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**MINUTES OF THE 29TH MEETING OF STUDENT SERVICES COMMITTEE
HELD ON NOVEMBER 22, 2012 IN BOARD ROOM, NEW VC BLOCK**

The 29th Meeting of Student Services Committee (SSC) was held at 4 PM on November 22, 2012 in the Board Room, New VC Block, IGNOU. The following attended the meeting

1	Prof. Gopinath Pradhan	Vice-Chancellor	Chairman
2	Er. R. K. Gupta	Member, BoM	Member
3	Prof. E. Vayunandan	Member, BoM	Member
4	Prof. Gracious Thomas	Director, SOSW	Member
5	Prof. Geeta Kaicker	Director, SOS	Member
6	Prof. Pushplata Tripathi	Registrar, SED	Special Invitee
7	Dr. Pankaj Khare	Registrar, SRD	Special Invitee
8	Shri U. S. Tolia	Registrar, ADM	Special Invitee
9	Dr. Jayashree Menon Kurup	Director, SSC	Special Invitee
10	Dr. Srikant Mohapatra	Director, RSD	Member Secretary

Sh. L.M.Pandey, Finance Officer, Prof. Manjulika Srivastava, Campus Placement Cell, Prof. M.S.S.Raju, Director (ACD) and Sh. Ashok Kumar, Registrar (MPDD), who had been invited as Spl. Invitee could not attend the meeting due to their preoccupations. The academics and administrative staff members from RSD, Regional Directors from NCR and EDNERU were also present in the Meeting.

Director (RSD) welcomed the Chairman, the Members of Student Services Committee, and the Special Invitees. He highlighted the mandate of the Committee as a Standing Committee of the Board of Management (BoM), which had been established along with Purchase Committee, Establishment Committee, in the BoM meeting held on August 17, 1990. He read out the powers and functions delegated to the Committee and re-iterated the importance of Committee as a means through which amendments, policy shifts and new & innovative approaches are proposed and placed for the consideration, so that the student services can evolve and keep pace with the learner's expectations. Looking at the importance of the Committee, Director (RSD) stated that such meetings will be called at frequent intervals at least once before the meeting of Board of Management's (BoM).

The proceedings of the meeting were as follows:

Item No. 29.1:	Confirmation of the Minutes of the 28th Meeting
The Minutes of the 28th Meeting of Student Services Committee (SSC) held on 16 th Feb, 2012 was confirmed.	
Item No. 29.2:	Action Taken Report
The Member Secretary reported the Action taken on the items placed in 28th Meeting of Student Services Committee (SSC) wherein three items, item no 28.2, 28.3 and 28.7 are awaiting the recommendations of the respective High Power Committees to take further action on those items.	

The item no 28.1 has been placed as a separate agenda item for the consideration in the 29 th meeting of the SSC. Action taken on Item no 28.4, 28.5, and 28.6 was reported.	
Item No. 29.3:	To consider and approve White Paper on Student Support Services
The <i>White Paper on Student Support Services</i> was presented before the Committee. All the members appreciated the efforts put in by Director (RSD) in preparing such an extensive document and placed on record <i>their</i> appreciation for this maiden effort. However, they were of a common view that since the <i>White Paper</i> is very exhaustive, they need some time to deliberate upon it. It was proposed that it may be widely circulated for obtaining suggestions which could be tabled and discussed in the next meeting of the SSC.	
Item No. 29.4:	To consider the proposals for appointment of new Coordinator/PICs at existing LSCs, establishment of new LSCs, activation of programmes at existing LSCs and closure/keeping in abeyance of LSCs
Since a large number of Proposals are to be decided, it was decided that a Sub-Committee from among the members of SSC may be constituted to examine the proposals.	
Item No. 29.5:	To consider and approve constitution of a Regional Advisory Committee (RAC) at each Regional Centre
It was decided that a Regional Centre Advisory Committee (RCAC) be constituted for every Regional Centre with a purpose to monitor the activities related to academic, administrative and other functional aspects of the regional centre and their Study Centres. This advisory committee will also look into the emerging local needs and issues specific to the region. The concept for having the RCAC was appreciated and supported by the members. It was decided that a representative from IGNOU HQs should be a member in addition to the proposed composition of the committee. The scope, role and mandate of the Committee should be well defined. It was also proposed the initial decision on the establishment/closure of LSCs in the region can be sent to HQs with the recommendations of RCAC. The Committee approved the constitution of RCACs at every Regional Centre. The RCAC meeting should be conducted once in every three months. A small concept paper defining the role, structure, mandate and scope of the advisory committee would be prepared and tabled before the Committee.	
Item No. 29.6:	To constitute a Committee to study existing models for (a) restructuring of study centres with futuristic implications (b) Revenue model for service delivery
The Committee deliberated and discussed the issues emerging out of restructuring of Study Centres and the revenue model of service delivery. Members were of the opinion that ICT enabled Study Centres and financially self sustained model of Study Centres should be considered. All the receipts and expenditures of the Study Centers are brought to the online platform mode for bringing more transparency and accountability in the functioning of the Study Centres. A Research Project to look into existing models for (a) restructuring of Study Centres with futuristic implications (b) Revenue model for service delivery may be explored and undertaken. Director (RSD) will come up with suitable mechanism to undertake the above and place it before the next SSC.	

Item No. 29.7:	To ratify the approval of the Hon'ble Vice Chancellor for setting up and operationalisation of Regional Institute of Vocational Education & Training (RIVET) at Phulbani, Odhisa and for the eastern India
The Committee is of view that this Item is beyond the purview of the SSC.	
Item No. 29.8:	To constitute committees to take up the revision of Regional Director's Manual, Coordinators Manual and Academic Counsellors Manual
The Committee approved the item. It is decided that the RSD may set timeline to complete this task.	
Item No. 29.9:	To ratify the action taken by the Vice-Chancellor in initiating the process of orientation of un-oriented academic counselors
The Committee ratified the action taken by the Vice-Chancellor in initiating the process of orientation of un-oriented academic counsellors.	
Item No. 29.10:	To approve the revision of the existing system of monitoring of Study Centres and Regional Centres and initiating action for developing a suitable model for the same
The Committee approved the item. They appreciated the initiative for revamping the monitoring mechanism and initiating actions for developing a suitable model for the same.	
Item No. 29.11:	To ratify the action taken by the Vice-Chancellor in constituting a Committee to review the policy of providing Maintenance Grant to Study Centres
The item was discussed at length. The Committee ratified the action taken by the Vice-Chancellor.	
Item No. 29.12:	To consider and approve the proposal for appointment of Distance Learning Facilitators in remote and rural areas for 'reaching out to the unreached'
The importance of appointment of Distance Learning Facilitators (DLFs) was highlighted by the Director, RSD for 'reaching out to the unreached'. The Committee agreed that DLFs be appointed on a pilot basis in some remote areas, and their performance vis-à-vis their remuneration reviewed, before up scaling it across the country. The Committee endorsed the initiative and suggested that it to be placed before the Finance Committee.	
Item No. 29.13:	To consider and approve introduction of Mobile Study Centres for rural and remote areas
The Committee approved the introduction of Mobile Study Centres (MSCs) for rural and remote areas. It was suggested that initially five MSCs may be made operational. The Chairman emphasised the need and potential of FM Radio, Gyan Vani, Gyan Dashan for reaching the learners in remote areas.	


Item No. 29.14:	To consider the proposal for establishment of Sub-regional Centres at Kandhamal (Orissa) and at Chittoor District in Rayalaseema region of Andhra Pradesh
The item was discussed and the Committee approved the proposal for establishment of Sub-Regional Centres at Kandhamal (Orissa) and at Chittoor District in Rayalaseema region of Andhra Pradesh. Registrar (Admn) informed the Committee about the need for the establishment of a Sub –Regional Centre at Pithoragarh in Utrakhand. The Chairman in principle agreed to have such Sub -Regional Centres not only in these places, but in other places where it will enable us to reach the remote and inaccessible areas.	
Item No. 29.15:	To ratify the decision of the Vice-Chancellor in delinking revision in rates of remuneration to Study Centres functionaries and Project Supervisors from enhancement of fee to be paid by students
The decision of the Vice-Chancellor was ratified.	
Item No. 29.16:	To consider and approve the central role of Regional Services Division in developing policies, systems and procedures in respect of establishment and management of Regional Centres and Study Centres vis-à-vis establishment of EDNERU for the north-east region
The Director (RSD) stated that at present RSD and EDNERU are working as parallel structure. The objective of this item was to bring in clarity on the role of EDNERU. A Sub-Committee out of the members of SSC may be constituted to look into the central role of Regional Services Division in developing policies, systems and procedures in respect of establishment and management of Regional Centres and Study Centres vis-à-vis establishment of EDNERU for the north-east region. The Report of the earlier constituted Sub-committee on EDNERU, which is already looking into the issues on this item, may be placed before the committee for strengthening the services of RSD and streamlining the functioning of RCs across the country, including those coming under EDNERU.	
Item No. 29.17:	To consider the institutional mechanism to be put in place for re-addressal of student grievances
The BOM in its 109 th meeting has already approved having a 24x 7 Call Center for attending to learner's grievances and queries. A Task Force is already working to implement the recommendations of the BOM. The Director (SSC) apprised that a separate Committee is already examining the issues regarding the institutional mechanism to be put in place for re-addressal of student grievances vis a vis the role of the City Centre. The Committee approved the proposal to convert City Centre of IGNOU to a Call Centre and entrusted with the responsibility of looking after the learner's grievances and queries for National Capital Region.	

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Item No. 29.18:	To consider the proposal for review of the current scheme of decentralized distribution of study material through Regional warehouse at 47 Regional Centres
<p>Director (RSD) presented an overview of the ongoing distribution of SLMs through the Regional Ware-Houses and stressed the need for having re-look into the existing system. He also suggested that the Regional Ware-Houses may be operated in the lines of Regional Evaluation Centres(REC) under the direct control of Registrar MPDD for it to function in a more professional and effective manner. The MPDD may put in place Regional Ware-House only at the places where our Regional Centres are having sufficient space for taking up this activity. Further it was stressed that the SLMs for the students of the NCR may be directly sent from MPDD HQs.</p> <p>The Committee endorsed the suggestions and approved the actions for the students admitted for the July 2013 session.</p>	
Item No. 29.19:	To consider and approve the action taken by the Vice-Chancellor in appointing committees for acquiring land for Regional Centre building at Pune and Chandigarh, purchase of land at Gurgaon and Faridabad from HUDA for Regional Centre, Delhi-1 and Delhi-3 (Dwarka) and committee constituted to assess the effective utilization of infrastructure created at Regional Centre, Cochin, Bhubneswar and Bhopal
The Committee discussed the item and ratified the action taken by the Vice-Chancellor.	
Item No. 29.20:	To ratify the approval of the Hon'ble Vice Chancellor for creation of Regional Placement Cell at all Regional Centres with a minimum of 10,000 IGNOU degree holders
<p>The Committee ratified the approval of the Vice Chancellor for creation of Regional Placement Cell at all Regional Centres with a minimum of 10,000 IGNOU degree holders. However, initially five such Regional Placement Cells for each Zone/Region may be considered with one consultant to be engaged adhering to the existing guidelines of the University. The other logistics for the smooth functioning of the cell will be provided by identified regional centres in each Zone.</p>	
Item No. 29.21:	To ratify action taken by the Vice Chancellor in creation of anti-sexual harassment cell, anti-ragging cell and formation of Rashtra Bhasha Samiti at each Regional Centre and Study Centre
The Committee discussed the item and ratified the action taken by the Vice-Chancellor.	
Item No. 29.22:	To ratify the action taken by the Vice-Chancellor in appointing a Committee to examine cases/matters for promotion of academic staff under CAS at par with teachers and look into the issues of bringing retirement age of academics at par with teachers
The Committee noted the action taken by the Vice-Chancellor.	

Item No. 29.23:	To consider and approve rationalization of staff strength at Learner Support Centres: Regular, Programme, Special Study Centres
The Committee approved rationalization of staff strength at Learner Support Centres: Regular, Programme, Special Study Centres.	
The Committee lauded the efforts being put-in by the RSD to streamline the functioning of RSD and Regional Centres in providing value added services to the students.	

The Meeting ended with a vote of thanks to the Chairman.


Prof. Gopinath Pradhan
Vice-Chancellor