

PROGRAMME GUIDE

Master of Science
in
Counselling and Family Therapy
[M.Sc. (CFT)]
&
Post Graduate Diploma in Counselling and
Family Therapy
(PGDCFT)



School of Continuing Education
Indira Gandhi National Open University
New Delhi

Please keep this Programme Guide safely till you complete the Programme of Study. You will need to consult it throughout the duration of the Programme.

Programme Coordinators

Prof. Neerja Chadha
Professor in Child Development
SOCE, IGNOU
New Delhi

Dr. Amiteshwar Ratra
Assistant Professor
STRIDE, IGNOU
New Delhi

Print Production : Mr. Arvind Kumar, Asstt. Registrar (Publications)

July, 2016 (Revised)

© Indira Gandhi National Open University, 2016

All rights reserved. No part of this work may be reproduced in any form, by mimeograph or any other means, without permission in writing from the Indira Gandhi National Open University.

Further information about the SOCE and Indira Gandhi National Open University courses may be obtained from the University's Office at Maidan Garhi, New Delhi-110 068.

Printed and published on behalf of the Indira Gandhi National Open University, New Delhi, by Director, SOCE, IGNOU, New Delhi.

Laser Typeset by: Rajshree Computers, V-166A, Bhagwati Vihar, (Near Sector-2, Dwarka), Uttam Nagar, New Delhi-110059

Printed at:

CONTENTS

	Page No.
1. The University	7
2. The School of Continuing Education	7
3. Why this Programme of Study in the Area of Counselling and Family Therapy?	8
4. Salient Features of the Programme	8
4.1 What is so Unique About the Programme?	8
4.2 Who is this Programme Meant For?	9
4.3 What are the Eligibility Criteria for Admission to the Programme?	10
4.4 What are the Programme Objectives?	10
4.5 Medium of Instruction	10
4.6 The Programme Structure	10
4.7 Compulsory Courses and Optional Courses/Electives	13
4.8 The Programme Package	13
4.9 Know the Syllabus of Your Programme	13
5. Fee Structure and Schedule of Payment	23
6. Scheme of Study	23
6.1 Despatch of Study Material	23
6.2 Re-registration in 2nd Year	24
6.3 Decide Your Time Schedule	24
7. Instruction System	25
7.1 Print Material	25
7.2 Audio-Video Material	26
7.3 Academic Counselling	26
7.4 Supervised Practicum	27
7.5 Study Centres (SCs)/Programme Study Centres (PSCs)	27
8. Evaluation System	28
8.1 Assignments — Internal Assessment of Theory Component	28
8.2 Term-end Theory Examination	31
8.3 Evaluation of Supervised Practicum and Internship (Internal Assessment and External Assessment)	32
8.4 Dissertation (Internal and External Evaluation)	33
9. Other Useful Information	33
10. IGNOU Website	38

11.	Some Forms for Your Use	39
	i) Assignments Remittance-cum-Acknowledgement Form & Change/Correction of Address and Study Centre	41
	ii) Intimation of Non-receipt of Study Material & Assignments	42
	iii) Requisition for Fresh Set of Assignments	43
	iv) Re-Admission Form	45
	v) Form for Provisional Certificate	47
	vi) Term-end Examination Form	49
	vii) Form for Re-evaluation of Answer Scripts	51
	viii) Form for Duplicate Grade Card/Marksheet	53
	ix) Form for Issue of Migration Certificate	55
	x) Form of Application for Issue of Duplicate Copy of University Degree/Diploma/Certificate	57
	xi) Form for Improvement in Division/Class	59
	xii) Form for Early Declaration of Result of Term-End Examination	61
	xiii) Form for Obtaining Photocopy of the Answer Script	63
	xiv) Form for Issue of Official Transcript	65
	xv) Student Satisfaction Survey	67
12.	IGNOU Policy Regarding Sexual Harassment at the Workplace	68

IMPORTANT INFORMATION

Printed material is the backbone of our programmes of study. The study material is prepared by teams of experts keeping in view the interest of the learner group. Each Programme has an Expert Committee headed by the Vice-Chancellor, and various distinguished academics and professionals are involved in the course preparation. The course material is written in such a manner that the students can study it by themselves with a little assistance from our Counsellors at the Study Centres. Therefore, students will have no need for any cheap or condensed guides for following courses of IGNOU. In fact these may harm them. Hence, the University strongly advises the students not to take recourse to such type of guides.

The University reserves the right to change the rules and procedures described in this Programme Guide.

“In case a student wants fresh assignments, he/she can obtain a copy of the same from the Study Centre or Regional Centre or may download it from the IGNOU website - www.ignou.ac.in”.
“The students are specifically instructed to send Examination Forms to concerned Regional Centres only and to no other place and they are also advised to submit the Registration/ Re-registration Forms only at the respective Regional Centres and nowhere else. 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 regularisation.”

“The policy of reservation for the OBCs/SCs & STs under the CEI Act is applicable to all programmes/courses of study at the undergraduate, graduate, postgraduate levels, etc. except courses or programmes at high levels of specialization including at the post-doctoral level within any branch of study which the Central Government in consultation with the appropriate statutory authority (UGC/BCI/MCI/AICTE/etc.) may specify” (As per clause 3 III of the BOM No.1-1/2005-UIA/847 dated 20th April 2008).

Dear Learner,

We welcome you to our academic programme, Master of Science (Counselling & Family Therapy)/ Post Graduate Diploma in Counselling & Family Therapy.

Following your enrolment in this programme, you have become a student of Indira Gandhi National Open University, which offers educational programmes through the Open and Distance Learning (ODL) mode. It is quite likely that this is going to be your first experience as a distance learner. Unlike other educational institutions where teaching and learning take place in face-to-face manner, IGNOU adopts a multi-media approach to facilitate teaching-learning. You will find that the printed self-learning material is the primary medium. It is supplemented with audio and video programmes. You will also benefit from the counselling sessions organised at the programme study centre. Besides, the assignments submitted by you will be evaluated by the Academic Counsellors at the Study Centre, which would form a mode through which you would be interacting with each other. Your practicals, internship and dissertation also would be a medium of interaction.

Indian society, in the present era of rapid social change, is a society in transition; and consequently, in a state of flux. It has resulted in much higher levels of stress and isolation, being felt by ever greater numbers of individuals at all stages of human life span—children, adolescents, young people, middle aged persons as well as the elderly. One just needs to look around and see signs of need for help! Counselling and Family Therapy is being increasingly identified as an effective strategy not just to correct the negatives, but also to stimulate positive aspects. There is emerging recognition of Counselling and Family Therapy as an effective approach both for promoting positives like fostering positive parenting, strengthening family ties, increasing resilience of individuals in vulnerable situations, as well as for addressing negative aspects such as socio-psychological problems, maladaptive behaviour, declining mental health and psychosomatic disorders that are being increasingly witnessed in present times.

This Programme Guide provides you with the important information about the programme *viz.*, its salient features, structure, mode of delivery, counselling sessions, assignments, evaluation etc. The information provided in this booklet will help you to organise and systematise your study related to the various components of the programme. This will further facilitate your active participation in the counselling sessions and help you to submit assignments in time. It is expected that you will preserve this handbook to help you clarify your doubts during the programme.

With best wishes,

Programme Coordinators of M.Sc. (CFT) & PGDCFT

IGNOU

1. THE UNIVERSITY

Indira Gandhi National Open University was established in September, 1985 by an Act of Parliament, with a view to democratise education, so that it covers large segments of population, vocations and professions. The primary emphasis is on innovation, flexibility and cost effectiveness. Thus, it is a University with a difference.

The major objectives of the University are:

- to promote the educational well-being of the community,
- to democratise higher education by providing easy access to all those who desire to improve their qualifications, skills and competence by taking education to the doorsteps of people living even in remote and rural areas,
- to disseminate learning and knowledge through an innovative multi-media teaching-learning system, and
- to provide high quality education at all levels.

The salient features of this system of education are:

- study according to your own pace and convenience,
- study at your own chosen place,
- flexibility in choosing courses and combination of courses from a wide range of disciplines/ subjects, and
- use of modern and appropriate educational and communication technology.

Student support services are provided by the University through a network of study centres scattered all over the country. Study centres are the actual focal points to enable you to receive regular information and learning support. Each study centre provides you with library, audio and video facilities to further help you in the learning process. Senior and experienced academics are engaged in face-to-face counselling at study centres. The study centres are generally located in existing educational institutions and normally function on holidays and Sundays and also in the evenings on working days. Each Study Centre (SC) is supervised by a Coordinator, and there is a Programme-in-charge at each Programme Study Centre (PSC). Regional centres have been set up in different parts of the country to coordinate the functioning of study centres.

2. THE SCHOOL OF CONTINUING EDUCATION

The IGNOU Act emphasizes the need for preparing and offering such courses and programmes that would provide access to higher education for a larger segment of the population and in particular disadvantaged groups such as those living in remote and rural areas including those people who wish to upgrade and acquire knowledge in vocational and professional spheres. In order to face this emerging challenge, the University had established the School of Continuing Education (SOCE). SOCE initially developed and launched some programmes related to Rural Development and Women's Education. However, in the process of its growth, the School identified new important areas of concern and addressed them through a number of programmes. SOCE currently houses the following four disciplines:

1. Child Development
2. Nutritional Sciences
3. Rural Development
4. Home Science

DISCIPLINE OF CHILD DEVELOPMENT

The discipline of Child Development is devoted to the study of human development in the sociocultural context, with particular focus on the critical childhood years. The programmes of study offered in this discipline provide an understanding of developmental challenges and life-cycle issues in a life span perspective. The areas of early childhood care and education; working with the child with disability; early and middle childhood, adolescence and adulthood; understanding and nurturing the development of the individual in the familial and cultural context; and developing expertise in the domain of counselling and family therapy have been the focal areas in the discipline of Child Development.

This programme of study in Counselling and Family Therapy was housed in the National Centre for Disability Studies (NCDS) at IGNOU when it was designed and developed. The Programme Coordinators remaining the same, it was subsequently shifted to the School of Continuing Education (SOCE), under the discipline of Child Development.

3. WHY THIS PROGRAMME OF STUDY IN THE AREA OF COUNSELLING AND FAMILY THERAPY?

The Master's Degree Programme and the Post Graduate Diploma in the area of Counselling and Family Therapy are aimed at developing professionals in this vital field, which is gaining greater salience in the present times both from social and employment perspectives. The contemporary social scenario has resulted in an increased need and demand for professional support in terms of counselling and family therapy, which is being increasingly recognised as an effective approach both for promoting positives like strengthening family ties, fostering positive parenting, and increasing resilience of individuals in vulnerable situations as well as for addressing negative aspects such as socio psychological problems, maladaptive behaviours, declining mental health, and psychosomatic disorders that are being increasingly witnessed in the present times. However, though the need for counselling and family therapy professionals is being increasingly felt, there is a dearth of professional support and experts who could lend a helping hand in promoting positive family processes and help individual family members in distress in a comprehensive way. As a result, there is a tremendous felt need for education and training in this area. By developing the requisite knowledge, understanding, attitudes and skills in the area of Counselling and Family Therapy, these unique programmes of study would help to train professional cadres in the field, equipping them for both wage-employment and selfemployment, and thus fill the existing lacuna.

Further, there are a large number of people who have been interested in the domain of Counselling & Family Therapy. They may already have professional knowledge of a part of the subject area but little or none of some of the other aspects. Such people may be individuals in the field of human development and family studies, child development professionals, social workers, psychologists, doctors, para-medical personnel, teachers, and others interested in this field. The Post Graduate Diploma and the Master's programme will help them increase the range of their knowledge and broaden their view point. Conventional universities have little to offer in the area of Counselling and Family Therapy. In response to the strong felt need from the field, these programmes have been developed with the involvement of eminent experts from the areas of family therapy, counselling, human development and family studies, child development, psychology, psychiatry and other related disciplines.

4. SALIENT FEATURES OF THE PROGRAMME

The programme details are presented in this section.

4.1 What is so Unique about the Programme?

The Master's Programme, as also the Post Graduate Diploma in Counselling and Family Therapy offered by IGNOU is unique and innovative in many respects.

A remarkable feature of this programme of study is its focus on the applied aspect and the thrust on opportunities for hands-on experience for the learner. In fact, almost half of the credits of the Master's Degree Programme [M.Sc.(CFT)] are ear-marked for application-oriented learning opportunities. In the second year of the Master's programme, the learner has the option to be trained in Marital and Family Therapy and Counselling; Child and Adolescent Counselling and Family Therapy; or Substance Abuse Counselling and Family Therapy. The programme adopts a modular approach. Thus, the Master's Degree Programme has provision of an exit option for learners (after one year) in the form of Post Graduate Diploma in Counselling and Family Therapy (PGDCFT). Likewise, on successful completion of PGDCFT, the learner has the option of joining the second year of M.Sc. (CFT) as per the University rules.

Some of the salient features of this programme are:

The focus is on the applied aspects and the thrust is on opportunities for hands-on experience for the learners.

The programme will help in promoting positivity such as strengthening family ties, fostering positive parenting and increasing resilience of individuals in vulnerable situations.

The programme also addresses the issues and concerns of socio-psychological problems, maladaptive behaviours, declining mental health and psychosomatic disorders that are being increasingly witnessed in the present times.

Both male and female students can seek admission.

The student can study at his/her own pace and convenience over a period of 2 to 5 years for the Master's Programme and 1 to 4 years for the Post Graduate Diploma programme.

The student can study at his/her own chosen place.

Indigenously prepared self-instructional print materials are provided to students. Print materials are supported with audio and video programmes.

Multi-media programme package is available in English.

Every student of M.Sc. (CFT) acquires hands on experience under the supervision of a professionally qualified family therapist/counsellor during the internship component of the programme.

A remarkable special feature of the Master's Degree Programme is that it has a provision of an exit point for learners (after one year) in the form of Post Graduate Diploma in Counselling and Family Therapy (PGDCFT). Conversely, a learner who has successfully completed PGDCFT can join the second year of M.Sc. (CFT) as per the University rules.

4.2 Who is this Programme Meant For?

The programme is targetted at benefitting the following:

Children, women, youth and elderly population.

Educational sectors like schools, colleges, universities, career and vocational counselling centres.

Family settings and workplace settings.

Health care sectors like hospitals, preventive care, psychiatric care and related counselling etc.

Institutional sectors involved in the care of the aged, orphanages, day-care centres, self help groups, pre-marital and marital counselling, community set ups, rehabilitation and observation units.

Correctional settings like drug-alcohol-tobacco de-addiction centres, prisons, welfare centres, HIV/AIDS counselling centres etc.

Persons with disabilities, disadvantaged sections, rehabilitation programmes, special schools etc.

Disaster management, refugee camps etc.

Any other units and programmes deemed appropriate for counselling & family therapy interventions.

4.3 What are the Eligibility Criteria for Admission to the Programme?

Bachelor's degree with specialisation in subjects like Human Development and Family Studies, Child Development, Human Development and Childhood Studies, Child Development and Family Relationships, Home Science, Psychology, Social Work, Medicine, or other allied disciplines. "Allied disciplines" include Anthropology, Sociology, Education, Philosophy, MBBS or equivalent qualification in Ayurveda, Unani, Siddha or Homoeopathy, Nursing etc. from a recognised University.

Or

Bachelor's degree with a higher degree in any of the subjects mentioned above or Bachelor's degree along with a Post Graduate Diploma in Guidance and Counselling from a recognised University.

4.4 What are the Programme Objectives?

The programme objectives include the following:

To provide professional training at the post graduate level in Counselling and Family Therapy.

To help the learner acquire professional knowledge and skills to help individuals and families in dealing with behavioural and psychological problems.

To help the learner in developing the requisite attitudes for understanding people's problems and to promote effective interventions.

To meet the felt needs of the society in the context of fostering constructive behaviour and well being.

To promote positive family and societal relationships.

To enable the capacity for tackling psychosomatic, stress related problems and life style disorders.

To contribute towards enrichment of the social fabric, mental health and well being, and quality of socio-emotional living.

4.5 Medium of Instruction

The M.Sc.(CFT)/PGDCFT programme is available in English medium only. Printed course-material and assignments are sent to you in English medium. You have to submit the assignments and attempt the term-end examination in the same language. Audio-video programmes and counselling are also provided in English only.

4.6 The Programme Structure

M.Sc.(CFT)/PGDCFT is a multi-media package which includes print material and audio-visual material. The programme is multi-disciplinary in nature. It draws knowledge from disciplines such as human development and family studies, child development, human development, psychiatry, psychology, anthropology, statistics, etc. In view of the above objectives and the nature of the programme, the courses so designed will help the learners:

gain knowledge,
 develop critical abilities,
 offer scientific opinion on popular related issues and controversies,
 acquire a basic grounding in research techniques,
 train and develop as counsellor and family therapist, and
 develop practising skills.

The duration of the M.Sc.(CFT) programme is two years, starting from the July session. The duration of the PGDCFT Programme, which comprises the first year courses of M.Sc.(CFT), is one year. The Master's Degree Programme is worth 64 credits whereas the Post Graduate Diploma is worth 32 credits. In IGNOU parlance, the study hours are measured in credit system. One credit is equivalent to 30 learning hours. Thus, to successfully complete the M.Sc.(CFT) programme, you will have to earn 64 credits (equivalent to 1920 study hours) over a period of 2-5 years depending on your convenience. However, you will not be allowed to earn more than 30-32 credits in a year. An overview of courses comprising the Programme is as follows:

Year wise Distribution of Courses

PGD(CFT)/First Year of M.Sc.(CFT)

Title of Courses	Course Code	Credits
Human Development and Family Relationships (Theory: 4 Credits; Supervised Practicum: 2 Credits)	MCFT-001 MCFTL-001	4 2
Mental Health and Disorders (Theory: 4 Credits; Supervised Practicum: 2 Credits)	MCFT-002 MCFTL-002	4 2
Counselling and Family Therapy: Basic Concepts and Theoretical Perspectives (Theory: 4 Credits; Supervised Practicum: 2 Credits)	MCFT-003 MCFTL-003	4 2
Counselling and Family Therapy: Applied Aspects (Theory: 4 Credits; Supervised Practicum: 2 Credits)	MCFT-004 MCFTL-004	4 2
Counselling & Family Therapy: Research Methods & Statistics (Theory: 4 Credits; Supervised Practicum: 2 Credits)	MCFT-005 MCFTL-005	4 2
Reflective Journal (Supervised Practicum: 2 Credits)	MCFTL-008	2
Total Credits (Theory 20; Practical 12)		32

Second Year of M.Sc.(CFT)

Title of Courses	Course Code	Credits
Applied Social Psychology <i>(Theory: 4 Credits; Supervised Practicum: 2 Credits)</i>	MCFT-006 MCFTL-006	4 2
Counselling & Family Therapy: Applications & Interventions <i>(Theory: 4 Credits; Supervised Practicum: 2 Credits)</i>	MCFT-007 MCFTL-007	4 2
Optional Paper (any one of the following): - Marital and Family Therapy and Counselling - Child and Adolescent Counselling and Family Therapy - Substance Abuse Counselling and Family Therapy <i>(Theory: 2 Credits; Supervised Practicum: 4 Credits)</i>	MCFTE-001 & MCFTE-004 MCFTE-002 & MCFTE-005 MCFTE-003 & MCFTE-006	2 4 2 4 2 4
Internship	MCFTP-001	6
Dissertation	MCFTP-002	8
Total Credits <i>(Theory 10; Practical 22)</i>		32

In order to enable you to complete M.Sc. (CFT) Programme within the minimum period of two years, you are allowed to take 32 credits worth of courses in 1st year and 32 credits in 2nd year.

For PGDCFT you are allowed minimum of one year and you are allowed to take 32 credits.

Electronic version of the prospectus is available at <http://www.ignou.ac.in>.

For further information contact the concerned IGNOU Regional Centre or write to the Programme Coordinators:

Prof. Neerja Chadha
SOCE, IGNOU,
Maidan Garhi, New Delhi – 110068
E-mail : neerja_chadha@ignou.ac.in

Dr. Amiteshwar Ratra
STRIDE, IGNOU,
Maidan Garhi, New Delhi – 110068
E-mail: amiteshwar@ignou.ac.in

4.7 Compulsory Courses and Optional Courses/Electives

The students have to earn 58 credits in compulsory courses. The list of compulsory courses is given below:

List of Compulsory Courses

Courses	Credits
Human Development and Family Relationships (MCFT-001 & MCFTL-001)	6
Mental Health and Disorders (MCFT-002 & MCFTL-002)	6
Counselling and Family Therapy: Basic Concepts and Theoretical Perspectives (MCFT-003 & MCFTL-003)	6
Counselling and Family Therapy: Applied Aspects (MCFT-004 & MCFTL-004)	6
Counselling and Family Therapy: Research Methods and Statistics (MCFT-005 & MCFTL-005)	6
Applied Social Psychology (MCFT-006 & MCFTL-006)	6
Counselling and Family Therapy: Applications and Interventions (MCFT-007 & MCFTL-007)	6
Reflective Journal (MCFTL-008)	2
Internship (MCFTP-001)	6
Dissertation (MCFTP-002)	8

Under the category of optional courses/electives, you have to choose one theory course and its practical counter-part to earn 6 credits.

You have to choose from the list given below. More optional courses would be added in due course of time.

Also, remember that theory and practical of the same specialisation have to be chosen.

List of Optional Courses/Electives

Courses	Credits
Marital and Family Therapy and Counselling (MCFTE-001 & MCFTE-004)	6
Child and Adolescent Counselling and Family Therapy (MCFTE-002 & MCFTE-005)	6
Substance Abuse Counselling and Family Therapy (MCFTE-003 & MCFTE-006)	6

4.8 The Programme Package

This programme package in distance education mode is offered with the help of available technology commonly known as multi-media package. The package for the M.Sc.(CFT)/PGDCFT programme consists of print material in the form of course booklets/practical manuals and the audio-video materials in the form of cassettes/CDs/DVDs. Besides these, there is arrangement for contact sessions, called academic counselling sessions, at programme study centres/study centres.

4.9 Know the Syllabus of Your Programme

The pool of courses which constitute the programme of study along with the Units included in each course are as follows:

**COURSES COMPRISING POST GRADUATE DIPLOMA / FIRST YEAR
OF MASTER'S PROGRAMME IN COUNSELLING AND FAMILY
THERAPY**

COURSE CODE : MCFT-001

COURSE TITLE : HUMAN DEVELOPMENT AND FAMILY RELATIONSHIPS

Block 1: Human Development: Theoretical Approaches

Unit 1 : Introduction to Human Development

Unit 2 : Biological Perspectives

Unit 3 : Psychoanalytic Theories

Unit 4 : Cognitive, Learning and Intelligence Theories

Unit 5 : Humanistic, Ethological and Contextual Theories

Block 2: The Family: Theoretical Perspectives

Unit 6 : Diversity in Family Forms

Unit 7 : Family Dynamics: Mapping Family Relationships

Unit 8 : Family Theories-I

Unit 9 : Family Theories-II

Block 3: Family Life Cycle Stages-I

Unit 10 : Family Life Cycle

Unit 11 : Marriage and the Beginning Family

Unit 12 : Child Bearing Families

Unit 13 : Families with Preschool Children

Block 4: Family Life Cycle Stages-II

Unit 14 : Families with Elementary and Middle School Children

Unit 15 : Families with Teenagers

Unit 16 : Launching and Contracting Families

Unit 17 : Families with Middle-aged Parents and Ageing Family Members

COURSE CODE : MCFTL-001

***COURSE TITLE : HUMAN DEVELOPMENT AND FAMILY RELATIONSHIPS –
SUPERVISED PRACTICUM***

Manual for Supervised Practicum

COURSE CODE : MCFT-002

COURSE TITLE : MENTAL HEALTH AND DISORDERS

Block 1: Introduction to Health and Disorders

- Unit 1 : Notions of Mental Health and Disorders
- Unit 2 : Dimensions of Psycho-social Stress and Coping
- Unit 3 : Classification and Assessment of Mental Disorders
- Unit 4 : Nature and Type of Chronic Physical Illnesses
- Unit 5 : Mental Health Perspective in Chronic Physical Illnesses
- Unit 6 : National Mental Health Programme

Block 2: Mental Disorders-I

- Unit 7 : Cognitive Disorders
- Unit 8 : Mood Disorders
- Unit 9 : Schizophrenia and Other Psychotic Disorders
- Unit 10 : Substance Use Disorders

Block 3: Mental Disorders-II

- Unit 11 : Neurotic Disorders
- Unit 12 : Personality Disorders
- Unit 13 : Depression, Grief and Suicide
- Unit 14 : Disorders of Childhood and Adolescence – Developmental, Emotional and Behavioural

Block 4: Persons with Disabilities

- Unit 15 : Orientation to Disability
- Unit 16 : Persons with Sensory Impairments
- Unit 17 : Persons with Mental Retardation
- Unit 18 : Mental Illness and Psychosocial Rehabilitation
- Unit 19 : Persons with Locomotor Disability and Multiple Disabilities

COURSE CODE : MCFTL-002

COURSE TITLE : MENTAL HEALTH AND DISORDERS – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSE CODE : MCFT-003

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: BASIC CONCEPTS AND THEORETICAL PERSPECTIVES

Block 1: Introduction to Counselling and Family Therapy

Unit 1 : Counselling: Meaning, Scope and Applicability

Unit 2 : Family Therapy: Meaning, Scope and Applicability

Unit 3 : Career Counselling

Unit 4 : Family Theories in Practice

Block 2: Schools of Counselling

Unit 5 : Psycho-dynamic Approaches

Unit 6 : Cognitive-Behavioural Approaches

Unit 7 : Person-Centred Approaches

Unit 8 : Group Counselling and other Counselling Approaches

Block 3: Schools of Family Therapy

Unit 9 : Systemic Family Therapy

Unit 10 : Solution Focused and Strategic Family Therapy

Unit 11 : Structural Family Therapy

Unit 12 : Cognitive Behavioural Family Therapy

Unit 13 : Integrated Approach to Family Therapy

Block 4: Modalities of Counselling and Family Therapy

Unit 14 : Family Interviewing

Unit 15 : Crisis Intervention

Unit 16 : Supportive Counselling

Unit 17 : Psycho-education

Unit 18 : Social Skills Therapy

COURSE CODE : MCFTL-004

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: APPLIED ASPECTS – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSE CODE : MCFT-004

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: APPLIED ASPECTS

Block 1: Professional Issues in Counselling and Family Therapy

Unit 1 : Essentials for a Counsellor and Family Therapist

Unit 2 : Self of the Counsellor/Therapist

Unit 3 : Therapist/Counsellor and Client Relationship

Unit 4 : Professional Approach and Ethical Issues

Block 2: Practical Aspects of Counselling and Family Therapy-I

Unit 5 : Creating a Therapeutic Climate

Unit 6 : Developing Communication Skills

Unit 7 : Mediation in Counselling and Family Therapy

Unit 8 : Mediation in Family Disputes

Unit 9 : Life Skills Education

Block 3: Practical Aspects of Counselling and Family Therapy-II

Unit 10 : Reflective Relationship Techniques

Unit 11 : Relationship Building Strategies

Unit 12 : Strategies for Facilitating and Evaluating Change

Unit 13 : Barriers to Actualizing Therapeutic Relationships

Unit 14 : Coping with Difficult Situations in Counselling and Family Therapy

Block 4: Processes of Counselling and Family Therapy

Unit 15 : Referral and Intake

Unit 16 : Initial Phase

Unit 17 : Middle Phase

Unit 18 : Termination Phase: End Processes

COURSE CODE : MCFTL-004

**COURSE TITLE : COUNSELLING AND FAMILY THERAPY: APPLIED ASPECTS –
SUPERVISED PRACTICUM**

Manual for Supervised Practicum

COURSE CODE : MCFT-005

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: RESEARCH METHODS AND STATISTICS

Block 1: Fundamentals of Research

Unit 1 : Introduction to Counselling and Family Therapy Research

Unit 2 : Research Paradigms

Unit 3 : Scientific Method and Knowledge Generation

Unit 4 : Formulation of Research Problems

Unit 5 : Research Designs

Unit 6 : Characteristics of a Good Research Tool

Block 2: Methods and Techniques of Data Collection

Unit 7 : Sampling

Unit 8 : Qualitative Methods

Unit 9 : Quantitative Methods

Unit 10 : Mixed Methods

Unit 11 : Psychological Testing and Projective Techniques

Unit 12 : Attitude Scales and Measurements

Block 3: Data Analysis and Interpretation

Unit 13 : Analysis of Quantitative Data (Descriptive Statistical Measure: Selection and Application)

Unit 14 : Analysis of Quantitative Data: Inferential Statistics Based on Parametric Tests

Unit 15 : Analysis of Quantitative Data: Inferential Statistics Based on Non - Parametric Tests

Unit 16 : Analysis of Qualitative Data

Unit 17 : Data Analysis Techniques in Qualitative Research

Unit 18 : Computer Data Analysis

Block 4: Report Writing and Evaluation

Unit 19 : Synopsis

Unit 20 : Review of Literature

Unit 21 : Research Report: Various Components and Structure

Unit 22 : Evaluating Research Reports

COURSE CODE : MCFTL-005

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: RESEARCH METHODS AND STATISTICS – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSE CODE : MCFTL-008

COURSE TITLE : REFLECTIVE JOURNAL – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSES COMPRISING SECOND YEAR OF MASTER'S PROGRAMME

COURSE CODE : MCFT-006

COURSE TITLE : APPLIED SOCIAL PSYCHOLOGY

Block 1: Socio-Cultural Influences

- Unit 1 : Culture and Socialization
- Unit 2 : Personality and Adjustment
- Unit 3 : Social Cognition
- Unit 4 : Pro-social Behaviour and Aggression
- Unit 5 : Karma Theory

Block 2: Positive Psychology

- Unit 6 : Understanding of Self
- Unit 7 : Emotions and Wellbeing
- Unit 8 : Promoting Wellbeing
- Unit 9 : Positive Parenting

Block 3: Interpersonal Relationships

- Unit 10 : Cohesiveness, Adaptation and Resilience
- Unit 11 : Problem Solving and Conflict Resolution
- Unit 12 : Interpersonal Communication
- Unit 13 : Interface between Family and Workplace

Block 4: Human Sexuality and Couple Relationships

- Unit 14 : Sexuality: Issues, Attitude and Behaviour
- Unit 15 : Alternate Sexuality and Sexual Identities
- Unit 16 : Intimate Relationships
- Unit 17 : Marital Harmony
- Unit 18 : Separation, Divorce and Future Options

COURSE CODE : MCFTL-006

COURSE TITLE : APPLIED SOCIAL PSYCHOLOGY – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSE CODE : MCFT-007

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: APPLICATIONS AND INTERVENTIONS

Block 1: Working with Children and Adolescents

Unit 1 : Issues and Concerns in Counselling and Family Therapy

Unit 2 : Emotional and Behavioural Problems

Unit 3 : School Difficulties

Unit 4 : Child/Adolescent with Disability

Unit 5 : Parent Management Training

Block 2: Working with Couples

Unit 6 : Conflict among Couples in Marital Relationships

Unit 7 : Conflict among Couples in Non-marital Relationships

Unit 8 : Issues in Extended and Joint Families

Unit 9 : Dealing with Alternate Sexual Identities

Block 3: Working with Physical Illness and Self Abuse

Unit 10 : Working with Chronic Illness

Unit 11 : Dealing with HIV/AIDS

Unit 12 : Dealing with Substance Abuse

Unit 13 : Working with Substance Disorder Families

Unit 14 : Dealing with Deliberate Self Harm

Block 4: Crisis and Trauma Counselling and Family Therapy

Unit 15 : Psychosocial Support in Disasters to Children and Adolescents

Unit 16 : Psychosocial Support in Disasters to Adults and Families

Unit 17 : Gender and Mental Health

Unit 18 : Geriatric Problems and Disorders

Unit 19 : Yoga Therapy, Mental Health and Well Being

COURSE CODE : MCFTL-007

COURSE TITLE : COUNSELLING AND FAMILY THERAPY: APPLICATIONS AND INTERVENTIONS – SUPERVISED PRACTICUM

Manual for Supervised Practicum

OPTIONAL COURSES/ELECTIVES

(Credits-6 : Theory: 2 Credits ; Supervised Practicum: 4 Credits)

- Marital and Family Therapy and Counselling (MCFTE-001 & MCFTE-004)
Or
- Child and Adolescent Counselling and Family Therapy (MCFTE-002 & MCFTE-005)
Or
- Substance Abuse Counselling and Family Therapy (MCFTE-003 & MCFTE-006)

OPTION 1

ELECTIVE COURSE CODE : MCFTE-001

ELECTIVE COURSE TITLE : MARITAL AND FAMILY THERAPY AND COUNSELLING

Block 1: Assessment Methods

Unit 1 : Interview Methods

Unit 2 : Essential Skills for Family Assessment

Unit 3 : Self Report Scales

Unit 4 : Research Tools in Family Therapy

Block 2: Marital Therapy

Unit 5 : Emotion Focussed Couples Therapy

Unit 6 : Cognitive Behavioural Sex Therapy

Unit 7 : Marital Enrichment Techniques

Unit 8 : Interviewing Skills and Circular Questioning in Assessment—A Case Study

COURSE CODE : MCFTE-004

COURSE TITLE : MARITAL AND FAMILY THERAPY AND COUNSELLING – SUPERVISED PRACTICUM

Manual for Supervised Practicum

OPTION 2

ELECTIVE COURSE CODE : MCFTE-002

ELECTIVE COURSE TITLE : CHILD AND ADOLESCENT COUNSELLING AND FAMILY THERAPY

Block 1: Socio-developmental Perspectives

Unit 1 : Family, School and Peer Group as Social Systems

Unit 2 : Impact of Mass Media

Unit 3 : Children in Vulnerable Situations

Unit 4 : Assessment of Child/Adolescent Psychopathology

Block 2: Therapeutic Interventions

Unit 5 : Life Skills Training

Unit 6 : Play Therapy

Unit 7 : Training Parents of Children/Adolescents with Disabilities

Unit 8 : Counselling for Trauma and Abuse in Childhood

Unit 9 : Cognitive Behavioural Therapy for Childhood/Adolescent Disorders

COURSE CODE : MCFTE-005

COURSE TITLE : CHILD AND ADOLESCENT COUNSELLING AND FAMILY THERAPY – SUPERVISED PRACTICUM

Manual for Supervised Practicum

OPTION 3

ELECTIVE COURSE CODE : MCFTE-003

ELECTIVE COURSE TITLE : SUBSTANCE ABUSE COUNSELLING AND FAMILY THERAPY

Block 1: Problem of Substance Abuse

Unit 1 : Substance Abuse: Family Issues

Unit 2 : Substance Abuse and HIV/AIDS

Unit 3 : Substance Abuse among Special Population Groups: Women, Adolescents, Mentally-III and Prisoners

Block 2: Therapeutic Interventions

Unit 4 : Principles of Treatment of Substance Use

Unit 5 : Motivation Enhancement and Relapse Prevention Therapy

Unit 6 : Tobacco Cessation

Unit 7 : Family Interventions for Substance Use

Unit 8 : Psychosocial Rehabilitation and Life Style Management

ELECTIVE COURSE CODE : MCFTE-006

ELECTIVE COURSE TITLE : SUBSTANCE ABUSE COUNSELLING AND FAMILY THERAPY – SUPERVISED PRACTICUM

Manual for Supervised Practicum

COURSE CODE : MCFTP-001

**COURSE TITLE : INTERNSHIP
Internship Manual**

COURSE CODE : MCFTP-002

**COURSE TITLE : DISSERTATION
Dissertation Manual**

5. FEE STRUCTURE AND SCHEDULE OF PAYMENT

Fee for the programme is to be paid year-wise. For PGDCFT, as well as for the first year of M.Sc. (CFT) the fee is Rs. 14,000/-. For the second year of the Master's Programme, the fee is again Rs. 14,000/-. The fee should be paid in lump sum along with the filled in application form. In the 2nd year also, the fee is to be paid as per schedule without waiting for any communication from the University.

For second year of M.Sc., the concerned Regional Director will send you a programme Re-registration Form along with proper guidelines. If you do not get the form, you may contact your Regional Centre.

The programme fee should be paid only by means of demand draft drawn in favour of IGNOU and payable at the city where your Regional Centre is situated. Please write your name (in Capitals) and Programme Code and period for which fees is paid at the back of your demand draft to ensure proper credit to your fee account.

6. SCHEME OF STUDY

For convenience of study, the programme of study is divided into theory and practical components, with counselling sessions to help you along.

The counselling schedule for theory shall be as under:

For each 4 credit theory course (MCFT-001, MCFT-002, MCFT-003, MCFT-004, MCFT-005, MCFT-006, MCFT-007), 5 academic counselling sessions of 2½ hours (two and a half hours) each, and for each 2 credit theory course (MCFTE-001/MCFTE-002/MCFTE-003), 3 academic counselling sessions of 2½ hours (two and a half hours) each, would be organized by your Programme Study Centre / Study Centre.

For each 2 credit practical course (MCFTL-001, MCFTL-002, MCFTL-003, MCFTL-004, MCFTL-005, MCFTL-006, MCFTL-007, MCFTL-008), 15 individualized counselling sessions would be organized by your PSC/SC. For a 4 credit practical course (MCFTE-004 / MCFTE-005/ MCFTE-006), the number of sessions is 30. You have to carry out activities as per the instructions given in the Practical Manual (Manual for Supervised Practicum) provided for the respective course.

You will be provided the schedule of counselling sessions by your Programme-in-charge/Coordinator, at the Programme Study Centre/Study Centre.

Duration of Internship is 180 hours. For the award of M.Sc. (CFT) degree, internship is compulsory.

The details regarding Internship are specified in the Internship Manual.

The dissertation shall be carried out under the supervision of an approved counsellor/guide assigned to each learner by the Programme-in-charge/Coordinator at the respective Programme Study Centre/Study Centre. The guide may also be identified by the learner himself or herself and got approved following the laid down procedure. Details regarding dissertation work are specified in the Dissertation Manual.

The PGDCFT/M.Sc. (CFT) degree shall be awarded when the learner has successfully completed all the prescribed courses.

6.1 Despatch of Study Material

The despatch of study material is normally made within 6-8 weeks of the last date of admission. Along with the study material you will also receive Programme Guide and Assignments. If any thing

is missing, or if you do not get the material please contact your Regional Centre. The proforma that you may use for writing to the Regional Director in this regard is enclosed in this Programme Guide.

6.2 Re-registration in 2nd Year

After the 1st year, whether or not you pass/attempt the first year examination, you can seek admission for the second year by submitting the Re-registration form with requisite programme fee as per the schedule notified by the University. For any clarification regard re-registration for the 2nd year of the M.Sc. Programme, you may contact your Regional Centre.

6.3 Decide Your Time Schedule

The University offers a lot of flexibility and openness in the courses and duration for the completion of programmes. You may take advantage of this flexibility. As indicated earlier, you can complete the Master's programme in 2 years if you clear 32 credits of courses every year. If you are not able to complete it within this period, you can take a maximum of 5 years to complete it. It would be better if you plan it in a systematic way. For two years you will receive study material and assignments according to your options but it is upto you to decide which courses you will complete in a particular year. For PGDCFT, you may take a minimum of 1 year and a maximum of 4 years.

Completion of a theory course would involve studying the course, completing the assignment for the course and appearing in the term end examination for the same. Completion of a practical course would involve doing all the practical activities prescribed in the respective Supervised Practicum Manual, preparing the Practicum File as stipulated, and submitting the same to the University for evaluation.

You would have observed from the list of courses given under Secion 4.6, that in this programme of study, each theory course has a practical counterpart; e.g. MCFT-001 and MCFTL-001. The practical course involves doing the practicals, that are based on the information provided and concepts explained in the corresponding theory course. Details of practical activities to be carried out are given in the Manual for Supervised Practicum for the respective course. Doing the practical activities would help you to better understand the theoretical concepts, and learn about applying the same at the field level. For example, doing the prescribed practicals of MCFTL-001 would enhance your understanding and application of the knowledge provided in the four theory blocks of the course MCFT-001 with regard to 'Human Development and Family Relationships'. Thus, we strongly recommend that as you go through a theory course, you should also try and complete the corresponding practical course.

However, for the purpose of successfully completing a course (each individual course can be identified by its unique course code), please note that each course is 'stand alone'. Thus, it is possible that you may submit the assignment and appear in the term-and examination of a theory course, e.g. MCFT-001, without having submitted the Supervised Practicum file of MCFTL-001, or *vice-versa*.

If you are busy elsewhere and not able to fully devote yourself to the programme, you should fix your targets every year. If you feel that instead of 32 credits you would do only 24 or 18 credits, plan it from the beginning of the year and focus on studying these courses; do the assignments for the theory courses, try and complete practicals of the corresponding practical courses and submit the files, and appear for term end examination of your chosen theory courses. Carry over the rest to the next year. Again next year, decide your goals for that year. You can download fresh assigments from the University website. By proper planning every year, you can complete this programme according to your convenience.

7. INSTRUCTION SYSTEM

The methodology of instruction in this University is different from that in the conventional universities. The Open University System is more learner-oriented, and the student is an active participant in the teaching-learning process.

The University follows a multi-media approach for instruction. It comprises:

- Self-instructional print material,
- Audio and video-cassettes/CDs/DVDs,
- Face-to-face counselling at Study Centres by academic counsellors,
- Assignments, and
- Practicals.

7.1 Print Material

Print material is the primary form of instructional material, although there will be a few audio-video programmes and counselling sessions. Therefore, you have to concentrate mainly on the printed materials that we send you. The printed material would be sufficient to write assignment responses and prepare for the term end examinations.

How to use Print Material

The print material prepared by the University is self instructional in nature. Each course has been divided into a number of Blocks, generally 4 or 5 Blocks for a 4 to 6 credit course.

Each Block consists of a number of Units (lessons). Normally, all the Units covered in one Block have a thematic unity. The first page of each Block indicates the contents of each Block i.e., the number and titles of the Units covered in that Block. This is followed by a brief introduction to the Block. This Block introduction explains the total coverage of the Block as a whole as well as the coverage of each Unit in that Block.

Each Unit is structured to facilitate self study for you. The section on *Objectives* briefly states what we expect you to attain when you have completed the Unit. In *Introduction*, there is an attempt to forge a link with the topics of the previous Units and the topic to be covered in the present Unit. This is followed by the main body of the Unit, which is divided into various sections and subsections. In the main body there are a few self-check exercises under the caption *Check Your Progress Exercises*. Enough space is given for you to write your answers to the questions set in the self-check exercises. Answers to these exercises are given in the section *Answers to Check Your Progress Exercises* at the end of the Unit.

The section *Let Us Sum Up* summarises what has been said in the whole Unit. This summary enables you to recall the main points covered in the Unit. To facilitate comprehension, important words/terms covered in the Unit are explained in the section *Glossary*. Some books for additional reading are suggested in the section *Further Readings and References*. For your reference purpose some of these books may be available in the study centre. Going through the same, though recommended, is not essential.

Read the Units carefully and note down the important points. You can use the space in the margin of the printed pages for making notes and writing your comments. While reading the Units, mark the words that you do not fully understand. Look for the meaning of such words under the section

Glossary or in a dictionary. Read the Unit again and again until you have understood the point. You may also try to find it in earlier Units as it may be explained there. However, if you still do not understand something, consult your Academic Counsellor during the face-to-face sessions at the Study Centre/Programme Study Centre for clarification.

Try to answer *Check Your Progress Exercises* questions. These exercises will help you to reinforce the information/knowledge you gain through your first reading of the text. Proper comprehension of the units and the points/notes made by you while reading the Units would help you in answering the Check Your Progress Exercises given in the Units. Once you have written the answer in the blank space provided for each question, you can compare your answer with the answers given in the section *Answers to Check Your Progress Exercises*.

Note: *Check Your Progress Exercises are for your practice only and you should not submit answers to these questions to the University for assessment.*

7.2 Audio-Video Material

In addition to the print material, audio and video programmes have been prepared for each course. The audio-video material is supplementary to the printed material. Hence, we advise you to make use of it, as that will help you to understand the subject better.

Audios and Videos for the programme of study are available at the study centre. You can watch these programmes during counselling sessions. Students desirous of buying the audio-video tapes/CDs/DVDs can procure them from *Director, Electronic Media Production Centre, IGNOU, Maidan Garhi, New Delhi-110 068*, on payment of the stipulated amount.

7.3 Academic Counselling

In distance education, face-to-face contact between the learners and their tutors/counsellors at the Study Centre is an important activity. The purpose of such a contact is to answer some of your questions and clarify your doubts which may not be possible through any other means of communication. It is also intended to provide you an opportunity to meet fellow students. There are experienced Academic Counsellors at the Study Centres to provide counselling and guidance to you in the courses that you have chosen for study. The counselling sessions for each of the courses will be held at suitable intervals throughout the academic session. *The counselling sessions for theory are not compulsory.* However, they may be very useful in certain respects such as: to share your views on the subject with teachers and fellow participants, comprehend some of the complex ideas or difficult issues, get clarifications for many doubts which you would not otherwise try to raise, and consult academic counsellors for selecting courses of study.

Face-to-face counselling will be provided to you at the study centre assigned to you. You should note that the counselling sessions will be very different from the usual classroom teaching or lectures. Counsellors will not be delivering lectures or speeches. They will try to help you to overcome difficulties (academic as well as personal) which you face while studying for this programme. In these sessions you must look into the subject based difficulties and any other issues arising out of such difficulties. Besides, some of the audio and video cassettes that are available at that time will be played in the counselling sessions.

Before you go to attend the counselling sessions, please go through your course material and note down the points to be discussed. Unless you have gone through the Units, there may not be much to discuss. Try to concentrate on the relevant and the most important issues. Also try to understand each other's points of view. You may also establish personal contact with your fellow participants to get mutual help for academic purposes. Try to get the maximum possible help from your counsellors.

The details regarding the counselling sessions for the M.Sc. (CFT) and PGDCFT programme is already presented in Section 6. For Internship and Dissertation work, details are given in the Internship and Dissertation Manuals respectively. Attending the individualized academic counselling sessions for the Supervised Practicum Courses, Internship and Dissertation is compulsory.

7.4 Supervised Practicum

As mentioned earlier, successful completion of Supervised Practicum courses (MCFTL-001, MCFTL-002, MCFTL-003, MCFTL-004, MCFTL-005 and MCFTL-008) in the first year is a necessary condition to take up Supervised Practicum in 2nd year (MCFTL-006, MCFTL-007, MCFTE-004/005/006, Internship, and Dissertation). Details are given in the respective Manuals for Supervised Practicum. Please go through the Internship Manual and the Dissertation Manual to learn about the requirements of these courses.

It is mandatory to do all prescribed practicum of the programme of study, under the guidance of an Academic Counsellor approved by the university for the respective course.

7.5 Study Centres (SCs)/Programme Study Centres (PSCs)

To provide effective student support, we have set up a number of Study Centres/ Programme Study Centres all over the country. You will be allotted one of these Centres by the Regional Centre taking into consideration your place of residence or work. However, each SC/PSC can handle only a limited number of students and despite best efforts, it may not always be possible for the Regional Centre to allot the Centre of your choice. The particulars regarding the SC/PSC to which you are assigned will be communicated to you by your Regional Centre.

Every Study Centre will have a Coordinator, and every Programme Study Centre will have a Programme Incharge, who will coordinate different activities at the centre. The SC/PSC would also have Academic Counsellors in different courses to provide counselling and guidance to you in the courses you have chosen.

An SC/PSC has six major functions:

- 1) **Counselling:** Face-to-face counselling for the courses will be provided at the SC/PSC. Generally, as stated earlier, there will be 5 counselling sessions for a 4 credit theory course and 15 sessions for a 2 credit practicum course. The detailed programme of the counselling sessions will be provided to you by the Coordinator of your SC/Programme Incharge of the PSC.
- 2) **Evaluation of Assignments:** Tutor Marked Assignments (TMAs) will be evaluated by the Counsellors appointed for different courses at the SC/PSC. These assignments will be returned to you with tutor comments and marks obtained. These comments will help you in your studies.
- 3) **Library:** For each course some of the books suggested under 'Suggested Readings' may be available in the Study Centre Library. All audio and video tapes are also available in the library.
- 4) **Information and Advice:** At the SC/PSC you get relevant information regarding the courses offered by the University, counselling schedules, examination schedule, etc. You will also get guidance in choosing your elective/optional courses.
- 5) **Audio-Video Facilities:** The Centres are equipped with audio-video facilities to help you make use of the audio and video-cassettes prepared for different courses.
- 6) **Interaction with Fellow Students:** At the SC/PSC, you get an opportunity to interact with fellow students.

Please bring the relevant Blocks and your folder of corrected assignments with you when you come to the counselling session.

8. EVALUATION SYSTEM

The performance of the students will be assessed under 'Numerical Marking Scheme'. Evaluation methodology has following components:

Theory Courses: i) Continuous Evaluation through assignments carries 25% weightage and ii) Termend examination carries 75% weightage.

Minimum 40% marks are required separately in continuous evaluation and term-end examination to complete each theory course.

Supervised Practicum and Internship: i) Evaluation done by Supervisor carries 50% weightage and ii) External evaluation carries 50% weightage.

Minimum 40% marks are required separately in each component of Supervised Practicum. In case you fail to secure minimum 40% in either of the components in Supervised Practicum, you will have to repeat the Practicum. The same holds for Internship as well.

For **Dissertation**, marks given by the Guide/Supervisor (internal evaluation) and external evaluation of the Dissertation Report carry 40% weightage each and 20% weightage is for *viva-voce*. To pass 40% marks are needed in each of these components.

Depending on the percentage of marks secured by a candidate, the divisions will be awarded as follows:

I Division with Distinction (if applicable)	-	75% and above
I Division	-	60% to 74.9%
II Division	-	50% to 59.9%
III Division	-	40% to 49.9%
Unsuccessful	-	Below 40%

The notional correlates of the letter grades and percentage of marks are as under:

Qualitative Value	Letter Grade	Percentage of Marks
Excellent	A	70
Very Good	B	60
Good	C	50
Satisfactory	D	40
Failure	E	Below 40%

8.1 Assignments – Internal Assessment of Theory Component

Assignments constitute the continuous evaluation. The submission of assignments is compulsory. The marks that you get in your assignments will be counted in your final result. Assignment of a course carries 25% weightage while 75% weightage is given to the term-end examination. Therefore, you are advised to take your assignments seriously. A simple omission on your part may cause loss to you and inconvenience at all levels in the University.

You have to complete the assignments within the due dates specified in the assignments booklet. **You will not be allowed to appear for the term-end examination for any course if you do not submit the assignment for that course in time.** If you appear in term-end examination, without submitting the assignment, the result of term-end examination would be liable to be cancelled.

The main purpose of assignment is to test your comprehension of the learning materials you receive from us and also to help you get through the courses. The evaluators/counsellors after correcting the assignments give them back to you with their comments and marks. The comments guide you in your study and help in improving it. The content provided in the printed course materials should be sufficient for answering the assignments. Please do not worry about the non-availability of extra reading materials for working on the assignments. However, if you have easy access to other books, you may make use of them. The assignments are designed in such a way as to help you concentrate mainly on the printed course materials provided by the University and benefit from your personal experience.

There is only one Tutor Marked Assignment (TMA) for every theory course. It would be evaluated by the counsellor.

The assignment responses should be complete in all respects. Before submission you should ensure that you have answered all the questions in the assignment. Incomplete answer sheets bring you poor grades. The University/Coordinator or Programme Incharge of the Study Centre (SC)/ Programme Study Centre (PSC) has the right to reject the assignments submitted after the due date. You are, therefore, advised to submit the assignments before the due date.

For your own record, retain a copy of all the assignment responses which you submit to the SC/ PSC. If you do not get back your duly evaluated tutor marked assignments along with a copy of assessment sheet containing comments of evaluator on your assignment within a month after submission, please try to get it personally from your study centre. This may help you to improve upon future assignments. Also maintain an account of the corrected assignment responses received by you after evaluation. This will help you to represent your case to the University in case any problem arises.

If you do not get pass marks in any assignment, you have to submit it again. To get fresh assignments you may write to Registrar, MPDD, IGNOU, Maidan Garhi, New Delhi-110068, or download the assignments from the IGNOU website. However, once you get the pass marks in an assignment, you cannot re-submit it for improvement of grade. Assignments are not subject to re-evaluation except for factual errors, if any, committed by the evaluator. The discrepancy noticed by you in the evaluated assignments should be brought to the notice of the Coordinator of the Study Centre/Programme Incharge at the PSC, so that the correct score is forwarded by him/her to the Regional Centre. Score communicated by the study centre through any mode other than the award list will not be acceptable to the university for taking your score of assignments on your record.

In case you find that the score indicated in the assignment sheet of your Tutor Marked Assignment has not been correctly reflected or is not entered in your grade card, you are advised to contact the Coordinator/Programme Incharge at your study centre with a request to forward correct award list to the Regional Centre for further necessary action.

Do not enclose or express doubts for clarification, if any, about study material or assignment alongwith the assignment. Send your doubts (if these do not get clarified at the study centre level) in a separate cover to the Programme Coordinator of the concerned School at IGNOU, Maidan Garhi, New Delhi-110068. Give your complete enrolment number, name, address, phone/mobile number, title of the course, and the number of the Unit or the assignment, etc. on top of your letter.

SPECIFIC INSTRUCTIONS FOR TUTOR MARKED ASSIGNMENTS (TMAs)

- 1) Write your Enrolment Number, Name, Full Address, Signature and Date on the top right hand corner of the first page of your response sheet.
- 2) Write the Programme Title, Course Code, Course Title, Assignment Code and Name of your Study Centre/PSC on the left hand corner of the first page of your response sheet.

Course Code and Assignment Code may be reproduced from the assignment.

The top of the first page of your response sheet should look like this:

ENROLMENT NO. :	
PROGRAMME TITLE :	NAME :
COURSE CODE :	ADDRESS :
.....
COURSE TITLE :	
ASSIGNMENT CODE :	SIGNATURE :
STUDY CENTRE :	DATE :

All Tutor Marked Assignments are to be submitted at the study centre assigned to you.

- 3) Read the assignments carefully and follow the specific instructions, if any, given on the assignment itself about the subject matter or its presentation.
- 4) Go through the Units on which assignments are based. Prepare your points regarding the question and then rearrange those points in a logical order and draw up a rough outline of your answer. While answering an essay type question give adequate attention to introduction and conclusion. The introduction must offer your brief interpretation of the question and how you propose to develop it. The conclusion must summarise your response to the question. Make sure that the answer is logical and coherent, and has clear connections between sentences and paragraphs. The answer should be relevant to the question given in the assignment. Make sure that you have attempted all the main points of the question. Once you are satisfied with your answer, write down the final version neatly and underline the points you wish to emphasise.
- 5) Use only foolscap size paper for your response and tie all the pages carefully. Avoid using very thin paper. Allow a 4 cm margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments at appropriate places.
- 6) Write the responses in your own hand. Do not copy your answers from the Units/Blocks sent to you by the University. If you copy, you will get zero marks for the respective question.
- 7) Do not copy from the response sheets of other students. If copying is noticed, the assignments of such students will be rejected.
- 8) Write each Course's assignment separately. All the assignments should not be written in continuity.
- 9) Write the question number with each answer.
- 10) The completed assignment should be sent to the Coordinator of the Study Centre/Programme Incharge at the PSC allotted to you. Under any circumstances do not send the tutor marked response sheets to the Student Evaluation Division at Head Quarters for evaluation.

- 11) After submitting the assignment at the StudyCentre get the acknowledgement from the Coordinator/Programme Incharge on the prescribed assignment remittance-cum-acknowledgement card.
- 12) In case you have requested for a change of Study Centre, you should submit your Tutor Marked Assignments only to the original Study Centre until the change of Study Centre is notified by the University.
- 13) If you find that there is any factual error in evaluation of your assignments e.g. any portion of assignment response has not been evaluated or total of score recorded on assignment response is incorrect, you should approach the Coordinator/Programme Incharge of your study centre for correction and transmission of correct score to the Regional Centre.

8.2 Term-end Theory Examination

As stated earlier, term-end examination is the major component of the evaluation system and it carries 75% weightage in the final result for theory papers.

The University conducts term-end examination twice a year i.e., in June and December. You can take the examination for the first year courses only after completion of one year of study. Similarly, in the case of second year courses, you can take examination after completion of one year study for second year. You can appear in the failed/not appeared courses in any subsequent examinations during the validity of your registration for the programme.

You are required to submit the examination form (a sample exam form is enclosed in this Programme Guide) within the prescribed dates alongwith requisite fee to appear in term-end examination. It is also mandatory that you should have submitted the assignments by due dates to appear in termend examination for the respective courses.

• Examination Fee

It is an essential pre-requisite for you to submit the Examination Form for taking examination in any course. The prescribed Examination fee is required to be paid through Bank Draft in favour of IGNOU payable at Delhi. The examination forms are available at all the Study Centres and Regional Centres. Students can also submit on-line examination form as per guidelines through IGNOU website at www.ignou.ac.in.

Please write the correct enrolment number, programme code and name at the back of the Demand draft/ IPO dawn in favour of IGNOU, New Delhi towards payment of late fee, if applicable, and properly tag it to your examination form to avoid its misplacement.

The examination form received after the due date or without late fee, whenever applicable, shall be rejected.

• Examination Centre

A student is required to fill the exam centre code in the examination form. However, if the examination centre chosen by a student is not activated, the university will allot another examination centre under the same region.

• Submission of Examination Forms

You have to fill the examination form for the courses for which you wish to take the term-end examination.

To avoid discrepancies in filling up examination form/hardship in appearing in the term-end examination, you are advised to:

- 1) remain in touch with your Study Centre/Regional Centre/SED Division for change in schedule of submission of examination form fee if any;
- 2) fill up the examination form for the next term-end examination without waiting for the result of the previous term-end examination and also filling up the courses, for which result is awaited;
- 3) fill up all the particulars carefully and properly in the examination form to avoid rejection/delay in processing of the form;
- 4) retain proof of mailing/submission of examination form till you receive examination hall ticket.

Examination Hall Ticket

University issues Examination Hall Ticket to the students atleast two weeks before the commencement of Term-end Examination and the same could also be downloaded from the University's website www.ignou.ac.in. In case any student fails to receive the Examination Hall Ticket within one week before the commencement of the examination, the student can download the hall ticket from the website and approach the exam centre for appearing in the exam.

Although all efforts are made to declare the result in time, there will be no binding on the University to declare the results of the last examination before commencement of the date of filling up the examination form for next term. You are therefore, advised to fill up the form without necessarily waiting for the result and get it cancelled at a later date if so required.

No student is allowed to reappear in an examination or re-submit assignments for improving the marks/ grade after successfully passing it.

Study Centre is the contact point for you. The University cannot send communication to all the students individually. All the important communications are sent to the Coordinators/Programme Incharges of the Study Centres/PSCs and Regional Directors. The Study Centre would display a copy of such important circular/ notification on the notice board for the benefit of all the students. You are, therefore, advised to get in touch with your Study Centre/Regional Centre for information about assignments, submission of examination forms, date-sheet, list of students admitted to a particular examination, declaration of result, etc.

While communicating with the RC/SED regarding examination or assignment marks, please clearly write your enrolment number and complete address. In the absence of such details, your problem may not get attended to.

8.3 Evaluation of Supervised Practicum and Internship (Internal Assessment and External Assessment)

Unlike the theory component, the practical will have 50% weightage from internal assessment. The internal assessment of the Supervised Practicum course work will be done by the counsellors located at the PSC/SC. There will be no formal question paper or exam to assess the practical component; however, your counsellor, that is, your supervisor for the supervised practicum course, will assess your understanding and performance through the interactions during the practical sessions and the evaluation of the Practical File. Details of practical activities to be carried out under 'Supervised Practicum' of each practical course are provided in the respective Manual for Supervised Practicum.

Internship is to be carried out as per the stipulations given in the Internship Manual, and is compulsory for the award of M.Sc. (CFT) degree. Internship has to done under an Academic

Counsellor/Supervisor approved by the IGNOU headquarters for the course. The activities to be carried out under Internship are stipulated in the Internship Manual.

On completion, each Supervised Practicum File and the Internship Report, duly verified and evaluated by the respective Academic Counsellor/Guide for the Supervised Practicum Course/ Internship, must be submitted by the learner to the Student Evaluation Division of the University for external evaluation.

Evaluation of Supervised Practicum and Internship will be done by your Supervisor (50 out of 100 marks) and by the External Evaluator (50 out of 100 marks). External evaluator has the right to moderate the marks obtained from internal evaluation. You must score 40% separately in both internal evaluation carried out by Supervisor/Academic Counsellor and external evaluation of your Practical File — as explained in the Supervised Practicum Manuals. If you fail in any one of these components, you will have to repeat all the practical activities of the course. The same pertains to Internship as well.

8.4 Dissertation (Internal and External Evaluation)

The dissertation shall be carried out under the supervision of the Counsellor/Guide as per details given in the Dissertation Manual. After completing the work, the dissertation/thesis duly verified and evaluated by the Guide, is to be submitted to the Regional Centre for evaluation. Students will have to appear for a *viva-voce* to defend their dissertation.

For dissertation the weightage of marks is 40% from both external and internal evaluation and 20% from *viva-voce*. To pass, 40% marks in each of these components is required. Internal evaluation of the dissertation would be done by the Guide/Supervisor/Academic Counsellor. External evaluation of the dissertation as well as the *viva-voce*, would be conducted by an expert from the panel approved by IGNOU, HQ. External evaluator has the right to moderate the marks obtained from internal evaluation.

For *viva-voce* for dissertation, learners may have to come on their own to IGNOU HQ or Regional Centre or PSC/SC or any venue decided for the same.

On successful completion of all the courses, including dissertation and internship, the M.Sc. (CFT) degree shall be awarded.

9. OTHER USEFUL INFORMATION

The University reserves the right to change the rules from time to time. However, latest rules will be applicable to all the students irrespective of the year of registration.

Educational Qualifications Awarded By Private Institutions

Any educational qualification awarded by the Private Universities established under the provisions of the “Chhattisgarh Niji Kshetra Vishwavidyalaya (Sathapane Aur Viniyaman), Adhiniyam, 2002” are non-existent and cannot be made the basis of admission to higher studies with IGNOU. The qualification awarded by any University not recognized by UGC will not be made the basis of admissions.

Incomplete and Late Applications

Incomplete application forms/Re-registration forms, received after due date or having wrong options of courses or electives or false information, will be summarily rejected without any intimation to the learners. The learners are, therefore, advised to fill the relevant columns carefully and enclose the copies of all the required certificates duly attested. **The form is to be submitted to the**

respective Regional Centre only on or before the due date. The application form sent to other offices of the University will not be considered and the applicant will have no claim whatsoever on account of this.

Validity of Admission

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 have to apply afresh and go through the admission process again.

Simultaneous Registration

Students who are already enrolled in a programme of one year or longer duration can also simultaneously register themselves for any certificate programme of 6 months duration. However, if there is any clash of dates of counselling or examination schedule between the two programmes taken, University will not be in a position to make adjustment.

Re-admission

The students who are not able to clear their programme within the maximum duration can take readmission for additional period in continuation of the earlier period as under:

Programme	Duration	Re-admission Period
Certificate Programmes	6 Months	6 Months
Diploma Programmes	1 Year	1 Year
Bachelor's Degree Programmes	3 Years	2 Years
Master's Degree Programmes	2 Years	2 Years

For re-admission the student has to pay pro-rata fee for each incomplete course. The details of prorata fee and the Re-admission Form is available at the Regional Centres and also on the website for the courses which they have not been able to complete. It is also enclosed in this Programme Guide.

The students who fail to pay the prescribed full programme fee during the maximum duration of the Programmes shall have to pay full fee for the missed years in addition to pro-rata course fee for readmission.

Reservation

The University provides reservation of seats for Scheduled Castes, Scheduled Tribes, Non-creamy layer of OBC, War Widows, Kashmiri Migrants and Physically Handicapped learners, as per the Government of India rules, for admission to its various programmes. The certificates may be provided in the prescribed format.

Scholarships and Reimbursement of Fee

The learners belonging to reserved Categories, viz. Scheduled Castes, Scheduled Tribes and Physically Handicapped have to pay the full fee at the time of admission to the University along with other general category candidates.

SC/ST learners have to collect and subsequently submit their scholarship forms to the respective State's Directorate of Social Welfare or Office of the Social Welfare Officer, through the concerned Regional Director of IGNOU for reimbursement of programme fee.

Similarly, the learners with disabilities admitted to IGNOU Programmes are eligible for Government of India scholarships. They are advised to collect scholarship forms from the respective State Government Directorate of Social Welfare or Office of the Social Welfare Officer and submit the filled-in forms to them through the concerned Regional Director of IGNOU.

Scholarship scheme of National Centre for Promotion of Employment of Disabled People (NCPEDP) for Post Graduate level programmes is applicable to the students of this University also. Such students are advised to apply to awarding authority.

Refund of Fee

Fee once paid will not be refunded under any circumstances. It is also not adjustable against any other programme of this University. However, in cases where University denies admission, the programme fee will be refunded after deduction of registration fee through A/c Payee Cheque only by concerned Regional Centre.

Study Material and Assignments

The University provides study materials and assignments wherever prescribed to the students. In case a student wants current assignments, she or he can obtain a copy of the same from the Study Centre or Regional Centre or may download it from the IGNOU website: www.ignou.ac.in. In case of nonreceipt of study material, students are required to contact the concerned Regional Centre, IGNOU.

Counselling and Examination Centre

All study centres, programme study centres, special study centres are not Examination centres. Regular counselling sessions will be conducted at the study centres.

For *viva-voce*, learners may have to come on their own to IGNOU HQ or Regional Centres or the venue communicated.

Change of Elective Course

Change in Elective Course is permitted within 30 days from the receipt of first set of course material. Payment of the prescribed amount 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.

Change/Correction of Address and Change of Study Centre

There is a prescribed proforma for change/correction of address and change of Study Centre. In case there is any correction/change in the address, the learners are advised to make use of the Proforma given in this Programme Guide and also available on the IGNOU website and send it to the Regional Director concerned, who will forward the request after verifying the student's particulars to SRD Division, IGNOU, Maidan Garhi, New Delhi -110068. **Requests received directly at SRD, New Delhi will not be entertained. 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 requisite 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 the programme, at the new centre 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 finalised. Similarly, change of Study Centre is not permissible in programmes where practical components are involved.

Foreign Students

Foreign students residing in India are eligible to seek admission in IGNOU programmes who have valid student visa for the minimum duration of the programme. Such students are required to remit the fee at par with foreign students (fee structure of foreign students could be downloaded from the website www.ignou.ac.in). Admission of foreign students residing in India will be processed by the International Division of the University after ensuring their antecedents from the Ministry of External Affairs/Ministry of Human Resource Development. Programmes with limited number of seats are not offered for foreign students.

Official Transcripts

The University provides the facility of official transcripts on request made by the learners on plain paper addressed to the Registrar (SED), IGNOU, Maidan Garhi, New Delhi-110 068, on payment of prescribed fee for the purpose.

Disputes on Admission & other University Matters

The place of jurisdiction of filing of suit, if necessary, will be only New Delhi/Delhi.

Recognition

IGNOU Degrees/Diplomas/Certificates are recognised by all member Universities of Association of Indian Universities (AIU) and are at par with Degrees/Diplomas/Certificates of all Indian Universities/Institutions, as per UGC Circular letter no. F.1-52/2000(CPP-II) dated 5th May, 2004, AIU Circular No. EV/11 (449/94/176915-177115) dated January 14, 1994 & AICTE Circular No. AICTE/Academic/MOU-DEC/ 2005 dated May 13, 2005.

Early Declaration of Result

Sometimes students are offered admission in other institutions and/or are selected for employment etc. and they are supposed to submit mark-sheet/grade card within a specified time period. Such students may apply for an early evaluation of their answer scripts and declaration of the result. For this purpose, the students are required to apply in the specified format available on the University website on payment of the prescribed fee through Bank Draft in favour of IGNOU, Delhi along with the attested photocopy of the offer of admission/employment etc. The students can submit their requests for early declaration of result before the commencement of the Term-end Examination i.e., before 1st June and 1st December respectively. In such a situation, the University will make arrangements for the processing of the answer scripts and declaration of the result (as a special case). The result will be declared in a period of about one month beginning from the date of examination.

Re-evaluation of Answer Scripts

The students who are not satisfied with the marks/grade secured by them in Term-end Examination may apply for re-evaluation within one month from the date of the declaration of result i.e. the date on which the result is made available on the University website, on payment of the prescribed fee per course in the prescribed application form available on the University website. The form is also provided in this Programme Guide.

IGNOU Newsletter

The University publishes newsletter two times in a year in English as well as in Hindi. It is mailed to the students free of cost. All the important information relevant to the students is published in the newsletter.

Provisional Certificate

On request from the student a provisional certificate will be issued on completion of 64 credits/ 32 credits courses prescribed and opted by the student. For provisional certificate you have to write to the Registrar SED, IGNOU, New Delhi 110068, in prescribed form enclosed in this Programme Guide. It may also be downloaded from the University website.

Re-Registration

Learners are advised to **submit the Re-Registration forms only to the respective Regional Centre and nowhere else.** If any student sends the Registration/Re-Registration 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 regularisation.

Change of Regional Centre

When you want transfer from one Region to another Region, you have to write to that effect to the Regional Centre from where you seek a transfer marking copies to the Regional Centre where you would like to be transferred to and also to Registrar (SRD), New Delhi. Further, you have to obtain a certificate from the Coordinator of the Study Centre from where you are seeking transfer regarding the number of assignments submitted. The Regional Director from where you are seeking the transfer will transfer all records to the Regional Centre where you seek transfer under intimation to you and Registrar (SRD). The records are normally sent by Registered Post to guard against loss in the postal transit.

Issue of Duplicate Grade Card/Mark sheet

A duplicate Grade Card is issued after a request is made on the prescribed form, provided in this Programme Guide, along with a draft of the prescribed fee in favour of IGNOU, New Delhi. The prescribed proforma may also be downloaded from the IGNOU Website.

Migration Certificate

For Migration Certificate, requisition may be sent to the Regional Director alongwith the following documents:

- 1) Application in the prescribed format.
- 2) Attested copy of the marksheet.
- 3) Prescribed Fee in the form of demand draft (DD) drawn in favour of IGNOU payable at the city where Regional Centre is located.

How to Approach the University

During the course of your study you might require some further information or knowledge about rules and regulations. You must know whom to contact for a specific information. We are providing information about these matters below under the heading 'Some Useful Addresses'.

SOME USEFUL ADDRESSES

- | | |
|---|---|
| 1) Academic Matters | Prof. Neerja Chadha
<i>Programme Coordinator</i> [M.Sc. (CFT) & PGDCFT]
School of Continuing Education
Indira Gandhi National Open University
Maidan Garhi, New Delhi 110068
&
Dr. Amiteshwar Ratra
<i>Programme Coordinator</i> [M.Sc. (CFT) & PGDCFT]
STRIDE
Indira Gandhi National Open University,
Maidan Garhi, New Delhi 110068 |
| 2) Non-receipt of study material, assignments | Regional Director of your Region |
| 3) Examinations, Examination Centres, results, other exam related matters, assignment marks | SED, IGNOU, Maidan Garhi, New Delhi
&
Regional Director of your Region |
| 4) Admissions, fees, scholarships, Migration certificate and change of address. | Regional Director of your Region |
| 5) Academic Counsellors, counselling sessions (for theory and supervised practicum), problems relating to study centre. | Coordinator/Programme Incharge of your Study Centre
&
Regional Director of your Region |
| 6) Purchasing of Audio/Video Tapes | Marketing Unit
EMPC, IGNOU, Maidan Garhi
New Delhi-110068 |

You are advised to stay in touch with the coordinator of your study centre for timely information.

10. IGNOU WEBSITE

You can get the details of information about IGNOU from the website www.ignou.ac.in. Information on a particular programme is incorporated under the respective programme. If you want to know anything about M.Sc. (CFT) / PGDCFT programme, you have to click against the programme.

As a student of IGNOU, you will be interested to know your examination date sheet, grade card, your correspondence address as recorded at IGNOU Head Quarters and the status of the print materials that you are supposed to be provided in the beginning of the session. In addition, you may be interested in downloading information like old question papers, fresh assignments etc. All this information related to student learning process is clubbed together, which could be accessed by clicking on the word 'Student Zone'.

You may also notice some information rolling on the screen of the home page. Such information is usually displayed periodically according to its relevance. For example, facility for online filling of theory term-end exam forms will appear only in the month of March or September. Special information like declaration of result, rescheduling of examination etc. are displayed as applicable from time to time. You should click on these to know more details.

11. 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. The detailed instructions for all these forms are provided in this programme guide in different sections. The following forms are enclosed:

- i) Assignments Remittance-cum-Acknowledgement Form & Change/Correction of Address and Study Centre
- ii) Intimation of Non-receipt of Study Material & Assignments
- iii) Requisition for Fresh Set of Assignments
- iv) Re-Admission Form
- v) Form for Provisional Certificate
- vi) Term-end Examination Form
- vii) Form for Re-evaluation of Answer Scripts
- viii) Form for Duplicate Grade Card/Marksheet
- ix) Form for Issue of Migration Certificate
- x) Form of Application for Issue of Duplicate Copy of University Degree/Diploma/Certificate
- xi) Form for Improvement in Division/Class
- xii) Form for Early Declaration of Result of Term-End Examination
- xiii) Form for Obtaining Photocopy of the Answer Script
- xiv) Form for Issue of Official Transcript
- xv) Student Satisfaction Survey

Revised Fee to be Paid

S.No.	Description	Indian Students	SAARC countries students	Non-SAARC countries students
1.	Duplicate Statement of Marks/Grade Card	Rs. 200/-	Rs. 400/-	\$ 10
2.	Re-evaluation per course	Rs. 750/-	Rs. 1200/-	\$ 75
3.	Early declaration of result per course	Rs. 1000/-	Rs. 1200/-	\$ 50
4.	Improvement in marks/ Division	Rs. 750/-	Rs. 2000/-	\$ 60
5.	Duplicate Degree/Diploma/ Certificate/per certificate	Rs. 750/-	Rs. 1500/-	\$ 50
6.	Official Transcript	Rs. 300/- + Rs. 200/- for despatch to overseas	Rs. 600/- + Rs. 600/- for despatch to overseas	\$ 60 + \$ 60 despatch to overseas
7.	Verification of Statement Marks/Grade Card and Degree/Diploma/Certificate	Rs. 400/- for Non-Govt.offices and Rs. 200/- for State Govt. Offices	Rs. 1200/-	\$ 100
8.	Late fee for submission of Examination form (per form):- i) From 1st April to 30th April and From 1st October to 31st October ii) From 1st May to 15th May and from 1st November to 15th November	Rs. 500/- Rs. 1000/-	Rs. 1000/- Rs. 2000/-	\$ 50 \$ 75
9.	Examination fee per course	Rs. 120/-	Rs. 150/-	\$ 15

Enrolment No. : <input type="text"/>	Programme : <input type="text"/>
Name :	Medium : <input type="text"/>
Course Code : <input type="text"/>	For Office Use Only
S.No. Assignment No.	Sr. No. : <input type="text"/>
	Date of Receipt : <input type="text"/>
	Name of Evaluator : <input type="text"/>
	Date of Despatch to the Evaluator : <input type="text"/>
	Date of receipt from Evaluator : <input type="text"/>
Sig. of dealing Accountant	
Date : <input type="text"/>	

INDIRA GANDHI NATIONAL OPEN UNIVERSITY ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM	
Enrolment No. : <input type="text"/>	Programme : <input type="text"/>
Name :	Medium : <input type="text"/>
Course Code : <input type="text"/>	
S.No. Assignment No.	
Signature of the Student	Sr. No. : <input type="text"/>
Date :	Signature of the receiver
	Date : <input type="text"/>
	FOR OFFICE USE ONLY
	Seal

Notes : 1. Submit this form to the coordinator of your study centre alongwith the assignment.

2. When you submit the assignment by post, enclose a self-addressed stamped envelope along with this.

CHANGE/CORRECTION OF ADDRESS AND STUDY CENTRE

If you change your address please complete the form using block capitals and indicating :

Programme of Study
Enrolment Number
Name

New or Corrected Address including Pin
New Study Centre Code
Choice for Medium of Study : English
Date of Change

For change/correction of address and change of study centre the form should be mailed to :

The Regional Director of your region.

NOTE : TWO FORMS ARE PRESENTED IN THIS PAGE, USE THE RELEVANT FORM ONLY.

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
CHANGE/CORRECTION OF ADDRESS AND STUDY CENTRE**

Enrolment Number	<input type="text"/>	Programme Code	<input type="text"/>
Date of Change effective from	<input type="text"/>	Existing Study Centre Code	<input type="text"/>
Name	<input type="text"/>	New Study Centre Code	<input type="text"/>
New Address	<input type="text"/>		
Town	<input type="text"/>		
State	<input type="text"/>		
State Code	<input type="text"/>		
(See Code List 2 of Guide to Applicant)			
Signature :	<input type="text"/>	Date :	<input type="text"/>
		New Study Centre Code :	<input type="text"/>

To

The Regional Director

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

Sub : Non-receipt of Study Material & Assignments

Enrolment No.

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

Programme

--

Medium of Study

English

I have not received the Study Materials/Assignments in respect of the following :

Sl. No.	Course Code	Blocks	Assignments
---------	-------------	--------	-------------

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

Name and Address : Signature :

..... Date :

.....

.....

For Official Use

Date of despatch of study material/assignments to students

Please read the instructions overleaf before filling up this form :



**Indira Gandhi National Open University
New Delhi**

REQUISITION FOR FRESH SET OF ASSIGNMENTS

Programme of Study

Enrolment No.

Study Centre Code

Write in BLOCK CAPITAL LETTERS only

Name : Shri/Smt. Kum.

Please indicate course, assignment code and course title for which you need the assignments in the following columns. The assignments of the courses which you have already passed should not be mentioned.

Note: You can download the assignment from IGNOU website www.ignou.ac.in. Here go to the student zone link. Under this link go to download in assignment link.

Sl. No.	Course Code	Assignments Code	Course Title	Medium
1.				
2.				
3.				
4.				
5.				

REASONS FOR REQUEST FOR FRESH SET OF ASSIGNMENTS

(Please Tick () whichever is applicable)

1. Assignments not received at all earlier.
2. Assignments were received after the due dates prescribed for their submission.
3. Assignments submitted but could not secure minimum qualifying score.
4. Assignments responses submitted after due dates were rejected by the Study Centre.
5. Failed to secure over-all qualifying grade in course(s) mentioned above and wish to improve over-all qualifying grade only by attempting one assignment.

Name and Address

 PIN

Signature
 Date

For Official Use Only :

Date of Despatch of Assignments to student

INSTRUCTIONS FOR FILLING THE FORM AND DOING ASSIGNMENTS

1. Read instructions for submission of assignments given in your Programme Guide carefully.
2. Assignments should be demanded only if your registration for that course (subject) is valid.
3. Please ensure that you have mentioned your correct Enrolment No. (it consists of 9 digits), Name, Course Code/title, Name of Semester/year, (wherever applicable), and the Study Centre Code on your assignment responses before submitting it to concerned authorities.
4. Submission of assignment within due dates is pre-requisite for appearing in the term end examination. You are, therefore, advised to submit your TMA at your Study Centre within the prescribed dates. Assignments received after due dates will be summarily rejected.
5. You can appear in term end examination or submit only minimum required number of assignments if you fail to secure over-all qualifying grade in course (subject).
6. Assignments should not be demanded to improve your score if you have secured minimum qualifying score in a course (subject).
7. Please do not submit your assignment responses twice either at the same Study Centre or at different Study Centres for evaluation.

Please mail this form to the Regional Director of your Regional Centre



STUDENT REGISTRATION DIVISION

Indira Gandhi National Open University
Maidan Garhi, New Delhi-110 068

RE-ADMISSION FORM

1. Name & Address of the student

2. Programme Code :

3. Enrolment No. :

4. Regional Centre Code :

5. Study Centre Code :

6. Details of course(s) not completed for which re-admission is sought.

Sl. No.	Course Code	Title of the Course	Credits	Course Fee (Rs.)
Total Rs.				

7. Details of re-registration for the missed year(s)/semester(s), if any:

Year(s)/ semester(s)	Course Code(s) of the missed year(s)/semester(s)	Re-registration fee Rs.

8. Total Fee (col.no.6+7) Rs. _____ enclosed vide Demand Draft No. _____
Date _____ of _____ (Name of Bank)

(DD should be drawn in favour of "IGNOU" payable at New Delhi)

Dated : _____

Signature of the Student

Mail this **Re-admission Form** along with DD to Registrar, Student Registration Division, IGNOU, Maidan Garhi, New Delhi-110 068 on or before the last date mentioned above.

Note: Please retain a copy of this form for any further references

RULES & GUIDELINES FOR RE-ADMISSION

1. Re-admission is permissible in the following cases:
 - (a) Students who failed to complete the requirements in full or in part within the maximum span period prescribed.
 - (b) Students who failed to complete the requirement of attendance in practicals as prescribed in Programme Curriculum within the maximum span period prescribed.
2. **Students who do not registrar for all years/semesters of a Programme and fail to pay the prescribed full Programme fee during the maximum duration of the Programme are also eligible for Re-admission, provided they pay full fee for the missed year(s)/ semester(s) as per rate applicable for the session for which they seek re-admission, in addition to the *pro-rata course fee for re-admission* as per rate given in Table-A for each of the course(s) they failed to successfully complete within the maximum period prescribed.**
3. Course fee paid for re-admission would be valid for a period of **six months/one year/two consecutive academic years or four consecutive semesters** only, as given below:
 - a) **Six months** - for all Certificate Programmes of six months duration
 - b) **One year** - for all Diploma/PG Dip. Programmes of one year duration (including BLIS, MLIS, MADE, ADIT etc.)
 - c) **Two Years** - for all undergraduate and post-graduate programmes whose minimum duration is of 2 years and above.
4. **The additional period indicated at point no.3 above will commence from the date of completion of the maximum duration of the Programme for which the registration was done initially.**
5. Students shall not be on rolls of the university beyond the additional period indicated at point no.3 above.
6. The credit earned by the student towards his/her courses and assignments successfully completed shall be retained for the revalidated period, provided the syllabus and methodology now in vogue are similar to the course(s) successfully completed earlier.
7. No study material will be supplied on re-admission. If the earlier study material is replaced, the student will be required to buy changed course material.
8. The students will be allowed to take re-admission in the old course(s) as long as the examination in the old course(s) is conducted by the University.
9. For the Programmes containing practical component, the norms of fee payable will be as decided by the respective Schools.
10. Students are required to pay the *pro-rata Re-admission fee* as per details given in Table-A, in lump sum, for all the courses they failed to successfully complete earlier. **Fee once paid will not be refunded under any circumstances.** Students of **BCA-MCA Integrated Programme** should pay the *pro-rata re-admission fee*, in lump sum, for all those courses of BCA as well as MCA that have not been successfully completed during the maximum duration of 8 years.
11. *Pro-rata fee* for Re-admission would be changed as and when the University revises the Programme fee for various Programmes.
12. Other conditions as prescribed by the University relating to the admission and re-admission shall remain the same.
13. The Demand Draft for Re-admission fee together with the re-registration fee of the missed year(s)/semester(s), if any, should be drawn in favour of IGNOU payable at New Delhi. Please write your Enrol. No., Name and Programme code and also the words '**Re-admission**' on the reverse of the DD.

P.S

1. As per policy decision taken by the Academic Council at its 49 the meeting held on 17.5.2007, BCA students registered in the pre-revised syllabus in Jan. 1996, Jan. 1997 & Jan. 1998 batches are allowed to complete all the requirements for the award of BCA Degree by Dec. 2010 Term-end examination.
2. Similarly, students of MCA pre-revised syllabus and B.Sc. (Nursing) old syllabus are also allowed to complete all the requirements for the award of the respective Degree by Dec. 2010 Term-end examination. However, MLIS old syllabus students would be allowed to complete all the requirements for the award of Degree by Dec. 2009 TEE.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

**Student Evaluation Division
Maidan Garhi, New Delhi-110 068**

APPLICATION FORM FOR THE ISSUE OF A PROVISIONAL CERTIFICATE

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

.....

.....

.....

(Please enclose a copy of your complete grade card)

Filled-in Application Form should be sent to:

**The Registrar (SED),
IGNOU,
Maidan Garhi,
New Delhi-110068**

Date

.....

Signature



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

EXAM FORM

STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI-110 068
TERM-END EXAM JUNE / DECEMBER - 201__

Serial No.	
------------	--

Control No.

INSTRUCTIONS																																				
1. Please submit your exam form at the concerned Regional Centre under which your examination centre falls.																																				
2. Write in CAPITAL LETTERS only within the box without touching the lines as shown in the sample below.																																				
<table border="1" style="width: 100%; text-align: center; border-collapse: collapse;"> <tr> <td>0</td><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>A</td><td>B</td><td>C</td><td>D</td><td>E</td><td>F</td><td>G</td><td>H</td><td>I</td><td>J</td><td>K</td><td>L</td><td>M</td><td>N</td><td>O</td><td>P</td><td>Q</td><td>R</td><td>S</td><td>T</td><td>U</td><td>V</td><td>W</td><td>X</td><td>Y</td><td>Z</td> </tr> </table>	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	

--

Programme Code		Regional Centre Code		Study Centre Code	
----------------	--	----------------------	--	-------------------	--

Enrolment No.		Exam Centre Code <small>(Where you wish to appear in Exam)</small>	
---------------	--	---	--

Name of the Candidate: (Leave one box empty between First Name, Middle Name and Surname)

--

Address for Correspondence (Do not give Post Box No. Leave box blank between each unit of address like House No., Street Name, PO, etc.)

City		District	
State		Pin Code	
MOBILE NO.			

COURSE OPTION:

Course codes for which appearing for the first time OR failed in the earlier TEEs @ Rs. 120/- PER COURSE (Demand draft in favour of IGNOU and payable at Regional Centre under which your exam centre falls.)

S.No.	Course Code	S.No.	Course Code
1.		9.	
2.		10.	
3.		11.	
4.		12.	
5.		13.	
6.		14.	
7.		15.	
8.		16.	

FEE DETAILS (Please write your Name & Enrolment No. at the back of the Draft)

Total No. of		Total Amount
Courses	× ₹ 120	
Practical Courses	× ₹ 120	
Late Fee		
TOTAL		

1. Draft No.																			
Amount																			
2. Draft No.																			
Amount																			
Date	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> </tr> </table> / <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> </tr> </table> / <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> <td style="width: 20px;"></td> </tr> </table>																		
Issuing Branch																			
Payable at (Regional Centre under which your exam centre falls)																			

SIGNATURE OF THE STUDENT
(within the Box only)

--

ISSUING BANK

--

Dates for Submission of Exam Form				
FOR JUNE TEE	LATE FEE	FOR DEC TEE	LATE FEE	Submission of Exam Form
1 March to 31 March	NIL	1 Sept. to 30 Sept.	NIL	ONLY AT THE CONCERNED REGIONAL CENTRE UNDER WHICH YOUR EXAMINATION CENTRE FALLS
1 April to 30 April	₹ 500/-	1 Oct. to 31 Oct.	₹ 500/-	
1 May to 15 May	₹ 1000/-	1 Nov. to 15 Nov.	₹ 1000/-	

Before submitting the examination form please ensure that:

- The required number of assignments as applicable for the course(s) filled in the examination form have been submitted.
- The authentication certificate is duly signed by the Coordinator/Incharge of your Study Centre/PSC/PI etc.
- Registration for the course(s) is valid and not time-barred.
- **Examination fee ₹ 120/- per course has been remitted and the relevant proof enclosed.**
- In case examination fee is submitted through demand draft please ensure that the **demand draft is made in favour of IGNOU and payable at the city of the Regional Centre where you are submitting your examination form.**
- The enrolment number, programme code, course code are correctly filled in the examination form.

In case of non-compliance of any of the above conditions candidature for appearing in the Term-end Examination will not be considered and no Hall Ticket will be issued.

PLEASE NOTE :

- Examination fee per course is - ₹ 120/- (Examination fee once paid will not be refunded/adjusted in any case)
- Examination form to be submitted at - Regional Centre under which your examination centre falls
- Demand draft to be made in favour of - IGNOU and payable at the city where submitting the exam form

INSTRUCTIONS FOR FILLING UP THE EXAMINATION FORM

1. Please fill in the course(s) only for which the assignments have been submitted by you within the scheduled time. No Hall Ticket will be issued in case the assignments for the course(s) have not been submitted.
2. Please write correct course code(s) as indicated in your Programme Guide, failing which the course(s) will not be included in Hall Ticket for taking examination (For example ECO-01/MS-02).
3. In case wrong/invalid course code is mentioned in examination form, the course will not be included in the Hall Ticket and the examination fee paid will not be refunded.
4. Examination form should be submitted only once for each Term-end Examination.
5. Please send the examination form by Registered/Speed Post and retain the proof of its mailing till you receive the Hall Ticket;
6. Term-end Examination result is also available on the University website (www.ignou.ac.in). Please see the result status before filling examination form.
7. It is advised to enclose/forward only the Examination Fee along with this form. Any other fee (registration/re-registration) forwarded with this form will result in rejection of the examination form.
8. Examination form received without examination fee or late fee (if applicable) will similarly be rejected.
9. Students of BA/B.Com./BCA/BTS Programme can take examination for courses up to 48 credits and those of Management Programme can take examination for a maximum of 8 courses at a time.
10. Normally, the Study Centre is the Examination Centre. In case you wish to take examination at a particular centre, the code of your chosen centre be filled up as Examination Centre Code. However, if Examination Centre chosen by you is not activated, you will be allotted another Examination Centre under the same Region.
11. **In case you fail to receive Examination Intimation Slip/Hall Ticket one week before the commencement of examination you may visit our website (www.ignou.ac.in) and download the Hall Ticket and report at the Examination Centre with your Identity Card.**
12. Change of Examination Centre, once allotted, is not permissible under any circumstances.

DECLARATION

I hereby declare that I have read and understood the instructions given above. I also affirm that I have submitted all the required number of assignments as applicable for the course(s) filled in the examination form and my registration for the course(s) is valid and not time barred. If any of my statements is found to be untrue, I will have no claim for taking examination. I undertake that I shall abide by the rules and regulations of the University.

Date _____

(Signature of the student)

Phone No. (R) _____ Mobile No. _____ Email Id _____

Phone No. (O) _____

(with STD code)

**AUTHENTICATION BY CO-ORDINATOR/INCHARGE OF
STUDY CENTRE/PROGRAMME STUDY CENTRE/PARTNER INSTITUTION/
COMMUNITY COLLEGE**

It is to certify that the student has submitted all the assignment(s) for the course(s) filled in the examination form.

Centre Code _____

Date _____

(Signature & Stamp of Co-ordinator/Incharge)
Study Centre/PSC/PI/Community College



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI-110068**

APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPTS

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

1. Name :

2. Programme: Enrolment No:

3. Address:

.....Pin

4. Contact No: (Mobile No.)..... Landline No:.....

5. Month and Year of the Examination:

6. Examination Centre Code:

7. Address of the Examination Centre:

.....

8. Courses, in which Re-evaluation is sought:	<u>COURSE CODE</u>	<u>MARKS/GRADE OBTAINED</u>
.....
.....
.....
.....
.....

9. Fee details:-
(The fee for Re-evaluation of answer script is Rs. 750/- per course for Indian Students & Rs. 1200/- for SAARC Countries Students and \$75 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of 'IGNOU' payable at the City of Evaluation Centre)

No. of Course(s): × Rs. 750/- or = 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 within one month of declaration of his/her result.
2. The date of declaration of result will be calculated from the date on which the result(s) 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. The application form duly filled-in may be sent to the following address except CPE* & DPE* programmers.
8. Application form must reach within the prescribed dates at the following address:-

Sl. No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar IGNOU Regional Evaluation Centre-Delhi, Block-5, IGNOU, Maidan Garhi, New Delhi-110068 011-29533565, 011-29571501	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Division at Hdqrs.
2.	Dy. Registrar IGNOU Regional Evaluation Centre-Chennai No. 50, EVK Sampath Salai Periyar Thidal Vepery , Chennai -600007 044-26618342	All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur, Vatakara, Bijapur and Vishakhapatnam.
3.	Dy. Registrar IGNOU Regional Evaluation Centre -Patna 9thFloor, Biscomaun Tower West Gandhi Maidan, Patna -800001 0612-2219898	All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri, Raghunathganj, Bhagalpur.
4.	Regional Director IGNOU Regional Evaluation Centre-Guwahati H. No. 03, Auin Villa, Next to Dispur Govt. School, G.S. Road, Guwahati-781006 0361-2343771, 0361-2343786	All Examination Centres within Guwahati, Itanagar, Imphal, Shillong, Agartala, Gangtok, Kohima, Aizwal, Jorhat.
5.	Dy. Registrar IGNOU Regional Evaluation Centre-Lucknow, IInd Floor, 5 C / INS-1, Sector-5, Vrindavan Yojna , Telibagh, Lucknow -226029 0522-2745070	All Examination Centres within Lucknow, Varanasi, Aligarh, Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, Jammu, Srinagar.
6.	Dy. Registrar IGNOU Regional Evaluation Centre-Pune, 1st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016 020-25671867	All Examination Centres within Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, SS Rajkot, Mumbai, Jodhpur
7.	Joint Registrar IGNOU Regional Evaluation Centre-Kolkata, Mangolik, H/H-19/1, Bagui Para, Baguiata, Kolkata-700059 033-25160236	All Examination Centres within Kolkata, Dharbhanga, Ranchi Saharsa, Deoghar

* For the revaluation of the answer script(s) of CPE and DPE programmes, the application form may be sent to the Regional Centre concerned.



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI-110068**

**APPLICATION FORM FOR OBTAINING DUPLICATE GRADE CARD/
MARKSHEET**

1. Name
2. Programme
3. Enrolment No.

--	--	--	--	--	--	--	--	--	--
4. Complete Address
.....
.....
..... Pin

--	--	--	--	--	--
5. Contact No.(Mobile No.) Landline No.
6. Month and Year of the Exam.
7. Centre from where appeared at last examination
8. Bank Draft/IPO No. Dated
for Rs. 200/- orin favour of "IGNOU" payable at New Delhi.

Date.....
Signature

Note : Fee for duplicate grade card is Rs. 200/- for Indian Students & Rs. 400/- for SAARC Countries Students and \$10 for Non-SAARC Countries Students. The duplicate grade card/mark sheet will be sent by Registered post by the University.

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

**The Registrar
(Student Evaluation Division)
Indira Gandhi National Open University
Block 12, Maidan Garhi
New Delhi-110 068**

(You are advised to use the photocopy of this proforma)



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(To be submitted at the concerned Regional Centre)

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

Examination Passed (Programme)	Year of Passing	Enrolment No.	Marks Obtained	Grades Obtained

- 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. 400/- 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. 400/- 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 _____
resident of _____ hereby
solemnly declare that the Migration Certificate No. _____ dated _____ issued
to me by the _____ 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
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI-110068**

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

Note: For Instructions, please see reverse.

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

Received Rs.

Bank Draft No.....

Dealing Assistant
IGNOU

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/- or is submitted herewith.

The required particulars are given below:

1. Name of Candidate (in Block Letters in English):
(in Hindi) :
2. Father's Name (in Block Letters):
3. Programme : Enrolment Number :

--	--	--	--	--	--	--	--	--	--
4. Contact No. : (Mobile No.) : Landline No.
5. Examination Passed in Term End Examination - (June/December & Year)
6. Result: Grade/Division
7. Name of the Study Centre :
8. Name of the Regional Centre :
& other particulars
9. 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

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

Signature of Regional Director
With Stamp

Note: To be filled in duplicate, original copy will be forwarded by Regional Director to Registrar (SED) and duplicate copy to be retained by the Regional Director for reference.

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

1. Fee for issuing a duplicate (a) Diploma (b) Degree & (c) Certificate:-

- (i) Rs. 750/- for Indian Students
- (ii) Rs. 1500/- for SAARC Countries Students
- (iii) \$50 for Non-SAARC Countries Students

(THE REQUISITE FEE IS REQUIRED TO BE PAID THROUGH DEMAND DRAFT DRAWN IN FAVOUR OF 'IGNOU' PAYABLE AT NEW DELHI')

- 2. The form should be filled in duplicate legible and signed by the candidate.
- 3. The form should be submitted through the Regional Director of the concerned Regional Centre through which the candidate appeared at the said examination, and the duplicate copy will be sent through the Regional Director concerned.
- 4. A duplicate copy of the Diploma, Degree or Certificate will be issued on submission of any 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.
- 5. 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 are prescribed for the same of duplicate copy.

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

I Son / Daughter of Shri
do hereby solemnly declare that the original Degree Certificate dated issued to me
by the Registrar, Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi,
New Delhi-110068 on my having passed the Examination in
..... under University Enrolment No. has been lost/destroyed.

I have filled 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, if 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 at this day of20 that the contents of my affidavit
are true to the best of my knowledge.

Deponent

SWORN BEFORE ME

Signature:

Designation:

Office Seal:



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
MAIDAN GARHI, NEW DELHI-110068**

APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS

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

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

1st to 31st October for December Term-end Exam.

1. Name:

2. Programme: Enrolment No:

3. Address:

.....

..... Pin

4. Contact No: (Mobile No.)..... Landline No:.....

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

6. Total marks/Overall point grade obtained Percentage obtained

.....

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

7. Courses(s), in which **COURSE CODE** **COURSE CODE**
improvement is sought:

1. _____ 4. _____

2. _____ 5. _____

3. _____

8. **Fee details:**

(The fee for Improvement in Division/Class is Rs. 750/- per course for Indian Students & Rs. 2000/- for SAARC Countries Students and \$60 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of "IGNOU" payable at New Delhi)

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

Demand Draft No.: Date: Issuing Bank:.....

9. Term-end examination, in which you wish to appear : June/December, 20.....

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

Exam. SCentre Code..... City/Town

.....

UNDERTAKING

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

Date:.....

Signature.....

Place:

Name:.....

P.T.O.

RULES & REGULATIONS 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 that 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,
Block-12, Maidan Garhi,
New Delhi-110068**



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION
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. Contact No. (Mobile No.) : Landline No.

5. Reason for early declaration of result:

.....

(Enclose a copy of the documentary evidence specifying the reason for early declaration)

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

S. No.	Course Code	Date of Examination
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

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

Exam. Centre Code:

Address of Exam. Centre: _____

8. **Fee detail:**

(The fee for early declaration of result is Rs. 1000/- per course for Indian Students & Rs. 1200/- for SAARC Countries Students and \$50 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of 'IGNOU' payable at the City of Evaluation Centre)

No. of Course(s): × Rs. 1000/- or = 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:-

Sl. No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar Evaluation Centre Block-5, IGNOU Maidan Garhi, New Delhi-110068 011-29533565, 011-29571501	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Evaluation Centre Schools and Divisions at Hqs.
2.	Dy. Registrar Evaluation Centre No.50, EVK Sampath Salai Periyar Thidal, Vepey Chennai –600 007 044-26618342	All Examination Centres in Chennai, Hyderabad, Port Blair, Evaluation Centre Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Periyar Thidal Nagpur and Sub - RC Vatakara.
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 9 th Floor, Biscomaun Tower West Gandhi Maidan, Patna - 800 001 0612-2219898	All Examination Centres in Patna, Raipur, Bhuvneshwar, Evaluation Centre Koraput, Siliguri and Raghunathganj.
4.	Dy. Registrar Evaluation Centre IInd Floor, 5 C / INS-1, Sector-5, Vrindavan Yojna, Telibagh, Lucknow –226 024 0522-2745070	All Examination Centres in Lucknow, Varanasi, Aligarh, Evaluation Centre Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, IGNOU Regional Centre Jammu and Srinagar,
5.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 1 st Floor, MSFC Building 270, Senapati Bapat Road, Pune – 411 016 020-25671867	All Examination Centres in Pune, Ahmedabad, Bhopal, Evaluation Centre Jabalpur, Jaipur, Rajkot and Mumbai.
6.	Dy. Registrar Evaluation Centre IGNOU Regional Centre, H/No. 03, Auin Villa Next to Dispur Govt. School, G. S. Road, Guwahati –781 006 0361-2343771, 0361-2343786	All Examination Centres in Guwahati, Itanagar, Imphal, Evaluation Centre Shilong, Agartala, Gangtok, Kohima and Aizwal, Jorhat.
7.	IGNOU Regional Evaluation Centre “Mangolik” H/H -19/1, Bagui Para Baguiata, KOLKATA-700 159 033-25160236	All Examination Centres in Kolkata, Darbhanga and Ranchi.



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068**

APPLICATION FORM FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT

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

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:
.....
..... Pin Code
4. Detail of the course(s), for which photocopy of the answer script(s) is/are required:
 - a) Term-end examination: June/December.....
 - b) Exam Centre Code:
 - c) Exam Centre Address:
.....
.....
 - d) Course(s):
5. **Fee details:**

(The fee for this purpose is Rs. 100/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at the City of Evaluation Centre)

No. of Course(s): × Rs. 100/- = Total Amount:

Demand Draft No.: Date:

Issuing Bank:
6. Self attested photocopy of the Identity Card : Attached/Not attached
issued by the University

UNDERTAKING

I hereby undertake that the answer script(s), for which photocopy(ies), applied for, belongs to me. For this purpose, I am enclosing self attested photocopy of my Identity Card issued by the University. In case, my statement is found false, the University may take action against me as deemed fit.

Date:

Signature

Place:

Name:

P.T.O.

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:-

Sl.No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.
2.	Dy. Registrar Evaluation Centre, Periyar Thidal No.50, EVK Sampath Road Vepery Chennai – 600 007	All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur and Sub-RC Vatakara.
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 2 nd Floor, Biscomaun Tower W. Gandhi Maidan, Patna -800 001	All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri and Raghunathganj.
4.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, B-1/33, Sector-H, Aliganj Lucknow – 226 024	All Examination Centres in Lucknow, Varanasi, Aligarh, Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, Jammu and Srinagar,
5.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, 1 st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016	All Examination Centres in Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, Rajkot and Mumbai.
6.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, H/No.71, GMC Road Christian Basti, Guwahati – 781 005	All Examination Centres in Guwahati, Itanagar, Imphal, Shilong, Agartala, Gangtok, Kohima and Aizwal.
7.	Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4 th Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.	All Examination Centres in Kolkata, Darbhanga and Ranchi.

- 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.



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

APPLICATION FORM FOR ISSUE OF OFFICIAL TRANSCRIPT

IMPORTANT:- FOR INSTRUCTIONS: PLEASE SEE REVERSE

1. Name :
2. Programme: Enrolment No:
3. Address:
.....Pin
4. Contact No: (Mobile No.)..... Landline No:
5. Purpose for which, transcript is required:.....
.....

6. **FEE FOR THE OFFICIAL TRANSCRIPT:- (Please note: Per transcript means one photocopy of one certificate, hence, each photocopy, which is required to be attested by the University will be charged on the following prescribed rates):**

- (i) Rs. 300/- per transcript for Indian Students, if transcript is required to be sent to the Student/Institute within India.
- (ii) Rs. 500/- per transcript for Indian Students, if transcript is required to be sent to the Student/Institute outside India.
- (iii) Rs. 600/- per transcript for SAARC Countries Students, if transcript is required to be sent to the Student/Institute within India and Rs. 1200/- per transcript for the same students, if transcripts is required to be sent to the outside India.
- (iv) \$60 per transcript for Non-SAARC Countries Students, if transcript is required to be sent to the Student/Institute within India and \$120 per transcript for the same students, if transcript is required to be sent to the outside India.

**(THE REQUISITE FEE IS REQUIRED TO BE PAID THROUGH DEMAND DRAFT
DRAWN IN FAVOUR OF 'IGNOU' PAYABLE AT NEW DELHI)**

7. **No. of Transcript(s) required:** × Rs.300/- or Rs.500/- or = **Total Amount:** Rs.....
Demand Draft No.: Date:..... Issuing Bank:
8. Mention the Name of Student/Programme & Enrolment No. at back side of above demand draft.
9. Name & Address of the University/Institute/Employer/Student (In capital letters) to whom transcript is required to be sent (Attached a separate list, if required):-
.....
.....
.....
10. **If, the Transcript is required to collect Personally : Name**.....
Mobile No......(Please see Instructions in back-side at Point-C)

Date:.....

(Signature of the student)

P.T.O.

INSTRUCTIONS FOR “OFFICIAL TRANSCRIPT”

(A) The filled in form duly signed by the student with the requisite fee & documents may be sent to:-

**The Registrar,
Student Evaluation Division, Indira Gandhi National Open University,
Block-12, Maidan Garhi, New Delhi-110068 (INDIA)**

(B) The students are required to enclose same number of legible photocopies of both sides of the statement of Marks-sheet/Grade Card/Provisional Certificate and Degree Certificate etc. issued to them, as the number of transcripts are required. Each photocopy of the certificate is chargeable as mentioned at prescribed format under Point No.-6. Incomplete application will not be entertained.

(C) If the Student/Applicant has applied for Official Transcript and wants to collect the same **Personally or By Hand himself/herself from the Section Officer, Exam.-III Section of SED, Block-12, Room No. 10, IGNOU, Maidan Garhi, New Delhi-110068 (India)** then He/She is required to mention such information & Mobile No. under Point No. 10 in prescribed format for calling them provided that He/She has to produce the valid Original Identity Card/Votter Card/Aadhar Card/PAN Card/Driving License or Passport etc. for signature/photograph/residential Id. Proof. at the time of collecting their Transcripts.

Note:- If the student want to collect his/her transcript by-hand through any other person from the above Section then the receiver has to produce all above documents of the student alongwith “Authorization-Letter” of the concerned student. The person who want to receive the Transcript(s) on behalf of the student, has to produce his/her valid Original Identity Proof for signature/photograph/residence etc. like Identity Card/Votter Card/Aadhar Card/PAN Card/Driving License etc.and he is also required to submit the copies of the same to this Section at the time of collecting the Transcript.

(D) The University has been sending/dispatching the “Official-Transcripts” under sealed envelope(s) through Indian Speed Post Services and the normally, the Exam-III Section of SED takes minimum 15 days for the issuance/dispatching the “Official Transcript(s)” after receiving the Application-Form of the student at this Section but “Dispatching/Issuance time depends on furnishing the Verification Report by another Sections and circumstances surrounding the case.

(E) As per the requirement, the demand draft of requisite fees should be reached to this Division prior to 60 days or earlier from the expiry of the same demand draft for smooth transaction with the bank.

(F) Under the existing procedure, the University issues the “Official Transcripts” on “University Letter-Head” duly signed & verified on current status of each copy of Mark-sheet/Grade-card/PC/ Degree Certificate etc. by the authorized Officer on behalf of the Registrar (SED) or Controller of the Examinations, containing the following information therein:-

i) Attested copies of Mark-sheet/Grade-card/PC/ Degree Certificate etc. including detailed information about the “Programme” completed by the Student / Details of the Courses/ Scheme of Assessment of Student’s Performance / Minimum Standard for Completion of the Courses and Programme / Scheme of Study / Duration of Programme / Year of Admission & Completion of Programme / Mode of study / Medium of study etc. This information is based on the current status of the Mark-sheet/Grade card.

ii) Recognition of the University and authenticity of its Degrees/Diploma etc. It is also clarified in the “Official Transcript” that the University does not issue Year-wise/Semester-wise Mark-sheet/Grade-card but issue a comprehensive Mark-sheet/Grade-card after successful completion of the programme to the students.

(G) The inquiry about status of the “Official Transcript” submitted by the student/applicant can be obtained from “**Official Transcript Counter**” **Exam.-III Section of SED (Block-12, Room No. 10), IGNOU, Maidan Garhi, New Delhi-110068** personally or on **Telephone No. 011-29572210** between Monday to Friday during Office hours after 15 to 25 days of receiving the Application Form at this Section.



Indira Gandhi National Open University

Student Satisfaction Survey

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.

Enrolment No. Name

Gender : M F

Age Group : Below 30 31-40 41-50 Above 51

Programme of Study

Year of Enrolment Year of Completion

Regional Centre State Study Centre

Please Indicate your satisfaction level by putting a tick mark on your choice.

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

After filling cut out this questionnaire and mail it to:

Programme Coordinator, M.Sc.(CFT) & PGDCFT, SOCE, G-Block, IGNOU, Maidan Garhi, New Delhi-110 068

12. IGNOU POLICY REGARDING SEXUAL HARASSMENT AT THE WORKPLACE

In compliance with the guidelines of the Supreme Court, IGNOU has adopted a policy that aims to prevent/ prohibit/ punish sexual harassment of women at the workplace. Academic/non-academic staff and students of this University come under its purview.

Information on this policy, rules and procedures can be accessed on the IGNOU website (www.ignou.ac.in). Incidents of sexual harassment may be reported to the Regional Director of the Regional Centre you are attached to or to any of the persons below:

Apex Committee Against Sexual Harassment (ACASH)		
Prof. Jaswant Sokhi, Chairperson, SOS	011-29572850	jsokhi@ignou.ac.in
Dr. Zeba Khan, Dy. Director, EMPC	011-29573294	zkhan@ignou.ac.in
Ms Ghazala Parveen, Prod. Asstt., EMPC	011-29573286	ghazala.syed.mail@gmail.com
Ms. Rachna Johri, External Member		rachnajohri@gmail.com
IGNOU Committee against Sexual Harassment (ICASH)		
Prof. Gayatri Kansal, Chairperson, SOET	011-29572321	gayatrik@ignou.ac.in
Dr. Smita Patil, Asstt. Prof., SOGDS	011-29571618	samitampatil@ignou.ac.in
Ms Mridula Rashmi Kindo, Asstt. Prof., SOH	011-29572772	mridulak@ignou.ac.in
Dr. Monika Mishra, Asstt. Prof., SOSS	011-29572781	monikamishra@ignou.ac.in
Ms. Renu Katyal, AR, SOA	011-29572977	renu@ignou.ac.in
Ms. Rajni A. Jeet AR, RSD	011-29572416	rajniajeet@ignou.ac.in
Ms. Sunita Chhabra, Makeup Artist, EMPC	011-29573248	c.sunita@gmail.com
Mr. Upender Babu, Sr. Asstt., SOPVA	011-29571660	upenderbabu@ignou.ac.in
Dr. Meenakshi Malhotra, External Member		meenakshi.chat@gmail.com
Dr. Deepti Malhotra, External Member		deeptipm@gmail.com
Ms. Shikha Chandra, SOMS, Ph.D. Candidate	9310733970	shikhashailank@yahoo.com
Regional Services Division Committee against Sexual Harassment (RSDCASH)		
Dr. Bini Toms, Chairperson, Dy. Director, RSD	011-29572407	binitoms@ignou.ac.in
Dr. Seema Chandok, Dy. Librarian, L&D Div.	011-29571909	schandok@ignou.ac.in
Ms. Nishi Saxena, AR, NCIDE	011-29572969	nishi@ignou.ac.in
Ms. Neeru Sayal, EA, RSD	011-29572417	neerusayal115@mail.com
Ms. Mridula Tandon, (NGO-Sakshi), External Member		mridulatandon@yahoo.com
RCCASH for Regional Centres		
Members of RSDCASH will recommend the panel of names for RCCASH for each Regional Centre, and nominated by the Vice Chancellor.		