

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

**Minutes of the 49<sup>th</sup> Meeting of the Student Services Committee held on 8<sup>th</sup> April 2021, at 11.00 a.m., in the Board Room, New VCO Block, IGNOU**

The 49<sup>th</sup> Meeting of the Student Services Committee (SSC) was held on Thursday, 8<sup>th</sup> April 2021 at 11.00 a.m. in the Board Room, New VCO Block, IGNOU.

1. Prof. Nageshwar Rao, Vice Chancellor : Chairperson
2. Prof. S.G. Deshmukh, Member BOM : Member\*
3. Dr. Bharat Bhushan, Member BOM : Member
4. Prof. R.P. Singh, Director, SOCE : Member
5. Prof. Rashmi Sinha, Director, SOSS : Member
6. Prof. R.P. Pandey, Director, SOTST : Member
7. Prof. Pity Koul, Director SOHS : Member
8. Dr. S.K. Tripathy, Regional Director, RC Bhubaneswar : Member\*
9. Dr. Amit Chaturvedi, Regional Director, RC NOIDA : Member
10. Dr. M. Shanmugam, Director, RSD : Member Secretary

\* The members participated in virtual mode through Zoom platform.



The following were present as special invitees:

1. Prof. Satyakam, Pro Vice Chancellor
2. Prof. Uma Kanjilal, Pro Vice Chancellor
3. Prof. Sumitra Kukreti, Pro Vice Chancellor
4. Dr. S. K. Mohapatra, Director EMPC

The following special invitee could not attend the meeting:

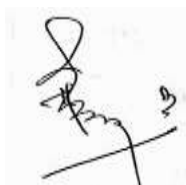
1. Prof. R.P. Das, Pro Vice Chancellor

Dr. Hema Pant, Dr. K.D. Prasad, Deputy Directors, Dr. Bhanu Pratap Singh, Dr. Vinita Katiyar, Dr. Sweta Singh, Assistant Directors and Sh. D.K. Issrani, JR Regional Services Division (RSD), also attended the meeting to assist the Member Secretary.

Dr. M. Shanmugam, Director RSD and Member Secretary, welcomed the Chairperson, special invitees and all the members present, to the 49<sup>th</sup> Meeting of the SSC. He then requested the Chairperson to give the opening remarks.

In his initial remarks, the Chairperson, expressed gratitude to the outgoing members of the SSC, namely, Dr. Ranjan Kumar, DD RC Dehradun, (former member BOM), Prof. Sunil Kumar, Director SOPVA (since retired), Prof. Ravisankar, Director SOMS, Prof. Sujatha Verma, Director SOS, Dr. Sanjeev Pandey, RD RC Delhi-3 and Dr. Abhilash Nayak, RD RC Patna, for their valuable inputs to the proceedings of the SSC.

The Chairperson then welcomed the Board Member, Prof. Deshmukh, the special invitees, namely, the two new Pro Vice Chancellors of IGNOU, Prof. Uma Kanjilal and Prof. Sumitra Kukreti, Prof. Satyakam, Pro Vice Chancellor and Dr. S.K. Mohapatra, Director EMPC. He also welcomed the new members of the SSC, namely, Dr. Bharat Bhushan, Member BOM, Prof. R.P. Singh, Director SOCE, Dr. R.P. Pandey, Director SOTST, Prof. Pity Koul, Director SOHS, Dr. S.K. Tripathy, RD RC Bhubaneswar and Dr. Amit Chaturvedi, RD RC NOIDA.

A handwritten signature in black ink, appearing to be 'R.P. Singh', with a horizontal line drawn below it.

The Chairman SSC began his address stating that the 48<sup>th</sup> SSC meeting was held on 1<sup>st</sup> September 2020 in virtual mode and informed about the progress made thereafter, as follows:

1. The process of construction of RC buildings had started at Karnal, Aizawl, Port Blair and Rajkot, and the '*Bhoomi Poojan*' ceremony was done. In each of the above stated RCs, the foundation stone laying ceremonies were addressed by the Hon'ble Education Minister, Dr. Ramesh Pokhriyal, in virtual mode.
2. The Term-end Examinations (TEE) for the June 2020 had been successfully conducted at more than 800 exam centres during September-October 2020, with results declared by December end. The TEE for December 2020 sessions were held at around 900 exam centres during February – March 2021. The University is also conducting the Entrance Test for OPENMAT, B.Ed. and B.Sc. Nursing, on 11<sup>th</sup> April 2021, at 50 places across the country.
3. The fresh enrolment for July 2020 was around 5.4 lakh whereas for the January 2020 session the fresh enrolment was 2.75 lakhs. The fresh enrolment for January 2021 session had reached around 1.80 lakh and the last date for the January 2021 session will be further extended to 30<sup>th</sup> April 2021.
4. Highlighting the need to monitor the academic counseling more effectively, he informed that the University was coming up with new proposals to be placed in the forthcoming Academic Council meeting scheduled for 9<sup>th</sup> April 2021.
5. During the COVID 19 pandemic, the University had worked hard to provide learner support services in digital mode thereby facilitating continuance of studies of the learners.

The Chairperson then requested the new Pro VCs, Prof. S.G. Deshmukh, Member BOM, special invitees and the new members to briefly address the SSC.




The members expressed gratitude for being part of the SSC and expressed the following views:

- The University had successfully continued the teaching-learning process in online mode during the challenging times of COVID 19 pandemic. The student support activities by RCs and the Hqtrs had opened up ways to digitize academic counselling.
- Applauded the efforts of student support services which had evolved a protocol for providing digital learner support even with the difficult situations arising due to the COVID 19 pandemic.
- Expressed the hope of working for the betterment of IGNOU despite the challenges of the pandemic which had affected all.
- Highlighted the need for RCs to utilize this opportunity for greater technology integration for student support activities.
- Expressed the need for regular updation of academic programmes in the interest of the learner community and society at large.

The Chairperson then asked Dr. M. Shanmugam, Director RSD and Member Secretary to present the Agenda items.

Highlighting the role and responsibilities of the SSC as a Standing Committee of the BOM and a policy formulating body, the Member Secretary then presented an overview of the status of functioning of RSD and RCs as follows:

- Number of Regular Regional Centres: 56
- Number of Recognized Regional Centres: 11
- Number of RCs functioning in permanent building :10
- Number of RCs where construction of building started: 05 (Karnal, Aizwal, Rajkot, Port Blair, and Pune)




- Number of RCs where land acquired and ready for construction: 08 (Agartala, Trivandrum, Itanagar, Bangalore, Noida, Jodhpur, Jammu, Vatakara)
- Number of active Learner Support Centres: 1969
- Enrolment January 2020 (Fresh & RR): 470168
- Enrolment July 2020 (Fresh & RR): 857788
- Admission for January 2021, the last date is extended till 15<sup>th</sup> April 2021.


The Member Secretary then summarized the major initiatives of the SSC in the recent past as follows:

- Online academic counselors' empanelment (OACE) portal.
- Manual for Academic Counselors incorporating the eligibility criteria.
- Revision of MoU with HEI for opening of new LSCs and revision of formats for establishment of LSCs.
- Implementation of UGC-ODL Regulations to maintain the quality support services by bringing LSCs to maintain minimum standards. RCs ascertained the preparedness of LSCs for compliance.
- Reviewed the status of expenditure on rent of RC building expenditure and RCs shifted to premises as per requirement to low-cost building and take minimum land as per requirement
- Reviewing LSCs with minimum enrolment. Revised criteria for opening of skill-based programme e.g., CCH (Skill based programme, sponsored by GOI) Centers will be functional minimum with 20 number of students for 6 months.
- Revised Monthly Monitoring Report System to include the online activities in view of pandemic
- Students were facilitated in the pandemic situation, to support through online mode like submission Assignments, conduct of viva etc., and online academic counselling Support.



The Member Secretary presented the Agenda items of the meeting:

<b>Item No. 49.1</b>	<b>To report the approval of Minutes of the 48<sup>th</sup> Meeting of SSC by the BOM</b>
<p>It was reported to the SSC that the Minutes of the 48<sup>th</sup> Meeting, of the Student Services Committee, (<b>Annexure 49.1.1</b>), held on 1<sup>st</sup> September 2020, were approved in the 140<sup>th</sup> Meeting of the BOM, held on 29-12-2020.</p>	
<b>Item No. 49.2</b>	<b>Action Taken Report on the Minutes of the 48<sup>th</sup> SSC.</b>
<p>The Action Taken on the Minutes of 48<sup>th</sup> SSC was reported to the Committee as placed below:</p>	
<b>Agenda Item</b>	<b>Subject</b>
<b>48.1</b>	<b>To report the Minutes of the 47<sup>th</sup> Meeting of SSC.</b>
<b>Action taken</b>	<p>It was informed that the Minutes of 47<sup>th</sup> SSC were circulated to all Members through e-mail dated 09-06-2020. (<b>Annexure 49.2.1</b>)</p>
<b>48.2</b>	<b>Action Taken Report on the Minutes of the 47<sup>th</sup> SSC.</b>
<b>Action taken</b>	<p>The members were informed that action had been taken for all agenda items of 47<sup>th</sup> SSC and were presented in 48<sup>th</sup> SSC.</p> <p><b>Action is in process in r/o Agenda 47.6 that was discussed as follows:</b></p> <p><b>Agenda 47.6:</b> <i>To present the report of the Committee for reviewing the structure of LSC functionaries with respect to student enrolment for approval.</i></p> <p><b>ATR:</b> The SSC was informed that the interim report of the Committee was approved in the 48<sup>th</sup> SSC. The matter pertaining to reviewing status of LSCs for enhancing enrolment to the minimum number of 150 learners for operationalizing the LSC is being deliberated by the Committee.</p> <p>The SSC was informed that the Committee is also deliberating on the modalities of minimum enrolment for operationalizing LSC (P). In this context, response had only been received from SOHS and SOE.</p> <div style="text-align: center;">  </div>

	The aspect pertaining to compliance with norms of the University is being looked into. IGNOU has asked the RCs to communicate to the non-complaint LSC to affiliate to a recognized University for meeting the norms.
<b>48.3</b>	<b>To consider and approve proposals for activation of additional programmes at existing Learner Support Centres</b>
<b>Action Taken</b>	Notification No.114, dated: 21-09-2020 was issued and circulated to all concerned. ( <u>Annexure 49.2.2</u> )
<b>48.4</b>	<b>To consider and approve proposals for establishment of LSC and closure/shifting of Learner Support Centers.</b>
<b>Action Taken</b>	Notification No.114, dated: 21-09-2020 was issued and circulated to all concerned. ( <u>Annexure 49.2.2</u> )
<b>48.5</b>	<p><b>To consider and approve the report of the online academic student support initiatives undertaken by the Regional Centres during the lockdown due to COVID-19 pandemic</b></p> <ol style="list-style-type: none"> <li><b>1. Online academic counseling and feedback</b></li> <li><b>2. Submission of scanned copy of handwritten assignment through e-mail and evaluation</b></li> <li><b>3. Online publicity measures undertaken by RCs</b></li> <li><b>4. Analysis on Weekly Action taken report received from RCs</b></li> <li><b>5. Online approval of appointment of Coordinators by Director RSD based on scanned copies of the documents</b></li> </ol>
<b>Action Taken</b>	<p>The SSC had recommended that a Committee may be constituted to work out a policy for the online/web enabled academic support activities, including online assignment and project submission activity and develops Standard Operating Procedures for the same.</p> 

Accordingly, a Committee was notified vide Notification no: IG/RSD/Notification/48SSC/Online Academic Support/2020/3795, dated: 25-09-2020. **(Annexure-49.2.3)**

The Committee comprised of the following members:

- |    |   |             |
|----|---|-------------|
| 1. | Prof. Uma Kanjilal, Director COE        | Chairperson |
| 2. | Dr. M. Shanmugam, Director RSD          | Member      |
| 3. | Prof. Nawal Kishor, SOMS                | Member      |
| 4. | Prof. V.V. Subrahmanyam, Director SOCIS | Member      |
| 5. | Prof. Pramod Kumar, SOH                 | Member      |
| 6. | Dr. O.P. Sharma, Director, NCIDE        | Member      |
| 7. | Dr. Ashok Sharma, RD RC Delhi-1         | Member      |
| 8. | Dr. Hema Pant, DD, RSD                  | Convener    |

The Committee deliberated in 5 meetings and one interaction session with all Directors of Schools & heads of Divisions. A brief summary of the proceedings is as follows:

- The proposal regarding Online Assignment Management System (OAMS) was approved in the 75<sup>th</sup> Meeting of the Academic Council held on 18-11-2020.
- One Online interaction session convened on 12-01-2021 by RSD for Presentation and demo of OAMS portal inviting all Directors of Schools/Heads of Divisions for interaction and feedback. Presentation and Demo of the OAMS Portal conducted by Prof. VVS and Team COE.
- Draft document on SOP/Policy Framework for Online Academic Counseling Support, prepared as per Committee recommendations, and shared with all members.

**A Status Report, with details of the Committee deliberations, major recommendations of the five meetings, placed at (Annexure 49.2.4), was reported to the SSC.**

**48.6**

**To present a status report of LSC which are non-compliant with the requirements of “Standards of Excellence in the Design, Development and Delivery of ODL” notified by the University for decision.**





	<b>Regular LSCs/ Practical-oriented Programme study centres/Special LSC RC-wise.</b>
<b>Action Taken</b>	The matter pertaining to extension to be given to non-compliant LSC was discussed under <b><u>Agenda 49.6.</u></b>
<b>48.7</b>	<b>To consider and approve the Opening of Learner Support Centre (P) on provisional basis</b>
<b>Action Taken</b>	Notification No.114, dated: 21-09-2020 was issued and circulated to all concerned. ( <b><u>Annexure 49.2.2</u></b> )

**The action taken on the Minutes of 48<sup>th</sup> Meeting of SSC was reported to the SSC.**

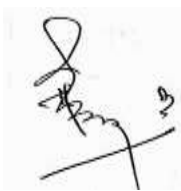
<b>Item No. 49.3</b>	<b>To ratify the proposals approved by the competent authority notifying the activation of new programmes at existing LSC.</b>
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The Notifications were issued on the following dates for the purpose specified above. The details are as follows:

<b>S. No</b>	<b>Notification No.</b>	<b>Notification Date</b>	<b>Programmes activated</b>	<b>Study Centres opened</b>
1	0115	07/10/2020	01	-
2	0116	24/12/2020	51*	-
3	0117	01/02/2021	20	-
4	0118	05/02/2021	07	-
5	0119	05/02/2021	10	-
6	0120	11/03/2021	30	-
		<b>Total</b>	<b>119</b>	-

\*Issued a revised Notification No. 0116 dated 30/12/2020 for withdrawing activation of Programme at one (01) LSC.



<p><b>The Notifications issued based on the approval of the Competent Authority placed as <u>Annexures 49.3.1 to 49.3.7.</u>, respectively, were ratified by the SSC.</b></p>	
<b>Item No. 49.4</b>	<p><b>To consider and approve proposals for activation of additional programmes at existing Learner Support Centres.</b></p>
<p>The proposal for activation of <b>8 additional programmes</b> was considered and approved by the SSC. The details are placed at <b><u>Annexure 49.4.1.</u></b></p>	
<b>Item No. 49.5</b>	<p><b>To consider and approve proposals for opening, closure and upgradation of Learner Support Centres.</b></p>
<p>The Member Secretary informed the SSC that:</p> <ul style="list-style-type: none"> <li>• Proposals for opening, closing and shifting of Learner Support Centers have been received by RSD from different Regional Centers.</li> <li>• After due process, the proposals appropriate in all aspects with sufficient number of approved Academic Counsellors, and assurance of minimum 150 enrollment are considered for opening of LSCs.</li> <li>• The centers proposed for closure have been examined for – <ul style="list-style-type: none"> <li>➤ <i>Nil enrollments for more than 5 years.</i></li> <li>➤ <i>Programmes have been withdrawn by the University.</i></li> <li>➤ <i>Recommended by RCs and School concerned for closure.</i></li> </ul> </li> </ul> <p>The Committee considered and approved the proposals for <b>opening 09 Learner Support Centres (R), 03 Learner Support Centres (P), closure of 127 Learner Support Centres (Regular &amp; Special) and 198 Learner Support Centres (P) and upgradation of 1 LSC from the category of Special LSC to Regular LSC.</b></p> <p>The details are placed at <b><u>Annexure 49.5.1.</u></b></p>	
<b>Item No. 49.6</b>	<p><b>To deliberate on the matter regarding extension of time given to non-compliant LSC till January 2021 admission session.</b></p>
<p>The Member Secretary informed the SSC that:</p> <ul style="list-style-type: none"> <li>• After exemption of IGNOU from UGC-ODL Regulations 2017, the University had notified its Standards for Excellence in the Design, Development and Delivery of open and distance learning on 6<sup>th</sup> September 2019 and all RCs were following the norms.</li> </ul> <div style="text-align: center;">  </div>	

- Representations were received from non-compliant LSCs for their continuance and the status of non-compliant LSCs was reported in the 47<sup>th</sup> SSC, held on 6<sup>th</sup> March 2020.
- Based on the recommendations of the 47<sup>th</sup> SSC, further extension of six months was given to the non-compliant LSCs.
- The status of non-compliant LSCs was reported in the 48<sup>th</sup> SSC, held on 1<sup>st</sup> September 2020 and as per recommendations of the SSC, such LSCs were given time to upgrade as per IGNOU norms up to the January 2021 admission session.
- The present status of non-compliant LSC was presented, by the Member Secretary as follows:

Types of LSCs (Non-Compliant)	Numbers
Total Non-compliant LSCs	253
No of non-compliant LSCs where no enrollment (Kept in abeyance)	107
No of non-compliant LSCs where students are enrolled	<b>146</b>
<ul style="list-style-type: none"> <li>• Non-practical</li> <li>• Practical based LSCs</li> </ul>	64 82
No. of LSCs <u>category wise</u> where students are enrolled	<b>146 (84+31+31)</b>
<ul style="list-style-type: none"> <li>• LSC(Regular)</li> <li>• LSC(Special)</li> <li>• LSC(Programme)-</li> </ul>	84 31 31

The RC wise current status of non-compliant LSCs is placed at **Annexure 49.6.1.**



The matter regarding extension of time given to non-compliant LSC till January 2021 admission session was deliberated at length by the SSC as follows:

- a. The non-compliant LSCs have been given time up to January 2021 admission session and the number of non-compliant LSC was declining as is evident from the Table above (out of 253, 107 non-compliant LSC are kept in abeyance).
- b. The number of non-compliant LSC is Nil in 25 RCs and only 31 RCs have the total 253 non-compliant LSCs.

**The SSC recommended the following action:**

1. The process to streamline the non-compliant LSCs, especially the 84 Regular LSC, should be expedited by the respective RC.
2. The 82 non-compliant Practical based LSC should be linked to the respective RCs for release of payment for learner support services.
3. It was also agreed to strictly monitor those LSCs which are established to run six months Govt. sponsored programmes, for example, the CCH programme offered by SOHS.
4. A Committee may be constituted to examine the matter regarding the non-compliant LSCs, as number of affected learners is less.

**Item No. 49.7**

**To present the status report of functioning of RC Raghunathganj for consideration of the SSC.**

A status report of the functioning of RC Raghunathganj was presented by the Member Secretary as follows:

- RC Raghunathganj was established in 2009 and became operational from academic session of 2011 and is the 3<sup>rd</sup> RC besides RC Kolkata and RC Siliguri in the state of West Bengal.
- RC caters to about 2500 learners of the 3 districts in West Bengal i.e., Bribhum, Malda & Murshidabad with the network of only 04 compliant LSCs.
- The RC operates from a rented building on monthly rent of about 1.10 lakh per month.
- The enrolment strength of the region during last three admission cycles (i.e., 2018-2020), which reflects declining trend, as tabulated below:

Year	2018		2019		2020	
	January (FR+RR)	July (FR+RR)	January (FR+RR)	July (FR+RR)	January (FR+RR)	July (FR+RR)
<b>Enrollment</b>	1248	2048	1322	1597	1017	1418



- RC building is lying under-utilized.
- It is proposed to attach all the activities including the financial delegation of powers of RC Raghunathganj with RC Kolkata, to rationalize the expenditure and further enhance the students support services.
- With the approval of the competent authority RC Kolkata has been entrusted for all the operational issues including conduct of counselling, practical & project/assignment evaluation and all other academic and administrative support services of RC Raghunathkanj.
- RC Kolkata may also be given the additional allocation of Quarterly Grant to meet the administrative and academic expenses of RC Raghunathganj.

**The SSC deliberated and recommended the following:**

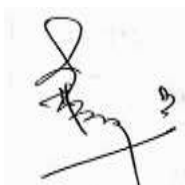
- The present arrangement is temporary and the responsibilities of RC Raghunathganj may be assigned to RC Kolkata for further strengthening and streamlining the functioning of RC Raghunathganj.
- In the prevailing situation and for the financial viability and optimal utilization of resources, the University needs to rationalize the expenditure for effective student support services.

**Item No. 49.8**

**To present a status report of Regional Centres regarding permanent building/construction & shifted to lower rent premises.**

The Member Secretary expressed that the 45<sup>th</sup> SSC held on 10/04/2019 recommended for a communication to be sent by RSD to top 10 high spending Regional Centers on building rent that:

- RC should shift to premises as per requirement and to low-cost building;
  - RCs should explore and take minimum land as per requirement.
  - The following 10 Regional Centers were asked to take immediate action -
- |                 |                       |
|-----------------|-----------------------|
| 1. RC Delhi-1   | 6. RC Hyderabad       |
| 2. RC Delhi-3   | 7. RC Chandigarh      |
| 3. RC Noida     | 8. RC Chennai         |
| 4. RC Mumbai    | 9. RC Guwahati        |
| 5. RC Bangalore | 10. RC Vishakhapatnam |
- RC in rented buildings asked to make efforts for rent free buildings



Efforts were made by the RCs to bring down the rental cost and try to get rent free/Govt. accommodation for RC buildings. is as tabulated below:

### Cost Saving (Excluding GST) in Payment of Hiring of RC Building

Name of RC	Earlier monthly rent (in Rs.)	Reduced Monthly rent (in Rs.)	Total monthly saving in rent (in Rs.)
Bangalore	3,56,202/-	2,20,284/-	1,35,918/-
Chandigarh	2,52,190/-	1,00,000/-	1,52,190/-
Delhi – 3	10,28,480/-	3,00,000/-	7,28,480/-
Hyderabad	3,44,189/-	1,85,380/-	1,58,809/-
Mumbai	10,00,000/-	2,14,450/-	7,85,550/-
Noida	4,59,160/-	2,58,309/-	2,00,851/-
Pune	3,88,749/-	2,86,889/-	1,01,860/-
Trivandrum	1,87,000/-	1,30,900/-	56,100/-
Vishakhapatnam	1,29,708/-	95112/-	34,596/-
<b>TOTAL</b>	<b>41,45,678/-</b>	<b>17,91,324/-</b>	<b>23,54,354/-</b>

Thus, the **annual rent** of above RCs was brought down from Rs.4, 97, 48,136/- to Rs.2, 82, 52,248/- with a total **saving to the University of Rs.2, 14, 95,888/- i.e., 56.79%**.

The Member Secretary also apprised SSC about the following:

- At present the University is having its own buildings at 10 Regional Centers.
- The Construction activities at following Regional Centres have been started:
  - **Aizawl:** (from IGNOU Fund) foundation stone laid on 06/03/2021
  - **Karnal:** (from IGNOU Fund) foundation stone laid on 21/08/2020.
  - **Port Blair:** A&N Islands: (from HEFA Loan) foundation stone laid on 14/01/2021.
  - **Rajkot:** (from HEFA Loan) foundation stone laid on 14/03/2021.
  - **Pune:** from HEFA Loan
  - **Trivandrum:** from HEFA Loan

The details of the space and expenditures brought down towards the rent of the office building by the above RCs are placed at **Annexure-49.8.1.**

The details of the RCs having its own building are placed at Annexure-**49.8.2.**

The details of the RCs having rented building is placed at Annexure-**49.8.3.**

The construction status of the RCs building is placed at Annexure-**49.8.4.**

The land status of the RCs is placed at Annexure-**49.8.5.**



The committee complimented the efforts of Director RSD for taking effective measures for reducing expenditure incurred on rent of RC buildings. The Committee urged that similar initiatives for optimization of expenditure on rent of RC buildings maybe taken for other RCs as well.

**The status report of Regional Centres regarding permanent building/construction & shifted to lower rented premises was reported to the SSC.**

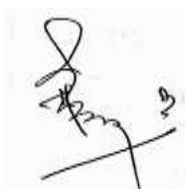
**Item No. 49.9**

**To report the activities undertaken by RSD and RCs during the NAAC Peer Team visit**

The preparations and activities undertaken by RSD and RCs for the NAAC Peer Team visit were presented by the Member Secretary, as follows:

- The NAAC Peer Team Visit (PTV) was conducted on 2<sup>nd</sup> January 2021 (RC Cochin and RC Lucknow) and from 5<sup>th</sup> to 7<sup>th</sup> January 2021 at IGNOU HQtrs as well as RC Delhi-3
- Conduct of Learner Satisfaction Survey.
- Feedback on the teaching learning process of IGNOU from 3270 Academic Counselors and 54295 Learners, adopting the descriptive Survey method
- Convened 5 dedicated google meetings (during December 2020 & January 2021) with all RCs to take stock of the preparedness of RCs for NAAC PTV.
- RSD and all RCs prepared a Power Point Presentation (PPT) based on a framework provided by CIQA, for presentation before the Peer Team. (**Annexure 49.9.1.**)
- Visit of PT to RC Cochin and RC Lucknow on 2<sup>nd</sup> January 2021 and RC Delhi-3 on 5<sup>th</sup> January 2021
- Interaction of Peer Team (PT) with RSD and RC academics on 5<sup>th</sup> January 2021 organized in Conference Hall, COE, IGNOU.
- PT conducted an interaction session, in online mode through Google meet, with all RCs.
- Presentations and interaction were made by RCs Bangalore, Itanagar, Jaipur, Shimla, Patna though google meet and by RD NOIDA (in F2F mode).
- F2f interaction was held with academics of RSD and RCs Delhi-1, Delhi-2 and NOIDA
- Director RSD presented a report of RSD activities before the PT members followed by interaction of RSD on 6<sup>th</sup> January 2021, in the Board Room, VCO, IGNOU.

The final schedule followed during the Peer Team Visit (PTV) by RSD and RCs are placed at (**Annexure 49.9.2.**) and reports of PTV submitted by RC Cochin, RC Delhi-3 and RC Lucknow are placed at (**Annexures- 49.9.3, to 49.9.4, to 49.9.5).**)



The activities undertaken by RSD and RCs during the NAAC Peer Team visit were reported to the SSC.

<b>Item No. 49.10</b>	<b>To present a report of the special initiative undertaken for translation of SWAYAM courses into eight regional languages</b>
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The Member Secretary presented the details (placed at **Annexure-49.10.1.**) of the special initiative undertaken for translation of SWAYAM courses into eight regional languages, as follows:

- IGNOU National Coordinator for Diploma & Certificate courses of SWAYAM
- Translation of SWAYAM videos into 8 regional languages (Bengali, Gujarati, Hindi, Kannada, Marathi, Malayalam, Tamil, Telugu) entrusted to RCs.
- List of courses (videos & transcripts) for translation and Guidelines for the translation activity to be undertaken by RCs were provided by COE.
- Payment norms provided by COE as per MOE Letter at **Annexure-49.10.2**
- The expenditure incurred on undertaking this exercise shall be borne by COE, IGNOU, New Delhi.
- Accordingly, **8 Nodal RCs** were identified along with **12 coordinating RCs** to translate the courses in the regional languages.
- 540 Translators were empanelled by RCs and Translation work completed in 15 courses.
- The status of 15 SWAYAM courses translated in 8 regional languages is placed at **Annexure 49.10.3.**

Prof. Uma Kanjilal, PVC and Director COE, informed that the bills of translators received were being processed in COE. The Committee requested COE to expedite the process of payment of the translators involved in translation work.

**The SSC appreciated the efforts of the Regional Centres for translation of SWAYAM courses into eight regional languages.**

<b>Item No. 49.11</b>	<b>To report the online student support activities undertaken during the COVID 19 pandemic for the period from September 2020 to March 2021</b>
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The Member Secretary presented a report of the online student support activities for the period from September 2020 to March 2021 as follows:

**1. Regional Services Division - Activities**

- 30 Weekly ATRs from 23<sup>rd</sup> March to 24<sup>th</sup> October 2020 have been compiled and transmitted to the ACD.
- Virtual meetings organized by RSD with RCs, RECs and Schools of Study/Divisions (**Annexure 49.11.1**)





- Virtual Orientation Programmes/Extended Contact Programmes/Workshops in Collaboration with respective Schools of Study: *B.Ed. Workshop (WS)&RSDCASH Orientation Programme for RCCASH members*
- Teleconference Sessions: “Interactive Open Session on Admission” twice a week (Every Tuesday and Friday) on GD1 live between 12 to 01 PM.
- Facebook Live sessions, “Hello IGNOU” to interact with learners and answer their queries link: IGNOU's FB Page @OfficialPageIGNOU (<https://www.facebook.com/OfficialPageIGNOU/>).

- **Single Window Operations: Empowering Defense & Paramilitary Personnel**

- Renewal of MoU with IAEP (27<sup>th</sup> August 2020) and with INEP (12 February 2021)
- New modalities for facilitation of learner support activities under the IAEP, INEP and IAREP

## 2. Regional Centre Activities

- A. **Promotional Activities:** The digital promotional initiative/activities to enhance outreach, press releases/media publicity & other measures are 4909.
- B. **In-house Meetings and Training/Orientation Programmes of LSC Functionaries** – 1404
- C. **Monitoring of LSCs/Exam Centers**
- Number of inductions meetings organised by LSCs – 4984
  - Number of academic counselling sessions (Digital) monitored – 18255
  - Number of assignments  
*Received and processed for evaluation* – 4429670
  - Number of Project Viva-voce organized Online – 994
- D. **Empanelment of Academic Counselors** – 7546
- E. **Learner / other Queries Handled-** 1127676
- F. **Online student grievance redressal camps** organized by LSC– 411
- G. **Participation in Gyan Vani/IRC/Doordarshan/Radio**– 322
- H. **Utilization of the SMS Service** for Learner Support – 8541049
- I. **Research and Academic Development Activities by RC Academics**– 958

The SSC raised the concern for non-functioning of Online Academic Counsellor Portal (OACE) due to which many biodatas of ACs are pending at various levels. The SSC recommended that the matter may be taken up with Computer Division for restoring functionality of the OACE portal.



**The Committee appreciated the online student support activities undertaken during the COVID 19 pandemic for the period from September 2020 to March 2021.**

<b>Item No. 49.12</b>	<b>To consider and approve activation of PG Diploma in Animal Welfare (PGDAW) in Regional Centres (RCs)</b>
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The Member Secretary presented the proposal as follows:

- The SOEDS, IGNOU in collaboration with University of Edinburgh has launched a 'PG Diploma in Animal Welfare - PGDAW' in ODL mode from July 2020 session and 832 learners have enrolled in the programme.
- The programme is activated in only 21 LSCs under 19 RCs (*Srinagar, Jammu, Shimla, Karnal, Lucknow, Varanasi, Patna, Kolkata, Guwahati, Aizwal, Bhubaneswar, Jaipur, Nagpur, Hyderabad, Vijayawada, Visakhapatnam, Bangalore, Chennai, Madurai*).
- As there is no project / practical component in PGDAW programme, it is proposed to activate the PGDAW programme in the following RCs (RC as Study Centre until a regular LSC is activated) and RC code may be reflected in online admission portal under PGDAW:
- RCs – *Agartala, Ahmedabad, Aligargh, Bhagalpur, Bhopal, Bijapur, Chandigarh, Cochin, Darbanga, Dehradun, Delhi,1, 2 & 3, Deoghar, Gangatak, Imphal, Itanagar, Jabalpur, Jodhpur, Jorhat, Khanna, Kohima, Koraput, Mumbai, NOIDA, Panaji, Port Blair, Pune, Raghunathganj, Raipur, Rajkot, Ranchi, Saharsa, Shillong, Siliguri, Trivandrum and Vatakara.*

The details of the proposal are placed at **Annexure 49.12.1**.

The proposal was deliberated and SSC recommended that the programme may be activated at the 37 RCs as proposed.



<b>The proposal for activation of the PGDAW programme in the above RCs with RC code reflected in online admission portal under PGDAW was considered and approved by the SSC.</b>	
	<b>Any other item with the permission of the Chair</b>
<b>Item No. 49.13</b>	<b>To consider and approve the proposals for opening of Learner Support Centres (Programme) on provisional basis.</b>
<b>The member Secretary presented the proposal for opening of Learner Support Centres (Programme) on provisional basis. The details are placed at <u>Annexure 49.13.1</u>.</b>	
<b>The SSC considered and approved the proposal for opening of 3 Learner Support Centres(P) for CCH programme at Kargil, Leh and Ladakh under RC Srinagar, on a provisional basis.</b>	

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



**Dr. M. Shanmugam**

**Director RSD & Member Secretary SSC**