

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

**Minutes of the 48<sup>th</sup> Meeting of the Student Services Committee held on 1<sup>st</sup> September 2020, at 11.30 a.m. through Google Meet**

The 48<sup>th</sup> Meeting of the Student Services Committee (SSC) was held on 1<sup>st</sup> September 2020, at 11.30 a.m. through Google Meet. The following were present in the meeting:


- |    |   |                    |
|----|---|--------------------|
| 1. | Prof. Nageshwar Rao, Vice Chancellor              | : Chairperson      |
| 2. | Prof. S.G. Deshmukh, Member BOM                   | : Member           |
| 3. | Prof. K. Ravi Sankar, Director, SOMS              | : Member           |
| 4. | Prof. Rashmi Sinha, Director, SOSS                | : Member           |
| 5. | Prof. Sunil Kumar, Director, SOPVA                | : Member           |
| 6. | Prof. Sujatha Verma, Director SOS                 | : Member           |
| 7. | Dr. Sanjeev Pandey, Regional Director, RC Delhi-3 | : Member           |
| 8. | Dr. Abhilash Nayak, Regional Director, RC Patna   | : Member           |
| 9. | Dr. M. Shanmugam, Director, RSD                   | : Member Secretary |

The following were present as Special Invitees:

1. Prof. Satyakam, Pro Vice Chancellor
2. Prof. K. B. Das, Pro Vice Chancellor
3. Prof. R.P. Das, Pro Vice Chancellor

Dr. Hema Pant and Dr. K.D. Prasad, Deputy Directors, Dr. Bhanu Pratap Singh, Dr. Vinita Katiyar and Dr. Sweta Singh, Assistant Directors 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 48<sup>th</sup> Meeting of the SSC.

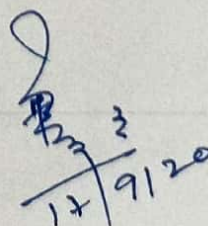
  
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With the permission of the Chair, the Member Secretary, gave an overview of the functioning and activities of the RSD and RCs, using a power point presentation. Highlighting the major role and functions of the Student Services Committee, a Standing Committee of the BOM, he informed that the SSC advises and recommends action to be taken for improvement of the learner support services and all decisions of the SSC are placed before the BOM for its consideration. For the information of the members, Prof. Nageshwar Rao, Hon'ble Vice Chancellor and Chairperson SSC, further added that the BOM has established few Standing Committees of which the SSC is one. The SSC is entrusted with the Student Support related activities which are a crucial part of the University operating system. Elaborating the functions of the SSC, he explained that the dissemination of knowledge and learning in IGNOU occurs through the 56 RCs and nearly 1900 LSCs spread across the country and SSC looks into matters of the smooth functioning of RCs, opening and closure of LSCs and related aspects.

The Member Secretary also presented the overview as narrated below:

- The number of RCs is 67 of which 56 are Regular RCs and 11 are Recognized RCs for Army, Navy and Assam Rifles.
- The RCs with own buildings are 10. Recently the foundation stone for the building construction of RC Karnal was laid on 21.08.2020 by Hon'ble Minister of Education, Govt. of India.
- In other 12 RCs the building construction is to be started soon. The University recently approached the Director General, CPWD to seek support in this endeavor. Subsequently, the proposal for the building of 4 RCs (Pune, Trivandrum, Rajkot and Port Blair) approved by the BOM, the MOE has sanctioned loan through HEFA, for which the agreement with HEFA is also in the process of completion and construction work will start soon. For the remaining 8 RCs, CPWD has been asked to prepare a uniform building construction plan of RC building and now the activity will be monitored by the Delhi office of CPWD and offices of CPWD in the respective State/Regions.

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- Out of total of 1953 LSC, 324 LSC are for CCH programme of SOHS and 1629 are for other LSC.
- Various ICT enabled learner support initiatives were undertaken by the RCs for continuance of learner study programmes during the lockdown period due to COVID 19 pandemic. The data based on weekly ATR received till 28<sup>th</sup> August 2020, for various online/web enabled activities undertaken by RCs and RSD, were presented.
- The Director RSD narrated the work done regarding the preparation of the Student Induction Handbook, “Diksharambh”, Orientation of large number of Academic Counselors of DECE programme, the Facebook live programme for learners, “Hello IGNOU” and the translation of SWAYAM videos into 8 regional Languages by the RCs.
- The extracts of the presentation are also enclosed as **Appendix 48.1.**

The Member Secretary then requested the Chairperson of the SSC, for his opening remarks.

**The Chairperson SSC**, began with his observations on the SWAYAM translation activity entrusted by the MOE to IGNOU, in the month of May 2020. He informed that as of now 80 per cent of the translation task had been completed by the identified 20 RCs. 11 courses of SWAYAM have been translated in 8 regional languages and from June 2020 till date, 93 thousand learners have enrolled in these courses. He elaborated that 46 courses are added by IGNOU on the SWAYAM portal during June 2020 session. The Vice Chancellor complimented the efforts of the Director RSD and his team and Regional Centres for undertaking the translation activity.

**Prof. S.G. Deshmukh, Member BOM**, appreciated the efforts of the Division for the learner support services, including admission and material distribution. Prof. Deshmukh also appreciated the work done regarding translation work of SWAYAM courses by the Division. The Chairperson then asked Dr. M. Shanmugam, Director RSD and Member Secretary to present the Agenda items.

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With the permission of the Chair, the Member Secretary presented the Agenda items and proceedings as below:

**Item No. 48.1**

**To report the approval of Minutes of the 47<sup>th</sup> Meeting of SSC by the BOM**

The SSC was informed that the Minutes of the 47<sup>th</sup> Meeting, of the Student Services Committee, (Annexure 48.1.1), held on 6<sup>th</sup> March 2020, were approved in the 139<sup>th</sup> Meeting of the BOM, held on 17-03-2020.

**Item No. 48.2**

**Action Taken Report on the Minutes of the 47<sup>th</sup> SSC.**

The Action Taken on the Minutes of 47<sup>th</sup> SSC was reported to the Committee as placed below:

Agenda Item	Subject
47.1	<b>To report the Minutes of the 46<sup>th</sup> Meeting of SSC.</b>
<b>Action taken</b>	The SSC was informed that the minutes of the 46 <sup>th</sup> meeting of the Student Services Committee, held on 24 <sup>th</sup> October 2019, were ratified by the 139 <sup>th</sup> Meeting of the BOM, held on 17-03-2020.
47.2	<b>Action Taken Report on the Minutes of 46<sup>th</sup> SSC</b>
<b>Action taken</b>	Action taken Report of 46th SSC was presented in 47th SSC and discussed in detail. The SSC appreciated the ATR of the Committee.
47.3	<b>To ratify the proposals approved by the Vice Chancellor for notifying the opening of new Learner Support Centres (LSC), closure of LSCs and activation of new programmes at existing LSCs.</b>
<b>Action taken</b>	The Notifications issued ( <u>Annexure 48.2.1</u> ) were presented and action taken by V.C. was ratified.
47.4	<b>To consider and approve proposals for activation of additional programmes at existing Learner Support Centres</b>
<b>Action taken</b>	The proposal for activation of 41 new programmes at existing LSCs was considered and approved by the SSC. The Notification no: 0113, dated: 10-06-2020, was issued and sent to all concerned and is placed at <u>Annexure 48.2.2.</u>
47.5	<b>To consider and approve the proposals for establishment of Learner Support Centres and closure/shifting of LSCs</b>

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<b>Action taken</b>	<p>The Committee considered and approved the proposals for 10 Learner Support Centres (R), 05 Learner Support Centres (P), and closure of Learner Support Centre (P) 02. The Notification no: 0113, dated: 10-06-2020, was issued and sent to all concerned and is placed at <b><u>Annexure 48.2.2.</u></b></p> <p>Regarding the recommendation of 47<sup>th</sup> SSC pertaining to Special LSC in Jails, it was reported to the SSC that further action could not be taken due to COVID-19. This will be taken up at the earliest.</p>
<b>47.6</b>	<b>To present the report of the Committee for reviewing the structure of LSC functionaries with respect to student enrolment for approval.</b>
<b>Action taken</b>	<p>It was reported to the SSC, that the decision taken in the 47<sup>th</sup> SSC, has been circulated for implementation to the RCs vide RSD email dated: 9<sup>th</sup> June 2020, <b><u>(Annexure 48.2.3)</u></b> as follows:</p> <ol style="list-style-type: none"> <li>1. LSCs having enrolment between less than 24 learners in two consecutive admission cycles will be kept in abeyance for two years, with effect from July 2020 session.</li> <li>2. LSC with enrolment between 25 – 100 have been instructed to enhance the minimum enrolment to the minimum number of 150 learners, from July 2020 session. If the enrolment does not pick up, then such LSCs will be kept in abeyance.</li> <li>3. Communication has been sent to all Directors of the Schools to provide the programme-wise details of the number of LSCs required based on enrolment vide RSD mail dated 8<sup>th</sup> August 2020 and reminder dated 26<sup>th</sup> August 2020. But response is yet to be received from all the schools concerned. Once the response is received from the Schools concerned, it will be placed before the SSC to decide about the viable LSC. <b><u>(Annexure 48.2.4)</u></b></li> </ol>
<b>47.7</b>	<b>To report the action taken for the LSC which are not fulfilling the requirements of “Standards of Excellence in the Design, Development and Delivery of ODL” notified by the University.</b>
<b>Action taken</b>	The RCs have been asked to provide the details of such LSCs and efforts

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	made to convert the institution into University recognized institutions. The status report is placed as separate <b>Agenda no: 48.6.</b>
<b>47.8</b>	<b>To consider and approve the proposal for fixing the maximum duration of retaining the evaluated assignments at the LSC.</b>
<b>Action Taken</b>	As per recommendation of the SSC, the Registrar SED has issued notification dated: 30-07-2020 and circulated to all RC/LSC. <b><u>Annexure 48.2.5</u></b>
<b>47.9</b>	<b>To consider and approve the proposal for attaching the 11 Recognized Regional Centres (under the IGNOU Army Education Project, IGNOU Navy Education Project and IGNOU Assam Rifles Education Project to the nearest Regional Centre of IGNOU for strengthening support services and better monitoring.</b>
<b>Action Taken</b>	The decision of the SSC has been communicated to all the Regional Centers and Recognized Regional Centres for implementation from the admission session July 2020 vide RSD email dated: 31-07-2020. <b><u>(Annexure 48.2.6.).</u></b>
<b>47.10</b>	<b>To report the reallocation of districts under the jurisdiction of RC Chennai and RC Madurai following the creation of new districts in the state of Tamil Nadu for approval.</b>
<b>Action Taken</b>	Notification was issued by RSD vide <b>Notification no: IG/RSD/47-SSC/Notification/2020/3127</b> dated <b>27-07-2020</b> , for implementation from July 2020. <b><u>(Annexure 48.2.7.).</u></b>

**The action taken on the Minutes of 47<sup>th</sup> Meeting of SSC was reported to the SSC.**

**The PVC, Prof. R.P. Das,** raised the question regarding the proposal for bringing about uniformity in expenditure at the RCs. In response, the Member Secretary informed that RSD had collected information from all RCs regarding financial statement as recommended by the Committee Chaired by Prof. R.P. Das. Due to lockdown it could not be processed and now it will be taken up.

**Prof. Sujatha Verma, Director SOS,** complimented the RCs for the activities undertaken. She then raised the issue of assignments, regarding technical issues being faced in submission through emails.

**Prof. Rashmi Sinha, Director SOSS,** reiterated the issues raised by Director SOS, regarding non-

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receipt of any communication/acknowledgement by learners after submission of Projects in online mode. She also mentioned that the duration of online sessions may be looked into since some learners and academic counsellors have expressed concern that duration of two hours for one counselling session is high and may be reduced to a shorter length of time.

**Item No. 48.3**

**To consider and approve proposals for activation of additional programmes at existing Learner Support Centres.**

The proposal for activation of **15 additional programmes** was considered and approved by the SSC. The details are placed at **Annexure 48.3.1.**

**Item No. 48.4**

**To consider and approve proposals for opening, closure and shifting of Learner Support Centres.**

The Committee considered and approved the proposals for opening 11 Learner Support Centres (P), and closure of 04 Learner Support Centre (P) 04 and shifting of 2 LSC (1 Regular LSC and 1 SLSC). The details are placed at **Annexure 48.4.1.**

**Item No. 48.5**

**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**

- 1. Online academic counseling and feedback**
- 2. Submission of scanned copy of handwritten assignment through e-mail and evaluation**
- 3. Online publicity measures undertaken by RCs**
- 4. Analysis on Weekly Action taken report received from RCs**
- 5. Online approval of appointment of Coordinators by Director RSD based on scanned copies of the documents.**

The Member Secretary presented a report of the online student support activities undertaken by the RCs. He informed that during the lockdown period to combat the COVID-19 Pandemic situation, the IGNOU RCs have been informed to adhere to the safety measures notified by the GOI and IGNOU. The directives have been issued for combating the COVID-19 pandemic and to strictly adhere to the guidelines for social distancing and work from home during the lockdown period. The University Notifications are placed at **Annexure 48.5.1(a, b, c, d)**

He further explained that in response to the University directives/Notifications issued, all the Regional Centers have effectively utilized the tech-mediated services as alternate mode of providing the support services to students across the country and send the weekly ATRs to RSD for

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compilation and onward transmission to ACD. The members were informed that as on date 22 Weekly ATRs from 23<sup>rd</sup> March to 28<sup>th</sup> August 2020 have been compiled and transmitted to the ACD and a summary of the same was presented.

The Member Secretary highlighted the salient aspects of the status report pertaining to the following web-based activities:

1. Online academic counseling and feedback Annexure 48.5.2a.& Annexure 48.5.2b.
2. Submission of scanned copy of handwritten assignment through e-mail and evaluation Annexure 48.5.3.
3. Online publicity measures undertaken by RCs.
4. Analysis on Weekly Action taken report received from RCs.
5. Online approval of appointment of Coordinators by Director RSD based on scanned copies of the documents.

He also apprised the members of feedback received from RCs on some aspects regarding the web enabled academic support services pertaining to Conduct of web-based counseling sessions and Web-based assignment activity.

**The following matters were placed for consideration and approval of the SSC:**

1. Submission of scanned copies of handwritten assignments by learners through emails to the RCs, approved by the competent authority and notified vides RSD Circular dated 30-03-2020. (Annexure 48.5.4 a&b)
2. Payment norms for web based academic counselling approved by the approved by the competent authority and notified vide RSD Circular No: IG/RSD/Payment Norms/2020, dated: 1st June 2020. (Annexure 48.5.5 a&b)
3. A dedicated online assignment submission portal may be developed and maintained by Computer Division on IGNOU website for submission of assignments and project reports by learners and this will enable RCs to expedite process of evaluation.
4. A Committee may be constituted to work out a policy for the online/web enabled academic support activities and Standard Operating Procedures, factoring appropriate duration and number of each counseling session, online assignments activity, to attain a robust and

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sustainable learner support system.

**The Chairperson** appreciated the efforts of Director RSD and RCs for the continuance in providing academic support to learners during the lockdown period. Dr. Sanjeev Pandey, expressed that there were problems related to submission of scanned assignments through email, creation of multiple email ids for receiving the assignments, multiple submission by learners at various email ids, segregating the assignments and evaluation by academic counselors especially in very high enrolment LSCs. Dr. Pandey further apprised that the evaluation and upload of awards is being streamlined.

**The SSC approved the following:**

- i. RSD Circular dated 30-03-2020 issued with approval of the competent authority, regarding submission of scanned copies of handwritten assignments by learners through emails to the RC and
- ii. Payment norms for web based academic counselling approved by the competent authority and notified vide RSD Circular No: IG/RSD/Payment Norms/2020, dated: 1st June 2020.
- iii. A Committee 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.

**Item No. 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. Regular LSCs/ Practical-oriented Programme study centres/Special LSC RC-wise.**

The Member Secretary presented that the University had notified its own "Standards for achieving excellence in design, development & delivery of open and distance learning "on 6th September . As per the above notification, the University is following the guidelines under 'Standards of Learner Support Centre' as defined in clause 9 and 10 under Part V.

He went on to explain that after exemption of IGNOU from the purview of the UGC ODL ( Regulations 2017), all Regional Centers are following norms as specified in the above stated notification of IGNOU.

The Member Secretary further informed that the status was reported to 47<sup>th</sup> SSC as Agenda 47.7 and

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as recommended by the SSC the details about the non-compliant LSCs and efforts made by the LSCs to comply with the Standards of Excellence, notified by University, has been obtained from the RCs, placed at **(Annexure 48.6.1)**.

He then presented the status of Non-compliant LSCs RC wise as follows:

- The categories of Regular LSC and Programme Study Centre have further have been categorized into practical/non practical based LSCs. Further, RSD has also examined status of all such non-compliant LSCs from the respective RCs. The compiled report is placed at **Annexure- 48.6.2.**
- 52630 learners are attached with 146 non-compliant LSCs out of 253 non-compliant LSCs **(Annexure – 48.6.3).** Thereby, 107 non-compliant LSCs are either kept in abeyance or closed by the RCs. Out of 146 non-compliant LSCs having enrolment with them, it has been categorised into the category with practical & non practical based which are 82 & 64 LSCs respectively **(Annexure – 48.6.4).**
- The details of 52630 learners have further been analysed & found that the 17273 learners are from the practical based programmes. More than 66% (11436) are from the RCs of NCR. Out of the non-complaint 146 LSCs (having learners) are further categorised and it has been noticed that **out of the 146 LSCs, 84 are the RSC, 31 belongs to SSC category & 31 are the PSCs (Annexure – 48.6.5).**

Dr Sanjeev Pandey, expressed that in view of the sudden lockdown the recommendation of the 47<sup>th</sup> SSC to upgrade the non-compliant LSC to University recognized centres could not be taken up. He suggested that the norm of having skill development centres as stated in the Standards of Excellence Notification, could be applied in institutions affiliated to some government recognized institutions and permit them to function as LSC.

Dr. Abhilash Nayak, suggested to prepare guidelines/SOPs for streamlining the recently initiated web enabled assignment activity.

**The following observations are placed for consideration of the SSC:**

- The learners from the Regular non-compliant LSCs may be shifted to the nearby compliant Learner Support Centres for providing the counselling (theory) and other learner support

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services.

- The practical sessions of such learners may be organized at identifying Work Centres which shall be identified by the respective Regional Centres.
- The non-compliant LSCs affiliated to any Government recognized institution may function as a skill development centre as per the norm in the “Standards of Excellence in Design, Development and Delivery of ODL”.
- A Committee may be constituted to further examine the status of the non-compliant LSC and
- Extension may be given till the next admission session, i.e., January 2021 for the non-compliant LSC to upgrade to a institution affiliated to a recognized University.

**The SSC approved the following:**

- The non-compliant LSCs affiliated to any Government recognized institution may function as a skill development centre as per the norm in the “Standards of Excellence in Design, Development and Delivery of ODL” but cannot be opened as an LSC.
- Extension may be given till the next admission session, i.e., January 2021, for the non-compliant LSC to upgrade to an institution affiliated to a recognized University.
- Existing Non-compliant institution be converted to skill providing centre wherever it is possible, as per rules.

**The status report of LSC which are non-compliant with the requirements of “Standards of Excellence in the Design, Development and Delivery of ODL” under the categories of Regular LSC/Programme LSC and Special LSC as on 31/08/2020 was reported to the SSC and approved with the above stated recommendations.**

<b>Item No. 48.7</b>	<b>To consider and approve the Opening of Learner Support Centre (P) on provisional basis</b>
The SSC was informed that repeated requests were received from RC Bangalore & RC Bijapur followed by a request received from the Commissioner, Health & Family Welfare Services, Govt. of Karnataka, vide their letter no. HFW/NHM/CPHC-UHC/BPCCHN/11/2020-21 dated 31/08/2020, for the proposals, placed at <b>Annexure 48.7.1</b> . The proposals were placed for consideration for its provisional Notification, with the other conditions like:	

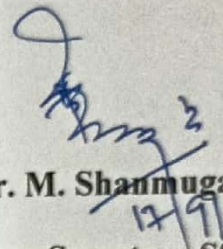
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1. Opening of above LSC (P) are under Project Mode and is for 6 months duration only.
2. The Appointment Letters to these Coordinators (P) shall be provided only after getting the minimum 20 learners at each LSC (P).

**The proposal for Opening of Learner Support Centre (P) on provisional basis was considered and approved by the SSC.**

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**

डॉ. एम. शनमुगम / Dr. M. Shanmugam  
निदेशक / Director  
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