

# **PROGRAMME GUIDE**

## **Certificate Programme in Consumer Protection (CCP)**



**School of Law**

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

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**Printed material is our backbone. Our study material is prepared by teams of experts keeping in view the interest of the learner group. Each course has an expert committee and resource persons from amongst distinguished academics and professionals who are involved in the course preparation. The course materials 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. Further, textbooks and reference books are available in the libraries attached to the Study centres and Regional Centres. Therefore, students will have no need for any cheap or condensed guides for following course of IGNOU if, in fact these may harm them. Hence, the University strongly advises the students not to take recourse to such type of guides.**

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## 1. THE UNIVERSITY

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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 here 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 rural areas,
- to disseminate learning and knowledge through an innovative multi-media teaching –learning system,
- to provide high quality education at all levels,
- to coordinate and determine the standards of Distance Education and Open University Systems throughout the country.

### **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 for a wide range of disciplines/ subjects.
- Use of modern and appropriate educational and communication technology.

Student support services are provided by the University through a network of study centres spread 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 and experts in the field are engaged in face-to-face counselling at study centres. The study centres are generally located in existing educational institutions and normally function on all holidays and Sundays and also in the evenings of working days. Each study centre is supervised by a Coordinator. Regional centres have been set up in different parts of the country to coordinate the functioning of Study Centres.

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## 2. SCHOOL OF LAW

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The School of Law (SOL) was established in 2005 with an objective of imparting legal education through Open and Distance Learning System. The school aims to create awareness about legal rights and responsibilities in the emerging world order. The School strives to ensure high quality

education and research through innovative, multi-media learning teaching packages with a focus on learning practical aspects of law, acquiring legal skills and scholarship.

Recognising the importance of legal education and demand for the programmes in Law, IGNOU constituted a five member Committee in 1994 under the Chairmanship of Prof. N.R. Madhava Menon an eminent legal educationist. Prof. Menon's Committee suggested developing professional programmes in Law including programmes in paralegal education, court administration, law office management, legal aid administration, occupation based and management oriented legal education for middle and top-level personnel in government and industry. The UGC Curriculum Development Centre in Law (CDC) setup in 1990 under the leadership of Prof. Upendera Baxi, an eminent jurist also underscored the importance of Distance Education in Law as inclusive legal education for wider participation in legal profession, judicial appointments and government departments in general and law departments in particular.

The School of law organised a Brainstorming Session in June, 2007 to prepare a road map for legal education in India. Several of eminent legal experts, educationists attended the day long session. The important recommendations of the Brainstorming session enabled the School of Law to plan and develop a range of programmes in law.

### **Programmes on Offer**

#### **1) Doctor of Philosophy in Law (Ph.D.)**

IGNOU's School of Law is offering the Ph.D. Programme since July, 2009. The essential qualification for Ph.D. in Law is LLM with 55% marks.

#### **Programme Structure for course work**

<b>Course Code</b>	<b>Course Title</b>
RLE-005	Research Methodology
RLE-006	Constitutional Law (Part-A) and Jurisprudence (Part-B)

Depending upon the position of vacant seats in the School, admission to Ph.D. Programme will take place in July session every year. The admission schedule will be announced through advertisement on the IGNOU website and/or in national newspapers for session indicating the Disciplines which are on offer during the session. All applications in the prescribed format shall be received at the Research unit of IGNOU by duly notified dates. The applications will be submitted through online mode.

#### **2) Post Graduate Diploma in Intellectual Property Rights (PGDIPR)**

The Post Graduate Diploma in Intellectual Property Rights has been developed by the School of Sciences in collaboration with the World Intellectual Property Organisation (WIPO), Geneva. Later this programme last shifted to School of Law. The objective of this programme is to disseminate information on national and international IPR issues, create IPR consciousness among Scientists, Professionals, Academicians, Government Officials, Entrepreneurs and other members of society, and familiarise the learners about the documentation and administrative procedures relating to IPR in India. This Diploma of one year duration comprises 8 courses with total worth of 32 credits.

### **Programme Structure**

MIP 101	General Introduction to IP Rights
MIP-102	Patents
MIP 103	Industrial Designs and Layout Designs of Integrated Circuits and Utility Models
MIP-104	Trade Marks, Domain Names, Geographical Indications
MIP 105	Copyright and Related Rights
MIP 106	Plant Varieties Protection, Biotechnology, and Traditional Knowledge
MIP 107	Trade Secrets, Competition law and protection of TCE
MIP 108	Management of IPRs

### **3) Post Graduate Diploma in Criminal Justice (PGDCJ)**

The objective of the programme is to keep pace with emerging thought and developments in criminal justice, both in India and in the global arena and to create well-informed citizens and professionals in the area of criminal justice. It also aims to enhance the competencies of the professions already working in various areas of criminal justice system in India. This course is offered to graduates in Law, criminology, social work and functionaries of Criminal Justice, Administration to upgrade their skills, knowledge and awareness. This PG Diploma Programme is offered from July 2010.

### **Programme Structure**

MLE-011	Criminel Justice System
MLE-012	Indian Penal Code
MLE-013	Criminal Justice Processes
MLE-014	Criminal Justice Administration
MLE-015	Challenges to Criminal Justice System
MLE-016	Criminal Justice Research and Advocacy
MLEP-017	Criminal Justice Clinic

### **4) Diploma in paralegal Practice (DIPP)**

Paralegal work entails providing assistance to aggrieved individual/groups in accessing legal procedures for seeking legal remedies. A paralegal is a person who assists in the delivery of legal services. This programme aims to give basic knowledge and awareness on legal rights and to develop functional understanding of laws that affect individuals in their every day life. It also aims to develop skills in accessing legal and judicial institutions and processes for public advocacy.

### **Programme Structure**

BLE-001	Introduction to the Indian Legal System
BLE- 002	Introduction to Law
BLE-003	Law and Vulnerable Groups
BLE-004	Rural Local Self Governance
BLEP-001	Clinical Course (Research Project and Placement)

On successful completion of the programme, the student will be able to seek employment in any State/Non-State organisation working in the field of protection of Human Rights, Legal Aid Centre, Government Departments responsible for enforcement of social legislations and NGOs working for realisation of socio-economic rights.

#### **5) Post Graduate Certificate in Cyber Law (PGCCL)**

The Post Graduate Certificate in Cyber Law is offered by School of Law through two modes, Virtual Education in Law (VEL) & Open Distance Learning (ODL). Initially, However, it is offered through ODL only at present. The main objective of the programme is to enable learner to acquire critical understanding of cyber law if offered and the emerging social and intellectual property issues. It also aims to give learners in depth knowledge on Cyber law and legal framework, Right to Privacy, Data Security and Protection.

The programme is of 16credits and consists of four courses.

##### **Programme Structure**

MIR-011	Cyberspace Technology and Social Issues
MIR-012	Regulation of Cyberspace
MIR-013	Commerce and Cyberspace
MIR-014	Privacy and Data Protection

#### **6) Post Graduate certificate in Patent Practice (PGCPP)**

Patent is the most significant form of Intellectual Property to encourage creativity in science and technology, protect invention, development and creation of new technology and business expansion throughout the world.

The objective of the Programme is to provide learners in-depth knowledge of the Indian patent law, training in writing of patent application, and to develop expertise in patent search. This programme is offered in collaboration with Council of Scientific and Industrial Research (CSIR). It is of 16 credits and comprises of four courses.

##### **Programme Structure**

MIR-021	Overview of Intellectual Property Rights
MIR-022	International Framework for Patent Protection
MIR-023	India Patent Law and Procedures
MIRP-001	Project

#### **7) Certificate in Consumer Protection (CCP)**

This certificate programme was developed by School of Social Sciences and recently relocated at school of Law. This 16- credit programme aims at creating an overall awareness and training on Consumer Affairs with special emphasis on Consumer Protection. After completing this programme, the learner can work as consumer activist in the industrial sector, with NGOs and government departments on consumer affairs. The Programme consists of three courses and a project work.



### **Programme Structure**

CPI-101	Consumer and Consumer Protection Legislations
CPI-102	Redressal of Consumer Grievances: Role of Various Stakeholders
CPI-103	Consumer Protection Issues
CPIP-104	Project Work in Consumer Protection

### **8) Certificate Programme in Human Right(CHR)**

The programme is meant to sensitise general students and professional groups, e.g. police and army, Primary school teacher, NGO functionaries, etc. on issues relating to Human Rights. This 16 credit programme has two courses.

### **Programme Structure**

CHR-11	Human Rights: Evolution, Concepts and Concerns
CHR-12	Human Rights in India

### **9) Certificate in Anti Human Trafficking (CAHT)**

A Certificate Programmes in Anti Human Trafficking is offered from July 2010. The objectives are to bring about awareness and provide comprehensive understanding to the learners in Anti Human Trafficking, develop functional understanding and coordination amongst learners about various stake holders/agencies associated with the process of Human Trafficking directly or indirectly, awareness building in the area of law, policies, rehabilitation and presentational aspects of Human Trafficking amongst the learners, develop practical skills for learners to engage with the process of understanding, Rehabilitation, Prevention and Reintegration of Human Trafficked witness with their families and prepare well informed professionals, those working in the government agencies, civil society organisations and corporate sector about the courses and depth ness of Human Trafficking issues and the ways for prevention, rehabilitation and reintegration.

### **Programme Structure**

BLE-031	Understanding Human Trafficking
BLE-032	Law Policies and Institutional Response to Human Trafficking
BLE-033	Rehabilitation and Prevention
BLEP-034	Field Based Project Work

### **10) Certificate in International Humanitarian Law (CIHL)**

A Certificate Programme in International Humanitarian Law is offered in association with International Committee of Red Cross (ICRC), New Delhi . The main objective of this programme is to develop knowledge and skills in the area of International Humanitarian Law, to provide specialists understanding on contemporary issues in International Humanitarian Law in South Asian Region and to enhance the competencies of professionals already working in the area of IHL.

## **Programme Structure**

BLE-035	Understanding International Humanitarian Law (IHL)
BLE-036	Application of IHL
BLE-037	IHL Issues of Concern in South Asia
BLEP-038	Project

### **11) Certificate in Co-operation, Co-operative Law and Business Laws (CCLBL)**

The main objective of the programme is have complete understanding and knowledge about the promotion and functioning of the small economic and business enterprise within cooperative framework, to acquire through knowledge about the cooperative legal framework within which the institutions have to function and to have an overview about various business laws governing the functioning of economic and business enterprises.

## **Programme Structure**

BLE-011	Cooperation: Genesis, Principles, Values, Growth and Development
BLE-012	Co-operative Law
BLE-013	Business Law as Applicable to Co-operative-I
BLE-014	Business Law as Applicable to Co-operative-II

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## **3. INTRODUCTION TO PROGRAMME**

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Over the years, the need for consumer education has been felt all over the world. Rapid Industrialisation, revaluation in the Communication technology, globalisation, etc. have brought about dramatic changes in our need, perceptions, behaviour patterns, attitude towards rights, responsibilities and concerns as consumers. In developing countries like India, these issues have become more problematic. The goal of consumer education is to prepare students for their role as consumers, activists in consumer protection movement and professionals in NGOs and other concerned bodies.

It is expected that after going through this programme the students apart from becoming aware of consumer affairs will be able to become consumer activists, participate and work in non-governmental organisations, file and plead own cases in consumer courts forums, work in Industries and governmental bodies and institutions connected with consumer affairs and redressal.

### **3.1 Who May Offer the Programme?**

The programme is open to all persons with 10+2 or equivalent qualifications. Students doing any other degree/diploma/certificate course from any University/ Institution can also do this Certificate course simultaneously. Those who do not possess 10+2 or equivalent qualification can pursue this course after completing BPP (Bachelors Preparatory Course) of Indira Gandhi National Open University. The Course will be of particular use to:

- Consumer activists working with NGOs or independently.
- Those working or desirous to work in industry or service sector branches concerned with consumer satisfaction and grievances.
- All those interested in consumer protection and awareness.

### 3.2 Programme Structure

The Certificate Programme in Consumer Protection consists of a total of 16 credits i.e.

#### Programme Name: Certificate in Consumer Protection (CCP)

##### Programme Structure

Course Code	Credits	New Course Name	Credits
CPI-101	04	Consumer and Consumer Protection Legislations	4
CPI-102	04	Redressal of Consumer Grievances: Role of Various Stake Holders	4
CPI-103	04	Consumer Protection Issues	4
CPIP-104	04	Project Work in Consumer Protection	4

**Duration :** Minimum: 6 Months

Maximum 2 years

**Eligibility:** 10+2 of its equivalent

**Medium:** English and Hindi

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## 4. SCHEME OF STUDY

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The University offers a lot of flexibility in the duration for the completion of its programmes. If you plan in a systematic way, you will be able to complete the programme within the stipulated time frame. Here, we would like to give you some information for deciding the time schedules.

**Certificate in Consumer Protection** is a six month programme for which you will receive study material in one lot or few lots. However, you can take a maximum of 2 years to complete this programme, if you wish so. For completing this programme in time, you should submit your assignment and take term-end examination for all three courses as per schedule. If due to some preoccupations you feel that you can handle only one course in six months, select that course, do its assignments and appear in term end examination. After that take up the other courses, submit the new assignments and appear in term end examination. It would be better that you clear the assignments for the remaining courses. (Even if you do not appear in the examination, this will save you from asking for fresh assignments). If you have submitted assignments, you can appear in term end examinations later as per your convenience. The courses in this Programme have three tutor Marked Assignments/Computer Marked Assignments.

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## 5. FEE STRUCTURE

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The fee structure for Certificate Programme in Consumer Protection is as follows:

CCP: Rs.1800/- (Which you have already paid) to be paid along with the admission form a fee of Rs. 120/- per course is charged as examination fee and a student can take examinations upto a maximum period of 2 years to clear the programme. In case this limit is exceeded the student will have to re-register after paying a fee as per the University rules at the relevant time.

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## 6. COURSE STRUCTURE: DETAILS

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### Course Structure

#### CPI 101: Consumer and Consumer Protection Legislations

##### Block 01: Consumer: The Basics

- Unit 1: Evolution of The Consumer and Consumerism
- Unit 2: Profile of The Consumer
- Unit 3: Consumer Environment
- Unit 4: Consumer Behaviour in a Market Economy
- Unit 5: Consumer Dynamics

##### Block 2: Consumer Movement

- Unit 6: Origin and Growth
- Unit 7: Consumer Movement: Features, Issues and Trends
- Unit 8: Consumer Movement in India
- Unit 9: Consumer Movement: Global Scenario

##### Block 3: Consumer Protection

- Unit 10: Consumer Rights
- Unit 11: Consumer Responsibilities
- Unit 12: Consumer Education in India
- Unit 13: Consumer and Corporate Social Responsibility (CSR)

##### Block 4: Consumer Protection Legislations and Redressal Mechanism Under Consumer Protection Act, 1986

- Unit 14: Evolution of Consumer Protection Laws
- Unit 15: Consumer Protection Act, 1986 – Basic Features
- Unit 16: Consumer Protection Act, 1986 – Limitations and Guidelines for Filing Consumer Complaints
- Unit 17: Grievance Redressal Mechanisms and their Limitations

## **CPI 102 : Redressal of Consumer Grievances: Role of Various Stakeholders**

### **Block 1: Role of Media and State/Govt. in Consumer Protection**

- Unit 1: Role of Media and Its Impact on Consumers
- Unit 2 : Misleading Advertisement - Regulatory Mechanisms
- Unit 3: Role of The State and The Government
- Unit 4: Government Initiatives

### **Block 2: Role of Industry Bodies and Voluntary Consumer Organisations (VCOs)**

- Unit 5: Role of Industry Bodies
- Unit 6: Establishing A Consumer Organisation
- Unit 7: Role of Voluntary Consumer Organisations (VCOs) in Redressal of Consumer Grievances

### **Block 3: Alternate Dispute Redressal Mechanism**

- Unit 8: National Consumer Helpline (NCH)
- Unit 9: Complaint to Ombudsman
- Unit 10: Arbitration, Mediation, Conciliation and other Redressal Forums

### **Block 4: Consumer Organisations**

- Unit 11: Strategies (Campaign and Advocacy)
- Unit 12: Managing an Organisation
- Unit 13: International Consumer Organisations

## **CPI 103: Consumer Protection Issues**

### **Block 1: Consumer Protection Legal Framework**

- Unit 1: Consumer Protection — U.N. Guidelines 1985, 1999, 2015
- Unit 2: Consumers Rights — Constitutional Perspective
- Unit 3: Consumer Protection Law: International Perspective (US, UK and Australia)
- Unit 4: Consumer Protection Act, 1986 and Allied Laws: An Overview

### **Block 2: Consumer Problems, Issues and Remedial Measures**

- Unit 5: Consumer Problems
- Unit 6: General Documents and Formats for Seeking Redressal under Consumer Protection Act, 1986
- Unit 7: Settlement of Consumer Issues: Sector Case Studies-I
- Unit 8: Settlement of Consumer Issues: Sector Case Studies-II

### **Block 3: Consumer Laws Governing Goods**

Unit 9: Food Safety and Standards-I

Unit 10: Food Safety and Standards-II

Unit 11: Food Safety and Standards Authorities

Unit 12: Important Consumer Protection Judgements (Goods)

### **Block 4: Consumer Laws Governing Services**

Unit 13: Protection of Consumers in Selected Services

Unit 14: Drugs and Cosmetics

Unit 15: Important Consumer Protection Judgments (Services)

Unit 16: Consumer Protection Regulations, 2005

### **CPIP 104: Project Work in Consumer Protection**

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## **7. INSTRUCTIONAL SYSTEM**

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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. Most of the instruction is imparted through distance mode rather than face-to-face communication.

**The University follows a Multimedia approach for instruction. It comprises of:**

- Self-instructional print material
- Audio and video cassettes
- Audio –video programmes transmitted through Doordarshan and Radio
- Teleconferencing
- Face-to-face counselling at Study Centres by Academic Counsellors
- Assignments
- Learning from experience

### **7.1 Print Material**

Print material is the primary form of instructional material, although there will be a few audio-video programme and counselling sessions in addition to the print material. Therefore, you have to concentrate mainly on the print materials that we send you.

The print material prepared by the University is self instructional in nature. Each course has been divided into a number of Blocks. Each Block consists of a number of Units (lessons). Normally, all the units covered in our Block have a thematic Unit. 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 after the successful completion of the Unit. In the **Introduction**, an attempt is being made 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 sub-sections.

The **Summary** section summarises what has been said in the whole Unit. This summary enables you to recall the main points covered in the Unit. Some books for additional reading are suggested in the section for some useful readings. For your reference purpose, some of those books may be available in the study centre.

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

Try to answer **Terminal Questions** after reading the course material thoroughly. However, in respect of CPI-101 to 103, SAQs are given which may please be studied thoroughly. Proper comprehension of the units and the points/ notes made by you while reading through the Units would help you in answering the Terminal Questions given in the Units. Once you have written the answer in the blank space provided for each question, you can compare your answers with the relevant paragraph(s) in respective units. It is not our aim to give you all the answer of the questions that may be raised, in your mind. Our aim is to help you to develop a critical understanding concerning issues. As a social activist you may find solutions and answers to your questions.

## 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 these will help you to understand the subject better. Video programmes are transmitted by Gyandarshan channel as per the teleconferencing schedule (for CCP) communicated to learners well in advance. The transmission schedule is usually given in University Newsletter which is sent to every study centre/learners.

Audio-video material will not be supplied individually but will be made available to you at the Study Centre. You can watch these programmes during counselling sessions. Students desirous of buying the audio-video tapes can procure them from the director, Electronic Media Production Centre; Sanchar Kendra, IGNOU Campus Maidan Garhi, New Delhi 110 068.

## 7.3 Teleconferencing

To reach our students spread over in different parts of the country we take the help of teleconferencing. These sessions are organised from Delhi. The students can attend these at the regional centres and some study centres of IGNOU. It is one way video and two way audio facility. You will be sent a schedule with topics in advance through your study centres. The faculty at Delhi and other experts as resource persons participate in these sessions. You can put your problems and questions to these

experts through telephone, fax and e-mail available at receiving centres. These will help in resolving your queries related to courses and other general queries pertaining to programmes of study .

## 7.4 Counselling

In distance education, face-to-face contact between the learners and their tutors/counsellors 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 chose for study. The counselling sessions for each of the courses will be held at suitable intervals throughout the whole academic sessions. **The counselling sessions are very useful in all respects** such as to share your views on the subject with teachers and fellow participants, comprehend some of the complex ideas or difficult issues, and get clarifications for your queries and discuss the activities given in the course materials, hence, students are advised to attend the contact classes in their own interest.

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 useful classroom teaching or lectures. Counsellors will not be delivering lectures. They try to help you to overcome difficulties which you face while studing 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 the 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.

Generally there will be 8-10 sessions for an 8- credit course.

**The detailed schedule of the counselling sessions will be made known to you by the Coordinator of your Study Centre.**

## 7.5 Study Centre

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

Every Study Centre of IGNOU has:

- A Coordinator who coordinates different activities at the centre.
- An Assistant Coordinator and other supporting staff appointed on a part- time basis.
- Counsellors in different courses to provide counselling and guidance to you in the course you have chosen.



## A Study Centre has six major functions:

- 1) **Counselling:** Face-to-face counselling for the course is provided at the Study Centres. Generally, there are 10 counselling sessions for an 8-credit
- 2) **Evaluation of Assignment:** Tutor Marked Assignments (TMA) are evaluated by the Counsellors at the study centre.
- 3) **Library:** For each course, some of the book, suggested under some useful Readings, audio and video tapes may be available in the Study Centre library.
- 4) **Information and advice:** At the Study Centre you get relevant information regarding the courses offered by the University, counselling and teleconferencing schedules, examination schedule, etc. You will also get guidance in choosing your 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-Student:** In the Study Centre you get an opportunity to interact with fellow students.

Please bring all your Units and your folder of corrected assignments with you when you come to the counselling sessions.

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## 8. MEDIUM OF INSTRUCTION

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The Certificate Programme in Consumer Protection is offered by the University through the medium of both English and Hindi. You have to give your option for the medium of instruction. Printed course material and assignments are sent to you in the medium of your option. Similarly, you have to submit the assignments and attempt the term-end examination in the language you have opted for. Audio-Video Programmes and Counselling are also provided through the medium you prefer.

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## 9. EVALUATION

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The evaluation consists of two parts: 1) continuous evaluation through assignments, and 2) Term-End Examination (TEE). In the final result all the assignments of a course carry 30% weightage while 70% weightage is given for Term-End Examination. The following is the scheme of awarding divisions and grades.

Division	Percentage Range	Grade	Point Grade
I	80% and above	A-Excellent B- Very Good	5
II	60% to 79.9%	C-Good	3
Pass	50% to 59.9%	D-Satisfactory	2
Unsuccessful	40% to 49.9%	E-Unsatisfactory	1
	Below 40%		

You are required to score at least 40% marks in both continuous evaluation (assignments) as well as the Term-End Examination separately for all courses and project work. In the overall computation also you must get at least 40% marks in each course to claim the Certificate in Consumer Protection.

## 9.1 Assignments

Assignments constitute the continuous evaluation process. The submission of assignments is compulsory. The marks that you get in your assignments will be counted in your final result. Assignments of a course, as mentioned earlier carry 30% weightage while 70% weightage is given to the term-end examinations. 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 will not be allowed to appear for the Term-End Examination for any course if you do not submit the specified number of assignments in time for that course.**

For completing assignments, the printed course materials are up to date and exhaustive. These 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 and exploit your personal experience. But this does not mean copying the answers from study material. You must use your own language to write the answers.

**Tutor Marked Assignment (TMA) :** In the total 16 credit course, except Project Work (4 credits), there is one Tutor Marked Assignment for each course which is evaluated by the counsellor.

Whenever you receive a set of material and assignments, check them immediately and ask for missing pages, if any, from Material Production Distribution Division. (IGNOU, Maidan Garhi, New Delhi- 110 068) or the Coordinator of your study centre.

The assignment responses should be complete in all respects. Before submission you should ensure that you have answered all the questions in all assignments. Incomplete answer sheets bring you poor grades.

In case of **tutor-marked assignments, you have to submit your response sheets to the Coordinator of the Study Centre assigned to you.** After evaluation these tutor marked assignments will be sent back to you with comments and marks.

The University/Coordinator of the Study Centre has the right not to entertain or reject the assignments submitted after the due date. You are, therefore, advised to submit the assignments before the due date.

Do not forget to get back your duly evaluated Tutor Marked Assignment along with a copy of the assessment sheet containing comments of the evaluator on your performance. This may help you to improve further assignments.

**For your own record, retain a copy of all the assignment responses which you submit to the Coordinator. 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 grade in any assignment, you have to submit it again. However, once you get the pass grade in an assignment, you can not 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, so that the correct score is forwarded by him to the Student Evaluation Division at Headquarters.

Do not enclose or express doubts for clarification, if any along with the assignment. Send your doubts in a separate cover. Give your complete enrolment number, name, address, title of the course, and the number of the Unit or the assignment, etc., on top of your letter.

**INSTRCTIONS FOR TUTOR MARKED ASSIGNMENTS (TMA)**

- 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 on the left hand corner of the first page of your response sheet.

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

**ENROLMENT NO.:** .....

**COURSE CODE:** .....**NAME:** .....

**COURSE TITLE:**.....**ADDRESS:** .....

**ASSIGNMENT CODE:** .....

**STUDY CENTRE:** .....**SIGNATURE:** .....

**DATE:** .....

- 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 assignment are based. Make some 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 the 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 one cm. margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments in the margins at appropriate places.
- 6) **Write the responses in your own hand. Do not print or type the answers. Do not copy your answers from the Units/Blocks sent to you by the University. If you copy, you will get no marks for the respective questions.**
- 7) Do not copy from the response sheets of other students. If copying is noticed, the assignments will be rejected.
- 8) Write each assignment separately. All the assignments should not be written in continuity.
- 9) Write the question number for each answer.
- 10) The completed assignment should be sent to the Coordinator of the Study Centre allotted to you. Under any circumstance, do not send the Tutor marked response sheets to the evaluation Division at Head quarters for evaluation.

- 11) After submitting the assignment at the Study Centre get the acknowledgement from the Coordinator 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.

## 9.2 Term-End Examinations (TEE)

As stated earlier, Term-End Examination is the major component of the evaluation system and it carries 70% weightage in the final result. You must fill and send your term end examination form before the last dates i.e. 31<sup>st</sup> March for June Examination and 30<sup>th</sup> September for December examination.

**The format of Term-End Examination question papers is the same as that of assignments.**

**We often get queries from Students who have not taken the Term End –Examinational as to when they can take it again. Please see Section 3.2 of the Programme Guide where the Maximum years for completion have been mentioned. During that period you can appear in any Term-End Examination of June or December.**

The University conducts terms-end examinations twice a year i.e. in June and December. You can take the examination after the completion of the course. In case you fail to get a pass score (40% marks) in the Term-end Examination, you will be eligible to reappear at the next term-end Examination for that course as and when it is held within the total span of the programme.

To be eligible to appear at the term-end examination in any course, you are required to fulfil the following four conditions.

- 1) You should pay the course fee and get registered in the course.
- 2) You should have opted and pursued the prescribed course.
- 3) You should submit assignments for the respective course in due time.
- 4) You should submit the examination form in time (Which is explained later).

**Examination date sheets** Examination Schedule which indicates the date and time of examination for each course) are sent to all the Study Centre approximately 5 months in advance. The same is also notified through IGNOU Newsletter from time to time. Thus, normally, the date sheet for June examinal is released in the month of January and for December examinations in the Month of July. You can also see the date sheet at IGNOU website; [www.ignou.an.in](http://www.ignou.an.in) A fee of Rs.150/- (Rupees one hundred and Fifty only) per course is charged as examination fee. There is separate late fee if forms are submitted after due date.

It is an essential pre-requisite for you to submit the examination form for taking examination in any course. Copies of the examination forms are available at Study Centre/ Regional Centres/Evaluation Division at Headquarters. A specimen copy is also enclosed here in this programme Guide. Only one form is to be submitted for all the courses in one term-end examination.

The duly filled in examination form is to be submitted to the **Assistant Registrar, Examination II, Indira Gandhi National Open University, Maidan Garhi, New Delhi- 110 068**. Date for submission of examination form is as follows:

<b>Exami- nation</b>	<b>Without Late Fee</b>	<b>With Late Fee Rs. 500/-</b>	<b>With Late Fee Rs. 1000/-</b>
June	1 <sup>st</sup> March To 31 <sup>st</sup> March	1 <sup>st</sup> April To 30 <sup>th</sup> April	1 <sup>st</sup> May To 15 <sup>th</sup> May
December	1 <sup>st</sup> September To 30 <sup>th</sup> September	1 <sup>st</sup> October To 31 <sup>st</sup> October	1 <sup>st</sup> November To 15 <sup>th</sup> November
*During these dates submit the examination form with late fee to concerned Regional Centre (For outside Delhi); for Delhi, submit to the Registrar (SED), Exam for these students will, be conducted at Regional Centre city only.			

Please write your correct enrolment number, programme code and name on the back of the Demand draft/IPO drawn of IGNOU, New Delhi.

**The examination form received after due dates or without late fee wherever applicable, shall be rejected.**

After receiving the examination forms from you, the University will send intimation slip to you before the commencement of examinations. If you do not receive the intimation slip 15 days before the commencement of examinations, you may contact your Study Centre or Regional Centre of Evaluation Division at the Headquarters. If your name is registered for examinations in the list sent to the Study Centre, even **if you have not received intimation slip or misplaced the intimation slip, you can take the examination by showing your Identity Card (Student Card) to the examination centre superintendent.**

Your Study Centre is normally your examination centre. Change of examination centre is permissible in exceptional cases for which you have to make a request to the Director, Student Evaluation Division at least one month before the commencement of examination.

Your enrolment number is your Roll Number of examinations also. Be careful in writing it. Any mistake in writing the Roll Number will result in non-declaration of your result.

It is your duty to check whether you are registered for that course and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it. Your result will be cancelled.

Study centre is the contact point for you. The University cannot send communications to all the students individually. All the important communications are sent to the Coordinators of the Study Centres and Regional Directors. The coordinators would display a copy of such important circular/ notification on the notice board of the study centre for the benefit of all the students. You are therefore, advised to get in touch with your Coordinator for day-to-day 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 University regarding examination, please clearly write your enrolment number and complete address. In the absence of such details, we will not be able to attend to your problems.

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## **10. OTHER USEFUL INFORMATION**

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### **IGNOU Newsletter**

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

### **Reservation of Seats**

The University provides reservation of seats for scheduled castes, scheduled tribes and physically handicapped students as per the government of India rules.

### **Scholarships and Reimbursement of Fees**

Reserved categories viz., Scheduled castes/Scheduled tribes and physically handicapped students, have to pay the fees at the time of admission to the University along with other students.

Physically Handicapped students admitted to IGNOU are eligible for Government of India scholarships. They are advised to collect the scholarship forms from the Directorate of social Welfare or Office of the Social Welfare Officer of the concerned State Government and submit the filled-in forms to them through the concerned Regional Director or IGNOU.

Similarly for reimbursement of programme fees SC/ST student have to submit their forms to the directorate of the Social Welfare or Office of the Social Welfare Officer of the respective State Government through the concerned Regional Director.

### **Change or Correction of Address**

There is a printed card for the change/correction of address. This card is normally sent to you along with the study material. In case there is any correction or change in your address, you are directed to make use of that printed card addressed to the Director, Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi- 110068. You are advised not to write letter to any other officer in the University in this regard. Normally, it takes four to six week to effect the change. Therefore, you are advised to make your own arrangements to redirect the mail to the changed address during this period.

### **Change of Study Centre**

For the purpose of change of Study Centre you have to send request to the director of your Regional Centre. A copy of the same may be sent to Director, Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi 110 068.

Counselling facilities for a programme may not be available at all the Centres. As such you are advised to make sure that counselling facilities are available for the programme you have chosen at the new Centre opted for as far as possible the request for change of Study Centre is considered favourably. However, the allotment of new Study Centre is subject to availability of seats for the programme at the new centre asked for.

### **Change of Region**

When you want transfer from one Region to another, you have to write to that effect to the Regional Director of the Regional Centres from where you seek a transfer making copies to the Regional Centre where you would like to be transferred to and also to the Director, Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi – 110 0068.

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 Student Registration and Evaluation Divisions, New Delhi. The records are normally sent by Registered Post to guard against loss in the postal transit.

### **Simultaneous Registration**

A student is permitted to register for only one programme in the given academic session. You are, therefore, advised to seek admission to only one programme in the given academic session. Violation of this rule attracts cancellation of admission to all the programmes and forfeiture of the programme fees.

### **Identity Cards**

Identity Cards are issued and validated by the Regional Centres. You should mail the filled-in Identity Cards to the Regional Director at the Regional Centre under which you are enrolled.

### **How to Approach the University?**

For your information, addresses of important officers dealing with different aspects are given in the Programme Guide. Whenever you have a problem, you can directly contact the concerned officer.

**Samples of various forms currently used in the University are provided in this Programme Guide. Whenever you need any of these please take a photocopy, fill it and send it to us.**

In case of difficulty or for any further information you may also write on the following address:  
Programme Coordinator

Certificate Programme in Consumer Protection (CCP)

School of Law

Indira Gandhi National Open University,  
Maidan Garhi, New delhi – 110 0068.

**Please keep this Programme Guide safely till you complete the Programme. You may need to consult it while working on the Programme.**

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## 11. SOME USEFUL ADDRESSES

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- |                                                                                            |                                                                                                                                                               |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1) Non-receipt of Study Materials, and Assignments                                         | Deputy Registrar (MPDD)<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                         |
| 2) Admissions, Fees, scholarships, Exemption, Changes of Course/ Programme                 | Registrar (SED)<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                                 |
| 3) Assessment Sheets, Reappear Assignment, Examinations, Examination Centres, Results etc. | Registrar (SED)<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                                 |
| 4) Counselling and other problems Relating to Study Centres                                | 1. Regional Director of your Region<br>2. Assistant Director<br>(Student Affairs)<br>Regional Services Division<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068 |
| 5) Change of Address and All other Related Problems                                        | Registrar (SED)<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                                 |
| 6) Purchase of audio/Video Tapes Sanchar Kendra                                            | Directory EMPC,<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                                 |
| 7) Academic Matters Certificate in Consumer Protection School of Law                       | Programme Co-ordinator<br>IGNOU, Maidan Garhi<br>New Delhi – 110 068                                                                                          |
| 8) For Identity Cards Validation                                                           | Regional Director of your<br>Regional Centre                                                                                                                  |

You are also advised to get in touch with the coordinator of your Study Centre for timely information.



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## **12. SOME FORMS FOR YOUR USE**

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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.

- 1) Assignment Remittance-cum-Acknowledgement Card form
- 2) Change/Correction of Address/Study Centre
- 3) Intimation of Non-receipt of Study Material/Assignments
- 4) Requisition for Fresh Set of Assignments
- 5) Form for Provisional Certificate
- 6) Form for Duplicate Grade Card/Marksheet
- 7) Change Medium of Study/Optional Courses
- 8) Term-end Examination Form
- 9) Form for Re-evaluation of Answer Script
- 10) Form for Issue of Migration Certificate
- 11) Form of Application for Issue of Duplicate Copy of University Degree/Diploma/Certificate
- 12) Re-Addmission Form
- 13) Form for Improvement in Division/Class
- 14) Form for Early Declaration Result
- 15) Obtaining Photocopy of Answer Scripts
- 16) Issue of Official Transcript

Enrolment No. : <input type="text"/>	Programme : <input type="text"/>
Name :	
Course Code :	Medium : <input type="text" value="English/Hindi"/>
S.No.	Assignment No.
Sig. of dealing Accountant	
Date :	

<b>INDIRA GANDHINATIONAL OPEN UNIVERSTY</b>	
<b>ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM</b>	
Enrolment No. : <input type="text"/>	Programme : M.A. <input type="text"/>
Name :	
Course Code : <input type="text"/>	Medium : <input type="text" value="English/Hindi"/>
S.No.	Assignment No.
Signature of the Student	
Date :	
<b>FOR OFFICE USE ONLY</b>	
Sr. No. :	
Signature of the receiver	
Date :	
	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 envelop 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

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.**

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

Enrolment Number	Programme Code								
<table border="1" style="width: 100%; height: 20px;"> <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> <td style="width: 20px;"> </td> <td style="width: 20px;"> </td> </tr> </table>									Date Change effective from

Name
New Address

Town	Pin
State	
State Code	(See Code List 2 of Guide to Applicant)

Existing Study Centre Code
----------------------------

New Study Centre Code :
-------------------------

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

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

To

*Appendix - 3*

The Regional Director

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

**Sub : Non-receipt of Study Material & Assignments**

Enrolement No. 

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

Programme 

--

Medium of Study 

--

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 CAPITALLETTERS 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 course which you have already passed should not be mentioned.

Note you can download the assignment from IGNOU website [www.ignou.ac.in](http://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. Assignments responses submitted after due dates were rejected by the Study Centre.
6. Failed to secure over-all qualifying grade in course(s) mentioned above and wish to improve over-all qualifying grade only by attempting one assignments.

Name and Address .....  
 .....  
 .....  
 .....  
 ..... PIN .....

Signature .....  
 Date .....

**For Official Use Only :**

Date of Despatch of Assignments to student .....



**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



Control No.....

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
Maidan Garhi, New Delhi-110 068**

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

Name .....

Enrolment No.

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

Address

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

Pin

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

Programme .....

Month and Year of the Exam. ....

Centre from where appeared at  
last examination .....

Bank Draft / IPO No. .... Dated .....

for Rs. 250/- in favour of IGNOU, New Delhi .....

.....

Signature

Dated .....

**Note :** Fee for duplicate grade card Rs.250/-. The duplicate grade card/mark sheet will be sent by Registered post.

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

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

**To**  
**The Regional Director**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Change of Medium: Rs. 200/- + Rs. 400/- for 4 credit and Rs. 800/- for 8 credit per course  
Change of Courses: Rs. 400/- for 4 credit per course Rs. 800/- for more than 4 credit per course.  
This is permitted within 30 days from receipt of first set of course material

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

Enrolment No.: 

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

1. Change of Medium: From \_\_\_\_\_ to \_\_\_\_\_
2. Change of courses of study as per following details:

Title of the Course offered at the time of Registration	Medium	New Course to be offered	Medium

**Fee Details:** Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre.

Demand Draft No. \_\_\_\_\_ Dated \_\_\_\_\_

Amount Rs. \_\_\_\_\_ Drawn on \_\_\_\_\_

Signature:

Name \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone &

Email \_\_\_\_\_





# 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.

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	
(Where you wish to appear in Exam)			

**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 including Practical Courses for BCA, MCA, BIT/ADIT/ PGDLAN/BLIS Programmes FEE @ Rs. 150/- 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	× ₹ 150		
Practical Courses	× ₹ 150		
Late Fee			
<b>TOTAL</b>			

1. Draft No.							
Amount							
2. Draft No.							
Amount							
Date	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; border: 1px solid black;"></td> <td style="width: 20px; border: 1px solid black;">/</td> <td style="width: 20px; border: 1px solid black;"></td> <td style="width: 20px; border: 1px solid black;">/</td> <td style="width: 20px; border: 1px solid black;"></td> <td style="width: 20px; border: 1px solid black;"></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 30 April	NIL	1 Sept. to 31 Oct.	NIL	ONLY AT THE CONCERNED REGIONAL CENTRE UNDER WHICH YOUR EXAMINATION CENTRE FALLS
1 May to 10 May	₹ 1000/-	1 Nov. to 10 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 ₹ 150/- 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 - ₹ 150/- (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](http://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 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](http://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)

## **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](http://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.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Kaloor, Cochin-682 017 Kerala	Kochi, Trivandrum, Vatakara, Chennai, Madurai, Hyderabad, Vijayawada, Visakhapatnam, Bangalore, Bijapur, Panaji, Port Blair.
2.	Deputy Registrar Regional Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	Delhi-1, Delhi-2, Dlehi-3, all Schools, Divisions, Centres, Units & Institutes at Headquarters, International Division and answer scripts received from other Evaluation Centre/ Sources if and when any.
3.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Sunny Lodge, Nongthymmi, Nongshilliang Shillong-793014 Meghalaya	Shillong, Guwahati, Jorhat, Itanagar, Imphal, Agartala, Gangtok, Kohima, Aizwal.
4.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building C/1, Institutional Area, Bhubaneshwar-751013 Orissa	Bhubaneshwar, Koraput, Kolkata, Siliguri, Raghunathganj, Patna, Bhagalpur, Darbhanga, Saharasa, Deoghar.
5.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Opp. Nirma University Sarkhej- Gandhi Nagar Highway Chharodi, Ahmedabad-382 481	Ahmedabad, Rajkot, Mumbai, Nagpur, Pune, Jodhpur, Jaipur
6.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building 12, Arera Hills, Bhopal-462 011 Madhya Pradesh	Bhopal, Jabalpur, Raipur, Ranchi
7.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building B-1/33, Sector-H, Aliganj, Lucknow-226 024	Lucknow, Varanasi, Aligarh, Noida, Karnal, Chandhigarh, Khanna, Dehradun, Jammu, Srinagar, Shimla.

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



## 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  
.....

<p><b>Draft Details</b></p> <p>Amount Rs. _____ D.D. No. _____ Date _____</p> <p>Bank Name _____ Place of Issue _____</p>
---------------------------------------------------------------------------------------------------------------------------

(To be filled in by the Admissions Division)

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

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

Received the Migration Certificate No. \_\_\_\_\_ dated \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the Applicant

## INSTRUCTIONS

1. A fee of Rs. 500/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at concerned Regional Centre/City.
2. At the time of submission of the application for issue of Migration Certificate the student should attach xerox copy of consolidated Statement of Marks of Provisional Certificate issued by this University (duly attested) for verification.
3. Duplicate Migration Certificate can be issued on payment of Rs. 500/- only in case it has been lost, destroyed or mutilated on submission of an Affidavit drawn up on a non-judicial stamp paper of the value of Rs. 10/- to be sworn before a Magistrate on the following format.

“I, \_\_\_\_\_ Son/daughter/wife of \_\_\_\_\_  
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. The form should be filled in duplicate legibly and signed by the candidate
2. The form should be submitted through the Regional Director of the concerned Regional Centre through which the candidate appeared at the said examination, and duplicate copy will be sent through the Regional Director concerned.
3. A duplicate copy of the Diploma, Degree or Certificate will be issued on submission of an affidavit signed by a First Class Magistrate together with an attested copy of the F.I.R. lodged with the nearest Police Station to this effect by the candidate on the grounds that either the original Diploma, Degree or Certificate has been irrecoverably lost destroyed or defaced and on payment of the fee prescribed.
4. In very special cases subsequent copies of the Diploma, Degree or Certificate may be issued for not more than four times, on submission of an affidavit signed and certified by a First Class Magistrate to the effect that the Diploma, Degree or Certificate issued previously by the University has been lost or destroyed, and on payment of the fee as prescribed for the issue of duplicate copy.

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

I \_\_\_\_\_ Son/Daughter of Shri \_\_\_\_\_ resident of

\_\_\_\_\_ do hereby solemnly declare that the original Degree Certificate dated \_\_\_\_\_ issued to me by the Director. Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi-110068 on my having passed the \_\_\_\_\_ examination in \_\_\_\_\_ under University Enrolment No. \_\_\_\_\_ has been lost/destroyed.

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

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

Deponent

Signature \_\_\_\_\_  
Address \_\_\_\_\_

#### *Verification*

Verified \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ year that the contents of my affidavit are true to the best of my knowledge.

Deponent

SWORN BEFORE ME

Signature \_\_\_\_\_

Designation \_\_\_\_\_

Office Seal \_\_\_\_\_





## 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.



## **RULES & REGULATION FOR IMPROVEMENT IN DIVISION/CLASS**

1. The improvement of marks/grades is applicable only for the Bachelor's/Master's Degree Programmes, who have completed the programme. The eligibility is as under:-
  - a) The students of Bachelor's/Master's Degree Programmes who fall short of 2% marks to secure 2<sup>nd</sup> and 1<sup>st</sup> division.
  - b) The students of Master's Degree Programmes only, who fall short of 2% marks to secure overall 55% marks.
2. Only one opportunity will be given to improve the marks/grade.
3. The improvement is permissible only in theory papers. No improvement is permissible in Practicals/Lab courses, Projects, Workshops and Assignments etc.
4. Under the Provision of improvement, a maximum of 25% of the maximum credits required for successful completion of a programme shall be permitted.
5. Students wishing to improve the marks will have to apply within six months from the date of issue of final statement of marks/grade card to them, subject to the condition that their registration for the programme/course being applied for improvement, is valid till the next term-end examination in which they wish to appear for improvement.
6. No student will be permitted to improve if maximum duration to complete the programme, including the re-admission period, has expired.
7. After appearing in the examination for improvement, better of the two examinations, i.e. marks/grade already awarded and the marks/grade secured in the improvement examination will be considered.
8. In case of improvement, the month and year of completion of the programme will be changed to the Term-end examination, in which students appeared for improvement.
9. Students will be permitted for improvement of marks/grades provided the examination for the particular course, in which they wish to improve, is being conducted by the University at that time.
10. On the top of the envelope containing the prescribed application form, **Please mention "APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS.**
11. Application form must reach within the prescribed dates at the following address:-

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

**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. .... or ..... = Total Amount: .....

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

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

Date:.....

(Signature of the student)

## **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.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Kaloor, Cochin-682 017 Kerala	Kochi, Trivandrum, Vatakara, Chennai, Madurai, Hyderabad, Vijayawada, Visakhapatnam, Bangalore, Bijapur, Panaji, Port Blair.
2.	Deputy Registrar Regional Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	Delhi-1, Delhi-2, Dlehi-3, all Schools, Divisions, Centres, Units & Institutes at Headquarters, International Division and answer scripts received from other Evaluation Centre/ Sources if and when any.
3.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Sunny Lodge, Nongthymmi, Nongshilliang Shillong-793014 Meghalaya	Shillong, Guwahati, Jorhat, Itanagar, Imphal, Agartala, Gangtok, Kohima, Aizwal.
4.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building C/1, Institutional Area, Bhubaneshwar-751013 Orissa	Bhubaneshwar, Koraput, Kolkata, Siliguri, Raghunathganj, Patna, Bhagalpur, Darbhanga, Saharasa, Deoghar.
5.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Opp. Nirma University Sarkhej- Gandhi Nagar Highway Chharodi, Ahmedabad-382 481	Ahmedabad, Rajkot, Mumbai, Nagpur, Pune, Jodhpur, Jaipur
6.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building 12, Arera Hills, Bhopal-462 011 Madhya Pradesh	Bhopal, Jabalpur, Raipur, Ranchi
7.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building B-1/33, Sector-H, Aliganj, Lucknow-226 024	Lucknow, Varanasi, Aligarh, Noida, Karnal, Chandhigarh, Khanna, Dehradun, Jammu, Srinagar, Shimla.



**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:- 1<sup>st</sup> March to 15<sup>th</sup> April for June Term-end Exam.  
1<sup>st</sup> September to 15<sup>th</sup> October for December Term- end Exam.

1. Name .....
2. Programme:  Enrolment No:
3. Address: .....  
.....  
..... PinCode
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): ..... X 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. Request for obtaining photocopy of the answer scripts 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.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Kaloor, Cochin-682 017 Kerala	Kochi, Trivandrum, Vatakara, Chennai, Madurai, Hyderabad, Vijayawada, Visakhapatnam, Bangalore, Bijapur, Panaji, Port Blair.
2.	Deputy Registrar Regional Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	Delhi-1, Delhi-2, Delhi-3, all Schools, Divisions, Centres, Units & Institutes at Headquarters, International Division and answer scripts received from other Evaluation Centre/ Sources if and when any.
3.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Sunny Lodge, Nongthymmi, Nongshilliang Shillong-793014 Meghalaya	Shillong, Guwahati, Jorhat, Itanagar, Imphal, Agartala, Gangtok, Kohima, Aizwal.
4.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building C/1, Institutional Area, Bhubaneshwar-751013 Orissa	Bhubaneshwar, Koraput, Kolkata, Siliguri, Raghunathganj, Patna, Bhagalpur, Darbhanga, Saharasa, Deoghar.
5.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building Opp. Nirma University Sarkhej- Gandhi Nagar Highway Chharodi, Ahmedabad-382 481	Ahmedabad, Rajkot, Mumbai, Nagpur, Pune, Jodhpur, Jaipur
6.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building 12, Arera Hills, Bhopal-462 011 Madhya Pradesh	Bhopal, Jabalpur, Raipur, Ranchi
7.	Deputy Registrar Regional Evaluation Centre IGNOU Regional Centre Building B-1/33, Sector-H, Aliganj, Lucknow-226 024	Lucknow, Varanasi, Aligarh, Noida, Karnal, Chandhigarh, Khanna, Dehradun, Jammu, Srinagar, Shimla.





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

**APPLICATION FORM FOR ISSUE OF OFFICIAL TRANSCRIPT**

1. Name : .....
  2. Programme:  Enrolment No: 

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

--	--	--	--	--	--
  4. Purpose for which: .....  
transcript is required .....
  5. **Fees detail:**  
Fees for the official transcript:-  
Rs. 300/- per transcript, if to be sent to the student/Institute in India.  
Rs. 600/- per transcript, if required to be sent to the Institute outside India by the University.  
(The requisite fee is required to be paid through demand draft drawn in favour of 'IGNOU' & payable at 'New Delhi')
- No. of transcript(s): ..... XRs. 300/Rs. 600/- = Total Amount: Rs.....required
- Demand Draft No.: ..... Date: .....
- Issuing Bank: .....
6. Whether the transcripts to be mailed by the University: Yes/No (please tick)
  7. Name & address of the University/Institute/Employer in capital letters to whom transcript is required to be sent (attached a separate list, if required)  
.....  
.....  
.....

Date:.....

(Signature of the student)

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

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

**Note:** The students are required to enclose same number of legible photocopies of both sides of the statement of marks/grade card issued to them, as the number of transcripts required.



## 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](http://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:

<b>Apex Committee Against Sexual Harassment (ACASH)</b>		
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
<b>IGNOU Committee against Sexual Harassment (ICASH)</b>		
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
<b>Regional Services Division Committee against Sexual Harassment (RSDCASH)</b>		
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
<b>RCCASH for Regional Centres</b>		
Members of RSDCASH will recommend the panel of names for RCCASH for each Regional Centre, and nominated by the Vice Chancellor.		



# 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](http://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 and Teachers from the School0	<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.	Project proposals are clearly marked and discussed	<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, CCP, G-Block, IGNOU, Maidan Garhi, New Delhi-110 068