PROGRAMME GUIDE
for
Bachelor’s Degree Programme
in
Library and Information Science (BLIS) (Revised)

Faculty of Library and Information Science
School of Social Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110 068
Important Information

“The University sends study materials to the students by registered post and if a student does not receive the same for any reason whatsoever, the University shall not be held responsible for that.”

“In case you want to have access to IGNOU course materials in electronic form you may visit the website www.egyankosh.ac.in.”

“Assignments are uploaded online on the University website. Students are advised to download it from the IGNOU website www.ignou.ac.in.”

“The students are specifically instructed to submit the Examination Forms through online mode ONLY. If any student sends the Registration/Re-registration Forms, Examination Forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have no claim on the University for regularization.”

Regional Centres and Study Centres

“A Complete list of Regional Centres of the University, their jurisdiction and Study Centres/Learner Support Centres for BLIS is given on our website. Please visit the website to check them (www.ignou.ac.in).”
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1. ABOUT THE UNIVERSITY

The Indira Gandhi National Open University (IGNOU) is a University with a difference in that it aims at providing educational opportunities to all those who desire higher education without being handicapped by the limitations of place and time. With a view to developing a versatile education system with emphasis upon innovation, cost effectiveness, flexibility, universality and societal involvement, IGNOU was established in September, 1985 by an Act of Parliament.

The significant features of Indira Gandhi National Open University are:

- relaxed entry rules;
- study according to the student’s own pace and convenience;
- study at the student’s own chosen place;
- flexibility in choosing a combination of courses from across a whole range of disciplines; and
- use of modern educational, computer and communication technology.

The University functions with the objectives of:

- providing access to higher education to large segments of population and thereof seeking to achieve the educational well being of the community;
- providing access to higher education to the disadvantaged groups and individuals and thereby opening up opportunities to upgrade their knowledge and skills;
- bringing higher education to the door-steps of all those who want it;
- providing an integrated development of human personality;
- promoting awareness of national integration; and
- providing high quality education at the university level.

2. BACHELOR’S DEGREE PROGRAMME IN LIBRARY AND INFORMATION SCIENCE (BLIS)

The Bachelor’s Degree Programme in Library and Information Science (BLIS) was started by IGNOU in 1989 in response to the demand for large number of trained human resources in the field of library and information activities. Such human resources are required to occupy various positions in libraries, documentation centres and information centres/institutions in the country at various levels. For instance, professionally trained personnel at different levels are necessary to manage libraries in schools, colleges, universities, government departments, commercial and industrial establishments, scientific research institutions, R&D establishments, public libraries, etc. set up by central, state governments, local and corporate bodies.

To meet this requirement, IGNOU initiated the BLIS Programme in distance education mode. In this mode, education is imparted through different media, such as printed lessons, audio cassettes, video films, face to face counselling and tele and radio counselling sessions. Modern communication technologies are utilised for imparting educational inputs to students in a relaxed and convenient manner, while counselling at study centres is intended to provide the students the
opportunity of periodic face-to-face interaction with the tutors. These alternative approaches provide certain degree of flexibility and help in the self-learning process.

Over the years there have been tremendous changes in the field of library and information science due to the developments in information communication technologies. These include changes in computer and communication technologies, storage technologies and multimedia technology. These developments are changing the traditional face and concept of libraries and information institutions. The University, therefore, felt the need for accommodating these new developments in the course contents of the BLIS Programme.

The BLIS Programme is conducted by the Faculty of Library and Information Science, which forms a part of the School of Social Sciences.

3. OBJECTIVES AND SCOPE

The Bachelor’s Degree Programme is meant to impart skills and training necessary for the effective organisation and management of libraries and information units in the present day context and providing varieties of library and information services with the help of IT. The main purpose of the Programme is to help professional development for those who are already employed in different types of libraries and aspire for better employment. It also provides a platform for the fresh entrants who wish to pursue a career in library and information science.

It is the first degree in Library and Information Science, after a Basic Degree (graduation) in any of the streams of knowledge. The duration of the Programme is one academic year. It is of 36 credits. BLIS Programme comprises nine courses out of which eight courses are devoted to the theoretical and practical aspects. One course, i.e, BLIE-227: Document Processing: Practice is completely practical based. It is designed to impart practical skills in classification, cataloguing and indexing. Two courses, i.e., BLI-224: ICT Fundamentals and BLIE-229: ICT in Libraries, have practical component in computers, library automation and digitization. At the end of one academic year, a student can take annual examination in all the nine courses in one sitting and complete the Programme or s/he can take examinations in some courses at the end of first year, and appear for the rest of the courses at subsequent examinations. The maximum time provided for the completion of all the nine courses in different sittings is four years from the date of registration. The medium of instruction is English at present. It will be provided in Hindi later. However, students can write their assignments and TEE in Hindi language as well.

4. TARGET PARTICIPANTS AND ADMISSION CRITERIA

The Programme is open to those who are either:

- Graduates with at least 50% marks (45% marks in case of SC/ST/PH/OBC candidates).
- Graduates with Diploma (of at least one year duration) in Library Science.
- Graduates with 2 years of working experience in a Library/ Information Centre.
5. COMPONENTS OF THE BLIS PROGRAMME

The BLIS Programme comprises nine courses. The courses are as under:

BLI-221 : Library, Information and Society
BLI-222 : Information Sources and Services
BLI-223 : Organising and Managing Information
BLI-224 : ICT Fundamentals
BLI-225 : Communication Skills
BLIE-226 : Management of Library and Information Centre
BLIE-227 : Document Processing: Practice
BLIE-228 : Information Products and Services
BLIE-229 : ICT in Libraries

Detailed contents of these courses may be seen in Annexure-I.

6. STRUCTURE OF THE COURSES

The BLIS Programme is structured in the following way:

- Programme
  - Courses
    - Blocks
      - Units

The entire Programme comprising nine courses has been divided into 36 blocks and each block has certain number of units ranging from 2 to 5. The entire course material works out to 125 units in print, and constitutes 34 booklets. In other words, one unit constitutes the lowest self-contained measure of the course material. The details regarding the unit format are as follows:

- Unit number: the topic covered in the unit
- Objectives
- Introduction
- The theme divided into sections and sub-sections
- Sections containing Self Check Exercises to measure, on your own, your progress
- Summary of the unit
- Answers to Self Check Exercises
- Keywords
- References and Further Reading

The different units are developed thematically in a logical sequence and graded in such a way as to enable the student to grasp and retain in memory the topics discussed in the units. The main sections are printed in bold capital letters while the sub-sections are shown by lower case bold type faces.

7. STUDY METHODOLOGY

You must have a definite study programme in order to take maximum advantage of the facilities provided to you by the University. We suggest that you read the units very carefully and make note of important points in a separate notebook. It is convenient for you to note down important points in the margins given in the units for easy reference. These points will help you in answering the Self Check Exercises. Before you attempt to answer Self Check Exercises you should ascertain whether you understood the relevant text, and try to locate pertinent portions of the text which form the answer to the individual questions. After this step, write down your answers to the Self Check Exercises in the blank space provided for the purpose or in your note book according to necessity. The Self Check Exercises are incorporated with a view to help you assess your progress in the learning process. Do not send the answers of Self Check Exercises to the Faculty for evaluation. Check your answers yourself with the answers given at the end of the Unit and evaluate your performance. It will be fruitful if you keep the classification scheme/catalogue code and subject headings list handy while studying the practical course BLIE-227.

8. STUDY CENTRES

Each student admitted to BLIS Programme will be attached to a Study Centre. At present, there are a number of Study Centres for BLIS Programme located in different places of the country. Students may opt themselves for enrolment in the nearest convenient Study Centre suitable to them. Every Study Centre is managed by a Coordinator. The students are advised to be in regular contact with their respective Study Centres and interact with the Coordinator as frequently as possible. The facilities provided at the Study Centres normally include the following:

- Counselling sessions in different courses relating to BLIS Programme.
- Facilities for practical work in the concerned courses.
- Library facility with basic reading materials related to various aspects of the discipline.
- Audio-Video Programmes specially designed for BLIS Programme.
9. HOW TO MAKE BEST USE OF STUDY CENTRES

Education is not imparted through regular class room lectures in an open university system. Distance education mode is generally followed in the open university system. This mode of learning is different from the conventional system you are used to. There will be no regular lectures relating to any course. On the other hand, there will be counselling for different courses included in the curriculum. Your Counsellor is available to you at the Study Centre which organises counselling sessions on different topics. 10 counselling sessions are provided for each of the courses BLI-221, BLI-222, BLI-223 and BLI-225, BLIE-226, BLIE-228 and 5 counselling sessions for BLI-224 and BLIE-229. 15 counselling sessions are provided for BLIE-227. The duration of each counselling session is 2 hours. In addition, a student is required to do 15 hours of compulsory computer practical work each in the courses BLI-224 and BLIE-229 respectively.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Name and Code of the Course</th>
<th>Hours of Counselling</th>
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<tr>
<td></td>
<td></td>
<td>Theory</td>
</tr>
<tr>
<td>1.</td>
<td>BLI-221 : Library, Information and Society</td>
<td>20</td>
</tr>
<tr>
<td>2.</td>
<td>BLI-222 : Information Sources and Services</td>
<td>20</td>
</tr>
<tr>
<td>3.</td>
<td>BLI-223 : Organising and Managing Information</td>
<td>20</td>
</tr>
<tr>
<td>4.</td>
<td>BLI-224 : ICT Fundamentals</td>
<td>10</td>
</tr>
<tr>
<td>5.</td>
<td>BLI-225 : Communication Skills</td>
<td>20</td>
</tr>
<tr>
<td>6.</td>
<td>BLIE-226 : Management of Library and Information Centre</td>
<td>20</td>
</tr>
<tr>
<td>7.</td>
<td>BLIE-227 : Document Processing: Practice</td>
<td>———</td>
</tr>
<tr>
<td>8.</td>
<td>BLIE-228 : Information Products and Services</td>
<td>20</td>
</tr>
<tr>
<td>9.</td>
<td>BLIE-229 : ICT in Libraries</td>
<td>10</td>
</tr>
</tbody>
</table>

The Counsellor will ‘guide’ you through the material, as ‘interpreter’ and as ‘facilitator’ to enable you to understand different problem areas. To get the best out of the ‘Counsellor’, you must carefully read your course material in advance, identify your problems and seek clarifications regarding them from the Counsellor. Therefore, it is essential for you to attend the counselling and practical sessions and be an active participant. If you attend counselling sessions well prepared with your own questions, the discussion will be purposeful and you will become faithfully involved in the learning process. You may seek clarifications from faculty members also at IGNOU Headquarters through e-mail. The addresses of individual faculty members are provided in the 2nd cover of this booklet. The replies also will be sent by e-mail.

Document Processing and Organisation: Practice would be based on library and information science tools that would be provided to you in the Study Centre. Computers with relevant software would be provided to you for practical counselling in BLI-224: ICT Fundamentals and BLIE-229: ICT in Libraries at the Study Centre. There will be no separate counselling classes for practical in BLIE-228: Information Products and Services.
10. EXAMINATION AND EVALUATION

The examination relating to BLIS Degree has two components:

i) Continuous Evaluation (CE) 30% weightage
ii) Term End Examination (TEE) 70% weightage

CE is related to the assignments that each student has to submit before being declared eligible to appear for the TEE. There will be one assignment each for all the courses. The assignment for the course BLIE-227 is practical only. In the courses, BLI-224, and BLIE-228 and BLIE-229 there is a practical component also. A student has to secure minimum pass marks (40%) in the assignments. The evaluation of the performance of the student in Continuous Evaluation (CE) will be done by the counsellors and marks will be awarded to each student.

The Term End Examination (TEE) for all the courses are held twice a year in June and December respectively. However, you are eligible to appear for the TEE after a minimum of one year after your registration in the Programme. A student of BLIS Programme is required to secure a minimum of 40% marks in continuous evaluation of a course and 40% in Term End Examination (TEE) of that course separately in order to become eligible for award of Bachelor’s Degree in Library and Information Science. The TEE would be theoretical. The TEE for BLIE-227– Document Processing and Organisation: Practice, would also be a written exam. In addition to the theory exam, for BLI-224 and BLIE-229, there would be a practical exam also which you have to attempt on computers. Your Study Centre would guide you about this exam. There would be no separate TEE for practical in BLIE-228: Information Products and Services.

On the basis of the aggregate marks obtained in all the courses (theory and practicals) the division will be awarded as under:

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<tr>
<th>Division</th>
<th>Aggregate</th>
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<tr>
<td>I</td>
<td>60% and above</td>
</tr>
<tr>
<td>II</td>
<td>50% and above</td>
</tr>
<tr>
<td>Pass</td>
<td>40% and above</td>
</tr>
</tbody>
</table>

Candidates who obtain marks below 40% or who miss to attend the TEE may appear at the subsequent TEE and complete the Programme. This facility will be available to the student until s/he secures a pass percentage in all courses missed earlier. But, the maximum period provided for a student to complete the Bachelor Degree Programme in Library and Information Science is four years from the date of her/his registration into the Programme. In case a student is not able to secure the pass percentage in four years, s/he has to re-register as a fresh candidate, in case s/he wants to pursue the Programme.
11. SOME USEFUL ADDRESSES

Given below are the addresses of some important officers dealing with various aspects. Whenever you have a problem, you can directly contact the concerned officer.

i) Clarifications regarding the BLIS Programme : Programme Co-ordinator (BLIS)
   Faculty of Library & Information Science
   School of Social Science, IGNOU, Maidan Garhi
   New Delhi-110 068 E-mail: jaideep@ignou.ac.in

ii) Regarding non-receipt of study materials : Registrar
    Material Production & Distribution Division, IGNOU, Maidan Garhi
    New Delhi-110068

iii) Matters relating to admissions, fees, etc. : Concerned Regional Centre

iv) Information about examinations, examination centres, results, etc. : Registrar
    Student Evaluation Division, IGNOU
    Maidan Garhi, New Delhi-110 068

v) Problems relating to counselling, Study Centres, etc. : Deputy Director
    Student Affairs
    Regional Services Division
    IGNOU, Maidan Garhi, New Delhi-110 068

vi) About change of Address : Computer Section
    Student Registration Division
    IGNOU, Maidan Garhi, New Delhi-110 068

vii) For the purchase of Audio/Video tapes/CDs : Director,
     Electronic Media Production Centre
     Sanchar Kendra
     IGNOU, Maidan Garhi, New Delhi-110 068
ANNEXURE I

Curriculum and Syllabus

BLI 221 : LIBRARY, INFORMATION AND SOCIETY

Block 1 : Library and Information in Societal Perspective
Unit 1 : Libraries, Information and Knowledge based Society
Unit 2 : Types of Libraries
Unit 3 : Information Institutions
Unit 4 : Laws of Library Science

Block 2 : Library, Information and Related Legislation
Unit 5 : Library Legislation and Model Public Library Act/Bill
Unit 6 : Library Legislation in Indian States; Their Salient Features
Unit 7 : Other Information Related Legislations: RTI, IT Act, IPR, Patent Act and Cyber Laws

Block 3 : Resource Sharing and Library Networks
Unit 8 : Resource Sharing
Unit 9 : Global Library Networks and Consortia: Role of Technology
Unit 10 : Library Networks and Consortia: Indian

Block 4 : Library and Information Profession and Related Agencies
Unit 11 : Librarianship as a Profession
Unit 12 : Ethical Issues in Librarianship
Unit 13 : Role of Professional Associations
Unit 14 : Organisations and Institutions Involved in Development of Library and Information Services

BLI 222 : INFORMATION SOURCES AND SERVICES

Block 1 : Documentary Sources
Unit 1 : Categorisation of Sources
Unit 2 : Primary Sources
Unit 3 : Secondary and Tertiary Sources
Unit 4 : Criteria of Evaluation

Block 2 : Non-Documentary Sources
Unit 5 : Humans as Sources of Information
Unit 6 : Institutions as Sources of Information
Unit 7 : Media as Sources of Information
Block 3 : Information Services
Unit 8 : Information Services: An Overview
Unit 9 : Types of Services: Reference, Referral, CAS, etc.
Unit 10 : Literature Search and Databases Services

Block 4 : Information Use and User Studies
Unit 11 : User Education and Information Literacy
Unit 12 : User Studies
Unit 13 : Information Use Studies
Unit 14 : Marketing of Information Services

BLI 223 : ORGANISING AND MANAGING INFORMATION

Block 1 : Classification
Unit 1 : Basic Concepts
Unit 2 : Types of Classification
Unit 3 : Postulational Approach
Unit 4 : Comparative Study of Schemes of Classification

Block 2 : Cataloguing
Unit 5 : Basic Concepts
Unit 6 : Types and Forms of Catalogues
Unit 7 : Formats and Standards
Unit 8 : Cataloguing of Non-Book Material

Block 3 : Indexing
Unit 9 : Basics of Subject Indexing
Unit 10 : Indexing Languages
Unit 11 : Indexing Techniques

Block 4 : Recent Developments
Unit 12 : Conceptual Changes: Impact of Technology
Unit 13 : Online Catalogues (Design and Services)
Unit 14 : Overview of Web Indexing, Metadata, Interoperability and Ontologies

BLI 224 : ICT FUNDAMENTALS

Block 1 : Basics of ICT
Unit 1 : Basics of Computer Technology
Unit 2 : Basics of Communication Technology
Unit 3 : Basics of Network Technology
Unit 4 : Technology Convergence
Block 2 : Middleware Technologies
Unit 5 : Office Tools: Word Processing, Presentation and Spreadsheets
Unit 6 : Database Management Systems
Unit 7 : Specialised Application Packages (DTP, Image, Multimedia)

Block 3 : Network Fundamentals
Unit 8 : Network Topology
Unit 9 : Communication Protocols and Network Addressing
Unit 10 : Protocol Architecture
Unit 11 : Network Applications and Management
Unit 12 : Network Security

Block 4 : Internet Tools and Services
Unit 12 : E-mail and E-Messaging
Unit 13 : World Wide Web (How Web functions, Protocols, General Markup Language Web 2.0)
Unit 14 : Search Engines
Unit 15 : Interactive and Distributive Services

BLI 225 : COMMUNICATION SKILLS
Block 1 : Communication Fundamentals
Unit 1 : The Basics
Unit 2 : Social Skills
Unit 3 : Introducing the Institution

Block 2 : Preparing for the Job Interview
Unit 4 : Your Profile
Unit 5 : Preparing your Portfolio
Unit 6 : Preparing your Curriculum Vitae
Unit 7 : The Job Interview

Block 3 : Workplace Skills
Unit 8 : Presentation Skills
Unit 9 : Telephone Skills
Unit 10 : Group Discussions
Unit 11 : Body Language
Block 4 : Writing Skills
Unit 12 : Internal Communication
Unit 13 : Introducing Yourselves
Unit 14 : Communication with Customers
Unit 15 : Communication with Service Providers

Block 5 : Advanced Writing Skills
Unit 16 : Writing Proposals
Unit 17 : Writing Reports
Unit 18 : Design of Survey Questionnaire

BLI 226 : MANAGEMENT OF LIBRARY AND INFORMATION CENTRE

Block 1 : Principles and Practices of Management
Unit 1 : Principles and Functions of Management
Unit 2 : Total Quality Management (TQM)
Unit 3 : Change Management
Unit 4 : Application of Principles of Management in Libraries and Information Centres

Block 2 : Library Functions and Operations
Unit 5 : Basic Housekeeping Operations Part-I
Unit 6 : Basic Housekeeping Operations Part-II
Unit 7 : Physical Infrastructure Planning
Unit 8 : Maintenance and Preservation
Unit 9 : Disaster Management

Block 3 : Financial Management
Unit 10 : Sources of Finance and Resource Mobilisation
Unit 11 : Budgeting Techniques
Unit 12 : Budget Preparation

Block 4 : Human Resource Management
Unit 13 : Basics of Human Resource Management
Unit 14 : Human Resource Planning
Unit 15 : Human Resource Development

BLIE 227: DOCUMENT PROCESSING: PRACTICE

Block 1 : Classification– Dewey Decimal Classification (DDC)
Unit 1 : Introduction to DDC 19th Edition
Unit 2 : Use of Tables Part-1
Unit 3 : Use of Tables Part-2
Unit 4 : Number Building in Sciences
Unit 5 : Number Building in Social Sciences
Unit 6 : Number Building in Humanities
Unit 7 : Number Building with Complex and Compound Subjects

**Block 2 : Cataloguing – AACR 2R and MARC 21**

Unit 8 : AACR-2R: Preliminaries
Unit 9 : Choice and Rendering of Headings and Statement of Responsibility
Unit 10 : Cataloguing Multi-Volumes, Serial Publications and Non-Print Media
Unit 11 : MARC-21 Cataloguing

**Block 3 : Indexing – Sears List of Subject Headings**

Unit 12 : Structure of Sears List of Subject Headings (18th Edition)
Unit 13 : Keyword Indexing
Unit 14 : Chain Indexing (DDC-19th Edition)

**BLIE 228: INFORMATION PRODUCTS AND SERVICES**

**Block 1 : Conventional Products and Services**

Unit 1 : Literature Search and Bibliographic Services
Unit 2 : CAS (Including SDI and Alerting Services)
Unit 3 : Abstracting, Digest and Newspaper Clipping Services
Unit 4 : Referral Service

**Block 2 : Special Products and Services**

Unit 5 : Information Analysis
Unit 6 : Information Consolidation and Repackaging
Unit 7 : Information Analysis and Consolidation Products

**Block 3 : Document Delivery Service**

Unit 8 : Document Delivery Service: An Overview
Unit 9 : Electronic Document Delivery
Unit 9 : Translation Service

**Block 4 : Web Products and Services**

Unit 11 : Web Sharing
Unit 12 : Collaborative Content Development
Unit 13 : Web Marketing
**BLIE 229: ICT IN LIBRARIES**

**Block 1**: Library Automation
- Unit 1: Library Automation: An Introduction
- Unit 2: Automating Your Library
- Unit 3: Library Automation Process/ Packages
- Unit 4: KOHA and New GenLib

**Block 2**: Digitisation and Digital Libraries– D-Space and GSDL
- Unit 5: Introduction to Digital Library
- Unit 6: Digitisation Process
- Unit 7: Creating Digital Libraries Using D-Space
- Unit 8: Creating Digital Libraries Using GSDL
ANNEXURE II

Audio Video Programmes

For video programmes on BLIS courses, kindly visit egyankosh.ac.in and watch YouTube videos given under SOSS of IGNOU.
ANNEXURE III

Some Forms For Your Use

In this section we are enclosing the samples of some forms, which are useful to you. Whenever you have to correspond with the University, please get the photocopy of the relevant form, fill it carefully and send as per instructions therein.
Enrolment No.:
Name:
Course Code:
Medium: English/Hindi

Sr. No. | Assignment No. | For Office Use Only
--------|----------------|-------------------------

Sr. No.:
Date of Receipt:
Name of Evaluator:
Date of despatch to the Evaluator:

Sig. of dealing Accountant
Date:

Signature of the Evaluator:
Date:

FOR OFFICE USE ONLY
Sr. No.:
Signature of the receiver
Date:

Signature of the Student
Date:
Seal

Notes:
1. Submit this form to the coordinator of your study centre along with the assignment.
2. When you submit the assignment by post, enclose a self-addressed stamped envelop along with this.
To
The Regional Director

Sub.: 1. Change of Medium of Study
      2. Change of Courses of Study

Enrolment No.: ____________

1. Change of Medium: From ___________________ to ___________________

2. Change of courses of study as per following details:

<table>
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<tr>
<th>Title of the Course offered at the time of Registration</th>
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<th>New Course to be offered</th>
<th>Medium</th>
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Fee Details: Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre.

Demand Draft No. _______________________________ Dated _________________

Amount Rs. _______________ Drawn on ________________________________

Signature: ________________________________

Name: ________________________________

Address: ________________________________

______________________________

Phone & Email: ________________________________
To
The Registrar,
MPDD, IGNOU
Maidan Garhi, New Delhi

Sub : Non-receipt of Study Material

Enrolment No. 

Programme 
Medium of Study 

I have not received the study Materials respect of the following :

<table>
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<tr>
<th>Sl. No.</th>
<th>Course Code</th>
<th>Blocks</th>
</tr>
</thead>
</table>

I have remitted all the dues towards the course fee and there is No change is my address given as follows :

Name and Address : 
Signature : 

Date : 

For Official Use

Date of despatch of study material to students
Enrolment No. .................................................................

Programme Title ..................................................................................................

Regional Centre ..............................................................................................

Name .............................................................................................................

Father’s Name ..............................................................................................

Month and year of last examination in which you have completed the Programme
..........................................................................................................

Mailing Address ..............................................................................................
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.....................................................................................................................
.....................................................................................................................
.....................................................................................................................

(Please Enclose a copy of your complete grade card.)

Filled in Application Form should be sent to:

The Registrar (Student Evaluation Division)
IGNOU,
Maidan Garhi,
New Delhi-110 068

Date.................................................. ......................................................

Signature
APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPT

Name: 

Programme: 

Enrolment No. 

Address: 

Address: 

Address: 

PIN: 

Month and Year of the Exam: 

Name of Exam Centre: 

Centre Code: 

Course, in which Re-evaluation is sought

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>TITLE OF THE COURSE</th>
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</table>

Fee detail:
(The fee for Re-evaluation of answer script is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of ‘IGNOU’ & payable at the City of Evaluation Centre)

No. of Course(s): .................. × Rs. 750/- = Total Amount: ..................

Demand Draft No. .................. Date: ..................

Issuing Bank: 

Date: ......................................................... Signature of the student (P.T.O)
RULES & REGULATION FOR RE-EVALUATION OF ANSWER SCRIPTS

1) The request for re-evaluation by the student must be made before 31st March for December TEE and 30th September for June TEE or within one month of declaration of results, whichever is later.

2) The date of declaration of result will be calculated from the date on which the result are placed on the IGNOU website.

3) After re-evaluation, the better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered.

4) The revised marks/grade after re-evaluation shall be communicated to the student on receipt of re-evaluation result and result of re-evaluation will also made available on the IGNOU website at www.ignou.ac.in. The minimum time required for re-evaluation shall be 30 days from the date of receipt of application.

5) Re-evaluation is permissible in TEE only and not in the Project/Dissertation Practicals/Lab courses, Workshops, Assignments & Seminar etc.

6) On the top of the envelope containing the prescribed application form, please mention ‘APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPTS’

7) Application form must reach within the prescribed dates at the following address:-

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Address of Evaluation Centre</th>
<th>Jurisdiction of Evaluation Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068</td>
<td>All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.</td>
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<td>All Examination Centres in Kolkata, Darbhanga and Ranchi.</td>
</tr>
</tbody>
</table>
Note: Fee for duplicate grade card Rs.200/-. The duplicate grade card/mark sheet will be sent by Registered post.

The filled in form with the requisite fee is to be sent to:

The Registrar (Student Evaluation Division)
Indira Gandhi National Open University
Maidan Garhi,
New Delhi-110 068
Application Form for Issue of Migration Certificate

(To be filled in by the Applicant – Before filling in the form, see instruction on reverse)

1. Name :....................................................................................................................................
2. Father’s/Husband’s Name :...........................................................................................................
3. Address ........................................................................................................................................
.......................................................................................................................Pin ..................
4. Particulars of last examination ......................................................................................................

<table>
<thead>
<tr>
<th>Examination Passed (Programme)</th>
<th>Year of Passing</th>
<th>Enrolment No.</th>
<th>Marks Obtained</th>
<th>Grades Obtained</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Name of the Regional Centre and Study Centre in which the Candidate is attached
.....................................................................................................................................................
6. Name of the University to which the Candidate wants to migrate
.....................................................................................................................................................

Draft Details
Amount Rs. ______________ D.D. No. ______________ Date ______________
Bank Name ____________________________ Place of Issue ______________________

(To be filled in by the Admissions Division)

1. The information furnished by Shri/Smt./Km. ________________________________ is
correct as per scholar register.
2. He/She may be issued the Migration Certificate applied for ____________________________
Date ______________ Dealing Assistant ____________________ Section Officer ______________

I hereby declare that the information provided is correct to the best of my knowledge and I have paid all
fee due to the University. In the event of any of the above information being found incorrect, the
Certificate shall be liable to cancellation by the University.

Received the Migration Certificate No. ____________________________ dated ______________

Date: _______________  Signature of the Applicant
INSTRUCTIONS

1. A fee of Rs. 500/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at concerned Regional Centre/City.

2. At the time of submission of the application for issue of Migration Certificate the student should attach xerox copy of consolidated Statement of Marks of Provisional Certificate issued by this University (duly attested) for verification.

3. Duplicate Migration Certificate can be issued on payment of Rs. 500/- only in case it has been lost, destroyed or mutilated on submission of an Affidavit drawn up on a non-judicial stamp paper of the value of Rs. 10/- to be sworn before a Magistrate on the following format.

“I, _______________________________ Son/daughter/wife of _______________________________ 
residing at ____________________________________________________________________________
hereby solemnly declare that the Migration Certificate No. _____________________ dated ____________ issued to me by the __________________________ University to enable me to join __________________________ University has been lost and I did not join any other University on the basis of the same nor have I submitted the same for joining any other University. In case the lost Migration Certificate is found, I shall deposit the same to the University”.
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068

FORM OF APPLICATION FOR ISSUE OF A DUPLICATE COPY OF UNIVERSITY DIPLOMA/DEGREE/CERTIFICATE

Note: For Instructions, please see reverse.

To
The Registrar
Student Evaluation Division
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068

Sir,

I wish to have a duplicate copy of my Diploma/Degree/Certificate for the Programme __________________________ Examination for the following reasons:

The prescribed fee of Rs. 750.00 is submitted herewith.

The required particulars are given below:

Name of Candidate (in Block Letters in English): ____________________________________________
(in Hindi) : ____________________________________________

Father's Name (in Block Letters): ____________________________________________

Programme : [ ] Enrolment Number: [ ]

Examination Passed in Term End Examination - June/December, _______

Result: ______________________ Grade/Division ____________________

Name of the Study Centre : ____________________________________________

Name of the Regional Centre : ____________________________________________

& other particulars : ____________________________________________

Full Permanent Address of student : ____________________________________________

__________________________________________________________________________________

I solemnly declare that the particulars given above are correct to the best of my knowledge.

Yours faithfully.

Signature of the Student

Postal Address _____________________

_________________________________

Date:

I certify that the above entries made by the applicant are correct.

Signature of Regional Director

With Stamp
INSTRUCTIONS TO CANDIDATES FOR ISSUE OF DUPLICATE COPY OF UNIVERSITY DEGREE/DIPLOMA/CERTIFICATE

1. The form should be filled in duplicate legibly and signed by the candidate

2. The form should be submitted through the Regional Director of the concerned Regional Centre through which the candidate appeared at the said examination, and duplicate copy will be sent through the Regional Director concerned.

3. A duplicate copy of the Diploma, Degree or Certificate will be issued on submission of an affidavit signed by a First Class Magistrate together with an attested copy of the F.I.R. lodged with the nearest Police Station to this effect by the candidate on the grounds that either the original Diploma, Degree or Certificate has been irrecoverably lost destroyed or defaced and on payment of the fee prescribed.

4. In very special cases subsequent copies of the Diploma, Degree or Certificate may be issued for not more than four times, on submission of an affidavit signed and certified by a First Class Magistrate to the effect that the Diploma, Degree or Certificate issued previously by the University has been lost or destroyed, and on payment of the fee as prescribed for the issue of duplicate copy.

FORM FOR AFFIDAVIT TO BE EXECUTED ON A NON-JUDICIAL STAMP PAPER OF THE VALUE OF RS. 10/- BEFORE A FIRST CLASS MAGISTRATE

I ________________________________ Son/Daughter of Shri ______________________ resident of __________________________________________________________________________ do hereby solemnly declare that the original Degree Certificate dated ____________ issued to me by the Director, Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi-110068 on my having passed the __________________________ examination in ________________ under University Enrolment No. _____________________ has been lost/destroyed.

I have filed an F.I.R. with ______________________ Police Station ________________ and a copy of the same duly attested by a Gazetted Officer/First Class Magistrate is appended hereto.

I also undertake that if my Original Diploma/Degree/Certificate which has been lost is put to any unfair use by the person who may lay hands on it. I shall stand for the damages which may accrue from such use.

Deponent

Signature __________________
Address __________________

Verification

Verified ___________ this _____________ day of ______________year that the contents of my affidavit are true to the best of my knowledge.

Deponent

SWORN BEFORE ME

Signature __________________
Designation __________________
Office Seal __________________
APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS

Indira Gandhi National Open University
Student Evaluation Division

Application Form for Improvement in Division/Class

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

Prescribed dates for submission of form:
1st to 30th April for June Term-end Exam.
1st to 31st October for December Term-end Exam.

1. Name: .......................................................................................................................................................

2. Programme: Enrolment No:

3. Address: ...................................................................................................................................................

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

...................................................................................... Pin

4. Term-end examination, in which programme completed June and December ............................................

Total marks/Overall point grade obtained

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

(Please enclosed photocopy of the statement of marks/grades card)

5. Courses(s), in which improvement is sought:

   1. ———————————— 4. ————————————
   2. ———————————— 5. ————————————
   3. ————————————

6. Fee details:

(The fee for Improvement in Division/Class is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at New Delhi)

No. of Course(s): ………….…… X Rs. 750/- = Total Amount: …..........................

Demand Draft No.: ………………………… Date: ……......................................

Issuing Bank: .……………………………………………………………………......................

7. Term-end examination, in which you wish to appear:- June/December………………..

8. Examination centre details, where you wish to appear in term-end examination:-

Exam. Centre Code………………. City/Town ..........................................................

UNDEARTAKING

I hereby undertake that I shall abide by the rules & regulations prescribed by the University for improvement in Division/Class

Date:.............................. Signature:.........................

Place: ……………….. Name:……………………...
RULES & REGULATION FOR IMPROVEMENT IN DIVISION/CLASS

1. The improvement of marks/grades is applicable only for the Bachelor’s/Master’s Degree Programmes, who have completed the programme. The eligibility is as under:

   a) The students of Bachelor’s/Master’s Degree Programmes who fall short of 2% marks to secure 2nd and 1st division.
   b) The students of Master’s Degree Programmes only, who fall short of 2% marks to secure overall 55% marks.

2. Only one opportunity will be given to improve the marks/grade.

3. The improvement is permissible only in theory papers. No improvement is permissible in Practicals/Lab courses, Projects, Workshops and Assignments etc.

4. Under the Provision of improvement, a maximum of 25% of the maximum credits required for successful completion of a programme shall be permitted.

5. Students wishing to improve the marks will have to apply within six months from the date of issue of final statement of marks/grade card to them, subject to the condition that their registration for the programme/course being applied for improvement, is valid till the next term-end examination in which they wish to appear for improvement.

6. No student will be permitted to improve if maximum duration to complete the programme, including the re-admission period, has expired.

7. After appearing in the examination for improvement, better of the two examinations, i.e. marks/grade already awarded and the marks/grade secured in the improvement examination will be considered.

8. In case of improvement, the month and year of completion of the programme will be changed to the Term-end examination, in which students appeared for improvement.

9. Students will be permitted for improvement of marks/grades provided the examination for the particular course, in which they wish to improve, is being conducted by the University at that time.

10. On the top of the envelope containing the prescribed application form, Please mention “APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS.

11. Application form must reach within the prescribed dates at the following address:-

   The Registrar,
   Student Evaluation Division,
   Indira Gandhi National Open University,
   Maidan Garhi,
   New Delhi-110068
APPLICATION FORM FOR EARLY DECLARATION OF RESULT OF TERM-END EXAMINATION

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name: ......................................................................................................................................................

2. Programme: Enrolment No:

3. Address: ...................................................................................................................................................
..................................................................................................................................................
.................................................................................... Pin

4. Reason for early declaration of result:  ......................................................................................................
..................................................................................................................................................................
..................................................................................................................................................................
(enclose a copy of the documentary evidence specifying the reason for early declaration)

5. Courses(s) detail for early evaluation:-

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Course Code</th>
<th>Date of Examination</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
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<tr>
<td>2.</td>
<td></td>
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<tr>
<td>3.</td>
<td></td>
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</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Exam. Centre details, from where you have to appear/appeared at Term-end Examination:-

Exam. Centre Code: Address of Exam. Centre: .............................................................
........................................................................................................................................
........................................................................................................................................
........................................................................................................................................

7. Fee detail:

(The fee for early declaration of result is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of ‘IGNOU’ & payable at the City of Evaluation Centre)

No. of Course(s): ………………… X Rs. 750/- = Total Amount: ………………………

Demand Draft No.: ……………………… Date: ………………………………………

Issuing Bank: ………………………………………………………………………………………
........................................................................................................................................
........................................................................................................................................

Date:…………………………………… (Signature of the student)

P.T.O.
RULES & REGULATIONS FOR EARLY DECLARATION OF RESULTS

1. Request for early declaration of results will be entertained for final semester/year or maximum of 4 backlog courses only, subject to the following conditions:-
   i) The student has been selected for higher study/employment and statement of marks/grade card is required to be produced to the institute by a particular date, which is before the prescribed dates of declaration of the University’s results.
   ii) The student has completed all the other prescribed components except the term-end examination of the courses, for which early evaluation has been sought.

2. Application for early declaration, for the reasons such as to apply for recruitment/higher study/post and promotion purpose etc. will not be entertained.

3. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.

4. Application form must reach at the following address before the date of the examination for the course(s) for which early evaluation is sought:-

<table>
<thead>
<tr>
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</tbody>
</table>
APPLICATION FORM FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT
(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

Prescribed dates for submission of form:-
1st March to 15th April for June Term-end Exam.
1st September to 15th October for December Term-end Exam.

1. Name ………………………………………………………………………………………....................
2. Programme: Enrolment No:
3. Address: ………………………………………………………………………………………………………
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RULES & REGULATIONS FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT

1. Photocopy(ies) of the answer script(s) shall be provided to the students from December-2008 term-end examination (TEE), onwards.

2. The fee for photocopy of the answer script shall be Rs. 100/- (Rupees One Hundred Only) per course. Fee shall be paid in the form of a Demand Draft drawn in favour of IGNOU and payable at New Delhi.

3. Application form without self attested photocopy of the Identity Card of the student will not be entertained.

4. Student’s application form for photocopy(ies) of the answer script(s) shall reach the Concerned Authority (as mentioned below in the last para) alongwith the prescribed fee within 45 days from the date of declaration of results. The date of receipt of application for June term-end examination shall be by 15th October and for December term-end examination by 15th April or within 45 days from the date of declaration of result on the University's website, whichever your later.

5. The students, who find that any portion of the answer was not evaluated or any totaling error is noticed, may point out the same and submit their representation alongwith a copy of the answer script supplied to them within 15 days. No other query regarding evaluation of answer script shall be entertained.

6. The students, who intend to apply for photocopy(ies) of the answer script(s) may simultaneously apply for re-evaluation, if they so desire. The last date for submission of application for re-evaluation will not be extended to facilitate them to point out discrepancy in the evaluation.

7. The application form duly filled-in may be sent to the following address except CPE & DPE programmes:-

<table>
<thead>
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</tr>
</tbody>
</table>

8) For the photocopy (ies) of the answer script(s) of CPE & DPE programmes, the application form may be sent to the Regional Centre concerned.
APPLICATION FORM FOR ISSUE OF OFFICIAL TRANSCRIPT

1. Name: ......................................................................................................................................................

2. Programme: ___________________________________________ Enrolment No: ____________________________

3. Address: ...................................................................................................................................................

................................................................................................................................................................
................................................................................................................................................................
..................................................................................................... Pin

4. Purpose for which: ....................................................................................................................................

transcript is required ................................................................................................................................

5. Fee detail:

Fee for the official transcript:-
Rs. 200/- per transcript, if to be sent to the student/institute in India.
Rs. 400/- per transcript, if required to be sent to the Institute outside India by the University.
(The requisite fee is required to be paid through demand draft drawn in favour of ‘IGNOU’ & payable at
‘New Delhi’)

No. of transcript(s): …………… X Rs. 200/ Rs. 400/- = Total Amount: Rs..............

Required

Demand Draft No.: ………………… Date: ………………………

Issuing Bank: …………………………………………………………………………..................

6. Whether the transcripts to be mailed by the University: Yes/No (please tick)

7. Name & Address of the University/Institute/Employer (In capital letters) to whom transcript is required to

be sent (attached a separate list, if required)

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

Date:........................................ (Signature of the student)

The filled in form with the requisite fee is to be sent to:-

The Registrar,
Student Evaluation Division,
Indira Gandhi National Open University,
Maidan Garhi,
New Delhi-110068.

Note: The students are required to enclose same number of legible photocopies of both sides of the statement of
marks/grade card issued to them, as the number of transcripts required.
Information for Statistical Purpose, Students are required to fill-up this Annexure Compulsorily

1. Name of Student : ..............................................................................................................................

2. Enrolment No. .................................................................................................................................

3. Programme Code: .........................................................................................................................

4. Category: (Cross (×) the appropriate Box only)
   General   SC   ST   OBC

5. Whether Kashmiri Migrant: (Cross (×) if applicable): ..............................................................

6. Whether Physically handicapped: (Cross (×) if applicable) ......................................................

7. Whether minority: (Cross (×) if applicable) ................................................................................

8. Social Status: (Cross (×) if applicable Box only)
   Ex-serviceman   War-widow   Not applicable

9. Employment Status : (Cross (×) if applicable Box only)
   Unemployed   Employed   IGNOU Employee   KVS Employee

10. Religion : (Cross (×) if applicable Box only)
    Hindu   Muslim   Christian   Sikh   Jain   Buddhist   Parsi   Jews   Others
    (please specify _____________)

11. Details of Scholarship being received, if any.
    (a) Amount (Annually)   (b) Govt./Deptt.   (c) Family income (yearly)
    Rs.   Rs.   Rs.
IGNOU POLICY FOR PREVENTION, PROHIBITION AND PUNISHMENT OF SEXUAL HARASSMENT OF WOMEN AT THE WORKPLACE

IGNOU has adopted a policy for the prevention, prohibition and punishment of sexual harassment of women at workplace in compliance to the directive of Hon'ble Supreme Court of India.

Information on this policy, rules and procedures can be accessed from the IGNOU website www.ignou.ac.in. Any incident of sexual harassment may be reported to the Regional Director of the Regional Centre, you are attached to or to any of the persons whose contact details are given in the following table.

I. IGNOU REGIONAL SERVICES DIVISION COMMITTEE AGAINST SEXUAL HARASSMENT (RSDCASH)

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Designation</th>
<th>Contact No.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dr. Bini Toms</td>
<td>RSD, Chairperson</td>
<td>29572407/2505</td>
<td><a href="mailto:isdcash@ignou.ac.in">isdcash@ignou.ac.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Dr. G. Mythili</td>
<td>Dy. Director, STRIDE</td>
<td>29572604</td>
<td><a href="mailto:gmythili@ignou.ac.in">gmythili@ignou.ac.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Ms. Azra Arshad</td>
<td>Maintenance, Engineer EMPC</td>
<td>29573261/29532164</td>
<td><a href="mailto:aarshad@ignou.ac.in">aarshad@ignou.ac.in</a></td>
</tr>
<tr>
<td>4</td>
<td>Ms. Neeru Sayal</td>
<td>EA, RSD</td>
<td>29572417</td>
<td><a href="mailto:neerusayal15@gmail.com">neerusayal15@gmail.com</a></td>
</tr>
<tr>
<td>5</td>
<td>Dr. Radhika Menon</td>
<td>Asst. Professor</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mata Sundari College (Delhi University)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

II. IGNOU COMMITTEE AGAINST SEXUAL HARASSMENT (ICASH)

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Designation</th>
<th>Contact No.</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prof. Uma Medury</td>
<td>Professor, SOSS, Chairperson ICASH</td>
<td>29572741</td>
<td><a href="mailto:cash@ignou.ac.in">cash@ignou.ac.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Dr. Gurmeet Kaur</td>
<td>Associate Professor, SOL</td>
<td>29572984</td>
<td><a href="mailto:gurmeetkaur@ignou.ac.in">gurmeetkaur@ignou.ac.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Dr. Neera Singh</td>
<td>Associate Professor, SOH</td>
<td>29572790</td>
<td><a href="mailto:neerasingh@ignou.ac.in">neerasingh@ignou.ac.in</a></td>
</tr>
<tr>
<td>4</td>
<td>Dr. Rakhi Sharma</td>
<td>Director, SOET</td>
<td>29572923</td>
<td><a href="mailto:rakhisharma@ignou.ac.in">rakhisharma@ignou.ac.in</a></td>
</tr>
<tr>
<td>5</td>
<td>Ms. Renu Katyal</td>
<td>AR, SOA</td>
<td>29572977</td>
<td><a href="mailto:renu@ignou.ac.in">renu@ignou.ac.in</a></td>
</tr>
<tr>
<td>6</td>
<td>Mr. P.T. Raveendran</td>
<td>AR, F &amp; A</td>
<td>29571211</td>
<td><a href="mailto:ptraveendran@ignou.ac.in">ptraveendran@ignou.ac.in</a></td>
</tr>
<tr>
<td>7</td>
<td>Ms. Rashmi Sarpal</td>
<td>PS, SOSS</td>
<td>29572702</td>
<td><a href="mailto:rashmisarpal@ignou.ac.in">rashmisarpal@ignou.ac.in</a></td>
</tr>
<tr>
<td>8</td>
<td>Ms. Parineeta</td>
<td>Assistant, SOTHSM</td>
<td>29571751/1758</td>
<td><a href="mailto:parinita@ignou.ac.in">parinita@ignou.ac.in</a></td>
</tr>
<tr>
<td>9</td>
<td>Dr. Neeraja Singh</td>
<td>Associate Professor</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(in History), Satyawati College, DU, New Delhi</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Dr. Bani Bora</td>
<td>Social &amp; Development Research and Action Group) SADRAG, Noida (U.P.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Ms. Swati Pal</td>
<td>Ph. D. in Chemistry</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

III. IGNOU APEX COMMITTEE AGAINST SEXUAL HARASSMENT (ACASH)

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Designation</th>
<th>Contact No.</th>
<th>Email</th>
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<tbody>
<tr>
<td>1</td>
<td>Prof. Anju Sehgal Gupta</td>
<td>Professor, SOH, Chairperson ACASH</td>
<td>29532054</td>
<td><a href="mailto:asgupta@ignou.ac.in">asgupta@ignou.ac.in</a></td>
</tr>
<tr>
<td>2</td>
<td>Ms. Kailash Saluja</td>
<td>AR, MPDD</td>
<td>29572006/2030</td>
<td><a href="mailto:kailashsaluja@ignou.ac.in">kailashsaluja@ignou.ac.in</a></td>
</tr>
<tr>
<td>3</td>
<td>Ms. Gazala Parven</td>
<td>Prod. Asst. EMPC</td>
<td>29573366</td>
<td><a href="mailto:ghazala.syed.mail@gmail.com">ghazala.syed.mail@gmail.com</a></td>
</tr>
<tr>
<td>4</td>
<td>Prof. Jyantika Dutta</td>
<td>Lady Irwin College</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Regional Centre Committee against Sexual Harassment (RCCASH) has been constituted at each Regional Centre.

For Complaints please write to:
Address at IGNOU (Hqrs.):
Chairperson, RSDCASH, Regional Services Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi-110 068
Email: rsdcash@ignou.ac.in
OR
Address at your Regional Centre:
Chairperson, Regional Centre Committee against Sexual Harassment (RCCASH) (Address of your Regional Centre).
Kind Attention: All Past and Present Students of IGNOU!
Now you rank our Performance...

Dear Student,
As the largest distance education institution in the world, we have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and mail it back to us. You can also fill this questionnaire online by logging on to www.ignou.ac.in. Your invaluable inputs shall guide us towards a direction where we shall improve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

<table>
<thead>
<tr>
<th>Serial No.</th>
<th>Questions</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>1</td>
<td>Concepts are clearly explained in the printed learning material</td>
<td></td>
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<tr>
<td>2</td>
<td>The learning materials were received in time</td>
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<td>3</td>
<td>Supplementary study material (like video/audio) available</td>
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<td>4</td>
<td>Academic counsellors explain the concepts clearly</td>
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<tr>
<td>5</td>
<td>The counselling sessions were interactive</td>
<td></td>
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<td>6</td>
<td>Changes in the counselling schedule were communicated to you on time</td>
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<td>7</td>
<td>Examination procedures were clearly given to you</td>
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<td>8</td>
<td>Personnel in the study centres are helpful</td>
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<td>9</td>
<td>Academic counselling sessions are well organised</td>
<td></td>
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<tr>
<td>10</td>
<td>Guidance from the Programme Coordinators and Teachers from the School0</td>
<td></td>
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<tr>
<td>11</td>
<td>Assignments are returned in time</td>
<td></td>
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<tr>
<td>12</td>
<td>Feedback on the assignments helped in clarifying the concepts</td>
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<tr>
<td>13</td>
<td>Project proposals are clearly marked and discussed</td>
<td></td>
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<tr>
<td>14</td>
<td>Studying in this programme provided the knowledge of the subject</td>
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<tr>
<td>15</td>
<td>Results and grade card of the examination were provided on time</td>
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<tr>
<td>16</td>
<td>Overall, I am satisfied with the programme</td>
<td></td>
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</tr>
</tbody>
</table>

After filling out this questionnaire and mail it to:
STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110 068