

PROGRAMME GUIDE
for
Master's Degree in Social Work (MSW)



School of Social Work
Indira Gandhi National Open University
New Delhi

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 a Course Development Committee headed by the Vice-Chancellor and other distinguished academics and professionals involved in the course preparation. The course material is written in such a manner that the students can study it by themselves with a little assistance from our Counsellors at the Study Centres. Further, text books 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 courses of IGNOU. In fact these may harm them. Hence, the University strongly advise the students not to take recourse to such type of guides.

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

IMPORTANT INFORMATION

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

“In case a student wants to have assignments, he/she can obtain a copy of the same from the Study Centre or Regional Centre or may download it from the IGNOU website - www.ignou.ac.in”

“The students are specifically instructed to send Examination Forms to concerned Regional Centres only and to no other place and they are also advised to submit the Registration/Re-registration Forms only at the respective Regional Centres and nowhere else. If any student sends the Registration/Re-registration Forms, Examination Forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have no claim on the University for regularization.”

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

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

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CONTENTS

	Page No.
1. The University	5
2. The School of Social Work.....	5
3. Salient Features of MSW Programme	6
4. Programme Structure for MSW	6
5. Scheme of Study	9
6. Fee Structure and Schedule of Payment	18
7. Medium of Instruction	19
8. Instructional System	19
9. Evaluation	22
10. Other Useful Information	27
11. Some Useful Addresses	31
12. Some Forms for Your Use	32

1. THE UNIVERSITY

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

The major objectives of the university are:

- to promote the educational well-being of the community,
- to democratise higher education by providing easy access to all those who desire to improve their qualifications, skills and competence by taking education to the doorsteps of people living even in remote and rural areas,
- to disseminate learning and knowledge through an innovative multi-media teaching-learning system, 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 from a wide range of disciplines/ subjects, and
- use of modern and appropriate educational and communication technology.

Student support services are provided by the University through a network of study centres scattered all over the country. Study centres are the actual focal points to enable you to receive regular information and learning support. Each study centre provides you with library, audio and video facilities to further help you in the learning process. Senior and experienced academics are engaged in face-to-face counseling 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 on 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.

2. THE SCHOOL OF SOCIAL WORK

The School of Social Work (SOSW) at IGNOU was established in 2007. It aims at providing quality education in the areas of social work, HIV/AIDS, Counselling, and family studies by offering programmes leading to the award of Certificates, Diplomas and Degrees.

Vision

To provide inclusive and quality education in social work across the country and beyond the borders.

Mission

To provide quality education through open and distance learning using multi-pronged strategies and services to reach the unreached with an emphasis on social work values and ethics whereby improving the services in social welfare sectors.

The SOSW at IGNOU is the first School of Social Work to be offering social work programmes through ODL system. It is the first School of Social Work in India to take social work education to all the States and Union Territories in the country. It has indigenously developed high quality Self Instructional Materials (SIM) and uses multi-media approach for

imparting social work teaching and training through its own (IGNOU's) TV and Radio channels both in English and Hindi. It offers social work programmes to in-service candidates and engages a large number of practitioners for field supervision.

Objectives of SOSW

- To promote human resources aiming at improving the quality of life of poorest of the poor.
- To meet the growing demand for professionally trained social workers across the country.
- To provide social work education and training based on indigenous knowledge and uniform curriculum across the country.
- To help the learner acquire professional skills and knowledge to help the clients to deal with their emotional and psychological problems.
- To help the learner acquire professional skills and develop capacity in helping people to solve various social and economic problems.
- To help the learner to develop required attitudes in understanding people's problem solving interventions.

3. SALIENT FEATURES OF MSW PROGRAMME

Compared with MSW offered by other Indian Universities, our programme is unique and innovative in many respects. The salient features of this programme are:

- 10+2/BPP+3 or its equivalent can also seek admission.
- Student can study at his/her own pace and convenience over a period of 2 to 5 years. Student can study at his/her own chosen pace and not required to attend regular classes.
- Indigenously prepared self-instructional print materials are provided to students.
- Print materials are supported with audio and video programmes.
- Multi-media programme package is made available.
- Every student of MSW is placed under the supervision of a professionally qualified social worker for field work supervision.
- There is a course on history of social work in India titled "Professional social work : Indian perspectives".
- For the first time a theory paper on "Social Work Practicum" has been introduced as a compulsory paper.

All these aspects are explained in detail in the succeeding sections of this Programme Guide.

4. PROGRAMME STRUCTURE FOR MSW

The University follows the credit system for its Master's Degree Programme. Each credit amounts to 30 hours of study comprising all learning activities. Thus, a 4 credit course involves 120 study hours, a 6 credit course involves 180 study hours and 10 credit course involves 300 study hours. **To successfully complete the MSW programme, you will have to earn 66 credits over a period of 2 to 5 years depending on your convenience.**

The Master's Degree Programme in MSW has three major components:

1. Compulsory Papers	38 Credits
2. Optional Papers	8 Credits
3. Field Work	20 Credits
Total	66 Credits

4.1 Compulsory Papers

The students have to earn 38 credits in Compulsory papers. The list of compulsory courses is given below.

LIST OF COMPULSORY COURSES

Course Code	Course Title	Credits
Compulsory Courses		
MSW-001	Origin and Development of Social Work (Theory)	4
MSW-002	Professional Social Work : Indian Perspectives (Theory)	4
MSW-003	Basic Social Science Concepts	4
MSW-004	Social Work and Social Development (Theory)	4
MSW-005	Social Work Practicum and Supervision (Theory)	4
MSW-006	Social Work Research (Theory)	6
MSW-007	Case Work and Counselling : Working with individuals	4
MSW-008	Social Group Work : Working with groups	4
MSW-009	Community Organization Management for Community Development	4

4.2 Optional Course in Social Work

Under the category of optional courses, you have to choose two courses, to earn 8 credits (4 each per course).

LIST OF OPTIONAL COURSES IN SOCIAL WORK DISCIPLINE

Course Code	Course Title	Credits
MSWE-001	HIV/AIDS : Stigma, Discrimination and Prevention	4
MSWE-002	Women and Child Development	4
MSWE-003	Disaster Management	4
MSW-010	Introduction to Philanthropic Social Work	4
MSWP-001	Dissertation (Project Work)	4

Additional optional courses will be offered at a later stage.

If you do not get material in time write to:

Registrar, MPDD, IGNOU, Maidan Garhi, New Delhi - 110068.

4.3 Field Work Components

The third component of the MSW programme is the Field Work Practicum. The University has prepared two Field Work Journals for the 1st and 2nd year separately. Each year you are expected to successfully complete 10 credits of Field Work Practicum under the guidance of a professionally qualified Social Worker. The **Coordinator at the Study Centre will provide you with an approved guide who has done MSW/M.A. (Social Work). Only a qualified guide can supervise you for**

your field work; this is mandatory. Therefore ensure from the coordinator at the study centre that your supervisor has formal qualification in social work at post graduation level. Completion of Field Work in MSW Ist year is mandatory for starting social work practicum of second year.

List of Field Work Components

Course Code	Year	Title	Credits
MSWL-001	1st year	Social Work Practicum-I (Practical)	10
MSWL-002	2nd year	Social Work Practicum-II (Practical)	10

Year-wise Distribution of Courses

First Year

Course

1. Origin and Development of Social Work (MSW-001)	4
2. Professional Social Work : Indian Perspectives (MSW-002)	4
3. Basic Social Science Concepts (MSW-003)	4
4. Social Work and Social Development (MSW-004)	4
5. Social Work Practicum and Supervision (MSW-005)	4
6. Social Work Research (MSW-006)	6
7. Social Work Practicum-I (Practicals) (MSWL-001)	10
	<u>36 Credits</u>

IInd Year

1. Case Work and Counselling : working with individuals (MSW-007)	4
2. Social group work : working with groups (MSW-008)	4
3. Community Organization Management for Community Development (MSW-009)	4
4. Any two elective courses, from the following:	
i) HIV/AIDS : Stigma Discrimination and Prevention (MSWE-001)	4
ii) Women and Child Development (MSWE-002)	4
iii) Disaster Management (MSWE-003)	4
iv) Introduction to Philanthropic Social Work (MSW-010)	4
v) Dissertation (Project Work) (MSWP-001)	4
5. Social Work Practicum-II (Practicals) (MSWL-002)	10

(For MSW 2nd year : 30 credits)

Total Credits = 66

In order to enable you to complete MSW Programme within the minimum period of two years, you are allowed to take 36 credits worth of courses in 1st year and 30 credits in 2nd year.

For electronic version of the prospectus

www.ignou.ac.in

For further information contact any IGNOU Regional Centre or write to:

Dr. Saumya

Block-15 (H), IGNOU

Maidan Garhi, New Delhi-110068

Email: saumya@ignou.ac.in

5. SCHEME OF STUDY

Year-wise Scheme of Study

Year of Study	Compulsory Courses	Optional Courses	Practicals	Total Credits
Ist Year	26 Credits	---	10 Credits	36
Second Year	12 Credits	8 Credits	10 Credits	30
Total	36 Credits	8 Credits	20 Credits	66

After the first year, whether you pass/attempt the first year examinations or not, you can seek admission for the second year by submitting the course registration form with requisite programme fee within the re-registration schedule as notified by the university.

MSW (1st year) Curriculum

MSW-001: ORIGIN AND DEVELOPMENT OF SOCIAL WORK (4 CREDITS)

Block 1 History of Social Work: Global Scenario

Unit 1 History of Social Work in Americas

Unit 2 History of Social Work in Europe

Unit 3 History of Social Work in Asia Pacific-I

Unit 4 History of Social Work in Asia Pacific-II

Unit 5 History of Social Work in Africa and Middle East

Block 2 Social Work Profession and Education

Unit 1 Social Work as a Profession

Unit 2 Social Work Education: Retrospect and Prospects

Unit 3 Social Work Education through Distance Learning

Unit 4 Values, Principles and Ethics of Professional Social Work

Block 3 Social Work Concepts and Primary Methods

Unit 1 Introduction to Social Work Concepts

Unit 2 Social Case Work

Unit 3 Social Group Work

Unit 4 Community Work in Social Work

Block 4 Secondary Methods of Social Work

- Unit 1 Social Action
- Unit 2 Social Work Research
- Unit 3 Social Welfare Administration
- Unit 4 Generalist Practice

MSW-002 PROFESSIONAL SOCIAL WORK: INDIAN PERSPECTIVES (4 CREDITS)

Block 1 Evolution of Social Work Practice in India

- Unit 1 History of Social Work: State Initiatives
- Unit 2 History of Social Work: Individual Initiatives
- Unit 3 History of Social Work: Initiatives through Social Movements
- Unit 4 History of Social Work in India: Initiatives by NGOs

Block 2 Religion and Social Work: Indian Context

- Unit 1 Hinduism and Social Work
- Unit 2 Islam and Social Work
- Unit 3 Sikhism and Social Work
- Unit 4 Jainism and Social Work
- Unit 5 Buddhism and Social Work
- Unit 6 Christianity and Social Work

Block 3 Gandhian Concepts of Social Work

- Unit 1 Gandhi's Perception of an Ideal Society
- Unit 2 Gandhi's Charter of Social Reconstruction
- Unit 3 Gandhian Social Work: Methods and Techniques
- Unit 4 Gandhian Social Work: The Historical Perspective
- Unit 5 Social Work in Post-Gandhian Era

Block 4 Professional Social Work in Independent India

- Unit 1 Growth of Social Work Education and Training
- Unit 2 Social Work Literature
- Unit 3 Involvement of Social Workers in National Development
- Unit 4 Career Prospects in Professional Social Work

MSW-003 BASIC SOCIAL SCIENCE CONCEPTS (4 CREDITS)

Block 1 Basic Concepts of Society

- Unit 1 Social Work and its Relationship to other Disciplines
- Unit 2 Society and Culture
- Unit 3 Indian Society: Composition, Classification and Stratification
- Unit 4 Social Groups, Social Institutions and Social Control
- Unit 5 Social Change: Meaning, Characteristics and Factors

Block 2 Basics of Psychology For Social Workers

- Unit 1 Psychological Foundation for Social Work Practice
- Unit 2 Concepts of Social Psychology for Social Work Practice
- Unit 3 Social Learning and Motivation
- Unit 4 Defense Mechanisms and Stress

Block 3 Family-The Basic Unit of Society

- Unit 1 Stages of Human Growth and Development
- Unit 2 Biological Aspects of Human Growth and Development
- Unit 3 Concept of Family and Marriage
- Unit 4 Understanding Man and Woman
- Unit 5 Family Life Cycle

Block 4 Indian Families in Transition

- Unit 1 Family and Marriage in the Changing Society
- Unit 2 Social Work with Families
- Unit 3 Contemporary Problems in Family System
- Unit 4 Parenting Adolescents and Youngsters

MSW-004 SOCIAL WORK AND SOCIAL DEVELOPMENT

(4 CREDITS)

Block 1 Social Dynamics and Change

- Unit 1 Migration
- Unit 2 Rural and Urban Continuum and Urbanization
- Unit 3 Industrialization
- Unit 4 Globalization
- Unit 5 Changing Occupational Structure and Impact of liberalization

Block 2 Concepts of Development

- Unit 1 Social and Human Development
- Unit 2 Sustainable Development
- Unit 3 Development and Progress: Economic and Social Dimensions
- Unit 4 Gender Perspectives on Development
- Unit 5 Population and Development

Block 3 Development: Human Rights Perspective

- Unit 1 Social Ideals of Indian Constitution
- Unit 2 Social Work and Human Rights
- Unit 3 Welfare Economics and Development
- Unit 4 Indian Judicial System

Block 4 Social Legislations

- Unit 1 Legal Provisions for Women
- Unit 2 Legal Provisions for Persons with Disability
- Unit 3 Legal Provision for Children
- Unit 4 Legal Aid, Social Advocacy and Role of Social Worker

MSW-005 SOCIAL WORK PRACTICUM AND SUPERVISION (4 CREDITS)

Block 1 Social Work Practicum: An Overview

- Unit 1 Social Work Practicum: Concept, Meaning, Nature, Importance and Scope
- Unit 2 History of Social Work Practicum: Development of Field Education
- Unit 3 Social Work Practicum: Global and National Scenario
- Unit 4 Social Work Practicum in Open and Distance Learning

Block 2 Roles and Expectations in Social Work Practicum

- Unit 1 Orientation for Social Work Practicum
- Unit 2 Roles and Expectations in Social Work Practicum
- Unit 3 Roles and Expectations of Social Work Training Institute
- Unit 4 Principles and Skills for Social Work and Agency Practice

Block 3 Field Work Supervision

- Unit 1 Models and Modes of Social Work Supervision
- Unit 2 Administrative and Environmental Aspects in Social Work Supervision
- Unit 3 Supportive Functions in Supervision
- Unit 4 Field practicum Supervision in Distance Learning Mode

Block 4 Social Work Practicum in Various Settings

- Unit 1 Individual, Family and Community
- Unit 2 Medical, Psychiatry and Child Care
- Unit 3 Education and Research
- Unit 4 Correctional Services
- Unit 5 Corporate Sector, Donor Agencies and NGOs

MSW-006 SOCIAL WORK RESEARCH (6 CREDITS)

Block 1 Basics of Research in Social Work

- Unit 1 Introduction to Social Work Research
- Unit 2 Research Review in Social Work
- Unit 3 Research Process I: Formulation of Research Problem
- Unit 4 Research Process II: Preparing a Research Proposal

Block 2 Research Methods in Social Work

- Unit 1 Introduction to Methods of Research in Social Work
- Unit 2 Research Methods I: Descriptive, Exploratory, Diagnostic, Evaluation & Action Research

- Unit 3 Research Methods II: Experimental Research
- Unit 4 Research Methods III: Qualitative Research
- Block 3 Tools and Methods of Data Collection**
- Unit 1 Methods of Sampling
- Unit 2 Research Tools: Questionnaire, Rating Scales, Attitudinal Scales and Tests
- Unit 3 Interview, Observation and Documents
- Unit 4 Data Collection
- Block 4 Data Processing and Analysis**
- Unit 1 Data Processing and Analysis
- Unit 2 Descriptive Statistics
- Unit 3 Inferential Statistics
- Unit 4 Reporting of Research

MSWL-001 SOCIAL WORK PRACTICUM

(10 CREDITS)

MSW CURRICULUM: 2nd YEAR

MSW-007 CASE WORK & COUNSELLING: WORKING WITH INDIVIDUALS

(4 CREDITS)

Block 1 Human Behaviour and Social Environment

- Unit 1 Social Casework Practice in Indian Context
- Unit 2 Behavioural Concepts for Understanding the Clients
- Unit 3 Scope of Social Carework: Nature of the Problems to be Addressed
- Unit 4 Components of Casework

Block 2 Social Case Work

- Unit 1 Caseworker Client Relationship and Principles of Casework
- Unit 2 Supportive Techniques of Helping
- Unit 3 Social Casework Process
- Unit 4 Tools of Casework
- Unit 5 Some Theoretical Approches in Casework

Block 3 Basics of Counselling

- Unit 1 Introduction to Counselling
- Unit 2 Counselling Process
- Unit 3 Supportive & Behavioural Techniques in Counselling
- Unit 4 Cogntitive and Psychoanalytical Techniques in Counselling
- Unit 5 Practial Issues Involved in Counselling

Block 4 Interview and Recording

- Unit 1 Interviewing in Social Case Work
- Unit 2 Interviewing and Communication
- Unit 3 Interviewing Skills and Techniques
- Unit 4 Recording and Documentation in Social Case Work

MSW-008 SOCIAL GROUP WORK: WORKING WITH GROUPS (4 CREDITS)

Block 1 Introduction to Social Group Work

- Unit 1 Social Groups: Characteristics and Significance
- Unit 2 Historical Evolution of Social Group Work (Global Context)
- Unit 3 Historical Evolution of Social Group Work (Indian Context)
- Unit 4 Social Group Work as a Method of Social Work

Block 2: Group Work Dynamics

- Unit 1 Theories and Models in Social Group Work
- Unit 2 Stages/Phases of Group Development
- Unit 3 Process of Group Formation
- Unit 4 Values and Principles in Social Group Work

Block 3 Leadership and Skill Development in Social Group Work

- Unit 1 Leadership and Power
- Unit 2 Skills and Techniques of Social Group Work
- Unit 3 Relevance of Life Skill Education in Social Group Work Practice
- Unit 4 Programme Planning in Social Group Work

Block 4 Social Group Work in Different Settings

- Unit 1 Concepts and Dynamics of Self Help Groups (SHG) in Indian Context)
- Unit 2 Group Work in Community Settings
- Unit 3 Group Work in Institutional Settings
- Unit 4 Group Work in Educational Settings
- Unit 5 Role of Social Worker in Group Work

MSW-009 COMMUNITY ORGANISATION MANAGEMENT FOR COMMUNITY DEVELOPMENT (4 CREDITS)

Block 1 Concepts of Community and Community Development

- Unit 1 Understanding Communities
- Unit 2 Profile of Urban Communities
- Unit 3 Profile of Rural Communities

- Unit 4 Profile of Tribal Communities
- Unit 5 Community Development Programmes and Accountability

Block 2 Community Organisation for Community Development

- Unit 1 Community Organisation
- Unit 2 Community Organisation as a Method of Social Work
- Unit 3 Current Issues in Community Organisation
- Unit 4 Attitudes, roles, Skills of a Community Organizer
- Unit 5 Models of Community Organization

Block 3: Social Action for Community Development

- Unit 1 Social Action (history, concept and principles)
- Unit 2 Social Action and Community work
- Unit 3 Models of Social Action
- Unit 4 Social Action (strategies and tactics)
- Unit 5 Social Action as a method of social work

Block 4: Social Welfare Administration

- Unit 1 Social Welfare Administration (Concept, History, Nature etc.)
- Unit 2 Components of Social Welfare Administration (PODSCORBOEF)
- Unit 3 Social Services and their delivery
- Unit 4 Management of Social Services
- Unit 5 Major Social Policies: (Indian Context).

**MSWE-001 HIV/AIDS: STIGMA, DISCRIMINATION AND PREVENTION
(4 CREDITS)**

Block 1 Basic Facts of HIV/AIDS

- Unit 1 Global and National Scenario of HIV/AIDS
- Unit 2 HIV/AIDS Disease Profile
- Unit 3 Misconceptions of HIV/AIDS/STDs
- Unit 4 History of HIV/AIDS

Block 2 HIV/AIDS Prevention : Socio-ethical Issues

- Unit 1 HIV Prevention and Control: Government Initiatives
- Unit 2 HIV Prevention and Control: Personal Aspects
- Unit 3 Continuum of Care
- Unit 4 Social Influence on HIV/AIDS Transmission and Prevention
- Unit 5 HIV/AIDS and Ethical Issues

Block 3 HIV/AIDS Education and Care

- Unit 1 HIV/AIDS and its Implications for Individual, Family and Community
- Unit 2 HIV/AIDS Education and Behaviour Modification
- Unit 3 Care of the Person with HIV/AIDS
- Unit 4 Care of the Terminally III

BLOCK 4: Understanding and Responding to Stigma & Discrimination

- Unit 1 Stigma and Discrimination: Concept and Meaning
- Unit 2 Theories and Models of Stigma and Discrimination
- Unit 3 Social Stigma: Universal and Cultural Specific
- Unit 4 Provider Stigma: Social Service and Health Care Providers
- Unit 5 Response Strategies for Social Workers

MSWE-002 WOMEN AND CHILD DEVELOPMENT

(4 CREDITS)

Block 1 Status of Women in India

- Unit 1 Women Down the Ages
- Unit 2 Situational Analysis of Women in India
- Unit 3 Women: A Vulnerable Group
- Unit 4 Women in Unorganized Sector

Block 2 Women and Development Initiatives

- Unit 1 Global Initiatives and UN Safeguards for Women's Development
- Unit 2 Policies and Programmes for Women Empowerment in India
- Unit 3 Support Services (SHGs, Micro Enterprises, Institutional Support etc.)
- Unit 4 Gender and Development

Block 3 Status of Children in India

- Unit 1 Profile of Children in India
- Unit 2 Girl Children: A Vulnerable Group
- Unit 3 Children in Critical Circumstances
- Unit 4 Situation of Adolescents

Block 4 Care and Safeguards of Children

- Unit 1 Global Initiatives and UN Safeguards for Children
- Unit 2 Policies and Programmes for Children in India
- Unit 4 Role of Social Worker in Child Care Settings

MSWE-003 DISASTER MANAGEMENT

(4 CREDITS)

Block 1 Introduction to Disaster Management

- Unit 1 Hazards, Risk, Vulnerability and Capacity Analysis
- Unit 2 Types of Disaster-I (Hydro-Meteorological Disasters and Geo-Hazards) .
- Unit 3 Types of Disaster-II (Other including Human Made)
- Unit 4 Institutional Mechanism for Disaster Management

Block 2 Mitigation and Preparedness

- Unit 1 Community-based Disaster Management
- Unit 3 Structural and Non Structural Mitigation Measures
- Unit 4 Gender Issues in Disaster Management

Block 3 Emergency Response

- Unit 1 Managing Relief
- Unit-2 Health Care Management
- Unit 3 Role of Various Agencies: Incident Command System

Block 4 Recovery and Reconstruction

- Unit 1 Damage and Loss Assessment
- Unit 2 Recovery Planning
- Unit 3 Physical Recovery and Reconstruction
- Unit 4 Psycho Social Care and Socio Economic Rehabilitation

MSW-010 INTRODUCTION TO PHILANTHROPIC SOCIAL WORK (4 CREDITS)

Block 1 Concept, History, Ethics and Values of Philanthropy

- Unit 1 Concept, Nature and Scope of Philanthropy
- Unit 2 History and Trends in Philanthropy
- Unit 3 Introduction to Philanthropic Ethics
- Unit 4 Ethical Codes
- Unit 5 Fundamental Human Values
- Unit 6 Fundamental Human Rights and Duties

Block 2 Philanthropic Social Work

- Unit 1 Concept and Meaning of Philanthropic Social Work
- Unit 2 Professional Social Work and Philanthropy
- Unit 3 History of Philanthropic Social Work
- Unit 4 Contemporary Issues in Philanthropic Social Work
- Unit 5 Human and Financial Resources for Philanthropic Social Work

Block 3 Stakeholders in Philanthropic Social Work

- Unit 1 Religions
- Unit 2 Government
- Unit 3 Corporate Sector
- Unit 4 Non-Profit Organizations (Donor Agencies)
- Unit 5 Civil Society

MSWP-001: PROJECT WORK (4 CREDITS)

MSWL-002: SOCIAL WORK PRACTICUM (10 CREDITS)

5.1 How to Decide Your Time Schedule?

The University offers a lot of flexibility and openness in the courses and duration for the completion of programmes. You should take full advantage of this flexibility. As indicated earlier you can complete this programme in 2 year if you clear 36 credits of courses every year. If you are not able to complete it within this period you can take a maximum of 5 years to complete it. It would be better if you plan it in a systematic way. For two years you will receive study material and assignments according to your options but it is upto you to decide which courses you will complete in a particular year. Completion of a course would involve studying the course, completing the assignments and appearing in term end examination. If you are busy elsewhere and not able to fully devote yourself to the programme, you should fix your targets every year. If you feel that instead of 36/30 credits you would do only 24 or 16 credits plan it from the beginning of the year, study only these courses, do the assignments for them and appear for term end examination in these courses. Carry over the rest to next year. Again next year, decide your goals for that year. **Whenever you decide to do the previous year's course ask for fresh assignments in the month of November/December from Jt. Registrar, Material Production and Distribution Division at the Headquarters in the prescribed forms printed in this programme guide, and submit them according to the schedule and appear in the term end examination.** By a proper planning every year, you can complete this programme according to your convenience. As mentioned earlier, completion of field work practicum of previous year is mandatory for starting field work practicum for the second year. However, you can appear for term end examination of second year.

6. FEE STRUCTURE AND SCHEDULE OF PAYMENT

The University will keep changing the fee from time to time and one will have to find out the details from the Study Centre/Regional Centre. Programme fee is to be paid in lump sum at the time of registration along with the filled in application form. You have to pay programme fee two times i.e., 1st year and 2nd year as per the schedule without waiting for any communication from the university. For the first year you have already paid the fee at the time of admission. For second year, concerned Regional Directors will send you Course Registration Form along with proper guidelines in the month of July. If you do not get the form, you may contact your Regional Centre before 30th September. Copies of the forms for registration in 2nd year are printed in this programme guide. You can take photocopies and use them when needed.

The programme fee should be paid only by means of demand draft drawn in favour of IGNOU and payable at the city where your Regional Centre is situated. Please write your name (in capitals) and programme code and period for which fee is paid at the back of your demand draft to ensure proper credit to your fee account. Admission and Re-registration forms along with the draft are to be submitted at Regional Centres and NOT at headquarter.

Timely payment of programme fees is your responsibility. You are expected to remit fee as early as possible without waiting for the last date. Late payments will not be entertained. In case you fail to remit the fee as per above schedule you will have to wait for next cycle of admission after a year. Non-payment of fee results in discontinuation of the despatch of study material. Such students will not be permitted to write the examinations and their admission may be cancelled. In case any student willfully appears in an examination without proper registration for a course, disciplinary action shall be taken against him/her as per rules of the University. Fee once paid is not refundable.

The maximum period for completing MSW is five years. After the expiring of this five years period, you can re-register to complete the remaining courses. Without re-registration, you should not appear for term end examinations or submit Field Work Journals and Dissertations. If you submit the journals and dissertation without re-registration, you will have to pay additional penalty of Rs. 1000/- for each Course/Journal/Dissertations alongwith re-registrations fee.

7. MEDIUM OF INSTRUCTION

The Master's Degree in Social work is offered by the university through the medium of English and Hindi. Printed course material and assignments are sent to you in the medium you have opted for. Similarly, you have to submit the assignments and attempt the term-end examinations in both the languages.

8. INSTRUCTIONAL SYSTEM

The methodology of instruction in this University is different from that in the conventional universities. The Open University System is more learner-oriented, and the student is an active participant in the teaching-learning process. Most of the instructions are imparted through distance rather than face-to-face communication.

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

- self-instructional print material
- audio and video-cassettes
- audio-video programmes transmitted through Doordarshan/Gyan Darshan and Radio/IGNOU FM channels
- teleconferencing in gyan darshan channel
- face-to-face counselling at Study Centres by academic counsellors
- assignments
- practicals

8.1 Print Material

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

How to use Print Material

The print material prepared by the University is self instructional in nature. Each course has been divided into a number of Blocks, generally 6 to 8 Blocks for 10 credit course and 4 or 5 Blocks for a 4 and 6 credit course. Each Block consists of a number of Units (lessons). Normally, all the Units covered in one Block have a thematic unity. The first page of each Block indicates the contents of each Block i.e., the number and titles of the Units covered in that Block. This is followed by a brief introduction to the Block. This Block introduction explains the total coverage of the Block as a whole as well as the coverage of each Unit in that Block.

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

The section **Let Us Sum Up** summarises what has been said in the whole Unit. This summary enables you to recall the main points covered in the Unit. To facilitate comprehension, important

words/terms covered in the Unit are explained in the section **Key Words**. Some books for additional reading are suggested in the section **Some Useful Books**. For your reference purpose some of these books may be available in the study centre. **Check Your Progress Exercises are for, your practice only, and you should not submit answers to these questions to the University for assessment.**

Read the Units carefully and note down the important points. You can use the space in the margin of the printed pages for making notes and writing your comments. While reading the Units mark the words that you do not fully understand. Look for the meaning of such words under the section Key Words or in a dictionary. Read the Unit again and again until you have understood the point. You may also try to find it in earlier Units as it may be explained there. However, if you still do not understand something, consult your counsellor during the face-to-face sessions at the Study Centre for clarification.

Try to answer '**Check Your Progress**' questions. These exercises will help you to reinforce the information/ knowledge you gain through your first reading of the text. Proper comprehension of the units and the points/ notes made by you while reading through the Units would help you in answering the Check Your Progress Exercises given in the Units.

8.2 Audio-Video Material

In addition to the print material, audio and video tapes have been prepared for each course. The audio-video material is supplementary to the printed material. Hence, we advise you to make use of it, as that will help you to understand the subject better. The students can take all information regarding Doordarshan programme through sending emails : gyandarshan@ignou.ac.in, gyanvani@ignou.ac.in. All the programme details can be taken out from IGNOU website i.e. www.ignou.ac.in. The information will also be available at your regional and study centres. **The schedule of transmission is communicated to you through the IGNOU Newsletter.**

Audio programmes are broadcast in some select states also through Radio stations. Information about these would be available at your Regional Centre.

The telecast schedule for transmission of programmes through Gyan Darshan is communicated through a monthly booklet. Audio-video material will not be supplied individually but will be made available to you at the Study Centres. You can watch these programmes during counselling sessions. Students desirous of buying the audio-video tapes can procure them from: **Director, Electronic Media Production Centre, IGNOU, Maidan Garhi, New Delhi-110 068.**

8.3 Interactive Radio Counselling

The University has started interactive counselling through AIR network all over India. You can participate in it by tuning in to your area Radio station. Experts from various discipline areas are available for this counselling. Students can put across their questions to these experts by using the telephone. The telephone numbers are announced by respective Radio Stations. This counselling is available on every Sunday between 4 and 5 p.m.

8.4 Gyan Darshan

IGNOU in collaboration with Doordarshan now has an exclusive Educational TV Channel of India called Gyan Darshan. It is available through cable TV network. The channel telecasts educational programmes for 24 hours every day. Apart from programmes of IGNOU it will have educational programmes produced by various national education institutions. You should try to get access to it through your cable operator. The schedule of programmes with time and date is sent to all study centers one month in advance. Please obtain it from there.

8.5 Teleconferencing

To reach our students spread in different parts of the country we take the help of teleconferencing. These sessions are conducted from Delhi. The students can attend these at the regional centres and specified study centres of IGNOU. It is a 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 the telephone available at receiving centres. These will help in resolving your queries related to courses and other general information pertaining to programmes of study.

8.6 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 chosen for study. The counselling sessions for each of the courses will be held at suitable intervals throughout the academic session. **The counselling sessions are not compulsory.** However, they may be very useful in certain respects such as: to share your views on the subject with teachers and fellow participants, comprehend some of the complex ideas or difficult issues, and get clarifications for many doubts which you would not otherwise try to raise, and consult academic counsellors for selecting courses of study.

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

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

Generally there will be 10 counselling sessions for an 8 credit course and 5 sessions for a 4 credit course. For Field Work guidance, details are given in the Field Work Journal.

8.7 Social Work Practicum (Field Work)

As mentioned earlier successful completion of Field Work Practicum (MSWL-001) in the first year is a necessary condition to take up field work practicum (MSWL-002) in 2nd year. Details are given in the Field Work Journal for 1st and 2nd year respectively. Field Work Journal provides space for writing reports of various activities such as:

Pre-term self assessment form	: 1
Community visits/Home visits	: 10 (minimum)
Institutional visits	: 5 (minimum)
Media centre	: 1 (minimum)
Financial Institution	: 1 (minimum)
Corporate sector	: 1 (minimum)
Concurrent Field visits	: 45 (minimum)
Individual Conference with FWS	: 5 (minimum)
Group Conference with FWS and peers	: 5 (minimum)
Term-end self assessment form	: 1

For field work (Social Work Practicum) each student is to be guided by a professionally qualified supervisor having MSW or M.A. in Social Work.

The Study Centre Coordinator will provide you a supervisor who has the required qualification. If you do not get one, please contact the programme coordinator.

It is mandatory to be supervised under the guidance of qualified professional social worker.

8.8 Study Centres

To provide effective student support, we have 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 list of Study Centres is provided in section 14 of this Programme Guide. The particulars regarding the Study Centre to which you are assigned will be communicated to you.

Every Study Centre will have:

- A Coordinator who will coordinate 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 courses you have chosen.

A Study Centre will have six major functions:

- 1) **Counselling:** Face-to-face counselling for the courses will be provided at the Study Centres. Generally, as stated earlier, there will be 10 counselling sessions for an 8 credit course and 5 sessions for a 4 credit course. The detailed programme of the counselling sessions will be sent to you by the Coordinator of your Study Centre.
- 2) **Evaluation of Assignments:** Tutor Marked Assignments (TMA) will be evaluated by the Counsellors appointed for different courses at the Study Centre. These assignments will be returned to you with tutor comments and marks obtained. These comments will help you in your studies.
- 3) **Library:** For each course some of the books suggested under 'Suggested Reading' will be available in the Study Centre Library. All audio and video tapes are also available in the library.
- 4) **Information and Advice:** At the Study Centre you get relevant information regarding the courses offered by the University, counselling schedules, examination schedule, etc. You will also get guidance in choosing your elective and application-oriented courses.
- 5) **Audio-Video Facilities:** The Centres are equipped with audio-video facilities to help you make use of the audio and videocassettes prepared for different courses. Media notes of these audio-video programmes will also be available at the Study Centre. This will help you to know the contents of each programme.
- 6) **Interaction with Fellow-Students:** In the Study Centres 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 session.

9. EVALUATION

- 1) The performance of the students will be assessed under 'Numerical Marking Scheme'. Evaluation Methodology has following components:

Theory Courses: i) Continuous Evaluation through assignments carries 30% weightage and ii) Term-end examination carries 70% weightage.

Social Work Practicum: i) Evaluation done by supervisor carries 50% weightage, & ii) External evaluation carries 50% weightage.

The **Dissertation (Project work)** carries 100% weightage.

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

Minimum 50% marks are required separately in each component of Social Work practicum. In case you fail to secure minimum 50% in either of the components in Social Work Practicum, you will have to repeat the Practicum.

Social Work Practicum, you will have to repeat the Practicum.

Minimum 50% marks are required in Dissertation (project work) to complete.

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

Ist Division	-	60% and above
IInd Division	-	50% but below 60%
IIIrd Division	-	40% but below 50%
Unsuccessful	-	Below 40%

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

Letter Grade	Qualitative Value	Point Grade	Equivalent % of numerical marks
A	Excellent	5	80% and above
B	Very Good	4	60% to 79.9%
C	Good	3	50% to 59.9%
D	Satisfactory	2	40% to 49.9%
E	Unsatisfactory	1	Below 40%

9.1 Assignments - Instructions

Assignments constitute the continuous evaluation. The submission of assignments is compulsory. The marks that you get in your assignments will be counted in your final result. Assignment of a course carry 25% weightage while 75% 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 have to complete the assignments within the due dates specified in the assignments booklet or within one month of the date of receipt of assignments whichever is later. 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. If you appear in term-end examination, without submitting the assignments the result of term-end examination would be liable to be cancelled.'

You will not be allowed to appear for the term-end examination for any course if you do not submit the assignment in time for that course.

The main purpose of assignment is to test your comprehension of the learning materials you receive from us and also to help you get through the courses. The evaluators/counsellors after correcting the assignments send them back to you with their comments and marks. The comments guide you in your study and help in improving it. The content provided in the printed course materials should be sufficient

for answering the assignments. Please do not worry about the non-availability of extra reading materials for working on the assignments. However, if you have easy access to other books, you may make use of them. The assignments are designed in such a way as to help you concentrate mainly on the printed course materials and exploit your personal experience.

There is only one Tutor Marked Assignment (TMA) which shall be evaluated by the counselor.

Whenever you receive a set of material and assignments, check them immediately and ask for missing pages, if any, from Material Production and Distribution Division, (IGNOU, Maidan Garhi, New Delhi-110068).

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. The University/Coordinator of the Study Centre has the right to reject the assignments submitted after the due date. You are, therefore, advised to submit the assignments before the due date.

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

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 (grade).

Do not forget to get back your duly evaluated tutor marked assignments alongwith a copy of the assessment sheet containing comments of the evaluator on your performance. This may help you to improve future assignments.

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

In case you find that the score indicated in the assignment sheet of your Tutor Marked Assignment has not been correctly reflected or is not entered in your grade card, you are advised to contact the coordinator of your study centre with a request to forward correct award list to the SE Division at the Headquarters.

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

SPECIFIC INSTRUCTIONS FOR TUTOR MARKED ASSIGNMENTS (TMAs)

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

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

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

ENROLMENT NO.:

PROGRAMME TITLE:	NAME:
COURSE CODE:	ADDRESS:

COURSE TITLE:
ASSIGNMENT CODE:	SIGNATURE:
STUDY CENTRE:	DATE:

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

- 3) Read the assignments carefully and follow the specific instructions, if any given on the assignment itself about the subject matter or its presentation.
- 4) Go through the Units on which assignments are based. 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 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. While solving numericals, use proper format and give working notes wherever necessary.
- 5) Use only foolscap size paper for your response and tie all the pages carefully. Avoid using very thin paper. Allow a 4 cm margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments in the margin at appropriate places.
- 6) Write the responses in your own hand. Typed assignments are also acceptable. Do not copy your answers from the Units/Blocks sent to you by the University. If you copy, you will get zero marks' for the respective question.
- 7) Do not copy from the response sheets of other students. If copying is noticed, the assignments of such students will be rejected.
- 8) Write each assignment separately. All the assignments should not be written in continuity.
- 9) Write the question number with each answer.
- 10) The completed assignment should be sent to the Coordinator of the Study Centre allotted to you. Under any circumstances do not send the tutor marked response sheets to the Student Evaluation Division at Head Quarters for evaluation.
- 11) After submitting the assignment at the 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.

- 13) If you find that there is any factual error in evaluation of your assignments e.g. any portion of assignment response has not been evaluated or total of score recorded on assignment response is incorrect you should approach the coordinator of your study centre for correction and transmission of correct score to headquarters.
- 14) While submitting assignments and field work journals to the study centre, you must ensure that each time an acknowledgement receipt is taken from the study centre. If the academic counsellor refuses to provide acknowledgement receipt, the matter must be reported to the study centre co-ordinator. If the co-ordinator also refuses to provide the acknowledgement receipt the matter must be reported to the programme co-ordinator by e-mail or telephone call followed by a written complaint to Director, SOSW, IGNOU, Maidan Garhi, New Delhi-110068

9.2 Term-end Examination

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

You are required to submit the examination form within the prescribed dates alongwith requisite fee to appear in term-end examination. It is also mandatory that you have submitted required number of assignments by due dates to appear in term-end examination.

- **Examination Fee**

Examination fee of Rs.60/- per course is required to be paid through Bank Draft in favour of IGNOU payable at Delhi. The examination forms are available at all the Study Centres and Regional Centres. Students can also submit on-line examination form as per guidelines through IGNOU website at www.ignou.ac.in. The examination fee and late submission fee will keep changing from time to time. Therefore you may find the details from IGNOU website.

- **Examination Centre**

Normally the study centre is the examination centre. However, a student is required to fill the exam centre code in the examination form. For the purpose you are advised to go through the list of study centres available in the Student Handbook and prospectus/Programme Guide. In case any student wish to take examination at a particular centre, the code of the chosen centre be filled up as examination centre code. However, examination centre chosen by a student if is not activated, the university will allot another examination centre under the same Region.

- **Date of Submission of Examination Forms**

Dates for Submission of Exam Forms				
FOR JUNE TEE	LATE FEE	FOR DEC TEE	LATE FEE	SUBMISSION OF EXAM FORM
1 March to 31 March	NIL	1 September to 30 September	NIL	ONLY AT THE CONCERNED REGIONAL CENTRE UNDER WHICH YOUR EXAMINATION CENTRE FALLS
1 April to 20 April	₹ 300/-	1 October to 20 October	₹ 300/-	
21 April to 30 April	₹ 500/-	21 October to 31 October	₹ 500/-	
1 May to 15 May	₹ 1000/-	1 November to 15 November	₹ 1000/-	

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

- 1) remain in touch with your Study Centre/Regional Centre/SED Division for change in schedule of submission of examination form fee if any;
- 2) fill up the examination form for next term-end examination without waiting for the result of the previous term-end examination and also filling up the courses, for which result is awaited;

- 3) fill up all the particulars carefully and properly in the examination form to avoid rejection/delay in processing of the form;
- 4) retain proof of mailing/submission of examination form till you receive examination hall ticket.

- **Issues Examination Hall Ticket**

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

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

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

Study Centre is the contact point for you. The University cannot send communication to all the students individually. All the important communications are sent to the Coordinators 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.

Evaluation of Social Work Practicum

Evaluation of MSWL-001, MSWL-002 will be done by your supervisor (50 out of 100 marks) and by External Evaluation (50 out of 100 marks). You must score 50% separately in both internal (supervisor) and external evaluation. If you fail in anyone, you will have to repeat the practicum.

10. OTHER USEFUL INFORMATION

IGNOU Newsletter

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

Reservation

The University provides reservation of seats for scheduled castes, scheduled tribes, War Widows, Kashmiri Migrants and physically handicapped learners, as per the Government of India rules, for admission to its various programmes.

Scholarships and Reimbursement of Fee

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

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

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

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

Provisional Certificate

On request from the student a provisional certificate will be issued on completion of 66 credits courses prescribed and opted by the student. For provisional certificate you have to write to the Registrar SED, IGNOU, New Delhi 110068, in prescribed form as contained in this Programme Guide.

Change/Correction of Address and Study Centres

There is a printed card for change/correction of address and change of Study Centre which is dispatched along with the study material. In case there is any correction/change in the address, the learners are advised to make use of proforma provided in the Programme Guide and send it to the Regional Director Concerned who will forward the request after verifying the student's signature to SRD Division, Maidan Garhi, New Delhi-110068. **Requests received directly will not be entertained. The form of change of address can also be downloaded from IGNOU Website www.ignou.ac.in.** Learners are advised not to write letters to any other officer in the University in this regard. Normally, it takes 4-6 weeks to effect the change. Therefore, the learners are advised to make their own arrangements to redirect the mail to the changed address during this period. In case a change of Study Centre is desired, the learners are advised to fill the proforma and address it to the Regional Centre concerned. Since counselling facilities are not available for all Programmes at all the centres, learners are advised to make sure that counseling facilities are available for the subject he/she has chosen, at the new centre opted for. Request for change of Study Centre is normally accepted subject to availability of seat for the programme at the new centre asked for. Change of Address and Study Centre are not permitted until admissions are finalized. **Similarly, change of Study Centre is not permissible in programmes where practical components are involved.**

Re-Registration

Learners are advised to **submit the Re-Registration forms only to the respective Regional Centre and nowhere else.** If any student sends the Registration/Re-Registration forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have no claim on the University for regularisation.

Schedule for Re-Registration

Sl.No.	For July Session	For January Session	Late Fee
1.	1st Feb. to 31st March	1st Aug. to 1st Oct.	NIL
2.	1st April to 30th April	1st October to 31st Oct.	200.00
3.	1st May to 31st May	1st Nov. to 30th Nov.	500.00
4.	1st June to 20th June	1st Dec to 20th Dec.	1000.00

Course Registration (II year)

You have to submit the Registration form for II year only at your respective Regional Centre. If any student sends the Registration/Re-registration Forms, Examination Forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have not claim on the University for regularization.

Change of Regional Centre

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

Issue of Duplicate Grade Card/Mark sheet

A duplicate Grade Card is issued after a request is made on the prescribed form along with a draft of relevant fee to be paid in favour of IGNOU, New Delhi. The form for the purpose is given in this Programme Guide.

Re-admission

The students who are not able to clear their programme within the maximum duration allowed can take re-admission for additional time as under in continuation of the earlier duration in selected programmes.

Certificate Programmes	6 Months (6 months duration)
Diplomas Programmes	1 Year (1 year duration)
Bachelor's Degree Programmes	2 Years (3 years duration)
Master Degree Programmes	2 Years (2 years duration)

The student has to make payment per course on pro-rata basis. The details of pro-rata fee and the Re-admission Form is available at the Regional Centres for the courses which they have not been able to complete. For further details please see the website.

The student who fail to pay the prescribed full programme fee during the maximum duration of the Programme will have to pay full fee for the missed years in addition to pro-rata course fee for re-admission.

Simultaneous Registration

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

Refund of Fees

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

Official Transcripts

The University provides the facility of official transcripts on request made by the learners on plain paper addressed to Registrar (SED), IGNOU, Maidan Garhi, New Delhi-110068. A prescribed fee per transcript payable through DD in favour of IGNOU is charged for this purpose. The students are required to pay additional fee in case of request for sending transcript outside India. The amount may change from time to time when the University revises its fee structure.

Migration Certificate

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

- 1) Application (can be obtained from the Head Office or photocopy of the one given in programme guide could be used.)
- 2) Attested copy of the marksheet.
- 3) Relevent fee in the form of demand draft drawn in favour of IGNOU payable at the city where, Regional Centre is located.

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.

Improvement in Division/Class

Keeping the interest of students who have completed their Bachelor's / Master's Degree programme, but falling short of 2% marks for securing 1st and 2nd Division the University has made a provision for allowing such students to improve their performance. The improvement is permissible only in theory papers and the student may apply for improvement of their performance on the prescribed application format alongwith relevent fee per course, a bank draft drawn in favour of IGNOU payable at New Delhi and submit the application and fee to the Registrar, Student Evaluation Division, IGNOU, Maidan Garhi, New Delhi – 110068.

Early Declaration of Result

The student can apply for early declaration of Term-End-Examination result with relevent fee per course. **The application for early declaration of result shall be entertained only if the student has been selected for any post or applied for further studies.** The student must compulsorily submit documentary evidence (proof) in support of the reason for early declaration of result to the concerned Evaluation Centre whose details are available on the University website.

Early Declaration is permissible in Term-End-Examination only. This facility is not applicable for Lab/Practical courses, Project, Assignment, Workshop, Seminar etc. based courses. The Application for Early Declaration of result shall be entertained for final year.

Re-evaluation of Term-End-Examination

After the declaration of result, if the students are not satisfied with the marks awarded, they can request the University to re-evaluate their Answer Scripts on payment of relevent fee per course. The request for re-evaluation by the student must be made within one month from the date of declaration of result to the concerned Evaluation Centre in the prescribed format alongwith relevent fee per course in the form of Demand Draft in favour of IGNOU payable at the city where submitting the Re-evaluation form. Format is available in the Programme Guide or IGNOU website: www.ignou.ac.in

Obtaining Photocopy of Answer Scripts

After the declaration of result, if the students are not satisfied with the marks awarded, they can request the University for obtaining Photocopy of Answer Scripts on payment of Rs.100/- per course. The request for obtaining Photocopy of Answer Scripts by the student must be made within 45 days from the date of declaration of result to the concerned Evaluation Centre in the prescribed format along with relevent fee per course in the form of Demand Draft in favour of IGNOU payable at the city where submitting the Photocopy form. Format is available in the Programme Guide or IGNOU website: www.ignou.ac.in

CREDIT TRANSFER

Definitions

“Credit transfer” means allowing a student of another university to get admitted to IGNOU for completing any equivalent degree/diploma programme on the basis of credits obtained by him/her from

that University. A student thus admitted need to write IGNOU examinations for such courses which are found equivalent to and for which appropriate credits would be deemed to have been acquired for and purposes for fulfilling the IGNOU requirements for award of a degree/diploma. **Credit transfer for various courses in Social Work and Field Work Practicals is not permitted for MSW students.**

Disputes on Admission and other University Matters

The place of jurisdiction for filling of a Suit if necessary, will be only at New Delhi/Delhi.

How to Approach the University

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

The information about the suitable forms for specific purpose is also provided in this programme guide. Whenever you need take a copy of the relevant form and send as per instructions given *in* the form.

11. SOME USEFUL ADDRESSES

- | | |
|---|---|
| 1) Academic Matters | Dr. Saumya
<i>Programme Coordinator (MSW)</i>
School of Social Work
Indira Gandhi National Open University, Maidan Garhi
New Delhi 110068 |
| 2) Non-receipt of study material, assignments and for fresh assignments | Registrar (MPDD)
IGNOU, Maidan Garhi
New Delhi-110068 |
| 3) Examinations, Examination centres, results, and other exam related matters. | Registrar (SED)
IGNOU
Maidan Garhi
New Delhi-110068 |
| 4) Change of course/programme, Admissions, fees, scholarships, exam; schedule, Migration certificate and change of address. | Regional Director of your Region |
| 5) Counsellors and other problems relating to study centres. | Assistant Director (Student Affairs)
Regional Services Division
IGNOU, Maidan Garhi
New Delhi-110068 |
| 6) Purchasing of Audio/Video Tapes | Marketing Unit
EMPC
IGNOU, Maidan Garhi
New Delhi-110068 |

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

12. SOME FORMS FOR YOUR USE

In this section we are enclosing the sample 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 Form: Change/Correction of Address/Study Centre
- 2) Change Medium of Study/Optional Courses
- 3) Application for Credit Transfer
- 4) Intimation of Non-receipt of Study Material and Assignments
- 5) Form for Issue of Provisional Certificate
- 6) Requisition for Fresh Set of Assignments
- 7) Term-end Examination Form
- 8) Obtaining Photocopy of Answer Script
- 9) Form for Duplicate Grade Card/Marksheet
- 10) Form for Issue of Migration Certificate
- 11) Form for Issue of Duplicate Degree/Diploma/Certificate
- 12) Form for Improvement in Division/Class
- 13) Form for Early Declaration Result of Term-End Examination
- 14) Form for Official Transcript
- 15) IGNOU Policy Regarding Sexual Harassment at the Workplace
- 16) Student Satisfaction Survey

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM**

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

Enrolment No. :	<input type="text"/>	Programme :	<input type="text"/>
Name :	<input type="text"/>		
Course Code :	Medium : <input type="text" value="English/Hindi"/>		
S.No.	Assignment No.	FOR OFFICE USE ONLY	
<input type="text"/>	<input type="text"/>	Sr. No. : <input type="text"/>	
<input type="text"/>	<input type="text"/>	Signature of the receiver	
<input type="text"/>	<input type="text"/>	Date : <input type="text"/>	
Signature of the Student			
Date : <input type="text"/>		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 GANDHI NATIONAL OPEN UNIVERSITY
CHANGE/CORRECTION OF ADDRESS AND STUDY CENTRE**

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

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

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

Maidan Garhi, New Delhi-110 068

Please see instructions overleaf

Application for Credit Transfer in M.A. Programme

Enrolment No.

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

Name & Address _____ Programme of Study :

--

Details of Credit Transfer Fee paid : _____
 D.D. No. _____ Date _____ Amount _____

Drawn on (Bank & Branch) _____
 Payable in favour of IGNOU, New Delhi (fee is Rs. 200/- per 8 credit course or a part thereof)

Details of Courses applied for Credit Transfer :					IGNOU Credit Equivalence desired			
S. No.	Subject (s) Qualified	Maximum Marks	Percentage of Marks	Marks Obtained	Year of Passing	Course Code	Course Title	Credits

All of the Information provided above is true to the best of my knowledge
 (For Office use only) _____ Student Signature & Date :

Recommendations of Schools :

Credit Transfer recommended for the following Courses					Credit Transfer for the following courses not recommended					
Course Code	Course Title	Credits	Marks	Percentage	Signature of Director of School	Course Code	Course Title	Credits	Reasons for Rejection	Signature of Director of School

INSTRUCTIONS FOR SUBMISSION FOR APPLICATION FOR CREDIT TRANSFER

- 1) Read the instructions given in your Programme Guide carefully.
- 2) For M.A. Credit Transfer is allowed upto a maximum of 32 credits only.
- 3) Enclose the attested copies of the following alongwith the form :
 - Marks lists issued by the accredited Institute/University.
 - Syllabus of accredited Institute/University.
 - Prospectus issued by the accredited Institute/University.
- 4) Pay the credit transfer fee at the rate of Rs. 200/- per 8 credits or part thereof through a crossed Demand Draft in favour of 'India Gandhi National Open University' payable at New Delhi.
- 5) Submit the filled in Credit Transfer Form to the following address :

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

To

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 is my address given as follows :

Name and Address :
.....
.....
.....

Signature :
Date :

For Official Use

Date of despatch of study material/assignments to students



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Student Evaluation Division

Maidan Garhi, New Delhi-110 068

APPLICATION FORM FOR ISSUE OF 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 (Student Evaluation Division)
IGNOU,
Maidan Garhi,
New Delhi-110068

Date

.....
Signature

Please read the instructions overleaf before filling up this form :



**Indira Gandhi National Open University
New Delhi**

REQUISITION FOR FRESH SET OF ASSIGNMENTS

Programme of Study

Enrolment No.

Study Centre Code

Write in BLOCK CAPITAL LETTERS only

Name : Shri/Smt. Kum.

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

Sl. No.	Course Code	Assignments Code	Course Title	Medium
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

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

Signature

.....

Date

.....

..... PIN

For Official Use Only :

Date of Despatch of Assignments to student

INSTRUCTIONS FOR FILLING THE FORM AND DOING ASSIGNMENTS

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

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



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

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

EXAM FORM

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	<input type="text"/>	Regional Centre Code	<input type="text"/>	Study Centre Code	<input type="text"/>
----------------	----------------------	----------------------	----------------------	-------------------	----------------------

Enrolment No.	<input type="text"/>	Exam Centre Code (Where you wish to appear in Exam)	<input type="text"/>
---------------	----------------------	--	----------------------

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

<input type="text"/>

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

<input type="text"/>
<input type="text"/>

City	<input type="text"/>	District	<input type="text"/>
------	----------------------	----------	----------------------

State	<input type="text"/>	Pin Code	<input type="text"/>
-------	----------------------	----------	----------------------

MOBILE NO.	<input type="text"/>	E-MAIL	<input type="text"/>
------------	----------------------	--------	----------------------

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. 60/- 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.	<input type="text"/>	9.	<input type="text"/>
2.	<input type="text"/>	10.	<input type="text"/>
3.	<input type="text"/>	11.	<input type="text"/>
4.	<input type="text"/>	12.	<input type="text"/>
5.	<input type="text"/>	13.	<input type="text"/>
6.	<input type="text"/>	14.	<input type="text"/>
7.	<input type="text"/>	15.	<input type="text"/>
8.	<input type="text"/>	16.	<input type="text"/>

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

Total No. of		Total Amount
Courses	<input type="text"/>	<input type="text"/>
Practical Courses	<input type="text"/>	<input type="text"/>
Late Fee	<input type="text"/>	<input type="text"/>
TOTAL		<input type="text"/>

1. Draft No.	<input type="text"/>
Amount	<input type="text"/>
2. Draft No.	<input type="text"/>
Amount	<input type="text"/>
Date	<input type="text"/>
Issuing Branch	<input type="text"/>
Payable at (Regional Centre under which your exam centre falls)	<input type="text"/>

SIGNATURE OF THE STUDENT
 (within the Box only)

ISSUING BANK

<input type="text"/>

Dates for Submission of Exam Forms				
FORJUNETEE	LATEFEE	FORDEC TEE	LATEFEE	Submission of Exam Form
1 March to 31 March	NIL	1 Sept. to 30 Sept.	NIL	ONLY AT THE CONCERNED REGIONAL CENTRE UNDER WHICH YOUR EXAMINATION CENTRE FALLS
1 April to 20 April	₹ 300/-	1 Oct. to 20 Oct.	₹ 300/-	
21 April to 30 April	₹ 500/-	21 Oct. to 31 Oct.	₹ 500/-	
1 May to 15 May	₹ 1000/-	1 Nov. to 15 Nov.	₹ 1000/-	

Before submitting the examination form please ensure that:

- The required number of assignments as applicable for the course(s) filled in the examination form have been submitted.
- The authentication certificate is duly signed by the Coordinator/Incharge of your Study Centre/PSC/PI...etc.
- Registration for the course(s) is valid and not time-barred.
- **Examination fee 60/- 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 - ₹ 60/- (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 Hal Ticket;
6. Term-end Examination result is also available on the University website (www.ignou.ac.in). Please see the result status before filling examination form.
7. It is advised to enclose/forward only the Examination Fee along with this form. Any other fee (registration/re-registration) forwarded with this form will result in rejection of the examination form.
8. Examination form received without examination fee or late fee (if applicable) will similarly be rejected.
9. Students of BA/B.Com./BCA/BTS Programme can take examination for courses up to 48 credits and those of Management Programme can take examination for a maximum of 8 courses at a time.
10. Normally the Study Centre is the Examination Centre. In case you wish to take examination at a particular centre the code of your chosen centre be filled up as Examination Centre Code. However, if Examination Centre chosen by you is not activated you will be allotted another Examination Centre under the same Region.
11. **In case you fail to receive Examination Intimation Slip/Hall Ticket one week before the commencement of examination you may visit our website (www.ignou.ac.in) and download the Hall Ticket and report at the Examination Centre with your Identity Card.**
12. Change of Examination Centre, once allotted, is not permissible under any circumstances.

DECLARATION

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

Date _____

(Signature of the student)

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

Phone No. (O) _____

(with STD code)

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

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

Centre Code _____

Date _____

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



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
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).

1. Name
2. Programme: Enrolment No:
3. Address:.....
.....
..... Pin Code
4. Detail of the course(s), for which photocopy of the answer script(s) is/are required:
 - a) Term-end examination: June/December.....
 - b) Exam Centre Code:
 - c) Exam Centre Address:
 -
 -
 - d) Course(s):
5. **Fee details:**
(The fee for this purpose is Rs. 100/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at the City of Evaluation Centre)
No. of Course(s): 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. Photocopy(ies) of the answer script(s) shall be provided to the students from December-2008 term-end examination (TEE), onwards.
2. The fee for photocopy of the answer script shall be Rs. 100/- (Rupees One Hundred Only) per course. Fee shall be paid in the form of a Demand Draft drawn in favour of IGNOU and payable at New Delhi.
3. Application form without self attested photocopy of the Identity Card of the student will not be entertained.
4. Student's application form for photocopy(ies) of the answer script(s) shall reach the Concerned Authority (as mentioned below in the last para) alongwith the prescribed fee within 45 days from the date of declaration of results. The date of receipt of application for June term-end examination shall be by 15th October and for December term-end examination by 15th April or within 45 days from the date of declaration of result on the University's website, whichever your later.
5. The students, who find that any portion of the answer was not evaluated or any totaling error is noticed, may point out the same and submit their representation alongwith a copy of the answer script supplied to them within 15 days. No other query regarding evaluation of answer script shall be entertained.
6. The students, who intend to apply for photocopy(ies) of the answer script(s) may simultaneously apply for re-evaluation, if they so desire. The last date for submission of application for re-evaluation will not be extended to facilitate them to point out discrepancy in the evaluation.
7. The application form duly filled-in may be sent to the following address except CPE & DPE programmes:-

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

- 8) For the photocopy (ies) of the answer script(s) of CPE & DPE programmes, the application form may be sent to the Regional Centre concerned.



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. 150/- in favour of IGNOU, New Delhi

.....
Signature

Dated

Note : Fee for duplicate grade card Rs.150/-. 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



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(To be submitted at the concerned Regional Centre)

Application Form for Issue of Migration Certificate

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

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

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

5. Name of the Regional Centre and Study Centre in which the Candidate is attached
.....
6. Name of the University to which the Candidate wants to migrate
.....

Draft Details Amount Rs. _____ D.D. No. _____ Date _____ Bank Name _____ Place of Issue _____
--

(To be filled in by the Admissions Division)

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

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

Received the Migration Certificate No. _____ dated _____

Date: _____

Signature of the Applicant

INSTRUCTIONS

1. A fee of Rs. 300/- 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. 300/- 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
MAIDAN GARHI, NEW DELHI-110068

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

Note: For Instructions, please see reverse.

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

Sir,

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

The prescribed fee of Rs. 500.00 is submitted herewith.

The required particulars are given below:

Name of Candidate (in Block Letters in English): _____

(in Hindi) : _____

Father's Name (in Block Letters): _____

Programme :

Enrolment Number:

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

Result: _____

Grade/Division _____

Name of the Study Centre : _____

Name of the Regional Centre : _____

& other particulars : _____

Full Permanent Address of student : _____

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

Yours faithfully.

Signature of the Student

Postal Address _____

Date:

I Certify that the above entires made by the applicant are correct.

Signature of Regional Director

With Stamp

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

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

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

I _____ Son/Daughter of Shri _____
resident _____ of _____

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

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

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

Deponent

Signature _____

Address _____

Verification

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

Deponent

SWORN BEFORE ME

Signature _____

Designation _____

Office Seal _____



INDIRA GANDHI NATIONAL OPEN UNIVERSITY STUDENT EVALUATION DIVISION

APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS

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

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

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

1. Name:

2. Programme: Enrolment No:

3. Address:

.....

..... Pin

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

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

Total marks/Overall point grade obtained Percentage obtained

.....

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

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

COURSE CODE

COURSE CODE

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | |

6. **Fee details:**

(The fee for Improvement in Division/Class is Rs. 500/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at New Delhi)

No. of Course(s): X Rs. 500/- = Total Amount:

Demand Draft No.: Date:

Issuing Bank:

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

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

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

.....

UNDERTAKING

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

Date:.....

Signature.....

Place:

Name:.....

RULES & REGULATION FOR IMPROVEMENT IN DIVISION/CLASS

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

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



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

APPLICATION FORM FOR EARLY DECLARATION OF RESULT OF TERM-END EXAMINATION

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

1. Name :

2. Programme: Enrolment No:

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

4. Reason for early declaration of result:
.....

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

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

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

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

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

7. **Fee detail:**

(The fee for early declaration of result is Rs. 700/- 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. 700/- = Total Amount:

Demand Draft No.: Date:

Issuing Bank:

Date:.....

(Signature of the student)

P.T.O.

RULES & REGULATIONS FOR EARLY DECLARATION OF RESULTS

1. Request for early declaration of results will be entertained for final semester/year or maximum of 4 backlog courses only, subject to the following conditions:-
 - i) The student has been selected for higher study/employment and statement of marks/grade card is required to be produced to the institute by a particular date, which is before the prescribed dates of declaration of the University's results.
 - ii) The student has completed all the other prescribed components except the term-end examination of the courses, for which early evaluation has been sought.
2. Application for early declaration, for the reasons such as to apply for recruitment/higher study/post and promotion purpose etc. will not be entertained.
3. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.
4. Application form must reach at the following address before the date of the examination for the course (s) for which early evaluation is sought:-

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



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

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

Demand Draft No.: Date:

Issuing Bank:

6. Whether the transcripts to be mailed by the University: Yes/No (please tick)
7. Name & address of the University/Institute/Employer in capital letters to whom transcript is required to be sent (attached a separate list, if required)
.....
.....
.....

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

The filled in form with the requisite 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.

12. IGNOU POLICY REGARDING SEXUAL HARASSMENT AT THE WORKPLACE

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

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

Apex Committee Against Sexual Harassment (ACASH)

Prof. Jaswant Sokhi, Chairperson, SOS	011-29572850	jsokhi@ignou.ac.in
Dr. Zeba Khan, Dy. Director, EMPC	011-29573294	zkhan@ignou.ac.in
Ms Ghazala Parveen, Prod. Asstt., EMPC	011-29573286	ghazala.syed.mail@gmail.com
Ms. Rachna Johri, External Member		rachnajohri@gmail.com

IGNOU Committee against Sexual Harassment (ICASH)

Prof. Gayatri Kansal, Chairperson, SOET	011-29572321	gayatrik@ignou.ac.in
Dr. Smita Patil, Asstt. Prof., SOGDS	011-29571618	samitampatil@ignou.ac.in
Ms Mridula Rashmi Kindo, Asstt. Prof., SOH	011-29572772	mridulak@ignou.ac.in
Dr. Monika Mishra, Asstt. Prof., SOSS	011-29572781	monikamishra@ignou.ac.in
Ms. Renu Katyal, AR, SOA	011-29572977	renu@ignou.ac.in
Ms. Rajni A. Jeet AR, RSD	011-29572416	rajniajeet@ignou.ac.in
Ms. Sunita Chhabra, Makeup Artist, EMPC	011-29573248	c.sunita@gmail.com
Mr. Upender Babu, Sr. Asstt., SOPVA	011-29571660	upenderbabu@ignou.ac.in
Dr. Meenakshi Malhotra, External Member	9871270024	meenakshi.chat@gmail.com
Dr. Deepti Malhotra, External Member	9711793492	deeptipm@gmail.com
Ms. Shikha Chandra, SOMS, Ph.D. Candidate	9310733970	shikhashailank@yahoo.com

Regional Services Division Committee against Sexual Harassment (RSDCASH)

Dr. Indrani Lahiri, Chairperson, RSD	011-29572408	indranilahiri@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	
Ms. Mridula Tandon, (NGO-Sakshi), External Member	9810115972	mridulatandon@yahoo.com

RCCASH for Regional Centres

Members of RSDCASH will recommended the panel of names for RCCASH for each Regional Centre, and nominated by the Vice Chancellor.

Kind Attention: All Past and Present Students of IGNOU! Now you rank our Performance...

Dear Student,

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

Vice-Chancellor, IGNOU.

Enrolment No. Name

Gender : M F

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

Programme of Study

Year of Enrolment Year of Completion

Regional Centre State Study Centre

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

Serial No.	Questions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
1.	Concepts are clearly explained in the printed learning material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The learning materials were received in time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Supplementary study material (like video/audio) available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Academic counsellors explain the concepts clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	The counselling sessions were interactive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Changes in the counselling schedule were communicated to you on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Examination procedures were clearly given to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Personnel in the study centres are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Academic counselling sessions are well organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Guidance from the Programme Coordinators and Teachers from the School	<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:

STRIDE, Block -14, IGNOU, Maidan Garhi, New Delhi-110 068

