



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

**MANUAL
FOR
LEARNER SUPPORT CENTRES**

REGIONAL SERVICES DIVISION

2018

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List of Abbreviations

A/V	Audio/Video
AC	Academic Counsellor
AG	Auditor General
AICTE	All India Council for Technical Education
ARD	Assistant Regional Director
BRS	Bank Reconciliation Statement
CAG	Comptroller and Auditor General
CASH	Committee Against Sexual Harassment
CCTV	Closed Circuit Television
CD	Compact Disc
CD	Computer Division
CEC	Consortium for Educational Communication
CIET	Central Institute of Educational Technology
COL	Commonwealth of Learning
CPC	Campus Placement Cell
CPGRAMS	Centralized Public Grievance Redress and Monitoring Systems
CS	Centre Superintendent
DD	Door Darshan
DEB	Distance Education Board
DEC	Distance Education Council
DELNET	Developing Library Network
DG	Director General
Dr. BRAOU	Dr. Bhim Rao Ambedkar Open University
DTH	Direct to Home
EMPC	Electronic Media Production Centre
F&AD	Finance and Accounts Division
GC	Grade Card
GD	Gyan Darshan
GFR	General Financial Rules
GSTN	Goods and Services Tax Number
GV	Gyan Vani
HEI	Higher Education Institution
HOHI	Head of the Host Institution
Hqrts	Headquarters
ICTs	Information & Communication Technologies
ID	Identity Card
IG	Inspector General
IGNOU	Indira Gandhi National Open University
IIM	Indian Institute of Management
IIT	Indian Institute of Technology
INGRAM	Integrated Grievance Redress Mechanism
IRC	Interactive Radio Counselling
ISD	Instructional System Design
IT	Information Technology
LSC	Learner Support Centre
MHRD	Ministry of Human Resource Development
MIPS	Monthly Income Preferred Securities
MIS	Management Information System
MOOC	Massive Open Online Courses
MoU	Memorandum of Understanding
MPDD	Material Production and Distribution Division

MRO	Machine Room Operator
NCERT	National Council of Educational Research and Training
NCR	National Capital Region
NEFT	National Electronic Funds Transfer
NGO	Non Governmental Organization
NIOS	National Institute of Open Schooling
NME-ICT	National Mission on Education through ICT
NODLINET	National Open and Distance Learners' Library Network
NOU	Nalanda Open University
NPTEL	National Programme on Technology Enhanced Learning
NSP	National Scholarship Portal
ODL	Open & Distance Learning
OER	Open Educational Resources
OMR	Optical Marked Reader
OU	Open University
PAN	Permanent Account Number
PB	Planning Board
PDD	Planning and Development Division
PC	Provisional Certificate
PHC	Primary Health Centre
PI	Partner Institute
PIU	Public Information Unit
RC	Regional Centre
RD	Regional Director
REC	Regional Evaluation Centre
RSD	Regional Services Division
RTGS	Real Time Gross Settlement
RTI	Right to Information
SC	Scheduled Caste
SCQ	Self-Check Questions
SDC	Skill Development Centres
SED	Student Evaluation Division
SLM	Self-Learning Materials
SLSC	Special Learner Support Centre
SMS	Short Message Service
SRD	Student Registration Division
SSC	Student Services Committee
SSC	Student Services Centre
SSS	Student Support Services
ST	Scheduled Tribe
STRIDE	Staff Training and Research Institute in Distance Education
SWAYAM	Study Webs of Active Learning for Young Aspiring Minds
TEE	Term End Examination
TEPE	Term End Practical Exams
UGC	University Grants Commission
UK	United Kingdom
UT	Union Territory
VCD	Video Compact Disc
WWW	World Wide Web

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CHAPTER - I

INTRODUCTION TO INDIRA GANDHI NATIONAL OPENUNIVERSITY

STRUCTURE

- 1.1 Introduction
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Learning Outcomes

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

- Describe the concept of ODL, its needs and characteristic features;
- Present an overview of ODL in India;
- Describe features and achievements of IGNOU;
- Describe the Organizational Structure of IGNOU;
- Discuss the Instructional System;
- Describe roles and responsibilities of School/Centres and Divisions;
- Explain the system of Learner Support Centres;
- Describe the Credit System; and
- Describe the system of development of Self Learning Material;

1.1 INTRODUCTION

Education everywhere in the world had always been an elitist phenomenon, leaving large sections of society deprived of access to it. Further the method of imparting education wasteacher and institution centric. It is the advent of the ODL in the middleof the 19th century and further graduation in the first half of the 20th century that brought about a paradigm shift in the field of education. It brought the students, who were located remotely at the centre stage in deciding curriculum and instructional system design. Thus it shifted the emphasis more on learning than teaching. It is to be noted that the causes and objectives of the genesis of ODL have been different in different regions of the world, and hence we witness differences in delivery strategies. Delivery mechanisms also get influenced by the socio-economic settings of the students, economic conditions and technological development of the regions. For example, the factors that led to the adoption of ODL in the United Kingdom (UK)are quite different from those of India. Similarly, objectives being the same, delivery strategiesbeing followed in India may not be exactly the same as in Bangladesh and Pakistan. In developed countries ODL mainly caters to life enrichment and career development, whereas in countries like India and Bangladesh, it strives mainly for democratization of employable education by including in its fold, the deprived and disadvantaged sections of society. As on date, there are 14 Open Universities and 179 ODL institutions in India, offering various academic programmes.

1.2 CONCEPT OF ODL

1.2.1 Defining ODL

As discussed above, prior to the Industrial Revolution, education had been predominantly a prerogative of the elite class of society. The most effective form of instruction in those days was to bring students together in one place and one time to learn from one of the masters. Those form of traditional educational remains the dominant model of learning 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 for periodical updating of knowledge and skill 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 for an alternative mode of learning and teaching.

The earliest form of such an alternative mode of education was ‘Correspondence Education’. Correspondence education was looked down upon as an inferior alternative to the conventional system of education by the elitist and extremely undemocratic educational system in theearly years. However, since the need to provide equal access to educational opportunities has always been the mainstay of our democratic ideals, thecorrespondence modetook a new turn. Its credentials and credibility got established and delivery mechanism was transformed with the advent of modern information and communication technologies.

Advent of Radio during the First World War and Television in 1950s further impacted and transformed the delivery mechanisms. Advent of Internet and World Wide Web in 1990s and its extensive use brought about a revolution in this field and obliterated the geopolitical boundaries of education system. The socio-economic, political and technological developments in the industrial world, led to significant changes in the philosophies and pedagogy of formal education in general and in the alternative modes of education in particular.

Some early landmark developments have characterized evolution of the ODL systems such as, establishment of the Open University of UK, in 1969, changing the nomenclature of the International Council of Correspondence Education to International Council of Distance Education in 1982 and Charles Wedemeyer's innovative uses of media in 1986 at the University of Wisconsin. The impact of emerging ICTs on the educational systems and processes led to the evolution of the correspondence system to the present stage of Open and Distance learning which is flexible and learner centric.

Today, the latest versions of distance education have come up in the form of E-learning, Virtual Learning, and Virtual University. These attempts have an inherent aim to make education “borderless”. Yet, it is not without criticisms for creating a divide, known as the “digital divide”.

1.3 ODL IN INDIA: AN OVERVIEW

We hope that the above discussion will help you in understanding the genesis and nature of ODL in India in general and about IGNOU in particular. It is pertinent to mention here that the first Distance Education Institute in India was the School of Correspondence Education, which was started by Delhi University in 1962. The first Open University in India is Dr. BRAOU, Hyderabad which was established in 1982 in Hyderabad earlier known as Andhra Pradesh Open University. IGNOU is the first National Open University which was established in 1985. Now there is one National Open University, 13 SOUs and 179 DEIs in India. It may be noted that the jurisdiction of the National Open University is entire India as it is established by an Act of Parliament whereas the State Open Universities operate within their respective state as they are established by an Act of State Legislative Assembly. DEIs operate within the territorial jurisdiction of the parent university. Transgression of jurisdiction is legally prohibited. UGC is now the apex statutory body to coordinate, monitor, provide funds and set standards of ODL in the country.

1.4 ABOUT IGNOU

Though a State Open University had been established in India in 1982, the idea of an Open University at the national level was still distant. It was in 1985, the idea of creating a National Open University was included in the New Educational Policy, 1985. The Indira Gandhi National Open University Bill

was passed in the same year and IGNOU was established. on September 19, 1985. Prof. G. Ram Reddy was appointed as the founding VC of IGNOU.

1.4.1 Objectives

Section 4 of IGNOU Act enshrines that:

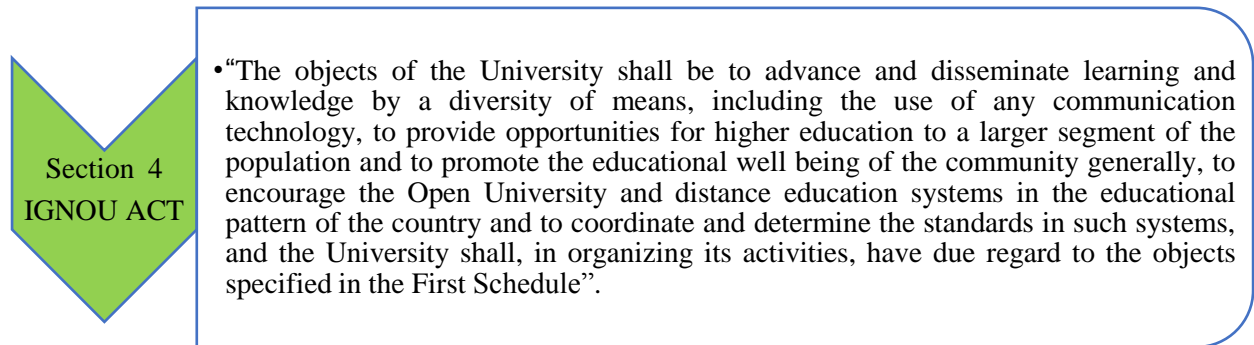


Fig: 1.1 Objectives of IGNOU ACT Section 4

It is worth mentioning here that the responsibility to ‘coordinate and determine the standard in such system’ (ODL in India) is now vested with UGC.

Further Section 7 (1) ordains that

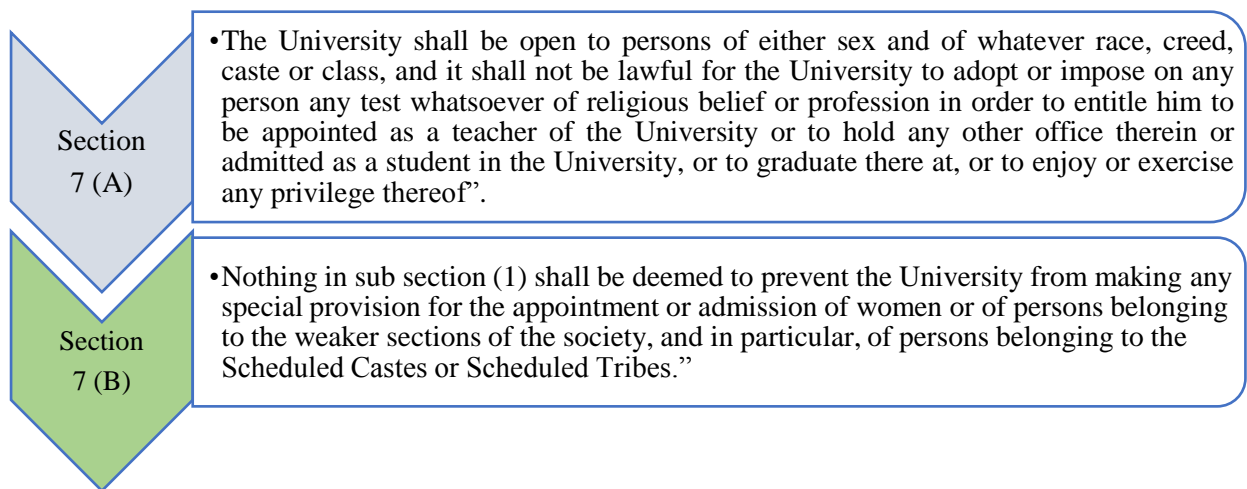


Fig. 1.2 Objectives of IGNOU as per IGNOU ACT Section 7(A) and Section 7 (B)

What follows from the above legislative provisions is that IGNOU ought to conduct itself in such a way that it establishes itself as an ideal ODL institution in the country. Hence it shall:

- Strengthen the development of National Resource Centre as a proactive role model for high quality and learner- centric open and distance learning system;
- Develop network using emerging technologies and methods with global reach for effective programme delivery;

- Share professional capabilities and resources to improve standards of distance education in the country;
- Provide an intelligent flexible system of education to meet the challenges of access and equity and work towards development of knowledge society;
- Forge convergence of all systems and work of seamless education across national boundaries to develop global collaboration and partnership;
- Take education to the hitherto unreached and promote community participation for local development through life- coping skills;
- Provide specific need- based education and training opportunities for continuous professional development and skill up gradation to in –service professionals;
- Strive towards continuous development of methods and strategies for R&D for knowledge generation in frontier areas, including open and distance learning; and
- Promote integration of open and formal systems to facilitate learner mobility through credit transfer and credit exemption arrangements with partner institutions.

1.4.2 Features

IGNOU develops and produces courses for delivery through open learning and distance education mode. IGNOU is also actively involved in research, training and extension education activities and it stands significantly apart from other universities because of its:

- National jurisdiction;
- Flexible admission rules;
- Individualized study: flexibility in terms of place, pace and duration of study;
- Use of latest educational and communication technologies;
- Strong and country –wide network of student support services;
- Cost- effective programmes;
- Modular nature of the programmes; and
- Resource sharing, collaboration and networking with the conventional system as well as the State Open Universities/ Distance Education Institutes/ Correspondence Courses Institutes.

1.4.3 Achievements

Established in 1985, IGNOU began by offering two academic programmes in 1987, i.e., Diploma in Management and Diploma in Distance Education, with a strength of 4,528 students. Today, it serves the educational aspirations of over 3 million students in India and other countries through 21 Schools of Studies and a network of 67 Regional Centres(RC), around 3000 Learner Support Centres(LSCs) and overseas Partner Institutions (PIs). The University offers about 228 Certificate, Diploma, Degree and Doctoral programmes, with strength of nearly 810 faculty members and 574 academic staff at the headquarters and Regional Centres and about 60,000 Academic Counsellors (ACs) from conventional institutions of higher learning, professional organisations and industry among others.

Since its inception, IGNOU has made some very important achievements:

- Recognition as Center of Excellence in distance education by Commonwealth of Learning;
- Emergence of IGNOU as a largest Open University in the Commonwealth;
- Establishment of Distance Education Council (DEC) for coordination & determination of standards of distance education system in the country (**Now shifted to UGC**);
- Establishment of Staff Training Research Institute in Distance Education (STRIDE) with support from Commonwealth of Learning (COL);
- Award of Excellence for Distance Education material by Commonwealth of Learning; and
- Taking IGNOU programmes to other countries through Partner Institutes.

1.5 ORGANIZATIONAL STRUCTURE

ODL requires involvement of experts from diverse fields, and like big industries, it works on the principle of division of labour. Hence organizational structure of any ODL institution is mammoth.

The organizational structure of the University is depicted in **Annexure 1.1**. The President of India is the Visitor of the University. The Board of Management is the principal decision-making body of the University. The authorities of the university include: Board of Management, Academic Council, Planning Board, Board of Recognition, Schools of Studies and Finance Committee. The overall functioning of the University is managed by these statutory authorities.

There are 21 Schools of Studies which are mainly engaged in development of the programme and its time to time updating. Similarly, 12 operational divisions provide various kind of support in development and delivery of programmes. On the other hand, Centres and Divisions also help the university not only to develop and deliver the programmes to its learners but also help in capacity

building of the existing human resource so that ODL programmes offered by the university are managed effectively and efficiently.

1.5.1 Instructional System

IGNOU's method of instruction differs radically from that of other conventional universities. The University has adopted a multimedia approach to instruction. The different components being: self-learning materials, counselling sessions, both face-to-face and via teleconferencing mode. For courses in Science, Computers, Nursing as well as Engineering and Technology, arrangements have been made to enable students undertake practical classes at select study centres. In the tradition of Open Learning, IGNOU provides considerable flexibility in entry qualification, place, pace and duration of study to students. A Bachelor's Degree Programme (i.e. BA/BCom/BSc) of three years duration can be completed in six years if the student so desires.

University follows a credit system that is based on the time factor involved in studying. One credit is equivalent to 30 study hours inclusive of all learning activities. Different programmes have different credit requirements (Please refer Section 1.8 of this Chapter). Students have the right to collect credits at their own pace, convenience and according to their own capability. IGNOU also provides a credit transfer facility whereby credits may be transferred from any other University to IGNOU after fulfilling the necessary requirements.



Fig. 1.3 Instructional System of IGNOU

1.5.2 Roles of Schools/Centres

Following the principle of division of labour, the responsibility of developing the instructional system and course preparation is basically given to the Schools of Study of the University. Courses are developed as per the need of the society and made accessible to the learners through a diversified delivery system. Academic programmes are developed through a rigorous process beginning with need assessment, harnessing the expertise of best available nationally and internationally reputed academicians, scholars and educationists for curriculum and course design and development, adopting the most suitable and accessible delivery mechanism and ends with programme evaluation for further improvement. Development and revision of each and every programme are required to undergo this process. These tasks are accomplished by the academics of the university in which leading role is played by teachers of the Schools.

1.5.3 Divisions

There are two types of operational 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, Finance and Accounts, Student Registration, Student Evaluation and Material Production and Distribution Divisions are administrative divisions. Administrative divisions are to provide every kind of logistics to the Academic divisions including Schools so as to enable them to achieve the academic objectives of the University.

Regional Services Division

The Regional Services Division (RSD) is the nodal division which plays an important role in delivery of programmes by performing multifarious activities through its network of Regional Centres (RC) and Learner Support Centres (LSC). It is the division which decides delivery strategies and provides student support services and guidance to the learners all over the country through an elaborate and efficient network of academics at RCs and LSCs. The responsibility of doing educational survey, research and need assessment of the society, implementing all the courses of studies which Schools develop and giving feedback thereon lies with the academics at Regional Services Division (RSD). The academics at RSD monitor the activities of the RCs and LSCs and guide them from time to time on strengthening the network. 'Single Window Operation' for the Armed Forces (Army, Navy) and for Assam Rifles, is also coordinated by RSD.

Electronic Media Production Centre

The Electronic Media Production Centre (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 educational programmes produced are sent in electronic

forms to RCs/SCs 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 satellite related operations.

Public Information Unit

The 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 students 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 others notifications;
- Communication with Prospective Students: 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 students appearing in the press; and
- Liaison with media.

Student Service Centre

The Student Service Centre (SSC) acts as a Single Window Nodal Agency for attending to students queries with a view to resolve their difficulties pertaining to Admission, Registration, Evaluation, Examination, non-receipt of Study Material and Regional Centre/ Study Centre related issues.

Campus Placement Cell

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(CPC) has been established at the IGNOU HQ to maintain liaison with prospective employers and arrange their interactions with the prospective job-seekers among the IGNOU learners across the country.

Planning and Development Division

The Planning and Development Division was established in the Year 1987-88. The 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 acts as secretariat for the Planning Board (PB), a statutory body of the University, and its Standing Committee i.e. the Academic Programme Committee.

Student Registration Division

SRD is responsible for monitoring registration of students for different programmes offered by the University. This division play important role in admission process by releasing the admission notice and circulating the schedule of operation to all the Regional Centre. Other important activities of the division are finalizing re- admission data and sending the same to Student Evaluation Division (SED) for incorporation in their records. . This division also maintains the data base of the students' records. After initiation of online admission process student's registration and registration data are confirmed by e- support unit established at the IGNOU Headquarters.

Student Evaluation Division

Student Evaluation Division(SED) 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 students on rolls of the University. Currently the SED has established seven Regional Evaluation Centres(REC)to undertake the task of evaluation of answer scripts

Computer Division

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

The responsibilities of the CD also include the procurement of IT resources, creating and maintaining network infrastructure at the Headquarters and at the Regional Centres, website development and software development to enable consistent technology support solution for the University.

Finance & Accounts Division

The Finance & Accounts Division (F & AD) is responsible for the following activities in connection with SSS:

- 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 resource;
- Release of grants to Regional Centre's as per norms and approved budgets; and
- Internal Audit of Accounts of the Regional/LSCs, Divisions and Schools.

Material Production and Distribution Division

The Material Production and Distribution Division(MPDD)is entrusted with the task of coordinating, monitoring, printing and distribution of instructional material to the students as well as to RCs/ LSCs. It also undertakes a wide array of activities for synchronization of printing, production, storing and inventory control of these materials.

1.6 DELIVERY MECHANISM: STUDENT SUPPORT SERVICES

Like any other system of education, ODLalso derives its strength from two-way communication. It is student support that makes this two-way communication possible between the teachers and the students and among the students themselves. Student Support Services (SSS) include all those activities that take place beyond the production and delivery of course materials, which is presented in Fig- 1.4

Student Support Services System, which includes academics of schools Regional Centres, Learner Support Centres/International PIs etc provides SSS to its learners hailing from urban, rural and tribal areas; the physically challenged and inmates from rehabilitation houses, government and non-government sectors, parents and homemakers, personnel of armed forces, the employers and the employed. The University has put special focus on women from minority communities, individuals from socially and economically disadvantaged groups, the north-east region, and other tribal and low literacy areas of the country.

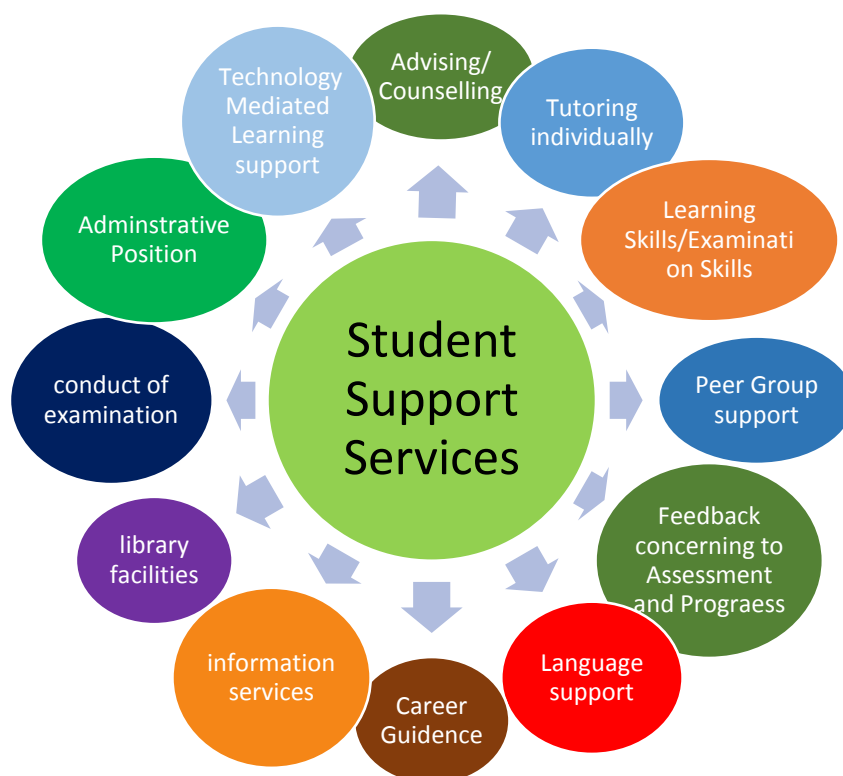


Fig -1.4 Components of Student Support Services

Normally, the programme delivery consists of the components shown in Figure 1.4 and described as follows:

Self Learning Printed Material: The printed study 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). We have discussed it in Section 1.8 of this Chapter in detail.

Audio –Visual Material Aids: The learning package contains 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. The audio tapes are run and video cassettes are screened at the LSCs during specific sessions which are duly notified for the benefit of the learners.

TV/Radio: 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/ Regional Centres. The information is also sent to learners periodically and posted on IGNOU's website (www.ignou.ac.in).

Counselling Sessions: The Counselling sessions (theory and lab based practical) are held as per schedule drawn by the LSCs. These are mostly held during the non-working days of the host institutions where the LSCs are located. However, in case if the situation demands some of the sessions may even be conducted on working days, preferably in the early morning/ evening hours.

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 RCs/SCs and EMPC through Gyan Darshan Booklet. The schedule is also made available at the IGNOU, website www.ignou.ac.in. These facilities from homes, nearest centre(RC/SC) at the scheduled time.. The facility is inactive for the time being.

Practical/Project work: Some specialized / technical programmes have practical /Project components as a part of their course curriculum. Practicals are held at LSCs as per schedule drawn by them. Attendance and practical is compulsory. For project work, LSCs provide necessary guidance but the learners have to manage own resources for submission of the projects reports.

Gyan Darshan Educational Channel: Collaboration between MHRD, Prasarbharti, IGNOU and other organizations has resulted in launching DD Gyan Darshan, the educational TV Channel of India, for which EMPC has been identified as the coordinating and transmitting agency. Regular transmission of educational programmes from the EMPC studios started on Jan 10, 2000. The channel was providing educational programmes on a variety of subject for 24 hours. The Ministry of Information and Broadcasting has issued a circular to the effect that for every cable operator Gyan Darshan should be a “must carry channel”. GD signals can be conveniently received without any special equipment anywhere. Gyan Darshan has now gone completely digital and expanded into a bouquet of channels namely GD-1, GD-2 & GD-3 (‘Eklavya’) Educational programmes are contributed by major educational institutes such as IGNOU, UGC/CEC, NCERT/CIET, Directorate of Adult Education, IITs and other educational development organizations in the country. Gyan Darshan transmissions uplinked from the earth station of EMPC-IGNOU, New Delhi. can be accessed all over the country throughout the year and round the clock without and break. **Although the telecast was suspended for quite some time, however now the process for telecast has started again and in the near future all the channels will be fully operationalised.**

Gyan Vani: IGNOU has been offered FM Channel Radio Stations in 40 cities and towns for education and development. EMPC is the nodal agency for implementing the project. As many as 10 FM Radio Stations at Allahabad, Bangalore, Coimbatore, Vishakhapatnam, Mumbai, Lucknow, Bhopal, Kolkata, Chennai and Delhi are to be on air. The broadcasts in English, Hindi and the regional languages/dialects are to be conducted by local resource persons. However, the telecast through **Interactive Radio Counselling:** Live interactive Counselling is provided on radio by invited experts.

Students can ask questions right from their locations through phone. These sessions are conducted for an hour on Sunday.

Web conferencing: Initially this platform was used for periodic review meeting with the Regional Centres, covering a variety of issues including progress of admission in the region, status of distribution of material, conduct of examination etc. This facility is also used for delivery of programmes.

Student Registration

The university follows two academic cycles, one begins in January and ends in December and the second starts in July and ends in following June. The notification for admission is issued in major national and regional papers separately. The detailed information on admissions and application forms is also made available on the University website www.ignou.ac.in. Several other channels are also used by the university to make wide publicity of its programmes across the country. The entire admission process is on line and a link is provided to the students <https://onlineadmission.ignou.ac.in/admission> which remains open as per the admission schedule of the university.

Being an open learning institution, IGNOU provides considerable flexibility in entry qualifications, place, pace and duration of study. For example, a Bachelor's Degree Programme (i.e. BA/BCom/BSc/BTS/BSW) can be completed in a minimum of three years and maximum of six years. Students enrolled at other universities can also join certificate programme of IGNOU simultaneously. The students enrolled in Degree Programmes in IGNOU can simultaneously pursue short-term programmes (Certificate Programmes.). At IGNOU, a two-tier system of evaluation is followed for lab based practical programmes such as BCA, MCA, and BSc. etc.

Student Evaluation

University follows continuous evaluation methods through combinations of tutor-marked assignments, practical assignments, log book, project work, workshops seminar, practicum and internship and such other components. Term-end evaluation is through Term-End Examinations. Proportionate weightage is given to both the components for calculation of final grade. The marking system includes marks. Latter and point grades. Convocation is held simultaneously at Hqtrs and all Regional Centres except Delhi-NCR, using teleconferencing/webconferencing mode.

1.6.1 Regional Centres

As discussed in the previous sections, at the apex level in IGNOU, there are Schools of Study which house the core faculties (Assistant Professor, Associate Professor and Professor). These core faculties with the help of other experts develop the SLM and the entire ISD. However, the sheer size of University in terms of student population and geographical area ‘disconnects’ most of its senior academic staff of Schools from involvement in to actual teaching/learning process. This responsibility basically lies with the Regional Services Division (RSD) which discharges such duties with the help of Director, Regional Director/Deputy Director and Assistant Regional Director posted both at Headquarters and Regional Centres level and Coordinators and Academic Counsellors at the LSC level.

For proper provision, monitoring and supervision of SSS and learner progress, India has been divided into regions. Each region has its territorial jurisdiction with Headquarters at central location and has responsibility to provide direct services to the learners as well as to monitor and supervise the learner and learning support services being rendered by the LSCs coming under its jurisdiction. The definition of a Regional Centre as per IGNOU Act is described in Figure 1.5 as follows:

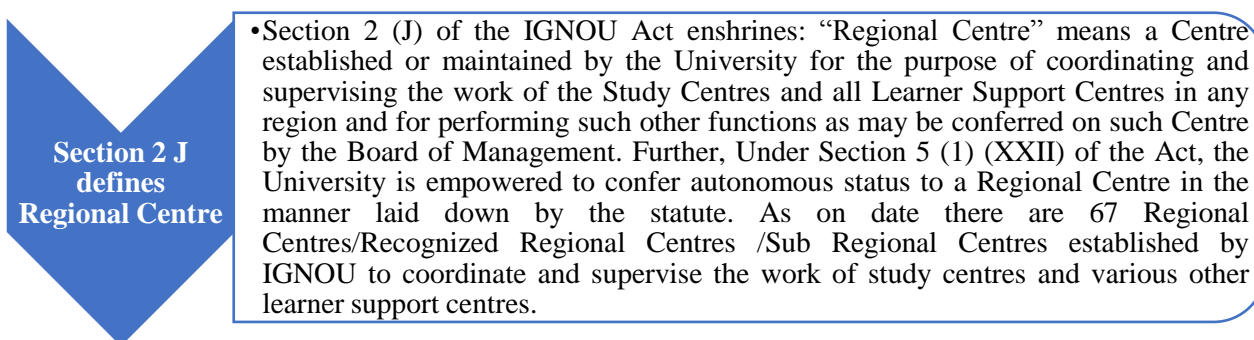


Fig 1.5 Definition of Regional Centre in IGNOU Act

Hence it is the RC which ensures the smooth delivery of ODL programmes designed and developed by the Schools of Studies with the help of LSC. Besides ensuring flow of information it also ensures that the methodology of ODL is followed in letter and in spirit at the grassroots level while transacting the curriculum with the learners. Therefore, the Regional Centre is a very vital unit in IGNOU to ensure that academic activities performed at the LSCs are as per the set principles of the ODL in general and IGNOU in particular. However, it is the LSCs which, with the help of academic counsellors, ensure effective teaching learning transactions.

1.6.2 Learner Support Centres

Types of Learner Support Centres

Study Centres or Learner Support Centres 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 a similar programme for engaging theory contact sessions and supervising practical sessions in laboratory or field. IGNOU may establish a special Learner Support Centre for imparting instruction to persons referred to in the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, the National Trust for Welfare of Persons with Autism, Cerebral Palsy, Mental Retardation and Multiple Disability Act, 1999 and other persons in difficult circumstances, including jail inmates.

(Ref: UGC guidelines on ODL New Delhi, issued vide F. No. 2-4/2015 (DEB-III) dated 23rd June 2017)

1.7 CREDIT SYSTEM

It is pertinent for the Coordinators/Assistant Coordinator and Academic Counsellor to have a clear understanding and application of the concept of credit system followed by IGNOU.

IGNOU follows the '**Credit System**' for all of its programmes, except some Awareness/ Appreciation programmes which are non-credit. Each course of a programme of study has specified credits. One credit in IGNOU is equivalent to 30 hours of student study comprising all learning activities viz.

- Reading Self Learning Material;
- Face to Face contact session during academic counselling;
- Practical/hands on experience;
- Written comments on assignment responses;
- Library facilities;
- Audio/video support;
- Teleconferencing;
- Interactive Radio Counselling;
- Gyan Darshan;
- Gyan Vani; and
- Gyan Dhara

Thus, a 6-credit course involves 180 hours of study. Normally, 10% of the total study hours in a Course, are allotted to face to face academic Counselling. The number of Counselling sessions

organized depends thus on the number of credits assigned to the course. The duration of each counselling session in IGNOU is as follows:

Theory Session – two hours

Practical Session – four hours

Broadly, the number of theory Counselling session, as per credits allocated is as follows:

Table 1.1 Credit System

S.No.	No. of Credits	Study Hrs.	Counselling Hours	Expected No. of Sessions*
1.	2	60	6	3-4
2.	4	120	12	5-6
3.	6	180	18	8
4.	8	240	24	10

*However, for specific number of Counselling Sessions for each course of a programme, Coordinators/Academic Counsellors/students should refer to the programme guide.

Since counselling sessions mainly deal with discussion of study material, explanation of difficult concepts, writing assignment responses and other aspects related to the preparing the learners for the Term End Examination, it is advisable to understand the characteristics & structure of learning material.

1.8 STRUCTURE OF SELF LEARNING MATERIAL

An academic programme of study, at IGNOU comprises of different courses. Each course is divided into a number of Blocks (Booklets). A Block is further divided into Units (Chapters). A unit comprises of different sections which are divided into sub-sections. Interspersed in the unit are self- assessment exercises which aim to confirm that after reading the course Unit, learning has taken place. At the end of the unit, answers to these self-check questions are provided to enable the learner to ascertain the correctness of their responses and reinforce learning. With this understanding of the structure of Self Learning Material (SLM) and its inherent pedagogy, the counselling schedule is prepared accordingly by the LSC Coordinator.

The design of a typical 'Unit' in IGNOU SLM can be illustrated as follows:

- ▶ **BEGINNING OF UNIT:** Structure, Introduction & Objectives
- ▶ **MAIN BODY:**
 - Sections with sub sections, Self- Check Questions(SCQ) after 1or 2 Sections, Unit End Activities & Exercises
 - Content interspersed with Illustrations/Tables/Charts
 - 5000-6000 words with margins on both sides

► **ENDING**

- Summary
- Glossary of difficult words/concepts
- Model Answers to SCQ
- Unit end questions(preparatory)
- Suggested Readings(Additional)

CHAPTER-II

LEARNER SUPPORT CENTRES

STRUCTURE

- 2.1 Introduction
- 2.2 Establishment of LSC: Norms and Procedures
 - 2.2.1 Eligibility criteria for institutions for establishment as LSC
 - 2.2.2 Physical infrastructure for Academic Counselling
 - 2.2.3 Maintenance of Furnitures and Equipments
 - 2.2.4 Procedure for establishment of LSC
 - 2.2.5 Activation of Programmes at existing LSC
 - 2.2.6 Selection and Empanelment of Academic Counsellors
- 2.3 Staffing
 - 2.3.1 Staffing at LSC
 - 2.3.2 Staffing at Special LSC

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 criteria and procedure for establishment of LSCs; and
- Discuss the infrastructure required at LSCs.

2.1 INTRODUCTION

The Learner Support Centres (LSCs) are the real workshops in an industrial form of education i.e. ODL systems, where all the aims and plans of the ODL institution, from the Headquarters to the regional office level, are practiced and realized. In other words, LSCs are tailored towards meeting the academic and socio-psychological needs of the learners and also towards realization of the institutions' mission. Since needs, targets and programmes are varied, the LSCs are also varied in nature. In most single mode distance institutions like IGNOU, direct academic support services are provided to the learners at the study centres now called as LSCs, while indirect support services are provided at the institutions' headquarters. In this Chapter we will discuss the structure and functions of such direct support system at the user-end level, i.e., LSC.

What is a Study Centre/ Learner Support Centre?

The IGNOU Act has provision of Study Centre for the purpose of advising, counselling or for rendering any other assistance to the learners as described in the Fig-2.1.

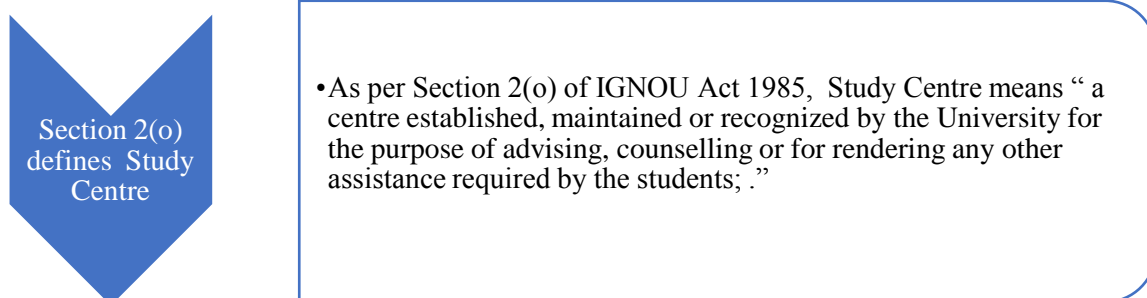


Fig -2.1 Definition of LSC (Study Centre)

Accordingly, in IGNOU a LSC is designed to support and enhance the educational and learning efforts of distance learners. It is set up to bring the student closer to the university and to give him or her a sense of belonging to the university. It provides avenues for face to face interactions among peers, learners and university staff, (both academic and non-teaching staff). It facilitates didactic interaction between students and their study materials with the intervention of academic counsellors. LSC supports students in independent learning by various means of educational technologies and human support. It is established to offer an interface between the learners and the University.

2.2 Establishment of LSC: Norms and Procedures

LSC as the interface between the learners and the university provides various sensitive academic and administrative support services. Hence to maintain the quality of the services of the University, it is imperative to take utmost care in identifying its location and institution for establishment. It is also important for 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 in detail in Chapter 4. Here in this section we will read about the criteria and procedure for establishment of LSC as per laid down norms of the university and in accordance with the UGC-ODL Guidelines 2017 (*Ref: UGC guidelines on ODL New Delhi, issued vide F. No. 2-4/2015 (DEB-III) dated 23rd June 2017*).

2.2.1 Eligibility criteria for institutions for establishment as LSC

Learner Support Centres 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. It is required to have 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 a similar programme for engaging theory contact sessions and supervising practical sessions in laboratory or field. LSC may engage the services of qualified Academic Counsellors from the nearby institutions of higher learning. Services of retired qualified academics not beyond the seventy years of age may be hired 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.

Following institutions can apply for establishment as LSC in IGNOU:

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; and
6. Computer institutes with requisite physical infrastructure pertaining to hardware and software requirement of the computers programme and qualified experts as per eligibility of the programme.

2.2.2 Physical infrastructure for Academic Counselling

- Class rooms as per enrolled learners;
- Laboratories as per enrolled learners and programme requirements;
- Proper Library space for housing SLM- print and electronic and reference books; and
- 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, are presented in Section 2.2.4 below.

2.2.3 Maintenance of Furniture and Equipment

IGNOU provides standard items of furniture and equipment at LSCs for setting up its own office on the premises of the host institution. The details are given in **Annexure 2.1**.

The LSC is expected to maintain a stock inventory and is also responsible for the maintenance of the furniture and equipment received. The details regarding maintenance of LSCs and other administrative operations are discussed in the Chapter 6 of the Manual. In case of further requirement, shortfall and condemnation LSC may propose for supply of furniture and equipment to RC as per norms and in the prescribed Proforma given in **Annexure 2.2**.

2.2.4 Procedure for establishment of LSC

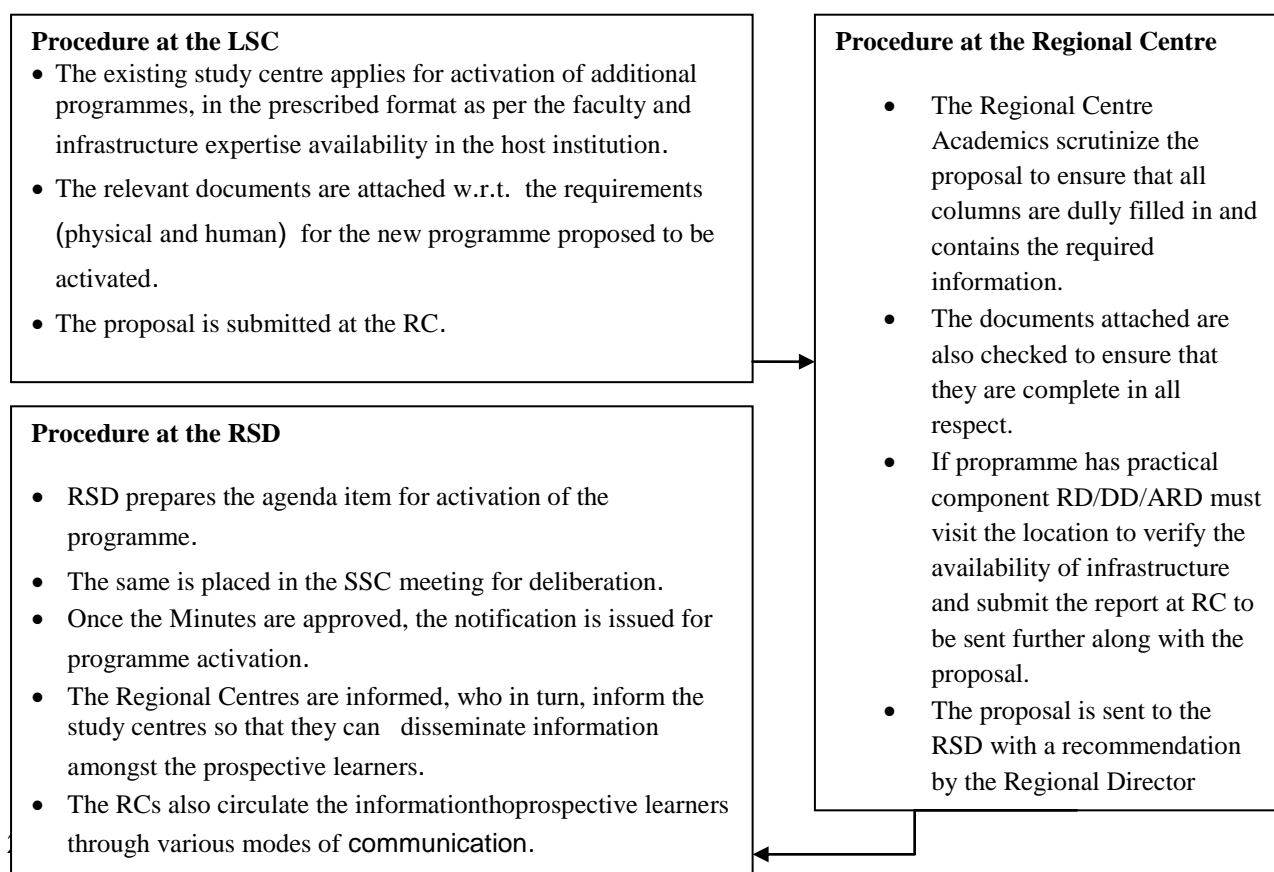
- The RC can approach any of the institution depending upon the necessity for creating access to IGNOU and its academic programmes;
- Alternatively, the willing institution can also approach RC for opening up LSC;
- Prospective LSC is required to submit an Expression of Interest to associate with IGNOU as its LSC and provide information in the prescribed formats; (Provided at Annexures **2.3** to **2.12**)
- 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 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 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 observation/recommendation and approval on 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 observation and recommendation. 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; and
- Appointment letters for Coordinator and biodata of the approved ACs are sent to the RC immediately after the notification of the LSCs

The mechanism for operationalizing a LSC will be discussed in Chapter-III.

2.2.5 Activation of Programmes at existing LSCs

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—2.13). The above procedure is depicted in the Figure 2.2 below:

Figure 2.2: Procedure for activation of new programmes at existing LSC



Availability of Academic Counsellor for a particular programme is a pre-requisite for allotting students to the LSC. In no case, RC should allot students to the LSC if it does not have adequate number of qualified Academic Counsellors. It is also to 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 but for the sake of course specific requirements, Schools of IGNOU may require specialized qualification and experiences.

Eligibility conditions for appointment of Academic Counsellors

1. No academic staff in the Study Centre 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 Academic Counsellors, which are to be strictly followed. **Certain programmes may require ACs from multiple discipline;** and
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 Centreed approach in blended mode of learning, ability to use different delivery media including online and computer mediated communication and Information and Communication Technology (ICT) enabled learning.

Competencies of Academic Counsellor at LSC

- 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 course(s);
- Deep understanding of the necessity of learner-Centreed environment in online and blended learning mode;
- Ability to design constructivist learning environment;
- 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 medi;
- 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; and
- Professional characteristics (e.g .motivated to teach, self-confident, articulate, good writer)

Further, biodata of prospective academic Counsellors are to be forwarded along with proposals for activation of new programmes in the prescribed formats. **(Annexure 2.14 to 2.25)**. The procedure is depicted in Fig 2.3 as follows:

Figure 2.3: Procedure for Empanelment of Academic Counsellors at LSC

Procedure at the LSC

- Identification of prospective Academic Counsellors, who fulfill the eligibility norms. They may belong to the host institution or any other institution also.
- The candidates are required to fill in the format for empanelment as academic Counsellors
- The required documents, in support of educational qualification and teaching experience (wherever required) are to be attached with the filled in format.
- Bio-data of ACs should be processed school-wise so that it is sent to the concerned school by RC
- The same is forwarded to the RC by the Coordinator, with her/his own recommendation and stamp.

Procedure at the RSD / Schools of Study

- The biodata received at the School for determination of eligibility of the prospective academic Counsellors.
- The School faculty checks the eligibility and subsequently approves / disapproves the candidature and returns the biodata back to the RSD, with written remarks against the columns meant for the purpose.
- The same is sent back by RSD to the Regional Centre, where empanelment letters are generated for all the approved academic Counsellors. The unapproved cases are considered as rejected.

Procedure at the Regional Centre

- The biodata is scrutinized to ensure that all columns of the format are properly filled up with the requisite information and supporting documents are attached.
- The biodata are submitted separately for each programme so that it can be forwarded to the respective School of Study
- Formats complete in all respects are forwarded to school of study for further action
- Formats having any deficiency w.r.t. the above are returned to the LSC for resubmission, after rectification, as required.

2.3 STAFFING

2.3.1 Staffing at LSCs

- 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. The Coordinator shall be appointed by the University from the panel of three names recommended by the head of the host institution 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 Coordinator may be extended beyond three years, but not beyond five years under any circumstances;
- The Coordinator of the LSC is assisted by Assistant Coordinators and other support staff in providing support services to the learners;
- Assistant Coordinators and other staff are appointed by RC 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 previous for academic year (January and July Session) as per the norms of the University given in Table 2.1.

Table- 2.1: Admissible Part-time staff at LSC

Student Enrolment	Coordinator	Assistant Coordinator	Assistant	Attendant	Safaiwala
Up to 100	1	-	1	1	1
101– 250	1	1	2	2	1
251– 350	1	1	3	2	1
351– 500	1	2	3	3	1
501– 850	1	4*	4	4	1
851– 1000	1	5*	5	4	2

- Total enrolment at a LSC may range from 500 to 1000 in case it is a HEI with 1500 students. 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 enrolment in them is 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;

- 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 Coordinator etc. They are by no means regular employees of the university;
- The working hours of part- time functionaries of the LSC has been fixed as follows:
 - a) Sundays 8 to 9 hours
- Thursday, Friday and 3 to 4 hours each day preferably in the evening or Saturdays or outside normal working hours of the host institution. 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;
- 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 under the approval of the RD. In such cases the part- time employee will not be entitled to any remuneration during the period of leave; and
- 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.

2.3.2 Staffing at SLSC

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.

In addition to payment of remuneration to the Coordinator revised from time to time, assignment handling and assignment evaluation charges are also paid. The SLSC are provided lump sum grant on per student per programme basis as per the following norms:

- 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.

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.

IGNOU has made provision of one Assistant Coordinator at the SLSC if the enrolment exceeds 300 as given in Table 2.2:

Table 2.2: Admissible Part Time 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 SLSCs 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 a maximum amount of Rs. 500/- per month as per actuals 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 letter;
- The name of the Jail Superintendant working as the Coordinator shall be updated on the RC website under intimation to Director RSD;
- 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 forms 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 examination 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; and
- IGNOU provides the printed SLMs 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.

CHAPTER - III

ROLES AND RESPONSIBILITIES OF COORDINATOR AND OTHER PART-TIME STAFF

STRUCTURE

- 3.1 Introduction
- 3.2 Head of the host institution
- 3.3 Coordinator
 - 3.3.1 Academic roles
 - 3.3.2 Administrative roles
 - 3.3.3 Finance and accounts
- 3.4 Preparing the schedule for academic counselling
 - 3.4.1 Procedure for preparing the counselling schedule
- 3.5 Stages of conducting counselling sessions
- 3.6 Obtaining feedback on counselling and assignment evaluation
- 3.7 Assistant Coordinator
- 3.8 Office Assistant

Learning Outcomes

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

- State the roles and responsibilities of the functionaries of LSCs including Head of the host institution;
- Describe the procedure for preparing the counselling schedule;
- Describe the organization and conduct of counselling sessions; and
- Elaborate the process of obtaining feedback on counselling and assignment evaluation.

3.1 INTRODUCTION

In the previous chapters, we have discussed about the types and functions of the LSCs, their establishment procedures, staffing pattern etc. We have seen that for accomplishment of LSC's work, IGNOU makes provisions for appointment of certain Part Time Staff like Coordinator, Assistant Coordinator and administrative staff like Assistant, Attendants and Safaiwala. In this chapter we will discuss the specific roles and responsibilities of the different functionaries of the LSC with the objective of enabling all the functionaries to locate their specific roles and responsibilities in the overall activities of the LSCs.

3.2 HEAD OF THE HOST INSTITUTION

As we have discussed earlier, it is the Head of the Host Institution(HOHI) who, on behalf of the Institution which he heads, basically submits the proposal to IGNOU for establishment of LSC in his/her institution. The HOHI signs an MOU with IGNOU for running the LSC as per IGNOU norms. Therefore, technically s/he derives the authority and responsibility of overall supervision of the smooth functioning of the LSC on the one hand, and on the other, s/he owns legally the accountability in case of any default in honouring the terms and conditions enshrined in the MOU. The main roles and responsibilities of the HOHI are as follows:

- Studying the establishment norms and procedure, roles and responsibilities, functions and activities of LSC (**Annexure 2.3 to 2.12**);
- Ascertaining the feasibility of running IGNOU LSC as per IGNOU norms;
- Mooting and submitting proposal for establishment of LSC to the Regional Centre in the prescribed format and signing the Memorandum of Understanding with IGNOU;
- Proposing a panel of three senior most Academics (less than 55 in age) in order of preference for appointment of Coordinator in the prescribed format for managing, supervising and undertaking the activities of IGNOU;
- Allowing the Coordinator to coordinate with IGNOU directly and creating a team of functionaries of his/her own choice from among the regular faculties/employees of the host institution for running the LSC;
- Allowing the Coordinator to propose faculties from within and nearby institutions also for appointment of Academic Counsellors and Examiners to IGNOU;
- Providing space and other facilities at least as mentioned in the MOU exclusively for the use of IGNOU LSC;
- Assuming the charge of Coordinator/Superintendent of Examination in case there is no Assistant Coordinator and Coordinator is unavailable for whatsoever reasons;
- Maintenance of the LSC premises; and
- Supervising and ensuring that the LSC is run as per IGNOU norms and MOU and share with Regional Centre if any lapse is witnessed.

3.3 COORDINATOR

The Coordinator is the key functionary in the entire superstructure of IGNOU's delivery mechanism. It is their passion, proactive approach, managerial capacity, commitment to societal needs, sensitivity towards socio-economically and educationally disadvantaged sections of society, and more so their understanding of the philosophy and strategies of ODL which work at the root of the success of the functioning of the LSCs. The specific roles and responsibilities of Coordinator of LSC are described below:

3.3.1 Academic Roles

- Knowledge of the programmes activated at the LSC;
- Taking stock of the academic counsellors as per programme's requirement;
- Thorough knowledge and understanding of academic norms to be followed for running different programmes;
- Allocating works and responsibilities to the part time academic staff;
- Identifying and ensuring availability of laboratory and other physical requirement for running programmes;
- Proposing and getting programme's requirement, if any, before commencement of academic session;
- Publicity of IGNOU Programmes in general and programmes activated at the LSC in particular in its catchment area;
- Maintaining good relations with media persons, local dignitaries, academicians including fellow staff and HOHI;
- Informing & guiding the prospective learners for admission in the programme of their interest and need;
- Analysing programme wise Scholar Register for academic session supplied by Regional Centre;
- Consulting the academic counsellors for their availability for ensuing academic session;
- Clear understanding of the credit system followed in IGNOU and preparing counselling schedules accordingly (Theory and Practical);
- Liaisoning with Regional Centre/Headquarters for supply of study materials to their learners in time;
- Organising Orientation/Induction Meeting of the newly admitted learners,
- Organising and monitoring counselling sessions, Extended Contact Programme, Workshop and Internship etc;
- Ensuring that Coordinators/Assistant Coordinators may undertake counselling sessions as per IGNOU's prescriptions (Two in case of Coordinators and three in case of Assistant Coordinators);
- Facilitating/guiding the learners in doing Project Work and Field Work;
- Managing and monitoring evaluation of assignments and projects;
- Preparing and sending monthly monitoring report for counselling and assignment evaluation;
- Conduct of Term-End and Entrance Examinations;
- Proposing for activation of new programmes, as per need;

- Providing feedback on existing academic system and suggestions for future improvements; and
- Helping IGNOU academics in doing research and survey.

3.3.2 Administrative Roles

(A) Establishment:

- Taking possession of space, building/rooms for the office of the LSC as per the MOU;
- Ensure that the space is equipped with necessary water, electricity and sanitation facilities;
- See that there are separate meters for electricity and water consumption (if required);
- Maintaining stock register for all consumable and non-consumable items for both supplied by IGNOU Headquarters/Regional Centre and procured locally;
- Ensuring that the LSC has furniture and equipments as per the norms. List provided at **Annexure 2.1**;
- Proposing to the Regional Centre if there is any shortfall in the prescribed format provided at **Annexure 2.2**;
- Procurement/purchase of goods and services as per IGNOU and GFR norms;
- Performing annual stock verification and sending its report to RC in prescribed proforma, placed at **Annexure (6.1)**;
- Maintaining Diary & Dispatch Registers giving details of every receipts and dispatch of correspondence;
- Maintaining files with notes for all major administrative and financial activities;
- Maintaining Guard Files incorporating all notifications, circulars, orders, guidelines received from IGNOU Headquarters/RC;
- Maintaining Visitor Registers at the entry point of LSC;
- Maintaining Logbooks for use of Phones/Internet/photocopiers at LSC; and
- Ensuring that resources and equipments supplied by IGNOU are used for official purposes only.

(B) General Administration:

a) Appointment & Renewal of Staff and work distribution

- See that staffing is as per IGNOU norms;
- Distribution of works among LSC functionaries;
- Maintaining LSC timings/working hours;
- Maintaining date/month wise attendance registers for part time staff;
- Maintaining programme/course wise data with mobile no. and address of academic counsellors, if possible in soft copy;
- Generation of proposal for appointment of part time staff;
- Forwarding proposal for renewal of appointment of part time staff in the month of October;
- Generation of bio-data of academic Counsellors;
- Renewal academic counsellors; and
- Facilitating administrative support to the academic counsellors.

b) Admission

- Arranging for admission publicity;
- Organising admission camps in the catchment area;
- Liaisoning with Common Service Centres for providing on line admission support to the prospective learners;
- Sending requirement for Student Handbook & Prospectus for off line admission;
- Sale of Students Handbook & Prospectus and sending fortnightly Report on sale proceeds in the prescribed proforma ;
- Arrangements for pre- admission activities;
- Verification of learners certificates at the time of Induction Meeting; and
- Maintaining Scholar Register academic session wise for Fresh and Re-registered learners.

c) Counselling Session

- Arrangement for conducting counselling sessions;
- Providing Learner's Attendance Sheet to the academic counsellor on the day of counselling;
- Maintaining date/academic counsellor/course wise attendance sheets of learners with academic counsellor's signature; and

- Maintaining date/month wise attendance registers for academic counsellors.

d) Assignment Evaluation

- Receipt and issuing acknowledgement of receipt of Learner's assignment;
- Maintenance of Registers for receipt and movement of assignments;
- Distribution among academic counsellors along with bill form and award lists (in triplicate – first for RC, second to be submitted along with remuneration bill and third to be retained at LSC record);
- Advising the academic counsellors for timely evaluation of assignments (15 days for evaluating 150 assignments);
- Ensuring timely evaluation by constant monitoring;
- Advising academic counsellors to prepare course wise award list only if he/she is given assignments for more than one course;
- Informing the learners in the induction meeting and through wider publicity to collect evaluated assignments immediately after evaluation of assignments by the academic counsellors;
- Sending programme wise list of the learners whose assignments are evaluated to the RC for informing them through SMS to collect the evaluated assignments from the LSC;
- Submission of remuneration bill immediately after the assignments; and
- Forwarding programme/course wise award list to RC in a single lot for all the assignments submitted for a particular TEE with in 15 days of completion of TEE.

e) Term-end Examination

- Confirming for conduct of TEE in the prescribed Proforma;
- Arrangement for TEE as per IGNOU norms;
- Conduct of TEE as per IGNOU norms;
- Dispatching Answer scripts as per IGNOU guidelines; and
- Submission of adjustment bills immediately after completion of TEE to SED

f) Management of Library

- Ensuring proper space and sitting arrangements for Library;
- Ensuring one set of SLM for all Programmes activated at the Centre;
- Maintaining Accession Register;
- Acknowledging receipt of books, journals, and magazines etc.;
- Maintenance of various records and registers; and

- Performing annual stock verification and sending its report to the RC in prescribed format, placed at **Annexure 6.1**.

3.3.3 Finance & Accounts

A) Activities

- Studying/following delegation of financial power as prescribed by IGNOU;
- Opening/operating Bank Account preferably in IDBI or Indian Bank;
- Knowledge of payment norms as prescribed by IGNOU for both academic and administrative activities;
- Raising/forwarding bills both for academic and administrative activities as per payment norms prescribed by IGNOU and in the prescribed formats
- Cashless payment to all except for petty day-to-day expenditure;
- Handling of Receipt for sale of Student Handbook & Prospectus and other receipts for off line admission; and
- Submission of monthly/annual account to RC.

B) Maintenance:

- a) **Bank Account:** Only one Bank Account preferably in IDBI or Indian Bank;
- b) **Maintenance of cashbook:** Receipt & Expenditure/Disbursement;
- c) **Maintenance of Ledgers: Budget Head wise**

(i) Administrative Expenses:

- **Administrative Expenses for Services:** Monthly Remuneration to Part Time Staff.
- **Administrative Expenses for Goods:** Electricity, water, postage, telephone & fax/internet; printing, purchase of stationeries, purchase of computer stationeries, newspaper/periodicals/journals, local conveyance, maintenance of building, repair and maintenance of equipments, repair of furniture.

- (ii) **Expenses on Academic Activities:** Payment for academic counselling (to be maintained programme/academic counsellor wise), payment for assignment evaluation (to be maintained programme/academic counsellor wise), payment to MRO, hiring of lab for practical oriented programmes like B. Sc., CPLT, MSCDFS etc., hiring computer time, assignment handling, payment for conduct of Term-end examination.

3.4 PREPARING THE SCHEDULE FOR ACADEMIC COUNSELLING

The understanding of credits (discussed in Chapter -1 of the Manual) and SLM will enable the Coordinator to design the academic counselling schedule for a course. The Coordinator of the LSC has to undertake this task in consultation with the academic counsellors approved by the university.

For preparing the academic counselling schedule the Coordinator needs to bear in mind the following:

1. Counselling schedule should be prepared for the whole session, especially for the programmes with six months duration, i.e., the semester-based programmes and Certificate programmes;
2. The schedule should be approved by the RC well in advance so that it could be distributed to the learners in the Induction Meeting;
3. The Coordinator in consultation with the academic counsellors and the supporting staff at the LSC should ascertain the workability of the relevant media equipments, if such an input is required in the programmes/courses;
4. The availability of the rooms/labs/equipment for counselling should be ensured as also the presence of academic counsellors. Efforts should be made to have a panel of academic counsellors approved for the courses instead of having only one in each course. Such a provision will help to ensure conduct of academic counselling as per schedule and minimize absenteeism of the learners; and
5. Keep track of attendance of academic counsellors and take periodic feedback from learners regarding their performance during the academic counselling sessions.

3.4.1 Procedure for Preparing the Schedule for Academic Counselling

Once the number of counselling sessions to be organized for each course is calculated based on the number of credits, the schedule will be prepared. Another factor to be borne in mind while preparing the schedule, is the number of learners allotted in the particular programme/course. The maximum number of learners to be assigned in a group is 60. If the number of learners exceeds 60 a second group may be formed. However, as a norm of the university, the number in any group should not be less than 10. If attendance in academic counselling for a group of 60 learners is less than 10 in two continuous sessions intensive counselling may be organized. In a situation when the number of learners enrolled in any course is less than 10 Intensive Counselling sessions may be organized. The number of academic counselling sessions in this case will be 40% of the total number of sessions prescribed for the course. There may be a situation in which there is no attendance at all in a counselling session. In such situation academic counselling be organised only on demand of the learner(s).

3.5 STAGES OF CONDUCTING ACADEMIC COUNSELLING SESSIONS

The following procedure is suggested to ensure effective organization of academic counselling sessions:

SL No.	STAGES	ACTIONS
1	Planning	<ol style="list-style-type: none"> 1. Fix up dates and timings of the academic counselling sessions along with blocks/units to be covered in each session; 2. Guidelines if any provided by the School of Study from IGNOU may be adhered to for preparing the schedule; and 3. Assign the sessions to individual academic counsellors as per their availability.
2	Finalizing	<ol style="list-style-type: none"> 1. Convene a meeting of academic counsellors programme wise to ensure availability for the planned session; 2. Discuss with the ACs about their choices/areas of interest in for counselling the subject area (Block) of their interest; 3. Preview of electronic course ware, if any in the particular course to be integrated in the academic counsellors session; 4. Make a panel of additional academic counsellors in each course, to substitute in case of last minute exigencies; and 5. Finalize the counselling schedule.
3	Communication	<ol style="list-style-type: none"> 1. The finalized counselling schedule has to be informed in the prescribed format (Annexure-3.1) to the learners, academic counsellor and RC; 2. The final Schedule should be displayed on the LSC notice board, and LSC website in the IGNOU dedicated space. Copy should be sent by email to the RC before the commencement of every admission cycle; 3. Course wise list of learners may sent to RC for sending SMS to the learners; and 4. The schedule should be informed to the learners during the

		induction meeting also.
4	Follow up	<ol style="list-style-type: none"> 1. Any change in the schedule, resulting due to non-availability of academic counsellors, minimum number of learners or sudden closure of the LSC should be communicated to all concerned; 2. In the event of cancellation of session, the next date should be worked out and conveyed to all academic counsellors, learners and RC; and 3. If the number of learners enrolled in a course is less than 10 or if at a later stage in the academic session, the learners' attendance declines to less than 10, Intensive Counselling sessions should be scheduled.

The Counselling schedule along with a consolidated statement giving details of instructional component can be sent to learners in the prescribed format which is provided at **Annexure-3.1**

3.6 OBTAINING FEEDBACK ON COUNSELLING AND ASSIGNMENT EVALUATION

The two major learner support activities organized at the LSC are academic Counselling(Theory and Practical) and assignment evaluation. It is important that for effective learning and successful programme completion the two activities are satisfactorily organized at the LSC. Hence the Coordinator needs to develop regular monitoring mechanism to ensure that these two learner support operations are being organized as per prescribed norms.

Feedback on Counselling

The following procedure may be adopted by the Coordinator to get feedback on Counselling:

1. Feedback from learners on Counselling sessions can be obtained periodically through a format which is provided in **Annexure 3.2**;
2. The responses of learners may be submitted to the RC by the Coordinator; and
3. Coordinator may obtain feedback from the Academic Counsellors on the Counselling session, pertaining to attendance of learners, their preparedness in the course, physical difficulties/obstacles faced by the Counsellors in organizing Counselling and related aspects as provided in the suggested format at **Annexure 3.3**.

Feedback on Assignment Evaluation

For the purpose of monitoring coordinator should send (a) convene the meeting of the evaluators of assignments periodically asking for feedback on the quality of assignment responses submitted by the learners;(b) meeting with the learners in persons or in a group seeking their general feed back on the quality of assignment evaluation and comments their on(c) sending 2 per cent of evaluated assignment for the courses with large enrolment to the RC.

3.7 ASSISTANT COORDINATOR

As we know that there is provision of appointment of Assistant Coordinator at the LSC as and when a LSC enrolls more than a specific number of learners. This provision has been made to ease the burden of the Coordinator in managing academic activities by way of sharing the same with the Assistant Coordinator. Here we will specify the roles we expect from an Assistant Coordinator to be performed at the LSC:

- To undertake all academic activities of certain academic programmes as allocated by the Coordinator;
- Taking stock of the academic counsellors for allotted programmes as per requirement;
- Studying academic norms to be followed for running programmes;
- Allocating works and responsibilities to the Part Time administrative staff in consultation with Coordinator;
- Identifying and ensuring availability of laboratory and other physical requirement for running programmes;
- Proposing and getting programme's requirement, if any, before commencement of academic session;
- Analysing programme wise Scholar Register for academic session supplied by Regional Centre;
- Consulting the academic counsellors for their availability for ensuing academic session;
- Scheduling for organizing counselling sessions (Theory & Practical);
- Helping the learners in doing project work and fieldwork;
- Managing and monitoring evaluation of assignments and projects;
- Preparing and sending monthly monitoring report for counselling and assignment evaluation;
- Assisting the Coordinator in conduct of Term-end and Entrance Examinations;
- Arrangement for conducting counselling sessions;
- Providing learner's attendance sheet to the academic counsellor on the day of counselling;
- Maintaining date/counsellor/course wise attendance sheets of learners with academic counsellor's signature;

- Maintaining date/month wise attendance registers for academic counsellors;
- Receipt and acknowledgement of receipt of learner's assignment;
- Maintenance of registers for receipt and movement of assignments;
- Distribution of assignments among academic counsellors along with remuneration bill form and award lists (in triplicate); and
- Forwarding programme/course wise award list to RC as per IGNOU schedule.

3.8 OFFICE ASSISTANT

There are volumes of secretarial work at LSCs. Such work keeps on increasing with increase in number of learners and number of programmes. Hence to ease the academic part time staff of LSCs, IGNOU has made provisions for engagement of part time secretarial staff whom we call part time Assistant. We have discussed in Chapter-II about norms of their appointment and other conditions. Here let us discuss their specific duties and responsibilities which are as follows:

- Preparing proposal for appointment of part time staff at the LSC;
- Processing of proposal for purchase of furniture and equipment;
- Procurement of office stationery and printing work;
- Maintenance of sale account of admission forms;
- Maintenance of leave account;
- Audit of LSC;
- Processing of the proposals for activation of programmes at LSC
- Maintenance of furniture and equipment of LSC;
- Maintenance of stock and issue register;
- Processing of applications for scholarships;
- Assist in conduct of TEE;
- Deposit of demand drafts in the banks;
- Collection of cash from the banks for cash payments;
- Deposit of remittances/ challans to the banks;
- Maintenance of computerized accounts;
- Typing work of the LSC;
- Receipt and disposal of Dak;
- Maintenance of diary and dispatch register;
- Procurement and maintenance of stamps;
- Preparation of monthly accounts;
- Reconciliation of fee/sale of form amount;
- Detailed scrutiny of bills of LSC;

- Preparation of abstracts of the bills;
- Posting of Cash Book;
- Processing of demand drafts for credit to IGNOU account;
- Maintenance of paid vouchers;
- Maintenance of stock registers both for consumable and non-consumables; and
- Other secretarial works as assigned by Coordinator/Assistant Coordinator.

Apart from the above-mentioned part time staff, LSC is also allowed to engage non-secretarial staff like Attendant and Safaiwala as per norms. Their main duty is to provide non-secretarial assistance to the other part time staff of the LSC.

CHAPTER - IV

ROLES AND RESPONSIBILITIES OF AN ACADEMIC COUNSELLOR

STRUCTURE

- 4.1 Introduction
- 4.2 Academic Counselling: Concept
 - 4.2.1. Roles and Responsibilities of an Academic Counsellor in IGNOU
 - 4.2.2 Transacting/Undertaking Academic Counselling Sessions
- 4.3 Organising Theory Counselling Sessions
- 4.4 Organising Practical Counselling sessions
- 4.5 Giving feedback on academic counselling sessions
- 4.6 Continuous Evaluation through Assignments
- 4.7 Supervision and Evaluation of Projects, Practicum and Internship

Learning Outcomes

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

- Explain the concept and need for academic counselling for distance learners;
- Elaborate the mechanism for preparing counselling schedules;
- Describe the methodology for conducting academic counselling (Theory and Practical);
- Explain the method of continuous evaluation through assignments;
- Illustrate the styles of providing written feedback on assignments;
- Describe the role of an academic counsellor as supervisor of projects; and
- Explain the mechanism of providing feedback on academic counselling;

4.1 INTRODUCTION

In the preceding chapters we have discussed about the concept of learner support and its various aspects. You will agree that the distance learner requires support of various types, ranging from academic to non-academic support. These comprise of self-learning materials (print), which are the mainstay, including other components like, face-to-face Counselling, assignments, audio-video programmes, radio, T.V., web-based support and other non-academic support. A crucial component of learner support is academic counselling, which provides the desired human interface to the learners in the ODL system. The role of an academic Counsellor thus assumes tremendous significance for effective learning and overall delivery of the academic programme.

The present chapter deals with the roles and responsibilities of an academic Counsellor(AC) in the ODL system in general and IGNOU in particular.

4.2 ACADEMIC COUNSELLING: CONCEPT

Academic Counselling provides the crucial human interface and support to distance learners. Distance learners need to resolve their queries, doubts and clear confusions, in order to proceed and progress smoothly and attain the objective of successful completion of the chosen programme of study. Let us take a quick recap of the concept of academic counselling.

Learner support through Counselling can be broadly categorized into academic and non-academic as depicted in Figure 4.1 below:

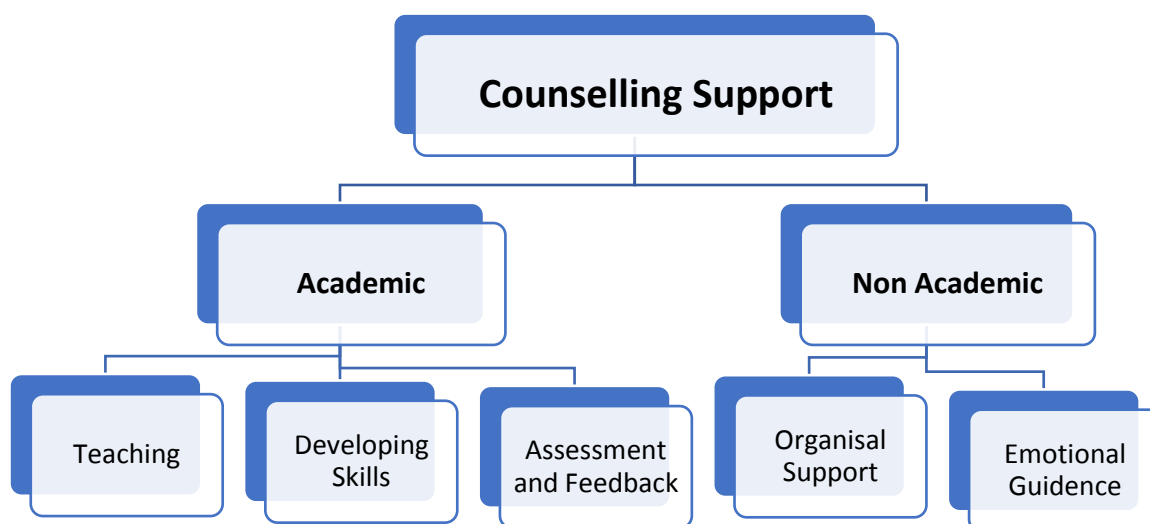


Figure 4.1 Types of Counselling Support in ODL System

Source: https://empower.eadtu.eu/images/fields-ofexpertise/StudentSupport/Student_Support_Services_for_Success_in_OED_SIMPSON.pdf

As is clear from the Figure 4.1 above, there are two types of Counselling support- academic and non-academic. While the academic support being generally subject/course specific assumes the nature of tutoring thenon-academic support being person specific assumes the nature of counselling. To understand the two concepts of ‘tutoring’ and ‘counselling’, the AC should clearly differentiate between the activities characterizing them and undertake the specific tasks to be performed. The difference is described in Table 4.1 below:

TUTORING (Subject/Course Specific)	COUNSELLING (Person Specific)
<ul style="list-style-type: none"> • Explaining to the learner, for e.g., clarifying a concept or instruction; • Academic feedback & dialogue through assignment activity and assessment; • Enhancement of knowledge; • Development of learning/study skills; • Reinforcement of learning through interaction and feedback; • Development of practical skills & competency; and • Guidance for preparing for term end examination. 	<ul style="list-style-type: none"> • Informing—, about program fees, availability of programs; • Advising—, about appropriate choice of program of study/courses; • Exploring issues with learners – helping potential learners set their goals; • Helping learners to manage stress, motivate them for learning and enhance self-confidence; and • Individualized support structure to meet typical administrative and personal problems faced by learners in system of Open and Distance Learning.

Table 4.1: Tasks to be performed by an Academic Counsellor

4.2.1. Roles and Responsibilities of an Academic Counsellor in IGNOU

In IGNOU, the functions of an AC are well defined. An AC is an experienced and qualified teacher in a particular discipline of study, working in a higher education institution, wherein the IGNOU LSC is established. The AC is thus required to work in close coordination and harmony with the Coordinator of the LSC who is the overall in charge in the context of IGNOU activities. The major **functions/responsibilities** envisioned for an AC in IGNOU are the following:

- Conduct of counselling sessions;
- Overall academic progress of the learners assigned in the respective course(s) of a programme;
- Train the learners in distance study methods and impart study skills;
- Maintain record of students allotted, i.e., records pertaining to their contact details (mobile phone number, email id and address), attendance records for the assigned sessions and academic record (preparedness with the course material, interactivity in the group and individually, studying the Self Learning Material (SLM), doing self-check questions (SCQ) in the SLMs and working on assignments;

- Evaluate the assignments/practical/project/internship/workshop and other field work as prescribed in the respective course;
- Work as a supervisor for project, practicum and field work;
- Guide the learners for timely completion of internship;
- Give feedback to the learners during the counselling session and through the written word on the evaluated assignments; and
- Give feedback on counselling and assignment evaluation to the Coordinator/RC.

The pre-requisites for an AC enabling them to perform the above functions and fulfill the responsibilities are:

- Be well versed with the pedagogy of instruction in the ODL system in general and IGNOU in particular;
- Understand the difference between conventional classroom teaching and academic counselling;
- Have an orientation towards IGNOU self-learning material (print and non-print) the three-tier evaluation methodology, i.e., continuous assessment through Self Check Questions (SCQs) in the SLMs, Assignments and Term End Examinations (TEE); and
- Awareness of the credit system and other rules/norms governing students' progress in IGNOU.

4.2.2 Transacting/Undertaking Academic Counselling Sessions

Before the transaction of academic counselling, the preparedness of the academic counsellors and learners has to be ensured. Some of the preparatory pre-counselling activities are as follows:

Preparations required by Academic Counsellors

- Cultivating good knowledge of the course;
- Familiarizing with the programme guide and with course material including Audio Video/any other media component of the course;
- Obtaining assignments, which constitute an important component of the evaluation process, to be able to discuss them with the learners in the counselling sessions;
- Developing genuine and sustained interest in students, both as learners as well as individuals; and
- Being equipped with thorough knowledge about the university to facilitate students in their academic programmes.

Preparing Learners for Counselling

- Ensure that learners have advance information (schedule) about units that would be covered during counselling sessions;
 - Ensure that learners are clear about aims & objectives of each counselling sessions;
 - Apprise learners of the tasks expected of them during the counselling session;
 - Ensure that learners are aware of and appreciate the 'student centred philosophy' underlying counselling sessions. However, this may prove to be a challenging task in the beginning since many distance learners, particularly those who have entered the system recently, will find it difficult to assume self-control of their learning. Therefore, in the beginning the learners would need more of general counselling than subject specific counselling; and
1. Ensure that the learners have:
 - Access to study material including Programme Guide and Assignments;
 - A thorough knowledge of programme structure;
 - Information about University rules in general and about regular attendance in the counselling sessions in particular;
 - Information about multi-media inputs offered by the University such as Teleconferencing, Interactive Radio Counselling, Gyan Darshan, Gyan Vani, webconcnferencing and library facilities;
 - Knowledge of calendar of the University activities including submission of assignments responses, Term end examination forms, re-registration forms etc; and
 - Awareness of the University's website www.ignou.ac.in and the Regional Centre websites.

4.3 ORGANIZING THEORY COUNSELLING SESSIONS

The learners will be curious and eager to know about the support services available for their progress during the course of study and about their peer groups, counsellors and LSC functionaries. If the learners have attended the Induction Meeting at the commencement of the academic session then they would be familiar with the instructional methodology likely to be followed. Moreover, attending theory counselling sessions is not mandatory for successful programme completion. However, it is the responsibility of the counsellor to transact counselling in a manner that learners are motivated to attend the sessions. Since the first Counselling session will set the tone for the Counsellor-(tutor)-learner interaction, it is very important that the academic Counsellor plans the activity well.

As discussed in Chapter_III a comprehensive counselling schedule is drawn by the Coordinators/Assistant Coordinator of the LSC and ACs are informed accordingly.) A suggestive mechanism for organizing academic Counselling is explained below:

Session 1: The first session can begin as an introductory session of the learners, wherein the learners and the academic counsellor get to know about each other. The mutual interactions in the group led by the counsellor will enable the group members to know who they are and their broad purpose of joining the programme/course of study in IGNOU. Subsequently the counsellor may provide a brief outline of the course, the structure of SLMs and pedagogic relevance of face-to-face component of academic counselling support. Group discussions and interactivity during the session will be a warming up exercise and motivate the learners for the remaining sessions in the course.

Session 2: In the second session the counsellor can begin with a quick recap of the previous session for the benefit of such learners who may have missed the first session. The rest of the group can then pick up from the previous session and initiate discussions on the course, its concepts or any difficulties pertaining to the course. The learners will begin to understand the nature of academic Counselling as different from a lecture and proceed in the session in an interactive manner.

Session 3, 4 and remaining allotted sessions:

After attending two counselling sessions the learner would be encouraged to come prepared with the allocated Blocks/Units/Themes/Sub themes of the course and discuss with the academic counsellors and with peers. The counsellor will guide the session and listen patiently to the problems and difficulties being faced by learners in comprehending the content, answering in text questions or any other conceptual clarity required by the learners. Group learning techniques like snow balling, buzz sessions, role play etc. can be adopted to conduct the sessions in order to make them interactive and interesting.

Absenteeism in Counselling sessions:

However, LSC Coordinators experience the problems of learner absenteeism and often irregular attendance by academic counsellors too. This aspect should be closely monitored by having a meticulous record keeping mechanism in place. in case of continuous decline in counselling sessions counsellor should inform the Coordinator about it and should send list of such students to the RC for reminding them through SMS.If learner attendance further declines as session progresses, or if less than ten learners register in a course, the Coordinator should organize intensive counselling..

The formats for compiling record of learner attendance in the counselling session is provided at **Annexure-3.4**

Consolidated abstract of Counselling session conducted for each academic session is provided at **Annexure-3.5**

4.4 ORGANISING PRACTICAL COUNSELLING SESSIONS

IGNOU has on offer many programmes which are skill oriented with a practical intensive component for which practical sessions using laboratories and other equipments and specialized infrastructure are required, for example, Engineering, Health Science, Science Education, Computer Science and such other disciplines. Attendance in the practical sessions of such programmes is mandatory for learners to acquire/upgrade the required set of skills and competencies through such programmes. Hence, if learners are motivated to regularly attend theory sessions, it will facilitate better understanding and acquisition of practical knowledge and skills in the course.

The programmes with practical components are activated at such institutions having the required expertise and physical infrastructure to carry out the practical/skill development sessions therein. For e.g., B.Sc, BLIS, MScDFSM, MSc CFT, MAPC etc are activated at the Institutions having an Under Graduate/Post Graduate level laboratory, depending on the level of the programme.

Practicals of computer education programmes are conducted on a regular basis on Saturday/Sunday/Holidays and evenings of weekdays. This is mainly due to the large number of laboratory courses in each semester of the BCA and MCA programmes. Practical sessions of other programmes are generally conducted in an intensive way in spells of varying duration- one/two weeks as per requirement of the course and often during vacation period of the host institution as per availability in the institution. The approved academic Counsellors should be present during the entire duration of the practical session to facilitate the learners in acquiring the skills as per the objectives of the course. The courses may require maintaining practical files, observation books and lab manuals as per prescribed guidelines of the programme. All practical based programmes have resource books/lab manuals to guide the Counsellors in organizing the conduct of practical sessions, i.e., duration of each session, the requirements of equipment, materials, apparatus, physical tests etc. The practical work should be properly recorded and the record of work performed should be monitored regularly by the Counsellor and Coordinator.

4.5 GIVING FEEDBACK ON ACADEMIC COUNSELLING SESSIONS

Academic Counsellors' feedback on the organization and conduct of Counselling sessions is crucial for improvement in existing practices and methods for ensuring effective learner support.

It is suggested that regular feedback can be obtained from:

- Learners on the counselling sessions and
- Academic Counsellors on counselling sessions

The academic Counsellors can circulate the feedback form for learners during Induction Meetings or first Counselling session. The filled in feedback can be collected at the end of the entire Counselling

for programmes of shorter (six month) duration and in between the academic session for programmes of longer duration. The Coordinators can take the feedback reports from the Counsellors and learners and forward them to the RCs for analysis and interpretation. The formats for obtaining feedback from learners and academic counsellors are provided at **Annexure-3.2** and **Annexure-3.3** respectively.

4.6 CONTINUOUS EVALUATION THROUGH ASSIGNMENTS

It is reiterated that assignments perform a very important pedagogic function in the ODL systems. As it is evaluated by the ACs it becomes imperative to clearly define their role and significance and need of writing quality feedback on the assignment responses submitted by the learners. An AC has to understand that the content of the written feedback will have tremendous impact on the learning process and thus will also improve the quality of learning experience. The content of feedback should have degree of personalization, timing/ immediacy and regularity. However, only assigning marks/ grades is not good feedback? Useful feedback must have verbal comments. The experiences show that a turnaround time of three weeks and well written comments greatly motivates learners. Maintaining the regularity and timeliness in assignment evaluation is a major challenge faced by distance educators in general and academic Counsellors in particular.

The **need for tutor comments** can be summarized as:

- Learners need continuous feedback to sustain motivation;
- Builds two-way communication in the process through feedback and remedial guidance;
- Clarifies ambiguities in difficult areas; and
- Provides personal guidance and tips related to study skills/ study habits etc.

Advantages of writing tutor comments on assignment responses are:

- Consolidates learning: Provides human feedback;
- Checks progress;
- Academic support: Additional remedial academic support (study skills, further resources);
- Motivation: Positive reinforcement and encourages two-way dialogue;
- Draws attention to facts overlooked/ misinterpreted;
- Suggests alternative approaches/ interpretations;

- Draws attention to gaps in learning;
- Suggests improvements and appreciates special efforts for improvement in competence; and
- Suggests new sources of information.

Tutor comments have been categorized broadly on the basis of usage and nature of comments as follows (IGNOU, 2007):

Two categories based on usage

- 1) Marginal- Specific comments written in the margin in the response sheet addressing a particular part/aspect of the response.
- 2) Global- Cover all questions of the assignment and are written in the prescribed format given at **Annexure-4.1**

Based on nature, there are eight categories comments: which include (i) Harmful, (ii) Hollow, (iii) Misleading, (iv) Null, (v) Negative, (vi) Positive, (vii) Constructive and (viii) Personal.

Comments under sl.no. i to v are non-teaching type and those at sl.no. vi to viii are teaching type. The counsellors should completely abstain from giving non-teaching comments.

4.7 SUPERVISION AND EVALUATION OF PROJECTS, PRACTICUM AND INTERNSHIP

Apart from assignment evaluation the ACs are also supposed to be involved in components like project, practicum and internship. The programmes which have such components are BDP(AHE01), BSW, MSW, PGDRD, MARD, DECE, DNHE, MScDFSM, MScCFT, PGDLAN, MP(MS100) MCA, BCA, MAPC, MA Education and others. The learners are required to select a problem in their area of study and submit a synopsis on the chosen topic with the help of the ACs. Some programmes require the learners to submit the proposals directly to the School, for e.g., in MP, MSW, PGDFSQM etc. on the other hand BCA, MCA, MAPC, MSCDFSM and programmes of School of Education the proposals are submitted to empanelled supervisors through the RC. The formats for submission of proposals are provided to learners in the respective Programme Guide. The counsellors should advise the learners to commence with the project study only on receipt of approval of the synopsis. The completed Project Reports are to be submitted for evaluation to the Registrar SED and in some cases to the RC for conduct of viva voce.

The academic Counsellors should be equipped with the Project Manuals/Project Handbooks and other relevant details of the Project course and its requirements to suitably guide the students. The learners should be encouraged to undertake genuine study in the field as per programme requirements. ACs/Supervisor should guide them in writing the project report before final submission to SED or the RC depending on the norm for that programme. It is to be ensured that for effective and timely evaluation of the Project Course an evaluator may not be assigned more than twenty Project Reports in a given course.

AC for certain programmes are also suppose to under take project evaluation work. Th Coordinator may recommend the name of such ACs to the RC for arranging their empanelment by the University. An AC can be given maximum of 20 projects for evaluation in a particular semester/year, as the case may be. There are programmes like MSW, MSCDFSM and MAPC, where a learner is required to undertake practicum work and internship. For timely completion of the activities, the AC should guide the learners properly.

CHAPTER - V

FUNCTION OF LEARNER SUPPORT CENTRES: ACADEMIC

STRUCTURE

- 5.1 Introduction
- 5.2 Publicity and Promotional Activities
- 5.3 Programme Activation
- 5.4 Identification for Empanelment of Academic Counsellors/Evaluators
- 5.5 Conduct of Induction Meeting
- 5.6 Scheduling Theory and Practical Counselling Session
- 5.7 Conduct of Theory and Practical Counselling Session
- 5.8 Conduct of Workshops/Training
- 5.9 Project Supervision and Evaluation
- 5.10 Obtaining Feedback on Academic Counselling Sessions
- 5.11 Handling Assignments and Transmission of Awards
- 5.12 Conduct of Term End Examination
 - 5.12.1 Theory
 - 5.12.2 Practical

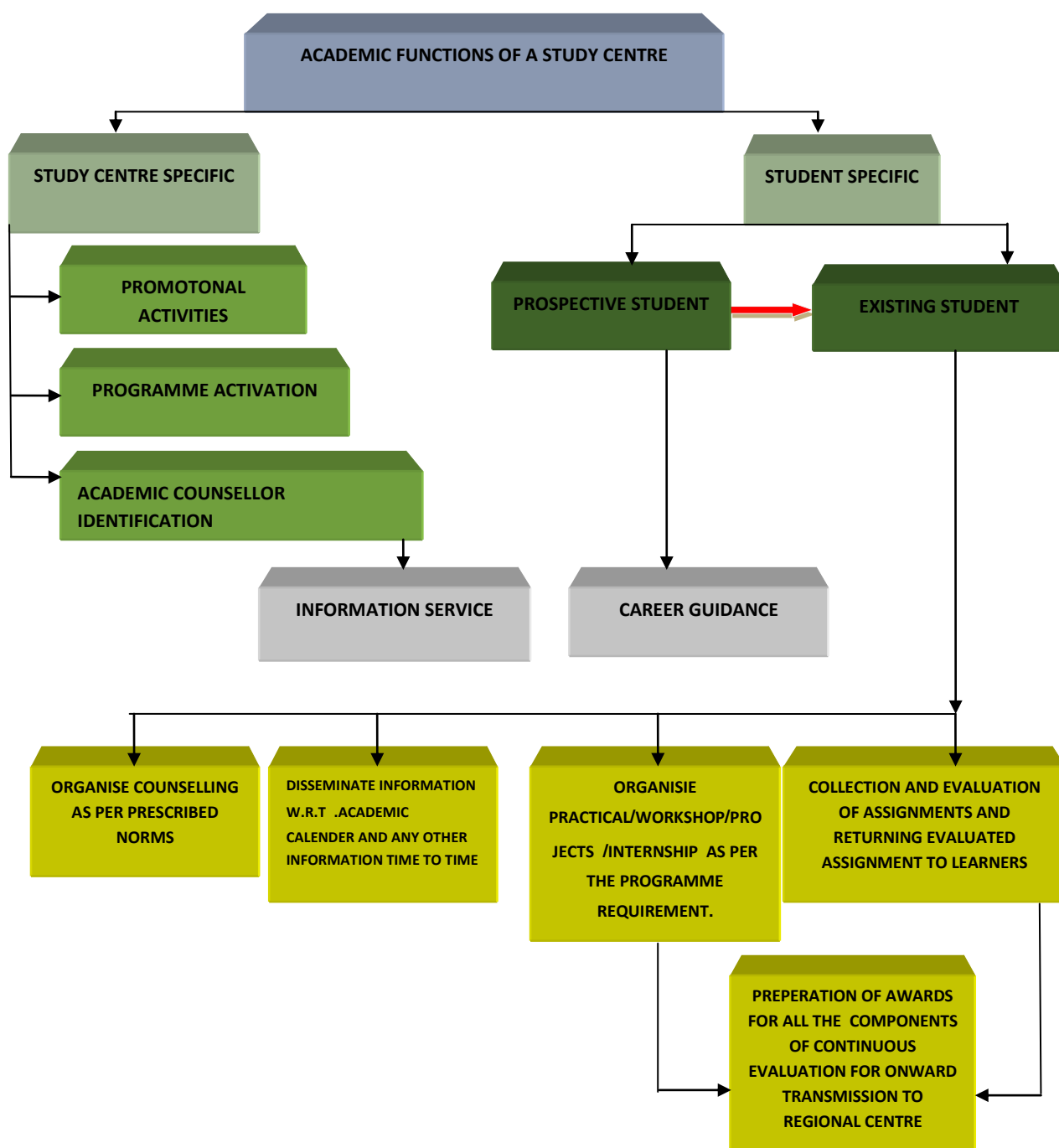
Learning Outcomes

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

- Discuss publicity and promotional activities under taken at LSCs;
- Describe the procedure for programme activation;
- Discuss the process for empanelment of academic counsellors/evaluators;
- Organise Induction Meeting;
- Organize and conduct practical / theory counselling sessions;
- Obtain feedback from the learner;
- Organize workshops and training for LSC functionaries;
- Discuss the Importance of feedback on counselling sessions;
- Undertake the handling of assignments and transmission of awards; and
- Organize the Term-End-Examinations as per norms and regulations of the university.

In the preceding chapters we have discussed the procedure for establishment of LSC, role and responsibility of the functionaries of LSC and important activities to be undertaken by the academic Counsellors. This chapter will focus on recapitulation and listing the academic activities to be undertaken at LSC. To begin with, let us recap these activities through the figure Figure 5.1

Fig. 5.1 Academic functions of the LSC



5.2 PUBLICITY AND PROMOTIONAL ACTIVITIES

LSCs have a major role in the publicity and promotion of IGNOU programmes in its catchment area. A LSC may be visited by a prospective learner to enquire about the avenues that ODL has to offer. The visitor's requirement may vary depending upon their own personal socio-economic circumstances. In such a situation, the functionaries at the LSC level have to play the role of a guide who could advise the visitor in understanding their requirements. Some motivation, advice,

orientation and information may all add up in order to provide effective pre-admission counselling to the visitor.

Some basic idea about the ODL system and its uniqueness and dissimilarities with the conventional system also needs to be informed to the willing visitor. Promotional activities within the LSC campus can be arranged in the form of meetings of the alumni, planning some pre-admission sessions for students /parents /visitors, career and guidance meetings etc.

Other promotional activities include adequate publicity of the ODL system within the catchment area. Some measures of publicity are as follows

- 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 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 with the approval of RD;
- 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 LSC;
- Placing information in the student 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; and
- Using the services of Academic Counsellors for enrolling the students of their discipline in add on programmes.

While undertaking the above activities, a LSC must see to it that budget for the said activities is allotted and fund is available, and also that it comes under his/her delegation of power. Approval of RD must be taken for expenditure to be incurred in publicity and promotion activities.

5.3 PROGRAMME ACTIVATION

Programme activation is one of the major activities of the LSC. A need assessment of the demands of the local community helps in identification of such programmes. Details about its procedure are discussed in the Chapter 2. LSC may also suggest some non credit short term, need based, skill based, capsulated programmes specially focused on the target communities. RC may organize such training programmes with the help of school concerned.

5.4 IDENTIFICATION AND EMPANELMENT OF ACADEMIC COUNSELLORS / EVALUATORS

It is the duty of the Coordinator to ensure that there is a pool of adequate academic counsellors for each course/programmes activated at the LSC. The prospective academic counsellors are identified for various courses by the Coordinator of the LSC, in accordance with the prescribed eligibility criteria of the Schools of Study of the University. The candidates can be of the host institution and also of nearby institutions of higher education of repute. The detailed procedure for empanelment of academic counsellors has been discussed in Chapter 2.

5.5 CONDUCT OF INDUCTION MEETING

Induction meeting is a kind of introductory session in which the learner is invited to visit the LSC. The objective is to familiarize them with the ODL system, explain the basic features and flexibilities of the system and to inform them how to pursue the programme of study. They are also to be informed about the schedules of counselling sessions, assignment submission, Term End examination and re-registration wherever required. Most importantly the induction meeting is organized to inform them about the type of support learners may get from the LSC. They are also provided information regarding the support provided to them by the RC and Hqtrs. The purpose of the induction meeting is to make them familiar with whom to contact for what.

The meeting as a routine matter is organized at the LSC and attended by the LSC functionaries. It is also attended by officials from the RC. The following should normally be the sequence of activities related to the organization of an induction meeting:

Pre-Induction Activities:

- Scrutiny of the scholar registrar so as to derive course wise number of the 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 received the SLM;
- Preparation of invitation/welcome letters giving a brief about IGNOU and importance of the induction meeting;
- Informing the learners to go through the programme guide before coming for the Induction meeting;
- Despatching 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;
- Welcome address by the Coordinator giving introduction about the services provided by the LSCs;
- Induction address by the RD//DD/ARD giving information about the ODL system and services provided at RC and Hqrts;
- Brief addresses by the academic counsellors of different disciplines through which the programme specific issues are to be highlighted;
- Introduction to the members of part time staff of the LSC by the Coordinator;
- Interaction with student;
- Presidential address by the head of the host institution or any dignitary who should preferably be an academician of repute; and
- Vote of thanks by Asstt .Coordinator or any 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 courses 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.

Normally, such meetings are conducted in face to face mode. However, in some cases such induction meetings are also conducted through teleconferencing /web conferencing and interactive radio counselling.

5.6 SCHEDULING THEORY AND PRACTICAL COUNSELLING SESSIONS

Academic counselling can be done through various modes of communication and can be broadly categorized into the following:

1. Face to Face counselling;
2. Through teleconferencing / web conferencing;
3. Interactive radio counselling;
4. Television counselling through Gyan Darshan; and
5. Radio counselling through Gyan Vani.

It is at the LSC where the learners get an opportunity for face-to-face interaction with academic counsellors by means of counselling sessions. In addition to the SLMs, learners may need guidance, advice and information to overcome the obstacles faced during various stages of study. All this supplementary support is provided through academic counselling.

The purpose of face to face counselling can be better comprehended from the iFigure 5.2 below:

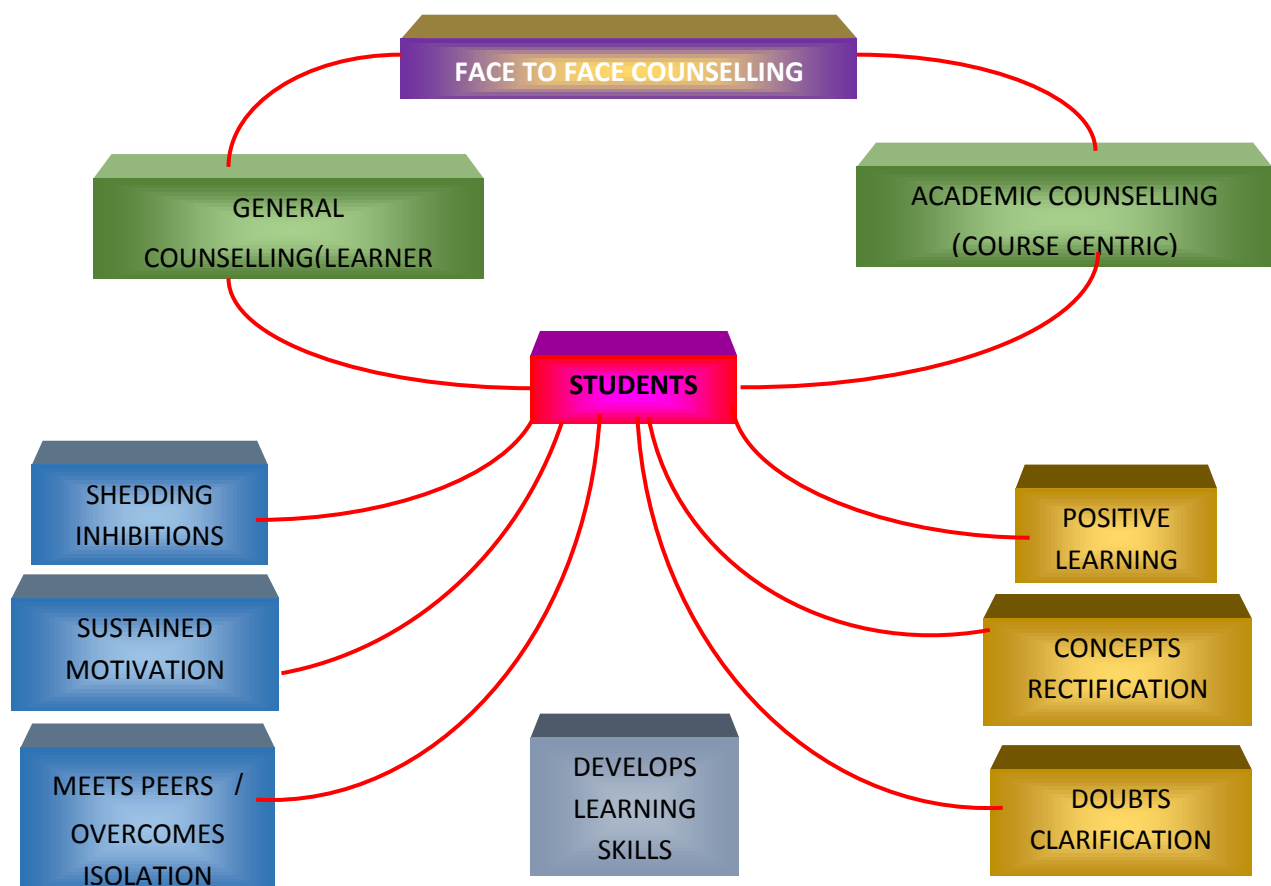


Fig: 5.2 Components of Face to Face Counselling

Depending upon the programme requirement, a LSC can schedule theory counselling sessions, practical sessions and workshops. Preparing the Counselling schedule for both theory and practical Counselling sessions is one of the major responsibilities entrusted to the Coordinator of the LSC. This function of the Coordinator has been described in detail in Chapter 3, Section 3.4.

The theory Counselling schedule is prepared before the commencement of the academic session and after receipt of the list of all freshly admitted and re-registered learners from the RC.

The counselling schedule is sent to the RC in prescribed format for information to the learners concerned. What needs to be ensured while preparing schedule and conducting counselling has already been discussed in Chapter-I (Credit System) and Chapter -3 of the Manual.

5.8 CONDUCT OF WORKSHOPS / TRAINING

Workshops and training are the components of certain programmes to be done through the LSC and where attendance is mandatory. These programmes include BED, PGDMCH, PGDGM, etc. The workshops of the B.Ed. programme are organised at the LSC while the practice teaching is conducted at the nearby secondary and higher secondary school. Training Programme for PGDMCH, PGDGM etc are organized skill development Centres. There are certain programmes in which internship are required and the same is conducted in the Institution/organization/university where facility for the same is available. Coordinator may facilitate all such activities for the learners. There are some programmes where these activities are part of continuous evaluation, so coordinators of LSC should ensure that these activities are timely evaluated and marks/ grades are forwarded to RC.

5.9 PROJECT SUPERVISION AND EVALUATION

Except for the BCA, MCA and MAEDU programmes, where the synopses/projects are submitted at the regional centre, synopsis/ projects for all other courses of various programmes MARD, BTS, PGDDM, DAFE, DNHE, DECE, MBA etc(are to be submitted at the respective School of Study at the IGNOU Hqtrs, through the LSC. The role of the LSC here is to facilitate the learner in identifying a

guide from amongst the approved academic counsellors and as per prescribed eligibility. The learners thereafter, remain in touch with the guide for completion of the project .

For more details, please read Chapter 4.

5.10 OBTAINING FEEDBACK ON COUNSELLING SESSION

Monitoring of academic counselling sessions helps in ensuring its effectiveness. Such monitoring is conducted through feedback. The feedback on counselling sessions organised at the LSC has to be sent to the RC, periodically in prescribed format .The broad purposes it is supposed to achieve are as stipulated hereunder:

- Improving overall planning and organisation of counselling sessions;
- Effective support to learners;
- Qualitative improvement in counselling activities at LSC;
- Feedback to regional centre and Hqrts for the purpose of monitoring; and
- Determining training needs and nature for academic counselling.

For more details, please read Chapter 3.

5.11 HANDLING ASSIGNMENTS AND TRANSMISSION OF AWARDS

We have already discussed about the importance features and processes involved in evaluation and handling of assignment in Chapter 3. In this chapter we are only reiterating that after the SLM and counselling it is the third most important tool of learning in ODL. Coordinators are required to give emphasis on it accordingly.

5.12 CONDUCT OF TERM END EXAMINATION

The term end examination (TEE) for all theory courses is conducted twice by the University in the months of June and December .While the term end examination for all practical courses of the CIT, BCA and MCA programmes etc are held in the months of July and January respectively .Term End Practical Examination (TEPE) for MSCMACS is held in March and September respectively .

The learner is required to submit the examination form online as per the prescribed dates for the courses for which they may be willing to write the examination. The learners of the computer programmes and MLIS and BLIS programmes are required to fill up the examination form simultaneously for practical courses as well .

The LSCs where term end examinations are scheduled to be held automatically become the examination centres for a particular term end examination .

5.12.1 THEORY

The tentative date sheet is uploaded on the IGNOU website at least five months in advance. A print of this should be fixed on the Notice Board of the IGNOU LSC. Queries from students on filling in the TEE form Online have to be dealt with by the LSC staff. In case of any difficulty in doing so, the students can be referred to the Regional Centre.

a) Consent to be TEE Centre: Written consent from the LSC to conduct TEE is mandatory before going ahead with other operations. The Examination Centre must count its stock of main and supplementary Answer Books and report the same to the Regional Centre. The Regional Centre sends a format, the “*Proforma-II*” **Annexure 5.1**, generally in the end of February and August for June and December examination respectively. All the details in the columns of the specified format must be filled. In case the Coordinator is not going to be the Centre Superintendent, an alternative name preferably Assistant Coordinator and in his absence HOHI with address, email and phone number must be given. This person will receive the Confidential Packets and will be its Custodian and be accountable for the smooth conduct of the TEE.

b) Advance for conduct of Examination and Payment Norms: Student Evaluation Division (SED) at IGNOU headquarters sends an amount of money as advance to each Examination Centre based on the number of students allotted. Centre Superintendent (CS) may note that this advance has to be adjusted within 15 days from the date of conclusion of the TEE. If the advance is not adjusted timely, SED will withhold the advance for the next examination as second advance cannot be released unless the earlier one is adjusted.

The payment norms for Exam Centre personnel are given at **Annexure 5.2**.

c) Despatch of Confidential Materials: Examination stationery, i.e., main and Supplementary Answer Books, and all formats are sent by SED well in advance.

The dispatch of confidential material by SED is planned for the country as a whole in stages. The information about region-wise dates of dispatch is available with the Regional Centre. . .

Confidential materials are always dispatched by Insured Speed post and addressed to the Examination Centre Superintendent by name. Confidential materials are sent by SED in two lots. The first lot relates to Management and Computer Science Programmes and the second for all other courses.

On receipt of the confidential materials, the Centre Superintendent must open the bag (**NOT** the Question paper packet) to check if the Course Code and number of packets of each Course tally with the enclosed Abstract. The report of receipt of question paper indicating excess and short fall must be sent to SED immediately for further information under intimation to RC.

Each Question paper packet has Course Code and Course Title printed on the cover and carries 10 copies. Coordinator must tally the number of packets with the number of students allotted immediately on receipt of question paper.. SED will always round off the figure to the nearest 10. For e.g. if a centre has 44 students appearing for the BECE 105 examination, it gets five sealed packets, each containing 10 sets. The sealed packets are to be kept in a strong room with strict confidentiality until the scheduled time of the examination. The opening of the question paper, with signatures from two Invigilators and Observer if deputed that day, is to be filled in each session, each day in the format provided at **Annexure 5.3.**

d) Seating arrangement: The session-wise and day-wise Attendance sheets are sent by SED to all Examination Centres. The Examination Centre must display roomwise seating arrangement on the notice board. The enrolment numbers must be written on the desk/table.

Examinees with e Hall-ticket and IGNOU Students-ID card are permitted to enter into the examination hall. The answer sheet should be given by the invigilator to such students only. CS is required to give information to the invigilator about the materials to be carried by the students in the examination Hall. Such information is supplied by the University to the examination centre. Before putting the signature on the answer script the invigilator should ensure that Examinee writes name of the programme and code enrolment number, date of examination and medium of examination correctly. It can be ensured at the time of taking signature of the candidate on the attendance sheet. While taking signature at attendance sheet it is also to be seen the signature in the attendance sheet and answer script are the same. It is generally seen that invigilator gives attendance sheets to the examinees for filling the particulars which should be avoided and invigilators should fill the particulars himself/erself. The attendance sheet should be signed by the candidate in duplicate and original copy of the attendance sheet duly signed by the invigilator and CS must be sent along with the answer books to the designated evaluation centre. One copy of the signed attendance sheet must be retained at the exam centre for record and future reference.

At the outset of the examination session attendance of all the personnel involved in examination are to be taken and be made readily available to the visiting flying squad and observer.

e) Dispatch of Sealed Answer Books: TEE is conducted for around 1500 courses in June and December. Answer books of each course of each day must be segregated and appended with each Dispatch memo **Annexure-5.4** and the Attendance Sheet in original. All used answer books have to be sent to the Regional Evaluation Centre as per the list attached as **Annexure 5.5.** Other documents to be attached with the dispatch memo include:

- Certificate of opening of question paper;

- Absenteestatement;
- Seatingplan;
- Listofstraycandidates;
- ListofUnfairMeanscandidates with supporting documents; and
- AttendanceofpersonnelinvolveinExamination.

OMR sheet is used in some Courses which must be sent to SED only.

f) Flying Squad/ Observer: The Regional Centre/Headquarters may send a Flying Squad who can visit the examination Centre at any time during the examination. An Observer may also be deputed on any day to the Examination Centre. The Observer will be present for the entire duration of the examination, starting from the time of opening of question papers, to the time of sealing of answer books. There will be no advance intimation to the centre about the visit of the Flying Squad or Observer. However, CS may ask such visiting personr authority letter before allowing them into the examination hall. Since unauthorized persons are not allowed inside the examination hall during the time of examination. Please note that Regional Director and ARDs from the Regional Centre can visit anytime during the examination to monitor the conduct of examination centre.

g) Student's eligibility for the Exam: Hall tickets are generated by SED for those who have filled in the Examination form, who has completed the minimum duration of the course, and whose registration for the programme/course is still valid. There is no postal dispatch of hall tickets. Coordinator may advise the students to download Hall Tickets from the IGNOU website around 10 days before commencement of the TEE. It is frequently seen that students carry driving license/ voter ID in lieu of the IGNOU Student I-card. These documents are no proof of his/her admission with IGNOU and hence must not be entertained. Student may be advised to obtain a duplicate I-card from the Regional Centre..

h) Change of Course/Addition of course/Change of Exam Centre: The student can be allowed to appear only in the course codes mentioned in the Hall Ticket. The Examination Centre is not authorized to allow any student to appear in a course that is not mentioned in the Hall Ticket. Coordinator may also find cases of some students who approach Examination Centre with a Hall Ticket showing another Examination Centre, but wanting to appear in your centre. This too should not be allowed. It is only the Regional Centre that can permit a student to appear in an extra course/ a change of course/change of Examination Centre. Thus all such cases should be sent to the Regional Centre only. Such students when appearing with the written approval from the Regional Centre, will be signing on the attendance sheet as "Stray Candidates" as their name will not be figuring in the attendance sheets received from SED.

5.12.2 PRACTICAL

a) Eligibility of student for TEPE: A student is eligible to appear in the TEPE only if he/she has the requisite attendance during the regular practical sessions. This information is sent to all students by the Regional Centre at the start of the semester itself. Students of CBS, CIT and BCA need 75% attendance in the counselling sessions, while MCA students require 70% attendance. A student must fill in the practical course code also while filling the TEE, along with the theory courses. The Hall Tickets are issued by the Regional Centre to those who have filled in the form and whose attendance is received from the Study centre. There might be cases of some who have the attendance and thus eligible, but who did not mention the practical course code while filling in the TEE form. The Regional Centre will identify all such cases and issue a hall ticket but on condition that the examination fee be submitted to the examination CS prior to starting of the examination.

b) Consent to conduct TEPE: Written consent has to be taken from the LSC for conduct of the TEPE in the prescribed format that is sent by the Regional Centre **Annexure 5.6**. CS must indicate the number of computers available, their configuration and the software and other requirements. Each student has to be given one computer during the examination.

c) Identification of Evaluators: The Exam Centre must inform the Regional Centre about the Evaluators for the TEPE. Their names, qualifications and experience are to be mentioned in the format while giving consent. It may please be ensured that only approved Examiners be engaged in TEPE.

d) Advance for conduct of TEPE and Payment Norms: Like theory examinations, advance is sent by SED to the examination Centre for conduct of the Practical examination. The payment norms for TEPE are at **Annexure 5.7**.

e) Change of Examination Centre: Change of Examination Centre for TEPE is not permitted. Students of other regions are not permitted to do the Practical Exam anywhere except in their region.

f) Award Lists: There are specified formats for preparing and sending the awards of the practical examination by the external examiner. The day-wise and course-wise award list has to be signed by the examiner and counter-signed by the Examination Centre Superintendent, with the LSC stamp **Annexure 5.8**. Unlike in the case of theory examinations where examination for several courses are conducted on the same day, each day of practical examination will be for one Course Code only. The Practical Examination award list has to be finalized, signed and stamped on a day-to-day basis. On completion of the TEPE, all the original award lists must be sent to the Regional Centre on the next working day.

The schedule of practical sessions is drawn at the LSC at least a month in advance and the eligible learners are informed to register/confirm their participation for the practical. Based on the number of learners registered in the session, arrangements for conduct of the practical are made accordingly. The schedule is then sent to the RC for approval. Once approved, the LSC is informed and the schedule is also uploaded on the RC website for information of all.

Attendance in all practical sessions is compulsory. Learners who have less than seventy five percent attendance in computer education courses are not permitted to appear for the Term end practical examination (TEPE) in the respective course. Students with short attendance are required to register for repeat practical in those courses with the prescribed fee. The formula for calculating fee is given below:

Total fee /number of courses /2

In the other programmes like BSc., BSc-N, PGDMCH and others conducted in spells of one/two weeks, attendance in all sessions is mandatory failing which the learner is ineligible to appear for the TEPE. The TEPE in such courses are usually on the last day of the spell. The details in the context of such practical oriented programmes are provided in the respective programme guide. The TEPE are conducted at the LSC and the internal examiners are appointed by the Coordinator from among the approved academic Counsellors of the respective course and information is sent to the RC accordingly. The External Examiners are empanelled by the Registrar SED. The Coordinator is required to place their request for appointing External Examiner in the relevant courses at least a month in advance to the Registrar SED through the concerned RC.

CHAPTER - VI

ADMINISTRATION AND FINANCE & ACCOUNTS AT LEARNER SUPPORT CENTRES

STRUCTURE

- 6.1 Introduction
- 6.2 Maintenance of Office Space of Learner Support Centre
- 6.3 Procurement/Purchase of Goods and Services and GFR Norms
- 6.4 Internet and Telephone Facilities
- 6.5 Electricity and Water Supply Facilities at LSCs
- 6.6 Maintenance and Annual Verification of Stock Register
 - 6.6.1 Stock Verification
 - 6.6.2 Report of Losses and Writing Off Losses
- 6.7 Procedure for Sale of Student Handbook & Prospectus
- 6.8 Files and Records to be Maintained
 - 6.9.1 Administration Related Records
 - 6.9.2 Finance Related Records
- 6.9 Operation and Maintenance of Bank Account
- 6.10 Delegation of Financial Power
- 6.11 Type of Expenditures
- 6.12 Payment to Part Time Staff
- 6.13 Processing of Bills
- 6.14 Payment Mode
- 6.15 Maintenance of Cashbook and Ledger
- 6.16 Submission of Monthly Account and Annual Account
- 6.17 Audit of Learner Support Centres

Learning Outcomes

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

- Describe the process of maintenance of office space of LSC;
- Discuss the procedure for procurement /purchase of goods and services for following -GFR and maintaining the files and records;
- Describe the system of annual verification of Stock Register;
- Explain the process of engagement of Part-Time-Staff at LSCs;
- Discuss the system of sale of Student Hand Book and Prospectus;
- Describe the system of operation of bank account;
- Explain delegation of financial power;
- Explain the procedure for release of payments to Part-Time-Staff and processing of bills for academic and administrative activities;
- State the procedure for maintenance of Cash Book and Ledger; and
- Describe the submission of monthly account to the Headquarters.

6.1 INTRODUCTION

So far, we have discussed about the need, roles and responsibilities of the LSC in IGNOU. It is to reiterate that LSC is established basically to provide human and academic support to the learners to maximise the learning outcomes of the learners by maximising the frequency and depth of their interactions with the Academic Counsellors. For this very basic purpose we need very sound logistics and infrastructure in terms of man, material and money. In this Chapter, we will discuss about procurement and management such infrastructure at LSC.

6.2 MAINTENANCE OF OFFICE SPACE OF LEARNER SUPPORT CENTRE

Requirements of Physical Infrastructure

The MoUs for setting up different types of LSCs clearly describe the obligations of Host Institutions and IGNOU. The obligations include:

- One or two rooms with a space of approximately 500-800 sq. ft. for exclusive use of the office of Coordinator;
- Every LSC needs to have a separate A/V room where TV/Audio Visual electronic course ware can be kept and seating arrangements can be made for holding teleconference and A/V sessions. IGNOU provides A/V equipments i.e Telephone and Satellite Receiver. Sufficient space has to be provided by host institution for the effective utilization of such facilities;

- Every LSC is given 5 sets of SLMs for the utilization by Academic Counsellors. In addition, the Regular LSCs are provided library books, furniture etc for setting up a library. Host Institution has to provide sufficient space for safety of these materials and for making seating arrangements in library for the learners. This accommodation is entirely at the disposal of the LSC for all times;
- Besides the classrooms and lab infrastructure are utilized for holding counselling sessions/Term End Examinations as per the mutual convenience of host institutions and IGNOU; and
- If the LSC is activated for academic programmes which are practical oriented or require the specialized facilities then maintenance of such facilities is required to be taken care of by host institution. For example, pre-school, crèche, day-care centers etc (for Women's Studies Programmes) or laboratory (for B.Sc., Computer Science, Engineering and Technology, etc.) should be made available by the host institution. In such cases, payments as per the provisions of University are made for making such facilities available.

The Coordinator has to approach the head of the institution where the centre is located to take possession of the accommodation earmarked for the LSC. IGNOU's activities should be prominently visible within the premises and for this purpose a signboard of IGNOU's LSC should be installed prominently at appropriate place.

6.3 PROCUREMENT/PURCHASE OF GOODS AND SERVICES AND GFR NORMS

IGNOU supplies the standard item such as furniture, fixtures/ equipments to its LSCs at the time of its establishment for smooth running of the centre. The University supplies the furniture items through its Regional Centre. The University has follows the procedures as laid down in GFR-2017 for dealing with matters related to finance, accounts and administration, including the purchase of the furniture and equipment to the Regional Centres and its LSCs. The admissibility norms of the standard items such as furniture, fixtures & equipments for LSCs (**Annexure 2.1**) have been fixed by the University.

In case of further requirement/shortfall and condemnation LSC may propose for supply to the Regional Centre as per norms provided at **Annexure 2.1** and prescribed proforma provided at **Annexure 2.2**. The requirements of number of furniture supplied to the LSC depend upon the number of students enrolled, number of programmes activated and number

of part – time functionaries appointed at the centre. *Additional supply is subject to budget provision, availability of space and specific recommendation of the Regional Director.*

6.4 INTERNET AND TELEPHONE FACILITIES

In order to facilitate learner support as well as official communication IGNOU provides internet facilities to all LSCs enrolling more than 100 learners. In case of SLSC, only installation cost is borne by the Regional Centre while monthly charges are to be made from shared amount. However, for the LSC located in remote, rural, geographically inaccessible areas and tribal areas, even if the total enrolment in a year is less than 100, the telephone bill up to Rs. 250/- and Internet charges up to Rs. 250/- per month are reimbursed by the concerned Regional Centre. LSCs having annual enrolment more than 1000, the telephone limit is increased from existing 250 calls per month to 500 calls per month.

6.5 ELECTRICITY AND WATER SUPPLY FACILITIES AT LSCs

University also reimburses water and electricity charges to the host institution as per actuals if separate meter is installed. In case separate meter is not installed a lump sum, amount is paid on monthly basis which is revised from time to time and which at present is Rs 1100/-. The Coordinator has to produce a certificate that the provision as such made satisfactorily. Reimbursement will be made against the receipt from the host institution only.

6.6 MAINTENANCE AND ANNUAL VERIFICATION OF STOCK REGISTER

Stock Register is a permanent and compulsory document in the Regional Centre and LSC to record the stock of the purchases made by the LSC and for making inventory for the stock. The stock register is divided into two types i.e. Permanent Stock Register and Consumable Stock Register.

All stores, so procured, shall on receipt be thoroughly checked, inspected and then taken on charge. It shall be ensured that the quantities are correct, quality is good and the articles are according to the approved specifications, where prescribed and that should be entered in the stock register. A certificate to this effect shall also be recorded on the supplier's invoice or bills. Separate accounts shall be kept for:

- a) Non-consumable(permanent) stock: Such as machinery, furniture, equipment and fixtures and other permanent items. A Stock Register shall be maintained in the prescribed form showing the number received, the number disposed off, the balance in hand of each kind of articles and place of its storage/installation;
- b) Consumable stores; all consumable items should be included in this Register; and

- c) All receipts/ issue entries in the stock registers shall be initialed by the Coordinator.

In the stock register, separate pages shall be set apart for different kinds of articles in alphabetical order. An alphabetical index of the article should be maintained at the beginning of stock register. Stock received from headquarters or other sources should be taken on record in the respective stock registers. In case of purchases made by the centres, the Coordinator must see the articles ordered have actually been received and entered in the appropriate stock register and the reference to the entry in the register is noted on the bills. He shall also put his dated initials in stock register as a token of this check.

History sheets shall be maintained for equipment such as video players, TV, computer, printers, calculators, photocopiers and costly equipment and shall indicate the date of purchase, source of procurement, rates at the time of purchase, instructions for use and servicing and also repairs etc. done from time to time. All stock registers should be kept on record for audit purposes.

6.6.1 Stock Verification

Under statute 6 (f) of the University, the Regional Centre and LSC have to ensure that a proper stock verification of all the articles held by the University is conducted. In accordance with IGNOU's policy the Regional Director will ensure that annual verification of all non-consumable stock held at the study centers is carried out in the month of April, and a report in the prescribed format, is prepared and sent by the Coordinator to the Regional Centre and the RSD. **The format runs into nearly 20 pages and is thus provided as Annexure 6.1 on the IGNOU website www.ignou.ac.in and can be accessed at the following URL** To make this effective, it is absolutely necessary to follow the guidelines and maintain the record as per norms and mark suitable serial numbers on all the items of furniture and other equipment like chair, table, etc., provided in the Regional Centre, LSC. Inventory charts should be made indicating the items of furniture and their numbers should be prepared and hung at prominent place in the centre to facilitate proper verification.

6.6.2 Report of Losses and Writing off Losses

Before a competent authority declares stores as obsolete, surplus or unserviceable and orders their disposal, the circumstances in which stores have become obsolete, surplus or unserviceable, as the case may be shall be ascertained. However, prior sanction of the Regional Director shall be obtained for writing off all losses, deficiencies or depreciation in the value of stores.

6.7 PROCEDURE FOR SALE OF STUDENT HANDBOOK & PROSPECTUS

Although the admission for most of the programmes is online and Student Handbook and Prospectus are available on the university website, there are certain programmes like MAEDU, BED, MBA (B&F) BPCCHN etc for which saleable hard copy of Student Handbook & Prospectus (forms) may be sold at the Sales Counter of the LSC against cash payment or by means of Indian Postal Orders / Bank Drafts and electronic mode. The following procedure shall be followed by the Sales Counters.

- Proceeds of the sale of Students Handbook and Prospectus should be recorded in the designated register;
- LSC should make the proper account of sale of Student Hand Book and Prospectus at the end of each day;
- Submit the draft/ Indian Postal order in the designated bank account of the University on the following date;
- After the last date for sale of forms, sale counters at the Study Centres shall send a Statement to the Regional Centre, in the **proforma given in Table 6.1**; along with details of remittances made to Regional Centre;
- The honorarium for the sale of the prospectus to the person who sells prospectus/application form is paid for the sale of prospectus after submission of account as handling charges which are revised from time to time;

Table 6.1: Record of Sale of Students Hand book and Prospectus

Sr. No	PROG	Number of Forms Received	Date	Serial Number of Forms Received	Number of Forms Sold	Serial Number of Forms Sold	Forms Returned / Transferred to Whom with their Serial Numbers	Balance

- The statement of sale account may be sent to RC for reconciliation of bank account in the Proforma given in the Table 6.2; and

- It may be ensured that account for sale Students Hand and Prospectus must be closed after the last date of admission for the said programme.

Table 6.2: Proforma for Submission of Sale Account of Students Handbook and Prospectus

Sr. No.	Programme	Duration of Sale	Details of bank draft/ Indian postal order	Date wise details of deposits	Amount Deposited

6.8 FILES AND RECORDS TO BE MAINTAINED

The Administrative and Financial records at the LSCs are subject to audit. Hence all such records should be carefully maintained.

6.8.1 Administration Related Records

(i) Stock Register

There are two types of stock registers— stock register for consumable item and for non-consumable items. Permanent stock register should be maintained at the Learner Support Centres. The details of items purchased or received should be entered in the appropriate Stock Register and certificate to this effect should be given on each voucher of expenditure. The Coordinator should sign this certificate. Each item of permanent stock should be maintained code wise. This code should be printed / inscribed on each item.

(ii) Stock register for consumable item:

The details of all the consumable items purchased at the LSC must be entered and counter signed by the Coordinator.

(iii) Stock register for non-consumable item:

The details of all the permanent / non-consumable items are entered in the register by the Coordinator. Every year a Stock Verification Report with respect to permanent stock, as on 31st March, should be submitted to the Regional Centre in the month of April in the **prescribed proforma as provided at Annexure 6. 1, under section 6.6.1 above.**

(iv) Sale of Student Handbook and Prospectus

The LSC should maintain the inventory of Student Handbook and Prospectus received from the Regional Centre from time to time. After the end of every month the statement of prospectus received from the Regional Centre, application forms sold and balance of forms must be sent to the Regional Centre alongwith the demand draft in respect of sale proceeds.

(v) Inward Register(Diary Register):

All the in-coming letters should be entered in the inward register and it should be maintained properly.

(vii) Outward Register (Dispatch Register):

All the dispatches must be entered by the LSC in the dispatch register and postage charges thereof should also be maintained. The details of letters along with the original receipt of Registered post, Speed Post etc. should be kept in the Dispatch Register. At the end of every month the Coordinator should send the postal certificate provide at **Annexure 6.2** to the Regional Centre along with the recoupment bill. A copy of the postal certificate duly signed by the Coordinator should be attached in the dispatch register after the end of the month.

(vii) Telephone Register

The LSC also keeps the records of calls made to the Regional Centre, IGNOU Headquarter, Learners, and Academic Counselors etc. Telephone bills submitted for reimbursement should have a certificate stating that all the calls made were official.

(viii) Library Register

Accession Register should be maintained for keeping the records of books/CDs and study material received from Head Quarters/Regional Centre or purchased locally. An issue register should be kept for study material, which is issued to counselors etc.

(ix) Visitor Register

Visitor register is also maintained by the LSC to keep the records of the persons who are visiting the LSC.

(x) Attendance Register of Part-time Functionaries:

The attendance register should also be maintained to keep the attendance of part – time functionaries. Abnormal days of absence may be reported to Regional Director as remuneration for such days is to be deducted on pro- rata basis.

6.8.2 Finance Related Records

(i) Cash Book

The cashbook should be maintained following the set guidelines of office accounting. Details of norms for maintaining it is given in the subsequent section.

(ii) Financial Related Files

The files related to financial transactions should be kept in the safe custody. It is the responsibility of the Coordinator to ensure its safe custody. He is liable to produce the financial record before the audit as and when required. Procurement of goods and services and financial transaction are to be processed in file and be done under the approval of the Coordinator. All the papers in the file (note sheet side and text side) should be properly numbered. The approvals of the Regional Director should be kept on record whenever a financial transaction is beyond the delegated financial powers of Coordinator.

(iii) Postage Account

The postage stamps have to be treated like the cash and proper records should be maintained. The account of the postage stamps used for dispatch of letters, telegrams, etc. should be kept in the columns provided for this purposes in the Dispatch Register. The staff in charge of the dispatch shall check carefully the stamps on each cover, telegram or parcel and in token check, initial the last entry of each day in the Dispatch Register. A register of postage stamps shall be maintained in which the receipt and total daily value of stamps issued as per dispatch register shall be recorded. At the end of each day or early next day, the entries in this register shall be checked and initialed by the Coordinator. The Coordinator 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.

(iv) Advance Register:

For petty expenditure LSC may draw a small amount as advance. Apart from cash book it is to be properly maintained in advance register so that a proper track of settlement of the previous advance

and drawing of subsequent advance is kept. Further advance can not be drawn until the previous one is settled.

(v) Register of Valuable Records:

LSCs are in possession of valuable records such as Cheques/ Bank Drafts etc. and these valuable records should be maintained properly. Register for such records should also be maintained indicating the number of foils/ leaves to be maintained and correct filing of cancelled cheques.

6.9. OPERATION AND MAINTENANCE OF BANK ACCOUNT

In order to maintain transparency in utilization of funds provided by the University to the LSC in the form imprest/advance for day to day expenditures, a new LSC after establishment, is advised to open an account in the name of LSC (for instance, IGNOU LSC 0601) after assumption of charge by the Coordinator, preferably in the scheduled nationalized bank. It is to be noted that this bank account is to be only a disbursement account for the LSC as deposit in the account of LSC is to be made only by IGNOU RC or Hqrts. The account will be operated by the Coordinator only. Under no circumstances joint signatory is to be allowed to operate the account. Regional Director introduces the Coordinator to the bank in writing through a letter to the bank manager and verifying the signature of the Coordinator for opening/operating the account. The format of the letter is provided at **Annexure 6.3**. LSCs are allowed to deposit receipt from IGNOU Hqrts and the concerned RC. No other receipt shall be allowed in this account. Only withdrawals and payments which are authorized are permitted from these accounts.

If the LSC wants to deposit any amount with regard to sale of application forms or any other amount they shall deposit only in the bank account opened by the RC for this purpose. RCs shall keep record of all such deposits by the LSC and maintain records for the same which may be produced at the time of audit or when they are asked to produce by the Hqrts/RC.

Regional Director concerned shall monitor these accounts regularly to avoid any misuse and further complications.

LSC shall submit bank reconciliation from time to time to the respective RC.

Regional Director will also orient the Coordinator for operation of bank account. While opening the bank account, Regional Centre releases an imprest amount depending on the number of programmes activated and expected number of learners at the LSC. This enables the Coordinator to make the centre functional. The University takes into consideration only the amount it transfers to LSC and the Coordinator will be responsible for all the transactions undertaken through bank account.

6.10 DELEGATION OF FINANCIAL POWER

Coordinator has been delegated Financial Power by the Vice Chancellor of the University, duly approved by the Board of Management as per **Annexure 6.4**. Such powers are to be exercised provided there is provision of budget and allocation of funds under the particular head of expenditure. The Coordinator must consult and seek approval of Regional Director before incurring expenditure on the items where budgetary provision is required. The Coordinator should thoroughly study the delegated power and know the payment norms both for academic and administrative activities as prescribed by the University and revised from time to time. The latest approved payment norms are placed in the **Annexure 6.5**. As a disbursing officer the coordinator should ensure that the payment is released for various activities as per rules and regulations only and as per prescribed Financial Code.

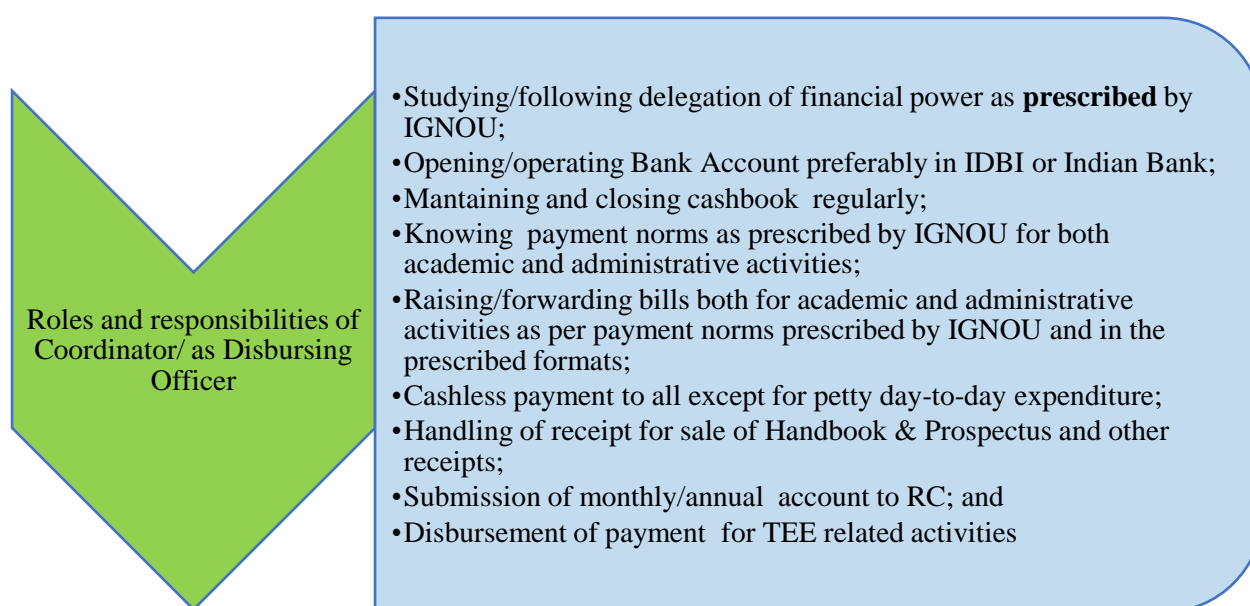


Fig. 6.1 Roles and Responsibilities of Coordinator as Disbursing Officer

6.11 TYPE OF EXPENDITURES

Generally, two types of expenditure are incurred at the LSC which include academic and administrative expenditures.

Academic Expenditures: As we know the foremost role of the LSC is to undertake academic activities. For all such activities payment norms are prescribed. Let us describe these payment norms:

(i) Expenses for Induction Meeting: In the beginning of each academic session induction meeting is organized at study centre. For organizing the induction meeting expenses as per fixed rate are reimbursed by the RC. The norms for the same are revised from time to time. The Coordinator of LSC

will submit the report on the induction meeting to Regional Director and also claim the expenses in the attached proforma placed as **Annexure 6.6**.

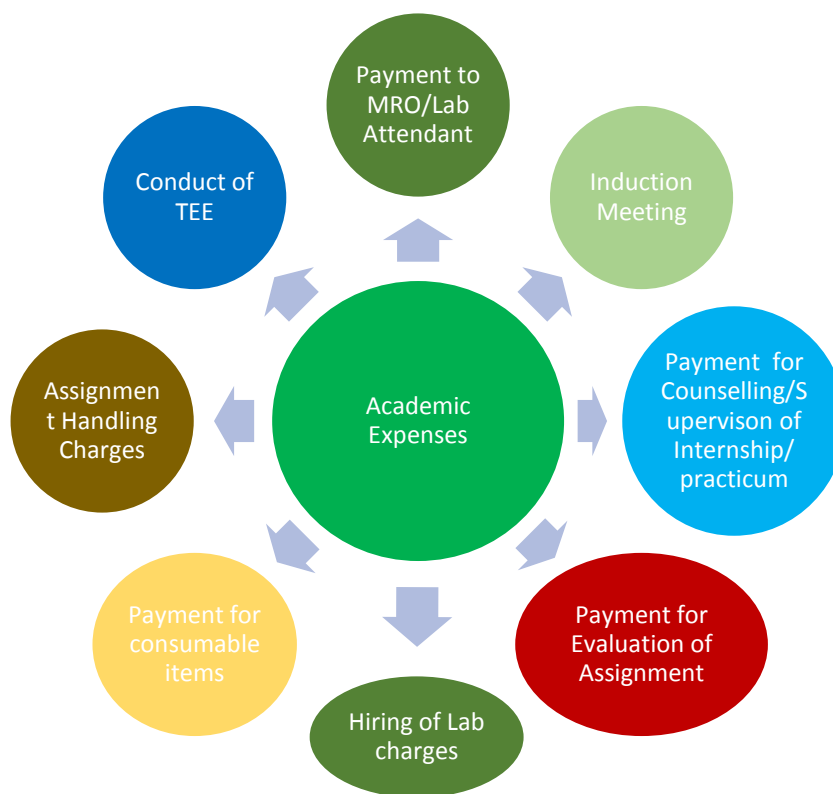


Fig-6.2 Academic Expenses

(ii) Counselling Charges: Coordinator draws a comprehensive counselling schedule in the beginning of every month and engages academic counsellors for the guidance of the learners. The academic counsellors are engaged course wise/ programme wise. Number of students may also be distributed equally for supervision and practicum work. Coordinator should ensure that:

- Only approved academic counsellors may be engaged for the counselling/supervision/internship and practicum;
- Academic Counsellors may be instructed to collect students' attendance on daily basis and submit one copy of the same with the Coordinator for records;
- Academic Counsellors should raise their bills in the prescribed proforma as at **Annexure 6.7**, duly supported by the attendance of the students and signed by the Coordinators and academic counsellor;
- Academic Counsellors should submit the bills on monthly basis to the Coordinator; and
- Consolidated bills of the LSC may be sent to RC by the Coordinator in first week of every month.

(iii)Charges for evaluation of Assignment: Assignments may be handed over to the academic counsellors for timely evaluation. While allotting assignments to the counsellors, the Coordinator of the LSC should issue a forwarding letter to them which should contain brief guidelines for evaluation of assignments, including the importance of the various types of comments as feedback to the learners, award sheet and remuneration bills. The academic counsellors may be advised to prepare the three copy of award sheet and one copy of the same may be used as a supporting document for raising the bills for evaluation of assignment.

(iv)Lab Hiring Charges: The bills for lab hiring charges/ machine hire charges may also be raised as per the norms of the University. However, the payment for such charges will be released to the host institutions only. Therefore, it is the prime responsibility of the Coordinator to obtain proper pre-receipted bill from the head of the host institution as a support documents for such claims. Once payment is received from the RC, it is the responsibility of the Coordinator to make the payment to host institution and obtain the proper receipt and it should be forwarded to the RC. The computer hire charges should have the following certificate with the bills

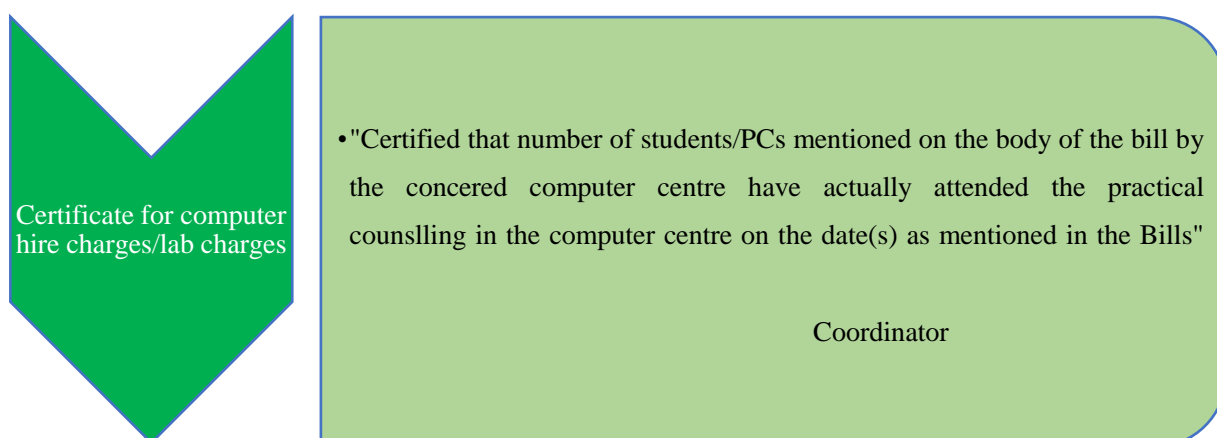


Fig. 6.3 Certificate for Practical Counselling

(v)Payment for Consumable Items: IGNOU has also made provision for payment of consumable items to the study centres for the conduct of practical as per the norms revised by the university from time to time. LSC should raise such bills as per actuals and these bills should be supported with vouchers for the items purchased from the market. This bill should also be supported by the certificate as above with some modification.

(vi)Assignment handling Charges: The functionaries of the study centres are involved in handling of a large number of student assignments. IGNOU has made provision for payment for assignment handling to the functionaries of the LSCs. Coordinator should raise a pre- receipted bill for

assignment handling as per actual number of assignments handled during an academic year. This payment may be claimed at the end of each academic session in the prescribed formats placed at **Annexure 6.8** and **Annexure 6.9**.

(vii) Conduct of TEE: Several activities associated with the Term End Examination are organized at the RC and LSCs which include conduct of TEE, conduct of TEE for practical examination, evaluation of synopsis, supervision and evaluation of project work, internship and practicum work, seminar (BLIS), Workshop, skill development training. Bills pertaining to these activities should be raised as per IGNOU norms which are revised from time to time.

Bills of TEE and practical examination of computer programmes are directly handled by Student Evaluation Division and must be processed in time so as to enable SED to release subsequent advance.

However, bills of seminar, workshop internship, practicum, supervision of projects and other academic activities etc. should be claimed from the Regional Centre in the prescribed proforma through LSC only. No direct bills from any other functionaries other than through the Coordinator will be entertained at RC under any circumstances.

(viii) Payment to MRO/ Lab Attendant: Bill for MRO/ Lab attendant/ Mentor may be claimed with the respective activities and the prescribed proforma only provided at **Annexure 6.10**.

Administrative Expenses

Certain administrative expenses are also incurred by the LSC and these payments are made by the Regional Centre once LSC submit bills to the RC. The important administrative expense includes:

- monthly remuneration to part time staff;
- expenses for goods services such as electricity, water, postage, telephone & fax/Internet;
- printing, purchase of stationery;
- purchase of computer stationary;
- Newspaper/Periodicals/Journals, local conveyance;
- maintenance of building;
- repair and maintenance of equipments; and
- repair of furniture and other miscellaneous expenses.

The University has fixed norms for each of the above mentioned administrative expenses and the same is revised and circulated from time to time. The payment for such expenses will only be made

against the bill and vouchers duly certified by the Coordinator. It is the responsibility of the Coordinator to deposit the monthly bills in time in order to avoid penalty charges.

(i)Postage Account: LSC may use postage stamps for sending letters. 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 and adjustment bills along with utilization certificate as provided at **Annexure 6.2** should be submitted to RC for adjustment. 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 shall be maintained in which the receipt and total daily value of stamps issued as per despatch 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 Coordinator, who as token of verification of the entries shall also initial the daily total value of the stamps consumed in the despatch register;
- The Coordinator 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; and
- The claim of the postage stamps should be made in the prescribed format.

(ii)Electricity and Water charges: Electricity and water charges are paid as per the norms of the University. Coordinator must pay electricity and water charges to the colleges and obtain the receipt for the same before claiming the same from the RC. A certificate for making payment may also be submitted with the bills.

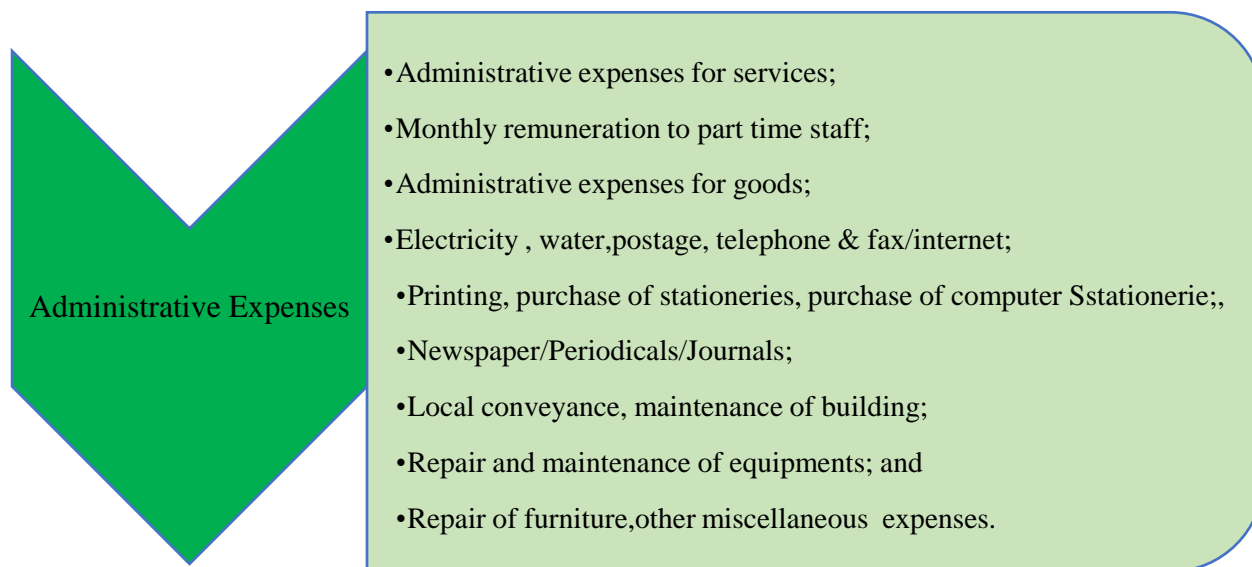


Fig-6.4 Administrative Expenses

6.12 PAYMENT TO PART TIME STAFF

LSC becomes operational with the help and support of the part time functionaries including Coordinator, Assistant Coordinator/ Assistant/ Attendant etc. Every month Regional Centre releases the honorarium to the part time functionaries of the LSC directly transferring through RTGS/NEFT/MIPS against the attendance in the account of part time staff. Under no circumstances payment of honorarium in cash mode is permitted. Therefore, after the disbursement of honorarium the Coordinator should furnish a certificate and submit the same to RC along with individual receipt that “the honorarium to the concerned part-time functionary (ies) was disbursed in the account of the individual only”. On receipt of this certificate the honorarium for the next month will be released by the Regional Centre.

6.13 PROCESSING OF BILLS

The Regional Centre releases imprest to the learner support centres to meet day-to-day expenditure. The imprest is released in the beginning of the every financial year and is required to be recouped on monthly basis by 10th of every month through receipt of bills and such imprest is to be finally adjusted at the closure of the respective financial year. LSCs should submit monthly recoupment bills to the Regional Centre for recoupment of the imprest by 10th of every month. While submitting the bills the Coordinator should ensure that the bills are submitted in the prescribed proforma placed at **Annexure 6.11**. The recoupment bill sent by the Coordinator must be tallied with the payment shown in the cash book and ledger. The bills are to be processed following the guidelines given below and the admissible amount spent is recouped to the centre.

In addition to the imprest released, the Regional Centre may release Special Advance to the centres for organization / conduct of special activities such as practicals of B Sc. Post Basic B Sc. Nursing, PGDMCH, PGDHHM, BLIS & MLIS Programmes, Workshops of B. Ed. etc. **Coordinator should note that out of such advances payment is to be made only for consumable items and external examineer as per norms. If payment exceed prescribed limit income tax may be deducted as per norms and PAN number of such examineers may be taken and reported to RC along with amount of TDS deducted.** As specified above, the centres 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.

The learner support centres submit bills towards provision of support services to the learners to the Regional Centres for payment. Before forwarding the bills 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 learner support centre, and each voucher should be signed by the Coordinator as payment verification and stock entry attestation separately;
- The bills should pertain to the current academic session only, under no circumstances bills of previous FY will be entertained;
- The counselling and evaluation of assignments and other academic activities related bills should be submitted in the prescribed formats;
- The claim is as per rules /norms of the University;
- Acquaintances of the counselling /assignment evaluation and computer hiring charges payment should bear the revenue stamp on the payment of Rs.5000/ and above;
- Only approved academic counsellors may be used for counselling and evaluation of assignment;
- The claim is supported with vouchers duly verified by Coordinator of the learner support centre, in the prescribed proforma;

- Bills for counselling and assignment evaluation should be prepared and presented programme/course wise only;
- For claiming the bills for counselling sessions, number of session prescribed/scheduled and held may also be mentioned at each bill;
- The bill should be enclosed with the necessary schedules of activities, certificates and approval of the Regional Director wherever necessary;
- Bills pertaining to conduct of counselling and evaluation of assignment should be supported by attendance sheet and award sheet. The relevant formats are provided at **Annexure 6.7**, for bills of counselling and at **Annexures 6.9, 6.12, 6.13 and 6.14** for assignment activity;
- The name of article purchased under particular voucher should be clearly readable;
- All the vouchers of purchases should be in the name of IGNOU;
- Rubber stamps are used for payment verification and stock entry verification;
- Bills should not be split up so as to avoid the sanction of the higher authority; and
- Bills should also be supported by GSTN and PAN number where tax deduction is required.

6.14 PAYMENT MODE

Coordinator of the LSC 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 for petty expenditure upto Rs 500. It is reiterated that remuneration to all part time staff and academic counsellors is to be made by RC directly and hence imprest on any other advances is not be utilised for this purpose.

6.15 MAINTENANCE OF CASHBOOK AND LEDGER

LSC should maintain a double column cash book to record every financial transaction. In two column cash books one column is for bank transaction other for cash. Experiences show that cashbook is not maintained properly at LSC. The narrations of transaction are not clear. Cashbook is also not attested by the coordinator. There should not be any ambiguity in the narration of transaction. For narration and procedure for maintaining cash book refer Figure 6.2 and Table 6.5 below:

Narration in the Cash
book

- A cheque of Rs 345.00 dated 20/10/2017 is issued to Mr. ABC for payment towards evaluation of assignment of PGDRD

Fig-6.5 Example of Cashbook Narration

Table 6.3 Procedure for Cashbook Narration

Receipt				Payment			
Particulars	Ledger Folio	Amount		Particulars	Ledger Folio	Amount	
Opening Balance	-	20515		Payment debited by Bank towards bank charges		180	
Payment received from RC		112400		Cheque no 123...dated -- issued to Mr. ABC towards Counselling of MHD		7000.00	
				Cheque No 1234 dated--Issued to MrXYZ towards Counselling of MEG		15000.00	
Total		132915		Closing balance		110735.00	

				Closing Balance as per Cash Book		110735.00	
				Closing balance as per Bank statement		117735.00	
				Cheque to be present		7000.00	
				Net difference		NIL	
				Signature of Coordinator			

- At the end of each month the Coordinator 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;
- Payments made by cheques should be recorded in the 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 accountant and the Coordinator 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 LSC to incur expenditure from their own pocket, such transaction need not be entered in the Cash Book immediately. The functionary 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 accountant responsible for maintenance of Cash Book will reconcile the balances with the bank pass book at the end of each month. Any discrepancies are to 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 and claimed in the recoupment bill;

- Every month Bank Reconciliation Statement (BRS) must be prepared and further appropriate action should be taken on the basis of the statement; and
- As far as possible tally software may be used for accounting purposes.

Maintenance of Ledger: LSC should also maintain the ledger along with cash book for making the account of the LSC more transparent. Efforts should also be made to maintain the account of the LSC head-wise, academic counselor wise, and programme/course-wise. This will help the LSC to keep proper track of all the expenditure. Ledger should also be checked and verified by the Coordinator at regular intervals.

Imprest/Advance Register: Each LSC should open an imprest register for each calendar year. The register should contain the following details as shown in Table 6.4 below:

Table 6.4: Sample of Imprest Register

Cash Transactions					Cheque Transactions					
Date	Particular of Payment	Detailed head	Account for amount	Amount	Date	Particular of Payment	Detail head	Account for amount	Cheque No.	Amount

Amount of transaction should be invariably entered in the classified columns depending upon the nature of the expenditure and simultaneously the amount paid should be entered in the respective columns. All cash payment should be entered in the cash column and cheque payment under cheque column.

For cheque payment out of imprest, this should be booked both in the imprest/advance register. The cash transaction should be entered in the imprest register at the time of payment. The total cash payment of day or week or a month or when the bill is sent for recoupment, the total of all cash transactions can be charged to cash book as per the convenience of LSC. At the time of recoupment, it should be ensured that the total of the classified Head of A/C tallies with the total of cash and cheque transactions of the imprest register.

When the amount is received from the Regional Centre, the particular should be noted in the Imprest Register advance.

The draft/cheque should be deposited in the bank and necessary entries should be made in the receipt side of the cash book in the bank column.

Draft/ Cheque received for the special advances as TEE and expenditure should not be entered in the Imprest Register. However, amount may be entered in the cash book deposited in the LSC account.

Bank Reconciliation Statement: At the end of each month the Coordinator should verify the cash balance in the cash book and record a signed and dated certificate to this effect. It is also important that account of LSC is reconciled at least once in a month positively. The reconciled report must be sent to RC along with monthly account for their record. For the ready reference of the functionary of the LSC, an example of bank reconciliation statement is presented in Table 6.5 below:

Table 6.5 Bank Reconciliation Statement

Statement	
Closing Balance as Per Cash book	Rs. 50,000
Cheque issued but not presented in the Bank	Rs. (+)5000
Cheque deposited but not realized in the bank	Rs. (-)10000)
Closing Balance as per Bank statement	Rs. 45000
Difference	Nil
List of the cheques issued with amount	
1. Mr. ABC	Rs. 3200.00
2. Mr. XYZ	Rs 800.00
3. Mr. XXX	Rs. 1000.00
Total	Rs. 5000.00
The Amount Reconciled	

6.16 SUBMISSION OF MONTHLY ACCOUNT

Information regarding the various transactions undertaken should be submitted to the Regional Centre by the 5th of every month. This will enable RC to monitor the account of the LSCs and will inform discrepancies, if noticed any to the LSC for rectification. The Monthly account of the LSC should be submitted in the prescribed formats as at **Annexure 6.15 and 6.16**. At the end of the financial year the LSC has to submit the Annual Account taking into consideration all the transactions during the financial year (which is actually the cumulative total of the monthly account submitted by the LSC).

It is also to be noted that during the financial year some services and products procured during the year, but the bills relating to that were not received or paid due to one reason or another. The details of all such outstanding bills should be provided so that the expenditure belonging to a particular financial year is taken into consideration.

6.17 AUDIT OF LEARNER SUPPORT CENTRES

The accounts of LSC are scrutinized by internal audit and the Comptroller and Auditor General of India. The auditors thoroughly analyze the financial statements and ascertain whether:

- a) The financial statements are accurate and complete and are consistent with the primary records, books and ledgers;
- b) The financial statements are prepared in accordance with the accounting standards and laws, if any, governing them;
- c) The financial statements are presented with due consideration to the circumstances of the audited entity;
- d) Sufficient disclosures are presented about various elements of financial statements including any unusual items;
- e) The various elements of financial statements are properly evaluated, measured and presented; and
- f) Whether all the compulsory financial records have been mentioned or not and procedures are followed as per the norms of the Institution.

The following points may be noted as these are the priority areas from the point of internal/ external auditing:

1. Timely authorization of payment of claims within the approved norms;
2. Purchases or acquisition of stores in conformity with the procedure laid down in the financial code and obtaining proper approval from competent authority;
3. Maintenance of stock items and stock verification of the assets of the LSCs under their control and reconciliation of differences in the value of items;
4. Custodian of the Library Books and electronic courseware;
- a) Allotment of Central Accession number to the books by pursuing the matter with the Librarian wherever needed;

- b) Safe custody of electronic courseware and the maintenance of the related gadgets;
- c) Proper physical verification of the Library Books and utilization of resources available with the University implying thereby the satisfactory display of material by the LSC for the benefit of students;
- d) Utilization of imprest account only for authorized items. Daily posting of imprest register;
- e) Avoidance of use of correction fluid in the bills, Cash Book, Imprest Register. Proper authentication by the initials of the authorities concerned wherever corrections are involved; and
- f) Settlement of old audit paras and proper reply to the audit with related record for verification.

The primary function and spirit of audit is to see:

- i) Whether government money received is duly accounted for and credited to the University;
- ii) Whether all the items of expenditure incurred or authorized is in accordance with the prescribed rules and regulations; and
- iii) Whether the accounts are complete in all respects.

The audit forms indispensable part of the financial system necessary to ensure the sound functioning of financial system.

The officers of LSC should consider it as their duty to furnish the details and give the records to audit.

The audit is divided into two types; Internal and Statutory audit and the brief overview is as under:

Internal Audit

The term internal audit has been defined as, an independent appraisal of activity within an organisation for review of operations as a basis of service to management. It is a managerial control which functions by measuring and evaluating the effectiveness of other controls. The Internal audit of the LSCs is conducted by the university headquarters. The following control functions could be undertaken by internal audit in the case of LSC:

- Review of accounting and other records and the internal control environment;
- Review of the appropriateness, scope, efficiency and effectiveness of internal control systems.;
- Detailed testing of transactions and balances and the operation of individual internal controls to ensure that specific control objectives have been met;
- Review of the implementation of management policies of the organisation; and
- Special investigations for management.

The function of the internal audit is appropriately structured and resourced to enable it to provide the appraisal of internal controls. The University is conducting the internal audit of the LSCs regularly to achieve its goal as per the Acts and Financial Code of the University and the Coordinator should extend support to the audit party for its smooth conduct.

Statutory Audit

The accounts of the University, once at least every year, and at intervals of not more than fifteen months, are audited by the Comptroller and Auditor General of India or such person or persons that he may authorize on his behalf. The audits of the LSCs are conducted as per schedule of audit team. The statutory audit is being conducted by the state A.G. or by the unit of CAG, therefore, it is important to mention here that the accounting procedures of the LSCs becomes more accountable on the part of Coordinator & other staff deployed in the LSC. The Coordinator of the LSC has the responsibility of proper discharge of the financial duties according to the norms of the University including extending support to the external audit party for timely completion of audit.

CHAPTER – VII

OTHER SUPPORT SERVICES

STRUCTURE

- 7.1 Introduction
- 7.2 Library Support
 - 7.2.1 Material and Facilities Available
 - 7.2.2 Services Available
 - 7.2.3 Acquisition of Materials
 - 7.2.4 Procedure for Subscription of Print Journals for LSC
 - 7.2.5 Guidelines for Maintenance of Books and Journals
 - 7.2.6 Stock Verification and Procedure to Withdraw Books
 - 7.2.7 Loss of Publications
 - 7.2.8 Preventive Measures for Safeguarding the Books
 - 7.2.9 E-Resources and Its Handling

- 7.2.10 DELNET
- 7.3 ICT Support
 - 7.3.1 IGNOU Website
 - 7.3.2 MOOC/OER
 - 7.3.3e-Gyankosh
 - 7.3.4SWAYAM and SWAYAM PRABHA
 - 7.3.5Gyan Darshan and Gyan Vani/GyanDhara
 - 7.3.6 SMS
- 7.4 Other Administrative Support
 - 7.4.1 Facilitation in availing Scholarships and redressal of grievances therein
- 7.5 Grievance Redressal
- 7.6 Committees against Sexual Harassment
- 7.7 Grievance Redressal at LSC
 - 7.7.1 Online and Offline Admission and Re-registration
 - 7.7.2 Address, name and other registration details
 - 7.7.3 Non-receipt of SLM
 - 7.7.4 Non-conduct of Theory and Practical Counselling
 - 7.7.5 Non-reflection of Assignment Awards
 - 7.7.6 Problems in Project Submission and Evaluation
 - 7.7.7 Non-availability of Hall Ticket or missing course code in Hall Tickets
 - 7.7.8 Non-declaration of TEE result
 - 7.7.9 Non-receipt of Grade Card and Degree Certificate
 - 7.7.10 Miscellaneous Grievances
 - 7.7.11 Handling of Grievances: Received through Letter and by Hand
 - 7.7.12 Handling of Grievances: Received through Email

Learning Outcomes

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

- Describe material, facilities and services available in the Library;
- Describe the procedure for acquisition, subscription of Books and Journals;
- Discuss guidelines for maintenance of Books and Journals;
- Discuss the procedure of stock verification, withdrawal of Books and loss of Books;
- Elaborate the preventive measures for safeguarding the books;
- Operate e-Resource, Delnet and undertake its Handling;
- Discuss Student Support through Website, SMS and e-mail;
- Describe MOOC & OER;
- Discuss e-Gyankosh, SWAYAM and SWAYAM PRABHA;
- Describe the Importance Web Base TV Channel Gyandarshan, Gyan Vani/GyanDhara;
- Define the concept and importance of grievance redressal such as iGRAM;
- Discuss the modes of receipt of grievances and types of student concerns;
- Discuss the modes and procedures of handling grievances at RCs and linkage with the Centralised Grievance Redressal Network of IGNOU; and
- Describe the constitution and functions of RCCASH.

7.1 INTRODUCTION

We have discussed in the previous Chapters most of the major activities which University expects from the LSCs to undertake for helping the learners in successful completion of their programme of study. In this Chapter, we will discuss many other activities which are very important but could not be placed in the previous Chapters due to their miscellaneous nature. These facilities include library ICT support and mechanisms of student grievance redressal. In this Chapter we have also incorporated certain activities, which are though directly not related to LSC working, are important for LSC functionaries to know for further dissemination to the learners.

7.2 LIBRARY SUPPORT

Library services are essential support services in every higher education Institution. Effective library support to distance learners is mandatory for qualitative delivery of instruction and learning. In the three-tier structure of library services of IGNOU, the LSC libraries have the most significant role in facilitating learning at the grass root level. Though distance learners receive 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 distance learners need to make use of resources other than printed study materials. LSC libraries can play a dynamic role to fulfill the needs of learners and counsellors by providing information services to support teaching, learning, research and in the pedagogical process.

7.2.1 Materials and Facilities Available

LSC libraries are housed with several sets of self learning course materials of IGNOU. Old question papers of previous Term End Examinations are available at the LSC library. Self learning materials are kept for display in the library so that the prospective students can also get a preview of the courses before getting admission to a particular programme. In addition to the printed resources, LSC libraries are also equipped with multimedia resources, like audio-visuals materials, e-books etc. The learner can have access to appropriate computer facilities with internet and other audio, video and multimedia equipments in the LSC Library.

Most of the LSC libraries are enriched with good number of books and reference sources like Encyclopedias, Dictionaries, Handbooks and Manuals, Statistics, Yearbooks which are supplementary to study materials. A variety of other information resources are also displayed for use in the LSC libraries which are being received from IGNOU as well as from the host institution. The following are some of them:

- Annual Reports and Newsletters;
- Complimentary copy of Journals;

- Newspapers and magazines;
- Brochures, Handouts, Profiles etc.;
- Prospectus for different programmes;
- Assignments question papers of different programmes for the learners; and
- Question papers of previous Term End Examinations.

7.2.2 Services Available

The main goal of the LSC libraries is to make information services and resources available and accessible to all members to support teaching, learning and research. In order to meet the information needs of the distance learners and the academic counsellors, the LSC libraries provide the following services:

- Access to reading rooms for various supplementary books and periodicals in addition to the course materials;
- Reference services either in person, by telephone or through e-mail;
- Access to audio video materials of various IGNOU programmes;
- Access to Gyan Darshan and Gyan Vani programmes through internet-based web cast;
- Access to inter library loan services through DELNET for materials/Books which are not available in LSC library;
- The learner can have access to the questions papers of previous Term End Examinations available at LSC library;
- The learner can have access to old Project work submitted by the students of various programmes available at LSC Library;
- The services are available during working hours of the LSC for optimum access by the users; and
- Internet facility for the learners and the academic counsellors.

7.2.3 Acquisition of Materials

Acquisition of library books for LSC is done either by IGNOU Headquarters or Regional Centre; the LSCs do not have the administrative power to purchase books. However, the Coordinator may send their recommendation/requisition for books for different programmes activated in their LSC to the Regional Director. Five sets of study materials for each programme activated at the centre are supplied for the LSC library at the time of the establishment of the LSC. The audio video materials of different programmes are also supplied to the LSC library by the university from time to time in order to supplement learning of distance learners.

7.2.4 Procedure for Subscription of Print Journals for LSC

The print journals for libraries under LSCs are subscribed by the respective Regional Centres/

Headquarters. The recommendation/recquisition for print journal by the academic counsellors/learners for LSC libraries may be forwarded by the Coordinator to the Regional Director. However, LSCs can subscribe local newspapers independently.

Subscription Procedure

- The recommendations for procuring journals are received from the academic counselors, Coordinators, the faculty/academics (ARD/DD/RD)/learners (through academics), to subscribe or renew by Regional Director;
- 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 journals are non-discounted items and the issues of the journals are received in the Library from January to December as and when the issues are published;
- The issues of the journals are entered in the computer as and when they are received; and
- The bills are received from the vendor along with the price proof which is processed and payment released under intimation to RC.

7.2.5 Guidelines for Maintenance of Books and Journals

The care of the library collection includes maintenance and organization of the collections. The transactions of all the activities/procedures/etc. in the LSC library should be carefully and properly recorded for the relevant information and documentation. In this regard, apart from the computerized system, the LSC libraries should maintain the following documents compulsorily for keeping the records:

- Accession Register for books;
- Register for Study Materials;
- Register for Audio/Video Materials;
- Journal Subscription Register; and
- Book/Study Material Issue Register.

After receiving the books at library from different sources, the following activities are to be carried out by the library staff:

- The details of the Invoice and Books are properly entered in the appropriate column in the Accession Registers specified for the purpose;
- Stamping – Library Stamp to be put on the back of Title page, on Secret page and on the last page;
- Pasting Spine labels, on the Front Page and on the Title page and laminate it with Cello tape; and

- Monitoring receipt of journal issues(subscribed) for its timely supply and record of missing issues are to be maintained by LSC libraries. Every issue of the journals/periodical is to be recorded properly so that reminder can be sent to the publisher/vendor in case of any missing issues.

7.2.6 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 the General Financial Rules (GFR) Rule 194, “Complete physical verification of books should be done every year in case of libraries having not more than twenty thousand volumes”. All libraries under the Learner Support Centres have a collection below this and hence they are bound to conduct stock verification every year and submit the report to the Regional Director for onward transmission to the Library at Headquarters. The stock verification at LSC may be carried out by a team of member consisting of the Coordinator, the Assistant Coordinator, and the Assistant /Library in charge.

7.2.7 Loss of Publications

- Some loss of publications is inevitable especially in the context of open access practice in libraries. The Librarian has a role as information manager and not just a custodian;
- 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 publications by competent authority; and
- 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.

7.2.8 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 students should be kept in the entrance point; and
- Anti rat/termite treatment is carried out in short intervals.

7.2.9 E-resources and its Handling

Existing library and information set up has limitations in ODL system with regards to the library facilities, printed information resources, infrastructure, space, storage, ICT provisioning and staff. Due to resource constraints and location in far flung areas, the students in the distance learning institutions do not have access to the same kind of library services as available in the campus-based learners. In the ODL system the applications of ICT hold great potential to meet the challenge of bridging the gap between the libraries and the students at home, workplace or anywhere. With the aim to create an integrated e-platform for scattered e-resources i.e. accessible e-books/journals of publishers and attempts of various institutions to create digitized contents of library resources unique and relevant to target beneficiaries, National Open and Distance Learners' Library & Information Network (NODLINET) has been established. Access to e-resources is just one of the many services that IGNOU Library has so far developed under its NODLINET programme. Its other services include digitizing contents, developing accredited standards and guidelines for distance learning libraries, and building automation facilities, digital and print collection, etc.

IGNOU has now provided all the RC libraries, access to millions of books and journals holding of around 2000 libraries spread all over India. This linkage has been provisioned to all RCs with Developing Library Network (DELNET) facilities. Interested learners can access the Catalogues of other Libraries through DELNET.

7.3 ICT SUPPORT

Unlike in conventional education, the learners are at a distance and hence, in isolation from the Institution and peers. In this context, it is pertinent to consider that the online medium is today used as an effective means of communication and Interaction. Websites and the social media have emerged as important channels of communication. Apart from this, the mobile based applications are also being widely used. The emergence of social media, web-based technologies and interactive mobile technologies, has provided new vistas for providing learner support services to the learners. As a result, websites, blogs, facebook, whatsapp and mobile apps are being effectively used for learner support services in the Open University. However, institutions must see to it that these social media are not misused.

7.3.1 IGNOU website

In this ICT driven era, website has come to represent the face of the Open Universities. IGNOU has developed its website, www.ignou.ac.in. The website serves to provide much of the relevant information and services needed for both the prospective and the current learners. It provides holistic information about the various activities and divisions of the University. It also hosts the websites of

the various Regional Centres. Each Regional Centre link in the University website provides region specific information such as the list of LSC, programmes offered in the region etc.

The important services provided for the learners in the IGNOU Website are:

(i) Online Admission system - The University has introduced online application system through the website. Applicants can conveniently register and submit their applications online. Both fresh admissions and registrations for subsequent sessions that is re-registration are now done through the online mode.

(ii) Student Zone - The Student Zone in the IGNOU website provides vital student related information on admission announcements, online admission, assignments, results, library etc shown in **Figure 7.1**. The IGNOU Student Management System in the Student Zone has the provision to provide details of the Admission registration details, student particulars, status of submission of Assignments (continuous assessment), Grade card indicating status of course completion etc. The student can access this information by providing the Enrolment No. and the Programme Code. Thus, the website serves as the University interface for the learners to examine one's academic progress. Further, status of additional services such as change of study centre, address change etc. are also updated on the website.

(iii) Term End Examination (TEE) related services - The University has also introduced web based online services for Examination related matters such as online submission of TEE forms, generation of TEE hall ticket, results of Re-evaluation, declaration of results of Entrance Examinations etc. Students can use these facilities for submitting on line examination forms.

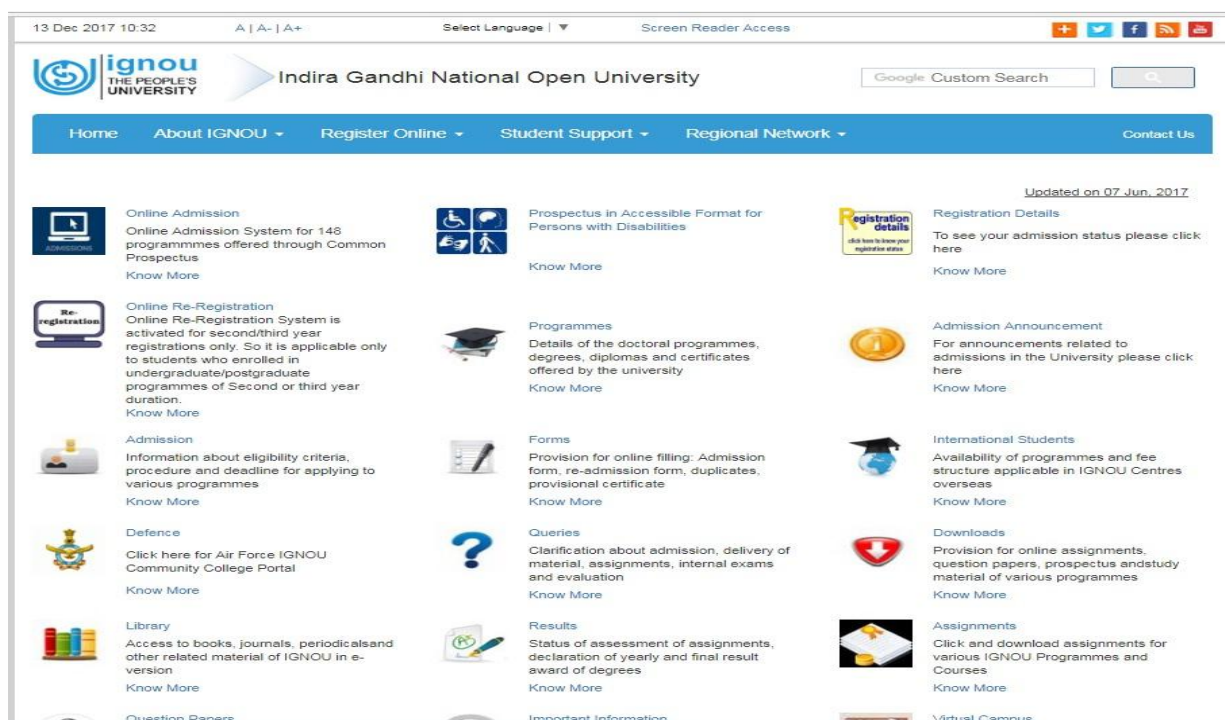


Figure 7.1 Student Zone on IGNOU Website

7.3.2 MOOC & OER

In the context of providing ‘Education for All’, MOOC and OER offer a promising solution to address the cardinal requirements; viz. access, equity and quality. It envisages providing education to a very large number of learners transcending the borders of geography and time, through the use of online medium.

Today MOOC is being offered in many educational Institutions and Universities world over. There have been initiatives to offer MOOC in the Indian Higher Education as well. The SWAYAM programme by the Government of India under the Ministry of Human Resource Development (MHRD) is a major initiative to offer MOOC courses in a massive scale. The courses under the SWAYAM are also expected to be integrated with the conventional higher education system by certification and credit transfer. Various National Institutions including IGNOU are contributing to the development of MOOCs in the country.

7.3.3 e-GYANKOSH

E-GYankosh, as the name indicates, is a repository of learning resources in the electronic form. It is a national Digital Repository of digital learning resources developed by ODL (Open and Distance Learning) Institutions in India. The resources in this repository are protected by copyright, with the rights reserved by Indira Gandhi National Open University (IGNOU), unless it is otherwise indicated. This repository is to store, index, preserve, distribute and share digital learning resources in the field of ODL. It has the feature of user registration and the collections in the repository can be browsed. However, one can browse the e-gyankosh as a guest. The e-Gyankosh portal can be accessed at <http://egyankosh.ac.in/> and learners can access SLM in case it is not received in the print form.

7.3.4 SWAYAM AND SWAYAM PRABHA

SWAYAM and SWAYAM PRABHA are two important initiatives launched by Government of India under the Ministry of Human Resource Department (MHRD) to make quality education accessible to all through the use of digital technology. These platforms were launched by the Honorable President of India on 9th July, 2017. These initiatives, through the use of internet and satellite connectivity have been envisaged to make available the services of the best teachers to students even in the remote areas of the country.

MOOC courses offered from the SWAYAM platform is an important move in enhancing outreach to learners through technology enabled mechanisms.

SWAYAM Prabha, a MHRD Project under the NME-ICT (National Mission on Education through ICT), is a group of 32 Direct-to-Home (DTH) channels devoted to 24*7 basis telecast of high-quality

educational programmes with the use of GSAT-15 satellite. These channels will telecast programmes for Higher Education, School Education; Curriculum based courses to meet need of lifelong learners and programmes to assist students of Standards 11 and 12, to prepare for competitive examinations.

The content for SWAYAM Prabha is provided by various national institutions and bodies such as UGC, IITs, CEC, NPTEL, IGNOU, NCERT and NIOS. The SWAYAM Prabha channels are available free for use by anyone. Students can access the educational content transmitted through SWAYAM Piranha by installing and configuring DTH service by setting up of a Set top box.

7.3.5 GYANDARSHAN and GYANVANI/GYANDHARA

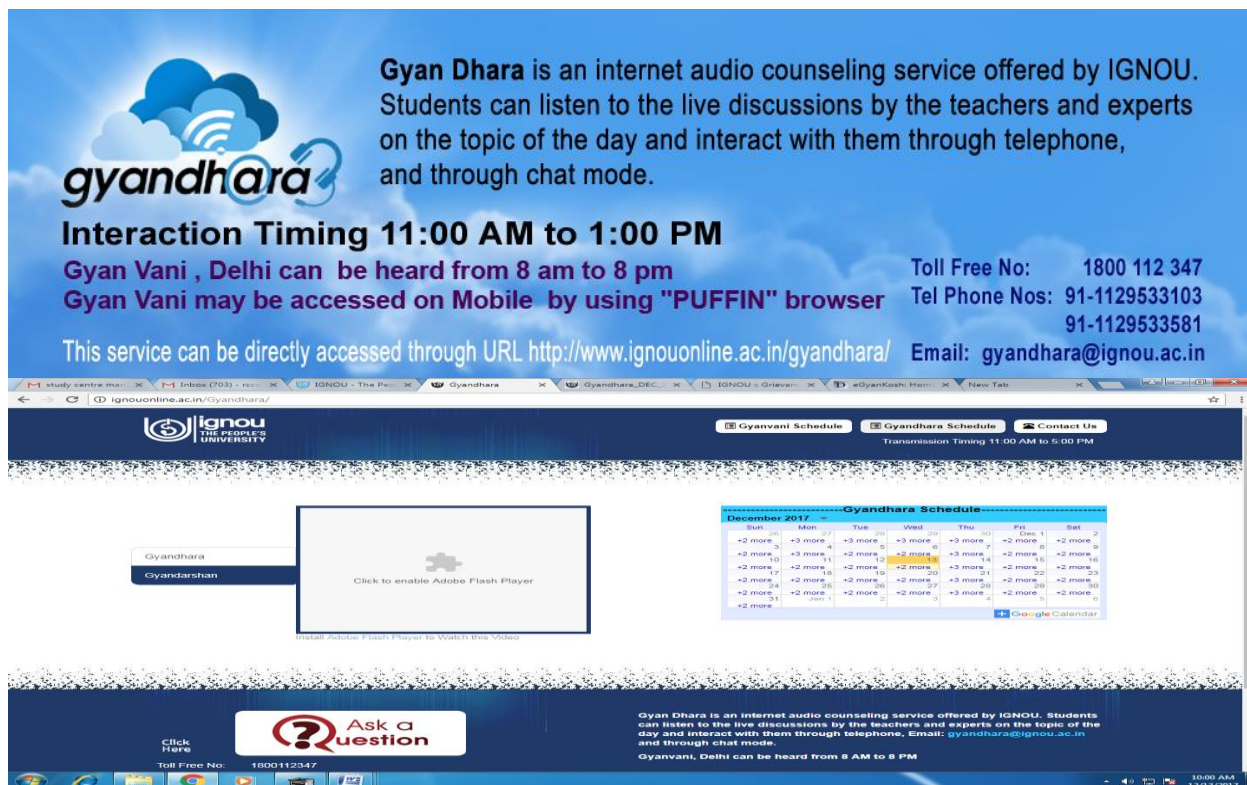
Gyandarshan is a web-based television channel from IGNOU that caters to educational and developmental needs of the society. Since long apart from academic counselling and assignment, TV and radio are being effectively utilised by IGNOU both in synchronous and asynchronous ways as delivery tools. GyanDarshan as discussed in Chapter_1 is a TV channel, earlier beamed through satellite and discontinued since some time, is now a web based TV channel.

The widespread reach of radio especially in the rural areas was unparalleled in comparison with other media. IGNOU began using radio as one of the multi-media in its instructional system by partnering with the All India Radio.

Since the year 2001, IGNOU through the EMPC (Electronic Media and Production Centre) has been airing educational programmes from its Gyanvani FM stations. After a brief period of interruption in the transmission, GyanVani FM channel at Delhi has been airing radio programmes at 105.6 MHz from January, 2017, on a twelve hours daily schedule from 8 am to 8 pm. A variety of radio programmes including interactive radio Counselling are transmitted by this channel. Now GyanVani FM Channels have been made operational in Lucknow, Varanasi, Nagpur etc. and IGNOU intends to increase this number in future.

GyanDhara is the audio Counselling service that IGNOU provides to its learners through the internet (Figure 10.3).

The Audio counselling sessions through Gyandhara can be heard on www.ignouonline.ac.in/gyandhara. The monthly schedules of the audio sessions are placed in the online portal of Gyandhara. Study centres should encourage the learners to avail the online facility of Gyandhara provided by IGNOU and gain more insights on their academic matters by interacting with subject experts, very conveniently using Computers and mobile.



Gyan Dhara is an internet audio counseling service offered by IGNOU. Students can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, and through chat mode.

gyandhara

Interaction Timing 11:00 AM to 1:00 PM

Gyan Vani , Delhi can be heard from 8 am to 8 pm
Gyan Vani may be accessed on Mobile by using "PUFFIN" browser

Toll Free No: 1800 112 347
 Tel Phone Nos: 91-1129533103
 91-1129533581
 Email: gyandhara@ignou.ac.in

This service can be directly accessed through URL <http://www.ignouonline.ac.in/gyandhara/>

Click Here to enable Adobe Flash Player

Gyandhara Schedule

Sun	Mon	Tue	Wed	Thu	Fri	Sat
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more
+2 more	+3 more	+3 more	+3 more	+3 more	+2 more	+2 more

Click Here to Ask a Question

Toll Free No: 1800112347

Gyan Dhara is an internet audio counseling service offered by IGNOU. Students can listen to the live discussions by the teachers and experts on the topic of the day and interact with them through telephone, and through chat mode.

Gyanvani, Delhi can be heard from 8 AM to 8 PM

Figure 7.2 GyanDharaPortal

7.3.10 SMS

SMS or short message service has emerged as a very common way of instant and short communication through the mobile phones.

IGNOU has been actively using SMS as a means to reach to its distant learners. Some of the areas for which SMS is actively used by the University are:

- Admission Confirmation of online applications;
- Intimation regarding Induction Meetings;
- Receiving of Study Materials;
- Assignment related vital communication;
- Term End Examination - hall tickets & other communication; and
- Convocation related communication.

Coordinator should encourage the learners to update their mobile number in IGNOU records getting SMS services.

7.4 OTHER ADMINISTRATIVE SUPPORT

In the three tier system of IGNOU, there are provisions of administrative supports to be provided to the learners at LSC, RC and Hqtrs. LSC being the most important access point for learners should guide properly. Following services can be availed by the learners at the RC:

- Correction or Change of Address/Email/mobile Number;

- Correction of name/Surname;
- Change of RC/LSC;
- Change of Medium, Courses and Programme;
- Identity card related issues;
- Receipt of study materials;
- Issue of Migration Certificate;
- Non-receipt of Grade Card/ Degree; and
- Issue of bonafide certificate.

Besides the above issues, there are other student concerns, which are to be taken care by the headquarters and Regional Evaluation Centre. These are as follows which should be requested in prescribed formats.

- Issue of Bonafide Certificate;
- Issue of official transcripts, Grade Card/Provisional Certificate and Degree;
- Duplicate degree/GC/PC;
- Credit transfer;
- Application for improvement;
- Migration Certificate; and
- Issues related to online admission.

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

- Early declaration of result;
- Photo copy of answer scripts;
- Revaluation of answer scripts; and
- Problem related to non-declaration of TEE result due to administrative problems.

7.5 GRIEVANCE REDRESSAL

In fact, the grievance redressal mechanism of an organization is the measure of its efficiency and effectiveness. Every Regional Centre and LSC 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 University has an effective Grievance Redressal Mechanism with dedicated help desks/student support cells at all the 56 Regional Centres and a dedicated centre namely the Student Service Centre (SSC), established in the year 1999, at IGNOU headquarters looking into student grievances.

The SSC and all the help desks at the Regional Centres have the mandate to provide the right information at the right time, redress grievances at every stage, and 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.

Apart from redressing the grievances received through letters, e mail, and telephone the web portal are also been used. 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 7.3**.

IGNOU has its on grievances redressal portal namely iGRAM(IGNOU, Grievance Redrassal and Management System)as shown in **Figure 7.4**. Nodal persons have been identified at each Regional Centre/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.

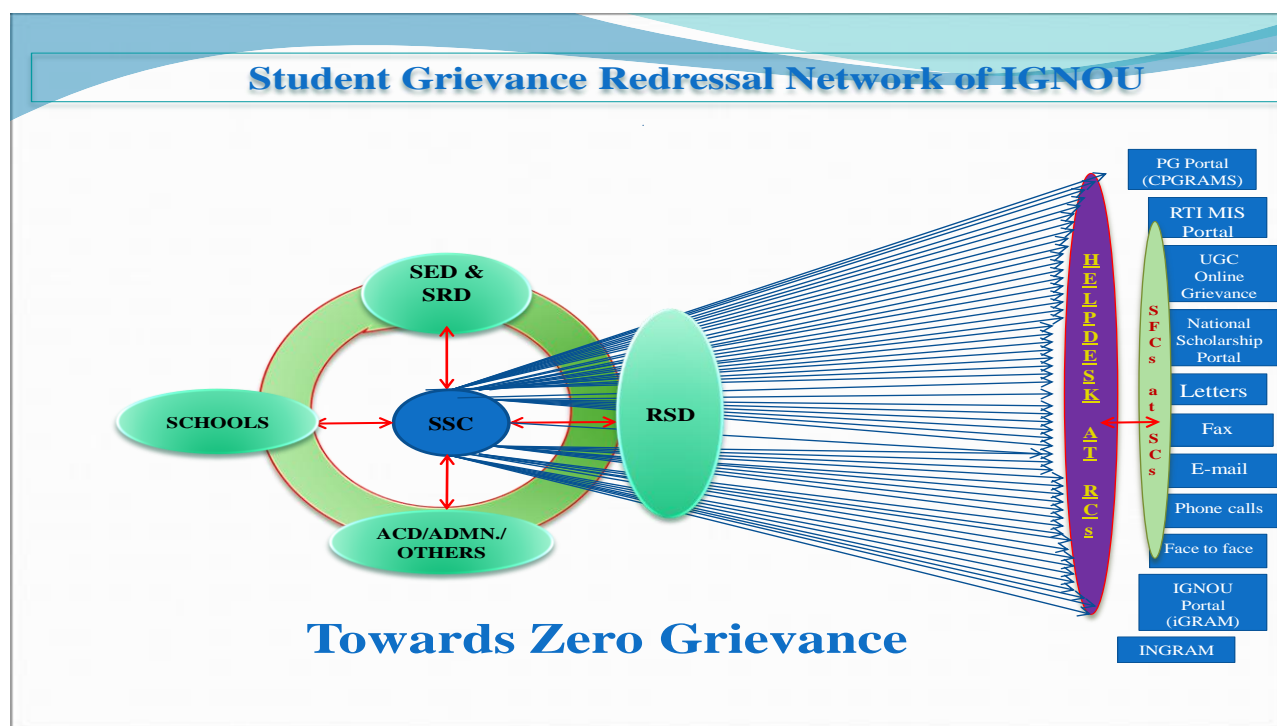


Figure 7.3: Student Grievance Redressal Network of IGNOU

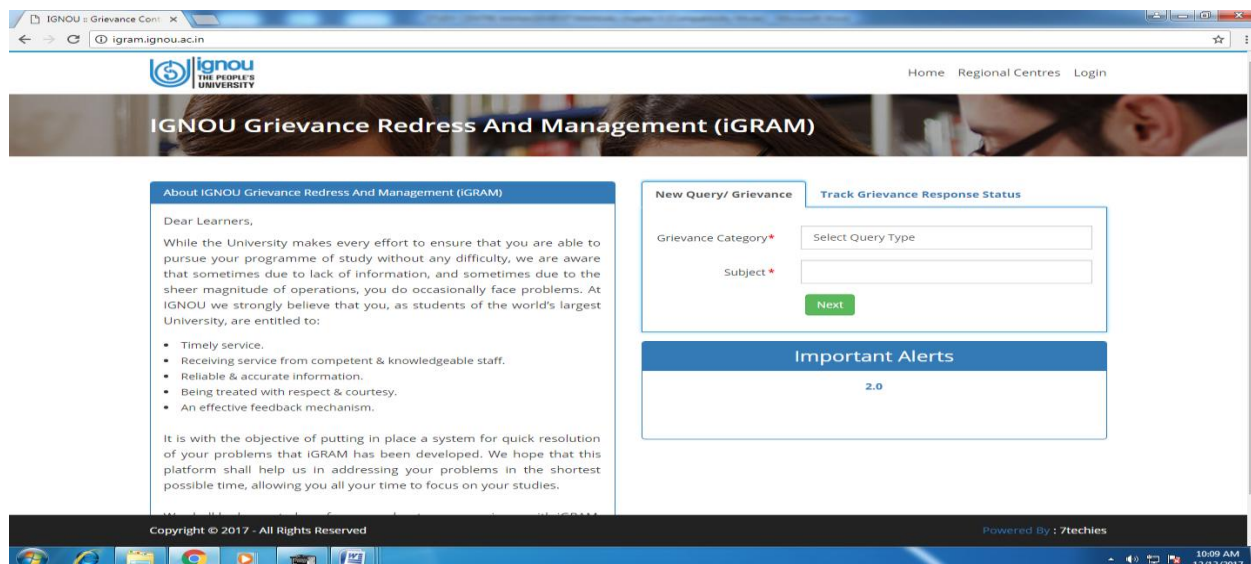


Figure- 7.4 IGRAM Portal

7.6 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.

Regional Centre Committee against Sexual Harassment (RCCASH) is established at the RC and Coordinator may refer cases if any to this committee.

7.7 GRIEVANCE REDRESSAL AT LSC

LSC is the primary contact point and the most visited place for distance learners. In fact, it is the first platform where learners submit maximum number of grievances. Learners may contact LSC for numerous types of grievances and queries. Some of them are directly handled by the LSC while many of them are to be forwarded by the LSC to Regional Centre or IGNOU Headquarters through proper communication format. In all the cases, however, the LSC needs to be prepared and readily available for guiding the learners in getting their grievances redressed.

LSCs are required to:

- Sensitise the staff to take care of students’ grievances sincerely and resolve at the earliest;
- Set up dedicated helpdesk for addressing queries of enrolled and prospective learners with updated information;
- Engagement of part time staff at the help desk with updated information;
- Encourage the staff to work in team spirit in resolving the grievances; and

- Let the learners have full satisfaction in getting grievances redressed.

Let us discuss below the types of the grievances a LSC generally receives and the ways of resolving them.

7.7.1 Online and offline Admission and Re- registration: For resolving these grievances students may be suggested to contact RC, e- support unit(csrc@ignou.ac.in) through e mail with clear description of thier problem.

7.7.2 Address, name and other registration details: Learners may be advice to contact RC preferably through e mail along with support documents. For instance in case of correction in name and date of birth the learners should send their application along with 10th certificate and for the change of title after marriage learner should attach affidavit/ marriage certificate.

7.7.3 Non-receipt of SLM: University dispatches Study Material or Self Learning Material (SLM) on learner's postal address and sometimes to the concerned LSC of the learner. The learners are also informed about it through SMS, e-mails or through university website. Still there are many cases when the learners neither receive SLM on time and nor any communication regarding its dispatch. Sometime they receive incomplete set or wrong set of course material. In such cases, the learner gets panic and constantly contacts LSC for information. Since LSC is not having complete information regarding SLM, it should:

- Inform the learners about schedule of dispatch of SLM in consultation with Regional Centre;
- Learners should be advised to check if their address on IGNOU website is correct or not; and
- Suggest to keep checking on University website about dispatch status of SLM.

Contact MPDD by postal communication, e-mail (mpdd@ignou.ac.in), and y phone (011-011-29534521) for more information on the matte under intimation to RC.

7.7.4 Non-conduct of Theory and Practical Counselling:

These are the most important activities in the ODL system, the Coordinator should take care of it with utmost sincerity and sensitivity. In case of an un mamageable situation at the LSC in this regard, the Coordinator may contact RC for its solution.

7.7.5 Non-reflection of Assignment Awards: Very often learners approach LSC with a complain that assignment awards of a particular course are not reflecting in the grade card while they have duly submitted the assignment at the LSC. In such cases the Coordinator needs to do the following:

- To check in his records if the assignment were actually submitted by the learner or not;
- To check whether the assignments are evaluated and marks transmited to RC;

- In case of confirmation of receipt of assignment, the coordinator should send authenticated copy to RC; and
- There are many cases in which there are discrepancies in the award sheets, in such cases, the Coordinator need to resend the awards after necessary correction as per guidelines given by Regional Centre.

7.7.6 Project Submission and Evaluation: Learners sometimes face difficulties in preparation and submission of Projects (if applicable in their programme). Often, they complain that they are not getting supervisor to guide them or they are not having required guidelines for preparation of Projects Proposal or Project Report. The Coordinator must ensure that the learner should get Supervisor or Guide for timely preparation of their Projects. Relevant guidelines regarding preparation and submission of Project Proposal and Report should be readily available at the LSC for guidance of the learners. Regional Centre may be consulted for getting clarity about programme specific guidelines for submission of Project Proposal or Reports.

7.7.7 Hall Ticket or Missing Course Code in Hall Tickets: Learners submit their online examination form and sometimes complain that their Hall Ticket is not reflecting on the University website or they want to add certain courses in their hall tickets. Although LSC is not involved in generation of Hall Ticket, it can suggest the learners to contact Regional Centre for necessary support.

7.7.8 Non-declaration of TEEResult: Learners may contact LSC that their result of TEEof a particular course(s) is not declared. In such case the Coordinator (who is often the Centre Superintendent of the exam centre) needs to verify learner's claim by checking attendance sheet for the particular course. If the learner was present in the exam, the Coordinator should give photocopy of attendance sheet to the learner after due authentication and should advice the learner to send his application for declaration of result along with the attendance sheet to concered REC.

7.7.9 Non-receipt of Grade Card and Degree Certificate: As per University norms, the learner is issued Grade Card and Provisional Certificate (GCPC) after completion of all courses or components of the programme. Quite often learners contact LSC that they have yet not received GCPC. In such cases, LSC should instruct the learner to check if all the courses or components of his/her registered programme are successfully completed. In case all the courses of the programme are completed learners may be advised to write application to Registrar, Student Evaluation Division, IGNOU Maidangarhi, New Delhi .

In case of non- receipt of Degree Certificates learners may advised to contact RC

7.7.10 Miscellaneous Grievances: In addition to major grievances addressed above, learners may contact LSC for many other problems. LSC is supposed to guide the learners and suggest them to

contact the respective unit of the university as per contact details given in “Whom to contact for what” section of Common Prospectus or Programme Guide.

7.7.11 Handling of Grievances: Received through letter and by hand.

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

7.7.12 Handling of Grievances: Received through Email

LSC should maintain a dedicated Email ID and publicise it extensively. As it is easier to handle complaint and grievances received through this mode, it should be redressed maximum within two days if it is related to LSC and it should be forwarded immediately if it is related to RC/Headquarters for immediate action.

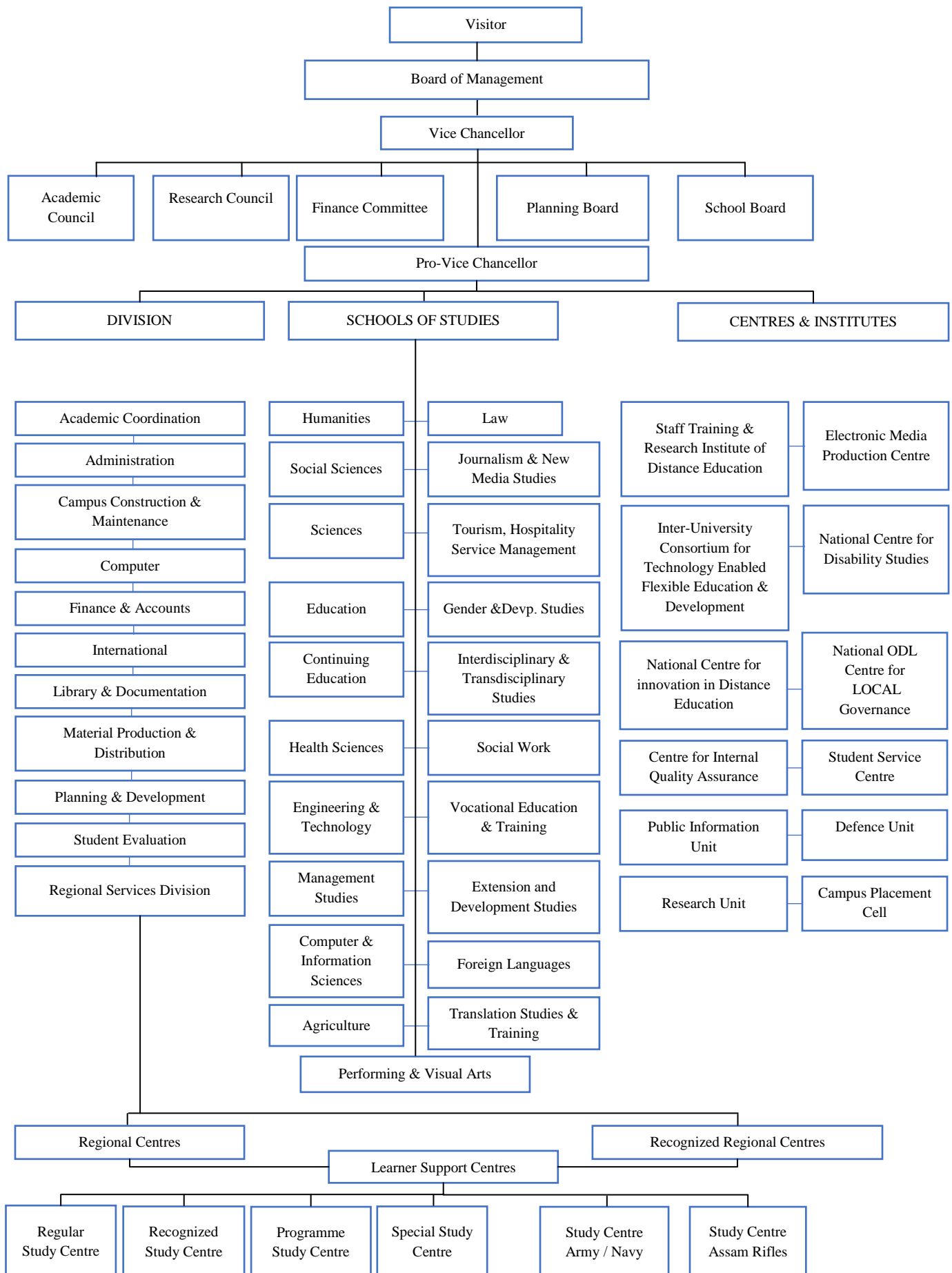
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Annexure 1.1 Organizational Structure of IGNOU



Annexure: 1.2
List of Regional Centres

Sl . No.	RC Name	RC Code	Address	Jurisdiction
1	AGARTALA	26	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE M.B.B .COLLEGE COMPOUND P.O .AGARTALA COLLEGE TILLA AGARTALA -799 004 TRIPURA 0381-2519391 0381-2516714 0381-2516266 rcagartala@ignou.ac.in	STATE OF TRIPURA)DISTRICT : DHALAI, NORTH TRIPURA, SOUTH TRIPURA, WEST TRIPURA, GOMATI, KHOWAI, SEPAHIJALA, UNOKOTI(
2	AHMEDABAD	09	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OPP .NIRMA UNIVERSITY SARKHEJ-GANDHINAGAR HIGHWAY CHHARODI AHMEDABAD -382 481 GUJARAT 02717-242975-242976 02717-241579 02717-256458 02717-241580 rcahmedbad@ignou.ac.in	STATE OF GUJARAT)DISTRICT : AHMEDABAD, ANAND, BANASKANTHA, BHARUCH, DAHOD, GANDHINAGAR, MEHSANA, PATAN, SABARKANTHA, SURAT, VADODARA, VALSAD, DANG, KHEDA, NARMADA, NAVSARI, PANCHMAHAL, TAPI, ARAVALLI(DAMAN & DADRA NAGAR HAVELI)U.T(.
3	AIZAWL	19	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE HOUSE NO .YC-10 ROPHIRA BUILDING CHALTLANG DAWRKAWN AIZAWL -796 012 MIZORAM 0389-2391692 /2395260 0389-2391789	STATE OF MIZORAM)DISTRICT : AIZAWL, LUNGLEI, KOLASIB, MAMIT, SERCHHIP, SAIHA, CHAMPHAI, LAWNGTLAI(

			rcaizwal@ignou.ac.in	
4	ALIGARH	47	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 3/310 MARRIS ROAD ALIGARH -202 001 UTTAR PRADESH 0571-2700120 /2701365 0571-2402147 rcaligarah@ignou.ac.in	STATE OF UTTAR PRADESH)DISTRICT :ALIGARH, BUDAUN, ETAH, ETAWAH, FIROZABAD, KASHIRAM NAGAR/KASGANJ, MAHAMAYA NAGAR/HATHRAS, MAINPURI(
5	BANGALORE	13	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NSSS KALYANA KENDRA 293, 39TH CROSS, 8TH BLOCK JAYANAGAR BANGALORE - 560 070 KARNATAKA 080-26654747/26657376 080-26639711 080-26644848 rcbangalore@ignou.ac.in	STATE OF KARNATAKA)DISTRICT : BANGALORE, BANGALORE RURAL, CHIKBALLAPUR, CHITRADURGA, DAVANAGERE, KOLAR, RAMANAGARA, SHIMOGA, TUMKUR, RAMANAGARA, CHAMARAJANAGAR & CHIKMAGALUR DAKSHINA KANNADA, HASSAN, KODAGU, MANDYA, MYSORE, UDUPI(
6	BHAGALPUR	82	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 3RD FLOOR, SUMAN PLAZA CENTRAL JAIL ROAD, TILKAMANJHI BHAGALPUR BHAGALPUR BIHAR 812001 0641-2610055/2610066 0641-2610077 rcbhagalpur@ignou.ac.in	STATE OF BIHAR)DISTRICT : BHAGALPUR, BANKA, MUNGER(
7	BHOPAL	15	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 12, ARERA HILLS BHOPAL BHOPAL -462 011 MADHYA PRADESH 0755-2578455/2578452	STATE OF MADHYA PRADESH)DISTRICT :ALIRAJPUR, BHIND, DATIA, HARDA, KHANDWA, MANDSAUR, NEEMUCH, RAJGARH, SHAJAPUR, BAWANI, BHOPAL, DEWAS, GUNA, HOSHANGABAD, JHABUA, KHARGONE, MORENA, RATLAM, SHEOPUR,

			0755-2762524 0755-2578454 rcbhopal@ignou.ac.in	VIDISHA, ASHOK NAGAR, BETUL, BURHANPUR, DHAR, GWALIOR, INDORE, RAISEN, SEHORE, SHIVPURI, UJJAIN, AGAR-MALWA(
8	BHUBANESHWAR	21	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C -1, INSTITUTIONAL AREA BHUBANESHWAR -751 013 ODISHA 0674-2301348 /2301250 0674-2301352 0674-2371457 0674-2300349 rcbhubaneswar@ignou.ac.in	STATE OF ODISHA)DISTRICT : ANGUL, BHADRAK, BARAGARH, BALASORE, CUTTACK, DEOGARH, DHENKANAL, GANJAM, GAJAPATI, JHARSUGUDA, JAIPUR, JAGATSINGHPUR, KHORDHA, KEONJHAR, KANDHAMAL, KENDRAPARA, MAYURBHANJ, NAYAGARH, PURI, SAMBALPUR, SUNDERGARH(
9	BIJAPUR	85	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE ANANDA MAHAL OLD ZP OFFICE)EX OFFICE OF MP(BIJAPUR -586103 KARNATAKA 08352-260006 9482311006 rcbijapur@ignou.ac.in	STATE OF KARNATAKA COVERING)DISTRICTS BAGALKOT, BIJAPUR, BIDAR, GULBARGA, KOPPAL, RAICHUR, YADGIR, HAVERI, GADAG, BELLARY, BELGAUM, DHARWAD (STATE OF MAHARASHTRA)DISTRICTS SOLAPUR, LATUR(
10	CHANDIGARH	06	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SCO 208 SECTOR 14 PANCHKULA -134 109 HARYANA 0172-2590277,2590278 0172-2590208 0172-2590279 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	25	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PERIYAR THIDAL 84/1 EVK SAMPATH SALAI	STATE OF TAMILNADU)DISTRICT : CHENNAI, THIRUVALLUR, KANCHIPURAM, VELLORE, THIRUVANNAMALAI, KRISHNAGIRI,

			VEPERY CHENNAI-600007 rcchennai@ignou.ac.in 044-26618438	DHARMAPURI, SALEM, NAMAKKAL, VILLUPURAM, CUDDALORE, PERAMBALUR, NAGAPATTINAM(PUDUCHERRY)U.T(.
12	COCHIN	14	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KALOOR COCHIN -682 017 KERALA 0484-2340203 /2348189 2345650 2337077 0484-2340204 rccochin@ignou.ac.in	STATE OF KERALA)DISTRICT : ALAPPUZHA, ERNAKULAM, IDUKKI, KOTTAYAM, PALAKKAD, THRISSUR, LAKSHADWEEP)U.T(.
13	DARBHANGA	46	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE LALIT NARAYAN MITHILA UNIV .CAMPUS, KAMESHWAR NAGAR NEAR CENTRAL BANK DARBHANGA -846 004 BIHAR 06272-251862 06272-251833 06272-253719 rcdarbhanga@ignou.ac.in	STATE OF BIHAR)DISTRICT : BEGUSARAI, DARBHANGA, EAST CHAMPARAN, GOPALGANJ, SHEOHAR, SITAMARHI, SAMASTIPUR, MADHUBANI, MUZAFFARPUR & WEST CHAMPARAN(
14	DEHRADUN	31	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NANOOR KHERA, TAPOVAN RAIPUR ROAD DEHRADUN -248 008 UTTARAKHAND 0135-2789200 0135-2789205 0135-2789190 0135-2789180 rcdehradun@ignou.ac.in	STATE OF UTTARAKHAND)DISTRICT :DEHRADUN, PAURI, CHAMOLI, TEHRI, UTTARAKASHI, RUDRAPRAYAG, HARIDWAR, NAINITAL, ALMORA, PITHORAGARH, US NAGAR, CHAMPAWAT, BAGESHWAR(
15	DELHI 1	07	REGIONAL DIRECTOR	STATE OF DELHI)COVERING AREAS

			<p>IGNOU REGIONAL CENTRE PLOT NO J-2/1 BLOCK -B 1 MOHAN COOPERATIVE INDUSTRIAL ESTATE, MATHURA ROAD NEW DELHI -110 044 DELHI 011-26990082 /26990082-83 011-26058354 011-26990084 rcdelhi1@ignou.ac.in</p>	<p>OF MEHRAULI, CHANAKYAPURI, LODHI COLONY, SOUTH EXTENSION, R.K .PURAM, VASANT KUNJ, SAKET, GREEN PARK, LAJPAT NAGAR, G.K., MALVIYA NAGAR, BHO GAL, ASHRAM, HAUZ KHAS, MUNIRIKA, OKHLA, SANGAM VIHAR, FRIENDS COLONY, BADARPUR(, STATE OF HARYANA)DISTRICT :FARIDABAD, PALWAL(</p>
16	DELHI 2	29	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI SMRITI & DARSHAN SAMITI RAJGHAT NEW DELHI -110 002 DELHI 011-23392374 /23392376 23392377 / 23392 737 011-26493257 011-23392375 rcdelhi2@ignou.ac.in</p>	<p>STATE OF DELHI)COVERING AREAS OF KARALA, PRAHLADPUR, BANAGAR, LIBASPUR, RAMA VIHAR, RANI BAGH, SULTAN PURI, BUD VIHAR, MANGOLPURI, PITAMPURA, JAHANGIR PURI, JHARODA MAJA, BURAI, DR . MUKHERJEE NAGAR, MODEL TOWN, SHAKURPUR, COLONY, GTB NAGAR, ASHOK VIHAR, SHASTRI NAGAR, CIVIL LINES, YAMUNA VIHAR, NAND NAGRI BHR(</p>
17	DELHI 3	38	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE F-634-636 PALAM EXTENSION SHAHEED RAMPHAL CHOWK)NEAR SECTOR 7 (DWARKA NEW DELHI -110 077 DELHI 011-25088964 011-25088939 011-25088944 011-25088983 rcdelhi3@ignou.ac.in</p>	<p>STATE OF DELHI)COVERING AREAS OF MUNDKA, NANGLOI JAT, PEERAGARHI, PUNJABI BAGH, BAKARWALA, MEERA BAGH, MOTI NAGAR, TILAK NAGAR, TILANGPUR KOTLA, VIKASPURI, SUBHASH NAGAR, UTTAM NAGAR, JANAKPURI, NAJAFGARH, MAHAVIR ENCLAVE, SAGARPUR, DWARKA, PALAM, PALAM FARMS, KAPASERA, DHAULA KUAN, NARAINA, MAHIPALPUR, MANSAROVAR GARDEN(, STATE OF HARYANA)DISTRICTS :GURUGRAM, MEWAT(</p>
18	DEOGHAR	87	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE</p>	<p>STATE OF JHARKHAND COVERING)DISTRICTS DEOGHAR, GODDA,</p>

			<p>MANDAKINI SADAN BASUWADIH, ROHINI ROAD DEOGHAR JASIDIH JHARKHAND 814142 06432-34448 9234455958-957-975 rcdeoghar@ignou.ac.in</p>	<p>SAHIBGANJ, PAKUR, DUMKA, JAMTARA & GIRIDIH(</p>
19	GANGTOK	24	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 5TH MILE TADONG NH-10-A BELOW CENTRAL REFERRAL HOSPITAL, EAST SIKKIM GANKTOK -737 102 SIKKIM 0359-231102/270923 0359-231103 rcgangtok@ignou.ac.in</p>	<p>STATE OF SIKKIM)DISTRICT :EAST SIKKIM, WEST SIKKIM, NORTH SIKKIM, SOUTH SIKKIM(</p>
20	GUWAHATI	04	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE HOUSE NO 71, GMCH ROAD CHRISTIAN BASTI GUWAHATI GUWAHATI ASSAM 781005 0361-2343771 /2343785 0361-2343786 0361-2343784 rcguwahati@ignou.ac.in</p>	<p>STATE OF ASSAM)DISTRICT :KARBI ANGLONG)EAST(, KARBI ANGLONG)WEST(, MORIGAON, DARRANG, KAMRUP, KAMRUP METROPOLITAN, NALBARI, BARPETA, BONGAIGAON, DHUBRI, SOUTH SALMARA-MANKACHAR, GOALPARA, KOKRAJHAR, BAKSA, UDALGURI, CHIRANG, DIMA HASAO, CACHAR, HAILAKANDI, KARIMGANJ(</p>
21	HYDERABAD	01	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PLOT NO 207, KAVURI HILLS PHASE II, NEAR MADHAPUR PS, JUBILEE HILLS)P.O.(HYDERABAD -500 033 TELANGANA 040-23117550-53 040-27152527</p>	<p>STATE OF TELANGANA)DISTRICT : ADILABAD, HYDERABAD, KARIM NAGAR, KHAMMAM, MEDAK, MAHABOOB NAGAR, NALGONDA, NIZAMABAD, RANGA REDDY, WARANGAL(</p>

			040-23117554 rchyderabad@ignou.ac.in	
22	IMPHAL	17	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE ASHA JINA COMPLEX NORTH A.O.C. IMPHAL -795 001 MANIPUR 0385-2421190 /2421191 0385-2421192 rcimphal@ignou.ac.in	STATE OF MANIPUR)DISTRICT : BISHNUPUR, CHURACHANDPUR, CHANDEL, IMPHAL EAST, IMPHAL WEST, SENAPATI, TAMENGLONG, THOUBAL, UKHRUL, KAKCHING, TENGNOUNPAL, KAMJONG, KANGPOKPI, JIRIBAM, NONEY, PHERZAWL(
23	ITANAGAR	03	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 'HORNHILL COMPLEX' 'C' SECTOR)NEAR CENTRAL SCH(. NAHARLAGUN, PAPUM PARE ITANAGAR -791 110 ARUNACHAL PRADESH 0360-2351705/2247536 0360-2247538 0 0360-2350990 rcitanagar@ignou.ac.in	STATE OF ARUNACHAL PRADESH)DISTRICT :ANJAW, CHANGLANG, EAST KAMENG, EAST SIANG, KURUNG KUMEY, KARADADI, LONGDING, LOHIT, LOWER DIBANG VALLEY, LOWER SUBANSIRI, PAPUM PARE, TAWANG, TIRAP, UPPER DIBANG, UPPER SUBANSIRI, UPPER SIANG, WEST KAMENG, WEST SIANG(
24	JABALPUR	41	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, RAJSHEKHAR BHAVAN RANI DURGAVATI VISHVAVIDYALAYA CAMPUS, PACHPEDHI JABALPUR -482 001 MADHYA PRADESH 0761-2600411 /2609896 0761-2609919 rcjabalpur@ignou.ac.in	STATE OF MADHYA PRADESH)DISTRICT :ANNUPUR, BALAGHAT, CHHINDWARA, DINDORI, JABALPUR, KATNI, MANDLA, NARSHINGAPUR, SEONI, SHAHDOL, SIDDHI, SINGRAULI, UMARIA, DAMOH, PANNA, SAGAR, CHHATTARPUR, REWA, SATNA, TIKAMGARH(
25	JAIPUR	23	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 70/79, SECTOR -7 PATEL MARG MANSAROVAR	STATE OF RAJASTHAN)DISTRICT : AJMER, ALWAR, BARAN, BHARATPUR, BHILWARA, BUNDI, CHITTORGARH, CHURU, DAUSA, DHOLPUR, HANUMUNGARH, JAIPUR, JHALAWAR, JHUNJHUNU,

			<p>JAIPUR -302 020 RAJASTHAN 0141-2785730 /2785427 0141-2396427 0141-2785763 0141-2784043 rcjaipur@ignou.ac.in</p>	<p>KARALI, KOTA, SAWAIMADHEPUR, SIKAR, SRIGANGANAGAR & TONK(</p>
26	JAMMU	12	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GOVT .SPMR COLLEGE OF COMMERCE AUROBINDO BLOCK, 1ST FLOOR CANAL ROAD JAMMU -180 001 JAMMU & KASHMIR 0191-2579572 /2546529 0191-2502921 0191-2585154 rcjammu@ignou.ac.in</p>	<p>STATE OF JAMMU & KASHMIR)JAMMU REGION -DISTRICT : DODA, JAMMU, KATHUA, KISHTWAR, POONCH, RAJOURI, RAMBAN, REASI, SAMBA, UDHAMPUR(</p>
27	JODHPUR	88	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PLOT NO .439 PAL LINK ROAD OPP .KAMALA NAGAR HOSPITAL JODHPUR RAJASTHAN 342008 0291-2755424 0291-2751524 0291-2756579 rcjodhpur@ignou.ac.in studentsrcjodhpur@ignou.ac.in</p>	<p>STATE OF RAJASTHAN COVERING)DISTRICTS :JODHPUR, BARMER, JAISALMER, RAJASMAND, UDAIPUR, BIKANER, JALORE, SIROHI, NAGOUR, DUNGARPUR, PALI, PRATAPGARH, BANSWARA(</p>
28	JORHAT	37	<p>REGINOAL DIRECTOR IGNOU REGIONAL CENTRE JANAMBHUMI BUILDING TULSHI NARAYAN SARMAH PATH NEAR NEHRU PARK JORHAT -785001 ASSAM</p>	<p>STATE OF ASSAM)DISTRICT : NAGAON, GOLAGHAT, JORHAT, SIVASAGAR, DIBRUGARH, TINSUKIA, LAKHIMPUR, DHEMAJI, SONITPUR, BISWANATH, CHARAIDEO, HOJAI & MAJULI(</p>

			0376-2301116 0376-2301115/2301114 rcjorhat@ignou.ac.in	
29	KARNAL	10	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 06 SUBHASH COLONY NEAR HOME GUARD OFFICE KARNAL -132 001 HARYANA 0184-2271514 /2260075 0184-2254621 0184-2255738 rckarnal@ignou.ac.in	STATE OF HARYANA)DISTRICT : BHIWANI, FATEHABAD, HISAR, JHAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRAGARH, PANIPAT, REWARI, ROHTAK, SIRSA, SONIPAT, YAMUNANAGAR(
30	KHANNA	22	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE I.T.I .BUILDING BULEPUR)DISTRICT LUDHIANA(KHANNA -141 401 PUNJAB 01628-229993 /237361 01628-238632 01628-238284 rckhanna@ignou.ac.in	STATE OF PUNJAB)DISTRICT : GURDASPUR, AMRITSAR, TARN TARAN, KAPURTHALA, JALANDHAR, HOSHIARPUR, SBS NAGAR/NAWANSHAHR, BARNALA, SANGRUR, BATHINDA, MANSA, MUKTSAR, LUDHIANA, FEROZEPUR, FARIDKOT, MOGA(
31	KOHIMA	20	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR MOUNT HERMON SCHOOL DON BOSCO HR.SEC SCHOOL ROAD KENUOZOU KOHIMA -797 001 NAGALAND 0370-2260366 /2260167 0370-2241968 0370-2260216 rckohima@ignou.ac.in	STATE OF NAGALAND)DISTRICT : KOHIMA, DIMAPUR, WOKHA, MOKOKCHUNG, ZUNHEBOTO, TUENSANG, LONGLENG, KIPHIRE, MON, PEREN, PHEK(
32	KOLKATA	28	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE	STATE OF WEST BENGAL)DISTRICT :

			<p>BIKASH BHAWAN, 4TH FLOOR NORTH BLOCK SALT LAKE, BIDHAN NAGAR KOLKATA -700 091 WEST BENGAL 033-23349850 033-23592719 /23589323)RCL(033-24739393 033-23347576 rckolkata@ignou.ac.in</p>	<p>KOLKATA, NORTH 24 PARAGANAS, SOUTH 24 PARAGANAS, PURBA MEDINIPUR, PASCHIM MEDINIPUR, BANKURA, HOWRAH, HOOGHLY, PURULIA, BURDWAN, NADIA(</p>
33	KORAPUT	44	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE DISTRICT AGRICULTURE OFFICE RD BEHIND WOMEN'S COLLEGE AT/PO/DISTT-.KORAPUT 764 020 ODISHA 06852-251535 06852-251535 06852-252503 rckoraput@ignou.ac.in</p>	<p>STATE OF ODISHA)DISTRICT : KORAPUT, MALKANGIRI, RAYAGADA, NABARANGPUR, KALAHANDI, NUAPADA, BOLANGIR, SONEPUR, BOUDH(</p>
34	LUCKNOW	27	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 5-C/INS-1, SECTOR -5 VRINDAVAN YOJNA, TELIBAGH LUCKNOW 226 029 UTTAR PRADESH 0522-2442832 rclucknow@ignou.ac.in</p>	<p>STATE OF UTTAR PRADESH)DISTRICT :AMETHI, AURAIYA, BAHRAICH, BALRAMPUR, BANDA, BARABANKI, BAREILLY, BASTI, CHITRAKUT, FAIZABAD, FARUKHABAD)FATEHGARH(FATEHPUR, GONDA, HAMIRPUR, HARDOI, JALAUN)ORAI(, JHANSI, KANNAUJ, KANPUR RURAL, KANPUR URBAN, KAUSHAMBI, LAKHIMPUR)KHERI(LALITPUR, LUCKNOW, MAHOBA, PILIBHIT, RAEBAREILY, SHAHJANANPUR, SHRAVASTI, SIDHARTHANAGAR, SITAPUR, UNNAO(</p>
35	MADURAI	43	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE</p>	<p>STATE OF TAMIL NADU)DISTRICT :</p>

			<p>SIKKANDAR CHAVADI ALANGANALLUR ROAD MADURAI 625 018 TAMIL NADU 0452-2380775 /2380733 0452-2380588 rcmadurai@ignou.ac.in</p>	<p>COIMBATORE, DINDIGUL, ERODE, KARUR, MADURAI, NILGIRIS, PUDUKKOTTAI, RAMANATHAPURAM, SIVAGANGA, THANJAVUR, THENI, THIRUVARUR, TIRUCHIRAPPALLI, TIRUPUR, VIRUDHUNAGAR, ARIYALUR(</p>
36	MUMBAI	49	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2nd AND 3rd FLOOR KAPPEESH BUILDING, M .G .ROAD OPP TO MULUND RLY .STATION MULUND)WEST(, MUMBAI -400 080 MAHARASHTRA 022-25925540 /25923159 022-25925411 rcmumbai@ignou.ac.in</p>	<p>STATE OF MAHARASHTRA)DISTRICT :MUMBAI, THANE, RAIGAD, RATNAGIRI, PALGHAR, MUMBAI SUBURBAN(</p>
37	NAGPUR	36	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE "GYAN VATIKA" 14, HINDUSTAN COLONY AMARAVATI ROAD NAGPUR -440 033 MAHARASHTRA 0712-2536999,2537999 0712-2022000 0712-2538999 rcnagpur@ignou.ac.in</p>	<p>STATE OF MAHARASHTRA)DISTRICT :AKOLA, AMRAVATI, BHANDARA, BULDHANA, CHANDRAPUR, GADCHIROLI, GONDIA, HINGOLI, NAGPUR, NANDED, PARBHANI, WARDHA, WASHIM, YAVATMAL(</p>
38	NOIDA	39	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C-53 SECTOR 62 INSTITUTIONAL AREA NOIDA -201 305 UTTAR PRADESH 0120-2405012 /2405014 0120-2405013</p>	<p>STATE OF UTTAR PRADESH)DISTRICT :GAUTAM BUDH NAGAR, GHAZIABAD, MEERUT, BAGHPAT, BULANDSHAHR, HAPUR, SAHARANPUR, MUZAFFARNAGAR, BIJNOR, SHAMLI, AMROHA, MORADABAD, SAMBHAL RAMPUR, AGRA, MATHURA(STATE OF DELHI)MAYUR VIHAR</p>

			rcnoida@ignou.ac.in	PH -I & II, MAYUR VIHAR EXTN., VASUNDHARA ENCLAVE, EAST DELHI(
39	PANAJI	08	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE H .NO .1570 NEAR P&T STAFF QUARTERS ALTO PORVORIM P.O. 403 521 GOA 0832-2414553 0832-2414550 rcpanaji@ignou.ac.in	STATE OF GOA)DISTRICT :NORTH GOA, SOUTH GOA(, STATE OF KARNATAKA)DISTRICT :UTTARA KANNAD(, STATE OF MAHARASHTRA)DISTRICT : SINGDHDURG(
40	PATNA	05	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, BISCOMAUN TOWER WEST GANDHI MAIDAN, PATNA -800 001 BIHAR 0612-2219539 /2219541 0612-2687042 0612-2219538 rcpatna@ignou.ac.in	STATE OF BIHAR)DISTRICT : ARWAL, BHOJPUR, BUXAR, JEHANABAD, LAKHISARAI, NALANDA, PATNA, SHEIKHPURA, VAISHALI, SIWAN, SARAN, ROHTAS, KAIMUR, NAWADA, GAYA, AURANGABAD, JAMUI (
41	PORT BLAIR	02	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KANNADA SANGHA BUILDING NEAR SYNDICATE BANK 18, TAGORE ROAD, MOHANPURA PORT BLAIR -744 101 ANDAMAN & NICOBAR ISLANDS 03192-242888 /230111 03192-230111 rcportblair@ignou.ac.in	ANDAMAN & NICOBAR ISLANDS]U.T) [.DISTRICT :NORTH & MIDDLE ANDAMAN, SOUTH ANDAMAN, NICOBAR(
42	PUNE	16	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE MSFC BUILDING, 1ST FLOOR 270, SENAPATI BAPAT ROAD PUNE -411 016	STATE OF MAHARASHTRA)DISTRICT :NANDURBAR, DHULE, JALGAON, AURANGABAD, NASIK, JALNA, AHMADNAGAR, BEED, PUNE, OSMANABAD, SANGLI,

			<p>MAHARASHTRA</p> <p>020-25671867 /25651321</p> <p>020-25880091</p> <p>020-25671864</p> <p>rcpune@ignou.ac.in</p>	SATARA, KOLHAPUR(
43	RAGHUNATHGANJ	50	<p>REGIONAL DIRECTOR</p> <p>IGNOU REGIONAL CENTRE</p> <p>BAGAN BARI</p> <p>NEAR DENA BANK, FULTALA</p> <p>MURSHIDABAD</p> <p>RAGHUNATHGANJ</p> <p>WEST BENGAL-742 225</p> <p>03483-271555 /271666</p> <p>03483-271666</p> <p>03483-271666</p> <p>rcraghunathganj@ignou.ac.in</p>	STATE OF WEST BENGAL)DISTRICT : MURSHIDABAD, BIRBHUM, MALDA(
44	RAIPUR	35	<p>REGIONAL DIRECTOR</p> <p>IGNOU REGIONAL CENTRE</p> <p>IGNOU COMPLEX</p> <p>HOUSING BOARD COLONY, KACHNA</p> <p>POST :SADDU</p> <p>RAIPUR -492 014</p> <p>CHHATTISGARH</p> <p>0771-2428285 /5056508</p> <p>0771-2445839</p> <p>0771-2583578</p> <p>0771-2445839</p> <p>rcraipur@ignou.ac.in</p>	STATE OF CHHATTISGARH)DISTRICT :BILASPUR, DHAMTARI, DURG, JANJGIR-CHAMPA, JASHPUR, KANKER, KAWARDHA, KORBA, KORIYA, MAHASAMUND, RAIGARH, RAIPUR, RAJNANDGAON, SURAJPUR, SARGUJA, BALOD, BALODBAZAR, BALRAMPUR, BEMETARA, GARIABANDH, MUNGELI, DANTEWADA, BASTAR, KONDAGAON, NARAYANPUR, BIJAPUR, SUKMA(
45	RAJKOT	42	<p>REGIONAL DIRECTOR</p> <p>IGNOU REGIONAL CENTRE</p> <p>SAURASHTRA UNIVERSITY CAMPUS</p> <p>RAJKOT</p> <p>360 005</p> <p>GUJARAT</p> <p>0281-2572988</p> <p>0281-2561449</p> <p>0281-2571603</p>	STATE OF GUJARAT)DISTRICT : RAJKOT, KACHCHH, JAMNAGAR, PORBANDAR, JUNAGADH, AMRELI, BHAVNAGAR, SURENDRANAGAR, DEV-BHOOMI DWARKA, GIR- SOMNATH, BOTAD, MORBI(, DIU)U.T(.

			rcrajkot@ignou.ac.in	
46	RANCHI	32	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 457/A, ASHOK NAGAR RANCHI -834 022 JHARKHAND 0651-2244688 /2244699 0651-2244677 0651-2244400 rcranchi@ignou.ac.in	STATE OF JHARKHAND)DISTRICT : RANCHI, LOHARDAGA, GUMLA, SIMDEGA, LATEHAR, WEST SINGHBHUM, SARAİKELA, KHARASAWAN, EAST SINGBHUM, HAZARIBAGH, CHATRA, KODERMA, KHUNTI, RAMGARH, BOKARO, DHANBAD, PALAMU, GARHWA(
47	SAHARSA	86	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NAYA BAZAR SAHARSA 852201 BIHAR 06478-219014, 219015 06478-219018 rcsaharsa@ignou.ac.in	STATE OF BIHAR COVERING)DISTRICTS :KHAGARIA, SAHARSA, SUPAUL, MADHEPURA, KATIHAR, ARARIA, KISHANGANJ & PURNIA(
48	SHILLONG	18	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE UMSHING MAWKYNROH NEHU CAMPUS SHILLONG -793 022 MEGHALAYA 0364-2550088/2550102 /2550015 0364-2551010 rcshillong@ignou.ac.in	STATE OF MEGHALAYA)DISTRICT : EAST GARO HILLS, EAST JAINTIA HILLS, EAST KHASI 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	11	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CHAUHAN NIWAS BUILDING, KHALINI SHIMLA 171 002 HIMACHAL PRADESH 0177-2624612 /2624613 18001808055)TOLL FREE(STATE OF HIMACHAL PRADESH)DISTRICT :BILASPUR, CHAMBA, HAMIRPUR, KANGRA, KINNAUR, KULLU, LAHUL & SPITI, MANDI, SHIMLA, SIRMAUR, SOLAN, UNA(

			0177-2620125 0177-2624611 rcshimla@ignou.ac.in	
50	SILIGURI	45	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 17/12 J .C .BOSE ROAD SUBHAS PALLY SILIGURI SILIGURI -734 001 WEST BENGAL 0353-2526818/2526819 0353-2526829 0353-2526829 rcsiliguri@ignou.ac.in RCSILIGURI45@GMAIL.COM	STATE OF WEST BENGAL)DISTRICT : COOCHBEHAR, JALPAIGURI, DARJEELING, UTTAR DINAJPUR, DAKSHIN DINAJPUR, ALIPURDUAR(
51	SRINAGAR	30	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR LAWRENCE VIDHYA BHAWAN KURSU RAJ BAGH SRINAGAR -190 008 JAMMU & KASHMIR 0194-2311251 0194-2311258 0194-2421506 0194-2311259 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	40	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE RAJADHANI COMPLEX OPP PRS HOSPITAL KILLIPALAM, KARAMANA P.O. THIRUVANANTHAPURAM -695 002 KERALA 0471-2344113/2344120 0471-2344115 0471-2344121	STATE OF KERALA)DISTRICTS : PATHANAMTHITTA, KOLLAM, THIRUVANANTHAPURAM(, STATE OF TAMIL NADU)DISTRICTS : KANYAKUMARI, TIRUNELVELI, THOOTHUKUDI(

			rcrtrivandrum@ignou.ac.in	
53	VARANASI	48	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI BHAWAN B.H.U .CAMPUS VARANASI 221005 UTTAR PRADESH 0542-2368022 /2368622 0522-2364893 0542-2369629 rcvaranasi@ignou.ac.in	STATE OF UTTAR PRADESH)DISTRICT :AMBEDKAR NAGAR, AZAMGARH, BALLIA, CHANDAULI, DEORIA, GHAZIPUR, GORAKHPUR, JAUNPUR, KUSHINAGAR, MAHARAJGANJ, MAU, MIRZAPUR, SANT KABIR NAGAR, SANT RAVIDAS NAGAR, SONEBHADRA, VARANASI, ALLAHABAD, PRATAPGARH, SULTANPUR(
54	VATAKARA	83	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE MADHAVI BUILDING, 2ND FLOOR NUT STREET)PO(, VATAKARA KOZHIKODE 673104 KERALA 0496-2525281 0496-2516055 0496-2515413 rcvatakara@ignou.ac.in	STATE OF KERALA)DISTRICT : KANNUR, KASARAGOD, WAYANAD, KOZHIKODE, MALAPPURAM(,]MAHE-PUDUCHERRY)UT[(
55	VIJAYAWADA	33	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SKPVV HINDU HIGH SCHOOL PREMISES, KOTHAPET VIJAYAWADA 520 001 ANDHRA PRADESH 0866-2565253 /2565959 0866-2565253 0866-2565353 rcvijayawada@ignou.ac.in	STATE OF ANDHRA PRADESH)DISTRICT :KRISHNA, GUNTUR, PRAKASHAM, NELLORE, CHITTOOR, KADAPA, KURNOOL, ANANTAPUR(
56	VISAKHAPATNAM	84	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR VUDA COMPLEX SECTOR-12, MVP COLONY USHODAYA JUNCTION	STATE OF ANDHRA PRADESH COVERING)DISTRICTS :EAST GODAVARI, WEST GODAVARI, VISAKHAPATNAM, VIZIANAGARAM

			<p>VISAKHAPATNAM -530017</p> <p>ANDHRA PRADESH</p> <p>0891-2511200</p> <p>0891-2511300</p> <p>rcvisakhapatnam@ignou.ac.in</p>	<p>& SRIKAKULAM(,]YANAM-</p> <p>PUDUCHERRY)UT[(</p>
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Annexure: 1.3
IGNOU – Army Recognized Regional Centres

Sl . No.	Recognized RC Name	Code	Address	Operational Area
01	IAEP -KOLKATA	51	REGIONAL DIRECTOR IGNOU ARMY RECOG .REG .CENTRE COL .EDUCATION, FORT WILLIAM HQ EASTERN COMMAND C/O 99 APO KOLKATA -908 542 WEST BENGAL 033-22222668)CIVIL(2670)MILITARY(033-22222668 rcarmy51@ignou.ac.in	EASTERN COMMAND AREA
02	IAEP - CHANDIMANDIR	52	REGIONAL DIRECTOR IGNOU ARMY RECOG .REG .CENTRE COL.EDUCATION)G.S.EDU.BRANCH(HQ WESTERN COMMAND CHANDIMANDIR -134107 HARYANA 0172-2589355,)CIVIL (2670)MILITARY(0712-2589355 iaeprc52@rediffmail.com	WESTERN COMMAND AREA

03	IAEP -LUCKNOW	53	<p>REGIONAL DIRECTOR</p> <p>IGNOU ARMY RECOG .REG .CENTRE</p> <p>IAEP HQ.CENTRAL COMMAND-</p> <p>GS)EDN(</p> <p>LUCKNOW -226002</p> <p>UTTAR PRADESH</p> <p>0522-2482968)CIVIL(; 2670)MIL(</p> <p>iaepcc53@yahoo.co.in</p>	CENTRAL COMMAND AREA
04	IAEP -PUNE	54	<p>REGIONAL DIRECTOR</p> <p>IGNOU ARMY RECOG .REG .CENTRE</p> <p>COL .EDUCATION</p> <p>H Q SOUTHERN COMMAND</p> <p>HRDC-1 BEG & CENTRE</p> <p>C/O 56 APO -908 791</p> <p>020-20265568 CIVIL(; 3019)MILITAR</p> <p>020-26102670</p> <p>armypunerc54@yahoo.com</p>	SOUTHERN COMMAND AREA
05	IAEP -UDHAMPUR	55	<p>REGIONAL DIRECTOR</p> <p>IGNOU ARMY RECOG .REG .CENTRE</p> <p>COL .EDUCATION</p> <p>UTTAR KAMAN MUKHYALAYA 908545</p> <p>C/O 56APO, HQ NORTHERN COMMAND</p> <p>UDHAMPUR</p>	NORTHERN COMMAND AREA

			JAMMU & KASHMIR 01992-242486 01992-242486 iaeparmy55@rediffmail.com	
06	IAEP -JAIPUR	56	REGIONAL DIRECTOR IGNOU ARMY RECOG .REG .CENTRE EDUCATION BRANCH HQ SOUTHERN WESTERN COMMAND C/O 56 APO 908546 JAIPUR RAJASTHAN 0141-6640)MILITARY(swciaep@gmail.com	SOUTH WESTERN COMMAND
IGNOU -Navy Recognized Regional Centres				
01	INEP -KOCHI	74	REGIONAL DIRECTOR IGNOU NAVY RECOG .REG .CENTRE NAVAL BASE HQ SOUTHERN NAVAL COMMAND KOCHI -682 004 KERALA 0484-266210,2662515 0484-2666194 inepkochi_10@rediffmail.com	HQ SOUTHERN NAVAL COMMAND
02	INEP -MUMBAI	72	REGIONAL DIRECTOR	HQ WESTERN

			<p>IGNOU NAVY RECOG .REG .CENTRE</p> <p>HQ .WESTERN NAVAL COMMAND</p> <p>SHAHID BHAGAT SINGH MARG</p> <p>MUMBAI -400 023</p> <p>MAHARASHTRA</p> <p>022-22752245</p> <p>022-22665458</p> <p>inepm@rediffmail.com</p>	NAVAL COMMAND
03	INEP -NEW DELHI	71	<p>REGIONAL DIRECTOR</p> <p>IGNOU NAVY RECOG .REG .CENTRE</p> <p>DIRECTORATE OF NAVAL EDUCATION</p> <p>INTEGRATED HQS.MINISTRY OF DEF</p> <p>WEST BLOCK.5,IIND FLR,WING-II</p> <p>RK PURAM, NEW DELHI -110 066</p> <p>DELHI</p> <p>011-26194686</p> <p>011-26105067</p> <p>inepdelhi@rediffmail.com</p>	NAVAL HQS
04	INEP - VISAKHAPATNAM	73	<p>CAPTAIN A G SELVAM</p> <p>REGIONAL DIRECTOR</p> <p>IGNOU NAVY RECOG .REG .CENTRE</p> <p>HQ EASTERN NAVAL COMMAND</p> <p>VISAKHAPATNAM -530 014</p>	HQ EASTERN NAVAL COMMAND

			<p>ANDHRA PRADESH</p> <p>0891-2812669</p> <p>0891-2515834</p> <p>rc73@ignou.ac.in</p>	
IGNOU -Assam Rifles Recognized Regional Centres				
01	IAREP -SHILLONG	81	<p>REGIONAL DIRECTOR</p> <p>IGNOU ASSAM-RIFLES RECOG .R.C.</p> <p>DIRECTORATE GENERAL ASSAM</p> <p>RIFLES)DGAR(</p> <p>LAITUMUKHRAH</p> <p>SHILLONG -793 011</p> <p>MEGHALAYA</p> <p>0364-2705181</p> <p>0364-2705184</p> <p>iarrc_81@yahoo.com</p>	COMMAND AREA

Indira Gandhi National Open University
Regional Service Division
Regional Centre

Standard Items of Furniture, Fixtures & Equipment for Learner Support Centres

SRL	Name of the Item	Quantity Initially Approved	Additional Quantity	Conditions for Additional Qty
1	Tubular Chair with continuous arms (CHR-7)	1	1	For each post of Asstt. Coordinator
2	Table (Jr. Executive) (T-9)	1	1	-do-
3	Chairs for Visitors/Counsellors (CHR-7)	6	3	Subject to justification given by RD
4	Book Cases, Glass Door Storewell(800/0300)	3	2	Where student strength exceeds 350 on the basis of increasing number of programmes
5	Almirah (Big Size) Storewell(0000)	2	2	-do-
6	Storewell Minor (with Locker)	1	Nil	-
7	Table for Reading Room 6' x 3' (T-402)	3	1+2	One where student strength exceeds 250, 2 more when strength exceeds 500.
8	Table for Office Staff Economy (T-8)	2	3	One for each additional post of Assistant
9	Other Chairs (CHR-7B)	15	15	Subject to actual requirement
10	Side Rack with 3 shelves 3'x 3'x1 ½'	3	-	-

11	Racks 6 / 7' x 3 x 1 ½ with 6 / 7 Shelves	3	-	-
12	Wooden Cabinet for Cassettes/CDs/VCDs	1	-	-
13	Wooden Cabinet for TV/VCD/IRD	1	1	For additional VCR/VCD/TV
14	Almirah Small (0110)	2	-	-
15	Periodical Display Rack with Pigeon Holes	1	-	-
16	Coir Matting for Coordinator's Room	As per measurement	-	-
17	Room/Desert Cooler	-	2	One for Coordinators' Room, One for Audio Visual Room subject to justification
18	Wall Clock	1	-	-
19	Type Writer	1	-	-
20	Colour TV	1	1	Where students strength exceeds 350
21	VCD	1	1	Where students strength exceeds 350
22	Two-in-One	2	1	Where students strength exceeds 500

Note: Additional supply is subject to budget provision, availability of space and specific recommendation of the Regional Director.

Annexure: 2.2

INDIRA GANDHI NATIONAL OPEN UNIVERSITY REQUISITION FOR SUPPLY OF FURNITURE, FIXTURES AND EQUIPMENT

1.	Name and Code of the Centre	:		
2.	Number of Study Centres under Regional centre(for RCs only)	:		
3.	Staff Strength (Category wise)	:		
4.	Number of Students on roll (for SCs only)	:		
5.	Number of Programmes activated at the Study centres	:		
6.	Existing holdings and additional requirement:			
S. N o.	Name of the furniture, fixtures or equipment	Number of existing holdings	Additional quantity required	All inclusive cost approximately
7.	How the centre was being managed without the requested items	:		
8.	Whether proper accommodation is available	:		
9.	Justification in brief	:		

Date

Signature of the Coordinator/Regional Director

10. Recommendations of the Regional Director (in case of Study Centres)

Signature of the Regional Director

Date:

For Use in RSD

11. Observations :

12. Order of the Sanctioning Authority

Annexure: 2.3

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

Basic Information Part – I

**Proforma for Establishment of IGNOU Regular Study Centre/Programme Study Centre/
Special Study 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 study centre (Mark the area in the State map)	
1.2	Approximate population which can be benefited by the study 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 Study Centre and its distance from the proposed centre	
1.8	Programmes on offer at the nearest / nearby Study Centres Programme wise present enrolment of the nearest Study 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 holding the degree	No. of the faculty
		Ph.D. M.Phil Post	
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 study centre	# Yes/No	Remarks
3.2	Details of the rooms proposed to be spared for exclusive use of IGNOU Study Centre	Room (Sq. feet)	Area
3.3	Name proposed for appointment of the Co-ordinator {please enclose their complete bio-data)	1..... 2..... 3.....	

Date
Institution)

(Signature of the Head of the

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 Study 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 Study 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 Study 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 Study 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 Study Centre without charging any rent and also maintain the same.

Signature of the Head of Institution

Name:

Designation:.....

Annexure:2.4

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

Visit Report of Regional / Asst. Regional Director for establishing of a Regular Study Centre / Special Study Centre / Programme Study 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 Study Centre:

7) Distance from the nearest IGNOU Study 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:2.5**Indira Gandhi National Open University
Regional Service Division
Regional Centre**

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

Regional Centre _____ Code _____

Proposal for the establishment of SC/PSC/SSC 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 Study Centre with centre code no. (Refer to Item No. 7 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 Performa, for the appointment of coordinator/PIC with the name recommended by the host institution and the RD for appointment of Coordinator/PIC.
9. Bio-data of prospective academic counselor for their appointment.
10. Geographic map showing the location of the proposed centre in the region along with those of the existing centres.
11. Map Showing location of the proposed centre with reference to other established IGNOU Study Centres in the city, and of the State Open Universities wherever applicable.
12. If it is for establishment of a centre for activation of computer education programme, a letter from the head of the institution stating availability of authorized computer software (please refer to RSD/86 of 24.04.2004 for the list)

Regional Director

**DD(RSD)
Director (RSD)
Pro-Vice Chancellor**

Annexure: 2.6

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

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

- 1.1 (a) **Enclose a details 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.
 - 2.1 In a separate sheet please indicate the names of teacher/professional 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. The list of teachers need not be from the Host Institution only. Ideally, there should be representatives from all the institution named against item 1.7.
 - 2.2 As far computer facilities are concerned please ask the host institution to provide the documents regarding licensed software as per requirement of the programmes to be activated.

Annexure: 2.7

**Memorandum of Understanding
Regular Study 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 Study 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 Study Centre without charging any rent.
- let a signboard of IGNOU Study 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 Study Centre and advise the Coordinator and report to the Regional Director if necessary.

2. IGNOU will:

- provide furniture and equipment for the Study Centre as per norms.
- bear all recurring and non recurring expenditure on maintenance of the assets provide by it to the Study 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 Study 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 Study Centre.
- have the right to shift or close the Study 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
.....

(Head of the Institution)

On behalf of IGNOU
.....

(Regional Director)

Annexure: 2.8**Memorandum of Understanding**
(Recognized Study Centres)

Regarding organizational responsibilities of..... (Host Institute) and IGNOU for the proposed Recognized Study Centre at

1. THE HOST INSTITUTE WILL:

- i) Provide rooms for the offices of Coordinator, Assistant Coordinator, general office, audio/video room and library space for exclusive use of IGNOU Study Centre.
- ii) Install a signboard of IGNOU Study Centre prominently at proper place.
- iii) Ensure security of the equipment/material provided by IGNOU.
- iv) Make halls/rooms available for holding IGNOU examinations.
- v) Extend library, laboratory and computer facilities to IGNOU students for specialized programmes requiring use of institutional infra-structure facilities on mutually agreed terms.
- vi) Meet the non-recurring and recurring expenditure as specified in (see Chapter-6)
- vii) The Head of the Institute shall have the right to :
 - a) Recommend a panel of three names to IGNOU for the appointment of Coordinator.
 - b) Inspect the Study Centre whenever he/she likes and advise the Coordinator, and also write to the Regional Director.

2. INDIRA GANDHI NATIONAL OPEN UNIVERSITY WILL:

- i) Appoint part-time Coordinator from the panel recommended by the Head of the Institute and pay him honorarium at the rates in force from time to time. The Coordinator will report to the Regional Director/Director (Regional Service) at IGNOU Hqtrs. He will be responsible for management of the Study Centre viz administrative/academic/financial matters. Any account in the name of IGNOU will be operated by the Coordinator only.
- ii) Appoint Asstt. Coordinators whenever needed, from a panel to be recommended by the Coordinator, and pay him/her honorarium at the rates in force from time to time.
- iii) Appoint Academic Counsellors on the basis of the panel recommended by the Coordinator.
- iv) In addition, IGNOU shall provide/pay for:
 - a) Training/Orientation of Coordinator/Asst. Coordinator and Counsellors.
 - b) Travelling expenses for Coordinator/Asstt. Coordinator for attending meetings /orientation as and when required by the Regional Centre or the Regional Service Division. The sponsor should agree to grant duty leave to concerned staff for the purpose.
 - c) Assignments evaluation charges and examination expenses as per University approved rates.
 - d) Audio/Video cassettes pertaining to the Study programmes
 - e) Printed IGNOU course material (5 sets) for the Study Centres.
 - f) Manuals for Coordinators and Academic Counsellors, and any other material brought out by University.

Have the right to shift or close the Study 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.

This M.O.U. will stay in force for at least five years w.e.f and can be extended thereafter by mutual consent.

AGREED UPON AND SIGNED

ON BEHALF OF THE HOST INSTITUTE

ON BEHALF OF IGNOU\

(Head of Institute)

(Regional Director)

NAME:

NAME:

DATE:

DATE:

SEAL:

SEAL:

Annexure: 2.9

**Indira Gandhi National Open University
Regional Service Division
Regional Centre
Proposal for Programme Study Centre/Work Centre**

1. Name of the Institute/Organisation :
2. Type of the Institute/Organisation :
3. Name and Designation of the Head of the organization :
4. Address :
5. Telephone: Office :
 Residence :
 Fax :
 E-mail :
6. Programme for which the Study Centre is proposed to be set up :
7. Details of necessary infrastructure facilities :
 Office space :
 Class rooms :
 Equipments required for the programme:
 (Attach enclosures if necessary)
8. Detail of academic expertise for the programme :
 (Enclose List and Bio datas of Proposed Academic Counsellors)

The IGNOU norms for the Programme Study Centre have been carefully studied and are acceptable to the institute/organization.

Date:**Signature of the Head of the Institute****Place:****(Seal):**

Annexure: 2.10**Indira Gandhi National Open University
Regional Service Division
Regional Centre****Guidelines for Filling the Proforma for Programme Study Centre****Column**

1. (a) **Enclose a district map of the region indicating location of existing learner support centres and the proposed centre.**
(b) **Indicate the district wise area that the proposed centre would cater to.**

The address must indicate the district, PIN code and STD code. The distance from the nearest SC/PSC offering the same programmes with programme-wise enrolment may be mentioned.

2. **Details of necessary infrastructure facilities must indicate the area with room size for office space and the number of classrooms with capacity.**
 - a. **Details may be enclosed for specific equipment with lab infrastructure required for engineering and technical programmes.**
 - b. **In case of establishment of PSC for B.ED, the certificate of NCTE recognition for the current year must Be enclosed.**
 - c. **In case of establishment of PSC for computer based programmes, the copies of license certificate of authorized computer software may be obtained by RD, who will endorse it. (For The Latest List of Software Required Please Contact RC).**
 - d. **if the proposed centre is for B.SC(N), a copy of the INC recognition may please be enclosed.**
 - e. **If the proposed center is for B.ED,NCTE recognition may please be enclosed . Also enclosed a certificate That no other distance education B.ED programme is being offered at the institute.**

3. **Details of academic expertise for the programme**

Please attach a separate sheet indicating the names, educational qualification and experience of the teacher who can be our Counsellors. Such teachers need not be drawn from the host institution only. They may be taken from any other institution of higher learning from which easy to the host institution is available.

Annexure: 2.11

**Indira Gandhi National Open University
Regional Service Division
Regional Centre
Memorandum of Understanding for Programme Study Centre (PSC) (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 PSC at

.....

1. The Host Institution will:

- recommend a panel of three names to IGNOU for appointment of the programme in charge.
- Provide space of approximately 500-800 sq. ft. for exclusive use of IGNOU without charging any rent. This space will be utilized for the office of the programme in charge.
- Let a signboard of the IGNOU programme Study Centre be installed prominently at a proper place.
- Make halls/rooms available for holding counselling sessions and IGNOU examinations.
- Extend library, laboratory, computer facilities, etc. to IGNOU students for the given programme on mutually agreed terms.
- Provide facilities like tape recorder, TV, VCR, VCD, etc. for using the cassettes/CDs of IGNOU.

2. Head of the Institution will:

- Ensure that the programme in charge maintains accounts and submits the expenditure statements to the Regional Director every month.
- Have the right to inspect the programme study centre whenever he/she likes and advise the PIC and report to the Regional Director if necessary.

3. IGNOU will :

- Appoint a programme in charge (PIC) out of a panel of 3 names suggested by the head of the host institution. The PIC will be paid Rs.4500/- per month as honorarium per month at the rate approved by IGNOU from time to time.
- Pay contingent charges and other remuneration for counselling sessions, evaluation of assignments, holding examinations, stationery, postage, telegrams etc as per IGNOU rates.
- Pay an amount towards secretarial assistance, either lump sum or on per student basis, whichever is more, as per approved rates.
- Provide 5 sets of SIM (Self Instruction Material), and one set of audio video cassettes and/or CDs pertaining to the programme.
- Pay to the host institution for use of laboratories and equipment at rates approved by IGNOU from time to time.

- Appoint academic counsellors as per IGNOU norms out of proposals made by PIC.
- Have the right to shift or close the programme Study Centre if it finds that support services are not being provided, as per the requirements of the university. In such case the PIC would have to hand over all the assets and academic records of the learners to the Regional Director. The PIC will also have to settle all financial accounts with the Regional Director.

Agreed upon and signed

On the behalf of the Host Institution

.....

(Head of the Institution)

Place

Date

On behalf of IGNOU

.....

(Regional Director)

Place

Date

Annexure: 2.12

Indira Gandhi National Open University
Regional Service Division
Regional Centre
Memorandum of Understanding (For Special Study Centre (SSC))

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 Study Centre.
- ❖ Let a signboard of IGNOU Special Study 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 Study 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-instructional 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 Study Centre.

Accepted and Signed

On behalf of IGNOU

On behalf of the Host Institution/

Regional Director

Organization

Regional Centre

Annexure 2.13

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL SERVICES DIVISION
MAIDAN GARHI, NEW DELHI-110068

PROFORMA FOR ACTIVATION OF STUDY CENTRE FOR A GIVEN INDIVIDUAL PROGRAMME

1	(a)	Regional Centre/ Regional Centre	
	(b)	Code No.	
2	(a)	Name of the study Centre	
	(b)	Code No.	
3		Programme to be activated	
4		(please use SEPRATE PROFORMA FOR EACH PROGRAMME)	
	(a)	Programmes being currently offered at the study centre	
	(b)	Programme –wise strength of the student at the study centre	
	©	No. of approved Academic Counsellors for each programme	
5		NO. of room available for Counselling	
6	(a)	No. of prospective students for the programme to be activated (approximate no.)	
	(b)	Total no. of qualified approved Academic Counsellors Available for the programme to be activated	
	©	No. of bio-data enclosed for Recommendation as prospective Academic Counsellors (bio- data may be enclosed with the proposal)	
7		Session from which programme is to be activated (please specify as) Jan----- (yr)/July----- (yr)	
8		Rational behind seeking the activation	

Place: _____ (Signature of Coordinator)
Date: _____ With stamp

To be handled at the Regional Centre:

Enrolment in the region in the programme proposed in the proceeding 2years:

Recommendation of the Regional Director:-----

Place; _____ (Signature of Regional Director

)

Date: _____ with stamp

Note: Bio- data of prospective Academic Counsellors may be forward directly to concerned School for recommendation along with summery sheet by the Regional Director.

Annexure 2.14

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
TRANSMISSION OF BIO-DATA FOR EMPANELMENT OF ACADEMIC COUNSELLORS
FOR ALL MASTER'S, BACHELOR'S, DIPLOMA AND CERTIFICATE PROGRAMMES
)EXCEPT COMPUTERS, HEALTH SCIENCES & ENGG .PROGRAMME.(
)To be submitted strictly discipline-wise(.

Letter No.....

Dated.....

REGIONAL CENTRE :CODE..... :

)For use of Study Centre/Programme Study Centre(

SC/PSC)name (SC/PSC CodeProgramme

Details of prospective Academic Counsellors)bio-data enclosed(

Sl . No.	Name)Use capital letters()1(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.				

COORDINATOR/ PROGRAMME I/C

We have scrutinized the bio-datas 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

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

DIRECTOR, SCHOOL OF

DIRECTOR (RSD)

Annexure 2.15

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

BIO-DATA PROFORMA FOR ACADEMIC COUNSELLORS FOR ALL MASTER'S, BACHELOR'S, DIPLOMA AND CERTIFICATE PROGRAMMES)EXCEPT *COMPUTERS, HEALTH SCIENCES & ENGG. PROGRAMME*.(

Study Centre/Programme SC..... :

Part-I –General information

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 Study Centre.

PLACE:

SIGNATURE

DATE

For Use At The Study 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

/PROGRAMME INCHARGE 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:

Summary Sheet of Academic Counsellor of Computer Programme)s (CIT, BCA & MCA

**Proforma for Summary of the Candidates Recommended
As Academic Counsellor for Computer Programme**

)P(SC Name:

)

P(SC Code:

Programme Code:

SL.NO.	Name	Qualifications	University	Present Post	Courses for which counsellor is recommended	Remarks

Signature of Coordinator/PIC

Signature of Assistant Regional Director /Deputy Director

Signature of RD

Annexure 2.17

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
PERSONAL DATA FORM FOR ACADEMIC COUNSELLOR OF MCA)Revised(
Programme :Master of Computer Applications)MCA(

For Office use only :

Name of the Study centre : _____

Study Centre Code : _____

Name of the Regional Centre: _____

Regional Centre Code: _____

1. Name)In block letter:(
2. Date of Birth:
3. Present Designation/Profession:
4. Residential Address:
Telephone)R:(
Email address :
5. Office Address :
Telephone)O (:
Email address :
Mobile :

Self Attested

6. Academic Qualifications) :Attach the photocopies of the educational qualifications (

Degree	Branch/ Specialization	University	Year of Passing	%
Ph.D				
M.Tech/MS				
B.E/B.Tech				
MCA/M.Sc				
Any Other Qualifications				

7. Teaching/Industry Experience:

Level)UG/PG / Corporate training(Position	University / Institution	Topics *Taught	No .of years of teaching experience	Period From To

8. Practical Experience :

SOFTWARE	EXPERIENCE OF WORKING WITH THIS S/W		PERIOD FromTo
OPERATING SYSTEMS			
WINDOWS 2000/ME/XP			
WINDOWS NT			
LINUX/UNIX			
SERVER S/W			
PWS IIS WINDOWS NT Specify the name of the other)if any(
SOFTWARE			
C/C++			
VISUAL BASIC			
RATIONAL ROSE / any other CASE tools)Specify the name(
CASE 4.0/TURBO ANALYST			
MICROSOFT PROJECT			
JAVA			
ORACLE 8/8i			
TURBO ASSEMBLER/ MICROSOFT ASSEMBLER/ Emu 8086			
LISP			
PROLOG			
MS FRONT PAGE			
TALLY			
Editor (ADOBE FRAMEMAKER / XML Pro)			
Any XML Parser			
MACROMEDIA FLASH			
MACROMEDIA DIRECTOR			
MACROMEDIA DREAMWEAVER			
COREL DRAW			
ADOBE PHOTOSHOP			

9. Please mention priority wise, the choice of course you would like to counsel for.

)see below for the structure of MCA programme and eligibility criteria for coursewise counselor(

SEMESTER	COURSE CODES
I	
II	
III	
IV	
V	

10. Any other relevant information:

DECLARATION

I hereby declare that the information given above is correct. I accept to undertake the task of academic counselling.

Signature of the Applicant

Date:

Place:

FOR USE AT THE STUDY CENTRE

Recommended for the appointment of academic counselor for the following courses:

SEMESTER	COURSE CODES
I	
II	
III	
IV	
V	

Date: _____

Place: _____

Programme Incharge/Coordinator

Sign. with Seal

FOR USE AT THE REGIONAL CENTRE

Recommended for the appointment of academic counselor for the following courses:

SEMESTER	COURSE CODES
I	
II	
III	
IV	
V	

Assistant Regional Director/Deputy Director

Date: _____

Place: _____

Regional Director

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Annexure 2.18

PERSONNEL DATA FORM FOR ACADEMIC COUNSELLORS FOR BCA/CIT

Study Centre :

Programme :

Part -I -:General Information

)To be filled in by the candidate(

1. Name)in BLOCK LETTERS(: _____
2. Date of Birth : _____
3. Present Designation /Profession : _____
- 4 . Residence Address : _____

 _____ Phone : _____
5. Office Address : _____

 _____ Phone : _____
6. Academic Qualifications :

Degree University Year Subject /Specialisation

B.A/.B.Sc/.B.Com/.or equivalent

M.A/.M.Sc/.M.Com/or equivalent

M.Phil

Ph.D.

Any other

7. Details of teaching Experience :

Level	Courses Taught	Tutorial/ Teaching Experience	Name of the Institution	Total Teaching Experience

Under Graduate

Post Graduate

8. Would you be interested in undertaking any other activities for the University like of survey and feedback for the courses on offer, preparation of question bank etc.

Yes/No If yes please specify-----:

9. Research and Publication :

)A(i(Research Topic

M.Phil.

Ph.D.

ii(Area of Research currently

Involved

iii(Details of Research work/Project work guided.

)B(Publications

)Give details of publications like names of Journal/Book, year of Publication etc .and add an additional sheet if required(

i(Articles

ii(Books

- 10 Please indicate your choice of Study Centre in the order of preference.

No.

Study Centre Code

Name of Study Centre

11. The language(s) (In which you will be able to counsel)Please specify(
English_____ Hindi(_____ Regional language_____
12. Experience in the Distance Education System.
- i(Familiarity/interaction in the Distance Education system such as
course writing, A/V script writing or evaluation work) .Please give detail, on a separate sheet(
- ii(Previous experience in counselling through Distance Education mode, if any

Years

Coursescounseled

Place /Institution

13. Please mention priority-wise, the choice of courses you would like to do counselling for)see the syllabi of the concerned programme(

1. _____ 3 . _____
2. _____ 4 . _____

14. Have you made/used any innovations in teaching :

Please give details.

15. Do you belong to SC/ST

16. Any other relevant information.

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

1. Programme : _____ 2. Enrolment No: . _____
3. Present Status : _____

I hereby declare that the information given above is correct.

I accept to undertake the tasks of academic counselling and evaluation of assignment scripts.

Place :

Signature

Date :

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Annexure 2.19

PART -II Bio-data Format for Academic Counsellors for BCA

1. Education : Degree University Year Discipline

Ph.D.

M.Tech /M.E.

)Computer/

Electronics/

Electrical(

B.Tech /B.E .

)Computer/

Electronics/

Electrical(

M.C.A.

Master Degree)Computer Science(

Any other relevant

Educational/

Professional Qualification

2. IGNOU Course Interest profile :

Course Title	Whether	Experience in	Professional
)For course contents(interested in	teaching	experience in
experience	counselling	course	this field

B.C.A.

1 .P.C.Software Application Skills)CS-612(

2 .Computer Fundamental)CS-611(

3 . 'C' Programming & Data Structure)CS-62(

4 .Introduction to DBMS)CS-66(

5 .Introduction to System Software)CS-63(

6 .Introduction to Computer Organisation)CS-64(

7 .Elements of System Analysis and Design)CS-05 (

8 .Window Programming)CS-65(

9 .Multimedia)CS-66(

10 .Computer Network)CS-67(

11 .C ++and Object Oriented Programming)CS-72 (

12 .TCP/IP Programming)CS-69(

13 .Theory of Computer Science)CS-73(

14 .Introduction to Software Engineering)CS-70 (

15 .Introduction to Internet Programming)CS-74) (JAVA, ACTIVE X(

16 .Computer Oriented Numerical Techniques)CS-71 (

17 .Intranet Administration)CS-75(

3. Overall teaching and professional experience.

I hereby declare that the information given above is correct .

I accept to undertake the tasks of academic counselling and evaluation of assignment scripts .

Signature

Place :

Date :

For use at the Study Centre

Recommended and forwarded for appointment as a part time Academic Counsellor.

Place :

Signature of the Coordinator
with Stamp

Date :

For use at the Regional Centre

Recommended for appointment for the following courses:

Place :

Signature of the Regional Director
(with Stamp)

Date:

Annexure 2.20

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

PART -II Bio-data Format for Academic Counsellors for the Certificate in Information Technology)CIT.(

1. Education :Degree University Year Discipline

MCA/M.Sc .

)Computer Science(

BCA/B.Sc.

)Computer Science(

PGDCA

)from a Recognized /

Deemed University(

2. Computer Education Experience :One year Teaching Experience is desirable .

Organisation Nature of Job Experience

3 Knowledge of Computer Language/Package Course Under taken

Languages/Packages/

Utilities.

BASIC

:

COBOL

:

DATA BASE

:

)dBase III plus(

LOTUS 1-2-3

:

FORTTRAN

:

WordStar

:

COMPUTER COMMUNICATION:

)LAN/WAN etc.,(

EXPERT SYSTEM :

MS-DOS/UNIX :

SYSTEM ANALYSIS

& DESIGN etc.,

OTHERS

)please specify(

4. System handled : IBM Compatible PC : YES/NO

IBM Compatible AT/XT :

YES/NO

Mini Computer : YES/NO

Mainframe Computer : YES/NO

Any other system :

YES/NO

5. IGNOU Course Interest profile :

Course Title	Whether	Experience in
Professional	interested in	teaching this
experience in	counselling	course this field

C.I.T.

1 .Fundamental of Computer Systems)CIT-001(

2 .Introduction of Information Technology)CIT-002(

3 .Web based Technology & Multimedia Application)CIT-003(

4 .Laboratory Course)CITL-001(

I hereby declare that the information given above is correct .

I accept to undertake the tasks of academic counselling .

Signature

Place :

Date :

For use at the Study Centre

Recommended and forwarded for appointment as a part time Academic Counsellor.

Place :

Signature of the Coordinator
with Stamp

Date :

For use at the Regional Centre

Recommended for appointment for the following courses:

Place :

Signature of the Regional Director
)with Stamp(

Date :

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
TRANSMISSION OF BIO-DATA FOR EMPANELMENT OF ACADEMIC COUNSELLORS FOR ALL
BACHELOR'S, DIPLOMA AND CERTIFICATE PROGRAMMES OF HEALTH SCIENCES.

(To be submitted strictly discipline-wise.)

Letter No.

Dated

REGIONAL CENTRE..... : CODE..... :

)For use of Study Centre/Programme Study Centre(

SC/PSC)name (SC/PSC CodeProgramme

Details of prospective Academic Counsellors)bio-data enclosed(

Sl . No.	Name)Use capital letters()1(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.				

COORDINATOR/ PROGRAMME I/C

We have scrutinized the bio-datas 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 2.22

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

BIO-DATA PROFORMA FOR PROGRAMME INCHARGES AND ACADEMIC COUNSELLORS
OF HEALTH SCIENCES DISCIPLINE OF SCHOOL OF
HEALTH SCIENCES.

Programme Study Centre..... :

Regional Centre:

Programme Study Centre:

)Full name & address(.....:

General Information

1. Name)in BLOCK Letters(:

2. Date of Birth :

3. Present Designation :

4. Whether belongs to SC/ST/OBC :

5. Residential Address with Tel .No. :

)Mention Pin Code(

6. Official Address with Tel .No. :

)Mention Pin Code(

7. E-mail address :

8. Academic Qualifications

DEGREE	UNIVERSITY	YEAR	SPECIALIZATION
MBBS			
MD(PSM/O&G/PAED./MED.)			
MHA/MD (HA) /MD(CHA) /DNB(HA)			
MS			
DM/Ph.D./ MCH			
DH & HM			
MBA			

9. Details of Teaching Experience :

Total number of years of teaching experience:

LEVEL	POSITION	NAME OF THE INSTITUTION	EXPERIENCE (YRS.)
Under Graduate			
Post Graduate			

10. Details of Administrative Experience:

POSITION HELD	AREA OF WORK	INSTITUTION /HOSPITAL	EXPERIENCE IN (YRS.)

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 Study Centre.

PLACE:

SIGNATURE

DATE:

For use at the Study Centre

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/
PROGRAMME INCHARGE 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

DATE :

WITH STAMP

For Use at the School of Health Sciences

Recommended for Appointment as a part-time Academic Counsellor.

Date :

Signature of the Director

Place :

With Stamp

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

BIO-DATA PROFORMA FOR ACADEMIC COUNSELLORS AND CLINICAL SUPERVISORS OF
B.Sc .NURSING .

Programme Study Centre..... :

Part-I –General information

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

Degree	University	Year	Subject/ Specialization
B.Sc. Nursing			
M.Sc. Nursing			
M.Phi Nursing or related areas			
Ph. D. Nursing or related areas			
Any other — DNEA/			

10. Details of teaching experience

Level	Position	Courses	Institution	Years of total experience
Under Graduate				
a) B.Sc. Nursing)				
b) Post Basic B.Sc.				

(Nursing)				
Post Graduate				
M.Phil/ Ph. D.				
GNM/ DNEA				
ANM/PHW/HS				

11. Clinical work experience

Position held	Area of work	Institution	Total number of years of experience
1.			
2.			
3			

12. Nursing Administration :

Position held	Institution/Hospital	Total number of years of experience
1.		
2.		
3.		

Course (s) preferred for counselling and Clinical Supervision :

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 Study Centre.

PLACE:

SIGNATURE

DATE:

For use at the Study Centre/Programme Study Centre

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

/PROGRAMME INCHARGE

DATE :

WITH STAMP

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

DATE :

WITH STAMP

Annexure 2.24

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
TRANSMISSION OF BIO-DATA FOR EMPANELMENT OF ACADEMIC COUNSELLORS FOR ALL
BACHELOR'S, DIPLOMA AND CERTIFICATE PROGRAMMES OF ENGINEERING.

)To be submitted strictly discipline-wise(.

Letter No.

Dated

REGIONAL CENTRE..... : CODE..... :

)For use of Study Centre/Programme Study Centre(

SC/PSC)name..... (SC/PSC CodeProgramme

Details of prospective Academic Counsellors)bio-data enclosed(

Sl . No.	Name)Use capital letters()1()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.				

COORDINATOR/ PROGRAMME I/C

We have scrutinized the bio-datas 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)

INDIRA GANDHI NATIONAL OPEN UNIVERSITY**BIO-DATA PROFORMA FOR ACADEMIC COUNSELLORS OF BTCM /BTWRE/DCIM PROGRAMME.**

Programme Study 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 :
- 9 . Name of the Programme)s (for which counselling is opted for
- 10 . Course topics for which tutoring/counselling services..... :
.....
11. Educational Qualifications (starting from Graduation) :

DEGREE	INSTITUTION/ UNIVERSITY	YEAR OF PASSING	DIVISION	AREA OF SPECIALISATION	REMARKS, IF ANY

12. Experience :

ORGANISATION/ INSTITUTION	YEAR	DESIGNATION	WORK AREA/SUBJECT

13. Books/ Research Publication, if any :

14. Any other relevant information :

.....
.....

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 Study Centre.

PLACE:

SIGNATURE

DATE

For use at the Study Centre

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

DATE : WITH STAMP

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

DATE :

WITH STAMP

Learner Support Centre.....: Programme Name

[illegible]

1. Intensive Counselling Schedule.
2. 2. Time of functioning of the LSC
3. Last dates for submission of exam forms. 75 % attendance is compulsory in practical etc

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INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE _____

LSC NAME _____

LSC

Code _____

FEEDBACK FROM LEARNERS ON COUNSELLING SESSION

Programme _____ Course _____

Date _____ Time: _____

From _____ To _____

Name of the Learner _____

Enrollment No. _____

Counsellor's Name _____

1. Tick Mark () from the following you expectations from the counseling session:-

Thorough covering of the block by the counsellor

Viewing of video cassette on the topic

Discussion on the topic

Informal get-together

Discussion on the assignment

Discussion on the project work

Any other (Please specify)

2. Preparation for the session [Tick Mark () the appropriate box against each question]

	Yes	No
1. Had you received the relevant course material before the session?	<input type="checkbox"/>	<input type="checkbox"/>
2. Had you read the specified blocks at home	<input type="checkbox"/>	<input type="checkbox"/>
3. Had you attempted the self-check exercises given in the blocks?	<input type="checkbox"/>	<input type="checkbox"/>
4. Did you bring copies of the course material to the LSC	<input type="checkbox"/>	<input type="checkbox"/>
5. Did you bring the list of questions you wanted to ask?	<input type="checkbox"/>	<input type="checkbox"/>
6. Did you have a note-book and pen with you?	<input type="checkbox"/>	<input type="checkbox"/>

3. Activities:

What did you do during the session?

<input type="text"/>	Asked questions
<input type="text"/>	Listened to the counsellor
<input type="text"/>	Listened to the lecture & took notes
<input type="text"/>	Watched/listened to a/v other media inputs
<input type="text"/>	Talked to other students
<input type="text"/>	Anyother activity (Please specify)

What is your opinion about the following: -

	Satisfactory	Tolerable	Not
	Satisfactory		
A. Arrangements at the study centres	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Useful	Partially useful	Not useful
B. Counsellor's discussion	<input type="text"/>	<input type="text"/>	<input type="text"/>
C. CD/Media inputs	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. What is your general impressions of the counseling session?

Rewarding	Satisfactory	Dull
<input type="text"/>	<input type="text"/>	<input type="text"/>

5. Comments, if any :

Signature of learner_____

Date: _____

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL CENTRE _____

LSC NAME _____ **LSC CODE NO:** _____

FEEDBACK FROM ACADEMIC COUNSELOR ON COUNSELLING SESSION

Programme _____ Course _____

Date _____ Time: From _____ To _____

Name of the counsellor _____

Number of students enrolled for the session _____

Number of students present in the session _____

1. How did the session take off?

- By ☐ Introductory remarks of academic counsellor
- ☐ Questions asked by students
- ☐ Students were initiated in to asking questions
- ☐ CD/other media were played
- ☐ Introductions made by the Coordinator
- ☐ Any other (Please specify)

2. Tick mark () the activities which were included in the session:

- ☐ Lecture
- ☐ Reading
- ☐ Playing of CDs/other media inputs
- ☐ Question—Answers
- ☐ Simulation
- ☐ Discussion in groups
- ☐ Discussion with counsellor
- ☐ Visit and lecture of an invited guest
- ☐ Any other (Please specify)

3. How would you describe the students who attended the session [Please tick mark () the relevant boxes and indicate the approximate percentage of students against it]

- ☐ Hesitant to ask questions
- ☐ Lacked study skills
- ☐ Had not read the relevant course material
- ☐ Expected page-to-page teaching
- ☐ Preferred lecture to interaction
- ☐ Well prepared
- ☐ Quite responsive to suggestions
- ☐ Vocal in highlighting their problems
- ☐ Enthusiastic about learning prospects
- ☐ Other type (Please specify)

4. What sort of problems did the students have?

☐ Personal

Related to the course material –

- ☐ Presentation not understandable
- ☐ Language is difficult
- ☐ Examples are difficult
- ☐ Self-check exercises are difficult
- ☐ Content too dense / difficult
- ☐ Related to assignments
- ☐ Related to term-end examinations

Related to the Institution –

- ☐ Non-receipt of course material
- ☐ Non-availability of Media support
- ☐ Lack of reference books listed in course material
- ☐ Un-replied enquiries

5. How would you rate learners' general response?

Very Good

Average

Lukewarm

☐

☐

☐

6. Do you feel that students were benefitted from this counselling session?

Yes	May be	No
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Give your opinion about the facilities available at the LSC and cooperation extended by the LSC functionaries

	Excellent	Satisfactory	Unsatisfactory
Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooperation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. What is your general impression about this session?

<input type="checkbox"/> Successful	<input type="checkbox"/> Partly Successful	<input type="checkbox"/> Unsuccessful
-------------------------------------	--	---------------------------------------

9. Comments / Suggestions, if any, _____

Signature of Academic Counselor _____ **Date:** _____

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL CENTRE _____

LSC Name _____

LSC Code _____

ACADEMIC SESSION JANUARY/JULY _____

ATTENDANCE SHEET OF LEARNERS IN A COUNSELING SESSION

S.N o.	Name and Address of Learner	Enrolment no.	Prog	Course Code	Theory/ Practical	Date	Time	Learner Mob no.	Learner email id	Learner signature

Signature of Academic Counsellor

Seal and Signature of Coordinator

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL CENTRE _____

LSC Name _____

LSC Code _____

CONSOLIDATED ABSTRACT OF COUNSELING SESSIONS CONDUCTED

ACADEMIC SESSION JANUARY/JULY _____

S.No.	Name of Programme	Course Code	No .of Credits	No .of Counseling Sessions Admissible		No .of Counseling Sessions Held		No .of Counselors approved for the course	No .of Counselors deputed for the course	Remarks
				Theory	Practical	Theory	Practical			

Certified that Counselling has been conducted in the LSC as per norms of the university

Seal and Signature of Coordinator

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL SERVICES DIVISION

GLOBAL COMMENTS SHEET FORMAT

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Assessment Sheet
(To be filled in Duplicate)

Assessment **C**

Enrolment No **002** Programme **B**
 Student's Name **Ms. G** Course **2**
 Study center Code No **Z** Assignment No **2**

Evaluators Comments

Dear Ms G,

Undoubtedly you have taken great pains to answer this assignment . Good to see that you have explained many points with the help of suitable examples. But I wonder how you have missed the third part of the question pertaining to "Strategies". Kindly go through the marginal comments to improve your answer.

Your handwriting is neat but give more attention to spellings. Hope you will do better in your next assignment. Also I would advice you to be more conscious of the word limit and follow them in your next assignment.

Better luck next time.

Yours sincerely,
XYZ

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 analysis <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 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Evaluator's Signature **XYZ** Moderators comments, if any

Date **01.01.2005**

Name in full **Ms. XYZ**

Evaluator's Code No **007** Signature of the Moderator

Address **IGNOU** Name in full

..... **NEW DELHI-110068**

Note : The grades/marks assigned for the individual questions and the overall grade/marks written in the assessment sheet need to be in consonance with general attributes (traits) by the evaluators at the bottom of the assessment sheet.

PROFORMA-II
CONFIDENTIAL

INDIRAGANDHINATIONALOPENUNIVERSITY

PROFORMA FOR ESTABLISHMENT OF EXAMINATION CENTRE FOR
(MONTH & YEAR) TERM-END EXAMINATION

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

1. STUDY 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 Examination Supdt. _____

&Address :- _____

Official _____

PIN CODE : _____

Telephone No. with STD Code : _____

Mobile : _____

Residential _____

PIN CODE : _____

Telephone No. with STD Code : _____

3. Venue of examination centre

with full mailing address:-

PIN CODE : _____

Seating Capacity of centre: Morning Session: _____

Evening Session: _____

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

4. Details of account where the advance

Name of the Bank _____

towards the conduct of Term-end Examination

Account No. _____

can be transferred

IFS code _____

Account in the name of _____

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

a) Name of person nominated by Coordinator as

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.

6. 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 : _____

7. Special requirement / proposal, if any: _____

- 8.. If your centre was established examination centre during test examination of the University, the amount of advance and final payment sent to you by the University Rs. _____ (Advance Payment) Rs. _____ (Final Payment)

- Number of answer books available in the Centre Main _____
Supplimentary _____
- Number of answer books additional required in the Centre Main _____
Supplimentary _____

9. I hereby declare that to the best of my knowledge none of my close relative is appearing at the Examination Centre for the Term-end Examination entrance test..

Signature: _____

Name: _____

stamp
Name of Coordinator of Study Centre with office

(If proposed Exam centre is study centre)

OR

Name of Exam Suptd. with office stamp

Date: _____
IGNOU)

(If proposed exam centre is **NOT** study centre of

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

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

RATES FOR CONDUCT OF THEORY TERM END EXAMINATIONS

S .N.	Description	Details	Revised Rate per Session
1.	Centre Superintendent	One per session	Rs .500-/
2.	Deputy Centre Superintendent	Up to 500 candidates –Nil 501 –1000 candidates –1 1001 –1500 candidates -2 & so on)per session(Rs .450-/
3.	Invigilator	One)for every block of 25 candidates per session	Rs .400-/
4.	Relieving Invigilator	Up to 500 candidates –1 501 –1000 candidates –2 1001 –1500 candidates -3 & so on)per session(Rs .400-/
5.	Assistant	One)per session(Rs .350-/
6.	Class IV /Group D Attendant Chowkidar House Keeping Staff Attendant)Water(Per Session 1 1 1 1)for every block of 100 candidates per session(Rs .200-/ Rs .200-/ Rs .200-/ Rs .200-/
7.	Seating Arrangement & Room Rent	Rates per student	Rs.16 -/per session for the number of registered candidates)Rs .6 -/for seating arrangement and Rs .10 -/for room rent, furniture and electricity charges(
8.	Contingent Charges	As per actual	

9.	Postal Charges	As per Actual	
10.	Amanuensis /Scribe	Rs .70-/-	

1. The revised rates are effective from the Term-end Examination, June – 2016.
2. Rates for examination duty are inclusive of conveyance charges.
3. Centre Superintendent one Assistant and one Attendant will be entitled to get extra remuneration for making physical arrangements for one session before actual date of commencement of examination / test.
4. Registrar (SED) is empowered to authorize hiring of furniture by Centre Superintendent in case of exigencies at the current open market rates.

Appendix-13

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi-110 068
(Student Registration & Evaluation Division)

CERTIFICATE OF OPENING OF QUESTION PAPERS

We, the undersigned, hereby certify that the sealed packets containing question papers in the following course(s) for the examination have been examined by us and found them to be in proper condition and that these have been opened in our presence ten minutes before the time fixed in the date-sheet. We have also checked that the correct envelopes are being opened.

Sl. No.	Course Code (Col. 1)	No. of Envelopes (Col. 2)	Total Number of Copies of Question Papers (Col. 1 x Col. 2)
1.			
2.			
3.			
4.			
5.			

* One witness in case the number of examinees is less than 25 in the session.

* Deficiency, if any, noticed _____

Witnesses:

1. _____ Signature 2. _____ Signature

Name: _____ Name : _____

Address: _____ Address : _____

3. _____ Signature 4. _____ Signature

Name: _____ Name : _____

Address: _____ Address : _____

Time of Opening: _____

Date: _____

Signature of Superintendent
With Seal

Appendix-18

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

DESPATCH MEMO

Programme Day

Course Date

Exam. Centre No.

Total No. of Answer-books Packed

Total No. of Candidates Absent

Total No. of Unfairmeans Cases

The answer books have been packed in our presence on.....at.....am/pm

Signature of two invigilators

Signature of Centre Superintendent
With Seal

1.

2.

Date:

- Note:**
1. Please arrange answer books coursewise in ascending order of enrolment numbers of the candidates and within a course medium-wise.
 2. Please send the answer books daily after the Examination.
 3. Use separate Despatch Memo for each Course.
 4. The Despatch Memo should be signed by two invigilators as witness.

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION**

(Revised in November 2016)

List of Regional Evaluation Centres (REC)

Sl .No.	REC	Jurisdiction Covering Regions of
1	Kochi	Kochi, Trivandrum, Vatakara, Chennai, Madurai, Hyderabad, Vijayawada, Visakhapatnam, Bangalore, Bijapur, Panaji, Port Blair.
2	REC, Delhi)Headquarters(Delhi-1, Delhi-2, Delhi-3, all Schools, Divisions, Centres, Units & Institutes at Headquarters, International Division and answer scripts received from other Evaluation Centres/Sources if and when any.
3	Shillong	Shillong, Guwahati, Jorhat, Itanagar, Imphal, Agartala, Gangtok, Kohima, Aizwal.
4	Bhubaneshwar	Bhubaneshwar, Koraput, Kolkata, Siliguri, Raghunathganj, Patna, Bhagalpur, Darbhanga, Saharsa, Deoghat.
5	Ahmedabad	Ahmedabad, Rajkot, Mumbai, Nagpur, Pune, Jodhpur, Jaipur.
6	Bhopal	Bhopal, Jabalpur, Raipur, Ranchi.
7	Lucknow	Lucknow, Varanasi, Aligarh, Noida, Karnal, Chandigarh, Khanna, Dehradun, Jammu, Srinagar, Shimla.

Annexure 5.6

Formats for Consent and Examiner's Details for(Month & Year) TEPE

1. Name of Centre Supdt. :.....

2. Address and contact

Detail of the Centre Supdt:

.....

3. Computers Availability

a)Window Based Computers :

b) Linux based Computers :

4. Examiner's Details (Approved counselors):

Sr. No.	Name	Qualification	Teaching Experience
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

5. Labs Availability:

Signature of Centre Supdt.With stamp.

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Rates for Engagement of Personnel for Conduct of Practical
Examination for CIT, PGDLAN, BCA & MCA Programmes

S. N.	Head of Expenditure	Rate of Remuneration	Remarks
1.	Centre Superintendent	Rs. 500/- per session	Remuneration shall be paid per Session but not per Batch maximum 2 sessions in a day
2.	Examiner	For 3 Hrs - Rs. 800/- For 2 Hrs - Rs. 600/- For 1 Hr. - Rs. 400/- (Above rates are as per batch)	Remuneration shall be paid per Batch. Separate voucher for conveyance claim should be submitted. Conveyance is payable once a day
3.	Machine Room Operator	Rs. 300/- per session	Remuneration shall be paid per session 2 nd MRO shall be admissible if the number of examinees are more than 20 in each Batch in 1 Session or more than 4 in the same session
4.	Attendant	Rs. 200/- per Session	Remuneration shall be paid per session. Maximum 2 sessions in a day.
5.	Computer Hire Charges	Rs. 25/- per computer per hour on actual appeared students	Computer Hire Charge shall be paid on the basis of actual number of examinees appeared.
6.	Contingent Charges	As per actual	-
7.	Postal Charges	As per actual	-

The revised rates are effective from the Term-end Examination, June 2016.

Registrar (SED)

INDIRAGANDHINATIONALOPENUNIVERSITY
AWARD LIST OF TERM-END PRACTICAL EXAMINATION

Month & Year

CIT /CBS

Programme : Course Code:_____

Month and Year of Exam:_____ **Max.Marks:**

Sl.No.	Enrolment Number								Marks
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									
11.									
12.									
13.									
14.									
15.									
16.									
17.									

Sl.No.	Enrolment Number								Marks
21.									
22.									
23.									
24.									
25.									
26.									
27.									
28.									
29.									
30.									
31.									
32.									
33.									
34.									
35.									
36.									
37.									

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
AWARD LIST OF TERM-END PRACTICAL EXAMINATION, (Month & Year)
Bachelor of Computer Applications Programme(Revised)

Centre Code _____ Programme Study Centre Code _____
 Course Title _____ Month & Year _____ Maximum Marks _____

Sr.No.	Enrolment Number										Name of the Student	Marks in Practical Examination		
												Practical Questions	Viva-voce	Total
1.														
2.														
3.														
4.														
5.														
6.														
7.														
8.														
9.														
10.														
11.														
12.														
13.														
14.														
15.														
16.														
17.														
18.														
19.														
20.														

Certified that all the above students have more than 70% attendance.

Signature _____

Signature _____

Name of the Coordinator:-----

Name of the Examiner: _____

Date & Centre Stamp: _____

Date & Centre Stamp: _____

N.B.

1. Minimum 40% marks are required for successfully completing the practical course.
2. In Practical courses, maximum marks for each course are given as under :-

S.No	Course Code	Maximum Marks			Duration
		Practical Question	Viva Voce	Total	
1.	BCSL-013	80	20	100	2 Hrs
2.	BCSL-021/BCSL-022	40	10	50	1 Hr
3.	BCSL-032/BCSL-033/BCSL-034	40	10	50	1 Hr
4.	BCSL-043/BCSL-044/BCSL-045	40	10	50	1 Hr
5.	BCSL-056/BCSL-057/BCSL-058	40	10	50	1 Hr
6.	MCSL-016	40	10	50	2Hrs
7.	BCSL-063	40	10	50	1 Hr

Note : Two copies of the marks list are to be prepared. One copy must be preserved at Exam Centre and another copy be sent to the Regional Director, RC

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
AWARD LIST OF TERM-END PRACTICAL EXAMINATION

)Month & Year(
BCA)Pre-revised(

Programme : Course Code: _____

Month and Year of Exam: _____ Max.Marks: _____

Sl.No.	Enrolment Number									Marks
1.										
2.										
3.										
4.										
5.										
6.										
7.										
8.										
9.										
10.										
11.										
12.										
13.										
14.										
15.										

Sl.No.	Enrolment Number									Marks
21.										
22.										
23.										
24.										
25.										
26.										
27.										
28.										
29.										
30.										
31.										
32.										
33.										
34.										
35.										

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
AWARD LIST OF TERM-END PRACTICAL EXAMINATION, (Month & Year)
Master of Computer Applications Programme

Centre Code _____

Programme Study Centre Code _____

Course Title _____

Month & Year _____

Sr.No.	Enrolment Number										Marks Obtained in Sections*			
											* Strike out the section, if not applicable			
											1	2	3	4
1.														
2.														
3.														
4.														
5.														
6.														
7.														
8.														
9.														
10.														
11.														
12.														
13.														
14.														
15.														
16.														
17.														
18.														

Certified that all the above students have more than 70% attendance.

Signature _____

Signature

Name of the Coordinator,

Name of the Examiner

Programme Study Centre _____

Date & Centre Stamp _____

Date _____

N.B.

1. Minimum 50% marks are required in each section for successfully completing the practical course.

2. In Practical courses, total number of sections prescribed & maximum marks for each section are as under :-

Course Code	Total Number of Section (s)	Maximum Marks
MCSL-016	01	50
MCSL-017	02	25 Each Section
MCSL-025	04	25 Each Section
MCSL-036	03	30 Marks each in section 1 & 2 and 40 marks in Section 3
MCSL-045	02	25 Each Section
MCSL-054	02	25 Each Section

Note : Two copies of the marks list are to be prepared. One copy must be preserved at Study Centre and another copy may be sent to the Regional Director, RC.

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

Postal 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 Deptt .during the month offor 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-:

S.No.	No of letters sent	Stamp pasted on each letter	Total Rs.	Mode of dispatch	Particulars /Subject of letters sent

Signature & Stamp of the Coordinator

**Indira Gandhi National Open University
Regional Centre-----**

No .IG/RCDN/SC-31033/2016/

Date:

To,

The Bank Manager

Sub :Opening of Saving Bank Account

Sir/Madam,

Dr.XYZ, Coordinator, IGNOU Learner Support Centre, _____, may please be permitted to

open a **Saving Bank Account** in your bank in the name of **"IGNOULSC0001 ."****DrXYZ** will operate the

bank account against the grants/funds/claims received from IGNOU only. His appointment letter issued by

Director Regional Services Division, IGNOU MaidanGarhi, New Delhi is enclosed for your reference .

Signature of **DrXYZ** is verified here for the purpose of opening the account:



With Regards,

Yours sincerely,

Regional Director

IGNOU RSD

Delegation of financial powers Revised vide RSD Letter no. 2755 dated 10/10/2009

S. No	Item of expenditure	PVC	Director, RSD	RD	Coordinator	Remarks
1	2		4	5	6	7
Delegation of financial powers of the RD for release of share money to SSC						
1	Release of Share money (lump sum Grant) to SSC	-	Full powers	Full powers	-	The payment of share money to SSC for the students attached with the SSC will be released in terms of the provisions mentioned in the MOU signed between host institution and IGNOU for each program
Delegation of financial powers of the RD for purchase of furniture and Equipments for RC, Warehouse, SC/PSC/SSC						

1	i)Purchase of furniture and fixture	Full powers	<p>Full powers for standard items specified & approved for each of the RC, warehouse, LSCs & RCs.</p> <p>Up to Rs. 50000/- in other cases</p> <p>Up to Rs. 2 lacs for the standard items specified & approved for each of the Regional warehouse, LSCs & RCs</p> <p>Up to Rs. 50000/- in other case.</p>	<p>i) Upto ` 1 Lakh in each case only for standard items specified & approved by Hqrs for each regional warehouse, LSCs & RC after following GFR and on the recommendation of the purchase Committee at the RC.</p> <p>Upto ` 10000/- in each other case</p> <p>Up to Rs. 1 lacs in each case only for the standard items specified and approved by the Hqrs for Regional warehouse, LSCs & RCs after following the provision as mentioned in the GFR-</p>	-	<p>i) Purchase of Air Conditioner will require the approval of the Vice-Chancellor.</p> <p>ii) All the items will only be purchased by the RC subject to availability of funds in the concerned budget head provided by the University for this purpose and as per norms and specifications of each of the items approved by the University following GFR-2005</p> <p>i) All the items will only be purchased subject to availability of funds in the concerned budget head provided by the University for this purpose and as per norms and specifications of each of the items approved by the University following GFR-2005</p>
---	-------------------------------------	-------------	--	--	---	--

S. No	Item of	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
	trolley, Weighing Machine, Strapping Machine, Fire fighting equipments, ladder, etc. & approved equipments for LSCs & RCs iii) Repair & Maintenance	The recommendation of a Purchase Committee.		2005 and on the recommendation of the Purchase Committee constituted at the Regional Centre Up to Rs. 10000/- in other case. Up to Rs. 5000/- in each case for the RC warehouse		ii) All cases involving expenditure exceeding Rs. 5 lacs will be reported to the Board of Management.
Revised Schedule of Delegation of financial powers for Regional Services Division						
1	Advertisement Charges	Full powers	Full Powers for advertisements approved by VC/Committee appointed for the purpose	i) As in column 4 ii) Up to ` 15000/- in each in other cases	-	Powers shall be subject to size, content. Number of insertions and name of the Newspapers being decided by the PVC/Committee appointed for the purpose
2	Books/Journals/Academic periodicals/Newspapers	Upto ` 10000/- P.A. for each centre	Upto ` 5000/- p.a. for each centre	Upto ` 5000/- p.a.	Upto ` 2000/- p.a.	Subject to general instructions issued from University Library
3	Local Conveyance Charges i) Reimbursement of conveyance charges ii) Hiring of Taxies & other modes of conveyance	Full powers subject to the limit prescribed from time to time	As in column 3	As in Column 3	i) Upto ` 300/- P.M. for Assistant Coordinators	-
4	Electricity and water charges	Full Powers	Full Powers	Full Powers	i) Full Powers where regulated by separate meter	Where Charges are payable on pro-rata basis on the recommendation of RD.

S. No	Item of	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
					ii) Up to 150/- P.M. to host institution if separate meter does not exist and request in this regard is made	apportionment will be approved by the Director (RS) in consultation with FO
5	1. Fixture & Furniture (including purchase of fans. Heater coolers etc. 2. Repair & Maintenance	Full powers	Full powers for standard items approved for each centre. Up to Rs. 10000/- in other cases.	Up to Rs. 50,000/- in each case for standard items approved for each centre. Up to Rs. 5000/- in other cases. Up to Rs. 5000/- in each case for the RC & SCs in his region.	-	Purchase of Air Conditioner will require approval of VC
6	i) Freight charges ii) Demurrage charges	Full Powers Full Powers	Full Powers Full Powers	Full Powers Full Powers	Full Powers Full Powers	Demurrage charges Rs. 500/- will require concurrence of the FO
7	Motor Vehicle i) Repairs & Maintenance ii) Cost of POL	Full Powers subject to monetary limits fixed from time to time Full powers	As in column 3 Full powers up to the limits prescribed in Staff Car Rules.	Up to Rs. 10000/- in each case Up to Rs. 10000/- per month		Subject to instructions regarding maintenance of Logbook, history sheets & limits of expenditure issued from time to time
8	Post & Telegraph charges	Full powers	Full powers	Full powers	Full powers	-
9	Printing & binding	Up to Rs. 20000/- in each case	Up to Rs. 15000/- in each case	Up to Rs. 10000/- in each case	Up to Rs. 1000/- in case but not exceeding Rs. 1500/- p.m.	-

10	Staff paid from contingencies	Up to 89 days at a time, not exceeding 200 days in a calendar year	Up to 89 days at a time, not exceeding 200 days in a calendar year	i) Up to 89 days at a time, not exceeding 200 days in a calendar year in short-term vacancies ii) Up to Rs. 1000/- for approved long-terms	-	-
----	-------------------------------	--	--	---	---	---

S. No	Item of	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
				contact programme		
11	Stationery(Store)	FullPower	Up to Rs. 20000/-in each case	Up to Rs. 10000/-in each case	Up to Rs. 1500/-in each case not exceeding Rs.2000/-in a month	-
12	i)Store and equipments for RC/SCs such as VCR, ACR, TV& office equipments, satellite receivers etc. ii)Repair& Maintenance of the equipments	FullPowerfor standarditems approved foreach centre FullPower	FullPowerfor standarditems approved foreach centre FullPower	Up to Rs. 20000/-foreach centresubject to scales approved foreachcentre Up to Rs. 5000/-in each case	- Up to Rs. 1000/-in each case	The purchase will be as per guidelines approved by the VC from time to time The RDs are empowered to have AMCs with the same firm who has supplied the equipment otherwise approval of PVC is required with the concurrence of FO
13	Computers i)Stationery, peripherals, Floppies, Tapes, Ribbons ,Ink Cartridges etc. ii)Maintenance of Computer hardware	Upto Rs. 11a on each occasion by following prescribed procedures FullPower	Upto Rs. 20000/-in each case Rs. 50000/- on the recommendation of purchase committee Upto Rs. 20000/-in each case Upto Rs. 10000/-in each emergent case	Upto Rs. 10000/-in each case by following prescribed procedures Upto Rs. 10000/-in each case	Upto Rs. 1500/-in each case not exceeding Rs. 2000/-in a month - -	The RDs are empowered to have AMCs with the same firm who has supplied the equipment otherwise approval of PVC is required with the concurrence of FO i)Software to be acquired on recommendation of Director Computer Division. ii)Engagement of outside agency shall require prior approval of Competent Authority
14	Telephone, Telex, Fax Charges	Full powers for payment of rent and call	Full powers for payment of rent and call	Full powers for payment of rent and call	Full power for payment of rent and 250 local calls per month	i)Subject to instructions issued from time to time regarding limits on prescribed no. of calls for residential telephone

S. No	Item of	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
						ii) Installation of new telephone/telex, fax will require approval of the Vice Chancellor
15	Expenditure on entertainment i) Conference, Workshop, Orientation Programme Seminar etc. ii) Entertainment at official meeting	Full powers subject to budgetary provision for each course Upto Rs. 5000/- in each case	Upto Rs. 2000/- per programme subject to prescribed limits per head from time to time Upto Rs. 3000/- in each case subject to prescribed rate limits from time to time	Based on the budget under specific sanction for each programme. The Regional Director can draw money from the grants placed with them Upto Rs. 2000/- in each case subject to prescribed rate limits from time to time	No. of limit per student month upto 250 250/- 251-350 350/- above 350 500/-	Subject to general economy instructions issued by Govt. Of India from time to time.
16	Expenditure in connection with conduct of examination	Full powers		Upto Rs. 1000/- on each occasion	Upto Rs. 3000/- on each occasion	These powers can be exercised if advance has not been received
17	Honorarium to resource persons invited to give lectures i) Course lectures ii) Extension lecture	Full powers Full powers	Full powers Full powers	Full powers Full powers		At the rates approved by BOM and programmes approved by PVC/VC
18	Fees to Counsellors	Full powers	Full powers	Full powers	Full powers	At the rates and instructions issued by Head Quarter from time to time
19	Uniforms & liveries to staff	Full powers at the scales authorized from time to time	Full powers at scales authorized from time to time	Full powers at scales authorized from time to time		
20	Other Contingencies	Recurring Rs. 10000/- p.a. in	Rs. 10000/- p.a. in	Rs. 10000/- p.a. in each		

S. No	Item of	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
	Running the centers not specified above	each Non recurring Rs. 5000/-in each case.	each Rs. 5000/-in each case.	Rs. 5000/-in each case.	Rs. 1000/-in each case	The coordinator can exercise these powers for payment of photocopying charges.
21	Payment of TA/DA etc, to participants in seminars /workshop	Full powers	Full powers	Full powers	-	As per approved rates for the approved programmes
22	Remuneration in connection with longer contact programme, TA, Hiring of Halls, local conveyance etc.	Full powers	Full powers	As per the budget approved for each of the programme	-	-
23	Advance for TA in emergent case to Coordinators etc.	Full powers	Full powers	Full powers including advance to self	-	-
24	Remuneration for evaluation of assignments	Full powers	Full powers	Full powers	Full powers subject to i) appointment of evaluators is approved by the University and at rates approved by BOM from time to time for different courses	-
25	Refund of Programme Fee of eligible applicants	Full powers	Full powers	Full powers	-	Processing fee of Rs. 100/- to be deducted
26	Salary for the Regular RC (other academic & non academics) staff	Full powers	Full powers	Full powers	As per the guidelines issued by F&A Division.	-
27	Salary for part	Full powers	Full powers	Full powers	As per the guidelines issued	

S. No	Item of Expenditure	PVC	Director, RSD	RD	Coordinator	Remarks
1	2	3	4	5	6	7
	time staff of study centre under each Regional Centre				From time to time.	
Advances(Non-Interest Bearing)						
28	LTC Advance	-	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
29	Transfer TA Advance	-	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
30	Advance in official Tour	-	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
31	Festival Advance	-	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
Powers As Controlling Officers						
32	LTC Final Bills	Full powers	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
33	Tour TA Bills	Full powers	Full powers in respect of RDs	Full powers in respect of staff at Regional Centre	-	-
34	Cycle Advance	-	-	Full powers in respect of staff at Regional Centre	-	-
35	Table Fan Advance	-	-	Full powers in respect of staff at Regional Centre	-	-
Reimbursement of medical expenses etc.						
36	Outdoor Medical Bills	Full powers	-	Full powers in respect of staff at RCs up to the maximum of Rs. 2000/- in each case	-	-
Reimbursement Of Tuition Fee/ Education Allowance						
37	Education allowance	-	-	Full powers for staff at RCs	-	-
CPF/GPF Advance Part Withdrawals						
38	Advance	-	-	Full powers in respect of staff at RCs	-	-
39	Refund of fees to students	-	-	Full powers	-	-

Payment Norms

(vide Letter No. FN.IG/RSD/F&A/ATR/91-FC/2017/23321 dt. 13 Feb-2018)

Category 2: Payment norms for Learners Support activities

S. No.	Head of Payment/Accounts	Enhanced payment norms/Revised payment norms (Rs.)
1	Theory counselling for UG Programmes for 2 hours	770
2	Theory counselling for PG Programmes for 2 hours	1100
3	Practical counseling for all programmes up to UG for a 4 hrs. session, for lesser duration pro-rata applicable	880
4	Practical counseling for all programmes up to PG for a 4 hrs. session, for lesser duration pro-rata applicable	1100
5	Conveyance charges to the academic counselors in accordance with clarification of the cities of operation: <div style="text-align: right;"> A1 } A } B1 } B2 } C } Not classified } </div>	<div style="text-align: right;"> 330 220 110 </div>
	Conveyance charges to the Coordinators and Asst. Coordinators in accordance with classification of the cities of operation: <div style="text-align: right;"> A1 } A } B1 } B2 } C } Not classified } </div>	<div style="text-align: right;"> 1000 800 600 </div>
6	Assignment evaluation for UG Programmes (Per assignment)	27.5

7	Assignment evaluation for PG Programmes (Per assignment)	27.5
8	Assignment handling charges (per assignment)	1.65
9	Data entry of assignment grades (per entry)	0.35
10	Computer hiring charges (per hour per PC)	27.5
11	Laboratory hire charges for B.Sc/CPLT/B.Sc N etc (per day)	660
12	Consumables (Computer Laboratory)	As per actual on
13	Consumables (Science/Engineering Laboratory)	production of receipts
14	Machine Room Operator (Computer) (for one complete session)	165
15	Laboratory Assistant (Science Engineering) per session	275
16	Laboratory (Attendant) per session	192.5
17	Induction meeting (per freshly admitted)	11
18	Honorarium to Head of the Institute (p.m)	4950
19	Honorarium to the Coordinator (p.m.)	6600
20	Honorarium to the Programme-In-charge (PIC) (p.m.)	4950
21	Honorarium to the Assistant Programme In-charge (APIC) for B.Ed Programme Study Centres (PSC)	5200
22	Dropped -Honorarium to Part-time Faculty (PTF) for B.ED P.SCs	
22	Honorarium to the Assistant Coordinator (p.m.)	4620
23	Honorarium to Programme Facilitator (MSCMACS)	3300
24	Honorarium to Assistant (p.m.)	3960
25	Honorarium to Attendant (p.m.)	2640
26	Honorarium to Safaiwala (p.m.)	2200
27	Conveyance/Transportation charges to the study centre functionaries on actual per month per centre subject to max. of	1100
28	Secretarial/Menial Assistance allowance to Programme Centres p.a. (where staff are not provided)	11000
29	Honorarium for sale of prospectus at study centres (Commission per form)	5.5
30	Electricity charges to study centres (p.m.)	1100

*Not revised in the 2012 revision and thus the rates are revised at par with norms for Asst. Coordinators.

4

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10. Orientation Programmes at Regional Centres

S. No.	Head of Expenditure particulars	Enhanced payment norms/Revised payment norms (Rs.)
1	TA/DA to outside Academic Counsellors	TA: Up to 2 nd AC Train fare if connected by train or by AC/Non-AC Bus fare, plus local conveyance within the municipal limits of the city where the programmes is organized. However, in case of difficult regions like North-East, A&N Island and Srinagar, the participants to be allowed to travel by air. In case of travel by taxi/own car between places connected by train, the total claim or 2 nd AC fare for the corresponding journey, whichever is less, shall be admissible. In case of no rail connectivity, the rate notified for travel by taxi by the state transport department shall apply. DA: For A-1 Cities: RC may spend an amount not exceeding Rs. 3000/- per head per day on providing boarding/lodging. For other cities/locations: Not exceeding Rs. 2000/- per head per day
2	Local Conveyance to Academic counselors attached to local LSCs	For A-1 Cities: Rs. 500/- per day For other Cities/Locations: Rs. 300/- per day
4	Working Lunch	Rs. 200/- per person per day
4	Light Refreshment (Tea & Snacks)	Rs. 50/- per person per day
5	Stationery	Rs. 100/- per person
6	Other contingencies (including banner, photography, hall rent (if any), photocopying etc.)	As per requirement of the programme but not exceeding 25% of the total expenditure on the programme.

11) Consumables for B.Sc

It is not possible for the host institutions to segregate consumables for their regular students and IGNOU learners. Hence lump sums are being proposed. The amounts have been presented on the basis of average actual expenditure being incurred at the labs across the country

Discipline(Courses)	Revised Rates
Physics (PHE-3L, 8L & 12L)	Rs. 750/- per student (Two Week Courses)
Life Sciences (LSE-4L, 8L, 11L & 14L)	Rs. 1200/- per student (Two Week Courses)
Chemistry (CHE-3L, 7L & 8L)	Rs. 1200/- per student (One Week Courses)
Chemistry (CHE-11L & 12L)	Rs. 2200/- per student (Two Week Courses)
Environment (ACE-1L)	Rs. 1200/- per student (One Week Courses)

13) COMMUNITY/FIELD SETTING (Social Work and SOEDS)

Sl. No.	Prog/Course/Activity	Revised rate (Rs.)	Remarks
1	Practicum for field work (Undergraduate level-BSW)	Rs. 2000/- per student for 8 Credits	Guidance for 25 field visits each year Guided orientation visits to five agencies <ul style="list-style-type: none"> • Five Group Conference • Evaluation of the reports • Identification of field agencies • Rs. 1000/- for one month block • Placement supervision and evaluation • Not more than 10 Students.
2	Practicum for field work (Postgraduate level-MSW)	Rs. 3000/- per student for 8 Credits	Rs.3000/- per student on completion of : <ul style="list-style-type: none"> • Guidance for 45 field visits each year • Guided Orientation visits to five agencies • Evaluation of the reports • Identification of field agencies • Rs. 1000/- per student for block placement and internship supervision including evaluation • Not more than 10 students at a time.
3	Honorarium to Mentors/Guides/Facilitators for MAAE of SOEDS	Rs. 80/- per activity/ student subject to a maximum Rs. 1000/- per session of 4 hours (as applicable to a activity)	Comparable to payment to mentor for B.Ed activity approved in 2012. A maximum of 20 Students to be attached to a mentor. 9 to 11 activities per student for community setting and three activities per student in institution setting.
4	Evaluation of reports of community based activities	Rs. 50/- per report	As per with log books
5	Honorarium to Head of the Centre/Institute for (for practical activity)	Rs. 100/- per activity or Rs. 2000/- per annum whichever is lower	Payment to head of the institution for institution based activity. Similar to norms for lab activities.

* for Certificate/Diploma programme (namely CSWCJS/PGDSWT) of SOSW Rs. 300/- per student has been proposed to keep the admission fee which is commensurate with the expenditure at Minimum, as it has been assumed that this certificate programme will act as a feeder for BSW and MSW.

Indira Gandhi National Open University
Regional Services Division

No. IG/RSD/F&A/ATR/91-FC/2017/10226
Dated: 28/03/2018

Notification

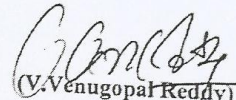
The Board of Management in its 129th meeting held on 12/10/2017 on the recommendations of the Finance Committee considered and approved the Revised Payment Norms for Revision of Rates of Remuneration for various activities of B.Ed. held at Work Centre and Workshop and Hospital Setting (Presently Applicable for SOHS). The Revised Payment Norms as approved are enclosed herewith for implementation by respective School of Studies, Divisions, and Regional Centres etc.

This notification is in the continuation of the earlier notification No. IG/RSD/F&A/ATR/91-FC/2017/2338(A) dated 13/02/2018 (Sl. no. 9 & 12) issued by Assistant Registrar (GA).

The Revised Payment Norms will be effective from 15/12/2017.

Distribution:

- Directors of Schools
- Heads of Divisions/Centres/Units
- All Regional Directors
- Finance Officer
- DD, VCO


(V. Venugopal Reddy)
Director, RSD

निदेशक / Director
क्षेत्रीय सेवाएँ प्रभाग / Regional Services Division
इ.जी.ए.ओ.वि., मैदान गढ़ी, नई दिल्ली-110061
IGNOU, Maidan Garhi, New Delhi-110061

Revised Payment Norms

9) Revision of Rates of Remuneration for various activities of B.Ed. Programme to be held at Work Centre and Workshop

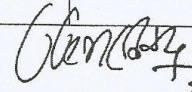
S. No.	Head of Expenditure particulars	Enhanced payment norms (Rs.)	Remarks
1	Remuneration to Resource Person 12 days workshop, per session of one and half hour each for two workshops per batch	Rs. 825 (subject to a maximum of Rs. 8250/- per resource person)	One resource person cannot take more than 05 sessions in one workshop
2	Contingencies	Rs. 9900 (for two workshops) or Rs. 4950/- per workshop, if only one workshop is being held at PSC	
3	Honorarium to Workshop in Charge	Rs. 3300 (for two workshop) or Rs. 1650/- per workshop, if only one workshop is being held	
4	Assessment of EPC Activity Reports submitted during the workshop	Rs. 25 per EPC Report (Two reports in every EPC Course) i.e. Rs. 50 per EPC (Total 04 EPC course, two in first year and two in second year) per learner	New practical component of 4 credit worth in each year, i.e. total 8 credit activity. No existing norms are there for any such related activities. Proposed rate are in consonance with assignment evaluation rates.

B) Activities to be held at Work Centre/School for Internship

- i) New curriculum has proposed 16 credit internship and 08 credit EPC activities, which are to be held at School, for activities of 24 credits new rates are proposed. The proposed rates are in ratio of earlier rates of SBA.
- ii) In new curriculum, Mentor has to supervise the EPC activities.

1.	Payment to Head Teacher/Principal of the school (internship)	Rs. 2000 per learner	One school can have maximum 5 learners as interns in one batch
	Supervision by Mentor during internship	Rs. 1500 per intern for both years	(one mentor can supervise maximum 2 interns in a session) Activities during internship along with teaching practice
3.	Supervision by Teacher Educator	Rs. 2000 (maximum) or Rs. 200 per observation, whichever is less (for observing all activities during internship including supervision of 10 lessons, i.e. 5 classes in every subject) (one supervisor cannot observe more than 5 interns in a batch)	Teacher Educator will visit School of intern during internship period and observed his/her engagements in school activities as well as observe teaching practice of minimum 10 lessons, i.e. 5 lessons in each teaching subject)
4.	TA/DA to Teacher Educators for supervision during internship	Rs. 500 per visit (Maximum 10 visits for two years including 3 visits in first year)	

1


 निदेशक / Director
 क्षेत्रीय सेवाएँ प्रभाग / Regional Services Division
 इ.ग. रा.मु.वि., मैदान गढ़ी, नई दिल्ली-110068
 IGNOU, Maidan Garhi, New Delhi-110068

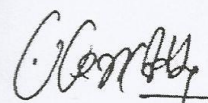
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12) HOSPITAL SETTING (PRESENTLY APPLICABLE FOR SOHS)

Sl. No.	Programme/Course/Activity	Revised rate (Rs.)	Remarks
1	Spell training at PSC*	Rs. 1000 per student per spell	In line of rate of Theory counseling session at PG level
2	Practical contact session at PSC	Rs. 1000 per session of 2 hrs	Involves bed side teaching and demonstration. Complete to two hour counseling session for PG Programmes.
3	SDC Counselling	Rs. 5000 / students / counsellor	Involves about 100 hours of supervisory activity/training of PGDMCH, PGDGM, PGDHVM Programme).
4	Supervision of Skill Training at PSC/SDC/Work Centre	For 100 hours of supervision** • PG level Rs. 5000/- per student • UG level Rs. 3000/- per student	(i) In the similar pattern as applicable to programme other than PGDMCH, PGDGM, PGDHVM mentioned above. (ii) Supervised activity and self activity could be performed in an integrated manner in form of internship posting (like M.Sc. (DFSM) Programme of SOCE having 10-12 credits activity is performed over a period of 3 months.)
5	Case Discussion/ Seminar	Rs. 500/case/student	Equivalent to 1 hr teaching session at PG level (Presently in PGDCC Programme). Introduced in 2007.
6	Logbook Evaluation	Rs. 50/logbook	
7	Guest Lectures (by resource person other than counselors)	Rs. 1000 per session of 1 hour	For Bioethics, PGDHVM Programme renowned subject experts could take sessions online / during contact sessions.

* 1 spell training in PGDMCH Programme involves 2 days of practical training having a maximum of 5 students per counsellor.

** 100 hrs of activity could be performed as a continuous posting or at different points of time covering different skills of any course.


 26/3/18
 निदेशक / Director
 क्षेत्रीय सेवाएँ प्रभाग / Regional Services Division
 इ.ग.स.मु.वि., मैदान गढ़ी, नई दिल्ली-110068
 IGNOU, Maidan Garhi, New Delhi-110068

INDIRA GANDHI NATIONAL OPEN UNIVERSITY**REGIONAL CENTRE..... STUDY CENTRE****PROFORMA FOR CLAIMING FOR BILLS FOR INDUCTION MEETING EXPENSES**

There are fresh students registered at this Study Centre for session. Programme wise details of registered students are as under:

Sr. No.	Name of Programme	No. of students Registered

The date of induction meeting is being scheduled on at this centre. You are requested to kindly send study material at the earliest for disbursement.

Kindly sanction an amount of Rs..... to meet the expenditure related to induction meeting as per norms.

Yours faithfully,

COORDINATOR
IGNOU LSC _____

Indira Gandhi National Open University
Regional Service Division
Regional Centre

Study Centre / Programme Study Centre _____

Remuneration Bills of Academic Counselling Charges

Counselling (Theory/Practical)

Name of Academic Counsellor & Code : _____ Month: _____

Programme: _____ Course Code: _____

Details of Counselling Session

Sl.No.	Date	Time		Block Covered	Students		Amount of Counselling Charged Rs.	Amount of Conveyance Charge d Rs.	Total	Acquaintance of the Counsellor
		From	To		Assigned	Attend ed				

Total Rupees:

Certified that the counseling is taken by me according to the counseling schedule provided by the Coordinator / Programme Incharge of the Study Centre/Programme Study Centre.

Signature of Academic Counsellor

Verified and passed for payment

Certified that the counseling 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: _____

Affix revenue stamp

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 Service Division
Regional Centre**

Bill for Computer Hire Charges
(To Be Filled In Duplicate-1st Copy Meant for Regional Centre and 2nd Copy for Study Centre's/PSC's/Wo's Record)

Computer Centre's Name _____
Address _____
Programme: _____ Semester(if any) _____ Month _____

Sl. 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 counseling schedule.

Signature with initials
Head, Institute/Work Centre **(to be filled in by RC office)** & stamp with initials

Signature of Coordinator

Passed		for		payment		of
Rs. _____	(Rupees. _____)					
_____	Less	TDS	deducted	@	5.5%	Payable
Rs. _____			(Rupees _____)			Amount _____)

Receipt

Received Rs. _____ (Rupees _____) Signature _____ Dealing _____

Assistant _____

Affix
Revenue
Stamp

With receive Signature on it (if applicable)

Indira Gandhi National Open University
Regional Service Division
Regional Centre
Summary of Remuneration Bill for Evaluation
of Assignments /Handling Charges

STUDY CENTRE CODE : _____ Bill No : _____ Date : _____

Sl . No.	Programme Title	Course Code	Name of the Counsellor/Coo rdinator	Details of scripts of Assignments		Rate Per Assignment		Amount	
				No	A.Code			Rs.	P.

Total : Grand Total)Rounded Off..... (

Amount of Imprest drawn: RsCheque No..... .Date

Classification: SECTION A REVENUE ACCOUNT

EVALUAION DIVISON

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 Study Centre

)For Use in Finance Division(

)Passed for adjustment of Rs)Rupees

(..... Payee.....

Station..... A.F.O. S.O).F(Asstt.

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

Remuneration Bill of Machine Room Operator

(To Be Filled In Duplicate-1st Copy Meant for Regional Centre and 2nd Copy for Study Centre's/Psc's/Wo's Record)

Study Centre Name & Code _____

Name of Work Centre _____

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

Signature of Coordinator

Head, Institute/Work Centre **(to be filled in by RC office)** & stamp with initials

Passed for payment of

Rs. _____ (Rupees. _____)
 _____ Less TDS deducted @ 5.5% _____ Payable Amount
 Rs. _____ (Rupees _____)

Receipt

Received Rs. _____ (Rupees _____)
Assistant

Signature Dealing

With receive Signature on it (if applicable)

Affix
Revenue
Stamp

Indira Gandhi National Open University
Regional Service Division
Regional Centre
Proforma for Bill for Recoupment of Imprest

Bill of Expenditure**Non Plan/ Plan**

Strike which is not applicable

For the Month of: _____

File No.: _____

LSC Code: _____

Date : _____

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.

Sl.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.	ToalRs.
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	MCA (P)				
b	BCA (P)				
c	CIT (P)				
d					
e					
13.	Machine Room Operator (MRO)				
	Programme	Voucher No.	Session	@ Rs.	Total Rs.
a	MCA (P)				
b	BCA (P)				
c	CIT (P)				

14.	Computer Practical Stationery charges (Vouchers to be enclosed)					
	Programme	Voucher no.	Session/Period	No. of students	@ Rs.	Total Rs.
a	MCA					
b	BCA					
c						
15.	Secretarial Assistance/ students Handling Charges-					
	Programme	Voucher no.	Session/Period	No. of students	@ Rs.	Total Rs.
a	MCA					
b	BCA					
c						
16.	Hiring of Laboratories (Programme wise) Practical					

Manual for Learner Support Centres

	Programme	Voucher no.		Details/Break up of the claim	@ Rs.	Total Rs.
a	B.Sc.					
b	B.Sc.(N)					
c	BLISc.					
d	MLISc.					
e	PGDMCH					
17.	Work shop for B.Ed. Practical-					
	Programme	Voucher no.		Details of the claims	@ Rs.	Total Rs.
	B.Ed.					
18.	Induction Meeting ((R.C.”s 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 Study Centre _____ towards recoupment of imprest amount to
the study centre. Also noted in recoupment register.

(Section Officer) (A.R.) (R.D.)

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 along with remuneration bill of evaluators with recoupment bill.

Indira Gandhi National Open University
Regional Services Division
Regional Centre
Grade List for Assignment (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

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 along with remuneration bill of evaluators with recoupment bill.

TEE December/June

LSC Name..... Code.....

.....

[illegible]

Date _____

6

Indira Gandhi National Open University
Regional Service Division
Regional Centre
Proforma for Monthly Account of Study Centre (Receipts)

Regional Centre-----Study Centre-----

STATEMENT OF ACCOUNTS FOR THE MONTHS OF

NAME OF THE STUDY CENTRE (code)

RECEIPTS

(Figure in Rupees)

	During the Month under report	During the Financial Year till the end of Month under report
--	----------------------------------	--

Opening Balance (Imprest):

Receipt from Various Sources:

1. Imprest Recouped
2. Any other Special Advance
(Details to be specified)
3. Sale of Admission Forms
4. Sale of IGNOU Study Materials
5. Any other Receipts

Total

Signature of the Coordinator

Indira Gandhi National Open University
Regional Service Division
Regional Centre
Proforma for Monthly Account of Study Centre(Expenditure)

STATEMENT OF ACCOUNTS FOR THE MONTHS OF

NAME OF THE STUDY CENTRE (code)

EXPENDITURE

(Figure in Rupees)

	During the Month under report	During the Financial Year till the end of Month under report
--	----------------------------------	--

1. ADMINISTRATIVE EXPENDITURE:

1. Postage & Telegram
2. Telephone
3. Purchase of Stationery
4. Repair & Maintenance Furniture Equipment
5. Electricity Charges
6. Water Charges
7. Printing & Binding
8. Entertainment Expenses
9. Other Contingencies

Total

2. OPERATIVE EXPENDITURE :

1. COUNSELLING CHARGES (PROGRAMME-WISE)

S.No.

Programme

Expenditure

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

3. ASSIGNMENT EVALUATION CHARGES (PROGRAMME-WISE)

S.No.

Programme

Expenditure

- 1.
- 2.

- 3.
- 4.
- 5.
- 6.

4. PART TIME STAFF SALARY

- i) Head of Institution
- ii) Coordinator
- iii) Assistant Coordinator
- iv) Clerical Staff
- v) Group 'D'

5. HIRING OF COMPUTER TIME (PROGRAMME –WISE)

<u>S. No.</u>	<u>PROGRAMME</u>
<u>EXPENDITURE</u>	

- 1.
- 2.
- 3.
- 4.

6. HIRING OF LABORATORIES (PROGRAMME –WISE)

<u>S. No.</u>	<u>PROGRAMME</u>
<u>EXPENDITURE</u>	

- 1.
- 2.
- 3.
- 4.

7. FUNDS TRANSMITTED TO REGIONAL CENTRE:

1. Refund of Advance
(out of II (2) of receipts side)
2. Sale of Admission forms
3. Sale of IGNOU Study Materials
4. Any other refunds
(details to be specified)

8. Closing Balance ***

Total		

CLOSING BALANCE ***

1. This should tally with the closing balance of cash book.
2. The bank statement should also be enclosed
3. If the cash book balance from that of Bank Balance, a Balance Reconciliation Statement should be prepared and enclosed.

Signature of Coordinator

