

ACTIVITIES OF REGIONAL SERVICES DIVISION

2020-2022



REGIONAL SERVICES DIVISION

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
 REGIONAL SERVICES DIVISION**

ACTIVITIES OF RSD DURING 2020-2022

The Regional Services Division (RSD) is the Nodal Division of IGNOU for operationalizing the learner support services and for managing the operations of Regional Centres (RC) and Learner Support Centres (LSC). The policies and guidelines for effective learner support services are formulated by the Student Services Committee (SSC), a Standing Committee of the Board of Management (BoM). The SSC is a policy making body which is located in the RSD.

RSD as on date has under its purview 68 RCs which includes 9 RC in the Northeast Region (NER), 11 Recognized Regional Centres (RRC) of Army, Navy and Assam Rifles, 1 sub-RC in Leh for Ladakh region and 2036 LSCs across the country. The vast network of RCs and LSCs extends the outreach of IGNOU to the hitherto deprived rural, remote, socially and physically disadvantaged segments of population, providing them access to quality and cost-effective higher education in a flexible manner.

The details of the RC -LSC Network are as follows:

Network of Student Support as on 31st October 2022	
Regional Centres	
Regional Centres in the North East States	9
Regional Centres in other States	48
Recognized Regional Centres(with Army, Navy and Assam Rifles)	11
Total Regional Centres	68
Sub-Regional Centre (in Leh for Ladakh region)	1
Learner Support Centres (LSCs)	
Learner Support Centre (Regular)	978
Learner Support Centre (Programme)	733
Learner Support Centre (Special)	144
Sub Total	1895 + 57
Recognized Army Study Centres	49
Recognized Navy Study Centres	5
Recognized Assam Rifles Study Centres	30
Sub Total (Recognized LSCs)	84
Grand Total (Learner Support Centres)	2036

A. MAJOR ACHIEVEMENTS

Regional Services Division has been monitoring the activity of Admissions and Re-Registrations. Admission is a crucial activity of the University. Regional Centres are actively engaged in the promotion of IGNOU Programs. They guide and assist prospective learners by resolving their queries pertaining to Admission and Re-registration. RSD has been actively involved in conducting Interactive Radio Counselling and Tele Counselling sessions through the Gyan Darshan Channels for promoting IGNOU Programmes. Regular web conferences were also held with Regional Centres for monitoring the progress of Admissions and Re-registrations.

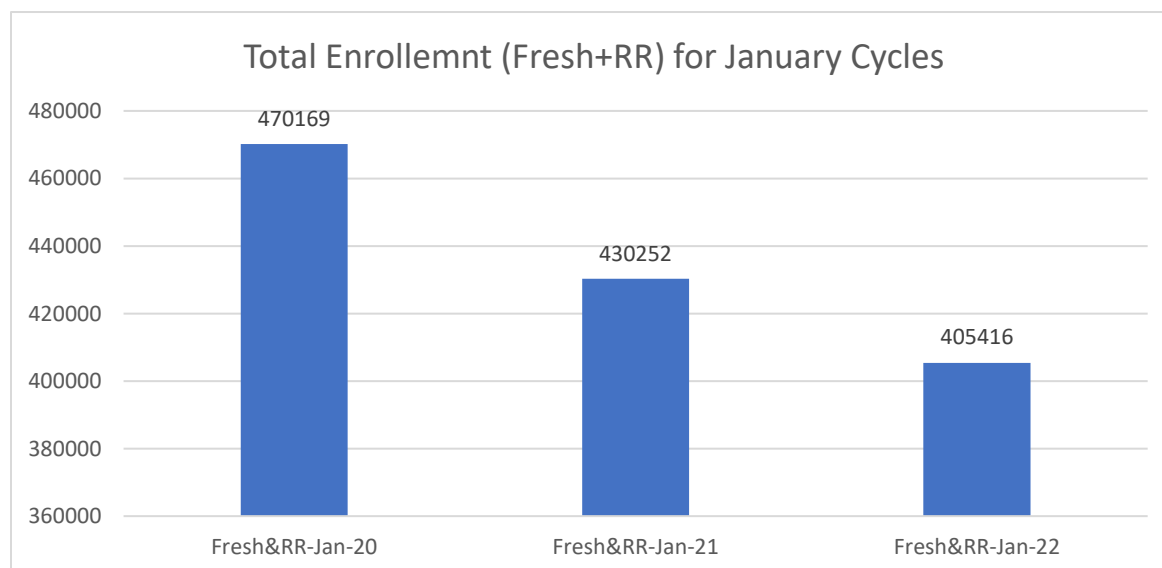
1. Enrolment Growth

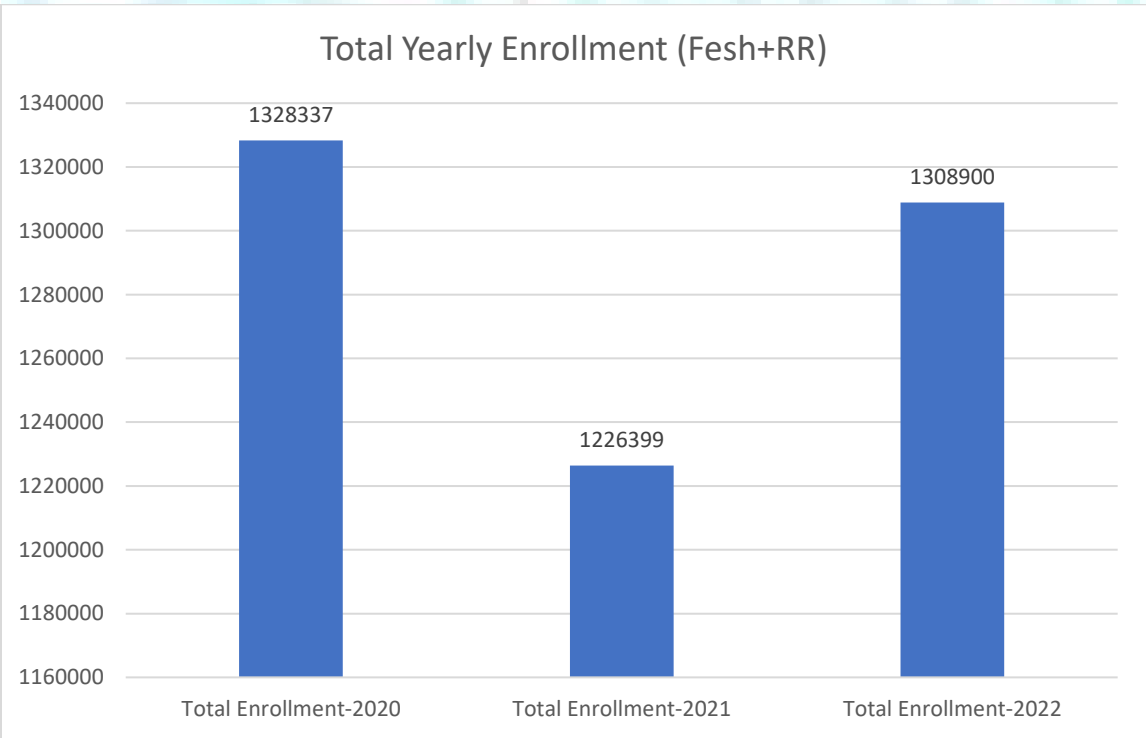
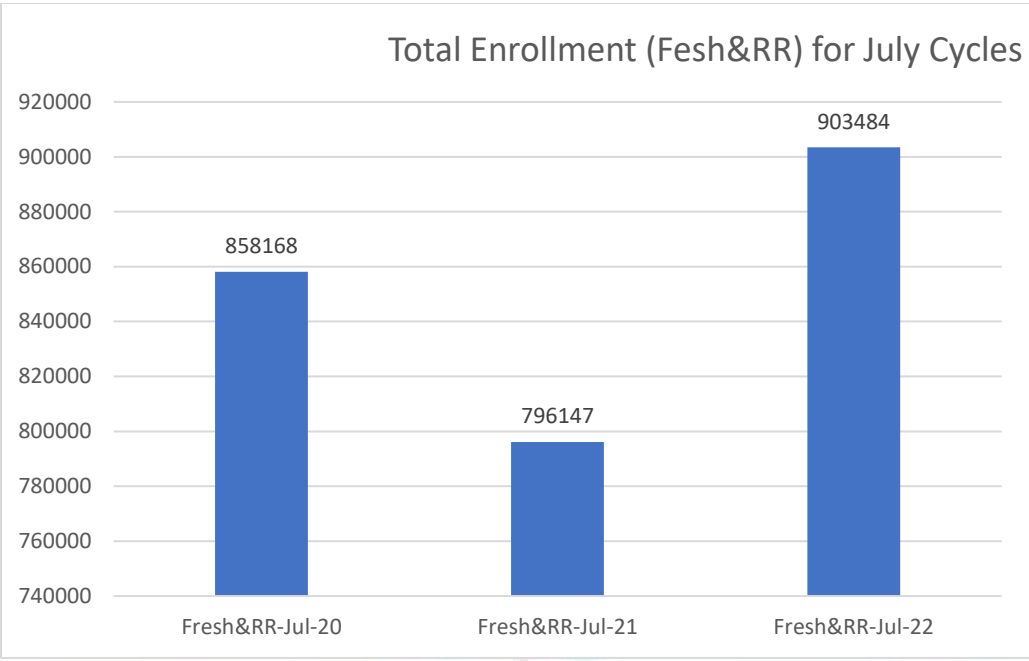
Session wise the trends enrolment trends from 2020-2022 are tabulated elow.

Session wise Enrolment Status from January 2020 to July 2022

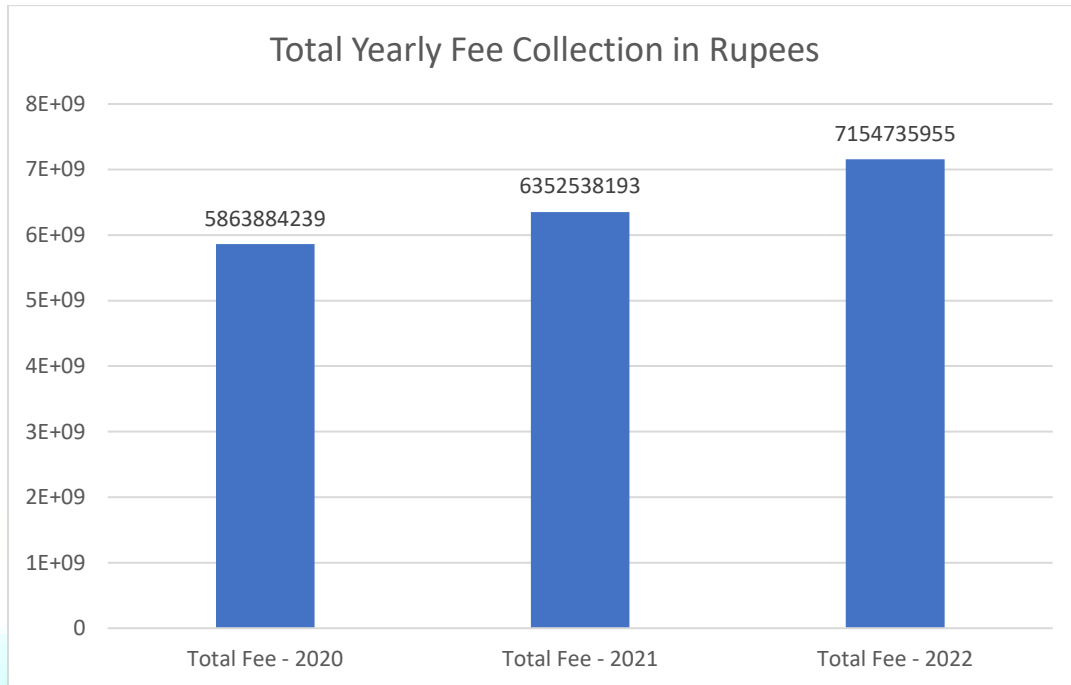
	JAN-20 (A)			JUL-20 (B)			Total (C=A+B)
	Fresh	RR	Total	Fresh	RR	Total	
Enrollment	275843	194326	470169	508226	349942	858168	1328337
Fee Collection	1251318931	808319936	2059638867	2314754836	1489490536	3804245372	5863884239
	JAN-21 (D)			JUL-21 (E)			Total (F=D+E)
	Fresh	RR	Total	Fresh	RR	Total	
Enrollment	224694	205558	430252	437196	358951	796147	1226399
Fee Collection	1304205595	872165505	2176371100	2598904680	1577262413	4176167093	6352538193
	JAN-22 (G)			JUL-22 (H)			Total (I=G+H)
	Fresh	RR	Total	Fresh *	RR	Total	
Enrollment	186638	218778	405416	508355	395129	903484	1308900
Fee Collection	1093089980	1079523845	2172613825	3015433400	1966688730	4982122130	7154735955

*Admission ongoing. Paid application Forms count has been provided for July-2022





2. Year wise Growth in Revenue Collection



3. **Evaluation:** In coordination with the Student Evaluation Division, the Regional Services Division has also been responsible for continuous evaluation and Term End Examination. Regional Centres with the help of Learner Support Centres play an important role in the evaluation of assignments and transmission of grades to the Student Evaluation Division for updating the marks in the Grade Card status of the learners. Handling Assignments is a major activity at the RC. More than 24 lakh awards have already been transmitted to SED after processing of assignments for the December 2022 TEE.

Regional Centres are also engaged in identification of Examination Centres and conduct of Term End Examination. Similarly, Regional Centres are also responsible for the conduct of Lab Practical Examinations in their respective regions. Some Regional Directors are also in charge of the Regional Evaluation Centres.

4. Infrastructure Augmentation at Regional Centers

The RCs are operating from their own buildings and from rented premises as well. The University lays thrust on rational use of physical infrastructure in tune with the requirements of technological interventions for effective delivery mechanism in ODL and online education. In the year 2021, systematic efforts were made for construction of RC buildings. As on date 11 RCs are operating from their own buildings and construction work is under progress at 10 RCs. The foundation stones of buildings of Regional Centres at Bangalore, NOIDA, Pune, Agartala and Jodhpur were laid during the year 2021. The building of RC Karnal was inaugurated in virtual mode, on 24-01-2022, by the Hon'ble Minister of Education in the presence of the Hon'ble Chief Minister of Haryana.

The RCs monitor the construction work of RC buildings and coordinate with CMD and CPWD.

5. Monthly Monitoring Reports

Promotional-publicity, admissions, examinations, strengthening of learner support centers, monitoring of learner support centers, conduct of academic counselling sessions and induction meetings are the routine activities of the RC which are carried out throughout the year. RSD obtains monthly data of all above activities from Regional Centers and compiled them as monthly monitoring reports. In addition, the academics of the RC participate in different research and professional development activities. The MMR for September 2022, the MMR MS format and Google format for collecting MMR data are placed respectively at **Annexure-1A, 1B & 1C**.

B. TECHNOLOGICAL INTERVENTIONS

1. Digital Initiatives of RCs for learner support activities

Under the overall supervision of RSD, the Regional Centres continued to facilitate the academic activities for IGNOU learners during the difficult conditions of the Covid 19 pandemic. The learner support activities were primarily undertaken in digital and online mode by the RC. The academic support services such as Academic Counselling, Assignment Submission, Online Grievance Redressal Camps, Project Viva-Voce, Practical Classes etc. were provided.

A summary of the activities undertaken by RCs for 2020-2022, is as follows:

Total	Nov 2020 to Sept 2021	Nov 2021 to Sept 2022
Utilization of SMS services (numbers)	8140767	9864824
Online Empanelment of Academic Counselors (numbers)	4127	6016
Online Academic Counseling Sessions organized (numbers)	48530	61555
Online Induction Meetings organized (numbers)	1017	855
Online Orientation & Training Programme organized (numbers)	467	580
Online Academic initiatives (Webinar organized/Professional Development by Academics/MOOCs developed)	2794	1818
Students Queries Handled through GRAM (numbers)	320046	352859

2. Learner support by RCs during the COVID-19 Pandemic (2020-21)

IGNOU took prompt and proactive steps during the COVID 19 pandemic to continue the teaching learning process for its learners spread across the country. The University optimally utilized the ICT-enabled tools, social media platforms and Google Meet/ Zoom techniques for extending academic support to its students, and also for promotional activities and conducting training/orientation programmes during this period. **The report is placed at Annexure-2.**

3. Use of Social Media Platforms by RCs

RCs have effectively used the social media platforms, e.g., Facebook, Twitter, etc., to enhance the outreach to the students. In addition, RCs have also used other social and digital media platforms, i.e., telegram, chatbot, and WhatsApp and started their own YouTube channels. Some of the statistics regarding the use, subscribers, likes, and followers of these channels across the RCs are as follows: –

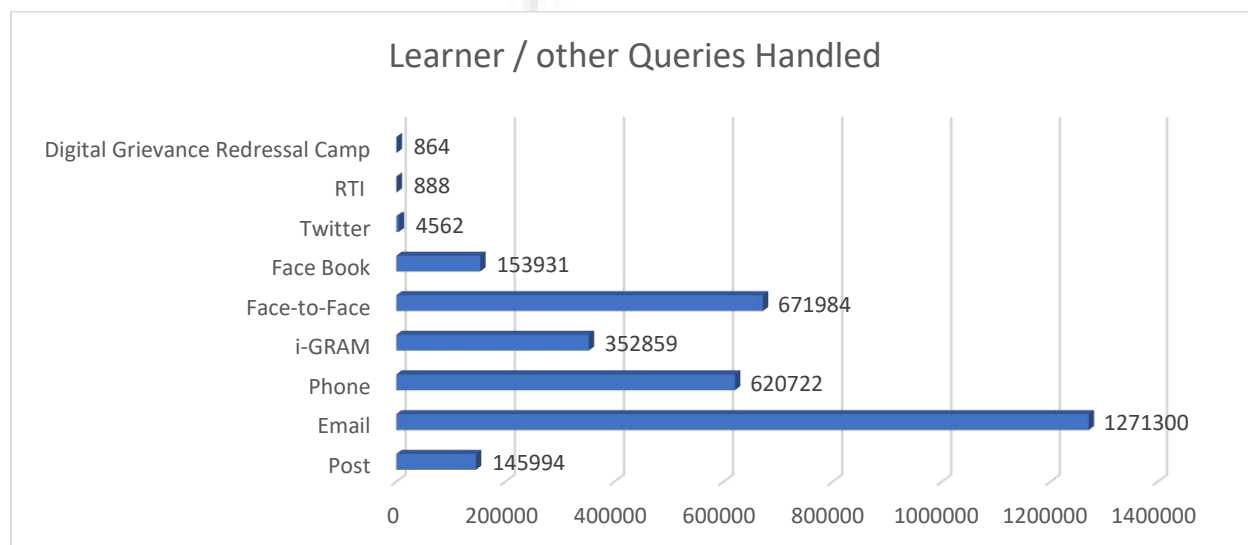
Total Number of followers of the RC Twitter handle	Total Number of subscribers of the RC YouTube channel	Total Number of Likes on the RC Facebook Page	Total Number of followers of the RC Facebook Page	Total
34994	63911	128792	224775	452472

4. Integration of social media with Counselling Support Services

The Regional Centers use YouTube channels for conducting counselling sessions and the recorded videos of these sessions are uploaded on the official social media platforms such as Facebook, Twitter. The videos of the counselling sessions are integrated on the Learning Management System (LMS) in the respective Online programmes.

5. Redressal of Students Grievances

Receiving and resolving student grievances is an important activity at the regional centers and study centers. Handling of student queries and grievances are crucial for effective student support services. All Regional Centers answer students' issues face-to-face in person as well as via email, telephone, post, Facebook, and other means. Since pandemic, Regional Centers and study centers also organized online grievance redressal camps to address students queries and problems related to their studies.



I.

Learner / other Queries Handled	Total
Post	145994
Email	1271300
Phone	620722
i-GRAM	352859
Face-to-Face	671984
Face Book	153931
Twitter	4562
RTI	888
Digital Grievance Redressal Camp	864

Monitoring Student grievances on i-GRAM:

RSD regularly monitors the student grievances received by RCs on the i-GRAM portal. The consolidated status of the weekly reports from August 2021 to 11th November 2022 is provided in **Anexure-3.**

6. Technology enabled Interactive Counselling Activities of RSD

- **Teleconference Sessions:** Interactive Open Session on “Admission” once a week (every Tuesday) on Gyan Darshan Channel live between 3 to 4 PM. 52 sessions were conducted during period of report.
- **Interactive radio counselling sessions:** Academics from the RSD and RCs of (Delhi-NCR) participate in the live Interactive Radio Counselling (IRC) sessions held twice a week on FM 105.6MgHz, coordinated by the EMPC. Live interaction is held with students via phone, addressing their queries. The sessions were continued uninterrupted during lockdown.

7. Transitioning from ODL to Online Mode

During the period 2021-22, RSD has undertaken major initiatives for strengthening student support services, in view of the transition from ODL to online mode of instruction. These initiatives are in alignment with the mandate of National Education Policy 2020, UGC ODL Regulations for Online programmes 2020 and the IGNOU Institutional Development Plan 2030. The initiatives undertaken are as follows:

i. Learner Support Services in Online Programmes by Regional Centres

IGNOU has launched 41 Online programmes as on date. In the initial phase the learner support services was coordinated by 7 Regional Centres i.e., 4 in Delhi-NCR, i.e., RC Delhi-1, Delhi-2, Delhi-3, NOIDA, and 3 RCs for MBA OL programme, i.e., RC Lucknow, Bhopal and Jaipur, in addition to RC NOIDA. Academic Counselling in all the online programmes is being done through the LMS platform and practical counselling as per guidelines of the respective School of Study. The Orientation Programmes (O.P.) in Online mode for the Academic Counsellors and Evaluators of 7 RCs was held on 2nd April 2022 which was inaugurated by the Vice Chancellor Prof. Nageshwar Rao. From the July 2022 session onwards, all RCs are being involved in the online delivery of student support services. Guidelines have been issued by RSD to the RCs for providing student support services in the online programmes.

ii. **Successful coordination of student support services under the GOAL-Guyana Project**

The Guyana Online Academy of Learning (GOAL), Guyana in July 2021 session sponsored 804 learners in 25 programmes for the July 2021 session. The programmes include 09 Certificate level programmes 06 Diploma programmes, 07 PG Diploma programmes, 02 Bachelor Degree programmes and 01 Awareness Level programme. RC Delhi-1 was identified as the Nodal Centre for providing the academic support services to these learners. RC, with the help of total 62 Academic Counsellors including IGNOU Faculty, prepared the Counselling Schedules for these GOAL Learners of July 2021 session as per Guyana Timings (GYT). In **January 2022 Session**, RC Delhi-1 received new admission in MAPC 1st Year programme. 171 students enrolled in this programme and all theory session have been completed. BCA-2nd Semester 24 students re-registered all the theory/practical counselling sessions have been completed. In **July 2022 Session**, RC Delhi-1 got 236 students in 14 programmes. The Induction programmes have been conducted in the last week of September 2022 for all 14 programmes.

III. NEW INITIATIVES

1. Activities Related to MSDE Extension Centres at NSTI, ITI, JSS and PMKK

Consequent upon the MoU signed on 18th January 2022 by IGNOU and Ministry of Skill Development and Entrepreneurship (MSDE) to link vocational education and training with higher education, IGNOU MSDE Extension Centres, Regional Centres have initiated action. The RCs have organized meetings and held discussions with the institutions for implementation of the MoU. As on date 1002 IGNOU-MSDE Extension Centres have been notified by RSD. The details are as follows:

Industrial Training Institute (ITI)	Jan Shikshan Sansthan (JSS)	NSTI	Pradhan Mantri Kaushal Kendra (PMKK)	Grand Total
491	254	34	223	1002

2. Promoting Multilingualism

The NEP 2020 has mandated to provide the degree programmes in regional languages. The initiatives of the University in this direction are:

- i. **Preparation and Translation of SWAYAM courses in regional languages:** A total of 535 video transcripts in 15 SWAYAM courses have been translated into 8 regional languages and 540 translators were assigned the translation work. The activity was undertaken by 20 Regional Centres.
- ii. **Translation of SLMs in regional language:** On a pilot basis the study material of Bachelor of Library Science (BLIS) program is being translated in Bengali, Odia, Urdu & Hindi through machine translation. The RCs entrusted with responsibility of translation are RC Bhubaneswar (Odia), RC Kolkata (Bengali) and RC Lucknow, Bhopal and Patna (Hindi and Urdu).
- iii. **Operationalizing Channel Based Counselling in regional languages:** The University is providing channel-based counselling through different regional languages in CBCS based

programmes of IGNOU on SWAYAM PRABHA & Gyan Darshan channels with effect from 1st January 2022. The channel-based counselling was initiated at 20 RCs using four channels of SWAYAM PRABHA and two Gyan Darshan channels for the CBCS courses in 13 languages namely, Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu and Urdu. The number of CBC sessions held at the 13 RCs is provided below:

S.no.	Regional Centre	Language in which Regional Center organized CBC	Number of Sessions conducted since launch of CBC
1.	Ahmedabad	Gujarati	178
2.	NOIDA	English	180
3.	Madurai	Tamil	176
4.	Srinagar	Urdu	90
5.	Khanna	Punjabi	170
6.	Hyderabad	Telugu	180
7.	Bhubaneswar	Odia	190
8.	Guwahati	Assamese	190
9.	Pune	Marathi	119
10.	Kolkata	Bangla	178
11.	Lucknow	Hindi	189
12.	Cochin	Malayalam	178
13.	Patna	Urdu	79
14.	Bangalore	Kannada	173
	Total		2270

Promotion and Publicity measures of the Live CBC, through various media platforms:

The RCs conducting the CBC extensively promote and create awareness about this activity through various measures. The RC adopt various measures for promotion of CBC in the region among the stakeholders such as, through the RC website, Press releases, Facebook posts, YouTube page, and announcement in Web-conference with coordinators and students, through LSCs. Training programs for Resource Persons have also been organized by some RCs.

The RSD monitors the progress of the CBC at the RCs and Reports are submitted to the Centre for Online Education. Reports 1 & 2 submitted to COE are placed at **Annexure-4A & 4B**

3. COLLABORATION WITH VARIOUS INSTITUTIONS: MoU SIGNED

i. Ministry of Skill Development & Entrepreneurship for SANKALP

The University has signed MoU on 22nd November 2021 with MSDE under SANKALP Project for capacity building of officials working under State Skill Development Mission and District Skill Committees. The responsibility to train 4000 government officials in 400 districts will be entrusted to the RCs.

ii. Ministry of Skill Development & Entrepreneurship for Linking Vocational education with Higher Education

MoU was signed between MSDE and IGNOU on 18th January 2022 for linking vocational education with higher education and declaring NSTIs, ITIs, PMKK & JSS as IGNOU Centres. 33 NSTIs have already been declared as IGNOU-MSDE

Extension centres and these centres are now enlisted in the SAMARTH Online Admission Portal since January 2022 session.

iii. Central Sanskrit University, New Delhi.

MoU was signed between IGNOU and Central Sanskrit University (CSU) on 27th July 2022. One of the major activities envisaged under the MoU is opening IGNOU study centers in different campuses of CSU. The CSU has the main campus in Delhi and twelve regional campuses across the country in different states. The MoU also seeks to promote Sanskrit education in the context of NEP 2020 by conducting workshops and training courses for Teacher's Training jointly by CSU and IGNOU.

iv. DT National Board for Workers Education and Development, New Delhi.

MoU was signed between IGNOU and DTNBWED on 19th September 2022 wherein IGNOU and DTNBWED have jointly agreed to collaborate for education, training and capacity building of a large workforce in the country. Four programmes have been conceptualized through collaboration, of which two at the Certificate level on Trade Unionism & Labour Laws and on Labour Codes, are for the organized sector and two at Appreciation level on Digital Literacy and Capacity building are for the unorganized sector. IGNOU shall design curricula, identify course contents, credit points, study hours and evaluation system and develop the audio-video resources and implement the programmes as per IGNOU norms. DTNBWED shall collaborate with IGNOU to facilitate and motivate the workers for registration, and promote the proposed programmes. DTNBWED will develop the course content for Certificate programmes and repurpose and adapt the content for Appreciation programmes.

v. National Skill Development Corporation (NSDC), New Delhi

MoU was signed between IGNOU and NSDC on 29th September 2022 to collaborate on multiple initiatives for providing opportunities for enhancing and sharpening the 21st century skills of students through quality and inclusive education thereby contributing towards making India the Skill Capital of the World. The MoU seeks to fulfill the main aim of NEP 2020 which is to develop vocational capacities alongside the development of 'academic' or other capacities.

The initiative of embedding skilling across courses would foster industry connect and enhance employability of the workforce in the country.

4. STANDARDIZING RC OPERATIONS:

RSD has developed the following 16 SOPs for RC operations which have been approved in the 50th and 51st SSC meetings:

1. Establishment of LSC;
2. Appointment of LSC Coordinator;
3. Academic Counselling;
4. Conduct of Practical Counselling Sessions.
5. Project/Workshop/Internship;
6. Assignments;
7. Term-end Exam (Theory & Practical);
8. Monitoring Student Grievances;

9. Monitoring of LSC;
10. Monitoring of RC;
11. Finance & Administration
12. Facilitating Learners with Disability and their Caregivers at the RC and LSC of IGNOU
13. Opening of Work Centre;
14. Closure of Learner Support Centre;
15. Pre-Admission Counselling Using Digital Media and
16. Disposal of Obsolete Items at the RC.

The above stated 16 SOPs have been compiled into a “Manual of Standard Operating Procedures” The Manual of SOP was launched by the Hon’ble Vice Chancellor, Prof. Nageshwar Rao, on the occasion of inauguration of the “Celebration of Ek Bharat Shreshtha Bharat Week of the University” in virtual mode on 24-02-2022.

D. ANY OTHER ACHIEVEMENTS

1. Enhancing Outreach

i. Activation of LSC in each Regional Centre

In order to facilitate students to take admission in any of the IGNOU programmes on offer, RSD issued a Notification for activation of LSC in each RC. The national database of approved academic counsellors will be used by RC for academic support, if required.

- ii. **Established Sub Regional Centre (SRC)** in Leh, having territorial jurisdiction over U.T. of Ladakh. (Approved by BOM in 142nd meeting, 31-05-2021 & notified on 24th June 2021). SRC will function under administrative control of RSD.

2. Alumni Meetings

IGNOU has a registered Alumni Association and has created a dynamic portal for online registration. A Facebook page for sharing of experience to strengthen the alumni network has been created. As per IDP-2030 guidelines, RSD engaged with the RCs through weekly alumni meetings every Sunday. 24 alumni meetings covering 56 RCs were conducted since 29th August 2021 to 6th February 2022. All the Alumni meetings were livestreamed on the Alumni Facebook page and RC Facebook page.

3. IMPLEMENTATION OF VARIOUS SCHEMES OF GOVERNMENT OF INDIA

IGNOU at the HQs and through its Regional Centers regularly organizes and participates in the programmes of the Government of India (GOI). The events and activities organized for implementation of the GOI programmes are presented below:

i. Extension And Community Outreach Under Unnat Bharat Abhiyan (UBA)

RCs have been conducting various activities in the adopted villages under the UBA-2.0 programme. RSD organized review meetings since June 2022, to take stock of UBA 2.0 activities undertaken by the RCs. The objective of the meetings was to standardize the processes being followed by the RCs in conducting UBA 2.0 activities in the adopted villages. The SOP for Village Development Plan (VDP) prepared by RC Dehradun and RC Bhopal was shared with all RCs.

ii. Celebration of Ek Bharat Shreshtha Bharat Week

The Regional Centers have conducted the activities to celebrate the Ek Bharat Shreshtha Bharat Week under Azadi ka Amrit Mahotsav from 24th February 2022 to 15h March 2022. The activities have been conducted (in virtual mode) by the RCs in the 15 pairs of states, as per MoE guidelines to foster cultural connect. The 20 days programme for “Celebration of Ek Bharat Shrestha Bharat Week” under Azadi Ka Amrit Mahotsav, in IGNOU, was inaugurated by the Hon’ble Vice Chancellor, Prof. Nageshwar Rao, on 24th February 2022 at 10.00 a.m., in virtual mode through the Zoom platform. Report placed at **Annexure-5**.

iii. Special Campaign 2.0

The Special Campaign 2.0 was an initiative of the GOI with a focus on Cleanliness and record management in all government offices and departments to create clean and spacious working environments. The campaign was organized in two phases, i.e., the preparatory phase from 14th to 30th September 2022 and the implementation phase from 2nd to 31st October 2022. All RCs of IGNOU undertook activities focusing on the 11 parameters as per the GOI guidelines, issued by the Administration Division, IGNOU. Various activities were organized by RCs such as webinars on the themes of waste management, cleanliness, 3 Rs (Reduce, Reuse, Recycle), record management (weeding out obsolete items, records, space creation), e-waste management in fulfillment of the objectives of the Special Campaign 2.0. The detailed reports are provided as soft copies via email as attachments to this document, are placed at **Annexure-6**. [COMPILED REPORT ON SWACHHTA PAKHWADA.pdf \(ignou.ac.in\)](#)

iii. Har Ghar Tiranga Programme

The “Har Ghar Jhanda Programme” (HGJP) under the Azadi Ka Amrit Mahotsav, was a scheme of the GOI, which envisaged hoisting the Indian National Flag in all households during the Independence Week, i.e., from 11th August to 17th August 2022. As per the directives of the Dept. of Higher Education, MoE, GOI, the HGJP aimed to foster a spirit of personal connect with the National Flag which is a symbol of national pride. Bringing the flag to every home will strengthen the commitment to nation building. As part of this programme, the RCs gave extensive publicity to the event through various digital, social and mass media platforms and organized various activities in keeping with the objectives of the programme. The Report of RC activities under the HGJP is placed at **Annexure-7**. [Report on Har Ghar Tiranga.pdf \(ignou.ac.in\)](#)

iv. International Yoga Day

Every year, the International Yoga Day (IYD) is celebrated on 21st June. The Regional centers celebrated a month-long *Yoga Utsav* to mark this occasion. Various activities were organized across the Regional Centers. The report of celebration of IYD 2022 is placed as **Annexure-8**. [FINAL COMPILATION OF YOGA REPORT REVISED.pdf \(ignou.ac.in\)](#)

4. Initiatives to Promote Innovation

Innovation Clubs have been set up in all the RCs to provide a platform to nurture innovations and entrepreneurial skills in the learners. As mandated by the NEP 2020 and the IGNOU IDP 2030 the RCs are entrusted with the responsibility to encourage participation of students, alumni, counsellors so that knowledge creation at the local/ regional level shall be encouraged and will foster entrepreneurship in the region. The University has a dedicated National Centre for Innovations in Distance Education (NCIDE), for promoting and supporting innovation, nurture creativity and capacity-building of teachers and learners in Open and Distance Learning (ODL) systems. The Innovation Club of RCs have undertaken initiatives in coordination with the NCIDE as follows:

- RDs worked as Innovation Ambassadors duly trained by Ministry of Education Innovation Cell. RD Bhopal and presently Director RSD, also worked as Coordinator of the mentor-mentee programme of MOE and also as Vice President of Innovation Council (IIC) of IGNOU.
- RC Bhopal took initiatives to promote entrepreneurship and to mentor the students for startup development. The reports of such initiatives have been sent to NCIDE.
- Innovation clubs have been functional at various RCs of IGNOU during the period under report. NCIDE has been invariably associated in the organization of various activities of these innovation clubs.

Report of some activities of the Innovation Club of RCs in coordination with NCIDE is placed at **Annexure-9**.

5. Organization of the 35th IGNOU Convocation

The 35th Convocation was held on 26th April 2022 at the IGNOU Headquarters and simultaneously at 32 Regional Centers. The RC wise Report of the conduct of the Convocation was compiled and is being shared as soft copy via email. **Annexure-10.** https://drive.google.com/file/d/1WODe7fbQrDxvsvWcR-J60WqkWIvo_gv/view?usp=share_link

All Annexures and reports have been uploaded in the Google Drive. The link to view all uploaded documents into the Google Drive (reports and annexures) are given below –

https://drive.google.com/drive/folders/1CxTvdJnt9qcIFW2DepOq6ROVAPgog5zR?usp=share_link