



**REGIONAL SERVICES DIVISION
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI NEW DELHI – 110 068**

**Minutes of the 38th Meeting of the Student Services Committee
held on 23rd June 2016 at 2:30 pm in the Board Room, VCO Block, IGNOU**

The 38th Meeting of the Student Services Committee (SSC) was held on 23rd June 2016 at 2:30 pm in the Board Room, VCO Block, IGNOU. The meeting was attended by the following:

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| 1. Prof. Ravindra Kumar, Vice-Chancellor | : Chairperson |
| 2. Prof. K. N. Tripathi, Member BOM | : Member |
| 3. Prof. Sunaina Kumar, Director, SOH | : Member |
| 4. Prof. Neerja Chadha, Director, SOCE | : Member |
| 5. Prof. Manjulika Srivastava, Director, ACD | : Special invitee |
| 6. Prof. T. U. Fulzele, Director, P&DD | : Special invitee |
| 7. Dr. Neeta Kapai, Director, SSC | : Special invitee |
| 8. Sh. S.K. Sharma, Registrar, SRD | : Special invitee |
| 9. Dr. Murli Rao, Head CD | : Special invitee |
| 10. Dr. Pankaj Khare, DD, P&DD | : Special invitee |
| 11. Dr. V. Venugopal Reddy, Director, RSD | : Member Secretary |

Dr. A. Surya Prakash, Member BOM and Member SSC and Prof. Pardeep Sahni, Registrar, MPDD (Special invitee) could not attend the meeting due to other engagements.

Dr. V. P. Rupam, Dr. K.D. Prasad, Dr. Kanan Sharma, Dr. Bini Toms and Dr. Prunendu Tripathi, Deputy Directors and Dr. Bir Abhimanyu Kumar, Dr. A. Rehman, Dr. Sweta Singh, Assistant Directors RSD attended the meeting to assist the Member Secretary.

The Chairperson welcomed the Members to the meeting and accorded a special welcome to the new Members nominated to SSC. In his opening remarks, the Vice-Chancellor remarked that the Student Services Committee (SSC) has not been given its due importance which he intends to restore. He felt that the focus of SSC needs to be reoriented towards developing appropriate mechanisms for mitigating the problems faced by the learners. He observed that addressing student grievance was the main concern of the University today and requested the Members to consider this as the main focus of the meeting. A separate agenda placed on this issue (Item No. 38.1.13) may be taken up first. With these remarks, the Member Secretary was requested to begin the proceedings.

Dr. V. Venugopal Reddy, Director, RSD and Member Secretary, SSC once again welcomed the Chair, all the Members and Special Invitees to the 38th Meeting of SSC. With the permission of the Chair, the Agenda points 1 & 2 were presented, followed by Item No. 13 and then Item 3 No. onwards. The proceedings are as follows:

Item No. 38.1	To report the approval of the Minutes of the 37th Meeting of the SSC by the BOM
<p>The Committee was informed that the Minutes of the 37th meeting of the SSC were approved by the Board of Management at its 124th meeting held on 23rd January 2016.</p> <p>The Member Secretary pointed out that while approving the Minutes, a reference to the composition of the Student Services Committee was made by the BOM which suggested that the number of members on the Student Services Committee be increased to have more representation of teachers/academics. The Board had authorized the Chairman to modify the composition of the SSC. The Vice-Chancellor informed that he would put up a note with justification and logic for increasing the number of members for approval of the BOM.</p>	
Item No. 38.2	Action Taken Report on the Minutes of 37th SSC
<ol style="list-style-type: none"> 1. <u>Item 37.1</u> - Action taken on the proposal for establishment of Regular Study Centre at RCs having own buildings was noted by the SSC. 2. <u>Item 37.3</u> - The action taken with respect to reorganization of jurisdiction of Regional Centres was noted by the Committee. 3. <u>Item No. 37.4</u> - The proposal for creation of Regional Centre Delhi-4 was reconsidered by the 38th SSC. It was felt that the proposal for creation of a new Regional Centre in Delhi may be reviewed. However, the Committee agreed that there was a need to lessen the burden on RCs like Delhi-1 and Delhi-2, having very high enrolment. It was decided that the proposal for reorganization may be prepared by RSD in consultation with SRD and Dr. Pankaj Khare, P&DD and placed before SSC at its next meeting for consideration. Re-organization was to be planned on the basis of mapping of student strength location wise. 4. <u>Items 37.5 and 37.8</u> - Discussing on the action taken on the shifting of Sub-Regional Centre Pithoragarh to Haldwani (37.5) and creation of four Sub-Regional Centres (37.8), the Committee felt that there was a need to re-examine whether the Sub-RCs were able to achieve the goal for which they were established. <p>The Committee was informed that SRCs had not been able to achieve any significant target in terms of extending the University's outreach in the areas in which they were established. In addition, all the SRCs have been facing administrative difficulties in their functioning.</p> <p>As advised by the 37th SSC, a Committee was constituted to examine the issue of SRCs along with the need for creation of a new Regional Centre in Delhi. The Committee, in its initial deliberations had also suggested for closure of the SRCs.</p> <p>In view of the above facts, the SSC decided that the four Sub-RCs located at Darjeeling (under RC Siliguri), Kandhamal (under RC Bhubaneswar), Tirupati (under RC Vijayawada) and Pithoragarh (under RC Dehradun) be closed and the staff, infrastructure and activities be merged with the mentor RCs.</p>	

5. Item 37.6 - Action taken on the proposal of SOS for change of nomenclature of Programme Facilitator (PF) to Programme In-charge (PIC) for M.Sc (MACS) programme Study Centres was noted by the SSC.
6. Item 37.7 - Action taken on the proposal for relaxation of norms for establishment of IGNOU LSCs and appointment of Coordinators/PICs/ACs in difficult areas was noted by the SSC.

Item No. 38.13	To assess the diversity of student related issues/grievances and to suggest a comprehensive mechanism to address/mitigate these issues/grievances
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1. There was detailed discussion on the issue of student related issues and grievances.
2. Examination related matters (comprising 60% of the grievances), admission related matters (comprising 20% of the grievances) and non-receipt of study materials (comprising 20% of the grievances) were identified as major concerns.
3. The Members felt that the problem of student grievance redress needs to be taken up holistically. A tracking system also needs to evolved.
4. It was suggested that if every IGNOU student gets a unique identity number using which all details of the student including admission, programme, courses, submission of assignments and evaluation can be available to the student, it will solve a large number of the problems.
5. It was also felt that a dynamic website with continuous flow of updated information would help students to get information/clarify doubts at their own level.
6. Dr. Murli Rao, Head CD and Dr. Pankaj Khare, DD, P&DD were requested to work on developing a comprehensive mechanism for redressing student grievances in a time-bound manner. RSD would provide inputs in this regard whenever sought. Dr. Pankaj Khare informed that the task could be completed within 15 days.
7. It was felt that there was an urgent need for a centralized database. For the same, there was a need to develop linkages between the data maintained by different operational divisions like RSD, SRD, SED, MPDD etc. The Chair nominated Dr. Purnendu Tripathi, DD, VCO to coordinate the activity of integration. The Chair also informed that the application in this regard being developed would be launched in the first fortnight of August. It was also decided that in next 10 days, a brain storming session would be organized with the functional divisions to decide the prototype of the application.

Item No. 38.3	To report and confirm the Minutes of the 12th,13th,14th and 15th meetings of the Sub-Committee of SSC pertaining to establishment of Learner Support Centres(LSCs), closure of LSCs and activation of programmes at existing LSCs
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After the 37th SSC meeting held on 10.11.2015, four Sub-Committee Meetings were held from December to June, 2016 recommending establishment of new LSCs, closure of existing LSCs and activation of programmes at existing LSCs.

Notification Nos. 0049 dated 23.12.2015, 0050 dated 22.01.2016, 0053 dated 07.04.2016 and 0054 dated 14.06.2016 were issued to this effect, as per details placed below.

SC Meeting No.	Meeting held on	Notification No. & date	LSCs established	LSCs closed	Programme activation proposals approved
12	16.12.2015	0049 dated 23.12.2015	13	03	46
13	19.01.2016	0050 dated 22.01.2016	12	02	34
14	23.03.2016	0053 dated 07.04.2016	11	02	123
15	02.06.2016	0054 dated 14.06.2016	23	07	106


The Committee ratified the action taken.

Item No. 38.4	To consider the proposal for re-structuring the process of appointment of Coordinators and Programme In-charges at LSCs
<p>The Member Secretary explained the proposal and pointed out that appointment of Coordinators/PICs was a routine matter. He observed that the proposed re-structuring of the process, if approved, would ease the process of appointment of Coordinators/PICs, while reducing the burden of routine work on the Office of Vice Chancellor.</p> <p>The matter was discussed in detail. It was decided that the existing process of appointment of Coordinators/PICs shall be followed.</p>	
Item No. 38.5	To consider the proposal for appointing Jail Superintendents as ex-officio part-time Coordinators of Special Study Centres in Jails
<p>The Committee considered and approved the proposal for appointing Jail Superintendents as ex-officio part-time Coordinators of Special Study Centres in Jails.</p>	
Item No. 38.6	To consider the proposal for making interim arrangement at LSCs in case of brief absence of existing Coordinator/PIC
<p>The Committee considered and approved the proposal.</p>	
Item No. 38.7	To report the decision taken for organizing face-to-face orientation programmes for academic counsellors
<p>The Committee appreciated the decision to organize face-to-face orientation programmes for academic counsellors</p>	
Item No. 38.8	To report the decision taken for holding zonal meetings of Regional Directors
<p>The Committee noted the decision and expressed its satisfaction on the same.</p>	
Item No. 38.9	To report the decision of the University to provide fee reimbursement/fee exemption to students from SC/ST category under the Direct Benefit Transfer (DBT) Scheme- SCSP & TSP Plan grant provided by the MHRD, GOI

<p>The Committee appreciated the decision of providing support to the students belonging to SC/ST categories and felt that this would go a long way in educationally empowering the students from these categories.</p>	
Item No. 38.10	To consider the proposal for release of share money to Special Study Centres in case of students enrolled from SC/ST category under the Direct Benefit Transfer (DBT) Scheme- SCSP & TSP Plan grant provided by the MHRD, GOI
<p>The Committee deliberated on the proposal in detail. The Committee was of the view that the University had pro-actively launched the scheme for the benefit of SC/ST learners. The Special Study Centres also need to come forward and share the responsibility of supporting these learners.</p> <p>The Member Secretary pointed out that the decision might affect the enrolment at Special Study Centres. After detailed discussion, the Committee decided that the proposal may be reconsidered by the Committee looking into the matter of fee reimbursement/fee exemption to students from SC/ST category under the Direct Benefit Transfer (DBT) Scheme- SCSP & TSP Plan grant provided by the MHRD, GOI.</p>	
Item No. 38.11	To consider the proposal for making zonal material distribution centres at RCs having their own buildings
<p>The item was deferred.</p>	
Item No. 38.12	To report the progress made in the direction of converting North Bihar Pattern Study Centres into Regular/Special Study Centres
<p>The Committee noted the progress made.</p>	
Item No. 38.14	To consider and approve the proposal for additional contractual and daily wage staff at Regional Centres to strengthen Support Services
<p>After detailed deliberations, it was decided that a Committee may be constituted to examine the staffing pattern at RCs category wise. The proposals at item No. 38.14 and 38.16 may be examined by this Committee.</p>	
Item No. 38.15	To consider the proposal for additional space and manpower requirement of SSC to meet the additional responsibilities entrusted to SSC by the University
<p>The item was deferred.</p>	
Item No. 38.16	To consider and approve the provision of contractual staff (Academic Associates/ Administrative Associates) against the vacant positions of ARs/SOs at RCs
<p>After detailed deliberations, it was decided that a Committee may be constituted to examine staffing pattern at RCs category wise. The proposals at item No. 38.14 and 38.16 may be examined by this Committee.</p>	

Item No. 38.17	Any other item with the permission of the Chair
With the permission of the Chair, the Member Secretary placed an agenda for consideration of the Committee, as detailed below:	
38.17.1	To consider the proposal for activation of additional programmes at existing centres as per details placed as Annexure-38.17.1. The proposal was considered and approved.
38.17.2	To consider the proposals for establishment/closure of LSCs as per details placed an Annexure-38.17.2. The proposal was considered and approved.
38.17.3	The proposal for inclusion of Sessions on 'Fostering Psychosocial Wellbeing and Self-Efficacy of Learners' in the Orientation Programmes for Academic Counsellors was deferred.

The meeting ended with vote of thanks, by the Member Secretary to the Chair, the Members and the Special Invitees.


Member Secretary (I/c)
 क्षेत्रीय सेवाएँ प्रभाग / Regional Services Division