



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

**Minutes of the 39th Meeting of the Student Services Committee
held on 6th March 2017 at 11a.m. in the Board Room, VCO Block, IGNOU**

The 39th Meeting of the Student Services Committee (SSC) was held on 6th March, 2017 at 11:00 am 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. Prof. K.N. Tripathi, Member BOM | :Member |
| 3. Prof. Saroj Pandey Director, SOE | :Member |
| 4. Prof. M. K. Salooja, Director, SOA | :Member |
| 5. Dr. Rajendra Prasad Pandey, Director, SOTST | :Member |
| 6. Dr. Gulab Jha, Regional Director, RC Noida | :Member |
| 7. Dr. Manorama Singh, Regional Director, RC Lucknow | :Member |
| 8. Dr. Bini Toms, Director (I/c), SSC | :Special Invitee |
| 9. Dr. V Venugopal Reddy, Director, RSD | :Member Secretary |

Dr. Surya Prakash, Member and Prof. Neerja Chadha, Director, SOCE, Member could not attend the meeting. Dr. Ashok Sharma and Dr. Hema Pant, Deputy Directors; Dr. Moni Sahay, Dr. Ataur Rahman and Dr. Sweta Singh, Assistant Directors, RSD attended the meeting to assist the Member Secretary.

Prof. Ravindra Kumar, Hon'ble Vice-Chancellor and Chairperson, SSC welcomed the members including new members nominated to SSC and asked the Member Secretary to begin the proceedings.

Dr. V. Venugopal Reddy, Director, RSD and Member Secretary, SSC once again welcomed the Chair, all members and special invitee to the 39th Meeting of SSC. With the permission of the Chair, the Agenda points were presented and the proceedings were as follows:

Item No. 39.1	To report the approval of Minutes of the 38th Meeting of SSC by the BOM.
The SSC was informed that the Minutes of the 38 th Meeting of SSC, held on 23 rd June 2016, were ratified by the Board of Management at its 125 th Meeting held on 27 th July 2016.	
Item No. 39.2	Action Taken Report on the Minutes of 38th SSC.
The Action Taken on the Minutes of 38 th SSC was reported to the Committee as placed below:	
Agenda Item	Subject

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38.1	To report the Minutes of 37th Meeting of SSC
Action taken	The Minutes of the 37 th meeting of the Student Services Committee (SSC) were ratified by the 38 th SSC placed at Annexure 39.2.1 and the same were reported to the 124 th BOM, held on 23 rd January 2016.
38.3	To report the Minutes of Sub Committee Meetings
Action taken	The Minutes of the Sub Committee Meetings held after the 38 th SSC and the relevant notifications were ratified by the 38 th SSC and the same was reported to the 125 th BOM held on 23.07.2016.
38.4	To consider the proposal for restructuring the process for appointment of Coordinator and PIC at LSCs
Action taken	It was decided by the Committee that the existing process for appointment will be followed.
38.5	To consider the proposal for appointing Jail Superintendents as Ex-officio part time Coordinators of Special Study Centres in Jails
Action taken	The committee considered and approved the proposal for appointing Jail Superintendents as Ex-officio part time Coordinators of the Special Study Centres in Jails. The RSD Notification in this regard dated 3-10-16 is enclosed at Annexure 39.2.2
38.6	To consider the proposal for making interim arrangement at LSCs in case of brief absence of existing Coordinator/PIC
Action taken	The Committee considered and approved the proposal. Notification has been issued to that effect on 14-02-2017 copy of which is placed at Annexure 39.2.3
38.7	To report the decision taken for organizing face-to-face Orientation programmes for academic counselors
Action Taken	RSD in consultation with the faculty of Schools and with the support of RCs has organized 70 Orientation programmes (O.P.) during September to November 2016. In the first phase SOMS, SOCIS, SOE, SOSS, SOS, SOH were involved and 3 day O.P. was organized, at all RCs, wherein two days (Friday and Saturday) were devoted for orientation and on 3 rd day (Sunday) a visit to the Study Centre by the faculty was organized, to meet and interact with academic counselors, students and SC functionaries.
38.8	To report the decision taken for holding Zonal Meetings of Regional Directors
Action Taken	RSD has organized five zonal meetings wherein one more senior most academic from each Regional Centre in a particular zone were invited to participate, besides the RD. The Hon'ble V.C., Director RSD and few senior officers of RSD participated in all the zonal RD meetings, held at Lucknow, Shillong, Madurai, Bhubaneshwar and Panaji. At all places RDs and academics participated and minutes of the deliberations were prepared and circulated. RSD has begun initiating action on some of the minutes and follow up actions have been initiated by RCs.

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The details of Zonal RD's Meetings held are:

S.no	Zone	Place	Cluster of RCs	No. of RCs	Date
1.	North	Lucknow	Delhi-1, Delhi-2, Delhi-3, Noida, Lucknow, Varanasi, Aligarh, Dehradun, Karnal, Khanna, Chandigarh, Jammu, Srinagar, Shimla	14	2 nd & 3 rd Sept. 2016
2.	North East	Shillong	Agartala, Aizawl, Gangtok, Guwahati, Imphal, Itanagar, Jorhat, Kohima, Shillong	9	28 th & 29 th Sep. 2016
3.	South	Madurai	Kochi, Port Blair, Trivandrum, Vatakara, Chennai, Madurai, Hyderabad, Vijayawada, Vishakhapatnam, Bengaluru, Bijapur	11	14 th & 15 th Oct. 2016
4.	East	Bhubaneswar	Bhubaneswar, Koraput, Ranchi, Raipur, Deoghar, Patna, Bhagalpur, Darbhanga, Saharsa, Kolkata, Siliguri, Raghunathganj	12	4 th & 5 th Nov. 2016
5.	West	Panaji	Panaji, Pune, Mumbai, Nagpur, Jabalpur, Bhopal, Ahmedabad, Rajkot, Jaipur, Jodhpur	10	13 th & 14 th Jan. 2017

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.

Action Taken A committee was constituted by the University for fee reimbursement/ fee exemption to students of SC/ST vide notification dated: 26-2-2017, placed at Annexure 39.2.4. Time to time deliberations were being held and the scheme is in operation since July 2015/2016 and has been extended for July 2017, vide Notification dated 12th May 2016 at Annexure 39.2.5.

38.10 To consider 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 and TSP Plan grant provided by the MHRD, GOI

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Action taken	The proposal has been reconsidered as directed by the 38 th SSC based on the DBT Scheme- SCSP and TSP Plan grant. The directions are being followed in its implementation as per the guidelines / framework recommended by the Committee and approved by the Vice Chancellor.
38.12	To report the progress made in the direction of converting North Bihar pattern Study Centres into Regular/Special Study Centres
Action Taken	Conversion/ up-gradation is being done as and when proposals are received for the same. The existing SCs under the North Bihar pattern are being continued wherever students are enrolled, till Bihar pattern SCs are upgraded / converted into Regular SCs.
38.13	To assess the diversity of student related issues/grievances and to suggest a comprehensive mechanism to address/mitigate these issues/grievances
Action taken	As decided by the Committee a brainstorming session was held by the members of operational divisions, convened by Dr. P.Tripathi, DD, VCO, to devise an application for establishing linkages between operational divisions for integration of student data. The application i-GRAM has been created, tested by Student Services Centre and discussed with Computer Division. The application needs to go through quality audit before being hosted on the IGNOU server with the approval of the Vice Chancellor.
38.14 & 38.16	To consider and approve the proposal for additional Contractual (Academic Associates/Administrative Associates) against the vacant position of ARD/AR/SOs and daily wage staff at Regional Centres to strengthen support services
Action taken	A Committee has been constituted for the purpose and notified on 22-02-17. Notification placed at Annexure 39.2.6
Item No. 39.3	To report and confirm the Minutes of the 16th meeting of the Sub Committee of SSC for notifying the establishment of Learner Support Centres(LSCs), closure of LSCs and activation of new programmes at existing LSCs.

After the 38th SSC Meeting held on 23rd June 2016, the 16th Sub-Committee meeting was held on 22nd September 2016 and Notification no: 0057 was issued on 18th October 2016. as per the following details:

S. No	Sub-Committee Meeting	Notification No.	Date	Programmes activated	SCs Establi shed	SCs Closed	SCs Shifted
1	16 th Meeting	0057	18 th Oct. 2016	106	17	11	02

The committee ratified the action taken.

The committee expressed the need to establish LSCs in villages since most of the existing LSCs were in urban areas and major cities. The committee suggested empowerment of marginalized women especially the underprivileged category through academic programmes and training. It was emphasized that a column may be included in the advertisement issued by IGNOU and by the RCs, specifically for skill development of underprivileged women and deprived sections of the society living in rural, remote and disadvantaged locations.

The Chairperson apprised the committee of the plan to extend IGNOU's outreach in each district and expressed the hope that with the adoption of ICT and electronic media, the University intends

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to increase the number of LSCs from 3000 to 5000, in the next three to four years. He informed that IGNOU is addressing the educational needs of the weaver community. In Varanasi alone 2800 learners had been enrolled from this target group, besides few thousands from other RCs for January 2017. The utility of animal husbandry programmes of SOA to grass root workers was also discussed for enhancing outreach for effective implementation of such programmes/training across different states.

Item No. 39.4	To consider the proposal for restoring the original jurisdiction of RC Koraput.
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The Member Secretary explained the proposal. The committee suggested posting a Senior RD to Koraput and making a policy to cater to the educational needs of the entire Koraput region which is home to a large tribal population. The Committee also emphasized the need to make posting of senior and experienced Academics and other officers/staff (mandatory) in Koraput and similar regions / states, e.g., Jharkhand, North East, and Jammu & Kashmir, which may be designated as 'difficult', in sync with the GOI plans and policies for enhancing the outreach as well as to ensure the quality delivery of student support to stakeholders.

The proposal for restoring the original jurisdiction of RC Koraput was approved, with the suggestions offered by the Members of SSC.

Item No. 39.5	To ratify the decision taken by the Vice Chancellor to delegate the power to appoint Coordinators/Programme In charges of IGNOU Learner Support Centres (LSCs) to Director (RSD).
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The decision taken by the Vice Chancellor to delegate the power to appoint Coordinators/Programme In charges of IGNOU Learner support Centres to Director (RSD) for administrative convenience was ratified by the SSC.

Item No. 39.6	To consider the proposal for reimbursement of contingency expenditure incurred by the Special Study Centres located in Jails
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The proposal for reimbursement of contingency expenditure incurred by the Special Study Centres located in Jails was considered by the SSC. **The committee approved the provision for reimbursement of Rs 500/-, irrespective of student numbers, contingency expenditure incurred by Study Centres in Jails.** Reimbursement shall be subject to actual expenditure (up to Rs. 500/- per month) incurred by the Study Centre on production of bills/vouchers. The members expressed the need to visit Jail SCs periodically, for interaction and feedback, especially the Jail SCs with high enrolment.

Item No. 39.7	To ratify the decision of the Vice Chancellor for creation of North East Council of IGNOU Regional Centres (NECIRC)
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With an NECIRC now in place, the members expressed the need to launch skill based programmes for educational/vocational development of the North-East Region(NER). Prof. Tripathi, emphasized the need to launch short term Certificate programmes like DDT, CPF, COF of School of Agriculture(SOA) and other such programmes which could foster skill development and competency enhancement in the NER. These programmes could be effectively delivered through the existing LSCs and by effective utilization of ICTs. Members were of the view that SOA programmes on hygiene, nutrition, food value, adulteration of foods etc. could be linked and delivered through Gyan Vani/Gyan Darshan. The Committee also expressed that SOA and RCs must explore the best possible ways and means to organize training programmes on Dairy farming, poultry, cattle rearing etc effectively through technology enabled mechanisms and collaborations with reputed dairies, universities and other educational institutions. The members also suggested to link/sync NECIRC's scope with requirements of NE States, for initiating various educational and training programmes and related activities for the development of North Eastern States.

The decision of the Vice Chancellor for creation of North East Council of IGNOU Regional Centres (NECIRC) was ratified by the SSC, with the above suggestions for Schools of Study

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and RCs to explore various possibilities for launch and effective implementation of academic programmes and training in the NER.

Item No. 39.8	To ratify the proposals approved by the competent authority for notifying the establishment of Learner Support Centres(LSCs), closure of LSCs and activation of new programmes at existing LSCs.
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The proposals for establishment/creation of new Learner Support Centres, activation of programmes at existing LSCs, closure of LSCs, shifting of location of LSCs, revival of LSCs, appointment of Coordinators/PICs at new centres etc, were approved by the competent authority. Subsequently Notifications to this effect were issued accordingly by RSD based on the approvals and the same are placed at Annexure 39.8.1.

The Notifications were issued on the following dates for the purpose specified above. The details are as follows:

S. No	Notification No.	Date	Programmes activated	Study Centres Established
1	0058	29 th Nov. 2016	-	06
2	0059	1 st Dec. 2016	-	-
3	0060	15 th Dec. 2016	69	02
4	-	16 th Dec. 2016	01	-
5	0061	11 th Jan. 2017	38	05
6	0062	25 th Jan. 2017	01	-
7	0063	14 th Feb., 2017	41	06

The item was ratified by the Committee.

Item No. 39.9	Proposal for Revamping Operational area of Regional Centres
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The Board of Management in its 125th Meeting held on 23rd July 2016 has decided that the University should initiate an Academic Audit as per the directions of the MHRD on the following items :

- A. To consider the MHRD Letter no. F.61-19-2015/DL-U, dated 23rd March 2016 regarding improving financial management and strict compliance of review / procedures in the Central University.
- B. MHRD suggestions for Academic Audit and related matters vide its letter no. 5-1/2016-dl/ dated 5th July 2016.

As per directions of the MHRD, it was brought to the notice of all the key functionaries of the Universities as well as to the Finance Committee for ensuring implementation of the directions and compliance. The MHRD vide its letter mentioned above at B, in response to IGNOU Status Report of the School of Studies and Regional Centres of IGNOU has observed that IGNOU authorities have not used the rationale while distributing academic and coordination work through its Regional Centres and School of Studies. It was also stated that the University had not undertaken any Academic Review/ Audit in the recent past. In view of the above, there was felt need for the University to take necessary steps to rationalize the need for various Schools of Studies and Regional Centres in respect to Faculty, Academics and non academic staff holistically. The Board

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decided that, the University should initiate Academic Audit as per direction of the MHRD.

In the light of the above the Member Secretary explained the proposal and informed that in pursuance of the directives of MHRD and the BOM as stated above, a committee was constituted by the V.C. to review the jurisdiction and location of Regional Centres in Bihar and Jharkhand. Notification of the Committee is placed at **Annexure 39.9.1**. The committee visited Bihar and met at RC Patna on 20th October 2016 and deliberated on the issue of jurisdiction and distribution of districts among RCs **and relocation of RCs, if any**. Based on the deliberations, the Committee recommended the re-location of Regional Centre from Bhagalpur, after carving out five districts from Patna (i.e. Rohtas, Aurangabad, Nawada, Kaimur, and Gaya) and one district Garwha from RC Ranchi. The proposed re-location will help in reaching the unreached as presently two districts i.e. Nawada and Kaimur which don't have any LSCs. Also, due to proximity of Bhagalpur and Banka with Deoghar, it will help to increase the enrolment in RC Deoghar. Further, Munger can be shifted to RC Patna, which will help to realise the true enrolment potential of Munger. The location of proposed Regional Centre to be re-located from Bhagalpur should be in a centrally located district and efforts should be taken for getting rent free building for the proposed Regional Centre. Minutes of the meeting are enclosed at **Annexure 39.9.2**. The proposal for revamping of operational area of RCs within the States of Bihar and Jharkhand were was deliberated upon and the Members suggested the need to identify a suitable location for the same, with the above suggestions for reorganization of jurisdiction of districts of Bihar and Jharkhand and for relocation of RC Bhagalpur for better outreach and access effective operations.

The Member Secretary further explained that in pursuance of the directives of MHRD, the BOM in its 125th meeting decided to initiate the process of Academic Review/ Audit. A Committee was constituted with Prof. Kapil Kumar as the Chairperson, to review the Regional Services Network of IGNOU with the objective of improving the overall efficiency of Regional Centres. Notification of the Committee is enclosed at **Annexure 39.9.3**. A meeting of the Committee was held on 8th November 2016 to review the policy and genesis of opening of RCs and their staffing pattern (academic and non academic) etc. The committee made specific recommendations for revamping/reorganization of RCs taking into consideration various parameters like, number of districts, student enrolment, number of LSCs, land acquired and buildings constructed by the RCs etc. After detailed deliberations, the Committee recommended for shifting / merging a few new RCs and opening a few RCs proposing reallocation/reorganization of districts within the state/beyond the state boundaries. Hon'ble Vice Chancellor has asked the RSD to examine the Minutes of the Committee (**Annexure 39.9.4**), **in terms of feasibility, financial and other implications, if any**.

The members of the SSC deliberated on the Report / Minutes of both the committees and directions of the Hon'ble Vice Chancellor on the Minutes of the Committee of Prof. Kapil Kumar. Members expressed the view that RSD must look into various dimensions including Committee's recommendations / minutes and its feasibility, taking into consideration local situations and demands. directions of the MHRD and the BOM of the University for revamping the RSD/RCs

The SSC has considered the deliberations and approved the recommendations of the Committee for reorganization of districts within the States of Bihar and Jharkhand and as well as for relocation of Bhagalpur RC to a suitable location.

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Further, the SSC has also approved the directions of the Vice Chancellor for examining the feasibility, financial and other implications of the Prof. Kapil Kumar's recommendations for revamping of RCs in terms of shifting / closing / opening of RCs with the proposed reorganisation / reallocation of districts

Item No. 39.10**Initiatives undertaken based on deliberations at the Zonal Regional Directors' Meetings during the Financial Year 2016-17**

The Member Secretary presented the summary of all zonal RD meetings conducted during the year 2016-17 and apprised members of the major outcomes. The members emphasized the need for regular conduct of zonal RDs' meetings to provide a platform for vibrant interactions, sharing experiences and academic deliberations. The Committee echoed the view of the Chair that Academics at RCs should contribute to academic activities and research like the development of MOOCs, feedback and research in addition to their roleplay on student support.

The details of Zonal RD's Meetings held are as provided under Agenda 39.2 (Action Taken on Agenda Item no 38.8)

After two days deliberations in each of the Zonal RD's Meeting, Minutes were finalized, signed by the RDs and officers from the RSD and the same were circulated among RCs and RSD.

Based on the deliberations in the zonal RD's Meetings, the following actions were initiated by the

RCs

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RSD:

1. Development of MOOCs has been initiated and some RCs have submitted proposals to IUC. RC Bhubaneswar has submitted a proposal for MOOC on Sand Art. Similarly, RC Cochin has also submitted a MOOC proposal to IUC. A few more are in the pipeline and the IUC may receive from RCs.
2. Translation of programmes into regional languages is being initiated by some of the RCs. The University intends to encourage RCs for translation of short term programmes and graduate programmes, initially.
3. The concept of Technology driven Study Centre was deliberated upon and agreed to launch in the form of Digital Learning Centres (DLCs).
4. A Committee was constituted to resolve the issue of the ban imposed by the Haryana government on teachers in government colleges of Haryana for participating in IGNOU activities. The Committee was notified on 24-11-2016 and action has been initiated with the Government of Haryana by RC Karnal on the ongoing issue.
5. Committee has been constituted for reorganization of territorial jurisdiction under RCS of Delhi NCR.
6. iGRAM, portal for student grievance redressal has been designed and tested and is ready for launch.
7. A grievance redressal network has been developed and implemented with RCs and Services Division and SSC as the nodal agency.
8. Under the village adoption scheme 99 villages have been adopted by RCS across India. RCs have initiated various activities in the areas of education, health and sanitation etc.
9. Me LT vans have been operationalised by the RCs.
10. All RD's have been advised to organize series of seminars/workshops/conferences in the year 2017-18 and further. Few Seminar proposals have been approved for RC's of Pune, Delhi NCR & RSD, Jorhat, Bhopal etc. Proposals have also been received from RCs of Jaipur,

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24/11/17

- Chennai etc. Academics, Teachers and others are being encouraged to participate in these Seminars / Conferences
11. Database of LSCs and Academic Counsellors are being prepared and updated with precision.
 12. Short advertisement on IGNOU academic programmes at commercial rates as proposed in zonal RDS meetings has been implemented and shall be continued for future cycles .
 13. Budget head for promotional activities has been created under each RC
 14. Proposals have been sought from each RC for utilization of FM radio station especially in hilly and remote areas. An experiment has been done at RC Shimla.
 15. Proposal for revision payment norms as recommended in zonal RDS meeting has been taken up at the hqrs
 16. Database is being created to document success stories of learners, especially Jail inmates.
 17. North East Council for IGNOU RCs (NECIRC) has been created based on recommendations of the NE Zonal RDs Meeting in Shillong held on 23-24 Sep 2016. The NECIRC was notified in 24th Nov 2016 to strengthen the ongoing efforts for educational development of NER as per mandate of IGNOU. Consequently, another NE RDs Meeting was also held on 5th February , 2016 for finalising the framework for NECIRC (**Annexure 39.10.1**). The framework shall be further deliberated and then implemented in the FY 2017-18.
 18. Instructions were issued to all RCs to use Bulk SMS facility to stakeholders, periodically on various IGNOU's operations.
 19. Wifi, Dongle, internet and telephone facility extended to all RCs, wherever necessary, specially to NE RCs
 20. Efforts are underway to extend outreach in those districts not covered by Regular SCs. RCs Bhopal, Jabalpur and Patna and other RCs have made serious efforts in identification of such districts. Rcs were asked to send proposals for establishment of Regular SCs therein.
 21. RCs with own building have allotted space for setting up Regional Evaluation Centre (REC). Accordingly, SRE / RSD have issued required notifications for shifting RECs to RCs where IGNOU has its own building for RCs.
 22. RCs with own building have been advised to set up study centres in the RC. RCs have established a Regular Study Centre in their premises, accordingly.
 23. The suggestion for extension of last dates for delinking assignment submission with TEE has been taken up and it's in active consideration, looking into implications and operational issues.
 24. Restructuring of the admission form is under process in tune with online admission for better access to prospective students as well as students on roll for re-registration.
 25. Online Admission has been initiated in a big way starting from fresh admission initially and subsequently encompassing re- registration.

The item on Initiatives undertaken based on deliberations at the Zonal Regional Directors' Meetings during the Financial Year 2016-17, was reported to the SSC.

Item No. 39.11	To consider and approve proposal for activation of additional programmes at existing Learner Support Centres
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TABLED ITEMS No: 39.15 TO 39.19

With the permission of the Chair, the Member Secretary placed the items no. 39.15 to 39.19 for consideration of the Committee. The details are as follows:

Tabled Item No. 39.15	To report the creation of linkages between SSC and RCs to strengthen the grievance redressal network and to consider the proposal for launch of iGRAMS to develop a robust student support system for resolution of grievances
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Dr. Bini Toms, Director (I/C), SSC, submitted that the Student Service Centre (SSC) is the nodal centre at IGNOU headquarters that provides support to IGNOU learners by attending to their queries and grievances in coordination with Divisions, Regional Centres and Schools concerned. She expressed that considering the huge enrolment and the quantum of student grievances redressed, it was imperative to strengthen the mechanism of grievance redressal and thus create a robust redressal mechanism using ICT and creating specific software for online redressal mode.

D(SSC) reported that nodal points and contacts at RCs for various activities (such as handling of PG Portal, UGC online Portal, RTI MIS Portal, National Scholarship Portal and preparation of grievance redressal reports) have been identified by the RCs and are now accessible to SSC. With coordination from all concerned, SSC is able to successfully maintain 'zero grievance'. The creation of linkages between SSC and RCs to strengthen the grievance redressal network was reported to the SSC.

It was further elaborated that for further facilitating and simplifying the operationalization of this student grievance redressal network, a Portal namely **IGNOU Grievance Redress And Management System (iGRAMS)** has been developed. This would be a public grievance redressal system of IGNOU specifically designed for prompt student grievance redressal. The technical specifications and expenditure involved in the development and maintenance of the Portal was presented by the Member Secretary, which are placed at **Annexure 39.15.1**.

He explained that the site was designed by a Study Centre of IGNOU in Delhi and will be monitored by the Student Services Centre at the IGNOU hqrs. and by an officer at each RC. The members were apprised of the mechanism of iGRAMS and how it would maintain status of the number of queries/ complainants received, number of queries attended to and so on with a direct link to the respective service divisions and VCO. The Committee suggested appointing one technical consultant for maintenance of iGRAMS at the SSC and setting up of local grievance redressal committees in different zones with representation of one or two community members/students in accordance with the concept of participatory decision making and for increased transparency. The Committee authorised the Hon'ble Vice Chancellor to take a decision on the manpower requirement for managing the IGNOU operations and financial requirements in operationalizing the iGRAM.

The creation of linkages between SSC and RCs to strengthen the grievance redressal network was reported to the SSC and the proposal for launch of iGRAMS with the proposed technical specifications and expenditure involved was considered. The SSC authorized the Hon'ble Vice Chancellor to take a decision on manpower, financial estimates, maintenance cost etc., after looking into its merits.

Tabled Item No. 39.16	To consider re-defining the jurisdiction of RCs of Delhi NCR, Aligarh & Dehradun
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The Member Secretary explained the proposal and provided the rationale for redefining the jurisdiction of the RCs of Delhi NCR, Aligarh and Dehradun especially in view of constantly

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increasing student numbers in Delhi, particularly, under Delhi -2.

Regional Centres (RC) of Delhi NCR have grown over a period of, extending their network from a few dozen Learner Support Centres (LSCs) to more than 200 LSCs with four RCs in NCR. This has resulted in increase in students from 50,000 learners in the year 2000 to more than 1,80,000 in the year 2016-17. This has resulted in heavy concentration of students enrolment (more than 80,000) in Regional Centre Delhi-2

The Members deliberated on the present state of enrollment at the Regional Centres of Delhi-2, Noida, Aligarh and Dehradun, which is summarized (**Annexure 39.16.1**). The enrollment pattern presents that RC Delhi-2 is overburdened and demands some urgent action, to share the load of the Delhi-2 with the other nearby RCs for effective student support. The RC **Delhi-2** is the largest Regional Centre of the University in terms of enrollment and presently its enrollment strength is **89154 in the year 2016**, whereas Enrolment of other RCs of Delhi i.e. **Delhi-1 and Delhi-3** stands at **62331 and 42038** respectively. The nearby RCs in the NCR and Western UP and Uttarakhand are Noida, Aligarh and Dehradun. It is pertinent to inform that four districts of Western UP are under jurisdiction of RC Dehradun. The following observations are summarised with reference to the districts under RCs of Noida, Aligarh and Dehradun:

1. Total enrolment of three districts of western UP under Dehradun is 1080 and till date no LSC has been established at Shamli. The total enrolment of these three districts is far less as compared to the enrolment of Dehradun district alone.
2. In RC Aligarh, major chunk of enrolment is concentrated in Agra, Aligarh, Moradabad and Mathura whereas for other districts enrolment is less than 500. It appears that enrolment potential of remaining districts is under-utilized as on date.
3. In RC Noida, enrolment pattern seems to be better utilized as compared to the RCs of Aligarh and Dehradun. The only exception under RC Noida is Bagpat, where enrolment is less than 100.
4. In RC Delhi-2, the highest concentration of enrolment is in the eastern part of Delhi (i.e. East Delhi, Shahdara and North East Delhi) and it is **39806** (i.e. 44.64% of total enrolment of Delhi-2).

From the above observations, it appears that re-jurisdiction of districts under the respective RCs is inevitable as some districts are yet to realize its enrollment potential and for some districts, they need to be realigned / assigned with other RCs to share the enrollment load.

After detailed deliberation, the Members agreed to the following:

1. The Members expressed the opinion that a large number of students are in Delhi NCR (more than 20% of the total students enrolled, in 2016-17). Catering and serving such a large number of students by 4 RCs and with 200 plus LSCs may not be adequate. Members also expressed that, the RSD must examine various options including establishment of new RCs and more LSCs, looking into feasibility, effective delivery and quality student support.
2. To give immediate relief to RC Delhi-2, the East Delhi district may be assigned to RC Noida

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and with this action, the enrollment load of RC Delhi-2 shall be reduced by 10859 and RC Delhi-2 enrollment in 2016 will stand at 78295. Some areas of East Delhi are already under RC Noida, and with this action, the East Delhi district will be completely assigned to Noida and thus will help in reducing the burden of Delhi-2 with over 10,000 students.

3. The enrollment in most of the districts of western UP (being the districts headquarters) under RC Dehradun and Aligarh is below the enrollment potential and thus has been recommended to re-align these districts with nearby RCs so that more concerted efforts could be initiated to enhance enrollment and provide effective and efficient support services. The only change will be shifting/ re-location of administrative jurisdiction of the study centres to the other RCs
4. Accordingly, after due deliberations, Members have agreed to the following re-location/ re-jurisdiction is proposed below, for the districts in the western UP and the State of Delhi:

Table 2

SN	Name of Districts	Present RC (before shifting)	New RC (after shifting)
1	Saharanpur, Muzaffarnagar, Bijnor, Shamli	Dehradun	Noida
2	Amroha, Moradabad, Sambhal, Rampur, Agra, Mathura	Aligarh	Noida
3	East Delhi	Delhi-2	Noida

The proposal was considered and approved by the SSC for reorganization/redefining jurisdiction of RCs of Delhi, Noida, Aligarh and Dehradun, as proposed above. With suggestions made by the Members for establishing few RCs and more LSCs for effective delivery and student support.

Tabled Item No. 39.17	To report the decision to organize Coordinators' Conferences and the action taken so far
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The Member Secretary informed the Committee about the decision to organize Coordinators' Conferences by clubbing RCs in different regions across the country. He explained that the rationale for grouping Coordinators of one region within the states/zones was to address the common issues and challenges and provide a wider platform for sharing experiences and good practices by the field level functionaries in particular and RCs and HQs in general. The Committee was apprised of the tremendous response received from the first such Coordinators' Conference organized for the Coordinators of North East RCs on 21-22 January 2017. The Member Secretary informed that similar Conferences are also planned in some of the states in the FY 2017-18, for strengthening student support and also to identify local needs/demands for training.

The item was reported to the SSC.

Tabled Item No. 39.18	To report the recommendation of the Scholarship Committee
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The SSC was apprised of the recommendations of the Scholarship Committee for discontinuation of the IGNOU Merit Scholarships for Post-Graduates, finalization of guidelines and Screening

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Committees for disbursement of Shri Y.V. Rama Rao Memorial Scholarship and Dr. D.K. Chaudhary Memorial Scholarship and contribution of a matching amount of Rs. 1.00 lakh to the already existing amount of Rs. 1.00 lakh under the Dr. D.K. Chaudhary Memorial Scholarship. While discussing the recommendations of the Scholarship Committee, the SSC suggested that the recommended changes in the modalities for disbursement of Dr. D.K. Chaudhary Memorial Scholarship be informed to the family of the concerned. The minutes of the two meetings of the Scholarship Committee are placed at Annexures 39.18.1 & 39.18.2

The recommendations of the Scholarship Committee were ratified by the SSC.

Tabled Item No.	Any other item with the permission of the Chair
39.19	

To consider the establishment of LSCs under RC Delhi -3 and RC Nagpur (**Annexure 39.19.1**)

The Committee considered and approved proposals for establishment of LSCs in the hired premises of RCs (one LSC within the RC Delhi-3 premises) on the lines of those RCs which were housed in own buildings. Additional proposals for establishment of Learner Support Centres under RC, Nagpur (two LSCs) were also considered and approved. Annexure 39.19.1

Some other points that came up during the discussion are as follows:

- The Chairperson informed the members about IGNOU's collaboration with Kendriya Vidyalaya Sangathan (KVS) for establishing TEE centres in KV Schools across the country. It was discussed that this step will enhance the credibility of IGNOU. The members were also informed that a Committee at the IGNOU HQs will monitor the appointment of Invigilators for TEE in KVs. The initiative was appreciated by the SSC.
- The Chairperson informed the SSC that the university had started shifting of RECs to RCs to its own building, and that RECs were being headed by Academics for effective handling of evaluation related operations as it involves many academic aspects besides routine handling of examination operations..
- The Committee stated the need to assess the participation of disadvantaged groups of learners, women and rural population in IGNOU programmes and suggested creation of a data base reflecting the demographic profile of IGNOU learners and percentage of learners in the disadvantaged categories. It was discussed that official data from the state departments could be obtained with the support of RCs.
- The members expressed the need for IGNOU to have an effective PR office for disseminating IGNOU's operations and achievements for effective promotion and publicity. The members also deliberated on the need for IGNOU to have an Alumni database and undertake feedback studies, student satisfaction surveys, student retention and attrition studies, etc., so as to plan effective delivery models by integrating ICT, print and electronic media.

The meeting ended with vote of thanks by the Member Secretary to the Chair and all present.


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