



e-Booklet in FAQ Format (May 2023)

Compiled by: Dr. Amit Kumar Jain, Assistant Regional Director

IGNOU Regional Centre Karnal

Plot No. 5, Sector 12 (Part 1), Urban Estate, Karnal 132001 Haryana



0184-2271514



rckarnal@ignou.ac.in



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www.ignou.ac.in

<http://rckarnal.ignou.ac.in/>

Frequently Asked Questions (FAQs)

This e-booklet is compiled based on the queries of the learners in FAQ format. Different issues like Recognition of degree, Admission, Assignment, Synopsis, Project/dissertation, ECP, B.Ed.Workshop & Internship as well as other student support services etc. have been discussed under different sections.

Section 1: **General Rules, Recognition and Region**

Q. Are IGNOU Degrees/Diplomas/Certificates recognized?

A. Yes, recognized by UGC.

IGNOU is a National Open University established by an Act of Parliament in 1985 (Act No. 50 of 1985). It is the First Open University in the Country to have been accredited with the highest A++ Grade by NAAC.

IGNOU has been exempted from applicability of UGC (Open and Distance Learning Programme and Online Programme) Regulations, vide Letter No. F. No. 1-8/2019 (DEB-I) dt. 9th August 2019 & F. No. 2-/2019 (OL) dated 17th March, 2020.

<http://ignou.ac.in/userfiles/Exemption%20from%20UGC%20regulations.pdf> The Degrees/ Diplomas/ Certificates issued by IGNOU are recognized by all the member institutions of the Association of Indian Universities (AIU) and are at par with the corresponding Degrees/ Diplomas/ Certificates issued by all Indian Universities/ Deemed Universities/ Institutions etc.

The UGC Notification No. F. 1-1/2020(DEB-I) dated 4th Sept., 2020 regarding recognition of Degrees and Certificate acquired through ODL mode states as under:

“ 22.Equivalence of qualification acquired through Conventional or Open and Distance Learning and Online modes.— Degrees at undergraduate and postgraduate level in conformity with UGC notification on Specification of Degrees, 2014 and post graduate diplomas awarded through Open and Distance Learning mode and/or Online mode by Higher Educational Institutions, recognized by the Commission under these regulations, shall be treated as equivalent to the corresponding awards of the Degrees at undergraduate and postgraduate level and post graduate diplomas offered through conventional mode.”

Q. Is IGNOU B.Ed recognized by National Council for Teacher Education (NCTE)?

A. IGNOU's B.Ed. Programme is recognized by National Council for Teacher Education (NCTE) as per Letter No. F/NOF3/DL-83/99/7807-7812 dated 31.05.99 and F.NRC/NCTE/DL83 dated October 23, 2015. (See Page No. 38-39).

Q.Is IGNOU MBA and PG Diploma in Specializations are recognized by All India Council of Technical Education (AICTE)?

A. All the Programmes are recognized by AICTE vide Letter No. F. No. North-West/2022- 23/1-112783440263 dated 31-May, 2022

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Q. How can I get the Notices/Circulars/Notifications/ Equivalence of Courses

A. All information are available on <http://www.ignou.ac.in/ignou/aboutignou/division/srd/new>

Q. How can I Know about the jurisdiction of Regional Centre Karnal in State of Haryana?

A. RC Karnal covers 16 Districts as Bhiwani, Fatehabad, Hisar, Jhajjar, Jind, Kaithal, Karnal, Kurukshetra, Mahendragarh, Panipat, Rewari, Rohtak, Sirsa, Sonapat, Charkhidadri and Yamunanagar.

Section 2: **Admission and Counselling**

Q. When IGNOU Starts the Admission?

A. Admission to various programmes of the University are open for January and July sessions. The admission announcements are widely publicized through national, regional media and IGNOU main and Regional centre website. It may be noted that there are few programmes for which entry is through Entrance test i.e., B.Sc. Nursing (Post Basic), and B.Ed. etc. In such cases filling of form takes place in two stages, first for appearing at the entrance test and next for final admission.

Q. What are the cut off dates of Admission Cycles?

A. Please check the admission advertisement in national dailies and on IGNOU website www.ignou.ac.in for last dates of submission of admission form in January & July Cycles/sessions.

Q. How can I see the Common Prospectus?

A. Common prospectus and other important application forms are available on <http://ignou.ac.in/ignou/studentzone/adminssionannouncement/1>

Q. How can I see the Management Programme Prospectus?

A. Management Programme prospectus is available on <http://ignou.ac.in/userfiles/MBA%20Student%20Handbook%20and%20Prospectus.pdf>

Q. How can I see the MBA Specialization Programmes Prospectus?

A. MBA Specialization Programmes Prospectus is available on <http://ignou.ac.in/userfiles/MBA%20Specialisation%20Prospectus.pdf>

Q. What is the Eligibility Criteria for MBA and MBA Specialization Programmes?

A. Passed Bachelor Degree of Minimum 3 year's duration with at least 50% marks (45% in case of candidates belonging to reserved category).

Q. How can I know the types of MBA Specialization Programmes?

A. University is offer following MBA Specialization Programmes as:

- Master of Business Administration (Financial Management) (MBAFM)
- Master of Business Administration (Human Resources Management) (MBAHM)
- Master of Business Administration (Marketing Management) (MBAMM)

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- Master of Business Administration (Operations Management) (MBAOM)

Q. How can I know the types of PG Diploma Management Specialization Programmes?

A. University is offer following PG Diploma Management Programmes as:

- Post Graduate Diploma in Human Resources Management (PGDHRM)
- Post Graduate Diploma in Financial Management (PGDFM)
- Post Graduate Diploma in Operations Management (PGDOM)
- Post Graduate Diploma in Marketing Management (PGDMM)

Q. How can I know about all programmes offering by IGNOU?

A. Information on programmes and eligibility criteria available on <http://www.ignou.ac.in/ignou/studentzone/programmes/1>

Q. How can I know about the Academic Programmes of the University and other details related to Programmes?

A. List of the Academic Programmes of the University are available in Common Prospectus with following information as:

*Registration fee of Rs 300/- (Non-refundable) is to be paid at the time of admission in addition to the programme fee as mentioned in Common Prospectus.

** University Development fee of Rs 200/- is to be paid at the time of admission in addition to the programme fee as mentioned in Common Prospectus

*** Registration fee of Rs 500/- (Non-refundable) is to be paid at the time of application in addition to the programme fee given in the following FLIP (Fixed Learning Intake Programme): PGDMCH, PGDGM, PGDHHM, PGDHVM, DNA and PGCMDM.

****Registration fee of Rs 850/- (Non-refundable) is to be paid at the time of admission in addition to the programme fee given in the following table - BCOMAF, MCOMFT

(For more details please see Summary List of Programmes (fee, duration, eligibility, medium, etc mentioned in Common Prospectus of University, available on IGNOU Website)

Q. Which programmes are offered by IGNOU RC Karnal?

A. More than 100 Programmes are offered by IGNOU RC Karnal. Click here to see the Programmes activated on <http://rckarnal.ignou.ac.in/>

Q. How can I see the list of Learner Support Centres (LSCs) under Regional Centre Karnal?

A. Click here to see the list of Learner Support Centres (LSCs)<http://rckarnal.ignou.ac.in/>

Q. How we can apply for IGNOU Fresh admission?

A. Presently, IGNOU offers online procedure of admission.

Click here to apply in IGNOU <https://ignouadmission.samarth.edu.in/>

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Q. How can I know for admission in PGDMCH, PGDGM, PGDHHM, PGDHVM, DNA and PGCMMDM Programmes?

A. Apply Online as per eligibility criteria of programme through <https://ignouflip.samarth.edu.in/>

Q. Can Foreign Nationals fill the online admission form?

A. No, only Indian Nationals residing in India can use this facility. Please contact to the Director (International Cell), IGNOU, Maidan Garhi, New Delhi-110068 for admission or visit <http://www.ignou.ac.in> and select the Division and International Division for Fee Details/Partner Institutes etc.

Q. Is it compulsory to register before submitting an admission form online?

A. Yes, it is compulsory to register with our Online Admission System before you can submit your admission form online.

Q. Is e-mail address compulsory to fill in the online application form?

A. Yes, e-mail address is required to register for Online Admission.

Q. If the power/internet connection fails during the application process, what should I do?

A. Since the data is saved at the end of every stage with the 'Save' button, your data is automatically saved till the previous stage. If you are within a particular stage and the system is interrupted due to power failure or loss of connectivity, then your current stage data will not be saved. Please log in again using your ID and password and complete the form submission process from the stage where the system got interrupted.

Q. How can I know about IGNOU ONLINE Programmes?

A. You may visit on <https://iop.ignouonline.ac.in/>

Q. What is the detailed process for submission of online application form and action to be taken by the candidate?

A. The submission of admission form passes through the following stages:

- Open the URL (<https://ignouadmission.samarth.edu.in/>).
- Complete Registration process (which creates 'User Name' and 'Password' for you).
- Your 'User Name' and 'Password' is informed through SMS and email.
- Re-login to the system using your 'User Name' and 'Password.'
- Fill Admission Form online.
- Upload your recent passport size Photograph (maximum size 100KB in JPG format).
- Upload your specimen signature (maximum size 100KB in JPG format).
- Upload scanned copies of the relevant documents (maximum size 200KB each document in JPG/PDF format).
- Scanned Copy of Experience Certificate (if any) (less than 200 KB)
- Scanned Copy of Category Certificate, if SC/ST/OBC (less than 200 KB)

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- Scanned Copy of BPL Certificate, if Below Poverty Line (less than 200 KB)
- Read the instruction and declaration carefully by clicking the 'Declaration' box.
- Preview your data and confirm details.
- Make payment of Fee through the Credit/Debit card/Net Banking.
- Payment confirmation message is sent to you through SMS and email.
- Press Next button to see the form preview.
- After the final submission of online application form, you may download the filled in application form and keep a printout for your record.

Q. How to fill online application?

A. Watch the video through given links

For Hindi Language on <https://www.youtube.com/watch?v=T1ZNABFPm7Y&feature=youtu.be>

For English Language on <https://www.youtube.com/watch?v=RMJPMQQOo28>

Q. What kinds of Credit/Debit cards are accepted for payment of the programme fee? Is there Internet banking facility is also available?

A. Visa and Master Cards are accepted for making the payment of programme fee. Yes, the payment of fee can also be made through Net Banking.

Q. Payment has been deducted from Credit Card/Debit Card/ my account but I have not received any confirmation. What should I do?

A. If the payment has been deducted but you did not get acknowledgement for the same, please email the transaction details including the Control Number, your name, programme opted, mobile number, amount paid etc. to the Centralized Student Registration Cell csrc@ignou.ac.in. You can also contact on 011-29571301 or 011-29571528. If required, you may escalate and submit your grievance to our website at <http://igram.ignou.ac.in/>.

Q. After payment of the application fee, what information shall I receive through email/SMS?

A. You will get the confirmation of payment made by you through SMS as well as email.

Q. Where do I have to contact after successful submission of form?

A. Once the application form is successfully submitted, your form will be scrutinized by IGNOU staff and if it fulfills the eligibility criteria you will receive a confirmation to that effect at your registered email address. **If a deficiency is found in the application**, you will receive a communication from IGNOU informing you about the discrepancy. After successful processing of your form, the University will provide you further information with regard to confirmation of your admission, allotment of study centre and other details for induction etc. in due course of time.

Q. What is the time frame for getting confirmation of my admission?

A. The admission forms submitted through the Online Admission System are scrutinized and confirmed for admission subject to fulfillment of eligibility criteria. The forms are processed region wise on a first come first serve basis. Therefore, the time required for processing of forms

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for different Regional Centres may vary depending on the number of applicants from the respective regions.

Q. How I check my registration status/details.

A. Registration details are available on IGNOU Website on <http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>

Q. How can I know about simultaneous registration in two degree programmes one in face to face/ODL/online from another university and one from IGNOU?

A. The students will be permitted to pursue only two academic programmes simultaneously at undergraduate and postgraduate level subject to fulfill the eligibility criteria for admission to each of the programme(s) with University norms.

1. One Programme in Regular/ODL/Online Mode from an institution other than IGNOU along with one programme in ODL/Online mode from IGNOU

A student who has sought admission to one programme in regular/ODL/Online in an institution other than IGNOU will be permitted to simultaneously register in an ODL/Online programme of IGNOU at undergraduate or postgraduate level.

However, there will be no change in examination schedule in case dates clash for any such programmes in which a student has taken admission.

2. Both Programmes in ODL or Online mode from IGNOU

a) Admission to Two academic programmes in ODL mode at the level of Undergraduate/Postgraduate degree will be permitted in **TWO separate admission cycles ONLY**

b) In case Two UG/PG Programmes in Online Mode

Admission to Two Undergraduate/Postgraduate degree programmes in Online Mode can be taken in two **separate admission cycles in the same academic year i.e. one programme in January and another programme in July**

c) In case of one UG/PG Programme in ODL and other in online mode

In case of one programme in ODL mode and the other in Online mode at the undergraduate/postgraduate level, the admission can be taken in **TWO separate admission cycles** in the same academic year i.e. one programme in January and another programme in July.

Simultaneous Registration As per the University policy, a student is allowed to pursue two academic programmes simultaneously through ODL / Online mode, as per the illustration given below.

One Certificate Programme with any other Programme	Admission in both programmes can be taken in the same admission cycle
One UG + One PG Programme*	Admission has to be taken in two different admission cycles *Admission can be taken ONLY in specified Programmes. Details are available on the IGNOU website.
Two UG Programmes*	
Two PG Programmes*	

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Students are advised to visit the following link for details:

<http://www.ignou.ac.in/userfiles/Notification%20Simultaneous%20programs%202-9-2022.pdf>

There will be no change in the counseling/assignment submission/examination schedule in case dates for the above clash in the programmes in which a student has taken admission.

Q. How can I know that my degree is valid for admission?

A. Desired information is given here

- Master's Degree awarded without a first degree of Three year duration is not recognized for purposes of admission to IGNOU's Academic Programmes. However, this condition is not applicable for the 5 years Integrated Master's degree acquired from a recognized University/Institution.
- Bachelor's Degree means, **Bachelor's Degree of not less than Three year duration.**

Q. What is the Validity of Admission (Merit Based/Entrance Based Programmes)?

A. Learners offered admission have to join on or before the due dates specified by the University. In case they want to seek admission for the next session, they will have to apply afresh and go through the admission process again

Q. I have completed Bachelor degree from Off campus. Can I get admission in Master Degree?

A. Degrees acquired from an '**Off Campus**' **Centre of Private Universities** outside the territorial jurisdiction of the State concerned are **not** recognized for purposes of admission to IGNOU's academic programmes unless it has specific approval of the University Grants Commission.

Similarly, Degrees acquired through an 'Off Campus' Centre/ 'Off-shore' Campus of Central/State/Deemed to be Universities/Institutions of National Importance offered through Open and Distance learning (ODL) mode will be accepted for purposes of higher studies in IGNOU; provided these have been obtained as per territorial jurisdiction of these Central/State/Deemed to be Universities/Institutions of National Importance prescribed by the University Grants Commission from time to time.

Q. What is the procedure to fee submission for CBCS based Bachelor's Degree Programme?

A. The registration of the students will be done year-wise though the courses of the programmes will be offered semester-wise. The students will pay the fee for the first and second semesters at the time of admission itself. No fee will be refunded if a student decides to withdraw mid-session.

Q. What is Course-wise Registration and Certification Scheme (CRCS)?

A. The University offers a scheme of Course can register for a single course or a limited number of courses, subject to a maximum of 16 credits. The Scheme shall be offered in both Cycles of

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Admission, subject to the provision that the offer in the particular admission cycle. The rules of CRCS are available in Common Prospectus.

Q. Who can apply for Course-wise Registration and Certification Scheme (CRCS)?

A. Registration for all courses of all the academic programmes shall be open for registration under the Scheme except the courses offered under Research Degree Programmes and Awareness/Appreciation level Programmes.

Q. How can I apply for Course-wise Registration and Certification Scheme (CRCS)?

A. You may apply for 'Course-wise Registration and Certification Scheme' through Online portal of admission as per fulfilling the eligibility criteria through

<https://ignouadmission.samarth.edu.in/>

Q. What is the validity of registered courses under CRCS?

A. The minimum and maximum period allowed for completion of the course(s) registered would be six months and two years, respectively.

Q. What is the fee structure for Course-wise Registration and Certification Scheme (CRCS)?

A. The fee chargeable under the Scheme shall be as under:

Credit weightage of each course	Course Fee
Up to 4 credits	Rs.1000/-
Above 4 credits	Rs.2000/-

The fee shall be calculated per course and not on the basis of total number of credits taken. The Course Fee shall be subject to revision and shall be linked with the revision of Programme fee. In addition to the course fee, Registration fee as decided by the University from time to time shall be chargeable. Fee once paid shall be nonrefundable or non-adjustable. Examination fee, as notified by the University from time to time, shall be charged over and above the course fee and registration fee.

Q. How can I get the information for Akashdeep & Gyandeeep under Vertical Mobility?

A. All information is available on <http://ignou.ac.in/ignou/studentzone/akashdeep/1>

Q. How we can apply for IGNOU Re-Registration (RR) admission?

A. Presently IGNOU offers online procedure of Re-Registration admission Click here to apply in IGNOU <https://onlinerr.ignou.ac.in/>

Q. Is re-registration essential for every programme?

A. No, it is to be done only for those programmes for which the minimum period is more than one year/semester.

Q. Is re-registration required for B.Ed programme?

A. No, B.Ed is an exception. It is a two-year programme but registration has to be done only once.

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Q. What is the meaning of Re-Registration?

A. Re-registration means registration in the next semester/year of a programme, wherever applicable. Learners are advised to submit the Re-Registration (RR) forms Online on the web portal www.ignou.ac.in as per schedule being notified by the University from time to time, irrespective of the fact that whether the learners appeared in the examination or not or whether they are passed or not in the course(s) registered in the current academic session.

If the Re-Registration in any of the programme is not available online or for any other reason as specified by the University, Learners should submit their RR forms at the respective Regional Centre ONLY and nowhere else. If any student submits the Offline 'Re-Registration Form' at any other Regional Centre than the allocated Regional Centre, and consequently misses the scheduled date and a semester/ year, he/she will have no claim on the University for regularization. International students of the University pursuing their programme from India are also advised to submit re-registrations form online. Offline forms, if any, may be submitted to the International Division of the University.

Q. I was supposed to re-register for the 2nd year of BA last year, but I could not do so for some compelling reasons. Can I re-register for both 2nd and 3rd year now?

A. No, you cannot register for the 2nd and 3rd year/Semester together.

Q. What is the maximum period of validity of re-registration?

A. It varies from programme to programme

Q. I have not filled the re-registration form, now what to do?

A. If you have not filled the re-registration form you will have to wait, till the time for re-registration starts again. .

Q. Due to personal problem, I could not get re-registered. Can I start again?

A. You can get yourself re-registered with the same enrolment number within the maximum permissible duration; otherwise you have to seek re-admission.

Q. The maximum period of validity of my programme is going to expire and some of the courses are yet to be completed. What do you suggest me to do?

A. If all the courses are not completed within the maximum permissible duration, you will have to get yourself readmitted for the incomplete course/s. You will have to complete these courses within 06 months in case of certificate courses, 01year in case of Diploma/PG diploma and 02 years in case of UG/PG courses.

Q. I have taken admission in BDP/MAPC for January 2022 session. Can I submit the assignment/s for June TEE 2022 session?

A. No, you are eligible for submission of assignment/s for December TEE 2022. Learners may submitted the assignment/s according to the edibility only, not before eligibility.

Q. What is the Scheme for Fee Support to SC/ST Students for Admission?

A. The University provides exemption of programme fee to students from SC/ST category as per its policy. The policy is reviewed for every admission cycle. Students are advised to visit the

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University website or contact the Regional Centre to know about the latest provisions. The exemption, if admissible, will be allowed for one programme only.

Q. Who are not eligible for avail the Fee Support for Admission?

A. The following SC and ST students are not eligible for fee exemption:

- who are employed OR
- who are availing any kind of fellowship or fee exemption from other agencies, OR
- Whose Parents'/ Guardians' income from all Sources exceeds Rs 2.5 lakhs during financial year as per Government of India norms?

The applicants should submit income certificate issued by Authorized Government Agency while taking admission. The exemption of fee is confined to the extent of Programme Fee mentioned in the Prospectus.

Q. How can I know the concept of Multiple Entry and Multiple Exit Points?

In keeping with the spirit of the National Educational Policy 2020 and the National Higher Education Qualifications Framework (NHEQF), the undergraduate programmes offered by the University follow a modular approach and multiple exists and multiply entries are allowed to facilitate learners. The details of the exit points and certification at different levels are given below:

Multiple Exit and Multiple Entry points for an Undergraduate Programme

Sr No.	Level of the Programme	Exit and Certification
1.	Certificate	The learners completing the 1 year (2 semesters) of study at the undergraduate level will be awarded a general Degree in the disciplines studied. (Total credits = 44)
2.	Diploma	The learners completing the 2 years (4 semesters) of study at the undergraduate level will be awarded a general Degree in the disciplines studied. (Total credits = 88)
3.	Degree	The learners completing the 3 years (6 semesters) of study at the undergraduate level will be awarded a general Degree in the disciplines studied. (Total credits = 132)

http://rckarnal.ignou.ac.in/news/detail/1/Notification_regarding_Multiple_Entry_and_Multiple_Exit_Facility_for_IGNOU_Programmes-166)

Q. What is the Additional time for Learners with Disability?

A. In this regard, information is given below:

- a) Learners with disability of 40% or more are given additional 2 (two) years beyond the maximum duration prescribed for all academic programmes.
- b) Learners with disability seeking benefit of the aforesaid facility should submit the Disability Certificate 'issued by the competent authority at the Regional Centre concerned, which, in turn will verify it, make entry in the data base and transmit the data to SRD for updating in the Master records.

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Q. How can I know about the Scholarships?

A. The learners enrolled in IGNOU are eligible for Government of India Scholarships. They are advised visit the National Scholarship Portal of the Government of India (<https://scholarships.gov.in/>) and submit their application online. For further details students may contact their Regional Centre.

Students belonging to the Scheduled Caste category may apply for financial assistance under the Centrally Sponsored Scheme of Post Metric Scholarship. Details of the Scheme are available at

<http://socialjustice.nic.in/writereaddata/UploadFile/revised%20PMS%20scheme%20for%20SC-2018.pdf>

Students belonging to the Scheduled Tribe category may apply for financial assistance under the Centrally Sponsored Scheme of Post Metric Scholarship. Details of the Scheme are available at

<https://tribal.nic.in/writereaddata/Schemes/EDUPostMetricScholarshipPMSforSTstudents230513.pdf>

Q. How can I know about the reservation during admission?

A. The University provides reservation of seats for Scheduled Castes and Scheduled Tribes, non-creamy layer of OBC, Economically Weaker Sections, (as notified by MHRD vide OM 12-4/019-U1 dated January 2019), War Widows, Kashmiri Migrants and Physically Handicapped learners, as per the Government of India rules, for admission to its programmes in which there are limited number of seats and admission is through a merit list. However, submission of forged certificate under any category shall make the student liable not only for cancellation of admission but also legal action as per Government of India rules.

Q. How can I know waiver of IGNOU Programme fee for Jail Inmates?

A. Inmates lodged in Prisons in the country are exempted from payment of programme fee, including registration fee. The under-trial/short term prisoners are also eligible for the same benefit of exemption as is extended to other prisoners with the condition that when they go out of jail, they will be treated as normal students and shall pay subsequent fees wherever applicable (examination fee, re-registration fee, registration fee for convocation etc.).

Q. How can I download my Identity Card of IGNOU?

A. You can download your Identity card from <https://ignou.samarth.edu.in>

Q. How can I download the IGNOU Identity Card?

A. If you are admitted for July 2019 and earlier batches, you may download the IGNOU Identity card from <https://sedservices.ignou.ac.in/oldadmission/>

Q. In case of Change of Study Centre/Regional Centre, IGNOU Identity will be re-issued or not?

A. Identity card may be remaining same entire study of the particular programme.

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Q. If I forgot my user ID and password of admission portal. How can I get my user ID and Password?

A. You may retrieve from your registered email id and mobile number, which was received by you during registration for IGNOU Admission.

For Forgot User name Click on

<https://ignouadmission.samarth.edu.in/index.php/registration/adm/request-username-reset>

For Forgot password Click on

<https://ignouadmission.samarth.edu.in/index.php/registration/adm/request-password-reset>

Q: How can I change my password of admission account on Samarth Portal?

A. You are advised to register on the Student Portal (<https://ignou.samarth.edu.in>). Click 'NEW REGISTRATION' on the portal, provide their registration details, and register. In the registration process you shall get an OTP on their registered mobile number and email. Now, you can change your password.

Q. If I want to withdraw my admission, shall I get my fee refunded?

A. Registration fee, Cancellation of Admission and Refund of Fee paid for Re-Registration to a programme will not be refunded in any case.

A non-refundable Registration Fee of as prescribed time to time (unless specified otherwise) shall be charged along with the programme fee of first semester/year at the time of admission.

If a student applies for cancellation of admission and refund of fee, the refund request will be considered as per the University policy available on website: www.ignou.ac.in

The refund request will be considered as under:-

Grounds for refund		Modified policy
Double/multiple payments by the student for the same programme due to failure of online transaction		Fee of ONE programme will be retained. Programme fee for remaining attempts will be refunded including the registration fee.
Payments by the student for more than one non-permissible programme in the same session.		Fee of ONE programme will be retained as per the choice of the student. Fee for remaining programme(s) will be refunded after deduction of registration fee.
Rejection/cancellation of admission form by the University due to non-fulfillment of minimum eligibility criteria/non-recognition of qualification or its equivalence/due to commission of mistake/concealment of information or otherwise by the student.		Full programme fee will be refunded after deduction of the registration fee.
Cases where the University decides to withdraw the programme due to any reason.		Full programme fee will be refunded including the registration fee.
In cases where the student does not	Before confirmation of admission	After confirmation of admission
	a) Full Programme	b) Within 15 days after confirmation of

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<p>want to continue with the programme and seeks cancellation of application and refund of programme fee.</p>	<p>fee shall be refunded.</p> <p>The Registration fee shall not be refunded</p>	<p>admission – Refund shall be made after deduction of Rs. 500/ from Programme fee. Registration fee shall not be refunded.</p> <p>c) Within 90 days after confirmation of admission Refund shall be made after deduction of Rs. 1000/- Registration fee shall not be refunded.</p> <p>d) Beyond 90 days after confirmation of admission- No refund shall be made.</p>
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Note:

- 1) While counting the period, the date on which request for cancellation of admission is received from the candidate, shall be taken into account.
- 2) The date on which admission is confirmed, shall be excluded while counting the period.
- 3) The refund will be reverted to the same Debit/Credit Card/ Net Banking Account from where the payment has been received. However, where the validity of the Debit/Credit Card expires in between, and the bank accepts the refund in spite of expiry of validity of the card, the user will be responsible for getting the money of refunded from such bank. In cases where the refund is not accepted by the bank under the said Debit/ Credit Card account, or the closure of the payment gateway through which the payment was initially received, the refund of fee will be made through NEFT after obtaining the account details from the student.
- 4) For cancellation of admission and / or refund of fees as the case may be, the candidate will make a written/email request to the concerned Regional Director/ Registrar SRD for such cancellation and refund the fees.
- 5) The above fee refund guidelines will be implemented with effect from the January 2023 cycle.
- 6) The 79th Academic Council has approved to charge a development Fee of Rs. 200/- from all students with effect from the January 2023 admission cycle.

Q. What is the Counselling Session?

A. Counseling, as a term in the parlance of distance learning, is basically a doubt clearing session where the learner is expected to come prepared in the class after going through the matter in self-instructional material (SIM). The study in IGNOU is based on self-supported study, as mostly the learners, who join IGNOU programmes are mature. They are responsible for their own studies as learners.

Q. Where counselling sessions are organized?

A. Counseling Sessions (Theory and Practical) are organized at the designated study centres only. Counselling schedule is provided on the notice board of the concerned study centre at the beginning of the session (January/July), and also informed to the concerned learners time to time. **Counselling sessions are organized Online and Offline Mode.**

Q. How much attendance is compulsory for Practical Component Counselling Sessions?

A. 70-75% attendance is compulsory for the practical component counselling sessions. More details are available in the concerned Programme Guide/Practical Manual.

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Q. How can I know about Readmission?

A. The University has withdrawn the readmission scheme vide notification number IG/SRD/2020 dated 6th October 2002. Said notification is available on

[http://www.ignou.ac.in/userfiles/Notification%20for%20Re-admission\(1\).pdf](http://www.ignou.ac.in/userfiles/Notification%20for%20Re-admission(1).pdf)

Section 3: **Assignment and Evaluation**

Q. Is submission of Assignments compulsory? Is there any minimum marks/grades applicable to Assignments?

A. Yes. Submission of Assignments is compulsory in all Programmes except CPLT. The minimum marks/ grade prescribed for the term-end theory examination in the Programme is applicable to the Assignments also. To successfully complete a course, the student should obtain minimum pass marks/grade in the Assignment.

Q. What are the dates for submission of Assignments?

A. Generally, dates are mentioned on the front page of each assignment. Normally the dates are 31st March and 30th September for June TEEs and December TEEs respectively. However, you may regularly visit the university website.

Q. Submission of Assignment/s is/are mandatory for appearing in the TEEs or not?

A. Yes, It is mandatory. Keep photocopy of the submitted assignments and receipt with you.

Q. Where Tutor Marked Assignments (TMA) are to be submitted?

A. Handwritten Tutor Marked Assignments (TMA) are to be submitted to the concerned study centre only with a copy of Registration status and IGNOU Identity card. The students are also advised to keep a copy of the assignments and submission slip/proof they submit in the Study Centre.

Q. How assignment question paper/s will be getting?

A. You may download the assignment question paper/s from IGNOU Website.

Click on <https://webservices.ignou.ac.in/assignments/>

Q. Who evaluates the assignment?

A. The approved academic counsellors at the study centre.

Q. If my assignment awards/grades have not been updated, though I submitted the assignments at the Study Centre in time. What can I do now?

A. You are required to contact to concerned study centre forward the assignment awards/grades to the regional centre

Frequently Asked Questions (FAQs)

Q. How do I find out about assignment submission deadlines?

A. Assignment submission deadlines are announced by the University for All Programmes on the IGNOU website. Check the website on regular basis for updates: <http://www.ignou.ac.in/>

Q. If I miss an assignment or exam in the current semester, what should I do?

A. In case you miss the assignment submission deadline, you may still be able to submit it late. However, this may entail a late fee for the related Term End Exam. If you have submitted the assignment but miss an exam, you can appear for the exam in any subsequent semester.

Q. If I have not submitted assignment/s or appeared for exam/s in a previous semester, what should I do to complete incomplete courses?

A. If you have not submitted assignments, or missed exams for course/s for which you were registered in any previous semester, you can do so in any subsequent semester as long as it is within the maximum time provided for programme completion. However, you must attempt the fresh assignments valid for the current semester, and not an old assignment.

Q. Do I need to re-submit assignments?

A. If I have not completed a course? No, once your assignment for any course has been received and evaluated, it does not need to be re-submitted even if you did not appear for the exam at the end of that semester. Your assignment marks will remain valid.

Q. What happens if plagiarized content is found in my assignment?

A. Plagiarized work will not be accepted or marked and you will need to attempt the assignment again. Please read the information regarding plagiarism provided in your Programme Guide before submitting assignments

Q. If I have not got good marks in assignment. May I resubmit the assignment?

A. If you do not get a passing grade in any assignment, you have to submit it again. However, once you get the pass grade in an assignment, you cannot re-submit it for improvement of grade.

Q. Is there a provision for re-evaluation of Assignments?

A. No. There is no provision for re-evaluation of Assignments except for factual errors such as totaling errors or non-evaluation of certain portion/question

Q. What is Credit System in ODL?

A. The University follows the 'Credit System' for most of its programmes. Each credit in our system is equivalent to 30 hours of learner study comprising all learning activities (i.e. reading and comprehending the print material, listening to audio, watching video, attending counselling sessions, teleconference and writing assignment responses). Thus, a 4-credit course involves

Frequently Asked Questions (FAQs)

120 hours of study and a 6-credit course involves 180 hours of study. This helps the learner to know the academic effort he/she has to put in, to successfully complete a course. Completion of an academic programme (Degree or Diploma) requires successful completion of the assignments, practical, projects and the Term-End Examination (TEE) as per requirement of each course in a programme.

Q. How can I get the information for credit transfer?

A. All information is available on IGNOU website

<http://www.ignou.ac.in/ignou/studentzone/download/InternalCredittransferscheme>

Q. What is Choice Based Credit System (CBCS)?

A. The Bachelor's Degree Programmes offered through this prospectus follow the Choice Based Credit System (CBCS) introduced by UGC. The CBCS provides the learner with flexibility to study the subjects/courses at their own pace; greater choice of inter-disciplinary, intra-disciplinary and skill-based courses; and mobility to different institutions for studies. The system has the following advantages:

- Allows learners to choose a combination of inter-disciplinary, intra-disciplinary courses, skill oriented courses (even from other disciplines according to their learning needs, interests and aptitude).
- Makes education broad-based and at par with global standards.
- Offers flexibility for learners to study at different times and at different institutions to complete the programme. Credits earned at one institution can be transferred to another institution.

Q. What is the system of evaluation followed by IGNOU?

A. The system of evaluation followed by the University also is different from that of conventional universities. IGNOU has a multitier system of evaluation.

- Self-assessment exercises within each unit of study material.
- Continuous evaluation up mainly through assignments which are tutor-marked, practical assignments and seminar/ workshops/extended contact programmes, etc.
- Term-End Examinations (TEE).
- Project / Term-end Practical examination.

Q. What is the system of evaluation followed by IGNOU?

A. IGNOU uses the following system of Grading for evaluation learners' achievement

Letter Grade	Qualitative Level	Point Grade
A	Excellent	5
B	Very Good	4
C	Good	3
D	Average	2
E	Unsatisfactory	1

For Bachelors' and Masters' degree programmes, normally the system of numerical marking is followed, and the marks secured in assignments, TE Exams, etc. are later converted into grades

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as per the five point grading scale given above. However, if required by the learner, the university provides numerical marks and division (I, II or Pass).

Q. What is the grading system under CBCS System?

A. IGNOU uses 10-Point Grading System for evaluating learners' achievement for Bachelor Degree Programmes under CBCS, as under:

Letter Grade	Numerical Grade	Percentage
O (Outstanding)	10	≥ 85
A+ (Excellent)	9	≥ 75 to < 85
A (Very Good)	8	≥ 65 to < 75
B+ (Good)	7	≥ 55 to < 65
B (Above Average)	6	≥ 50 to < 55
C (Average)	5	≥ 40 to < 50
D (Pass)	4	≥ 35 to < 40
F (Fail)	0	< 35
Ab (Absent)	0	Absent

Section 4:

Synopsis/ Project/Dissertation/Internship

Q. What is meant by Project/Dissertation/Synopsis?

A. Any project work has to be planned. A write-up of the planning is the synopsis. It should contain the summary of the work to be performed, the execution plan and the expected outcome.

Q. What is the procedure to prepare a Project Report?

A. There is a Project Guide issued along with the Study Materials. The student should follow the instructions and guidelines carefully for the preparation of the Project Report. The Project Guide provides the details of all the components required to be completed.

Q. Is a Project is guided or unguided?

A. Some Projects are guided. Some other Projects are unguided. The Programme Guide of particular programme provides the details regarding whether a Project is guided or not.

Q. Can you help me in selecting my Project Guide?

A. In general, our academic counsellors can act as Project Guides in their respective disciplines.

Q. How do you select a topic for the Project?

A. Ideally a learner should select his own topic. However, the learner may go through the some guidelines as mentioned in project manuals.

Q. How can I know the eligibility criteria for the selection of Project/Dissertation Guide?

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A. It varies from programme to programme. Kindly follow the eligibility criteria for choosing the Guide/Supervisor for Synopsis/Project/Dissertation/Internship as given in the concerned Programme/Project/Internship handbook/Guide.

Q. Is it necessary to get the approval of the Project Guide along with that of the synopsis?

A. Yes.

Q. How much time does a Project coordinator /Evaluator take to check a project synopsis?

A. It varies from programme to programme. It also depends on the quality of the proposal.

Q. How can I obtain the guidelines for preparation of synopsis /project /dissertation /internship?

A. You may follow the guidelines as mentioned in Project proposal/Synopsis/Internship Manual/Programme Guide.

Q. In which programmes, synopsis and project/dissertation are submitted to the Regional Centre?

A. Programmes for BCA, MCA, MAPC, MSCDFSM, MAEDU, MED, PGDEMA and PGDFSQM etc. only where the Synopsis and Projects are submitted at the concerned Regional Centre. Synopsis and Project/Dissertation should be forwarded by the Coordinator of concerned study centre.

Q. In which programmes, synopsis/dissertation are not submitted to the Regional Centre?

A. Synopsis and Projects for all other courses of various programmes like MLIS, MAAN, MAGD, MAWGS, MADE, MARD, MP, MTTM BTS, PGDRD, PGDDM, PGDFSQM, PGDHE, PGDIS, PGDET PGDCJ, PGDUPDL, PGDPM, PGDWGS, PGDSS, PGCPP DPLAD, DAFE, DNHE, DECE, DCE, CES, CCP, CTPM and other various programmes are to be submitted at the respective School of Study at the IGNOU Hqrs New Delhi through the concerned Study Centre only, not by Regional Centre.

Q. What are the guideline for submission of Field Work Journals / Projects for all Social Work Programmes (in which applicable) from January 2022 admission onwards

A. Field Work Journals / Projects for MSW, MSWC, BSWG, PGDCOUN, CSWCJS etc. (in which applicable), will be submitted in HARD COPY at respective Regional Centre only from January 2022 admission onwards.

Q. What are the guidelines for submission of Synopsis for MBA (New) Programme?

A. MBA (New) Programme MMPP001 synopsis will be submitted by the learners at their respective Regional centre ONLY for evaluation.

Q. What are the guidelines for submission of Synopsis for MCOP001 under MCOM Programme?

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A.MCOP001 synopsis will be submitted by the learners at their respective Regional centre ONLY for evaluation

Q. What is the Schedule of dates for submission of Synopsis/Project Report/Dissertation/Internship Reports?

A. You may submit as per given schedule. Please note that if you have submitted Project Report by 31st May, it will be considered for TEE during 1st July to 15th August. If you submit the Project Report by 30th November, it will be considered for TEE 1st January to 15th February. However, you may visit to university website regularly.

Q. What is the criterion for submitting the synopsis of MAPC Programme?

A. MAPC learners are required to complete and pass the courses MPC-005 and MPC-006 in 1st Year before submitting the synopsis.

Q. Applying the Online Examination form is mandatory for appearing in the Viva-voce of MAPC Internship and Project or not.

A. The learners of MAPC Programme have to pay Online Exam Fee to appear for TEE in Project/Internship Viva-voce as per prescribed fee of University.

Q. What is the requirement during submission the MAPC Internship?

A. Awards given by Agency Supervisor and Academic Counsellors in sealed envelope separately (forwarded by Coordinator/PIC of concerned LSC) at the Regional Centre are mandatory during submission of the MA (Psychology) internship. It is required for Viva-voce as per university schedule.

Q. What is the minimum duration for any Internship?

A. The minimum duration of the Internship varies from Programme to Programme and the same is provided in the Programme Guide of the concerned Programme.

Q. What is the requirement during submission the project Report of MAEDU/MED/BCA/MCA/PGDEMA to Regional Centre?

A. One copy of project report along-with approved synopsis (forwarded by Coordinator/PIC of concerned LSC) is required for Viva-voce as per university schedule.

Q. What is the requirement during submission the project Report of MSCDFSM to Regional Centre?

A. The copy of project report along-with Internal Marks of Academic Counsellor in sealed envelope separately (forwarded by Coordinator/PIC of concerned LSC) is required for Viva-voce as per university schedule.

Q. Where to submit my MSCDFSM Programme Internship (MFNP011) for evaluation?

A. MSCDFSM Prog Internship (MFNP011) is evaluated directly at IGNOU Hqrs level.

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Q. What are the revised evaluation methodology of MAPC related to Practical, Internship and Project courses?

A. The following changes are applicable to only those learners who have taken admission in MAPC First year in July 2021 and onwards.

- Project course in the second year is offered as an optional course with effective from July 2021 admission batch. Learners need to either take Project (i.e., MPCE 16/26/36 based on specialization they have opted in the second year) or they can take an alternative Theory course of Applied Positive Psychology (MPCE46). The theory course will be like any other theory courses having assignment (30% weightage) and term end examination (70% weightage), with pass mark being 40% overall. Those who want to do research can go for Project course. Those who do not want to do research can go for the alternative theory course.
- MPCL 007 - Learners need to secure a minimum of 40% separately in the internal and external evaluation.
- MPCE 014/024/034 - Learners need to secure a minimum of 40% separately in the internal and external evaluation.
- MPCE 015/025/035 - Learners need to secure a minimum of 40% separately in the internal and external evaluation.
- MPCE 016/026/036 - Learners need to secure a minimum of 40% separately in the dissertation evaluation and viva-voce component of external evaluation.

Q. What is the mode of submission of Project Report and where should a student submit the Project Report?

A. The physical submission of Project Report in hard copy is to be made at Student Evaluation Division (SED), IGNOU Headquarters/ Regional Centres/ Study Centres as the case may be. However, the University has facilitated the students to upload soft copy of the Project Reports, Dissertation, Field Work Journal (Practicum), Internship, etc. on the online software provided by the University on the University's website. The students are advised to go through the IGNOU websites frequently for the latest updates regarding submission of Project Reports, Dissertation, Field Work Journal (Practicum), Internship, etc.

Section 5:

ECP, B.Ed Workshop and Internship

Q. Is Extended Contact Programme (ECP) is mandatory or not?

A. ECP is mandatory in some of the programmes like PGDHE and PGDSLM etc, which is organized by the university at the concerned or nearby study centre/Regional Centre, which depends on the number of learners and availability of resource persons and infrastructure etc.

Q. B.Ed Workshops and Internship components are compulsory or not?

A. Workshops and Internship are the compulsory components of B.Ed and some other programme/s to be undergone through the concerned Study Centre only where attendance is mandatory.

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Q. How can I know about B.Ed Programme Workshop?

A. The workshop based practical's will be organized in two practical workshops of 24 days duration, i.e., 12 days each spreading over two years. The two workshops include intensive face-to-face interaction to develop skills and competencies and will be organized at the Programme Centre or at any other suitable place. The student-teachers will have to do practical work and various activities required for the development of teaching skills and competencies in the school after taking due permission from the concerned school under the guidance of the supervisor (teacher educator) and Principal/Headmaster, senior teacher (Mentors).

Q. Can I complete the both B.Ed workshops together?

A. Learners cannot attend both the workshops in one year. First year workshop could be attended only after completion of activities during Internships. Similarly, to attend 2nd workshop, completion of all the activities related to internship 2nd will be a mandatory condition.

- Gap of one academic year is mandatory between 1st Workshop and IInd Workshop.
- A learner has to complete all activities related to Internship II before attending Workshop 2nd i.e. Workshop of Second Year.

Q. How can I know about B.Ed Internship?

A. Internship is a compulsory component of B.Ed. programme. In order to provide broader and meaningful engagement to the learners with the school; the Internship is spread over both years (See the following Table).

Durations of Internship during Year I & II

Year	Internship	Credits	Duration (weeks)
Year I	Internship I	4	4
Year II	Internship II	12	16
		16	20

Q. Which level/standard of school is required to complete the Internship under B.Ed Programme?

A. You have to complete this component in Government recognized upper primary/secondary/senior secondary schools. Please note that you shall have to attend the Internship schools as per the school timing (from open to close) on daily basis. No leave shall be entertained during the Internship.

Q. How can I know the guidelines for BLIS Internship?

A. BLIS Internship Guidelines is available on

<http://rckarnal.ignou.ac.in/Ignou-RC->

Karnal/userfiles/file/SOP%20for%20BLIS%20Internship%20(1).pdf

Section 6:

Change of Region/Study Centre/Elective/Course/Medium/ Programme/Category

Q. I had opted for the Study Centre-‘A’, but I have been attached to Study Centre-‘B’. Why my option has not been adhered to?

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A. Normally the allocation of the study centre is made on the basis of the option given by the learner. But learners for Theory/Practical/Examination may be shifted or clubbed from one study centre to other study centre due to reasons like sufficient number of learners, activation of programme, approved Academic Counsellors, Infrastructure and other resources.

Q. How can I get change of Study Centre for B.Ed Programme?

A. Change of Study Centre is not permissible B.Ed. programme.

Q. What is the procedure of Change of Elective/Course?

A. Change in Elective/Course is permitted within 30 days from the receipt of first set of course material on payment of **Rs.350/- for a 2/4 credit course or part thereof, and Rs.700/- for a 6/8 credit course for undergraduate courses. For Master's Degree Programme, it is Rs.600/- for 2/4 credits and Rs.1200/-for 6/8 credits course.** Payment should be made by way of a Demand Draft drawn in favour of "IGNOU" payable at the place of concerned Regional Centre. All such requests for change of Elective/ Course should be addressed to the concerned Regional Centre only as per schedule.

Q. What is the procedure of Change of Medium?

A. For CBCS Based Bachelor's Degree Programme, Change of medium will be allowed as per on payment of applicable fee. For other Programmes Change of Medium is permitted within 30 days from the receipt of first set of course material **in the first year ONLY, on payment of Rs.350/- plus Rs.350/- per 2/4 credit course and Rs.700/- per 6/8 credit course for undergraduate courses. For Master's Degree Programme it is Rs.350/- plus Rs.600/- per 2/4 credit course and Rs.1200/- per 6/8 credit course.** Payment should be made by way of a Demand Draft drawn in favour of "IGNOU" payable at the place of concerned Regional Centre. All such requests for change of Medium should be addressed to the **concerned Regional Centre only**, as per schedule.

Q. What is the procedure for Change of Programme?

A. Change of Programme is **NOT permitted** in CBCS-Based BA to BAG, BCOM to BCOMG and BSC to BSCG Programmes.

For other Programmes Change of programme in Master's Degree (MEG/MHD/MPS/MAH/MPA/MSO/MEC/ MARD/M.Com./ MAPY/MAPC) is permitted only in the first year of study within 30 days from the last date of applying for admissions. A student has to pay the full fee for the new Programme and he/she has to forgo the fee paid for the earlier programme.

The request for change of programme should be addressed to the Regional Director of concerned Regional Centre. Payment should be made by way of a Demand Draft drawn in favour of "IGNOU" and Online Payment of Miscellaneous Fees (SBI Collect) through IGNOU website: www.ignou.ac.in

Q. What is the procedure for Change of Region?

A. When a learner wants transfer from one region to another, he/she has to write to that effect to the Regional Centre from where he/she is seeking a transfer marking copies to the Regional Centre where he/she would like to be transferred to. Further, he/she has to obtain a certificate

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from the Coordinator of the Study Centre from where he/she is seeking transfer regarding the number of assignments submitted. The Regional Director from where the learner is seeking the transfer will transfer all records including details of fee payment to the new Regional Centre under intimation to the Registrar, Student Registration Division (SRD) and the learner as well. For change of Region in practical oriented Programmes like computer programmes, B.Sc. etc., 'No Objection Certificate' is to be obtained from the concerned Regional Centre/Study Centre where the learner wishes his/her transfer.

In case any learner is keen for transfer from Army/Navy/ Air Force Regional Centre to any other Regional Centre of the University during the cycle/session, he/she would have to pay the fee-share money to the Regional Centre. In case the learner seeks transfer at the beginning of the session/cycle, the required programme course fee for the session/cycle shall be deposited at the Regional Centre. However, the transfer shall be subject to availability of seats wherever applicable.

The learner can seek transfer to any other overseas study centre only after six months of Registration or submission of first year/semester assignments for the programme of one year or longer duration.

Q. What is the procedure for Change of Category?

A. Please note that any request for change of category code shall not be entertained by the University after finalization of admissions. Similarly, for the entrance test based and merit based programmes, request for change of category will not be entertained once the Forms are finally submitted by the prospective learners.

Q. How can I apply ONLINE for correction of Address and learner Support Centre Change?

A. Students can initiate the request for change of address, Learner Support Centre and Regional Centre online from their user account. The user account is to be created at <https://ignou.samarth.edu.in> by clicking "New Registration".

Q. How can I know the Revised Fee for Change of Prog/Medium/Elective/Credit transfer etc?

A. Revised Fee Structure for change of Prog/Medium/Elective/Credit transfer etc is available on [http://ignou.ac.in/userfiles/Revised%20other%20services%20Fee%20Jan%202018\(1\).pdf](http://ignou.ac.in/userfiles/Revised%20other%20services%20Fee%20Jan%202018(1).pdf)

Q. What is the procedure of Correction/Change of Name/Surname of Learner?

A. Spelling mistakes, if any, committed at the time of data entry stage will be rectified at the Regional Centre and corrected data transmitted to Student Registration Division for updating in the database. However, learners are expected to write their correct name (as indicated in the High School Certificate) in the Admission Form. In case any change in the name (other than the one mentioned in his/her High School Certificate), then it is mandatory for the prospective learners to furnish legal evidence of having changed his/her name/ surname while submitting the admission form.

For Change of Name/Surname, after confirmation of admission, the learners are required to submit the following documents at the Regional Centre, for onward transmission to Registrar, SRD:

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- Original copy of Notification in a daily newspaper notifying the change of name;
- Affidavit, in original, on non-judicial Stamp Paper
- Marriage Card/Marriage Certificate in case of women candidates for change in surname;
- Gazette Notification, in original, reflecting the change of name/surname;
- Demand Draft of Rs.500/- drawn in favour of IGNOU payable at New Delhi.

(Request for correction and/or change of Name / Surname will be entertained only before award of the Degree/Diploma/Certificate. For change/correction of name after completion of programme, but before award of degree please see the guidelines available at [http://www.ignou.ac.in/userfiles/Notification%20\(4\)\(3\).pdf](http://www.ignou.ac.in/userfiles/Notification%20(4)(3).pdf)).

Q. What is the procedure for Correction of Address and Study Centre Change?

A. Following procedure may be adopted-

- There is a printed proforma for change/correction of address and change of Study Centre provided in the Programme Guide given/sent to the admitted learners along with the study material in the very first lot of dispatch. In case there is any correction/change in the address, the learners are advised to make use of that proforma and send it to the Regional Director concerned only. The form of change of address can also be downloaded from IGNOU Website www.ignou.ac.in. Learners are advised not to write letters to any other officer in the University in this regard. Normally, it takes 4-6 weeks to effect the change. Therefore, the learners are advised to make their own arrangements to redirect the mail to the changed address during this period.
- In case a change of Study Centre is desired, the learners are advised to fill the Proforma and address it to the Regional Centre concerned. Since counselling facilities are not available for all Programmes at all the Centres, learners are advised to make sure that counselling facilities are available, for their subjects, at the new centre they have opted for. Request for change of Study Centre is normally accepted subject to availability of seat for the programme at the new centre asked for.
- Change of Address and Study Centre are not permitted until admissions are finalized.

Q. How can I know the procedure for Name correction information after programme completion?

A. In this regard, you may visit on [https://igram.ignou.ac.in/Alerts/Notification\(1\).pdf](https://igram.ignou.ac.in/Alerts/Notification(1).pdf)

Q. When I can apply for the migration certificate?

A. After completion of the programme, you may apply for the migration certificate at the concerned Regional Centre only <http://ignou.ac.in/userfiles/Migration%20Certificate.pdf>

Q. What is the procedure for applying for Migration certificate?

A. At the time of submission of the application for issue of Migration Certificate, the applicant should attach duly attested Xerox copy of consolidated Statement of Marks and the Degree Certificate/ Provisional Certificate issued by this University.

Q. How can I know the about the student support services in which fee is submitted through Online Mode?

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A. You may pay the Online Fee for following student support services i.e. Change of Medium, Change of name, Change of course, Change of elective, Credit transfer, Migration Certificate, Duplicate grade sheet, Transcript, Degree/Diploma/Certificate Fee, Study Material/MPDD, Other fees

Section 8: **Miscellaneous**

Q. How can I know about the Term-End Examination and Payment of Examination Fee?

A. The University conducts Term-end Examination (TEE) twice a year in the months of June & December. A learner is permitted to appear in TEE subject to the following conditions: -

- a) Registration for the courses is valid and not time barred.
- b) Required number of assignments in the courses have been submitted by due date wherever applicable.
- c) Minimum time to pursue these courses as per the provision of the programme has been completed.
- d) Examination fee for all the courses the learner is appearing in the examination has been paid.

In the case of non-compliance of any of the above conditions, the result of all such courses is liable to be withheld by the University.

Term-end Examination: The learners are required to fill in the Examination form to appear in the TEE each time i.e., for every exam (June/ December) a learner has to apply a fresh. The Examination Forms are accepted online only as per the schedule available on the IGNOU website (<https://ignou.ac.in>) from time to time.

Examination fee and Mode of Payment	Mode of Payment
Examination Fee	
@ 200 per Theory course	Credit Card/Debit Card/Net Banking

The fee applicable to Projects and Practical Exams w.e.f. January, 2023 Admission Cycle shall be as under:

Project Evaluation Fees (Rs.)	
Up to 4 credits Project work: 300	Above 4 credits project work: 500
Practical Examination Fees (Rs.)	
Fees Up to 4 credits: 300	Above 4 credits: 500

The fee is to be submitted by the students along with the Term End Examination form. Examination fee once paid is neither refundable nor adjustable even if the learner fails to appear in the examination.

Q. How can I get the soft copy of learning material?

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A. The Soft copy of the learning material for different programmes can be downloaded from the following:

- E-Gyankosh (E-Content repository of educational resources) <https://egyankosh.ac.in/>
- IGNOU E-Content mobile App (Can be downloaded from Google Play Store)

Q. How can I collect the Issuing Duplicate Diploma / Degree Form?

A. You can download the application form by

<http://www.ignou.ac.in/userfiles/Duplicate%20Degree,Diploma%20and%20Certificate%20Form.pdf>

Q. How can I collect the Issuing Transcript / WES verification ?

A. You can download the application form by

<http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf>

Q. Can I pay Fee Online for some of the services (Miscellaneous Fee) i.e Change of Elective/Course, Migration, Duplicate Grade Card, Transcript, Degree/Diploma/Certificate fee etc.

A. You can pay the Fee through Online mode by

<http://ignou.ac.in/ignou/studentzone/download/payments>

Q. How can in submit my grievances to Regional Centre?

A. You may submit your grievances through email on rckarnal@ignou.ac.in and through IGNOU Grievance Redressal and Management (iGRAM) Grievances <https://igram.ignou.ac.in/>

Q. How can I know about the RC Publications?

A. Information available on <http://rckarnal.ignou.ac.in/aboutus/81>

Frequently Asked Questions (FAQs)


Important Links/Information at a Glance

<ul style="list-style-type: none"> • Please use the link on the Samarth portal for fresh admission to the ODL programmes, the link https://ignouadmission.samarth.edu.in/
<ul style="list-style-type: none"> • Please use the link online programmes https://iop.ignouonline.ac.in/
<ul style="list-style-type: none"> • Please use the link re-registration https://onlinerr.ignou.ac.in/ in each cycle (July & January)
<ul style="list-style-type: none"> • Please use the link https://ignou.samarth.edu.in/ to download your Student I card.
<ul style="list-style-type: none"> • Please use the link http://egyankosh.ac.in/ to download the digital copies of the self-learning materials
<ul style="list-style-type: none"> • Please use the link http://www.ignou.ac.in/ignou/aboutignou/division/mpdd/material to know the status of dispatch of the self-learning materials.
<ul style="list-style-type: none"> • After confirmation of admission, please visit the website of your respective Regional Centre for Induction Meetings, academic counseling schedules and other academic support.
<ul style="list-style-type: none"> • Please use the link https://webservices.ignou.ac.in/assignments to download the assignments for your programme.
<ul style="list-style-type: none"> • Submission of Assignments and Project are compulsory component for completion of a degree.
<ul style="list-style-type: none"> • Please use the link https://exam.ignou.ac.in/ on IGNOU website to fill the examination form for TEE June & December.
<ul style="list-style-type: none"> • Please use the link https://webservices.ignou.ac.in/Pre-Question for downloading the question papers of previous examinations.
<ul style="list-style-type: none"> • Please use the link: http://ignou.ac.in/userfiles/Handbook%20on%20Sexual%20Harassment%20of%20Women%20at%20Workplace(1).pdf for knowing details information regarding the guideline of prevention of Sexual Harassment at work place. <p>Write to us for any help in the link: http://ignou.ac.in/userfiles/CASH%20-%20Notification.PDF</p>

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GYAN DARSHAN TV CHANNEL
Available on DTH, Cable TV & IP TV Networks

	Airtel DTH - Channel No: 442
	Tata Sky DTH - Channel No: 755
	Sun Direct DTH – Channel No: 596
	Dish TV DTH – Channel No: 991
	Hathway DTH – Channel No: 473
	In Digital DTH - Channel No: 464 (Delhi)
	DEN DTH - Channel No: 526
	TACTV - Channel No: 576 & 577

Gyan Darshan Web Link: <http://gd.ignouonline.ac.in/gyandarshan/>
Gyandarshan TV Channel available on C-band
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The Soft copy of the learning material for different programmes can be downloaded from the following:-

- E-Gyankosh (E-Content repository of educational resources)
<https://egyankosh.ac.in/>
- IGNOU E-Content mobile App (Can be downloaded from Google Play Store)

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Grievance Redressal: WHOM TO CONTACT FOR WHAT

IGNOU has a robust mechanism in place for redressal of student grievances. A Special Online Portal – IGNOU Grievance Redress and Management (iGRAM) has been developed for this purpose. Students can submit their grievances on iGRAM online and track the response. iGRAM can be accessed at <http://igram.ignou.ac.in/>.

A dedicated **Student Service Centre** has been set up at the HQ to respond to the queries and grievances of the students. The Student Service Centre can be contacted at the contact details provided below.

Contact Details of Student Service Centre		
1	General Enquiry (Student Support Services and Student Grievances, pre-admission Inquiry of various Programmes in IGNOU, etc)	Phone: 011-29572514, 29572513, 29572516
2.	Director, SSC, IGNOU, Maidan Garhi, New Delhi – 110068	Phone: 011-29572505 Email: directorssc@ignou.ac.in, ssc@ignou.ac.in

For specific queries related to Admission, Study Material, Assignment, Examination, Counselling etc. the students may contact the following:

Sl. No.	Issues	Authority to be contacted
1.	Identity Card, Fee Receipt, Bonafide Certificate, Migration, Certificate, Scholarship Forms, change of name, correction of name/address	Concerned Regional Centre
2.	Non-receipt of study material	Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi-110068 mpdd@ignou.ac.in , Ph: 011-29572008, 29572012
3.	Change of Elective/Medium/opting of left over electives/ Deletion of excess credits	Concerned Regional Centre
4.	Credit Transfer	Student Registration Division, Block No. 1 & 3, IGNOU, Maidan Garhi, New Delhi-110068 Email: registrarsrd@ignou.ac.in
5.	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068 Email: empcmktunit@ignou.ac.in
6.	Academic Content	Director of the School concerned (www.ignou.ac.in)
7.	Approval of a Project Synopsis	Project Co-ordinator in the Concerned School of Studies/ Regional Centres
8.	International Students residing in India	Director, International Division, IGNOU, Block-

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	should contact		15, Section K, Maidan Garhi, New Delhi. Tel. Nos. : 29533987; 29571681 E-mail : internationaldivision@ignou.ac.in	
9.	Issue of Degree/ Diploma Certificate/ Despatch of returned Degrees/ Verification of Degrees/Convocation	011-29572213 011-29535438	Asstt. Registrar 011-29572224	Convocation@ignou.ac.in
10.	Issue of Hall Ticket/ Correction in the hall ticket for handicapped student s/ Non- receipt of hall tickets for term- end- examination & Entrance Test/Entrance, Test Results/Queries related to dispatch of attendance, list of examinees etc./ writer	011-29572209 011-29572202	Asstt. Registrar 011-29535064	bhavna@ignou.ac.in ssbhandari@ignou.ac.in examiii@ignouac.in
11.	Declaration of results of Masters & Bachelor's degree level programme/Issue of grade card and provisional certificate of Masters and Bachelor's degree level prog./ Practical marks of all programmes	011-29572212	Section Officer 011-29536103	mdresult@ignou.ac.in bdresult@ignou.ac.in practicalised@ignou.ac.in
12.	Declaration of results of Masters, Bachelor and Diploma programme/Issue of grade card and provisional certificate of Masters, Bachelor and Diploma level programme	011-29572211	Section Officer 011-29536743	bdresult@ignou.ac.in dpresult@ignou.ac.in

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13.	Declaration of results of DPE and Certificate programme/ Issue of grade card and provisional certificate of DPE & Certificate level programme	011-29572208	Section Officer 011-29536405	cpresult@ignou.ac.in
14	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	gcverification@ignou.ac.in
15	Queries related to UFM cases	011-29572208 011-29576405	Section Officer	ufmgroup@ignou.ac.in
16	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt. Registrar 011-29532294	projects@ignou.ac.in
17	Queries related to Assignment Marks	011-29571325 011-29571319	Asstt. Registrar 011-29571313	assignment@ignou.ac.in
18	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar	sedgrievance@ignou.ac.in
29	Discrepancy in grade card, non updation of grade/marks in the grade card etc.	011-29572208 011-29572211 011-29572212	Dy. Director/ Asstt. Director	mdresult@ignou.ac.in bdresult@ignou.ac.in bdpresult@ignou.ac.in dpresult@ignou.ac.in cpresult@ignou.ac.in

Note:

- University notifies changes/amendments in its rules/regulations time to time. As a result part of information contained in this document may Change or get amended.
- All care has been taken to present the information accurately. In case of any ambiguity/error, please refer to document issued by IGNOU Hqrs New Delhi
- For updates please visit our website www.ignou.ac.in or contact Regional Centre.

IGNOU Regional Centre Karnal

Plot No. 5, Sector 12 (Part 1), Urban Estate, Karnal 132001 Haryana



0184-2271514



rckarnal@ignou.ac.in



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www.ignou.ac.in

<http://rckarnal.ignou.ac.in/>