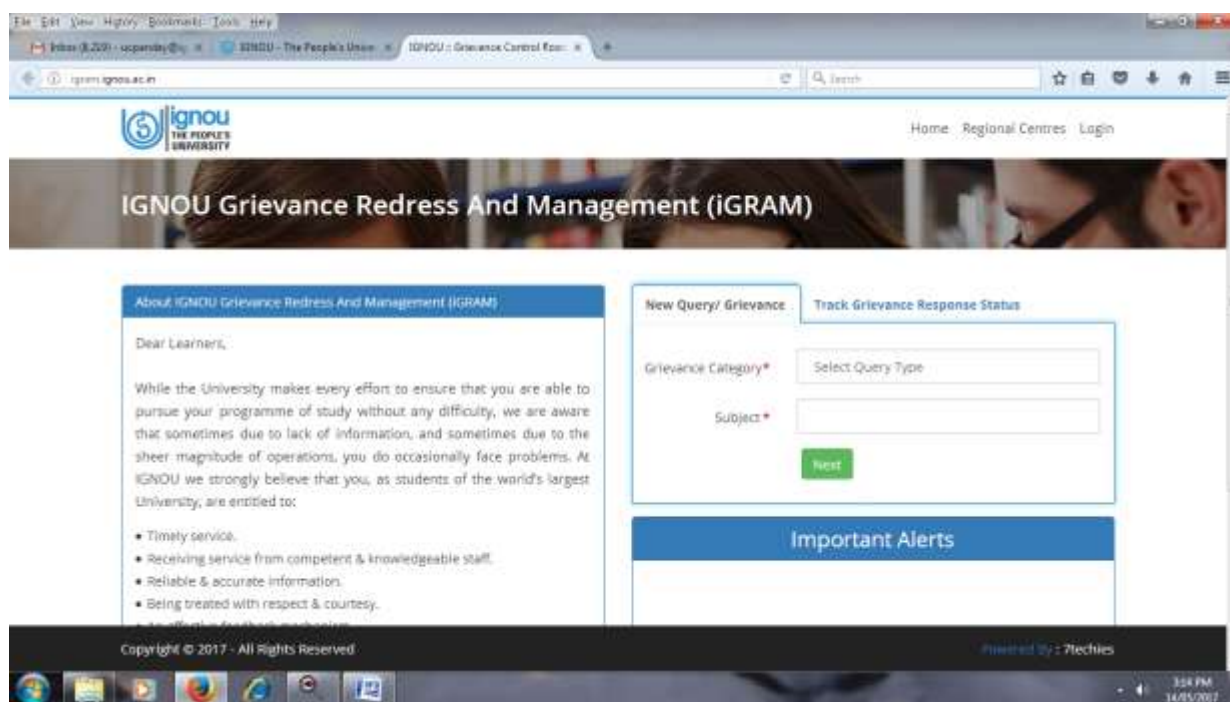


Figure 6.7: A screen shot of iGRAM

6.5.5 Public Grievance Monitoring System, Govt. of NCT of Delhi

This online portal (**Figure: 6.8**) for providing a comprehensive mechanism for speedy redressal of grievances of the public against the Departments of GNCTD has been designed, developed and hosted by National Informatics Centre (NIC) and is owned and maintained by PGMS, Chief Minister's Office, Government of NCT of Delhi. The portal has a provision of tracking of status of grievances. Grievances related to IGNOU which are received on this portal are forwarded as hard copy or by email. Inputs on the grievances are sought from RC/School/Division concerned and response is prepared and submitted by the Student Service Centre.

Public Grievance Monitoring System
गुप्त निगरानी सेवा, दिल्ली सरकार
Government of NCT of Delhi

Lodge Your Grievance * (Mandatory Fields)

Submit Your Grievance

Description (Max 2000 Characters)
Please do not use the special character (~, !, @, #, \$, %, ^, &, *, < , >,) for entry
2000 characters left.

(Description may also be entered using any Unicode compliant Hindi font.)

Upload Document, if required
Choose File No file chosen
(Document Size should not be greater than 2MB and should be in PDF format only) To reduce size of Pdf document Click here

Department Concerned
Locality of the Grievance
Grievance Site Address

Your Details

Name
Mobile No.
E-Mail ID
Pin Code
Complainant Address - Other - Same As Grievance Site Address

Figure: 6.8: A screen shot of PGMS of GNCTD

6.5.6 RTI MIS Online

The RTI Online Web Portal (**Figure: 6.9**) is another milestone in the regime of RTI that aims to further promote participation of citizens in the process of governance and policy making decisions of the Government. Launched on 21st August 2013, the portal has been developed by National Informatics Centre (NIC) at the initiative of Department of Personnel and Training (DoPT). This is a facility for the Indian Citizens to file RTI applications online and first appeals and also to make online payment of RTI fees. This system works as RTI MIS also. The details of RTI applications received through post could also be entered into this system. The citizens can check the real time status of their RTI applications/first appeals filed online.

SSC as the nodal office for handling the Portal at IGNOU has been given a user id and password to log in to the portal and further SSC has created sub nodes with separate user ids and passwords for each RC/School/Division/Cell of IGNOU. Grievances received are forwarded through the portal itself by the Student Service Centre at headquarters to the RC concerned to be disposed off in the prescribed manner and within the given time frame.

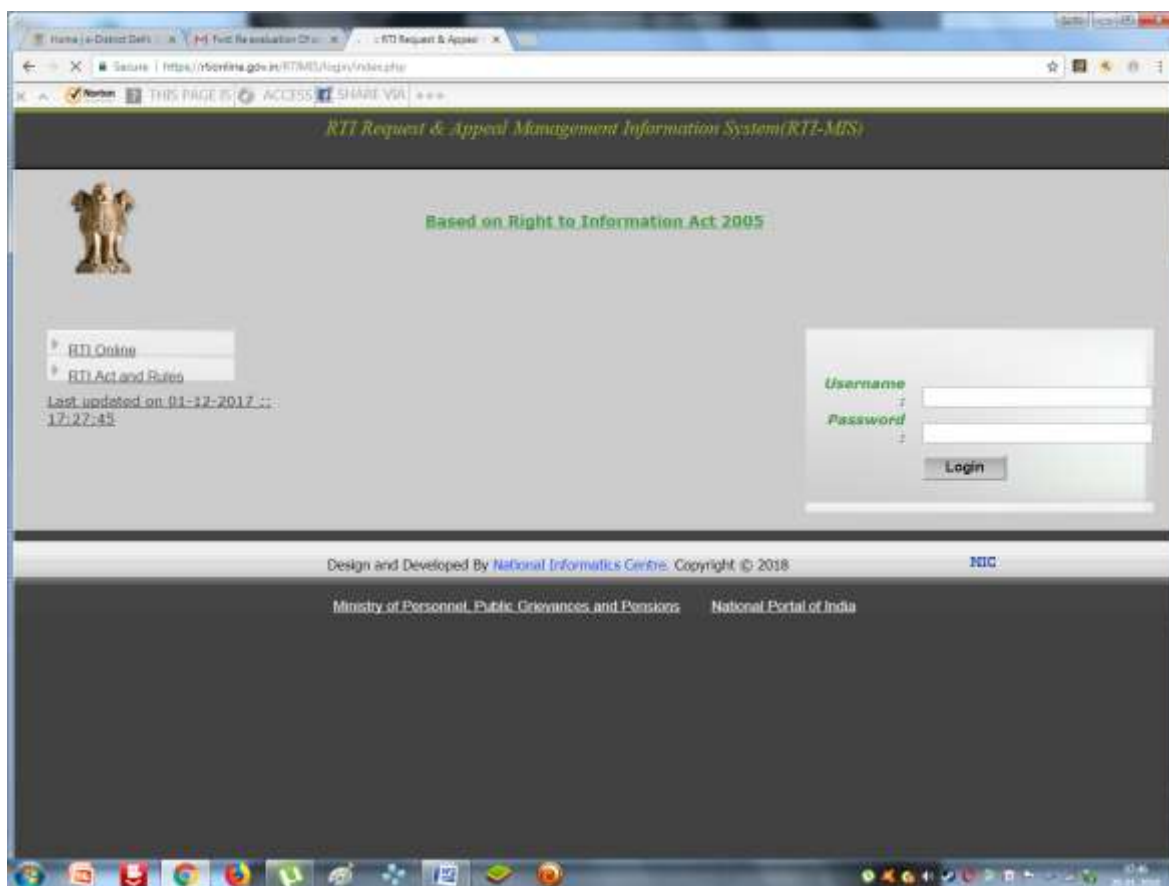


Figure: 6.9: A screen shot of RTI MIS Online Portal

For the RCs the priority should not be just disposing off the grievances but going into the depth of the student problem and trying to resolve it to the satisfaction of the student. For the same, regular initiatives need to be taken to create sensitization among staff about organizational and work ethics so as to [prevent turning of an enquiry into grievance](#), encourage teamwork spirit and [handholding and going that extra mile](#) for the students.

6.6 Committees Against Sexual Harassment

The ‘IGNOU Policy for the Prevention, Prohibition and Punishment of Sexual Harassment of Women, 2008’ and ‘IGNOU Rules and Procedures for the Prevention, Prohibition and Punishment of Sexual Harassment of Women at the Workplace, 2008’ are in place and can be accessed at http://www.ignou.ac.in/userfiles/Policy_English.pdf .

There are four kinds of Internal Complaints Committees against Sexual Harassment which are functional in the University, viz., Regional Services Division Committee against Sexual Harassment (RSDCASH), RCs Committee against Sexual Harassment (RCCASH), IGNOU Committee against Sexual Harassment (ICASH) and Apex Committee against Sexual Harassment (ACASH).

RC Committee Against Sexual Harassment (RCCASH) is a complaints and redressal body to be set up in each RC of IGNOU. This Committee shall have jurisdiction over all complaints received at the RC and all LSCs within the supervisory jurisdiction of that RC. The Chairperson of the RCCASH should preferably be a woman member of IGNOU. In case no appropriate woman member is available at the RC, an external woman member will function as the Chairperson. Regional Services Division Committee Against Sexual Harassment (RSDCASH) is the appellate and supervisory body, which shall oversee all RCCASH committees within its supervisory jurisdiction. It will function as the overseeing body for all awareness and preventive work related to this Policy at all RCs and LSCs.

Composition and Method of Constitution RCCASH

a) **Composition:** RC Committee Against Sexual Harassment (RCCASH) shall be composed of a total of 5 members drawn from the following categories:-

- Two Academic staff members
- Two non teaching staff members of which 1 shall be from the “officers” category and 1 from “other staff” category.
- One woman with known contribution to women’s issues, to be co-opted by the Committee from outside the RC.

b) **Procedure of Constitution of RCCASH:** A panel of names for RCCASH committees will be recommended by RSDCASH for each RC, and nominated by the Vice-Chancellor.

c) **Procedure of Constitution of first RCCASH:**

- i. A panel of names for first time RCCASH committees for each RC will be recommended by the Director of the Regional Services Division, in consultation with the academic and non teaching staff of the Regional Services Division and shall be nominated to the RCCASH by the Vice-Chancellor;
- ii. To ensure a measure of continuity in the Committees Against Sexual harassment, each of the outgoing Committee Against Sexual Harassment shall nominate one person from among them to continue as a member of the said Committee for another term of 2 years;

- iii. The representation on the Committee of the category to which the member nominated by the Committee to continue belongs shall accordingly be adjusted to ensure that no category of members is over represented; and
- iv. In no event shall any member of Committee continue as a member for more than 2 terms i.e., 4 years.

Guidelines for all Committees Against Sexual Harassment:

- a) The Chairperson (woman) and members of the committee to be nominated by the VC from the panels recommended;
- b) At least 50% of the members in each of these categories should be women;
- c) The term of each Committee shall be two years. The previous Committee will however continue till the new Committee is constituted;
- d) In the event of the expiry of the term of a Committee Against Sexual Harassment during the pendency of an enquiry then for purposes of that complaint the Committee Against Sexual Harassment will be regarded as a valid Committee, under this Policy and Service Rules, till the submission of the Enquiry Report to the disciplinary authority;
- e) A person shall be disqualified from being appointed, elected, nominated or designated as, or for being continued as, a member of any Committee Against Sexual Harassment if there is any complaint concerning sexual harassment pending against him, or if he has been found guilty of sexual harassment/serious misconduct.

In addition to conducting enquiry and submitting report on a received case within the stipulated time, the RC may take the following steps to ensure gender sensitization and a safe working environment as laid down in the IGNOU Rules and Procedures for the Prevention, Prohibition and Punishment of Sexual Harassment of Women at the Workplace, 2008. http://www.ignou.ac.in/userfiles/Rules%20and%20Procedures_%20English.pdf .

A. Preventive

Gender Sensitization and Orientation

- To work towards creating an atmosphere promoting equality, non discrimination and gender justice;

- To promote and facilitate measures to create a work and study environment that is free of sexual harassment of women;
- To publicize widely the policy against sexual harassment in Hindi, English and the language of the region where the Centre is located, especially through the prospectus, programme guide or other appropriate document and display the same on notice boards, website, offices and residential areas etc. Sensitization and awareness messages towards sexual-harassment-free workplace are to be disseminated widely at the LSCs, through emails. Bilingual awareness colour posters giving information on what constitutes an offence under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act-2013 may be created and put up at the RC and all LSCs in the network;
- The ACASH shall publicize the phone numbers of the Security Office at the Headquarters and create a 24 hour helpline from where calls can be forwarded to persons designated by ICASH;
- Every recruitment/admission announcement must state: IGNOU has a policy against sexual harassment and is committed to providing an environment free from sexual harassment of women at the workplace;
- To regularly organize and carry out programmes for gender sensitization of IGNOU members through workshops, seminars, posters, film shows, debates etc. Activities like popular talks on women empowerment, discussions and competitions may be initiated which would have an impact on providing a congenial working environment, free from gender bias;
- All new service /employment/consultancy or any other contract for work with any member of IGNOU at all centres shall include the policy against Sexual Harassment as part of the contract;
- Those already in service shall be asked to sign this Policy;
- The Complaints Committee shall take suo moto notice of grave violations of the basic principles of gender sensitivity and gender justice on the campus. A dedicated e-mail ID may be created as a helpline for all complaints regarding sexual harassment for IGNOU employees at IGNOU RCs, LSCs and IGNOU learners across the country.

B. Remedial

Enquiry

- To receive and take cognizance of complaints made about sexual harassment of women at the workplace;

- To conduct enquiries into these complaints, place findings before the concerned disciplinary authority and recommend penalties against the harasser in accordance with the laid down rules and procedures;
- To ensure the safety of the complainant and witnesses during the pendency of the enquiry and till the final determination of the complaint, by advising the concerned authorities to issue warnings, suspension or any other order, if the harasser harasses or intimidates the complainant or witnesses;
- To make efforts to ensure that the complainants and the witnesses are not further victimized or discriminated against while it is dealing with the complaint. The committee shall take action against anyone who threatens or intimidates the complainant or members of the committee. This may be in the nature of issuing a restraining order against the defendant or any other person/s;
- To seek medical, police and legal intervention with the consent of the complainant.
- To make arrangements for appropriate legal, psychological / emotional and physical support for the complainant if she so desires;
- In the case of third party/ outsider harassment, with the consent of the aggrieved woman the University shall initiate action by making a complaint with the appropriate authority having jurisdiction over the offence. Further, the University and the committee will actively assist and provide available resources to the complainant woman in pursuing the complaint.

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Annexure – 1.1

Indira Gandhi National Open University

Regional Services Division
List of Regional Centres

S. N.	REGIONAL CENTRE, CODE AND NO OF LEARNER SUPPORT CENTRES	ADDRESS OF THE REGIONAL CENTRE TEL., FAX & E-MAIL	JURISDICTION
1.	AGARTALA, RC CODE : 26	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, M.B.B. COLLEGE COMPOUND, P.O. AGARTALA COLLEGE, AGARTALA – 799004 TRIPURA, PH. OFF : 0381-2519391, FAX- 0381-2516266, E-Mail : rcagartala@ignou.ac.in	STATE OF TRIPURA (DISTRICT: DHALAI, NORTH TRIPURA , SOUTH, TRIPURA , WEST TRIPURA, GOMATI, KHOWAL, SEPA HIJALA, UNOKOTI)
2.	AHMEDABAD, RC CODE : 09	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, OPP. NIRMA UNIVERSITY SARKHEJ, GANDHI NAGAR HIGHWAY CHHARODI, AHMEDABAD – 382481, GUJRAT PH OFF – 02717-242975, 241579, 242976 FAX : 02717-241580 E-Mail : rcahmedabad@ignou.ac.in	STATE OF GUJARAT (DISTRICT: AHMEDABAD, ANAND, BANASHKANTHA , BHARUCH, DAHOD, GANDHI NAGAR, MESHANA , PATAN, SABARKANTHA, SURAT, VADODARA , VALSAD, DANG, KHEDA, NARMADA, NAVSARI, PANCHMAHAL, TAPIARAVALLI), DAMAN & DADRA NAGAR HAVELI (U.T)
3.	AIZWAL, RC CODE : 19	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, HOUSE NO. YC-10, ROPIRA BUILDING, CHALTLANG DAWRKAWN, AIZAWL - 796012, MIZORAM, PH.O FF : 0389-2395260, 2311692 E-Mail : rcaizwal@ignou.ac.in	STATE OF MIZORAM (DISTRICT : AIZWAL, LUNGLEI, KOLASIB, MAMIT, SERCHHIP, SAIHA , CHAMPHAI, LAWNGTLAI)
4.	ALIGARH, RC CODE : 47	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 3/310, MARRIS ROAD ALIGARH -202001, UTTARPRADESH PH. OFF : 0571-2700120, 2701365 FAX : 0571-2402147 E-Mail : rcaligarh@ignou.ac.in	STATE OF UTTARPRADESH (DISTRICT: ALIGARH, AGRA , BUDAUN, ETAH, ETAWAH, FIROZABAD, J.P.NAGAR, KASHIRA MNAGAR/KASGANJ, MAHAMAYANAGAR, HATHRAS, MAINPURI, MATHURA , MORADA BAD, RAMPURA NDSAMBHAL)
5.	BANGALORE RC Code: 13	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE,	STATE OF KARNATAKA (DISTRICT: BANGALORE, BANGALORE RURAL,

		NSSS KALYANA KENDRA 293, 39TH CROSS, 8TH BLOCK JAYA NAGAR, BANGALORE - 560070 KARNATAKA PH. OFF : 080-26654747/26657376 FAX : 080-26644848 E-mail : rcbangalore@ignou.ac.in	CHIKBALLAPUR, CHITRADURGA, DAVANAGERE, KOLAR, SHIMOGA, TUMKUR, RAMANAGARA, CHAMARAJA NAGAR, CHIKMAGALURDA KSHINA KANNADA , HASSAN, KODAGU, MANDYA , MYSORE, UDUPI)
6.	BHAGALPUR RC CODE: 82	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 3RD FLOOR, SUMAN PLAZA , CENTRAL JAIL RD., TILKAMANJHI, BHAGALPUR - 812001 BIHAR PH. OFF : 0641-610055/2610066 E-MAIL : rcbhagalpur@ignou.ac.in	STATE OF BIHAR (DISTRICT: BHAGALPUR, BANKA & MUNGER)
7.	BHOPAL RC CODE : 15	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 12, ARERA HILLS, BHOPAL - 462011 MADHYA PRADESH PH. OFF : 0755-2578455/ 2578452/ 2762524 FAX : 0755-2578454 E-mail : rcbhopal@ignou.ac.in	STATE OF MADHYA PRADESH (DISTRICT: ALIRAJPUR, BHIND, DATIA, HARDA, KHANDWA , MANDSAUR, NEEMUCH, RAJGARH, SHAJAPUR, BAWANI, BHOPAL, DEWAS, GUNA , HOSHANGABAD, JHABUA, KHARGONE, MORENA, RATLAM, SHEOPUR, VIDISHA, ASHOK NAGAR, BETUAL, BURHANPUR, DHAR, GWALIOR, INDORE, RAISEN, REWA , SEHORE, SHIVPURI, UJJAIN)
8.	BHUBANESHWAR RC CODE: 21	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, C - 1, INSTITUTIONAL AREA BHUBANESHWAR - 751013 ORISSA Ph. Off : 0674-2301348/2301250/2301352 FAX : 0674-2300349 E-mail : rcbhubaneswar@ignou.ac.in	STATE OF ORISSA (DISTRICT: ANGUL, BHADRAK, BARAGARH, BALASORE, CUTTACK, DEOGARH, DHENKANAL, GANJAM, GAJAPATI, JHARSUGUDA, JAIPUR, JAGATSINGHPUR, KHORDHA, KEONJHAR, KANDHAMAL, KENDRAPARA , MAYURBHANJ, NAYAGARH, PURI, SAMBALPUR, SUNDERGARH) SRC- KANDHMAL (BALANGIR, SONEPUR, BOUDH)
9.	BIJAPUR RC Code : 85	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, ANANDA MAHAL, OLD ZP OFFICE, DR. B.R. AMBEDKAR CIRCLE, VIJAYAPURA - 586101 KARNATAKA Ph. Off : 08352-252006 FAX : 08352-256005 E-mail : rcbijapur@ignou.ac.in	STATE OF KARNATAKA COVERING (DISTRICTS BAGALKOTE, BIJAPUR, BIDAR, GULBARGA , KOPPALRAICHUR, YADGIR, HAVERI, GADAG, BELLARY, BELGAUM AND DHARWAD) STATE OF MAHARASHTRA (DISTRICTS SOLAPUR, LATUR)
10.	CHANDIGARH RC Code : 06	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, SCO ; 208, SECTOR – 14, PANCHKULA – 134109 HARYANA Ph. Off : 0172 – 2590208, 2590277, 2590278 FAX : 0172-2590279 E-mail : rcchandigarh@ignou.ac.in	STATE of PUNJAB (DISTRICT: PATIALA, MOHALI, RUP NAGAR, FATEHGARH SAHEB), STATE of HARYANA (DISTRICT: AMBALA, PANCHKULA), CHANDIGARH (U.T.)

11.	CHENNAI RC Code : 25	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 3rd FLOOR, G R COMPLEX 407-408, ANNA SALAINANDANAM, CHENNAI- 600035 TAMILNADU Ph. Off - 044-24312766, 24312979 Fax : 044-24312799 E-mail - rcchennai@ignou.ac.in	STATE OF TAMIL NADU (DISTRICT: CHENNAI, THIRUVALLUR, KANCHIPURAM, VELLORE, THIRUVANNAMALAI, KRISHNAGIRI, DHARMAPURI, SALEM, NAMAKKAL, VILLUPURAM, CUDDALORE, PERAMBALUR, NAGAPATTINAM, PUDUCHERRY (U.T.)
12.	COCHIN RC CODE : 14	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, KALOOR COCHIN – 682017 KERALA Ph. Off – 0484-2340203/2348189/2330891 Fax: 0484-2340204 E-mail : rccochin@ignou.ac.in	STATE of KERALA (DISTRICT: ALAPPUZHA, ERNAKULAM, IDUKKI, KOTTAYAM, PALAKKAD, THIRUSSUR, LAKSHADWEEP (UT)
13.	DARBHANGA RC CODE : 46	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, LALIT NARAYAN MITHLA UNIV. CAMPUS, KAMESHWAR NAGAR, NEAR CENTRAL BANK, DARBHANGA-846004, BIHAR PH OFF ; 06272-251833, 251862 FAX : 06272-253719 E-mail : rcdarbhanga@ignou.ac.in	STATE of BIHAR (DISTRICT : BEGUSARAI, DARBHANGA, EAST CHAMPARAN, GOPALGANJ, SARAN, SHEOHAR, SITAMARHI, SAMISTIPUR, MADUBANI, MUZAFFARPUR & WEST CHAMPARAN)
14.	DEHRADUN RC CODE : 31	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, NANOOR KHERA, TAPOVAN, RAIPUR ROAD DEHRADUN – 248008 UTTARAKHAND PH. OFF : 0135-2789200 FAX : 0135-2789190 E-mail : rcdehradun@ignou.ac.in	STATE of UTTARAKHAND (DISTRICT : DEHRADUN, PAURI, CHAMOLI, TEHRI, UTTARAKASHI, RUDRAPRAYAG, HARIDWAR, NAINITAL, ALMORA, PITHORAGARH, US NAGAR, CHAMPAWAT, BAGESHWAR) STATE OF UTTAR PRADESH (DISTRICT : SAHARANPUR, MUZAFFAR NAGAR, BUNNORE, SHAMLI (PRABUDH NAGAR)
15.	DELHI 1 RC CODE : 07	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, PLOT NO J-2-1 BLOCK – B 1 MOHAN COOPERATIVE INDUSTRIAL ESTATE MATHURA ROAD, NEW DELHI – 110044 PH OFF –011-26990082, 26990083 FAX : 011-26990084 E-mail : rcdelhi1@ignou.ac.in	STATE OF DELHI (COVERING AREAS OF MEHRAULI, CHANAKYA PURI, LODHI COLONY, SOUTH EXTENSION, R.K. PURAM, VASANT KUNJ, SAKET, GREEN PARK, LAJPAT NAGAR, G.K., MALVIYA NAGAR, BHOGAL, ASHRAM, HAUZKHAS, MUNIRIKA , OKHLA , SANGAMVIHAR, FRIENDS COLONY, BADARPUR) STATE OF HARYANA (DISTRICT: FARIDABAD, PALWAL)

16.	DELHI 2 RC CODE – 29	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, GA NDHI SMRITI & DARSHAN SAMITI, RAJGHAT, NEW DELHI - 110 002 PH.O FF : 011-23392374/23392376, 23392737 FAX : 011-23392375 E-mail – rcdelhi2@ignou.ac.in	STATE OF DELHI (COVERING AREAS OF KARALA, PRAHLADPUR, BANAGAR, LIBASPUR, RAMA VIHAR, RANI BAGH, SULTAN PURI, BUD VIHAR, MANGOLPURI, PITAMPURA, JAHANGIRPURI, JHARODAMAJA , BURARI, DR. MUKHERJEE NAGAR, MODEL TOWN, SHAKURPUR COLONY, GTBNAGAR, ASHOK VIHAR, SHASTRI NAGAR, CIVIL LINES, YAMUNA VIHAR, NANDNAGRIBHR)
17.	DELHI 3 RC CODE : 38	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, F-634-636 PALAM EXTENSION, SAHEED, RAMPHAL CHOWK (NEAR SECTOR 7), DWARKA NEW DELHI 110 077 PH.O FF : 011-25088939, 25088944 FAX : 011-25088983 E-Mail : rcdelhi3@ignou.ac.in	STATE OF DELHI (COVERING AREAS OF MUNDKA , NANGLOIJAT, PEERAGARHI, PUNJABI BAGH, BAKARWALA , MEERA BAGH, MOTI NAGAR, TILAKNAGAR, TILANGPUR, KOTLA , VIKASPURI, SUBHASH NAGAR, UTTAMNAGAR, JANAKPURI, NAZAFGARH, MAHAVIR ENC., SAGARPUR, DWARKA , PALAM, PALAMFARMS, KAPASERA , DHAULA KUAN , NARAINA , MAHIPALPUR, MANSAROVARGARDEN) STATE OF HARYANA (DISTRICT: GURGAON, MEWAT)
18.	DEOGHAR RC CODE : 87	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, MANDA KINI SADAN BASUWADIH, ROHINI ROAD, DEOGHAR, JASIDIH, JHARKHAND- 814142 Ph - 06432-34448 E-mail – rcdeoghar@ignou.ac.in	STATE OF JHARKHAND COVERING (DISTRICTS DEOGHAR, GODDA, SAHIBGANJ, PAKUR, DUMKA, JAMTARA, & GIRIDIH)
19.	GANGTOK RC CODE : 24	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 5 th MILE TADONG, NH – 31A, BELOW CENTRAL REFERAL HOSPITAL, EAST SIKKIM, GANGTOK – 737102 SIKKIM PH : 0359-231102, 270923 FAX : 0359-231103 E-mail : rcgangtok@ignou.ac.in	STATE OF SIKKIM (DISTRICT: EAST SIKKIM, WEST SIKKIM, NORTH SIKKIM, SOUTH SIKKIM)
20.	GUWAHATI RC CODE : 04	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, HOUSE NO 71, GMCH ROAD, CHRISTIAN BASTI GUWAHATI-781005 ASSAM PH.OFF : 0361-2343771/2343785-86 FAX : 0361-2343784 E-mail - rcguwahati@ignou.ac.in	STATE OF ASSAM (DISTRICT: KARBI, ANGLONG, MARIGAON , DARRANG, KAMRUP, NALBARI, BARPETA, BONGAIGAON, GOALPARA, KOKRAJHAR, DHUBRI, NORTH CACHAR HILLS, CACHAR, HAILAKANDI, KARIMGANJ, KAMRUPMET ROPOLITAN, BAKSA, UDALGURI, CHIRANG)
21.	HYDERABAD RC CODE : 01	REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE,	STATE OF TELEGANA (DISTRICT: ADILABAD, HYDERABAD, KARIM

		<p>PLOT NO 207 KAVURI HILLS PHASE II, NEAR MADHAPUR, PS-JUBILEE HILLS (P.O.) HYDERABAD - 500 033 A. P. PH OFF: 040-23117550-53 FAX : 040-23117554 E-mail : rchyderabad@ignou.ac.in</p>	<p>NAGAR, KHAMMAM, MEDAK, MAHABOOB NAGAR, NALGONDA, NIZAMABAD, RANGA REDDY, WARANGAL)</p>
22.	<p>IMPHAL RC CODE : 17</p>	<p>REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, ASHAJINA COMPLEX, NORTH AOC IMPHAL-795001 MANIPUR PH : 0385-2421190/2421191 FAX : 0385-2421192 E-mail : rcimphal@ignou.ac.in , ignouimp@gmail.com</p>	<p>STATE OF MANIPUR (DISTRICT: BISHNUPUR, CHURACHANDPUR, CHANDEL, IMPHAL EAST, IMPHAL WEST, SENAPATI, TAMENG LONG, THOUBAL, UKHRUL)</p>
23.	<p>ITANAGAR RC CODE : 03</p>	<p>REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, HORN BILL COMPLEX, 'C' SECTOR (NEAR CENTRAL SCH.) NAHARLAGUN ITANAGAR-791110, ARUNACHAL PRADESH PH : 0360-2247536, 0360-2351705 FAX : 0360-2350990 E-mail : rcitanagar@ignou.ac.in</p>	<p>STATE OF ARUNACHAL PRADESH (DISTRICT: ANJAW, CHANGLANG, EAST KAMENG, EAST SIANG, KURUNG KUMEY, LOHIT, LOWER DIBANG VALLEY, LOWER SUBA NSIRI, PAPUMPARE, TAWANG, TIRAP, UPPERDIBANG, UPPERSUBANSIRI, UPPERSIANG, WESTKA MENG, WEST SIANG)</p>
24.	<p>JABALPUR RC CODE: 41</p>	<p>REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 2ND FLOOR, RAJSHEKHAR BHAVAN, RANI DURGAVATI VISHVAVIDYALAYA CAMPUS, PACHPEDHI, JABALPUR-482001 PH.O FF :0761-2600411/2609896 /2600219 FAX:0761-2609919 E-MA IL : rcjabalpur@ignou.ac.in</p>	<p>STATE OF MADHYAPRADESH (DISTRICT: ANNUPUR BALA GHAT, CHHINDWARA, DINDORI, JABALPUR, KATNI, MANDLA, NARSINGAPUR, SEONI, SHAHDOL, SIDDHI, SINGRAULI, UMARIA, DAMOH, PANNA, SAGAR, CHHATA RPUR, REWA, SATNA, TIKAMGARH)</p>
25.	<p>JAIPUR RC CODE: 23</p>	<p>REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, 70/79, SECTOR-7, PATEL MARG, MAN SAROVAR, JAIPUR - 302020 RAJASTHAN PH. OFF:0141-2785730, 2396427 FAX:0141-2784043 E-MAIL: rcjaipur@ignou.ac.in</p>	<p>STATE OF RAJASTHAN (DISTRICT: AJMER, ALWAR, BARAN, BHARATPUR, BHILWARA, BUNDI, CHITTORGARH, CHURU, DAUSA, DHOLPUR, HANUMUNGARH, JAIPUR, JHALAWAR, JHUNJHUNU, KARAUJI, KOTA, SAWAIMADHOPUR, SIKAR, SRIGANGANAGAR & TONK)</p>
26.	<p>JAMMU RC CODE: 12</p>	<p>REGIONAL DIRECTOR, IGNOU REGIONAL CENTRE, SPMR COLLEGE OF COMMERCE, PREMISES AUROBINDO BLOCK, 1ST FLOOR, CANAL ROAD, JAMMU - 180001, JAMMU & KASHMIR PH.OFF:0191-2579572/2546529 FAX:0191-2585154</p>	<p>STATE OF JAMMU & KASHMIR (JAMMU REGION – DISTRICT: DODA , JAMMU, KATHUA , KISHTWAR, POONCH, RAJOURI, RAMBAN, REASI, SAMBA , UDHAMPUR)</p>

		E-MAIL: rcjammu@ignou.ac.in	
27.	JODHPUR RC CODE: 88	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE, PLOT NO. 439, OPP. PALLINK ROAD, KAMLA NAGAR HOSPITAL, JODHPUR-342008 RAJASTHAN PH.OFF:0291-2012987 E-MAIL: rcjodhpur@ignou.ac.in	STATE OF RAJASTHAN COVERING DISTRICTS JODHPUR, BARMER, JAISALMER, RAJASMAND, UDAIPUR, BIKANER, JALORE, SIROHI, NAGOUR, DUNGARPUR, PALI, PRATAPGARH, BANSWARA
28.	JORHAT RC CODE: 37	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE JANAMBHUMI, BUILDING, 1ST FLOOR, TULSI NARAYAN, SARMAH PATH, NEAR NEHRUPARK, JORHAT-785001 ASSM PH.OFF:0376-2301116, 2301115 E-MAIL: rcjorhat@ignou.ac.in	STATE OF ASSAM (DISTRICT: NAGAON, GOLAGHAT, JORHAT, SHIVA SAGAR, DIBRUGARH, TINSUKIA, LAKHIMPUR, DHEMAJI, SONITPUR, BISWANATH, CHARAIDEO, HOJAI & MAJULI
29.	KARNAL RC CODE: 10	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 06 SUBHASH COLONY, NEAR HOME GUARD OFFICE, KARNAL-132001 HARYANA PH.OFF: 0184-2271514 E-MAIL: rckarnal@ignou.ac.in	STATE OF HARYANA (DISTRICT: BHIWANI, FATEHABAD, HISAR, JHAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRA GARH, PANIPAT, REWARI, ROHTAK, SIRSA, SONIPAT, YAMUNA NAGAR)
30.	KHANNA RC CODE: 22	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE I.T.I. BUILDING BULEPUR, (DISTRICT LUDHIANA) KHANNA - 141401 PUNJAB PH.OFF:01628-229993/237361 E-MAIL: rckhanna@ignou.ac.in	STATE OF PUNJAB (DISTRICT: GURDASPUR, AMRIT SAR, TARN TARAN, KA PURTHALA, JALANDHAR, HOSHIARPUR, SBS NAGAR/NAWA NSHAHR, BARNALA, SANGRUR, BATHINDA, MANSA, MUKTSAR, LUDHIANA, FEROZEPUR, FARIDKOT, MOGA)
31.	KOHIMA RC CODE: 20	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR MOUNT HERMON SCHOOL, DON BOSCO, HR. SEC SCHOOL ROAD, KENDOUZOU, KOHIMA – 797001 NAGALAND PH.OFF : 0370-2260366/2260167 FAX: 0370-2260216 E-MAIL : rckohima@ignou.ac.in	STATE OF NAGALAND (DISTRICT: KOHIMA, DIMAPUR, WOKHA, MOKOKCHUNG, ZUNHEBOTO, TUENSANG, LONGLENG, KIPHIRE, MON, PEREN, PHEK)
32.	KOLKATA RC CODE: 28	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BIKASH BHAWAN, 4TH FLOOR, NORTH BLOCK, SALT LAKE, BIDHAN NAGAR, KOLKATA - 700 091 WEST BENGAL PH.OFF: 033-23349850, 23592719, 033-23589323(RCL) FAX: 033-23347576 E-MAIL: rckolkata@ignou.ac.in	STATE OF WEST BENGAL (DISTRICT: KOLKATA, NORTH 24 PARAGANAS, SOUTH 24 PARAGANAS, PURBA, MEDINIPUR, PASCHIM MEDINIPUR, BANKURA, HOWRAH, HOOGHLY, PURULIA, BURDWAN, NADIA)
33.	KORAPUT RC CODE: 44	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE	STATE OF ORISSA (DISTRICT: KORAPUT, MALKANGIRI,

		DISTRICT AGRICULTURE OFFICE ROAD, BEHIND WOMEN'S COLLEGE AT /PO/DISTT.- KORAPUT-764020, ORISSA PH.OFF : 06852-251535 FAX: 06852-252503 E-MAIL: rckoraput@ignou.ac.in	RAYAGADA, NABARANGPUR, KALAHANDI, NUAPADA)
34.	LUCKNOW RC CODE: 27	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 5-C/INS-1, SECTOR-5, VRINDAVAN YOJNA , TELIBAGH LUCKNOW-226029 PH. OFF : 0522-2442832 E-MAIL: rclucknow@ignou.ac.in	STATE OF UTTARPRADESH (DISTRICT: AURAIYA, BAHRAICH, BALRAMPUR, BANDA, BARABANKI, BAREILLY, BASTI, CHITRAKUT, FAIZABAD, FARUKHABA D (FATEHGARH), FATEHPUR, GONDA , HAMIRPUR, HARDOI, JALAUN (ORAI), JHANSI, KANNAUJ, KANPUR RURAL, KANPUR URBAN, KAUSHAMBI, LAKHIMPUR(KHERI), LALITPUR, LUCKNOW, MAHOBA , PILIBHIT, RAIBA REILY, SHAHJA NANPUR, SHRAVASTI, SIDHARTHANAGAR, SITAPUR, UNNAO)
35.	MADURAI RC CODE: 43	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SIKKANDAR CHAVADI, ALANGANALLUR ROAD MADURAI-625018 TAMILNADU PH.OFF: 0452-2380733 FAX : 0452-2380588 E-MAIL: rcmadurai@ignou.ac.in	STATE OF TAMILNADU (DISTRICT: COIMBATORE, DINDIGUL, ERODE, KARUR, MADURAI, NILGIRIS, PADUKKOTTAI, RAMA - NATHPURAM, SIVAGANGA , THANJAVUR, THENI, THIRUVARUR, TIRUCHIRAPPALLI, TIRUPUR, VIRUDHUNAGAR, ARIYALUR)
36.	MUMBA I RC CODE: 49	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2nd and 3rd FLOOR, KAPPEESH BUILDING, M.G. ROAD, OPP. TO MULUND RAILWAY STATION, MULUND (WEST), MUMBA I-400008, MAHARASHTRA PH.OFF : 022-25925540,25923159 FAX : 022-25925411 E-MA IL : rcmumbai@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: MUMBAI, THANE, RAIGARH, RATNAGIRI PALGHAR, MUMBAI SUBURBAN)
37.	NA GPUR RC CODE: 36	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GYAN VATIKA 14, HINDUSTAN COLONIY AMARAVATI ROAD NAGPUR 440033 MAHARASHTRA PH. OFF : 0712-2536999, 2537999, 0712- 2022000 FAX: 0712-2538999 E-MAIL: rcnagpur@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: AMRAVATI,BULDHANA, AKOLA, WASHIM, HINGOLI, PARBHANI, NANDED, YAVATMAL, WARDHA, CHANDRAPUR, NAGPUR, BHANDARA, GONDIA, GADCHIROLI)

38.	NOIDA RC CODE: 39	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C- 53, SECTOR 62 INSTITUTIONAL AREA NOIDA 201305 UTTAR PRADESH PH.OFF: 0120-2405012/2405014 FAX: 0120-2405013 E-MAIL: rcnoida@ignou.ac.in	STATE OF UTTAR PRADESH(DISTRICT: GAUTAM BUDH NAGAR, GHAZIABAD, MEERUT, BAGHPAT, BULA NDSHAHR, HAPUR) STATE OF DELHI (MAYUR VIHAR PH – I & II, MAYUR VIHAR EXTN. VASUNDHARA ENCLAVE)
39.	PANAJI RC CODE: 08	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE H.NO. 1576, NEAR P&T STAFF QUARTERS, ALTO POVORIM P.O. POVORIM-403521 GOA PH.OFF : 0832-2414553 E-MA IL : rcpanaji@ignou.ac.in	STATE OF GOA (DISTRICT: NORTH GOA , SOUTH GOA), STATE OF KARNATAKA (DISTRICT: UTTARAKANNAD) STATE OF MAHARASHTRA (DISTRICT: SINGDHDURG)
40.	PATNA RC CODE: 05	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, BISCOMAUN TOWER WEST GANDHI MAIDAN, PATNA -800001, BIHAR PH.OFF: 0612-2219539/2219541 FAX: 0612-2219538 E-MAIL: rcpatna@ignou.ac.in	STATE OF BIHAR (DISTRICT: ARWAL, AURANGABAD, BHOJPUR, BUXAR, GAYA , JAMUI, JEHANABAD, KAIMUR, LAKSHISARAI, NALANDA , NAWADA , PATNA , ROHTAS, SHEIKHPURA , VAISHALI, SIWAN, CHAPPRA , SARAN)
41.	PORT BLAIR RC CODE: 02	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KANNA DASANGHA BUILDING, NEAR SYNDICATE BANK, 18, TAGORE ROAD, MOHANPURA , PORT BLAIR, SOUTH-744104 ANDAMAN & NICOBAR, ISLANDS PH.OFF: 03192-242888 FAX: 03192-230111 E-MAIL: rcportblair@ignou.ac.in	ANDAMAN & NICOBAR ISLANDS (U.T.)(DISTRICT: NORTH & MIDDLE ANDAMAN, SOUTH ANDAMAN, NICOBAR)
42.	PUNE RC CODE: 16	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 1ST FLOOR, MSFC BUILDING 270, SENAPATI BAPAT ROAD PUNE - 411 016 MAHARASHTRA PH.OFF: 020-25671867/25651321 FAX: 020-25671864 E-MAIL : rcpune@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: NANDURBAR, DHULE, JALGAON, AURANGABAD, NASIK, JALNA , AHMADNAGAR, BID, PUNE, OSMANABAD, SANGLI, SATARA, KOLHAPUR)

43.	RAGHUNATH GANJ RC CODE: 50	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BAGAN BARI, NEAR DENA BANK, FULTALA , MURSHIDABAD RAGHUNATHGANJ WEST BENGAL-742225 PH.OFF: 03483-271555/271666 E-MAIL: rcraghunathganj@ignou.ac.in	STATE OF WEST BENGAL (DISTRICT: MURSHIDABAD, BIRBHUM, MALDA)
44.	RA IPUR RC CODE: 35	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE IGNOU COMPLEX, KACHNA RAIPUR - 492014 CHHATTISGARH PH.OFF: 0771-2283285, 2971322 FAX: 0771-2971323 E-MAIL: rcraipur@ignou.ac.in	STATE OF CHHATTISGARH (DISTRICT: BILASPUR, DHAMTARI, DURG, JANJIR-CHAMPA , JASHPUR, KANKER, KAWARDHA , KORBA , KORIYA , MAHASAMUND, RAJGARH, RAIPUR, RAJNANDGAON, SURA JPUR, SARGUJA, BALOD, BALOD BAZAR, BALRAMPUR, BEMETARA, GARIABANDH, MUNGELI, BASTAR, NARAYANPUR, DANTEWADA, BIJAPUR, SUKMA, KUNDAGOAN)
45.	RAJKOT RC CODE: 42	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SAURASHTRA UNIVERSITY CAMPUS, RAJKOT – 360005 GUJARAT PH.OFF :0281-2572988 FAX:0281-2571603 E-MAIL : rcrajkot@ignou.ac.in	STATE OF GUJARAT (DISTRICT: RAJKOT, KACHCHH, JAMNAGAR, PORBANDER, JUNAGADH, AMRELI, BHAVNAGAR, SURENDRA NAGAR, DEV-BHOOMI DWARKA , GIR-SOMNATH, BOTAD, MORBI, DIU(U.T.)
46.	RANCHI RC CODE: 32	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 457/A , ASHOK NAGAR RANCHI - 834022, JHARKHAND PH.OFF: 0651-2244688, 2244699, 2244677 FAX:0651-2244400 E-MAIL: rcranchi@ignou.ac.in	STATE OF JHARKHAND (DISTRICT: RANCHI, LOHARDAGA , GUMLA , SIMDEGA , PALAMU, LATEHAR, GARHWA , WEST SINGHBHUM, SARAİKELA KHARSAWAN, EAST SINGHBHUM, HAZARIBAGH, CHATRA & KODERMA , KHUNTI, RAMGARH,BOKARO, DHANBAD)
47.	SAHARSA RC CODE: 86	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NAYA BAZAR SHARSHA -852201, BIHAR PH.OFF:06478-219015 FAX:06478-219018 E-MAIL: rcsaharsa@ignou.ac.in	STATE OF BIHAR COVERING (DISTRICTS KHAGARIYA, SAHARSA, SUPAUL, MADHEPURA, KATIHAR, ARARIYA , KISHANGANJ & PURNIA)
48.	SHILLONG RC CODE: 18	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE UMSHING, MAWKYNROH, NEHU	STATE OF MEGHALAYA (DISTRICT: EAST GARO HILLS, EAST JAINTIA HILLS , EAST KHASI

		CAMPUS, SHILLONG - 793022 MEGHALAYA PH.OFF : 0364-2521117/2521271/0364-2520503 FAX:0364-2521271 E-MAIL: rcshillong@ignou.ac.in	HILLS, NORTH GARO HILLS, RI-BHOI, SOUTH GARO HILLS, SOUTH WEST GARO HILLS, SOUTH WEST KHASI HILLS, WEST GARO HILLS, WEST JAINTIA HILLS, WEST KHASI HILLS)
49.	SHIMLA RC CODE: 11	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CHAUHAN NIWAS BUILDING, KHALINI, SHIMLA -171002, HIMACHALPRADESH PH.OFF : 0177-2624612/2624613 FAX:0177-2624611 E-MAIL: rcshimla@ignou.ac.in	STATE OF HIMACHALPRADESH (DISTRICT: BILASPUR, CHAMBA, HAMIRPUR, KANGRA, KINNAUR, KULLU, LAHUL & SPITI, MANDI, SHIMLA , SIRMAUR, SOLAN, UNA)
50.	SILIGURI RC CODE: 45	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 17/12 J. C. BOSE ROAD, SUBHAS PALLY, SILIGURI - 734001 WEST BENGAL PH.OFF : 0353-2526818 FAX:0353-2526829 E-MAIL: rcsiliguri@ignou.ac.in rcsiliguri45@gmail.com	STATE OF WEST BENGAL (DISTRICT: COOCHBEHAR, JALPAIGURI, DARJEELING, UTTARDINAJPUR, DAKSHIN DINAJPUR, ALIPURDUAR)
51.	SRINAGAR RC CODE: 30	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR LAWRENCE VIDHYA BHAWAN KURSU RAJ BAGH, SRINAGAR - 190008 JAMMU & KASHMIR PH.OFF : 0194-2311251/2311258 FAX: 0194-2311259 E-MAIL: rcsrinagar@ignou.ac.in	STATE OF JAMMU & KASHMIR (SRINAGAR REGION-DISTRICT: ANANTNAG, BANDIPORE, BARAMULLA , BUDGAM, GANDERBAL, KARGIL, KULGAM, KUPWARA, LEH, PULWAMA SHOPIAN, SRINAGAR)
52.	TRIVANDRUM RC CODE: 40	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE RAJADHANI COMPLEX OPP PRS HOSPITAL, KILLIPPALAM KARAMANA, PO - TRIVANDRUM - 695002 KERALA PH.OFF : 0471-2344113/2344120 FAX:0471-2344121 E-MAIL: rctrivandrum@ignou.ac.in	STATE OF KERALA (DISTRICT: KOLLAM, PATHANA MTHITTA, THIRUVANANTHAPURAM) STATE OF TAMILNADU (DISTRICT: KANYA KUMARI, TUTICORIN, TIRUNELVELI)
53.	VARANASI RC CODE: 48	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI BHAWAN B.H.U. CAMPUS, VARANASI - 221005 UTTARPRADESH PH.OFF :0542-2368022/2368622 0522-2364893 FAX:0542-2369629 E-MAIL: rcvaranasi@ignou.ac.in	STATE OF UTTARPRADESH (DISTRICT: AMBEDKAR NAGAR, AZAMGARH, BALLIA, CHANDAULI, DEORIA , GHAZIPUR, GORAKHPUR, JAUNPUR, KUSHINAGAR, MAHARAJGANJ, MAU, MIRZAPUR, SANTKABIR NAGAR, SANTRAVIDAS NAGAR, SONEBHADRA , VARANASI, ALLAHABAD, AMETHI, PRATAPGARH, SULTANPUR)

54.	VATAKARA RC CODE: 83	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NUT STREET (PO), KOZHIKODE VATAKARA - 873104 KERALA PH.OFF: 0496-2525281, 2515413 E-MAIL: rcvatakara@ignou.ac.in	STATE OF KERALA (DISTRICT: KANNUR, KASARAGOD WAYANAND, KOZHIKODE, MALAPPURAM, MAHE) (PUDUCHERRY, UT)
55.	VIJAYAWADA RC CODE: 33	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE K.P.V.V HINDU HIGH SCHOOL, KOTHAPET VIJAYWADA 520001 ANDHRA PRADESH PH.O FF : 0866-2565253/2565959 FAX: 0866-2565353 E-MAIL: rcvijayawada@ignou.ac.in	STATE OF ANDHRA PRADESH (DISTRICTS: KRISHHNA, GUNTUR, PRAKASHAM, NELLORE, CHITTOOR, KADAPA, KURNOOL, ANANTAPUR)
56.	VISAKHAPATNAM RC CODE: 84	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2nd FLOOR,VUDA COMPLEX SECTOR - 12, MVP COLONY USHODAYA JUNCTION VISAKHA PATNAM - 530017 ANDHRA PRADESH PH.OFF : 0891-2511200 FAX: 0891-2511300 E-MAIL: rcvisakhapatnam@ignou.ac.in	STATE OF ANDHRA PRADESH COVERING (DISTRICTS EAST GODAVARI, WEST GODAVARI, VISAKHAPATNAM, VIZIANAGARAM & SRIKAKULAM, YANAM) (PUDUCHERRY, UT)

LIST OF RECOGNIZED REGIONAL CENTRES**Annexure 1.2**

Sl. No.	Name and Address of the Regional Centre	RCCODE	RCNAME	No. of LSCs covered under RC
1	IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION, FORT WILLIAM HQ EASTERN COMMAND C/O 99 APO, KOLKATA - 908 542 WEST BENGAL	51	IAEP - KOLKATA	14
2	IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION (G.S. EDU. BRANCH) HQ WESTERN COMMAND CHANDIMANDIR - 134107 HARYANA	52	IAEP - CHANDIMANDIR	8
3	IGNOU ARMY RECOG. REG. CENTRE IAEP HQ. CENTRAL COMMAND- GS (EDN) LUCKNOW - 226002 UTTAR PRADESH	53	IAEP - LUCKNOW	5
4	IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION H Q SOUTHERN COMMAND HRDC-1 BEG & CENTRE C/O 56 APO - 908 791	54	IAEP - PUNE	8
5	IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION UTTAR KAMAN MUKHYALAYA 908545 C/O 56 APO, HQ NORTHERN COMMAND UDHAMPUR, JAMMU & KASHMIR	55	IAEP - UDHAMPUR	10
6	IGNOU ARMY RECOG. REG. CENTRE EDUCATION BRANCH HQ SOUTHERN WESTERN COMMAND C/O 56 APO 908546 JAIPUR, RAJASTHAN	56	IAEP - JAIPUR	4
7	IGNOU NAVY RECOG. REG. CENTRE DIRECTORATE OF NAVAL EDUCATION INTEGRATED HQS. MINISTRY OF DEF WEST BLOCK.5, IIND FLR, WING-II RK PURAM, NEW DELHI - 110 066	71	INEP - NEW DELHI	1
8	IGNOU NAVY RECOG. REG. CENTRE HQ. WESTERN NAVAL COMMAND SHAHID BHAGAT SINGH MARG MUMBAI - 400 023 MAHARASHTRA	72	INEP - MUMBAI	1

9	IGNOU NAVY RECOG. REG. CENTRE HQ EASTERN NAVAL COMMAND VISAKHAPATNAM - 530 014 ANDHRA PRADESH	73	INEP - VISAKHAPATNAM	1
10	IGNOU NAVY RECOG. REG. CENTRE NAVAL BASE HQ SOUTHERN NAVAL COMMAND KOCHI - 682 004 KERALA	74	INEP - KOCHI	2
11	IGNOU ASSAM-RIFLES RECOG. R.C. DIRECTORATE GENERAL ASSAM RIFLES (DGAR) LAITUMUKHRAH SHILLONG - 793 011 MEGHALAYA	81	IAREP - SHILLONG	30

Annexure 2.1

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Basic Information

Proforma for Establishment of IGNOU Learner Support Centre/ Special Learner Support Centre

1.	Location of the Proposed Centre - Village/Town/City	
	District (Please also attach a District map indicating location)	
	State	
1.1	Area likely to be covered by the proposed Learner Support Centre (Mark the area in the State map)	
1.2	Approximate population which can be benefited by the Learner Support Centre	
1.3	Percentage of SC/ST in 1.3 above	
1.4	Percentage of literacy	
1.5	Languages / spoken	
1.6	Number and details of Institutions of Higher Education in the area (Please attach separate list)	1..... 2..... 3..... 4.....
1.7	Code & address of nearest IGNOU Learner Support Centre and its distance from the proposed centre	
1.8	Programmes on offer at the nearest / nearby Learner Support Centres Programme wise recent enrolment of the nearest Learner Support Centres Total enrolment in the region - Enrolment in the region for the proposed programme/ programmes	

1.9	Potential Sources of enrolment of IGNOU	1..... 2..... 3..... 4..... 5.....
2.0	Name of the Management / Governing Body	
2.1	Address of the Management / Governing BodyPIN..... E-mail.....
2.2	Name and address of the host institution	
2.3	Location	Centrally located On the outskirts Other specification
2.4	Year of Establishment	
2.5	Type of Institution	a) Govt Private Aided University Any other (Specify) B) Co-education For Girls only For Boys only
2.6	Host Institution	Authorized Area Unauthorized Area
	Educational profile of the Host Institution	Institute recognised by statutory Body / University
	Details of Academic Activities	Programmes / courses being run by the Host Institution
2.7	Teaching faculties (please attach separate statement programme wise with brief biodata for more detailed information)	No. of Teachers No. of Students
	UG	Arts
		Science
		Commerce
	PG	P.G. Courses

2.8	Qualification-wise break-up of teachers	Degree	No. of the faculty holding the degree
		Ph.D. M.Phil Post Graduate	
2.9	Break up of the Teaching Faculty		Permanent Temporary Visiting
3.0	Physical facilities		
	Number of		
	Lecture room		
	Examination Hall		
	Auditorium		
	Laboratories		
	Computer facilities		
	Library		
	Hostels		
3.1	Has the Management / Governing Body of the institute agreed to provide 3 to 4 rooms for exclusive use of the proposed Learner Support Centre	# Yes/No	Remarks
3.2	Details of the rooms proposed to be spared for exclusive use of IGNOU Learner Support Centre	Room feet)	Area (Sq. feet)
3.3	Name proposed for appointment of the Co-ordinator {please enclose their complete bio-data)	1..... 2.....	

Date

(Signature of the Head of the Institution)

For appointment of Co-ordinator, the host institution shall recommend a panel of these names preferably from among the academics serving in the institution, Following provisions shall be observed while recommending the panel.

1. The name of the head of the institution where the Learner Support Centre is proposed to be located should not be recommended.
2. The persons recommended should be fairly senior, preferably with some administrative, organizational experience.
3. They should be willing to work for the promotion of the open learning system.
4. They should not be retired persons of those nearing retirement.

Certificate to be given by the head of the institution

Certified that the proposal for establishing and IGNOU Learner Support Centres has been duly approved by the Governing Body of the Institution. The Governing Body has also agreed to provide 3 to 4 rooms for exclusive use of the IGNOU Learner Support Centre without charging any rent.

(Signature of the Head of the Institution)

Name

Designation

CERTIFICATE TO BE GIVEN BY THE HEAD OF THE INSTITUTION

Certified that the proposal for establishing an IGNOU Learner Support Centre has been duly approved by the Governing Body of the Institution. The Governing Body has also agreed to provide 3-4 rooms for Exclusive use of the IGNOU Learner Support Centre without charging any rent and also maintain the same.

Signature of the Head of Institution

Name:

Designation:.....

Annexure 2.2

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Guidelines for Filling the Proforma-Basic Information about Institution /Region

1.1 (a) Enclose a detailed map of the district where the centre is located.

(b) Enclose the map of the entire region and point out location of the existing SSSCs/PSCs and the proposed centre in this map.

1.2 Indicate the area in 1.1(b) above.

1.3 Indicate the names of the University, Colleges, Institution having plus-two and any other institutions of higher learning.

1.4 One can indicate target group like dropouts, housewives etc., but these are of general nature. Instead the target groups peculiar to the place may be mentioned. For example, if there is any industry, one can mention the industry workers and their family members as they are potential learners.

2. Please indicate the PIN Code number very clearly.

3. List all the programmes on offer at the institution in face to face mode.

4. In a separate sheet please indicate the names of teachers/professionals who are capable of becoming our academic counsellors. Please indicate their qualification and teaching/professional experience. Please include the names of teachers of such disciplines which are relevant to the programmes proposed to have been activated. 50% of teachers should be from the Host Institution only.

5. List the labs available at the host institution and also specify the facilities available such as number of computers, the documents regarding licensed software, lab equipment as per requirement of the programmes to be activated.

Annexure 2.3

**Memorandum of Understanding
Learner Support Centre**

(To be filled in duplicate)

Signed between the Indira Gandhi National Open University, hereinafter referred to as 'IGNOU' and the Head of the Host Institution regarding the organizational responsibilities of the proposed Learner Support Centre at

1. The Host Institution will :

- recommend a panel of three names to IGNOU for appointment of Coordinator
- give 2 or 3 rooms with a space of approx. 1000-1200sq. ft. for exclusive use of IGNOU Learner Support Centre without charging any rent.
- let a signboard of IGNOU Learner Support Centre be installed prominently at a proper place.
- ensure security of the furniture, equipment and other assets provided by IGNOU.
- make halls/rooms available for holding IGNOU examinations.
- extend library, laboratory and computer facilities to IGNOU students for specialized programmes requiring use of institutional infrastructure facilities on mutually agreed terms.
- have the right to inspect the Learner Support Centre and advise the Coordinator and report to the Regional Director if necessary.

2. IGNOU will:

- provide furniture and equipment for the Learner Support Centre as per norms.
- bear all recurring and non recurring expenditure on maintenance of the assets provide by it to the Learner Support Centre.
- pay contingent charges and other remuneration for holding examinations.
- appoint part-time Coordinator from the panel recommended by the head of the host institution and pay him honorarium at the prevailing rate.
- appoint Part-time Class-III and Class-IV staff and other Learner Support Centre functionaries on the basis of recommendation of the Coordinator and pay them remuneration at the prevailing rates.
- pay an honorarium of Rs. 4500/- p.m. to the head of the host institution for general supervision of the Learner Support Centre.
- have the right to shift or close the Learner Support Centre if it finds that support services are not being provided, as per the requirements of the university. In such case the Coordinator would have to hand over all the assets and academic records of the learners to the RD. The Coordinator will also have to settle all financial accounts with the RD.

Agreed upon and signed

On behalf of the Host Institution

On behalf of IGNOU

.....

.....

(Head of the Institution)

(Regional Director)

Annexure 2.4

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Memorandum of Understanding for Special Learner Support Centre (SLSC)

Signed between Indira Gandhi National Open University, hereinafter referred to as 'IGNOU', and Head of the Host Institution, (Please mention full name and address of the Institution)

1. The Host Institution will

- ❖ Recommend a panel of 03 names to IGNOU for appointment of the Coordinator.
- ❖ Give 2 or 3 rooms with a space of approximately 500-800 sq. ft. for exclusive use of IGNOU for the office of Coordinator, Special Learner Support Centre.
- ❖ Let a signboard of IGNOU Special Learner Support Centre installed prominently at a proper place.
- ❖ Make halls/rooms available for holding counseling, practicals and term-end examinations.
- ❖ Meet the recurring expenditure towards organizing theoretical and practical counselling sessions as per norms of the University, stationary, computer- stationery, telephone charges and maintenance of equipments of the SSC from the fee share received from University.
- ❖ Arrange necessary personnel for delivery of programmes/services.
- ❖ Extend library, computer and Laboratory facilities etc. to the students of IGNOU for given programmes(s).
- ❖ Inspect the Special Learner Support Centre from time to time and advice the coordinator and also write to the Regional Director about the functioning of the SSC.

2. IGNOU will

- ❖ Provide 5 sets of Self-learning materials and Audio-Video materials pertaining to the programme(s) activated.
- ❖ Provide lump sum grant on Pro rata basis to the Host Institution at the rates prescribed in the scheme.
- ❖ Appoint Coordinator on the basis of the recommendation of the Host Institution
- ❖ IGNOU will have the right to shift / Close the Special Learner Support Centre.

Accepted and Signed

On behalf of the Host Institution/

Organization

On behalf of IGNOU

Regional Director

Regional Centre

Annexure 2.5

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Regional Director's Report**

Visit Report of Regional / Asst. Regional Director for establishing of a Learner Support Centre / Special Learner Support Centre

1) Background of the institution:

2) Name of the Institution:

3) Address with pin Code and District Name:
(If it is in a Village then the name of
the Village To be mentioned clearly)

Phone No. :

E-mail ID (if any):

4) How to get there:

- a) Nearest Airport with distance:
- b) Nearest Railway Station with distance:
- c) Nearest Bus stand with distance:

Note : i) For urban locations item (c) is not required

- ii) For rural and remote area, the frequency of bus and train services must be mentioned.

5) Expected enrolment:

(Please provide the break-up of the enrolment
Among the programmes for which the centre is
Being proposed to be activated):

6) Programme wise enrolment at the nearest
IGNOU Learner Support Centre:

7) Distance from the nearest IGNOU Learner Support Centre:

8) Comments on availability of infrastructure:

9) Comments on availability of suitable

Academic Counsellors:

- 10) Comments on any additional feature
Which your feel relevant:

- 11) Specific Recommendation regarding engagement
Of Co-ordinator/PIC:

- 12) Recommendations:

Signature of the RD/ARD

Name in Block letters_____

Date:

Place:

Annexure 2.6

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Note sheet to be filled in by Regional Director and sent along with the proposal for establishment of Learner Support Centre/ programme Learner Support Centre/ Special Learner Support Centre.

Regional Centre _____ Code _____

Proposal for the establishment of LSC/SLSC at

Submitted along with the following details.

1. The report of visit of RD to the proposed centre.
2. Total enrolment in the region during the current cycle/semester.....
3. Expected enrolment at the proposed centre (Refer to item No.5 of the Visit Report):
4. Programme wise enrolment at the nearest IGNOU centre (Refer to Item NO. 6 of visit Report):
5. Distance from the nearest IGNOU Learner Support Centre with centre code no. (Refer to Item of the Visit Report):
6. Proposal from the host institution in the prescribed format.
7. MoU duly signed by the head of the host Institution and the Regional Director.
8. A panel of names, with filled-in Proforma, for the appointment of Coordinator with the name recommended by the host institution and the RD, for appointment of Coordinator.
9. List of programmes offered by the host institution in face to face mode.
10. Bio-data of prospective academic counsellors for their appointment.
11. Geographic map showing the location of the proposed centre in the region along with those of the existing centres.
12. Map Showing location of the proposed centre with reference to other established IGNOU Learner Support Centres in the city, and of the State Open Universities wherever applicable.
13. If it is for establishment of a centre for activation of lab based programmes, a letter from the head of the institution stating availability of computers/ lab equipment; authorized; software etc.

Regional Director

DD(RSD)

Director (RSD)

Pro-Vice Chancellor

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Regional Services Division

Dated:

Proforma For Activation Of An Additional Programme

At An Existing Learner Support Centre

(PLEASE USE SEPARATE PROFORMA FOR EACH PROGRAMME)

1.a) Regional Centre : _____

b) Regional Centre Code No. : _____

2. a.) Name of the Learner Support Centre : _____

b.) Code No. of the Learner Support Centre: _____

3. Programme to be activated : _____

(Please fill the name of only one Programme in the space provided in item 3)

4. a) Programmes being currently offered at the Learner Support Centre :

b) Programme-wise strength of the existing students enrolled at the Learner Support Centre: :

c) Details of No. of approved Academic Counsellors for each Programme :

5. Infrastructure available for the Programme proposed for activation

a. No. of rooms available for Counselling : _____

b. No. of computers available (for computer Programmes and
Computer-related courses) :

(Please enclose detailed list of software, hardware and PHOTOCOPY of licenses)

c. Laboratory facilities available for Science, Agriculture, Psychology, etc- based

Programmes i.e. Infrastructure and Apparatus: **(Please enclose detailed list of
infrastructure and apparatus)**

d. Library facilities : _____

(List of reference books available in the subject –area for which activation is
sought)

6. a. No. of prospective students for the Programme to be activated

(Approximate no. may be given) : _____

(This entry is important for the Activation of the programme sought)

b) Total no. of qualified approved Academic Counsellors available for the

Programme to be activated : _____

c) No. of bio-data enclosed for recommendation as Prospective Counselors

for counseling with qualification and experience : _____

d. Recommendation sheet enclosed with course codes in the relevant column of prospective Academic
Counsellors : (YES/NO)

7. Session from which Programme is to be activated

(Please specify as Jan. 20.....(Yr.)/July.20..... (Yr.)

8. Rationale behind seeking the activation:

Place:

Date:

(Signature of Coordinator)

(With Stamp)

To be handled at the Regional Centre:

Enrolment in the region in the Programme proposed in the preceding 2 Years:

Recommendation of the Regional Director:

.

Place:

(Signature of the Regional Director)

With Stamp

Date:

Please Note:

1. Please enclose the details of qualifications and relevant certificates also along with the bio-data.
2. Please enclose the relevant details of : HARDWARE / SOFTWARE LICENSE CERTIFICATES/ LABORATORY APPARATUS & EQUIPMENT DETAILS
3. List of books (discipline wise) available in the library.

3. APPROVAL OF STATUTORY BODY (wherever applicable)

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

**Transmission of Bio-Data for Empanelment of Academic Counsellors for All Programmes
(To Be Submitted Strictly Discipline-Wise.)**

Letter No.

Dated

REGIONAL CENTRE: CODE:

(For use of Learner Support Centre)

LSC (name) LSC Code Programme

Details of prospective Academic Counsellors (bio-data enclosed)

Sl. No. (1)	Name (Use capital letters) (2)	Course(s) for which recommended by Coordinator (3)	Course-wise approval of School (To be filled in by the School) (4)	Signature of the Faculty Member(s) (5)
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

COORDINATOR

We have scrutinized the bio-data and the persons mentioned in the attached proforma are recommended for the empanelment of the Academic Counsellors for the courses mentioned at Column No. 3 of the Proforma. Column 4 and 5 are to be filled up by the School.

REGIONAL DIRECTOR

DIRECTOR, SCHOOL OF

Checked and approved as per the courses mentioned in Column No. 4 of the Proforma.

DIRECTOR, SCHOOL OF

DIRECTOR (RSD)

Annexure 2.9

Indira Gandhi National Open University
Regional Services Division
Regional Centre

Bio-Data Proforma for Academic Counsellors for All Programmes

Part-I — General information
Learner Support Centre:

1. Name (in BLOCK Letters) :
2. Date of Birth :
3. Present Designation/ Profession :
4. Whether belongs to SC/ST/OBC :
5. Residential Address :
(Mention Pin Code)
6. Office Address :
(Mention Pin Code)
7. Phone No. (Off) : (Resi.) (Mobile)
8. E-mail address :

Part-II — Programme specific information

9. Academic Qualifications

Sl. No.	Degree	University	Year	Subjects	Specialization

10. Details of teaching experience :

Level	Courses Taught	Tutorial/Teaching Experience	Name of the institution	Total Teaching Experience
Under Graduate				
Post Graduate				

11. Research and Publication :

- i) No. of Research Articles published :
- ii) No. of Books published :
(add an additional sheet, if required)
- iii) Details of Research work! Project work guided :

12. Please indicate your work experience commensurate with the issue of counselling for the course of your choice :

13. Please tick the language(s) in which you will be able to counsel.

English _____ Hindi _____ Regional Language (P1. specify) _____

14. Experience in the Open and Distance Learning.

YES _____ NO _____ (If Yes, Please give detail on a separate sheet)

15. Please mention priority-wise, the choice of course you would like to do counselling for (see the syllabi of the concerned programme and write course codes).

i).....

ii).....

iii).....

16. Any other relevant information.....

17. If enrolled as student of IGNOU, please give the following details.....

i) Programme with Enrolment No.

ii) Present Status: Completed _____ Not Completed _____

DECLARATION :

I hereby declare that information given above is correct. I accept to undertake the tasks of academic counselling, evaluation of assignment scripts and any other activities related to the academic functions of the Learner Support Centre.

PLACE:

SIGNATURE

DATE

For Use At The Learner Support Centre/Programme Sc

Original Degrees/Certificates/Marksheets have been verified by the undersigned and the candidate is recommended for empanelment as a part time Academic Counsellor for the following courses

.....
.....

Special recommendation, if any (Add extra sheet, if required.)

.....
.....

PLACE:

SIGNATURE OF THE COORDINATOR
WITH STAMP

DATE:

For use at the Regional Centre of IGNOU

Based on the self-attested photocopies of the relevant documents the credentials of the persons as stated by the Coordinator stand verified. He/She is recommended for empanelment for the following Courses :

.....
.....
.....

Special recommendation, if any (Add extra sheet, if required.)

.....
.....

PLACE:

SIGNATURE OF THE REGIONAL DIRECTOR
With Stamp

DATE:

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Format for Counselling Schedule to be prepared by LSC Coordinator

Learner Support Centre:

Programme Name:..... **Semester:**.....

Course	Block(s)	Batch	Date	Time	Audio/Video Yes/No		Counsellors	Venue
					Audio	Video		

Please add any other information which is necessary and important, like

- 1. Intensive Counseling Schedule.**
- 2. Time of functioning of the LSC**
- 3. Last dates for submission of exam forms.**
- 4. 75% / 80% attendance is compulsory in practical etc.**

Signature of the Coordinator

Annexure 2.11

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Format for Monthly Report of Programme wise Counselling Sessions from the Coordinator

(To be submitted to Regional Centre concerned on or before 5th of every month)

Learner Support Centre Name and Code.....Month.....

Year.....

Srl. No.	Programme	Course	Counselling Sessions				No. of Student s Register ed	No. of Studen ts attend ed	No. of CD/Cassettes Used		Name & Code of the Academic Counsellor
			Date Scheduled		Date Held				Audio	Video	
			Theory	Practi cal	Theo ry	Pra ctic al					
1											
2											
3											
4											
5											
6											
7											
8											
9											

Date....

Signature of the Coordinator

Annexure 2.13

INDIRA GANDHI NATIONAL OPEN UNIVERSITY REGIONAL CENTRE _____

LEARNER SUPPORT CENTRE VISIT REPORT

Name of visiting official -----
Date of Visit -----
Time of Visit -----

1. Name and code of Learner Support Centre : -----
2. Centre opens on _____ working Days _____ working Hours

- d) for administrative purpose -
- e) for counselling
- f) for assignment submission -

3. Programme Activated in current session Number of currently enrolled students

- i)
- ii)
- iii)

4. Counsellings

- a) Schedule and summary of the whole session/
Semester prepared /sent Yes /No
if yes, a copy be brought to RC
- b) Schedule of intensive counseling prepared /sent yes /No /NA
If yes, a copy be brought to RC
- c) Induction meeting scheduled / organized for current
Session yes/ No
If yes, Schedule/ report be brought to RC

5. Academic Counsellors

- a) Proposals for appointment of academic counselors
Sent to RC yes /No
if yes, copy of covering letter be brought
- b) List of renewal of academic counselors for current
Year sent to RC Yes /No
If yes, a copy of covering letter be brought
to RC.

- 6 monthly feedback report of the previous month Yes/ No
Sent to RC If yes, copy of covering letter be brought

7 Assignments

- a) Receipts are given for submission of assignments Yes /No
If yes, a sample be brought to RC
- b) The academic counselors are oriented for Assignments evaluation (regarding global comment etc.) Yes /No
If Yes, records of maintenance be Checked and signed
- c) Evaluated assignments being returned to students Before commencement of the TEE of the same Session. If yes –personally/ by post
(records be checked & signed)

8. Award list sent to RC

- In July (Jan –June session) Yes /No
-In January (July –December session) if yes, a copy of covering letter be brought

8 Multi –media

- Gyan Darshan / Teleconferencing facility available Yes /No
If No, state the reason

9 Gyan Vani

- Received / Heard Yes/No

10 Library

- a) Records of books maintained yes /No
If yes, register be signed
- b) Sets of SIM and assignments received from MPDD for current session yes /No
If No, a requisition be brought

12 Part –time Staff

- a) Proposal for appointment /renewal sent Yes /No
If yes, a copy of covering letter be brought
- b) Coordinator /Asstt. Coordinator present Yes /No
- c) Any other official of Learner Support Centre present yes /No
If yes, his name and designation be noted

13 Publicity made for IGNOU Programmes

yes /No

If yes, Procedure adopted.

14 Notice –Board

Information displayed

yes /No

If yes, type of information

Sign above of Learner Support Centre official present

Sign above of visiting RC official

Designation

Designation

Date:

Date:

Annexure 2.14

Indira Gandhi National Open University Regional Services Division Regional Centre

Format for Report of Exam Centre Monitoring Visit by RC Academics

ENTRANCE TEST/TERM-END EXAMINATION _____20_____

1. Name and Code of the Examination Centre visited.....
2. Name of the Term End Examination:
3. Date Time of Arrival..... Time of Departure.....
4. Course(s) Code(s)..... No.of papers.....

Regarding Question Papers and Answers Sheets

5. Whether present during opening of question papers Yes/No
6. Report on the balance of question papers after distribution to the Yes/No
to the candidates, is the balance figure correct?
7. Whether answer sheets kept under proper custody? Yes/No
8. Report on the condition of question paper packets to be used Yes/No
on subsequent days

Regarding Physical Arrangements

9. Whether the building and condition of furniture suitable for an Examination Yes/No
Centre. Do seating arrangements provide adequate spacing?
10. Were the number of allotted Invigilators present? Yes/No
11. Whether the supervision was effective? Yes/No
12. Whether Roll Numbers on Answer sheets were duly verified by the Invigilators? Yes/No
13. Whether identity of the examines was verified by Invigilators? Yes/No
14. Whether any case(s) of use unfair means by candidates detected during the course

of your visits?

Yes/No

15. If yes, Roll No.(s) of candidate(s) reported

16. Whether reporting procedure have been followed?

Yes/No

Your comment on the overall assessment of Examination Centre's functioning:

.....

.....

.....

.....

(Signature of Observer)

Name:

Designation:

Address:

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Format for Monthly Evaluation Reports by LSC to RC**

Programme:

Enrol No	Name	Assignment No. 1		Assignment No. 2		Assignment No. 3		Assignment No 4		Assignment No1		Assignment No 2	
		Rcvd.dt/ Marks/ Grade	Sign	Rcvd.dt/ Marks/ Grade	Sign	Rcvd.dt/ Marks/ Grade	Sign	Rcvd.d t/ Marks / Grade	Sign	Rcvd.dt/ Marks/ Grade	Sign	Rcvd.dt/ Marks/ Grade	Sign
Enrol No	Name												
To Evaluator	Name												
Return by Evaluator													
Grade sent to RC													
Sent by Post													

Note : Add/ Delete more columns as required for a particular course.

Certified that the monthly assignment report has been sent to the Regional Centre .

Signature of the Coordinator

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Format for Management of Assignments Records/Register at the LSC
(To be submitted to Regional Centre concerned on or before 7th of every month)**

Form-A

S N	PROG	Number of Unevaluated Assignment			Number of Assignment under Evaluation			Number of Evaluated Assignment			Dispatch status Assignment		
		Pending previously	Rcvd in the month	Total	Pending With A/C	Sent to A/C n the month	Total	Lying UndesPatched	Rcvd From A/C	Total	Despatched By post	Collected By students	Pending despatch
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20	Total												

LEARNER SUPPORT CENTRE: _____

MONTH: _____

**Signature
Coordinator**

Annexure-2.17

CONFIDENTIAL
Indira Gandhi National Open University

**Student Evaluation Division
Regional Centre**

Proforma II for Consent of the TEE Centre to be sent to RC

Term-End Examination: June/December _____

(Para 1 below is to be filled up, if proposed examination centre is also established Learner Support Centre of IGNOU; otherwise leave it blank)

1. LEARNER SUPPORT CENTRE _____

CODE NO.

Name of the Coordinator &

Address

Official

PIN CODE _____

Telephone no. with STD Code

Mobile:

Residential

PIN CODE _____

Telephone no. with STD Code

2. In case your centre is established as examination centre by the University:-

Name of the Exam. Centre Supdt. & Address

Official

PIN CODE _____

Telephone no. with STD Code

Mobile:

Residential

PIN CODE _____

Telephone no. with STD Code

Mobile:

3. Venue of the Examination with

Full mailing address

PIN CODE _____

Telephone no. with STD Code



Seating Capacity of Centre :

Morning Session:_____

Evening Session:_____

(Please mention separately the No. of maximum students can be accommodated per session)

-2-

4. If proposed examination centre is study centre of IGNOU, the Coordinator of the study centre will be the custodian confidential material related to the examinations. The University will send all the confidential material to him at his address mentioned in para 1 above. In case the Coordinator is unable to be custodian of confidential material due to circumstances, the Coordinator should nominate any other person for custody of confidential material. His name may be mentioned:-

- a) Name of person nominated by Coordinators

Custodian of confidential material: _____

Telephone No. with STD Code _____

Mobile No. _____

- b) Address, where confidential Material _____
is to be sent _____

PIN CODE: _____

(In case (a) & (b) above are not relevant, please mention N.A)

If proposed examination centre is NOT study centre of IGNOU; the Examination Centre Suptd. Will be the custodian of confidential material related to examinations. The University will send all the confidential material to him at his official address mentioned in para 2 above.

5. Demand Draft/ Cheque for advance and final payment for the expenditure incurred in conduct of Examination will be drawn in favour of IGNOU in case proposed examination centre is also study centre of IGNOU.

If proposed examination centre is NOT study centre of IGNOU, Demand Draft/ Cheque for Advance & Final payment is to be drawn in favour of _____

6. If your centre was established examination centre during last examinations of the University, the amount of advance and final payment sent to you by the University:

Rs. _____ (Advance payment)

Rs. _____ (Final Payment)

a) Number of answer books available:- Main: _____
in the centre Supplementary _____

b) Number of answer books additional Main: _____
required in the centre: Supplementary _____

7. Special requirement/ proposal, if any: _____

Signature: _____

Name : _____

Name of Coordinator of Study Centre with office stamp
(If proposed Exam Centre study centre)

OR

Name of Exam Suptd. With office stamp:

(If proposed exam centre is NOT study centre of IGNOU)

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
CONSOLIDATED STATEMENT OF PROPOSAL RECEIVED FOR ESTABLISHMENT OF EXAM CENTRES
FOR : _____ TERM-END EXAMINATION

Name of Regional centre _____ Regional centre code _____
 Programme _____

Date: _____

(This Proforma duly filled in is to be sent to Regional Centre concerned only)

Sr. No.	Name & Official Address of the Coordinator of LSC code (If proposed exam centre is established LSC of IGNOU)	Name & Official Address of the Coordinator, where confidential Material is to be sent Telephone Nos., with STD Code Official: Residential: Mobile: Email :	In case Coordinator is unable to be custodian of confidential material, name & official address of the person nominated by the Coordinator, to whom confidential material is to be sent.(If not relevant, please mention N.A.) Telephone Nos. with STD Code Official: Residential: Mobile: wmail	Name & Official Address of Exam Supdt. Telephone No., with STD Code Official: Residential: Mobile: email	Venue of the Exam. Centre with full Mailing Address	Seating Morning Session Evening Session
1	2	3	4	5	6	

--	--	--	--	--	--	--

Signature of Regional
Director.....

Regional Centre
Code.....

Address of Regional
Centre.....

Annexure 2.19
Strictly Confidential

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068
(OBSERVER REPORT)

1. Date of Visit _____
2. Name and Code of the Examination Centre visited _____
3. Name of the Term-end examination: **June, 2015**
4. Time of arrival at the Centre _____ departure at _____
5. Course Codes for which Exams are conducted on day of visit:

MORNING SESSION		EVENING SESSION	
Course Code	No. of student appeared	Course Code	No. of student appeared

REGARDING QUESTION PAPERS AND ANSWER SHEETS

*Pl. Tick (✓) in the
Relevant Box*

6.	Whether present during opening of question papers	Yes	No
7.	Whether the balance of Question Papers after Distribution to candidates is correct.	Yes	No
8.	Whether Answer sheets kept under proper custody?	Yes	No

P.T.O

Page-2

*Pl. Tick (✓) in
the Relevant Box*

REGARDING PHYSICAL ARRANGEMENTS

9.	Whether the building and condition of furniture suitable for an examination centre. Do seating arrangements provide adequate spacing?	Yes	No
10.	Whether seating plan for each room/hall displayed?	Yes	No
11.	Whether the supervision was effective?	Yes	No
12.	Whether Enrolment Numbers of Answer sheets duly verified by the Invigilators?	Yes	No
13.	Whether identity of the examinees verified by Invigilators?	Yes	No

14. a) Whether any case(s) of use of unfairmeans (UFM) by
Candidate(s) detected during the course of your visit? Yes No
- b) If yes, Enrolment No.(s) of candidate(s) reported : _____

- c) Whether reporting procedure has been followed? Yes No

15. Your comments on the overall assessment of Examination Centre's functioning:-

(Signature)

Name: _____

Designation: _____

Intercom No. _____

Address: _____

Telephone/Mobile No. _____

Employee ODL No. _____

Note:- Observer is requested to submit the report of your observation for each day on the proforma attached (Observer Report) on the next day along with the bill for claiming remuneration under confidential cover to SED.

IGNOU
Student Evaluation Division

Employee ODL No.:

Bill for claiming Remuneration

1. NAME (in capital letters) : _____
2. Designation (In capital letters) : _____
3. School/Division/Unit (In capital letters) : _____

Certified that I have performed the Observer's duty as per details given below and have submitted the observer's report in the prescribed proforma.

Sl. No.	Date	Centre Code	Morning Session (Please indicate) Yes/No	Evening Session (please indicate) Yes/No

Remuneration claimed:

Total Session(s): _____ X Rs.500/- (per session) = Rs. _____
(Rupees _____)

(Pre-receipted Signature of Observer)

(Signature of Observer)
Name : _____
Designation : _____
Address & Mobile No. : _____

.....
Passed for and pay Rs. _____ to _____

Assistant/Sr. Assistant
Student Evaluation Division

F&A Division

Passed for and pay Rs. _____ to _____

Assistant/Sr. Assistant (F&A)

SO (F&A)

AR (F&A)

DR (F&A)

**Coordinators' Meeting/ Orientation Programme
Attendance Sheet**

S. N	Name of Coordinator/Academic Counsellor (with code no in case of Academic Counsellor)	Designation	Name of Study Centre with Code	Name of approved Courses (in case of academic counsellor)	Mobile No.	Email Address	Signature	Remark
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

Annexure 2.22

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Format for Certificate of Participation
For
One day/Two day Orientation Programme**




INDIRA GANDHI NATIONAL OPEN UNIVERSITY

IGNOU REGIONAL CENTRE, BHOPAL

One Day /Two day Orientation Programme

This is to certify that _____ Academic Counsellor IGNOU
Study Centre _____ Code (_____), has
attended **"One Day/Two day Orientation Programme"** organized by the IGNOU
Regional Centre, _____ on _____

Regional Director
IGNOU Regional Centre, _____

Annexure 2.23

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
One day Orientation Programme for un-oriented Academic Counsellors**

Venue : _____

Date: _____

Feedback Form

(Personal Information about the Academic Counsellor)

1. Name of Academic Counsellor : _____
2. Area of Interest/Experience : _____

3. Highest Educational Qualification : _____
4. Mobile No. and Email-ID : _____
5. Address (Communication) : _____
6. Experience in ODL : _____
7. Study Centre where you are an approved Academic Counsellor in ODL system : _____ Academic Counsellor code : _____
8. Programme and Courses for which you are approved Academic Counsellor : _____
9. Have you ever attended any Orientation Programme in past? (Please tick mark) : Yes/No
10. If yes, when and where you attended the Orientation Programme : _____

Feedback about the Orientation Programme (1st session)

1. How do you rate the Orientation programme? : Very Good/Good/Satisfactory/Unsatisfactory
2. Can you differentiate between conventional education system and Open and Distance Learning after attending Orientation Programme? : Yes/No
3. Which method of imparting of education Is more useful for the students? : Conventional Education System/Open & Distance Learning
4. Give your comments about the usefulness of ODL : _____

Feedback about the Counselling and Assignments (2nd)

1. How do you rate the Counselling & Assignment session of Orientation Programme? : Very Good/Good/Satisfactory/Unsatisfactory
2. Have you understood the difference between Counselling and Teaching? : Yes/No
3. Have you taken any Academic Counselling at your Study Centre? : Yes/No
4. If yes, how frequently you are taking counselling sessions? : Frequently/ Occasionally/ Rarely/ Never
5. Have you received any advance information about the schedule of counselling sessions from the Coordinator of study centre? : Yes/No
6. If yes, when you received Counselling Schedule? : One month advance/ 15 days advance/ one day advance/ Never
7. How you are rating the session of Academic Counselling for the distance learner? : Very Good/ Good/ Satisfactory/ Unsatisfactory
Please give suggestions about the pedagogic Usefulness of Academic Counselling : _____

8. Have you ever evaluated the assignments of distance learners? : Yes/No
9. If yes, how frequently you are evaluating the assignments of the distance learners? : Frequently/ Occasionally/ Rarely/ Never
10. Are you aware about the Tutor Comments? : Yes/No
11. Are you giving the tutor comments while evaluating the assignments? : Yes/No
12. If yes, how the comments are useful for the distance learner? : _____

Feedback about the Examination and Project Evaluation (3rd session)

1. How do you rate the examination and project session of Orientation programme? : Very Good/Good/Satisfactory/Unsatisfactory
2. Are you aware about the examination system of IGNOU? : Yes/No
3. Are you associated with the evaluation work of examination as an Evaluator? : Yes/No
4. If yes, give the details along with the courses in which you are evaluating the answer scripts of Term-End Examination : _____
5. Are you receiving the answer scripts of Term-End Examinations for evaluation : Yes/No
6. If yes, from which Evaluation Centre? : _____
(Please tick mark)
Regional Evaluation Centre, Lucknow
Regional Evaluation Centre, Bhubaneswar
Regional Evaluation Centre, Ahmadabad
Regional Evaluation Centre, Shillong
Regional Evaluation Centre, Kochi
Regional Evaluation Centre, Delhi
Regional Evaluation Centre, Bhopal
7. Have you ever guided the project report of any programme of IGNOU : Yes/No
8. If yes, give the details of the project you Guided : _____

Feedback about the Publicity of the IGNOU's programme (4th session)

1. How do you rate the publicity of IGNOU's programme session? : Very Good/Good/Satisfactory/Unsatisfactory
2. Is there any requirement of more publicity of IGNOU's programme? : Yes/No
3. If yes, which method of the publicity can we use for more awareness of IGNOU's programme in "reaching to unreached" section of the society : _____

Date :

Signature of Academic Counsellor

Annexure 3.1**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Date- _____

Sub: Release of honorarium to part-time staff at LSC _____.

The honorarium/remuneration to the following official at LSC - _____
may be released:

S. N.	Name	Designation	Amount in Rs. Per month	Payment to be Released From
1.				

As per Letter No. _____, dated _____, Prof./Dr. _____ has
been appointed as the Part Time Coordinator at _____ & he has
joined the Centre on _____ vide letter No _____ dated
_____.

Assistant

Assistant Regional Director

Regional Director

Copy to:-

1. Assist. Registrar for necessary action.

Annexure 3.2**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Date- _____

Proforma for Renewal of Term of Coordinator

1. Name of the Learner Support Centre/ : _____
Special Learner Support Centre, with
address
2. Code No. : _____
3. Programmes for which activated, : _____
with enrolment figures for the last
cycle/ semester in parentheses. [For
example, MBA (100)]
4. Name of the Coordinator/ : _____
5. Date of initial appointment as : _____
Coordinator
6. Last date of renewal : _____
7. Counselling and assignment-related data (for the period January-September):
 - a) Total number of counselling sessions organized : Theory.....Practical.....
 - b) Consolidated percentage of attendance : Theory.....Practical.....
(Procedure for calculation given on the reverse)
 - c) Number of Audio/Video sessions organized : _____
(Please list three audio and video programmes
which evoked good response)

Video	Audio
1.....	1.....
2.....	2.....
3.....	3.....

 - d). No. of Teleconference (TCF)/
Videoconference (VCF) sessions organized : _____
TCF..... VCF.....
 - e) Total number of assignments submitted :
 - f) No. of students to whom feedback of assignments
has been provided :
8. Promotion of IGNOU activities : _____
 - a) Increase in fresh admission in comparison : _____
to the previous year
 - b) Utilization of Library Facility (indicate : _____
average number of learners per week)
9. Management of the Centre : _____
 - a) Identification of Academic counsellors : _____
(programme-wise number)
 - b) Promptness in payment to counsellors/ : _____
evaluators and submission of bills to RC
 - c) Promptness in sending relevant reports to the RC : _____
 - d) Other activities (like participation in seminars, : _____
workshops, symposium etc.)
10. General assessment and recommendation : _____
regarding renewal

Method of Calculation for Item 7(b)

Let the enrolment and percentages of attendance for the Programmes be as under :

Name of the Prog.	Enrolment	Percentage of attendance
Programme-1	N1	P1
Programme-2	N 2	P 2
Programme-3	N 3	P 3

Then consolidated percentage of attendance is given by

$$P = \frac{N1P1+N2P2+N3P3}{N1+N2+N3}$$

For example, if : N1= 100, N2= 200, N3=50 and ,
P1= 60, P2= 50, P3=40

$$\text{Then, } P = \frac{6000 + 10000 + 2000}{100+200+50} = \frac{18000}{350} = 51.4\%$$

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Date- _____

Sub: Release of Honorarium to Part-Time Staff At LSC _____.

The honorarium/remuneration to the following official at Study Centre -
_____ may be released:

S. N.	Name	Designation	Amount in Rs. Per month	Payment to be Released From
1.				

As per Letter No. _____, dated _____, Prof./Dr. _____ has been appointed as the Part Time Coordinator at _____ & he has joined the Centre on _____ vide letter No _____ dated _____.

Assistant

Assistant Regional Director

Regional Director

Copy to:-

1. Assist. Registrar for necessary action.

INDIRA GANDHI NATIONAL OPEN UNIVERSITY Regional Centre- _____			
Leave Application (CL/ CCL/ RH)			
			Division/ Section
Mr/ Ms			Designation
L	RH	COMPENSATORY. (CCL)	IN LIEU OF
Days	From (first working day)		To (last working day)
while on leave			
Name of Staff		Recommending Officer's Signature	
Date:		Date:	
Approving Officer's Signature		Date:	
Date:		Date:	
for leave			
ion			

1. Name of Applicant _____.
2. Post Held _____.
3. Department, Office and Section: _____.
4. Pay: _____.
5. House rent and other compensatory allowance drawn in the present post. _____.
6. Nature and period of leave applied and date from which required.
_____.
7. Sundays and Holidays, if any, proposed to be Prefix/ Suffixed to Leave:
_____.
8. Grounds on which leave applied for: _____.
9. Date of return from last leave, and the nature and period of that leave: _____.
- 10 I proposed/ do not proposed to avail myself of leave travel concession for the block year
_____ during the ensuing leave: _____.
- 11 Address during leave period: _____.

Date: _____

Signature of Applicant.

- 12 Remarks and/ or recommendation of the controlling Officer _____

Signature (with date)

Designation

CERTIFICATE REGARDING ADMISSIBILITY OF LEAVE

- 13 Certified that _____ (nature of leave) for _____ days from _____ to _____ is admissible under rule _____ of Central Civil Services (leave) Rules, 1972.

SECTION OFFICER

- 14 Order of authority of competent to grant leave; _____

If the applicant is drawing any compensatory allowance, it should also be indicated in the orders on the expiry of leave. The Government servant is likely to return to the same post or to another post carrying similar allowances

JOINING REPORT

I hereby report for duty in the forenoon/ afternoon of _____ after availing _____ days Earned Leave/ Commuted leave HPL etc w.e.f. _____.

Signature of Applicant

Date: _____.

Signature of Controlling Officer (with stamp)

Annexure 3.6

**Indira Gandhi National Open University
Regional Services Division**

Revised Estimates 2017-18 and Budget Estimates 2018-19

S.No.	Account	Account Description	Prog.	Course	RC	Fund Source	Actuals 16-17	BE 2017-18	Actuals Sept.17	RE 2017-18	BE 2018-19
1242	E0201031	Academic - Pay	BLANK	BLANK		NPLAN					
1243	E0201032	Academic - DP/Grade Pay	BLANK	BLANK		NPLAN					
1244	E0201033	Academic - DA	BLANK	BLANK		NPLAN					
1245	E0201035	Academic - HRA	BLANK	BLANK		NPLAN					
1246	E0201036	Academic - TA	BLANK	BLANK		NPLAN					
1247	E0201001	Admn - Pay	BLANK	BLANK		NPLAN					
1248	E0201002	Admn - DP/Grade Pay	BLANK	BLANK		NPLAN					
1249	E0201003	Admn - DA	BLANK	BLANK		NPLAN					
1250	E0201005	Admn - HRA	BLANK	BLANK		NPLAN					

1251	E0201006	Admn - TA	BLANK	BLANK		NPLAN					
1252	E0301002	Payment to Counsellor	BLANK	BLANK		NPLAN					
1253	E0301003	Payment to Evaluators	BLANK	BLANK		NPLAN					
1254	E0301004	Hiring of Computer Time	BLANK	BLANK		NPLAN					
1255	E0301005	Hiring of Labortory	BLANK	BLANK		NPLAN					
1256	E0301007	MCA/BCA Project Guide	BCA	BLANK		NPLAN					
1257	E0301007	MCA/BCA Project Guide	MCA	BLANK		NPLAN					
1258	E0201101	Head of Institution	BLANK	BLANK		NPLAN					
1259	E0201102	Co-Ordinator	BLANK	BLANK		NPLAN					
1260	E0201103	Assistant Co-Ordinary	BLANK	BLANK		NPLAN					
1261	E0201104	Clerical Staff	BLANK	BLANK		NPLAN					
1262	E0201105	Group "D"	BLANK	BLANK		NPLAN					
1263	E0201106	Programme Incharge	BLANK	BLANK		NPLAN					
1264	E0201107	Secretarial Assistant	BLANK	BLANK		NPLAN					
1265	E0308001	Tele-Conference	BLANK	BLANK		NPLAN					
1266	E0301018	Incentive-Sale of App./Prosp.	BLANK	BLANK		NPLAN					
1267	E0301020	Honorarium Observer Exam Duty	BLANK	BLANK		NPLAN					
1268	E0301036	On-Demand Examination	BLANK	BLANK		NPLAN					
1269	E0301043	Practical Examination	BLANK	BLANK		NPLAN					
1270	E0307002	Orientation Programme	BLANK	BLANK		NPLAN					
1271	E0309001	Contact Programme	BLANK	BLANK		NPLAN					
1272	E0310125	Monitoring of Study Centres	BLANK	BLANK		NPLAN					
1273	E0412001	Bank Charges	BLANK	BLANK		NPLAN					
1274	E0413001	Meeting of Coordinator	BLANK	BLANK		NPLAN					
1275	E0413002	Induction Meeting	BLANK	BLANK		NPLAN					
1276	E0413004	Regional Director Meeting	BLANK	BLANK		NPLAN					
1277	E0421004	Distribution of Print Material	BLANK	BLANK		NPLAN					
1278	E0422005	Digital Library	BLANK	BLANK		NPLAN					
1279	E0507001	Maintenance of Computer	BLANK	BLANK		NPLAN					
1280	E0204001	L.T.C.	BLANK	BLANK		NPLAN					
1281	E0204002	Medical Re-Imbursement	BLANK	BLANK		NPLAN					
1282	E0204004	Bonus	BLANK	BLANK		NPLAN					
1283	E0208001	Over Time Allowance	BLANK	BLANK		NPLAN					
1284	E0414001	Daily Wages Staff	BLANK	BLANK		NPLAN					
1285	E0421021	Refund of Fees	BLANK	BLANK		NPLAN					
1286	E0203001	NPS- ignou's Contribution	BLANK	BLANK		NPLAN					
1287	E0310088	Payment of Fee Share	BLANK	BLANK		NPLAN					
1288	E0421035	Promotional Publicity Drives	BLANK	BLANK		NPLAN					
1289	E0201092	Academic Consultants	BLANK	BLANK		NPLAN					
1290	E0310042	New Academic Intiatives	BLANK	BLANK		NPLAN					
1291	E0310100	M.Ed workshop etc.	M.ED	BLANK		NPLAN					
1292	E0204003	Tuition Fees (CEA)	BLANK	BLANK		NPLAN					
1293	E0307001	Seminar/Training/Workshop	BLANK	BLANK		NPLAN					
1294	E0401007	Insurance	BLANK	BLANK		NPLAN					
1295	E0410001	Audit Fees	BLANK	BLANK		NPLAN					
1296	E0401001	Rent of University Office	BLANK	BLANK		NPLAN					

1297	E0401004	Electricity Charges	BLANK	BLANK		NPLAN					
1298	E0401005	Water Charges	BLANK	BLANK		NPLAN					
1299	E0401006	Security Charges	BLANK	BLANK		NPLAN					
1300	E0402001	Postage	BLANK	BLANK		NPLAN					
1301	E0402003	Telephone & Fax	BLANK	BLANK		NPLAN					
1302	E0404001	Travelling Allowance	BLANK	BLANK		NPLAN					
1303	E0406001	Legal Expenses	BLANK	BLANK		NPLAN					
1304	E0407001	Printing of Forms & Register	BLANK	BLANK		NPLAN					
1305	E0408001	Purchase of Stationery	BLANK	BLANK		NPLAN					
1306	E0409001	Periodical/Journals	BLANK	BLANK		NPLAN					
1307	E0411000	Entertainment/Hospitality Exp	BLANK	BLANK		NPLAN					
1308	E0415001	Purchase of Computer Stationer	BLANK	BLANK		NPLAN					
1309	E0416001	Local Conveyance	BLANK	BLANK		NPLAN					
1310	E0416002	Hiring of Taxies	BLANK	BLANK		NPLAN					
1311	E0417001	Convocation	BLANK	BLANK		NPLAN					
1312	E0418001	Liveries & Uniforms	BLANK	BLANK		NPLAN					
1313	E0421007	Other Contingencies	BLANK	BLANK		NPLAN					
1314	E0506001	Repair & Maintenance of Equipment	BLANK	BLANK		NPLAN					
1315	E0507003	AMC	BLANK	BLANK		NPLAN					
1316	E0509001	Repair of Furniture	BLANK	BLANK		NPLAN					
1317	E0405001	Advertisement	BLANK	BLANK		NPLAN					
1318	E0421003	Sport & Culture Act.	BLANK	BLANK		NPLAN					

S.No.	Account	Account Description	Prog.	Course	RC	Fund Source	Actuals 16-17	BE 2017-18	Actuals upto Sept.
2360	A0112001	Office Equipment	PLAN CAP	BLANK		PLAN			
2361	A0115001	Furniture, Fixture & Fittings	PLAN CAP	BLANK		PLAN			
620	E0301002	Payment to Counsellor	BLANK	BLANK		PLAN			
621	E0301004	Hiring of Computer Time	BLANK	BLANK		PLAN			
622	E0301005	Hiring of Laboratory	BLANK	BLANK		PLAN			
623	E0301029	Project Evaluation Charges	BLANK	BLANK		PLAN			
624	E0201101	Head of Institution	BLANK	BLANK		PLAN			
625	E0201102	Coordinator	BLANK	BLANK		PLAN			
626	E0201103	Assistant Co-Ordinary	BLANK	BLANK		PLAN			
627	E0201104	Clerical Staff	BLANK	BLANK		PLAN			
628	E0201105	Group "D"	BLANK	BLANK		PLAN			
629	E0201106	Programme Incharge	BLANK	BLANK		PLAN			
630	E0201107	Secretarial Assistant	BLANK	BLANK		PLAN			
631	E0301022	Evaluation of Assignments	BLANK	BLANK		PLAN			
632	E0301043	Practical Examination	BLANK	BLANK		PLAN			

633	E0307002	Orientation Programme	BLANK	BLANK		PLAN			
634	E0309001	Contact Programme	BLANK	BLANK		PLAN			
635	E0310117	Internet Connection at RCs/LSC	BLANK	BLANK		PLAN			
636	E0310121	Payment to Sub RCs	BLANK	BLANK		PLAN			
637	E0310122	Satellite Downlink Facilities	BLANK	BLANK		PLAN			
638	E0310123	SMS Services	BLANK	BLANK		PLAN			
639	E0413001	Meeting of Coordinator	BLANK	BLANK		PLAN			
640	E0413002	Induction Meeting	BLANK	BLANK		PLAN			
641	E0310115	Distance Education Facilitator	BLANK	BLANK		PLAN			
642	E0310118	Meeting of RAC	BLANK	BLANK		PLAN			
643	E0310119	Mobile Study Centres	BLANK	BLANK		PLAN			
644	E0310133	Unnat Bharat Abhiyan	BLANK	BLANK		PLAN			
645	E0310134	Village Adoption Scheme	BLANK	BLANK		PLAN			
646	E0310042	New Academic Initiatives	BLANK	BLANK		PLAN			
647	E0310069	Provision For Pro SC/ST	BLANK	BLANK		PLAN			
648	E0310135	Provision For Pro SC	BLANK	BLANK		PLAN			
649	E0310136	Provision For Pro ST	BLANK	BLANK		PLAN			

Annexure 3.7

Approved Rates of Payments : Support Services at Learner Support Centre

RSD Circular No. : IG/RSD/F&A/Revision of payments norm/2012/2897
dated 22/10/2012

SN	Heads of Payment / Account	Present Rate of Payment	Approved Rate of Payment (Rs.)
1	Theory counselling for UG programmes for 2 hours.	300	700
2	Theory counselling for PG programmes for 2 hours.	450	1000
3	Practical counselling for all programmes up to UG for a 4 hrs. session; for lesser duration pro-rata applicable.	400	800
4	Practical counselling for PG programmes for a 4 hrs. session; for lesser duration pro-rata applicable.	500	1000
5	Conveyance charges to the academic counsellors in accordance with the classification of the cities of operation AI A B1 B2 C Not Classified	45 30 15	300 200 100
6	Assignment evaluation For UG	15	25

	Programmes (Per assignment)		
7	Assignment evaluation for PG Programmes (Per assignment)	20	25
8	Assignment handling charges (per assignment)	0.75	1.50
9	Data entry of assignment grades (per entry)	0.15	0.30
10	Computer hiring charges (per hour per PC)	20	25
11	Laboratory hire charges for B.Sc./CPLT/B.Sc.N etc (per day)	500	600
12	Consumables (Computer Laboratory)	As per actual on Production of receipts	
13	Consumables(Science/Engineering Laboratory)		
14	Machine Room Operator(Computer) (for one complete session)	75	150
15	Laboratory Assistant(Science Engineering) per session	150	250
16	Laboratory (Attendant) per session	112	175
17	Induction Meeting (per freshly admitted learner)	7.5	10
18	Honorarium to Head of the Institute (p.m)	1500	4500
19	Honorarium to the Coordinator (p.m.)	3000	6000
20	Honorarium to the Programme-in charge (PIC) (p.m.)	2250	4500
21	Honorarium to the Assistant coordinator (p.m.)	2100	4200
22	Honorarium to Assistant (p.m)	1800	3600
23	Honorarium to Attendant (p.m.)	1200	2400
24	Honorarium to Safaiwala (p.m.)	1000	2000
25	Conveyance /Transportation charges to the study Centre functionaries on actual per month per centre subject to max. of	300	1000
26	Secretarial /Menial Assistance allowance to programme centres p.a. (where staff are not provided)	7500	10000
27	Honorarium for sale of Prospectus at Study Centres (Commission per form)	1.5	5
28	Electricity charges to study centres(p.m.)	225	1000
29	Honorarium to the Assistant Programme-in charge (PIC) (p.m.)	1500	N/A.
30	Faculty-I and II (each)	1200	N/A.

Revision of rates for different activities of B.Ed. Programme held at work centre and for workshop are given below :

Revision of rates for different activities of B.Ed. Programme held at work centre and for workshop

Heads of' Payment/Account	Existing Rates	Revised Rates
Activities As Work Centre		
Supervision by a mentor	Rs. 40/- per lesson (20 lessons)	Rs. 80/-
Teacher Educator	Rs 75/- per lesson (10 lessons)	Rs. 150/-

TA/DA to Teacher Educator	Rs. 300/- per visit (max 5 visits for two years)	Rs. 500/-
Payment to Head Teacher/Principal	Rs. 75/- per school based activities of 1/2 credit for over all 2 years	Rs. 100/-
Workshop eased Activities .		
Remuneration to resource person 12 days workshop total 265 session of one and half hour each for 2 workshop per batch	Rs. 375/- per session subject to a max of Rs. 5000/- per resource person	Rs. 750/- In case required the limit a Rs. 7500/- per resource person
Contingencies	Rs. 4500/- (2 workshop per year	Rs. 9000/-
Payment Workshop In-charge	Rs. 1500/- per workshop (2 workshop per year)	Rs. 3000/-

Suggestions : It was suggested that the duration of counseling session should be made uniform for all courses irrespective of the level (UG/PG).

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Form AC IV/ 1

Maintenance of Imprest Register

Regional Centre----- For the month of -----

Sr.No.	Date	No of sub vouchers	Name of the payee and particular of charges	Head of Account					
				Advertise ment	Books and journal	Conveyan ce charges	entertain ment	Postage and telegrams	Printing and binding
1	2	3	4	5	6	7	8	9	10

Petrol	Purchase of stationeries	Counselling charges	Total		Remarks			
			Other contingencies	Any other specified	Read of the account (Cash)			Cheques where applicable
11	12	13	14	15	16	17	18	19

Total

Recumbent Bill No. Date on which sent Amount Date of Receipt No. of Cheque/ Draft

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Form ACIV/6

Rule 3(d) (i) Chapter -4

ADJUSTMENT BILL

Bill No. -----

Maintenance Account
Development Account
Earmarked funds Accounts
Deposit Account

A Sum of Rs. ----- was taken as advance on ----- by -----
----- out of this a sum of Rs. ----- has been spent as per the following
vouchers (enclosed).

No.	Voucher Date	Name of the Firm or person to whom payment made	Particular of payment or purchase	Head of Account	Amount Rs.P.
					6
1	2	3	4	5	

Total Rs.

- The unspent balance of Rs. ----- has been deposited in the Finance Branch vice Receipt No. ----- dated -----
- An additional amount of Rs. ----- has been spent by Shri ----- in excess of the advance. This amount may please be reimbursed to Shri ----- under the Head -----

Date:

Dy. Registrar/Asstt. Registrar

*Delete whichever is not applicable

(For use in the Finance & Accounts)

Passed for adjustment/ Payment
Of Rs. ----- (Rupees ----- or

NO PAYMENT
Paid in Cash/ Cheque

Date:

Asstt. Finance Officer

1. Certified that purchase of -----Nos. of -----at Rs. -----each was approved by-----vide Notes at page -----of file no-----
2. Certified that the articles have been purchased after calling for quotation and where lowest quotation are not accepted reasons have been recorded. The purchase billed for have been received in good order and according to the specifications mentioned in the supply order, their quantities are correct and quality good. The rates and that suitable notes of payment have been recorded against the indents and invoices concerned to prevent double payment.
3. Certified that all the overhead charges is -----loading, packing, sales tax etc .as claimed by the supplier are in accordance with their quotation as accepted and that these have not been paid for separately.
4. Certified that the officer who has signed the vouchers attached to the bills is duly authorized to do so 5.
5. Certified that the freight and other charges mentioned in the bill have been verified and found to be correct.
6. Certified that rates of sales tax charged by the firm have been verified and are correct and that the goods in question are not such as have been exempted under Central Sales Tax Act.
7. Certifies that the expenditure included in this bill could not with due regard to the interest of the University, be avoided, Sub- vouchers for all the sums are attached to this bill.
8. Certified that all the articles detailed in sub- vouchers attached to the bill have been accounted for in the respective Stock Register.
9. Certified that all the monetary or quantitative limits prescribed in respect of items of contingences included in the bill have not been exceeded
10. Certified that to the best of my knowledge and belief the payment entered in this bill have been duly made to the parties entitled to receive.
11. The balance under the head of expenditure is Rs. -----According to the books of the Department before payment of the bill under reference.
12. Certified that the amount is actually due and that it has not been claimed earlier.

Division/School/Centre:
Designation;

DRAWING OFFICER

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Form ACIV/8

REGIONAL CENTRE -----

SUMMARY OF REMITTANCES MADE DURING THE MONTH OF -----

SL.NO.	Type of Receipt	Amount (Rs.)	Detail of Remittance to Headquarters	
			DD No& Date	Amount (Rs.)
(1)	(2)	(3)	(4)	(5)
1.	Total Fees collected During the month (as per Cash Book) Details given in the Annexure			
2.	Sale of Forms Etc			
3.	Grant of Forms State Govt. Etc.			
4.	Bank Interest			
5.	Misc- Other Receipt			
6.	TOTAL			

	Rs.
Opening Balance	-----
Total Receipt as per Col. 3	-----
TOTAL	-----
Less remitted to	-----
Headquarters	-----
Col. 5.	-----
Balance Carried Over	-----

Proforma for Stock Verification Report (SVR)

List of Final Codes of SVR for Furniture & Equipment (Reconciled Statements) As On _____

S. N.	ITEM CODE	DISCRIPTION	BB*	GB*	SH.(-)*	EX.(+)*	O*	REMARKS
1	01-01-01	REVOLVING CUSHION HIGH BACK CHAIR						
2	01-01-01	RD CUSHION CHAIR						
3	01-01-01	ROUND FOAM CHAIR LONG (HIGH BACK)						
4	01-01-01	REVOLVING CHAIR CANE SEAT BACK						
5	01-01-02	REVOLVING CUSHION CHAIR						
6	01-01-03	VISITING CHAIR CUSHION						
7	01-01-03	CUSHION CHAIR						
8	01-01-03	STEEL CHAIR CUSHIONED SEAT						
9	01-01-04	CUSHION CHAIR WITH CONT. ARMS						
10	01-01-04	CHAIRS STEEL WITH CONT. ARMS						
11	01-01-04	CHAIR WITH BACK REST & HANDLES						
12	01-01-05	CHAIR CUSHION WITHOUT ARM						
13	01-01-05	SINGLE CHAIR WITH BACK REST						
14	01-01-05	FOAM CHAIR HALF ARM						
15	01-01-06	CANE CHAIR WITH ARMS						
16	01-01-07	CANE CHAIR WITH CONTINUOUS ARMS						
17	01-01-08	CANE CHAIR WITHOUT ARMS						
18	01-01-09	WHEEL CHAIR						
19	01-01-10	SECRETARY CHAIR						
20	01-01-11	OPERATOR CHAIR						
21	01-01-12	COMPUTER CHAIR						
22	01-01-13	BLOW PLAST CHAIR						
23	01-01-13	BLOW PLAST CHAIR (2-IN-1 SIDE)						
24	01-01-13	CHAIR S TYPE (BLOW PLAST)						
25	01-01-14	REVOLVING CHAIR CANE SEAT BACK						
26	01-01-15	CHAIR FOR PACKING TABLE (SMALL)						
27	01-01-16	CHAIR FOR PACKING TABLE (BIG)						
28	01-01-17	CANTEEN CHAIR						

29	01-01-18	TRAINING CHAIR WITH HANDLE						
30	01-01-19	FOLDING CHAIR						
31	01-01-19	ALUMINIUM CHAIRS FOLDING						
32	01-01-19	CHAIRS (MOULDED)						
33	01-01-20	GODREJ CHAIR ARMLESS, CH-18						
34	01-02-01	EXECUTIVE TABLE 6X3X2						
35	01-02-02	TABLE CONFERENCE 6X3						
36	01-02-03	TABLE 5X3X2.5						
37	01-02-04	TABLE 54X27X30						
38	01-02-05	TABLE 54X30X30						
39	01-02-06	TABLE 4X2X2.5						
40	01-02-06	TABLE WITHOUT DRAWER						
41	01-02-06	TABLE WOODEN						
42	01-02-06	TABLE WITH TWO DRAWER						
43	01-02-06	TABLE (MIDIUM)						
44	01-02-07	TABLE 36X36X30						
45	01-02-08	TABLE 3X2X2.5						
46	01-02-08	TABLE WITH 1 DRAWER						
47	01-02-09	LAND CENTRE TABLE						
48	01-02-10	SECRETARY TABLE						
49	01-02-11	STUDY TABLE 4X2X2.5						
50	01-02-12	GODREJ L-SHAPE TABLE						
51	01-02-13	DINING TABLE						
52	01-02-14	TECHNICAL TABLE						
53	01-02-15	CANTEEN TABLE 2.5X2.5						
54	01-02-16	WORKING TOP 1500X600X150						
55	01-02-17	WORKING TOP						
56	01-02-18	WORKING TOP BOTTOM 1800X600X850						
57	01-02-19	WORKING TOP 2100X600X150						
58	01-02-20	RACK WITH 1050X800X800						
59	01-02-21	EXHUST HOOD ALIMINIUM						
60	01-02-22	FOUR BURNER RABGE GAS						
61	01-02-23	STOCK POT STOVE						
62	01-02-24	WATER BOILOR 75 LT.						
63	01-02-25	PICU-UP COUNTER						
64	01-02-26	3 SINK UNIT						
65	01-02-27	WALL SHELF						
66	01-02-28	CLEAN RACK						
67	01-02-29	S.S. POT						
68	01-02-30	TEA POT 10 LTR.						
69	01-02-31	BACK-UP COUNTER						

70	01-02-32	ALIMINUM COUNTER						
71	01-02-33	DEEP FISHER						
72	01-02-34	DOSA GAS GATTI						
73	01-02-35	CHAPATI GAS BHATTI						
74	01-02-36	TARAZU						
75	01-02-37	MASALA GRINDER						
76	01-02-38	GLASS RACK ALIMINUM						
77	01-02-39	DAL BIN,PATATO BIN,ONION BIN						
78	01-02-40	WOODEN SMALL TABLE (ORDINARY)						
79	01-02-40	TEA TABLE (SMALL)						
80	01-02-40	SMALL TABLE (WOODEN)						
81	01-03-01	STOREWELL CUP BOARD (BIG)						
82	01-03-01	ALMIRAH PLAIN WITH SELVES						
83	01-03-01	STOREWELL PLAIN						
84	01-03-01	LIBRARY CUPBOARD STEEL						
85	01-03-02	STOREWELL CUP BOARD (SMALL)						
86	01-03-02	ALMIRAH MINOR/SMALL (WITH LOCKER)						
87	01-03-02	STORAGE UNIT						
88	01-03-03	STOREWELL 24 PIGEON HOLES						
89	01-03-04	STOREWELL GLASSDOOR						
90	01-03-04	STEEL STOREWELL WITH GLASS						
91	01-03-05	STOREWELL CUPBOARD (8 LOCKS)						
92	01-03-06	FIRE PROOF CHHUB STOREWELL						
93	01-03-07	GODREJ COMPACTOR						
94	01-03-07	MOBILE COMPACTOR						
95	01-04-01	BOOK CASE						
96	01-04-01	BOOK CASE WITH GLASSDOOR						
97	01-04-02	LIBRARY STACK DOUBLE FACED						
98	01-04-03	LIBRARY STACKS						
99	01-04-04	BOOK SELF						
100	01-05-01	FILING CABINET (4 DRAWERS)						
101	01-05-02	FILING CABINET (2 DRAWERS)						
102	01-05-03	CATALOGUE CARD CABINET						
103	01-05-04	CARDEX CABINET (14 TRAY)						
104	01-05-05	PERIODICAL DISPLAY WOODEN						
105	01-05-05	PERIODICAL DISPLAY RACK						

106	01-05-06	EXHIBITION STAND						
107	01-05-07	SERVICE COUNTER						
108	01-05-08	MAGAZINE DISPLAY RACK SMALL						
109	01-05-09	FIRE PROOF FILING CABINET CHHUB						
110	01-05-10	WOODEN FILE CABINET FIXED IN WALL						
111	01-05-10	WALL CUPBOARD WOODEN						
112	01-06-01	STEEL RACK BIG 78X36X16						
113	01-06-01	RACK 72X36X15						
114	01-06-01	RACK (MULTIPLEX) 6X36X18						
115	01-06-01	RACK OPEN (6X3X15)						
116	01-06-01	RACK (MULTIPLEX) 7X36X15						
117	01-06-01	ANGLE MULTIPLEX RACK						
118	01-06-01	BIG RACK (OPEN RACK ON SCOTTED ANGLE IRON)						
119	01-06-01	IRON BOOK RACK (3 SHELVES OPEN TYPE)						
120	01-06-01	IRON BOOK RACK (4 SHELVES OPEN TYPE)						
121	01-06-01	IRON BOOK RACK (5 SHELVES OPEN TYPE)						
122	01-06-01	IRON BOOK RACK (6 SHELVES OPEN TYPE)						
123	01-06-01	IRON BOOK RACK (6 SHELVES CLOSED TYPE)						
124	01-06-01	IRON BOOK RACK (7 SHELVES CLOSED TYPE)						
125	01-06-02	STEEL RACK SMALL 30X36X16						
126	01-06-02	RACK 30X36X15						
127	01-06-02	RACK 6X36X15						
128	01-06-02	SIDE RACK (2.5X3X15)						
129	01-06-02	SIDE RACK WITH 3 SELVES						
130	01-06-02	STEEL RACK (SMALL)						
131	01-06-02	IRON BOOK RACK (2 SHELVES OPEN TYPE)						
132	01-06-03	WOODEN SIDE RACK						
133	01-06-03	RACK (SIDE)						
134	01-06-04	STEEL RACK PLATFORM						
135	01-06-05	STEEL RACK FLOPPY STORAGE UNIT 6 DRAWER						
136	01-06-07	ALUMINIUM RACK FOR CANTEEN						
137	01-07-01	REVOLVING STOOL CUSHION						
138	01-07-01	IRON STOOL						

139	01-07-01	TABLE IRON (4X2)						
140	01-07-02	STOOL WOODEN						
141	01-07-03	NEWS PAPER RACK						
142	01-07-04	STEEL STOOL MOVING ROUND						
143	01-07-05	BENCH WOODEN						
144	01-08-01	MIKE STAND/SPEAKER STAND						
145	01-08-01	MIKE FOR LAB						
146	01-08-02	FIRE BUCKET STAND						
147	01-08-02	3 FIRE BUCKET STAND						
148	01-08-02	4 FIRE BUCKET						
149	01-08-03	VIDEO CASSETTE STAND						
150	01-08-04	ROOM COOLER STAND						
151	01-08-04	COOLER STAND						
152	01-08-05	STAND FOR MISCELLANEOUS ITEM						
153	01-08-06	ALUMINIUM SHETTER						
154	01-08-07	STOVE BRASS						
155	01-08-07	STOVE						
156	01-08-08	STOVE ELECTRIC						
157	01-08-09	ATLAS DISPALY STAND						
158	01-08-10	MAP STAND						
159	02-01-01	SLIDING DOOR						
160	02-01-01	SLIDING UNIT						
161	02-01-02	WOODEN PARTITION						
162	02-01-03	DOOR CLOSURE						
163	02-01-04	PALMETS						
164	02-02-01	EXECUTIVE CUSHION CHAIR						
165	02-02-01	FOAM CHAIR (BLACK)						
166	02-02-02	EASY CHAIR						
167	02-02-03	SOFA SINGLE SEATER						
168	02-02-03	WOODEN SOFA CHAIR						
169	02-02-04	CHAIR FOR CONFERENCE						
170	02-02-04	CHAIR FOR CONFERENCE (TIN CHAIR)						
171	02-02-05	DINING CHAIR (WOODEN CUSHIONED)						
172	02-02-06	READING ROOM CHAIR						
173	02-02-07	SOFA SET 3 SEATER						
174	02-02-08	SOFA SET 2 SEATER						
175	02-02-09	SOFA SET 5 SEATER						
176	02-03-01	CENTRE TABLE 4X2						
177	02-03-01	CENTRE TABLE						
178	02-03-01	CENTRE TABLE (FOLDING						

		STEEL TOP)						
179	02-03-02	CENTRE TABLE 3X1.5						
180	02-03-03	CENTRE TABLE 2.5X2.5						
181	02-03-04	CENTRE TABLE 45X24						
182	02-03-05	COMPUTER TABLE (MONITOR)						
183	02-03-05	TABLE VDU PLAIN						
184	02-03-05	COMPUTER TABLE FOR LAB						
185	02-03-05	MONITOR DESK						
186	02-03-06	PRINTER TABLE						
187	02-03-06	PRINTER DESK						
188	02-03-07	WOODEN SMALL STOOL						
189	02-03-08	BED SIDE TABLE						
190	02-03-09	DRESSING TABLE						
191	02-03-09	DRESSING TABLE FOR GUEST HOUSE						
192	02-03-10	WOODEN CABINET TABLE						
193	02-03-11	CONFERENCE TABLE						
194	02-03-12	EXECUTIVE TABLE						
195	02-03-13	PACKING TABLE						
196	02-03-14	RECEPTION TABLE/RECEPTION WOODEN TABLE						
197	02-03-14	WOODEN RECEPTION DESK						
198	02-03-15	LIBRARY COUNTER 10X14						
199	02-03-16	TABLE TOP WOODEN						
200	02-03-17	PEG WOODEN						
201	02-03-18	STOOL GLASS						
202	02-03-19	ROOM PARTITION						
203	02-03-20	READING DOUBLE FACED WOODEN TABLE						
204	02-03-21	SPL.COMPUTER TABLE 4X1.5'						
205	02-03-22	WOODEN TABLE						
206	02-04-01	TV CABINET						
207	02-04-01	TV STAND						
208	02-04-01	TV TROLLEY						
209	02-04-01	TV STAND WITH TWO RACKS (WOODEN)						
210	02-04-01	STEEL CABINET FOR VIDEO/TV						
211	02-04-01	TV CASE WITH 2-IN-1 CASE						
212	02-04-02	DUPLICATOR CABINET						
213	02-04-06	WOODEN COVER FOR PCAT						
214	02-04-07	VIDEO CASE						
215	02-04-08	SHOW CASE						
216	02-04-08	SHOW PIECE						

217	02-04-09	SUIT/BRIEF CASE						
218	02-05-01	WOODEN STOREWELL/WOODEN ALMIRAH						
219	02-05-01	LARGE SIZE WOODEN CUPBOARD						
220	02-05-02	HAND METAL DETECTOR						
221	02-05-03	WOODEN CABINET SMALL						
222	02-05-04	BED						
223	02-05-04	WOODEN BEDS/FOLDING BEDS						
224	02-05-05	RACK SHOE (TEAK WOOD)						
225	02-05-06	AUDIO CASSETTE RACK						
226	02-05-07	COAT WOODEN						
227	02-05-07	WOODEN COAT FOR GUEST HOUSE						
228	02-05-08	FLOPPY STORAGE UNIT						
229	02-05-08	CABINET FOR STRING CASSETTES (2DR.VFC)						
230	02-05-09	C.D. STORAGE UNIT						
231	02-05-09	C D BOX WOODEN						
232	02-05-10	DOUBLE BED						
233	02-05-11	FOLDING COAT						
234	02-05-12	TAKHAT						
235	02-05-13	FOLDING TABLE						
236	02-05-13	TABLE STEEL PIPE FRAME & SUNMICA						
237	02-07-02	NEWSPAPER DISPLAY STAND						
238	02-07-03	SUGGESTION BOX						
239	02-07-04	PIGEON BOX						
240	02-07-04	PIGEON HOLE RACK						
241	02-07-05	LECTURE STAND WOODEN						
242	02-07-06	WOODEN LETTER BOX						
243	02-07-07	DAK BBOX LEATHER						
244	02-07-08	FIRST AID BOX						
245	02-08-01	DISPLAY NOTICE BOARD						
246	02-08-01	NOTICE BOARD (PLYWOOD)						
247	02-08-01	NOTICE BOARD						
248	02-08-01	DISPLAY BOARD (GREEN)						
249	02-08-01	NOTICE BOARD 3X2						
250	02-08-01	NOTICE BOARD 16X4						
251	02-08-01	NOTICE BOARD 3X7						
252	02-08-01	NOTICE BOARD 4X4						
253	02-08-01	NOTICE BOARD WOODEN 60X26 SLIDING						

254	02-08-02	WHITE BOARD						
255	02-08-02	SIGN BOARD/WHITE BOARD						
256	02-08-02	SIGN BOARD (GLOW)						
257	02-08-03	BLACK BOARD						
258	02-08-03	BLACK BOARD WITH STAND						
259	02-08-04	KEY BOARD						
260	02-08-06	PESTOGRAPHY BOARD						
261	02-08-07	STEEL CABINET DRAWING						
262	02-09-01	FOOT REST						
263	02-09-02	DESK TABLE TOP						
264	02-10-01	NEWSPAPER BOX						
265	03-01-01	ELECTRONIC TYPEWRITER						
266	03-01-02	ELECTRIC TYPEWRITER						
267	03-01-03	MANUAL POLICY SIZE TYPEWRITER(ENG.)						
268	03-01-04	TYPEWRITER ENGLISH						
269	03-01-05	TYPEWRITER HINDI						
270	03-01-06	TYPEWRITER - Gujarati						
271	03-01-06	TYPEWRITER BILENGUAL (ELECT.)						
272	03-02-01	PHOTOCOPIER MACHINE						
273	03-02-02	PHOTOCOPIER COLOUR						
274	03-03-01	FRANKING MACHINE						
275	03-04-01	DUPLICATING MACHINE						
276	03-04-02	BINDING MACHINE						
277	03-04-02	SPIRAL BINDING MACHINE						
278	03-04-02	DATA BIND MACHINE						
279	03-04-03	LAMINATING MACHINE						
280	03-04-04	STAPLING MACHINE						
281	03-04-05	PUNCHING MACHINE						
282	03-04-06	PACKING MACHINE						
283	03-04-07	PAPER SHREDDING/CUTTER MACHINE						
284	03-04-08	NUMBERING MACHINE						
285	03-05-01	WEIGHING MACHINE						
286	03-05-01	POSTAL WEIGHING MACHINE (250G)						
287	03-05-01	POSTAL BRODMA WEIGHING MACHINE						
288	03-05-01	ELECTRONIC POSTAL WEIGHING MACHINE						
289	03-05-01	POSTAL SCALE						
290	03-05-02	CYCLE						
291	03-05-03	CYCLE PUMP						

292	03-05-04	RIKSHAW						
293	03-05-05	DRILL MACHINE						
294	03-06-01	FIRE EXTINGUISHER						
295	03-06-01	FIRE EQUIPMENTS						
296	03-06-01	SODA ACID FIRE EXTINGUISHER						
297	03-07-01	CASH BOX						
298	03-07-01	SINGLE DOOR SAFE						
299	03-07-02	CALCULATOR POCKET consumable						
300	03-08-01	STENCIL CUTTER						
301	03-09-01	TROLLEY IRON/WOODEN						
302	03-09-01	WHEEL TROLLY						
303	03-09-02	LADDERS						
304	03-09-02	ALUMINIUM LADDER						
305	03-09-03	STEEL TRUNK						
306	03-09-03	TRUNK BIG SIZE						
307	03-09-03	TIN BOX						
308	03-09-04	TENDER BOX/ALUMINIUM BOX						
309	03-09-05	BATTERY CONTROL SYSTEM						
310	03-09-06	P A SYSTEM						
311	03-09-06	P A SYSTEM WITH MICROPHONE, STAND						
312	03-09-07	BATTERY						
313	04-01-01	WATER COOLER						
314	04-01-02	WATER PUMP						
315	04-01-02	MOTOR PUMP (CROMPTON)						
316	04-01-02	MONOBLOCK PUMP						
317	04-01-03	COOLER FAN FITD. IN DESERT COOLER						
318	04-01-04	WATER TANK						
319	04-01-04	WATER CONTAINER						
320	04-01-04	TUNKI (DROP BOXES)						
321	04-02-01	DESERT COOLER						
322	04-02-01	COOLER ROOM WITH STAND						
323	04-02-01	ROOM COOLER						
324	04-02-01	AIR COOLER						
325	04-02-02	JUMBO COOLER (LARGE Sz. DESERT C.)						
326	04-03-01	AIR CONDITIONER						
327	04-03-02	SPLIT TYPE A.C 1.5TR & 2.0 TR CPCITY						
328	04-03-03	PACKAGE TYPE AC PLANT WITH ASSOCIATE ITEM						

329	04-04-01	HEAT CONVECTOR						
330	04-04-01	ROOM HEATING BLOWER						
331	04-04-01	BLOWER						
332	04-04-02	FOOD HEATER						
333	04-04-02	GAS HEATER						
334	04-04-03	HOT CASE						
335	04-04-04	ELECTRIC STOVE						
336	04-05-01	ROOM HEATER						
337	04-05-01	HEATER						
338	04-05-02	ROOM THERMOMETER						
339	04-05-03	ELECTRIC METER						
340	04-05-04	ELECTRO GUARD						
341	04-06-01	CEILING FAN						
342	04-06-01	CEILING FAN (ORIENT)						
343	04-06-02	PEDESTAL FAN						
344	04-06-03	WALL MOUNTED FAN						
345	04-06-05	EXHAUST FAN						
346	04-06-06	USHA PRIMA FAN						
347	04-06-07	TABLE FAN						
348	04-06-08	CAR FAN						
349	04-06-08	FAN FOR STAFF CAR						
350	04-08-01	REFREGERATOR						
351	04-08-02	ACQUAGUARD FILTER						
352	04-08-02	USHA WATER GUARD						
353	04-08-02	WATER FILTER						
354	04-08-03	ZERO B PURIFIER						
355	04-08-03	WATER PURIFIER						
356	04-09-01	GYSERS						
357	04-10-01	EMERGENCY LIGHTS						
358	04-10-01	EMERGENCY LIGHTS (TIN)						
359	04-10-02	GAS PATRO MAX						
360	04-10-02	PETROMAX						
361	04-10-02	GAS LIGHT						
362	04-10-03	FLOOD LIGHT						
363	04-10-04	GAS CYLINDER						
364	04-10-05	GAS STOVE						
365	04-11-01	TABLE LAMP						
366	04-11-01	TABLE LIGHT						
367	04-12-01	DESK CALCULATOR						
368	04-13-01	DOCUMENT SHEDDER						
369	04-14-01	WALL CLOCK						
370	04-15-01	VACUUM CLEANER						

371	04-16-01	PORTABLE GENERATOR SET						
372	04-16-01	3 KVA ELECTRONIC GEN. WITH 5 EXIDE						
373	04-16-01	GENERATOR						
374	04-16-02	D.G. SET 200 KVA						
375	04-16-03	D.G. SET 437.5 KVA						
376	04-16-04	GENERATOR SET 15 KVA						
377	04-17-01	LOCKER						
378	04-17-02	LOCK						
379	04-17-02	LOCK NAVTAL						
380	04-17-02	LOCKS (45X40MM)						
381	04-18-01	WATER SUPPLY BOOSTER PUMSETS						
382	04-18-02	SUBMERSIBLE PUMPSETS						
383	04-19-01	SUB STATION EQUIP. LIKE TRANSFORMERS						
384	04-19-02	H.T. PANELS						
385	04-19-03	L.T. PANELS						
386	05-01-01	VCR						
387	05-01-02	DVD PLAYER/CD PLAYER						
388	05-01-02	CD PLAYER						
389	05-01-03	VCD PLAYER						
390	05-01-03	VCD PLAYER WITH REMOTE						
391	05-02-01	TAPE RECORDER/CASSETTE RECORDER						
392	05-02-01	CASSETTE RECORDER						
393	05-02-01	TAPE RECORDER WITH TWO SPEAKERS						
394	05-02-01	TWO IN ONE						
395	05-02-02	AMPLI SPEAKER/AMPLI FIRE						
396	05-02-02	SPEAKER SUPPLIED TO LAB						
397	05-02-03	WOOD CABINET FIRE PROT.AUDIO SYS.						
398	05-02-04	AUDIO CONFERENCE EQUIPMENT						
399	05-02-05	AUDIO LOUD SPEAKER						
400	05-02-05	AUDIO SYSTEM						
401	05-02-06	MICROPHONE						
402	05-02-07	SPEAKER						
403	05-02-07	MUSIC/SOUND SYSTEM						
404	05-02-07	THOMSON SOUND SYSTEM						
405	05-02-08	HEAD PHONE						
406	05-03-01	T.V.(COLOR)						
407	05-03-01	EC TV RECEIVED FROM SC						

408	05-03-01	SAMSUNG TV						
409	05-03-01	TV 21" AKAI						
410	05-03-02	T.V. ANTENA						
411	05-03-03	DISH ANTENA						
412	05-03-04	MONITOR RACK						
413	05-03-04	MONITOR BASE						
414	05-03-05	EDITING CONSOLE						
415	05-03-06	TELECINE LAMINATED						
416	05-04-01	VOLTAGE STABILISER						
417	05-04-01	STABLIZER KV-1						
418	05-04-01	STABLIZER AUTO CUT						
419	05-04-01	STABLIZER						
420	05-05-01	VIDEO-RAMA						
421	05-06-01	SERVO STABILISER						
422	05-07-01	OVERHEAD PROJECTOR						
423	05-07-01	PROJECTOR SCREEN (WITH STAND)						
424	05-07-02	OHP SCREEN						
425	05-08-01	SLIDE PROJECTOR						
426	05-09-01	VIDEO CABINET WOODEN						
427	05-09-01	AUDIO/VIDEO CASSETTE CABINET						
428	06-01-01	PERSONAL COMPUTER						
429	06-01-01	COMPUTER (OLD)						
430	06-01-01	COMPUTER OLD-XT						
431	06-01-02	COMPAQ PROLINEA 575 E						
432	06-01-03	COMPAQ PROLINEA 466						
433	06-01-04	COMPAQ PRESSARIO CDS 524						
434	06-01-05	COMPAQ AERO 4/33C						
435	06-01-06	COMPAQ PROLINEA 466 CD ROM						
436	06-01-07	COMPAQ M-MEDIA PRESSARIO						
437	06-01-08	PENTIUM FRONT END NODES UNICORP						
438	06-01-09	CQ M-MEDIA PRESS.C308 WORKSTATION						
439	06-01-10	COMPAQ DESKPRO 2000						
440	06-01-11	NOTE BOOK COMP. CQ ARNADA 1130						
441	06-01-12	LITE PRO 620 (LCD PROJECTOR)						
442	06-01-13	VAX 8530 (MAIN FRAME COMP.)						
443	06-01-14	OMR MICRO VAX						
444	06-01-15	VAX/UNIX TERMINALS						
445	06-02-01	HP LASER PRINT.4+ WITHOUT						

		N/w CORD						
446	06-02-02	LASER PRINTER HP 5P						
447	06-02-03	EPSON FX-1170 DMP						
448	06-02-04	BARCODE PRINTER						
449	06-02-05	TVSE CI 5000 PRINTER						
450	06-02-05	TVSE MSP (PRINTER)						
451	06-02-06	LINE PRIN.8000LPM(Lipi)/B-300/CITOH						
452	06-02-06	LINE PRINTER LIPIT6050						
453	06-02-07	DOT MAT.PRIN.WIPRO EX/FX-200						
454	06-02-07	PRINTER DOT MATRIX LTVS MSP-335						
455	06-02-08	INK.PRIN.DESK JET 200/870C/560C/DJ						
456	06-02-08	DESK JET PRINTER 610C						
457	06-02-09	LASER PRINTER LASER JET 6P						
458	06-02-10	DESK JET 870 CXI						
459	06-02-10	PRINTER DESK JET 32						
460	06-02-10	DESK JET 3650						
461	06-02-11	TETRONIX PHASOR 350 COLOUR PRIN.						
462	06-02-12	SELECT 360 PRINTER						
463	06-02-13	COLOUR HIGH WRITER 12/600						
464	06-02-14	XEROX HIGH SPEED PRINTER						
465	06-02-15	LASER PRINTER II,IIIP,IVP/IVMC						
466	06-02-15	LASER PRINTER FOR LAB						
467	06-02-05	LASER PRINTER						
468	06-02-16	DMP PRINTER EX-1000 WIPRO						
469	06-02-17	PRINTER LASER JET 1100						
470	06-02-18	PRINTER HP LASER JET 2100						
471	06-02-19	PRINT.C409 HEWLETT PACKERED PRINTERS						
472	06-02-20	PRINTER WIPRO LINE						
473	06-02-21	PRINTER COLOUR HEWLETT						
474	06-02-22	PRINTER LASER JET 4-L						
475	06-02-23	PRINTER HP LASER JET 2001						
476	06-02-24	PRINTER LASER JET 840-C						
477	06-02-25	PRINTER HEWELETT PACKERED 2000-C						
478	06-02-26	PRINTER HP COLOUR						
479	06-02-27	PRINTER WIPRO LQDX-GOLD						
480	06-02-28	PRINTER HP COLOUR JET 4550-N						
481	06-02-29	PRINTER HP PROFESSIONAL						

		COLOUR						
482	06-02-30	PRINTER LASER JET 42						
483	06-02-31	PRINTER COLOR HP DESK JET 845-C						
484	06-02-31	HP DESKJET PRINTER (3550)						
485	06-02-32	PRINTER HP-3820 DESK JET						
486	06-02-33	PRINTER HP-LASER JET-4200						
487	06-02-34	HP LASER JET 4500N						
488	06-02-35	HP LASER JET 8000DN						
489	06-02-36	LASER JET 1320						
490	06-02-37	SAMSUNG ML-1520P						
491	06-02-37	LASER PRINTER (SAMSUNG)						
492	06-02-38	HP3420(HAVY DUTY)						
493	06-02-39	PRINTER INK JET						
494	06-02-40	PRINTER HP DESK JET 5438						
495	06-02-41	PRINTER HP DESK JET 3845						
496	06-02-42	PRINTER CANNON						
497	06-03-01	HP SCANJET 4C						
498	06-03-02	BARCODE SCANNERS						
499	06-03-03	VISTA S6 COLOR SCANNER FOR MAC						
500	06-03-04	SCANNER						
501	06-03-04	SCANNER FOR LAB						
502	06-04-01	SERVER PROSIGNIA 200						
503	06-04-02	SERVER PROSIGNIA 300						
504	06-04-03	RS-6000 (IBM SERVER)						
505	06-04-04	COMPUTER SERVER TNT						
506	06-04-05	UNIX SERVER						
507	06-04-06	SERVER PRIMERCY						
508	06-04-06	SIEMENS PRIMARY SERVER						
509	06-04-07	SERVER						
510	06-04-07	COMPUTER (SERVER)						
511	06-04-07	COMPUTER LAN SYSTEM						
512	06-04-07	SERVER FOR LAB						
513	06-04-08	D-LINK PRINT SERVER						
514	06-05-01	POWER MACINTOSH 8500/-120 CD						
515	06-05-02	POWER MACINTOSH 7200/90 CC						
516	06-05-03	QUICK TAKE CAMERAS FOR WINDOWS						
517	06-05-04	QUICK TAKE CAMERAS FOR MAC						
518	06-05-05	CD MAST.DEVICE PINNACLE MICROS RCD-5040						

519	06-05-06	WEB CAMERA						
520	06-05-07	CAMERA						
521	06-06-01	MONITOR HCL						
522	06-06-02	MONITOR ZENITH						
523	06-06-03	MONITOR COMPAQ						
524	06-06-04	MONITOR SIMENS						
525	06-06-05	MONITOR ANALOG SPLITTER AND EXTENDER						
526	06-06-06	MONITOR COPAQ EVO D-320						
527	06-06-07	COMPUTER MONITOR (ANY COMP.)						
528	06-06-08	CPU (ANY COMP.)						
529	06-06-09	MONITOR DATAMINI						
530	06-07-01	COMPUTER DATAMINI						
531	06-07-02	COMPUTER SIEMENS						
532	06-07-03	COMPUTER MICROPHONE						
533	06-07-04	COMPUTER COMPAQ-OLD						
534	06-07-04	COMPUTER COMPAQ						
535	06-07-04	COMPAQ 286						
536	06-07-05	COMPUTER WITH POWER UNICORP						
537	06-07-06	COMPUTER UNICORP						
538	06-07-07	COMPUTER HCL						
539	06-07-08	COMPUTER POWER-PRO 5000						
540	06-07-09	COMPUTER PCL						
541	06-07-10	COMPUTER ZENITH						
542	06-07-11	COMPUTER SUN MICROSYSTEM						
543	06-07-12	COMPUTER PRO-LINK MULTI MEDIA						
544	06-07-12	MULTIMEDIA						
545	06-07-13	COMPUTER COMPAQ EVO D-320						
546	06-07-14	COMPAQ PENTIUM COMPUTER						
547	06-08-01	COMPUTER SPEAKER						
548	06-08-02	COMPUTER HEAD AND AIR PHONES						
549	06-08-03	COMPUTER MOUSE						
550	06-09-01	ZIP DRIVER						
551	06-10-01	COMPUTER SHARER						
552	06-10-02	LOGIC SHARER						
553	06-10-03	PRINTER SHARER						
554	06-11-01	COMPUTER HUB						
555	06-11-01	D-LINK HUB FOR LANE						
556	06-11-01	HUB D-LINK						
557	06-12-01	CD WRITER						

558	06-12-02	CD DRIVER						
559	06-13-01	MODEM SET						
560	06-13-02	MODEM RADIO LINK						
561	06-14-01	COMPUTER KEY BOARD						
562	06-15-01	LAP TOP COMPUTER SIMENS						
563	06-15-02	LAP TOP COMPUTER COMPAQ						
564	06-16-01	U.S. ROBOTICS MACHINE						
565	06-16-02	ROUTER						
566	07-01-01	AMBASSADOR CAR						
567	07-01-01	CAR						
568	07-01-02	MARUTI VAN						
569	07-01-03	MARUTI GYPSY						
570	07-01-04	MATADOR VAN						
571	07-01-05	TATA MINI BUS						
572	07-01-06	DCM TOYOTA						
573	07-01-07	DCM MINI BUS						
574	07-01-08	TRUCK HEAVY DUTY						
575	07-01-09	AUTO THREE WHEELER						
576	07-01-10	MOTORCYCLE						
577	07-01-11	CAR STEREO						
578	07-01-12	CAR WATCH						
579	07-01-13	UNDER VEHICLE MIRROR						
580	07-01-14	MARUTI ESTEEM CAR						
581	07-01-15	M&M DIESEL JEEP						
582	07-02-01	FIRE TANK TROLLY WITH ENGINE						
583	08-01-01	CONSTANT VOLTAGE TRANSFORMER						
584	08-02-01	UPS 1 KV						
585	08-02-02	UPS 1.5 KV						
586	08-02-03	UPS 2.0 KV						
587	08-02-04	UPS 3.0 KV						
588	08-02-05	UPS 4.0 KV						
589	08-02-06	UPS 5.0 KV						
590	08-02-07	UPS ABOVE 5.0 KV/15 KVA						
591	08-02-08	UPS BELOW 1 KV						
592	08-02-08	UPS 600 VA						
593	08-02-09	INVERTOR						
594	08-02-09	SIGNAL BOARD INVERTER						
595	09-01-01	EPABX INSTRUMENT						
596	09-01-01	INTERCOM SYSTEM PANASONIC						
597	09-01-01	CONFERENCE PHONE SET						

598	09-01-02	TELEPHONE INSTRUMENT						
599	09-01-02	TEL. INSTRUMENT WLL PH NO 27492						
600	09-01-02	TELEPHONE INSTRUMENT CORAL						
601	09-01-02	TELEPHONE INSTRUMENT SECURE						
602	09-01-02	TELEPHONE (DBL)						
603	09-01-02	COMBO TELEPHONE SET						
604	09-01-02	TELEPHONE APPARATUS						
605	09-01-03	CORDLESS PHONE						
606	09-01-04	TELEX MACHINE						
607	09-01-05	FAX MACHINE						
608	09-01-05	FAX (PANASONIC) (KXFP)						
609	09-01-06	AUTO DIALING MACHINE						
610	09-01-07	TELE ANSWERING MACHINE						
611	09-02-01	EPABX ENCHANGE SYSTEM						
612	09-02-01	INTERCOM SYSTEM PANASONIC						
613	10-01-01	CHAIR SMALL FOR CRECHE						
614	10-01-02	CHAIR PLASTIC FOR CRECHE						
615	10-01-03	CHAIR 3 SEATER (CANTEEN)						
616	10-01-03	PLASTIC CHAIRS (EACH SET HAVING 3)						
617	10-01-04	PIDHI						
618	10-01-05	WOODEN CARDLESS WITH COT						
619	10-01-06	MATTROESS						
620	10-01-07	CARPET/ COIR MATTING						
621	10-01-08	DARI BIG						
622	10-01-08	DARI 10X10						
623	10-01-08	DARI 15X10						
624	10-01-08	DARI 15X9						
625	10-01-08	DARI 18X15						
626	10-01-08	DARI 20X15						
627	10-01-09	DARI SMALL						
628	10-01-09	DARI (KHADI PATTI)						
629	10-01-09	DARI 10X8						
630	10-01-10	GARDEN JHULLA						
631	10-01-11	WASHING MACHINE						
632	10-01-12	LIFT						
633	10-01-13	BOOK DISPLAY BOX WOODEN FOR CRECHE						
634	10-01-14	BOOK DISPLAY BOX IRON FOR CRECHE						

635	10-01-15	SEWING MACHINE						
636	10-01-18	WOODEN BOX						
637	10-01-18	ASSIGN./P.R. BOX						
638	10-01-19	KEY BOARD						
639	10-01-20	STOREGE UNIT/MISSCELANIUS ITEM						
640	10-01-21	DESK WITH SITTING GOR CRECHE						
641	10-01-22	WHITE PLASTIC CHAIR						
642	10-01-22	PLASTIC CHAIR						
643	10-02-01	WEIGHT MACHINE						
644	10-02-02	L SHAPE TABLE FOR CRECHE						
645	10-02-03	ROUND TABLE FOR CRECHE						
646	10-03-01	CANTEEN TABLE 5X2 FOR 3 SEATER CHAIR						
647	11-01-01	MICROFISCH READER						
648	12-01-01	CANTEEN SERVICE COUNTER ALUMINIUM						
649	13/01/01	SECURITY EQUIPMENT						
650	14/01/01	PLATFORM						
651	15/01/01	SOLOAR LANTERN						
652	15/01/02	LANTERN						
653	16/01/01	DRUM (TIN)						
654	20/01/01	CHAIR (9001-D) H.O.D.						
655	20/01/02	CHAIR-A (7001-D)						
656	20/01/03	CHAIR-B (7002-D)						
657	20/01/04	CHAIR-C (7046R)						
658	20/01/05	VISITORS CHAIR (7003-D)						
659	20/02/01	TABLE H.O.D.						
660	20/02/02	TABLE-A						
661	20/02/03	TABLE-B						
662	20/02/04	TABLE-C						
663	20/02/05	TABLE SMALL (T-101)						
664	20/02/06	CENTRE TABLE						
665	20/02/07	CONFERENCE TABLE						
666	20/02/07	ROUND TABLE (WOODEN WITH CLOTH ON TOP)						
667	20/02/08	SIDE TABLE MADULAR						
668	20/02/09	SIDE STOOL STEEL/WOODEN/GLASS MADULAR						
669	20/03/01	SOFA SET SINGLE SEATER						
670	20/03/02	SOFA SET 2 SEATER						
671	20/03/03	SOFA SET 3 SEATER						

672	20/04/01	S.D.U. BIG						
673	20/04/01	SIDE RACK WITH 2 SHELVES (GODREJ MODEL No. SDU-10 WITH TDP						
674	20/04/02	S.D.U. MEDIUM						
675	20/04/03	S.D.U. SMALL						
676	20/04/04	L.F.C.						
677	21/01/01	CHAIR-EXECUTIVE (PCH-9101 R)						
678	21/01/02	CHAIR- OFFICER (PCH 7001)						
679	21/01/03	CHAIR-COMPUTER (PCH 7042R)						
680	21/01/04	CHAIR-REVOLVING (PCH 7002)						
681	21/01/04	PREMIUM EXECUTIVE CHAIR PCH-7002						
682	21/01/04	CHAIR PCH-7002D						
683	21/01/05	CHAIR-VISITOR (PCH 7003)						
684	21/01/06	CANE REVOLVING (CH 1014)						
685	21/01/07	CHAIR-CANE (CH 7)						
686	21/01/08	CHAIR REVOLVING (CHS 10)						
687	21/01/09	CHAIR CUSHION (CHS 204)						
688	21/01/10	CHAIR REVOLVING (PCH 729)						
689	21/01/11	CHAIR COMPUTER (PCH 7021)						
690	21/01/11	CHAIR PRIMIUM WORK CHAIR PCH-7021						
691	21/01/12	CHAIR WITH ARMS (PCH 7044)						
692	21/01/13	CHAIR WITHOUT ARMS (PCH 7043)						
693	21/01/14	CHAIR (PCH 7041)						
694	21/01/15	CHAIR (PCH 7000)						
695	21/01/16	CHAIR (PCH 7022)						
696	21/01/17	CHAIR (CHR 4)						
697	21/01/18	CHAIR 153						
698	21/01/19	CHAIR (CH 18)						
699	21/01/20	CHAIR (CH 06)						
700	21/02/01	TABLE 907X590) (T 32)						
701	21/02/02	TABLE (1195X590) (T 8)						
702	21/02/03	TABLE (1365X680) (T 9)						
703	21/02/03	TABULAR TABLE JUNIOR T-9						
704	21/02/04	TABLE (1665X900) (T 104)						
705	21/02/05	TABLE (1800X900) (S 1071)						
706	21/02/06	TABLE-READING (T 402)						
707	21/02/07	COMPUTER TABLE (BUDDY)						
708	21/02/08	COMPUTER TABLE (WORK STATION)						
709	21/02/09	CENTRE TABLE (CPR 5308 E)						

710	21/02/10	TABLE (T-16)						
711	21/02/11	CONFERENCE TABLE (T 125)						
712	21/02/12	TABLE (T 102)						
713	21/03/01	SOFA SET (2 SEATER) (FLEXI)						
714	21/03/02	SOFA SET (3 SEATER) (FLEXI)						
715	21/04/01	FILING CABINET (2 DRAWERS)						
716	21/04/02	FILING CABINET (4 DRAWERS)						
717	21/05/01	ALMIRAH (SMALL)						
718	21/05/02	ALMIRAH (BIG)						
719	21/05/03	ALMIRAH (HOUSE)						
720	21/06/01	BOOK CASE						
721	18/01/04	INTEGRATED WORK STATION						
722	18/01/10	CHAIR TABULAR						
723	18/01/11	LAWN MOWER						
724	18/01/13	SLOTTED ANGLES						
725	18/01/16	AMP COTS						
726	18/01/17	COLORI METER						
727	18/01/18	CONDUCTOR METER						
728	18/01/19	CPC						
729	18/01/20	GODREJ MULTIPLEX SYSTEM - 2" -6X36X15 WITH 3 PANELS						
730	18/01/21	GODREJ MULTIPLEX SYSTEM - 5" -6X36X15 WITH 5 PANELS OPEN TYPE						
731	18/01/22	P H METER						
732	18/01/23	WOODEN PLATFORM						
733	08-01-24	WOODEN SHUTTER						
734	18/01/25	WATER DISPENSOR						
735	18/01/28	FLEX BOX 3X8						
736	18/1/29	INSTRUMENT FOR MEASUREMENT OF LINEAR MOMENTUM						
737	19/01/01	EDUSAT						
738	19/01/02	SIT & ACCESSORIES						
739	NOTE :	*BB - BOOK BALANCE						
740		*GB - GROUND BALANCE						
741		*SH. - SHORTAGE (-)						
742		*EX. - EXCESS (+)						
743		*O - OBSOLETE						

Annexure 3.12

Indira Gandhi National Open University

**Regional Services Division
Regional Centre**

(For Outdoor treatment)

Form of Application for Medical Claim

1.	Name and designation of the Employee (in block letters)	:	
2. (i)	Marital Status	:	
(ii)	If Married the place where the spouse is employed	:	
3.	Pay of the Official	:	
4.	Place of Duty	:	
5.	Actual Residential Address	:	
6.	Name of the Patient and his/her relationship to the employee (in case of children, specify age also)	:	
7.	Place at which the Patient fell ill	:	
8.	Details of Amount Claimed	:	

(i) Fees for consultation indicating

Name & Designation indicating of the Medical Office consulted	No. of Consultation	Date of Consultation	Fee Paid

(ii) Charges of Injection

Charges of Injection	No.	Date	Amount paid

(iii) Charges for pathological, radiological or other similar tests undertaken:

Name of the Hospital	Name of the Test	Amount Paid	Receipt no. if any

(iv) Cost of Medicines purchased from the Market:

Name of the Chemist Shop	Cash Memo no. and date	Amount paid

--	--	--

9.	Total Amount Claimed		
(i)	Dr's Fee	:	
(ii)	Medicines	:	
(iii)	Injections	:	
(iv)	Tests	:	
	TOTAL		
10.	List of Enclosures		
(i)	Dr's Prescription Slip	:	
(ii)	Essentiality Certificate 'A'	:	
(iii)	Cash Memo Slip of Medicine		

(Signature of Claimant)

DECLARATION TO BE SIGNED BY THE EMPLOYEE

I hereby declare that the statements in the application are true to the best of my knowledge and belief and the person for whom medical expenses were incurred in wholly dependent on me.

Dated: ____/____/2014

(Signature of Claimant)

CERTIFICATE 'A'

**Indira Gandhi National Open University
Regional Service Division
Regional Centre
Essentiality Certificate
For Outdoor Treatment**

(To be completed in the case of patients who are not admitted to hospital for treatment)

Certified granted to _____ S/o _____ employed in the IGNOU RC,
_____ hereby certify that:-

- 1) I charged and received Rs. _____ for _____ Consultation on _____ at my consulting room.
- 2) I charged and received Rs. _____ for administrating _____ (dates to be given) intravenous/ intra-muscular/ subcutaneous injection on _____ at _____ my consulting room/ residence of the patient.
- 3) The injection administered were/were not for immunizing or prophylactic purposes (dates to be given).
- 4) The Patient has been under treatment at _____ hospital/ my consulting room and that the under mentioned medicines prescribed by me in this connection were essential for the recovery/ prevention of serious deterioration in the condition of the patient. The medicines do not include proprietary preparation for which cheaper substances of equal therapeutic value are available nor preparations which are primarily foods.

S. No.	Name of Medicines (IN BLOCK LETTERS)	Price	S. No.	Name of Medicines (IN BLOCK LETTERS)	Price

The patient is/was suffering from _____ and is/was under my treatment from
_____/_____/_____ to ____/____/_____.

That the patient is/was not given pre-natal or post natal treatment.

That the X-ray, laboratory test etc. for which an expenditure of Rs. _____ was incurred necessary and were undertaken on my advice.

That I referred the patient to Dr. _____ for specialist consultation.

That the patient did not require/required hospitalization.

Signature & Designation of the Medical Officer
& Hospital/ Dispensary to which attached

Signature of Doctor and his medical qualification
Registration No. _____

Annexure 3.13

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Form of Application for Medical Claim (Hospital Indoor Treatment)

1.	Name and designation of the Employee (in block letters)	:	
2.	Marital Status	:	
3.	If Married the place where the spouse is employed	:	
4.	Pay of the Official	:	
5.	Place of Duty	:	
6.	Actual Residential Address	:	
7.	Name of the Patient and his/her relationship to the employee (in case of children, specify age also)	:	
8.	Whether he/she has been declared dependent in Service Book (Yes/No)	:	
9.	Place at which the Patient fell ill	:	
10.	Details of Amount Claimed	:	
i)	Name of the Hospital	:	
ii)	Nature of Hospital, whether it is Pvt. Nursing Home/ Recognized Hospital/ Govt. Hospital/ Charitable Hospital	:	
iii)	Charged for Hospital Treatment Indicating separately the charges for	:	
a)	Accommodation	:	
b)	Diet	:	
c)	Surgical Operation or Medical Treatment or Confinement	:	
d)	IPD Admission Fee	:	
e)	CGHS/ESIC Miscellaneous	:	
f)	Pathological, Bacteriological, Radiological or similar tests indicating	:	
i)	The name of the hospital or laboratory	:	
ii)	Whether undertaken on the advice of the Medical Officer in-charge of the hospital (Attach certificate)	:	
e)	Medicines/ Special medicine (Cash Memos/ Essentiality Certificate to be attached)	:	
f)	Special Nursing i.e., Nurses specially engaged for the patient (Attach a certificate of the Medical Officer In-charge of the Hospital)	:	
iv)	Amount of Drawn advance, if any	:	
v)	Consultation with specialist (Certificate from Medical Officer to be attached)	:	

Fees for consultation indicating:

Name & Designation of the Medical Officer consulted	No. of Consultation	Date of Consultation	Fee Paid

(Cash Memos and essentially certificate should be attached)



Total amount claimed:

List of Enclosures:

(Signature of Claimant)

DECLARATION TO BE SIGNED BY THE EMPLOYEE

I hereby declare that the statements in the application are true to the best of my knowledge and belief and the person for whom medical expenses were incurred in wholly dependent on me.

Dated: ____/____/2015

(Signature of Claimant)

CERTIFICATE - B

(To be completed in the case of patients who are admitted to hospital for treatment)

Certificate of the grant of the _____ S/o
_____ employed in the IGNOU, RC

PART-A

To be signed by the Medical Officer in charge of _____ case at the hospital)

I, Dr _____ hereby certify:

- The Patient was admitted to hospital on the advice of Dr. _____ (name of the medical officer) on my advice.
- That the patient has been under treatment at _____ and that the under-mentioned medicines prescribed by me in this connection were essential for the recovery/preventions, serious deterioration at the condition of the patient. The medicines are not stocked in the _____ (name of the hospital) for supply to private patients and do not proprietary preparations on which are primarily foods, toilets or disinfectants.

S. No.	Name of Medicines (IN BLOCK LETTERS)	Qty.	Price

- The injection administered were/were not for immunizing or prophylactic purposes.
- The patient is/was suffering from _____ and is/was under my treatment from ____/____/2015 to ____/____/2015.
- That the X-ray, laboratory test etc. for which an expenditure of Rs. _____/- was incurred were necessary and were undertaken on my advice at _____.
- That I called on Dr. _____ for specialist consultation and that the necessary approval of the _____ (Name of the Chief Administrative Medical Officer of the State) as required under the rule was obtained.

Signature & Designation of the Medical Officer
& Hospital/ Dispensary to which attached

PART-B

I certify that the patient has been under treatment at the _____ Hospital and that the service special nurses for which an expenditure of Rs. _____/- was incurred vide bills and receipts attached were essential are recovery/prevention of serious deterioration in the condition of the patient.

Signature & Designation of the Medical Officer

Counter-signature of the Medical Supdt. Of the Hospital

I certify that the patient has been under treatment at the _____ Hospital and that the facilities provided were the minimum, which were essential for the patient's treatment.

Place: _____ Dated: ____/____/2015 _____ Medical Superintendent

Annexure 3.14

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

**Sub Bill No. _____
Leave Travel Concession Bill For the Block Year _____ to _____**

Note: This bill should be prepared in duplicate one for payment and the other as office copy.

PART-A (To be filled in by the Employee)

1. Name and Designation:
2. Present Basic Pay:
3. Date of Joining in IGNOU:
4. Whether Temporary/Permanent/On Deputation:
5. Head Qtrs/Divison: IGNOU, Maidan Garhi, New Delhi-110068
6. Block Year:
7. Nature and Period of Leave sanctioned: Nature of Leave Earned Leave from _____ to _____.
8. Particulars of Members of Family in respect of whom the Leave Travel Concession has been claimed:

S. No.	Name	Age	Relationship with Employee
1.			
2.			
3.			

9. Details of Journey (s) by Employee and the members of his/her family

Departure			Arrival			Dist. In KM	Mode of Travel	Class of Acc. Used	No. of Fares	Fares Paid	Remarks
Date	Time	Station	Date	Time	Station						
								TOTAL			

10. Amount of advance, if any, drawn: Rs. NIL

11. Particulars of Journey (s) for which class of accommodation than the one to which employees is entitled was used. (Sanction No. and Date to be given)

Place		Mode of Conveyance	Class to which entitled	Class by which traveled	No. of Fares	Fee Rs.	Paid Rs.
From	To						

12. Particulars Journey (s) performed by road between places connected by rail fare

		Class to which entitled	Rail Fare
From	To		

CERTIFIED THAT:

- 1) The information as given above is true to the best of my knowledge and belief and
- 2) That my wife is not employed in Government Service.

(Signature of Claimant)

PART-B (To be filled in by the Coordinator Section)

3) The net entitlement on account of leave travel concession works out to Rs. _____ (Rupees _____)

- a) Railway/Air/Bus/Streamer Fare: _____
b) Less: Amount of advance drawn vide Vr. No. and date _____
c) Net Amount _____

The expenditure is debatable to _____

Bill Clerk
(initial)

Drawing Officer (Admn.)
(Signature)

Countersigned

Controlling Officer

Certified that the necessary entries have made in the Service Book of _____

(Signature of the Officer Authorized
to attest entries in the Service Book)

P.S. Amount of Rs. _____ (Rupees _____) remaining unadjusted may be recovered from the salary of the official has been deposited by the official vide Receipt no. _____ date _____.

SECTION OFFICER

**Regional Services Division
Regional Centre
Application for Grant of Transfer TA Advance**

1. Name of the Official : _____.
2. Designation : _____.
3. Whether temporary / permanent : _____.
4. Basic Pay+GP+NPA+SI : _____.
5. Office / Station in which working: _____.
6. Station to which transferred : _____.
7. No. & Date of transfer order : _____.
8. Details of family members along with their age and relationship:

Sl. No.	Name	Relationship	Age

9. Whether the advance is required for : Self/ Family/ Both
10. Fare by entitled class : SL/ 3AC/ 2AC/ 1AC/ AIR (Y)
11. The official intends to travel as per the following details:
 - a) From _____ to _____ Km _____.
 - b) Fare by (Train Name) _____ Class _____.
 - c) Fare by Air _____ Class _____.
 - d) Fare for Adult _____ Child _____ Total fare _____.

12. Amount of Advance required : _____.
13. Whether any earlier advance is outstanding : _____.

I declare that the particulars furnished above are correct and true to the best of my knowledge.

Place: _____

Date: _____

Signature of Govt. Servant.

FINANCE AND ACCOUNTS DIVISION

The TTA advance amount _____ (Rupees _____)
_____) has been noted in the TTA register Sl. No. _____
Page No. _____.

Section Officer

Assistant

Please pay _____ (Rupees _____) to Shri./ Ms

_____.

A.R. (F&A)

Received a sum of _____ (Rupees _____)

Signature

Annexure 3.16

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI

TRAVELLING ALLOWANCE BILL FOR TRANSFER

(Note: This bill should be prepared in duplicate –one for payment and the other as office copy)

PART –A

(To be filled in by the Government servant)

1. Name
2. Designation

3. Pay at the time of transfer Rs.

4. Headquarters : (a) Old New

5. Residential address:

(a) At old headquarters _____

(b) At new headquarters _____

6. Particulars of the members of the family as on the date of transfer vide S.r,2(B)

S.NO	Name	Age	Relation with the Govt. servant
1.			
2.			
3			
4			

7. Particulars of journey (s) performed by the Government servant as well as the members of his /her family :

DEPARTURE			Arrival			Mode of travel	Class of accommodation	No. of fares	Fare paid	Distance in km. by road
Date	Time	Station	Date	Time	Station					

8. Transportation charges for personal effects (Money Receipt to be attached)

Date	Mode	Station From to	Weight in kgs	Rate Rs,	Amount Rs.	Remarks

9. Transportation charges for personal conveyance. (Money receipt to be attached)

(a) Mode of transport and station to which transported-

(b) Amount Rs.



- | Date | Name of places
From to | Model of conveyance
used | Class to which
entitled | Class by which
entitled | Class by which
travelled | Fare of the
entitled
class Rs. |
|------|---------------------------|-----------------------------|----------------------------|----------------------------|-----------------------------|--------------------------------------|
| | | | | | | |

12. Details of journey (s) performed by road between places connected by rail.

Date	Names of places From to	Fare paid Rs.	Remarks

signature of the Govt. servant

Annexure 3.17

T.A., D.A. for the purpose of

.....

..... Date.....

Name.....

..... Voucher..... Post

held..... He

ad of Account of list of Payment for the month of

Basic Pay(in the case of University

employee).....

[illegible]

[illegible]

Amount

Railway/Air Fare..... Road Mileage Kilometer(01.10)..... Daily Allowance..... Transportation Charges of personal effect & conveyance (as per details attached) Incidental Charges(Col.13)..... Transfer Grant.....				
Deductions: Amount of advance of Travelling (if any) Allowance of tour/transfer drawn Vide voucher No.....of the Month of Rupees.....	Total Claim Net Claim	 	Controlling Officer Post held (Full Stamp)	
<p align="center">Certificate</p> <ol style="list-style-type: none"> 1. I have not drawn travelling of halting allowance in respect of this journey from any other source. 2. I have travelled in the class for which I am charging railway fare/air fare. 3. I did not perform the road journey by taking a single seat in taxi, omnibus or motor ferry playing for hire. 4. I did not avail of free messing, transport & accommodation facilities from the University or any other Organization at the outstation. 				
Claimant	<p align="right">Signature of the</p> <p align="right">Travelling & Halting Allowance</p>			

Date received	Contents
Passed for payment/recovery of Rs. _____	paid/received in _____
Cash/Cheque/Draft.	

To, _____

Signature of the Claimant

.....

.....

Assistant Registrar

Annexure 3.18

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Office order no _____**

Date: _____

Claim for compensatory leave/ honorarium

Note sheet for deputation of staff on non working days and hours:--

Name of section		Name of reporting officer	
Date of deputation		Time of deputation	

S. No.	Name of the Staff with Designation	Name of work and volume	Nature of relief/remuneration claimed					
			Remuneration			CCL		
1								
2								
3								
4								
5								
6								
7								

Signature of the Regional Director

Signature of the Reporting Officer

Verification of Completion of Work

Name of the Staff	Name of the Work	Completion remark of deputed staff	Completion remark of the Reporting Officer



Verification of the
Reporting Officer

Assistant Registrar



Regional Director

INDIRA GANDHI NATIONAL OPEN UNIVESRITY
IGNOU, REGIONAL CENTRE _____

Postage Utilization Certificate

Ref:

Dated:

Voucher No. _____

To,
Regional Director
IGNOU, Regional Centre

Postal Utilization Certificate for the Month of _____ 20.....

Dear Sir/Madam,

This is to certified that Rs. _____ (Rupees _____) was actually spent on the purchase of postal stamps from P&T Dept. during the month of for the period covered from to and the same has been entered in the dispatch register on page no sr.no as per details given below:-

Sl.No.	No of letters sent	Stamp pasted on each letter	Total Rs.	Mode of dispatch	Particulars/ Subject of letters sent

Signature & Stamp

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Study Centre / Programme Study Centre _____

Remuneration Bills of Counselling Charges

Counselling (Theory/Practical)

Name of Academic Counsellor & Code : _____ Month: _____

Programme: _____ Course Code: _____

Details of Counselling Session

Date	Time		Block Covered	Students		Amount of Counselling Charged Rs.	Amount of Conveyance Charged Rs.	Total	Acquaintance of the Counsellor
	From	To		Assigned	Attended				

Total Rupees:

Certified that the counselling is taken by me according to the counselling schedule provided by the Coordinator of the Learner Support Centre

Signature of Academic Counsellor

Verified and passed for payment

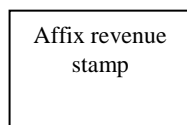
Certified that the counselling has been done by the approved counsellor by HQ/RC and as per counselling schedule

Date:

Signature of Coordinator

Received a sum of Rs. _____ (Rs. _____) by cheque No. _____ dated _____

Date:



Signature of Academic Counsellor

Note: Please affix the revenue stamp if bill amount is more than five thousand otherwise bills will not be processed.

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

**Data on Monthly Monitoring of Assignments
(To be submitted to Regional Centre concerned on or before 7th of every month)**

Form-A

S. No.	PROG	Number of Unevaluated Assignment			Number of Assignment under Evaluation			Number of Evaluated Assignment			Dispatch status Assignment		
		Pending previously	Rcvd in the month	Total	Pending With A/C	Sent to A/C n the month	Total	Lying UndesPatched	Rcvd From A/C	Total	Despatched By post	Collected By students	Pending despatch
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20	Total												

STUDY CENTRE: _____

MONTH: _____

**Signature
Coordinator/Programme Incharge**

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Assessment sheet for programme where marks allotted
(To be filled in Duplicate)*

Enrolment No. Programme

Assessment

Student's Name Course Marks Awarded

LSC Code No Assignment No. Maximum Marks

Evaluator's Comments

If the space is not sufficient, please use back page.

Please tick (✓) in the relevant box below.

CONTENT				PRESENTATION			
	Good	Average	Poor		Good	Average	Poor
Appropriateness of Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conciseness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Analysis of The Topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Language and Expression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Evaluator's signature

Moderator's comments, if any

Date

Name in full

Evaluator's Code No.

Address

Signature of the Moderator

Name in full

* First copy is meant for the student and second copy for the LSC record.

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Assessment Sheet for Programme Where Grades Used

(To be filled in Duplicate)*

S. No.....

Enrolment No..... Programme Assessment

Student's Name Course Grade

LSC Code No Assignment No.

Evaluator's Comments

If the space is not sufficient, please use back page.

Please tick (✓) in the relevant box below.

CONTENT		STRUCTURE & PRESENTATION	
Accurate Information <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inaccurate Information <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Well Planned <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inadequately Planned <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Adequate Coverage <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inadequate Coverage <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Concise <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Too long or too short <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Good Conceptual Analysis <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Poor Conceptual <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Clearly Expressed <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Not clearly Expressed Analysis <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Evaluator's signature

Moderator's comments, if any

Date

Name in full

Evaluator's Code No.

Address

Signature of the Moderator

Name in full

* First copy is meant for the student and second copy for the LSC record.

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Award List for Assignments (To be filled in Triplicate)*
Award Sheet for Assignment Where Marks Awarded

Programme Course Code.
LSC Code No Assignment No..
Place Maximum Marks

S.No	Enrolment No.	Name of the Candidate	Marks
			TMA
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

Signature of Coordinator Signature of Evaluator
Date Date
Office Stamp Name & Address

1. First copy is meant for Regional Centre for updation of the grades/marks at Regional Centre level.
2. Second copy should be retained at the LSC for future records.
3. Third copy will be sent alongwith remuneration bill of evaluators with recoupment bill.

Grade List for Assignment

S.No.....

Indira Gandhi National Open University
Regional Services Division
Regional Centre

Award List for Assignments (To be filled in Triplicate)*

Programme..... Course Code.

LSC Code No Assignment No. Place.....

Please arrange Enrolment Nos. in **ascending order** only and write complete and correct enrolment number in nine digits.

S.No.	Enrolment No.	Name of the Candidate	Grade
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			
16.			
17.			
18.			
19.			
20.			

Signature of Coordinator

Date

Office Stamp

Signature of Evaluator

Date

Name & Address

.....
.....

1. First copy is meant for Regional Centre for updation of the grades/marks at Regional Centre level.
2. Second copy should be retained at the LSC for future records.
3. Third copy will be sent alongwith remuneration bill of evaluators with recoupment bill.



**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Note Sheet for Forwarding Assignment Awards
TEE December/June**

[illegible]

Coordinator
(Signature with Stamp)

Annexure 4.12

Indira Gandhi National Open University
Regional Services Division
Regional Centre
LSC CODE

ADDRESS :

Remuneration Bill for Evaluation of Assignments/Handling Charges

PROGRAMME _____

COURSE _____

NAME OF COUNSELLOR _____

ADDRESS _____

Details of Assignments/Evaluated:

Batch	Course No.	Assignment Number	No. of Assignments	Rate per Script		Amount	
				Rs.	P.	Rs.	P.

Total:.....(Rupees)

Certified that I have assessed/evaluated above detailed assignments/scripts and sent the 'awards' vide award list No. dated to the Coordinator, IGNOU, LSC.....

Date

Signature (Evaluator)

VERIFIED/PASSED FOR PAYMENT OF RS. (Rs.)

Certified that the evaluation report on above assignments has been forwarded to Examination Division vide letter No..... dated

Date

Signature (Coordinator)

Received a sum of Rs. (Rupees) by cash/cheque No. dated

Date.....

Signature(Evaluator)

Affix Revenue
Stamp

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Summary of Remuneration Bill for Evaluation
of Assignments / Handling Charges**

LSC CODE : _____

Bill No : _____

Date : _____

S. No.	Programme Title	Course Code	Name of the Academic Counsellor	Details of scripts of Assignments		Rate Per Assignment		Amount	
				No.	A.Code			Rs.	P.

Total :

Grand Total (Rounded Off)

Amount of Imprest drawn : Rs. Cheque No. Date

Classification: SECTION A REVENUE ACCOUNT

EVALUATION DIVISION

OTHER CHARGES – Remuneration to (a) Evaluators.

Certified that: 1) the amount are actually due and that these have not been claimed earlier.
2) the number of assignments for which handling charges have been claimed in this bill do not exceed the total assignments (scripts) received and evaluated.

Passed for adjustment Rs. (Rupees)

Counter signed

Registrar (SED)

IGNOU, New Delhi

Coordinator

IGNOU LSC

(For Use in Finance Division)

(Passed for adjustment of Rs. (Rupees))

Payee.....

Station.....

SO (F&A)

Asstt.(F&A)

LSC Code : _____

Name of LSC : _____

Regional Centre Code : _____



Name of Programme	No. of Students attached	No. of assignments	No. of Assignments
Evaluation report sent			Due from students received from students

-----	-----	-----	-----
1	2	3	4
5			
-----	-----	-----	-----
-----	-----	-----	-----

No. of assignments	Date from which pending	No. of assignments	Date from which
Reasons for delay			
Lying with the evaluator	pending	pending at study	pending
in evaluation (with the name of evaluator)			
-----	-----	-----	-----
6	7	8	9
10			
-----	-----	-----	-----
-----	-----	-----	-----

Signature of the Coordinator

Annexure 4.15

**Indira Gandhi National Open University
Regional Services Division
Regional Centre
Proforma for Appointment of Part-Time Coordinator**

1. Name (block letters) :
2. Designation :
3. Address (Residence) :

Phone No :

Mobile No :



Address (office) :

Phone No :

Mobile No :

4. Date of Birth :

5. Pay Scale/ Pay Allowances :

6.

A	Degree	Subject	University	Year	Division
cade	Doctoral Degree				
mic	Masters Degree				
Quali	Any other (PI specify)				
ficati					

on :

7. Experience :

a. Total teaching experience at UG/PG level :

b. Details of teaching experience during the last 5 years

	Subject	Year/s with date	
		From	To
Research level			
PG Level			
UG Level			
Any other (PI specify)			

c. Administrative/ Supervisory Experience

d. Experience of work connected with IGNOU Activities such as Course Writing, Counselling, Asstt. Co-ordinator etc.

e. Research Experience

Research projects/ Studies undertaken (pl. Specify)

Signature of the candidature

Name

Recommendations of the Principal / Head of the host Institution

Signature of the Principal/

Head of the host Institution

Name

Seal

To be filled by Regional Director

Based on the self-attested photocopies of the received documents the credentials of _____ stand verified. He /She is recommended for appointment as Part-time Coordinator at IGNOU LSC _____/ the proposed centre.

Signature of Regional Director

Name

Seal

Annexure 4.16

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Date- _____

SUB: Appointment of Part-Time Staff at Learner Support Centre _____

The Coordinator of LSC _____ vide Letter No. _____ dated: _____ has recommended the following name(s) for appointment of Part-Time Staff at the LSC.

S. No.	NAME	DESIGNATION	DATE OF APPOINTMENT
1.			
2.			
3.			

The position of existing and admissible staff is as follows:-

S. No.	NAME	EXISTING STRENGTH	ADMISSIBLE STRENGTH
1.	Part-time Coordinator		
2.	Part-time Asst. Coordinator		
3.	Part-time Assistant		
4.	Part-time Attendant		
5.	Part-time Safai Karamchhari		

Submitted for consideration

Asst. Regional Director

Deputy Director

Approved/ Not approved

Regional Director

**Indira Gandhi National Open University
Regional Services Division
Regional Centre**

Date- _____

Proforma for Extension of the Term of Appointment of Part Time Staff/Asstt. Coordinator

1. Name of the LSC :
2. Code No. :
3. Programmes for which activated :
4. Total enrolment for the current year (previous year's enrolment need not be mentioned) :
5. No. of Staff presently working : Post Number
 - 1) Assistant Coordinator(s)
 - ii) Assistant(s)
 - iii) Attendant(s)
 - iv) Safaiwala
6. Recommendations of the Coordinator

S. No.	Name of the Person	Designation and Remuneration	Date of the Expiry of the Term	Extension proposed up to (Date)

Date

Signature of the Coordinator

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE, _____

Bill of Expenditure

For the Month of: _____

Non Plan/ Plan

Strike which is not applicable



File No.: _____

Date : _____

LSC Code: _____

LSC Name: _____

and Place: _____

Total No. of Students: _____
in current session.

To,
The Regional Director
IGNOU Regional Centre

Sir/Madam,

Monthly statement account of Rs. _____
(Rupees _____) for the expenditure incurred during the
month covering the **period from** _____ **to** _____ along with the relevant vouchers are
submitted.

S.No.	Administrative Expenditure Head of Account Chargeable	Sub- Voucher No.	Amount (in Rs.)
1.	Postage & Telegram		
2.	Telephone		
3.	Office Stationery		
4.	Repair & Maintenance		
	(i) Furniture		
	(ii) Equipment		
5.	Electricity Charges		
6.	Entertainment Expenses		

7.	Other contingencies (Details be specified)				
		Voucher No.		Amount	
	a)				
	b)				
	c)				
	d)				
a	Fixtures and Furniture				
b	Equipment				
c	Local Conveyance				
d	Teleconferencing				
8.	Theory Counselling Charges (Programme-Wise)				
	Programme	Voucher no.	Session held	@ Rs.	Total Rs.
a					
b					
c					
d					
e					
f					
g					
h					
9.	Practical Counselling Charges (Programme-Wise) (Attendance sheet to be enclosed)				
A	Programme	Voucher no.	Session held	@ Rs.	Total Rs.
B					
C					
D					
E					
F					
G					
H					
I					

10.	Assignment Evaluation Charges (Programme-wise) (A copy of grade lists sent to the Registrar (SED) be enclosed).				
	Programme	Voucher No.	No of Assignments	@ Rs.	Total Rs.
a					
b					
c					
d					
e					
11	Assignment Handling charges				
	Programme	Voucher No.	No of Assignments	@ Rs.	Total Rs.
a					
b					
c					
d					
e					
f					
12.	Hiring of Computer time (Programme-wise) Practical (Attendance sheet to be enclosed)				
	Programme	Voucher No.	No of machine used	@ Rs.	Total Rs.
a					
b					
c					
d					
e					
13.	Machine Room Operator (MRO)				
	Programme	Voucher No.	Session	@ Rs.	Total Rs.
a					
b					
c					

14.	Computer Practical Stationery charges (Vouchers to be enclosed)					
	Programme	Voucher no.	Session/Period	No. of students	@ Rs.	Total Rs.
a						
b						
c						
15.	Secretarial Assistance/ Students Handling Charges-					
	Programme	Voucher no.	Session/Period	No. of students	@ Rs.	Total Rs.
a						
b						
c						
16.	Hiring of Laboratories (Programme wise) Practical					
	Programme	Voucher no.		Details/Break up of the claim	@ Rs.	Total Rs.
a						
b						
c						
d						
e						
17.	Work shop (Programme wise)					
	Programme	Voucher no.		Details of the claims	@ Rs.	Total Rs.
15.	Induction Meeting ((RC approval & voucher to be enclosed)					
	Programme	Voucher no.		No. of Students enrolled	@ Rs.	Total Rs.
a						
b						
c						
d						
e						

19. _____

Passed for payment of Rs. _____
(Rupees: _____)

Certified that all the expenditure have been done as per IGNOU norms and guidelines issued by the Regional Centre.

**Signature of Coordinator
With Stamp.**

FOR THE USE OF REGIONAL CENTRE

Passed for payment/ Recoupment of Rs. _____
(Rupees: _____)

(Assistant)

(Section Officer)

(Asst. Registrar)

(Regional Director)

A Cheque/Demand Draft bearing No. _____ on _____
dated _____ for Rs. _____
(Rupees _____) was sent in favour of the
Coordinator, IGNOU LSC _____ towards recoupment of imprest amount to the LSC.
Also noted in recoupment register.

(Section Officer)

(Asst. Registrar)

(Regional Director)

Indira Gandhi National Open University
Regional Services Division
Regional Centre

Bill for Computer Hire Charges

(To Be Filled In Duplicate-1st Copy Meant for Regional Centre and 2nd Copy for LSC Record)

Name of LSC & CODE_____

Address_____

Programme:_____ Semester(if any)_____ Month_____

S. No.	Date	Time (from-to)	Group No. Batch No. (A,B,C... if any)	Students Present	No. of Computers booked	Rate per Computer Per Hour	Rate per Computer Per session	Amount (Rs.)
In words (Rupees_____)								
Total								

Certified that the amount has not been claimed and drawn previously.

Certified that the practicals were done as per counselling schedule.

Signature with initials
Head of the Host Institute

Signature of Coordinator
& stamp with initials

(to be filled in by RC office)

Passed for payment of

Rs._____ (Rupees._____)

_____ Less TDS deducted @ 5.5% _____ Payable Amount

Rs._____

(Rupees_____)

Receipt

Received Rs._____ (Rupees_____)

Signature Dealing Assistant

Affix
Revenue
Stamp

With receiver's Signature on it (if applicable)

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Remuneration Bill of Machine Room Operator
(To Be Filled In Duplicate-1st Copy Meant for Regional Centre and 2nd Copy for LSC Record)

LSC Name & Code_____

Address_____

Name of MRO_____ Programme_____ Semester (if any)_____

Sl. No.	Date	Time (from-to)	Group No. Batch No. (A,B,C...if any)	Rate (Per Hour)	Duration Total Hours	Amount (Rs.)
Total						

In word (Rupees_____)

Certified that the amount has not been claimed and drawn previously.

Signature with initials
Head of the Host Institute

Signature of Coordinator
& stamp with initials

(to be filled in by RC office)

Passed for payment of

Rs._____ (Rupees._____)

_____ Less TDS deducted @ 5.5% _____ Payable Amount

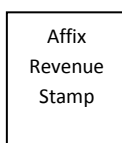
Rs._____

(Rupees_____)

Receipt

Received Rs._____ (Rupees_____)

Assistant _____ Signature Dealing



With receiver's Signature on it (if applicable)

Annexure 6.1: Prescribed form for Change of Address/Name



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Application for Change of Address/Correction of Name

Date: _____

To
Registrar, SRD
IGNOU
Maidan Garhi
New Delhi-110 068.

Please tick the appropriate box:

Change/Correction of Address ☐

Correction of Name ☐

THROUGH CONCERNED REGIONAL DIRECTOR

Enrolment No. _____ Programme _____

Name (in caps) _____

1. DETAILS FOR CHANGE/CORRECTION OF MAILING ADDRESS

New Address

Old Address

City _____ Pin _____

City _____ Pin _____

State _____

State _____

2. CORRECTION OF NAME

(For correction in the spelling of name please attach an attested photocopy of 10th class Certificate)

Name as recorded _____ (In CAPITAL LETTERS)

Correct Name _____ (In CAPITAL LETTERS)

Signature of Student

Phone/Mobile Number _____

FOR OFFICE USE

CONTROL NUMBER LOTNO DATE

Annexure 6.2: Prescribed form for SC Change



INDIRA GANDHI NATIONAL OPEN UNIVERSITY Regional Centre, Delhi –I

Sub: Request for Change of Study Centre

Code of the Study Centre presently allotted:

Code of the study Centre desired:

Enrolment Number:

Programme Code:

Name of Student:

Address:

Phone/Mobile Number:

Email address:

Reason/Justification for change:

Signature of Student

Note: In Programmes having laboratory component, request for change of study centre shall not be entertained after commencement of practical sessions.

Annexure 6.3: Prescribed form for Change of Medium/Courses

To

The Regional Director

Change of Medium: Rs.300/- + Rs.500/- for per 2/4 credits and Rs.1000/- for per 6/8 credits course.
Change of Courses: Rs.500/- for 2/4 credit per course Rs.1000/- for more than 4 credits per course.
This is permitted within 30 days from receipt of first set of course material.

Sub: 1. Change of Medium Study
 2. Change of Courses of Study

Enrolment No.:

1. Change of Medium: From _____ to _____
2. Change of courses of study as per following details:

Title of the Course offered at the time of Registration	Medium	New Course to be offered	Medium

Fee Details: Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre.

Demand Draft No. _____ Dated _____

Amount Rs. _____ Drawn on _____

Signature:

Name: _____

Address: _____

Phone & Email: _____

Annexure 6.4: Prescribed format for issue of Migration Certificate



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(to be submitted to the concerned Regional Director)

APPLICATION FORM FOR ISSUE OF MIGRATION CERTIFICATE

(To be filled-in by the Applicant. Please see instructions on reverse before filling the form)

1. Name
2. Father's Name
3. Address
4. Particulars of last examination

Examination Passed (programme)	Year of Passing	Enrolment No.	Marks Obtained	Grades Obtained

5. Name of the Regional Centre and Study Centre to which the candidate attached
.....
6. Name of the University to which the candidate wants to migrate
.....

Draft Details

Amount Rs. D.D. No. Date.....

Bank Name & Place of Issue

1. I hereby declare that the information provided is correct to the best of my knowledge and I have paid all the fee due to the University.
2. I have not taken any migration certificate from the University before this.
3. I further certify that I have not enrolled with any other university/Institution after passing out from IGNOU up to this date.
4. I also undertake that I am not enrolled in any other programme of IGNOU at present.
5. In the event of any of the above information being found incorrect, the Certificate shall be liable for cancellation by the University.

Signature of the Applicant

(To be filled in by the Regional Centre)

1. The information furnished by Shri/Smt./Km.
is correct as per Grade Card enclosed.
2. He/She may be issued the Migration Certificate applied for

Date Dealing Assistant Section Officer

(P.T.O.)

Annexure 6.5: Prescribed format for issue of Official Transcript



INDIRA GANDHI NATIONAL OPEN UNIVERSITY (STUDENT EVALUATION DIVISION)

APPLICATION FORM FOR ISSUE OF OFFICIAL TRANSCRIPT

IMPORTANT:- FOR INSTRUCTIONS: PLEASE SEE REVERSE

1. Name : _____
2. Programme: Enrolment No:
3. Address:
.....Pin
4. Contact No: (Mobile No.)..... Landline No:.....
5. Purpose for which, transcript is required:
6. **FEE FOR THE OFFICIAL TRANSCRIPT:- (Please note: Per transcript means one photocopy of one certificate, hence, each photocopy, which is required to be attested by the University will be charged on the following prescribed rates):**
 - (i) - Rs. 300/- per transcript for Indian Students, if transcript is required to be sent to the Student/Institute within India.
 - (ii) - Rs. 500/- per transcript for Indian Students, if transcript is required to be sent to the Student/Institute outside India.
 - (iii)- Rs. 600/- per transcript for SAARC Countries Students, if transcript is required to be sent to the Student/Institute within India and Rs. 1200/- per transcript for the same students, if transcripts is required to be sent to the outside India.
 - (iv) - \$60 per transcript for Non-SAARC Countries Students, if transcript is required to be sent to the Student/Institute within India and \$120 per transcript for the same students, if transcript is required to be sent to the outside India.

(THE REQUISITE FEE IS REQUIRED TO BE PAID THROUGH DEMAND DRAFT DRAWN IN FAVOUR OF 'IGNOU' PAYABLE AT NEW DELHI)
7. No. of Transcript(s) required: X Rs.300/- or Rs.500/- or = **Total Amount: Rs.....**
Demand Draft No.: Date:..... Issuing Bank:
8. Mention the Name of Student/Programme & Enrolment No. at back side of above demand draft.
9. Name & Address of the University/Institute/Employer/Student (In capital letters) to whom transcript is required to be sent (Attached a separate list, if required):-
.....
.....
10. **If, the Transcript is required to collect Personally : Name.....**
Mobile No.....(Please see Instructions in back-side at Point-C)

Date:..... (Signature of the student)
P.T.O.

9. Full Permanent Address of the Student:

.....

Annexure 6.7: Prescribed format for issue of Duplicate copy of GC



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Student Evaluation Division
Maidan Garhi, New Delhi-110068

APPLICATION FORM FOR OBTAINING DUPLICATE GRADE CARD/MARK SHEET

1. Name.....
2. Programme.....
3. Enrolment No.

--	--	--	--	--	--	--	--
4. Complete Address:.....
.....
.....
..... Pin:

--	--	--	--	--	--
5. Contact No: (Mobile No.) Landline No:
6. Month and Year of the Exam
7. Centre from where appeared at last examination:
.....
8. Bank Draft/IPO No. Dated
for Rs. 200/- orin favour of "IGNOU" payable at New Delhi

Date :

.....
Signature

Note : Fee for duplicate grade card is Rs. 200/- for Indian Students & Rs. 400/- for SAARC Countries Students and \$10 for Non-SAARC Countries Students. The duplicate grade card/mark sheet will be sent by Registered post by the University.

The filled in form alongwith the requisite fee is to be sent to:-

The Registrar
(Student Evaluation Division)
Indira Gandhi National Open University
Block 12, Maidan Garhi
New Delhi-110 068

(You are advised to use the photocopy of this proforma)

Annexure 6.8: Prescribed format of request for credit transfer



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT REGISTRATION DIVISION
Maidan Garhi, New Delhi – 110 068

**Application for Internal Credit Transfer (CT) in BDP (B.A/B.Com/B.Sc./BTS/BSW)
for those who have sought admission 'afresh'**

1. Enrolment No. (Old) (New) RC Code: _____

2. Credit Transfer fee paid: Prog. _____ DD No. _____ Date _____ Amount _____ Bank _____
(fee @ Rs.100/- per course)

3. Name & address of student _____

Phone/Mobile (with STD Code) _____ E-mail _____

4. Credit transfer sought for (only for courses successfully completed under old Enrolment Number).

Sl. No.	Course Code	Title of the course	Credit	Overall Marks obtained
1.	2.	3.	4.	5.

(for Office use only)		
CT granted	CT rejected	Remarks
6.	7.	8.

Annexure 6.9: Prescribed format of request for early declaration of results



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI

APPLICATION FORM FOR EARLY DECLARATION OF RESULT OF TERM-END EXAMINATION

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name : _____
2. Programme: Enrolment No:
3. Address:.....
.....
..... Pin
4. Contact No: (Mobile No.)..... Landline No:.....
5. Reason for early declaration of result:

(Enclose a copy of the documentary evidence specifying the reason for early declaration)

6. Courses(s) detail for early evaluation:-

<u>S. No.</u>	<u>Course Code</u>	<u>Date of Examination</u>
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

7. Exam. Centre details, from where you have to appear at Term-end Examination:-

Exam. Centre Code:

Address of Exam. Centre: _____

P.T.O.

Annexure 6.10: Prescribed format of request for Improvement in Division/Class



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI**

APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

Prescribed dates for submission of form:-1st to 30th April for June Term-end Exam.

1st to 31st October for December Term- end Exam.

1. Name: _____
2. Programme: Enrolment No:

--	--	--	--	--	--	--	--	--	--
3. Address: _____
_____ Pin

--	--	--	--	--	--
4. Contact No: (Mobile No.)..... Landline No:.....
5. Term-end examination, in which programme completed (June and December & year):
6. Total marks/Overall point grade obtained: Percentage obtained:
.....
(Please enclosed photocopy of the statement of marks/grades card)
7. Courses(s), in which Improvement is sought:

<u>COURSE CODE</u>	<u>COURSE CODE</u>
1. _____	4. _____
2. _____	5. _____
3. _____	
8. **Fee details:-**
(The fee for Improvement in Division/Class is Rs. 750/- per course for Indian Students & Rs. 2000/- for SAARC Countries Students and \$60 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of "IGNOU" payable at New Delhi)
No. of Course(s): X Rs. 750/- or = Total Amount:
Demand Draft No.: Date:..... Issuing Bank:
9. Term-end examination, in which you wish to appear:- June/December, 20.....
10. Examination centre details, where you wish to appear in term-end examination:-
Exam. Centre Code..... City/Town.....
.....

UNDERTAKING

I hereby undertake that I shall abide by the rules & regulations prescribed by the University for improvement in Division/Class.

Date:.....

Signature.....

Place:

Name:.....

P.T.O.

Annexure 6.11: Prescribed format of request for photocopy of answer scripts



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068

APPLICATION FORM FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name : _____
2. Programme: Enrolment No:

--	--	--	--	--	--	--	--	--	--
3. Address:
.....
..... Pin

--	--	--	--	--	--
4. Contact No.
5. Detail of the course(s), for which photocopy of the answer script(s) is/are required:
 - (a) Term-end examination: June/December
 - (b) Exam Centre Code:
 - (c) Exam Centre Address:
.....
.....
 - (d) Course(s):
6. Fee details:-
(The fee for this purpose is Rs. 100/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at the City of Evaluation Centre)

No. of Course(s): X Rs. 100/- = Total Amount:
Demand Draft No.: Date:
Issuing Bank:
7. Self attested photocopy of the Identity Card issued by the University : Attached/Not attached

UNDERTAKING

I hereby undertake that the answer script(s), for which photocopy(ies), applied for, belongs to me. For this purpose, I am enclosing self attested photocopy of my Identity Card issued by the University. In case, my statement is found false, the University may take action against me as deemed fit.

Date:

Signature:

Place:

Name:

P.T.O.

Annexure 6.12: Prescribed format of request for re-evaluation



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI


APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPTS

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name : _____
2. Programme: Enrolment No:
3. Address:
..... Pin
4. Contact No: (Mobile No.)..... Landline No:.....
5. Month and Year of the Examination:
6. Examination Centre Code:
7. Address of the Examination Centre:
.....
8. Courses, in which COURSE CODE MARKS/GRADE OBTAINED
Re-evaluation is sought:
.....
.....
.....
.....
.....
9. Fee details:-
(The fee for Re-evaluation of answer script is Rs. 750/-per course for Indian Students & Rs. 1200/- for SAARC Countries Students and \$75 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of 'IGNOU' payable at the City of Evaluation Centre)
- No. of Course(s): X Rs. 750/- or = Total Amount:
- Demand Draft No. Date:
- Issuing Bank:
- Date:..... (Signature of the student)

P.T.O.

Annexure 6.13: Prescribed format for filling up TEE form

 ignou THE PEOPLE'S UNIVERSITY	INDIRA GANDHI NATIONAL OPEN UNIVERSITY STUDENT EVALUATION DIVISION MAIDAN GARHI, NEW DELHI-110 068 TERM-END EXAM – JUNE / DECEMBER, 201	<div style="border: 1px solid black; padding: 2px; display: inline-block;">EXAM FORM</div> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">Serial No.</div> <div style="border: 1px solid black; width: 150px; height: 20px;"></div> </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> <div style="border: 1px solid black; padding: 2px;">Control No.</div> </div>	
INSTRUCTIONS 1. Please extract your exam form at the concerned Regional Centre under which your examination centre falls. 2. Write in CAPITAL LETTERS only within the box without touching the lines as shown in the sample below.			
<div style="border: 1px solid black; display: inline-block; padding: 2px;"> 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z </div>			
<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">Programme Code</div> <div style="border: 1px solid black; padding: 2px;">Regional Centre Code</div> <div style="border: 1px solid black; padding: 2px;">Study Centre Code</div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 2px;">Enrollment No.</div> <div style="border: 1px solid black; padding: 2px;">Exam Centre Code (Where you wish to appear in Exam)</div> </div>			
Name of the Candidate: (Leave one box empty between First Name, Middle Name and Surname) <div style="border: 1px solid black; height: 20px; width: 100%;"></div>			
Address for Correspondence: (Do not give Post Box No. Address. Leave a blank box between each unit of address like House No., Street Name, PC, etc.) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> City <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> <div style="width: 35%;"> District <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> State <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> <div style="width: 35%;"> Pin Code <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> MOBILE NO. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> <div style="width: 45%;"> E-MAIL <div style="border: 1px solid black; height: 20px; width: 100%;"></div> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> Physical Handicapped (Please tick the relevant box) <div style="display: flex; justify-content: flex-end; gap: 10px;"> <div>YES</div> <div>NO</div> </div> </div> <div style="width: 45%;"> Scribe/Amalgams required by the student (Please tick the relevant box) <div style="display: flex; justify-content: flex-end; gap: 10px;"> <div>YES</div> <div>NO</div> </div> </div> </div>			
FOR SCRIERS/AMALGAMS, THE STUDENT MAY APPROACH THE CONCERNED REGIONAL CENTRE (UNDER WHOM THE EXAMINATION CENTRE FALLS) ALONG WITH DISABILITY CERTIFICATE			
COURSE OPTION: Course codes for which appearing for the first time OR failed in the earlier TEEs including Practical Courses for BCA, MCA/ PGDIAN / BUS Programmes. ₹ 120/- PER COURSE (General draft in favour of IGNOU and payable at City of Regional Centre under which your exam centre falls).			
S.No.	Course Code	S.No.	Course Code
1.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	9.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
2.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	10.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
3.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	11.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
4.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	12.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
5.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	13.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
6.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	14.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
7.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	15.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
8.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	16.	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
FEE DETAILS (Please write your Name & Enrollment No. at the back of the Draft)			
Total No. of Courses		Total Amount	
Theory Courses	₹ ₹120	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
Practical Courses	₹ ₹120	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
Late Fee		<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
TOTAL		<div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
SIGNATURE OF THE STUDENT (within the box only)		1. Draft No. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> Amount <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
<div style="border: 1px solid black; height: 40px; width: 100%;"></div>		2. Draft No. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> Amount <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
		Date <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
		Issuing Branch _____ Payable at (Regional Centre under which your exam centre falls)	
ISSUING BANK <div style="border: 1px solid black; height: 20px; width: 100%;"></div>			