

# **PROGRAMME GUIDE**

**PGDGM**

**January 2024**

<b>IMPORTANT INFORMATION</b>	
Registration and IGNOU ID	After applying you can download your ID from the IGNOU website. You are required to show the ID card for your counselling sessions and entry in the examination hall.
Minimum duration of the programme	1 Year
Maximum duration of the programme	3 years
Assignments	<p>Two for MME 104 and one each for MME 105 and MME 106 course</p> <p>Submission is essential before filling term end examination form</p> <p>To be submitted to the Learner Support Centre</p> <p>Validity is one year, in case last date of submission is over, you need to solve the assignment for the next session and submit</p> <p>You can download the assignment from the IGNOU website <a href="http://www.ignou.ac.in">www.ignou.ac.in</a> under the downloads. Assignments are also uploaded in the web portal. Please note the last date for the submission of the assignments is given on the top right corner of each assignment. Submit your assignments on time. Dates if changed are intimated by coordinator or on IGNOU website.</p>
Submission of term end examination form*	<p>Last date for submission of the form is 30<sup>th</sup> September/30<sup>th</sup> March for the July-Dec and the Jan-June sessions respectively without late fee. Dates if changed, are notified on the IGNOU website which you should visit frequently</p> <p>Schedule for submission of exam form through online mode and exam fee is available on IGNOU website in the month of March and September. You will be required to pay Rs.250/- per course. This fee may change from time to time. Please visit IGNOU website for any updates</p>
Centre of examination*	Online submission of exam form link provides the exam centre list.
Admit Card	The admit card or hall ticket can be downloaded from IGNOU website at around 15 days prior to examination
Correspondence with the university	Always keep a copy of your correspondence with the university, assignments, projects, forms etc. with you. Please mention your enrolment number in all the correspondence you make with the university
Submission of forms	Fill the forms online if available. In cases where you are not required to submit online, download the form and send in the filled in form with the required fee/and enclosures as instructed. Please check for latest versions of the forms which may have been uploaded on the IGNOU website.

Dear Student,

I welcome you to the Post Graduate Diploma in Geriatric Medicine Programme (PGDGM) Programme of IGNOU. This is a unique Programme that equips you to be able to provide primary health care to the elderly.

During your study, you will get support from IGNOU through Internet as well as through the networks of our Regional and learner Support Centres. You have been allotted a Regional Centre and you will be attached to a Learner support centre/Programme StudyCentre under that Regional Centre. A learner support centre is one which has more than one programme housed under one coordinator while a programme study centre has only one programme coordinated by a programme in charge. You will receive the printed self-learning course material in accordance with our despatch schedule.

You are requested to be in constant touch with us through the email [rkuba@ignou.ac.in](mailto:rkuba@ignou.ac.in). The programme comprises of a total of three theory courses viz. worth 6 credits for course MME 104 and 4 each for courses MME 105 and MME 106. Custom-made self-instructional course material has been prepared for all the courses. You are provided with the self-instructional course material of all the courses after your admission.

As part of your study, you are required to undertake assignments. Assignments are a form of continuous assessment tools and must be submitted in time. At the end of the programme you are required to undergo term end examination in each of the courses and clear each one independently.

In addition to the course material, you will have videos available for better understanding of the subject, and radio-counselling/web conferencing/teleconferencing for clearing your doubts and for interaction with subject experts. The radio-counselling, and teleconferencing sessions are scheduled by IGNOU as per availability of the facilities. Web conferencing classes are organized by your Coordinator/programme incharge. Regular broadcasts and telecasts of recorded audio video programme help in supplementing the information given in the course material.

As with every distance learning programme, we appreciate that due to various personal reasons, you may not be able to complete some or all components of your programme in the designated six months duration of the course. IGNOU gives you the flexibility of completing the programme in a total of two years of registration of the programme without paying any extra fees.

Required information or the source and the various forms that may be required by some of you time to time, are available in the Programme Guide. You may also visit the IGNOU website for any updates/changes in the forms or the fee to be submitted with the forms.

Please read and keep this Programme Guide very carefully and you will have minimum doubts about the frequently asked questions. During the course of your study, if you have any feedback, suggestions and comments to make, please write to us immediately, at [rkuba@ignou.ac.in](mailto:rkuba@ignou.ac.in). You will be provided administrative support from the Regional Centre and academic support from the Learner Support Centre. I am always there for your support and can be approached for problems not sorted out at any level.

You are advised to be in touch with your learner support centres for advice / timely / day-to-day information or visit the website with URL [www.ignou.ac.in](http://www.ignou.ac.in).

Wishing you all the best in pursuing PGDGM programme.

**PROF. RUCHIKA KUBA**

**Programme Coordinator**

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#### ABBREVIATIONS

<b>IGNOU</b>	:	Indira Gandhi National Open University
<b>SOHS</b>	:	School of Health Sciences
<b>RSD</b>	:	Regional Services Division
<b>SR&amp;ED</b>	:	Learner Registration and Evaluation Division
<b>MPDD</b>	:	Material Production and Distribution Division
<b>PSC/LSC</b>	:	Learner Support Centre
<b>SDC</b>	:	Skill Development Centre
<b>WP</b>	:	Work Place
<b>RHSAC</b>	:	Regional Health Sciences Advisory Committee
<b>PIC</b>	:	Programme-in-charge

## 1. THE UNIVERSITY

### Introduction

Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives:

- ✓ Democratising higher education by taking it to the doorsteps of the learners
- ✓ Providing access to high quality education to all those who seek it irrespective of age, region, religion and gender
- ✓ Offering need-based academic programmes by giving professional and vocational orientation to the courses
- ✓ Promoting and developing distance education in India
- ✓ Setting and maintaining standards in distance education in the country as an apex body.

### Prominent Features

IGNOU has certain unique features such as:

- International jurisdiction
- Flexible admission rules
- Individualised study: flexibility in terms of place, pace and duration of study
- Use of latest information and communication technologies
- Nationwide student support services network
- Cost-effective programmes
- Modular approach to programmes
- Resource sharing, collaboration and networking with conventional Universities, Open Universities and other Institutions/Organisations
- Socially and academically relevant programmes based on students need analysis
- Convergence of open and conventional education systems

### Important Achievements

- Emergence of IGNOU as the largest Open University in the World.
- Recognition as Centre of Excellence in Distance Education by the Commonwealth of Learning (1993).
- Award of Excellence for Distance Education Materials by Commonwealth of Learning (1999).
- Dedicated 24x7 hour Educational TV Channel 'Gyan Darshan' and Gyan Vani FM Radio. IGNOU is the nodal agency for these channels and regular transmissions are done from the Electronic Media Production Centre (EMPC), IGNOU. Student enrolment has doubled in four years from 1.5 million to around 3 million.
- UNESCO declared IGNOU as the largest institution of higher learning in the world in 2010.
- Awarded A++ grade by National Assessment and Accreditation Council (NAAC) on 19<sup>th</sup> January 2021
- Ranked first under the category CFIs (Non- Technical) in the Atal Ranking of Institutions on Innovation Achievement (ARIIA) 2021
- Largest network of learning support system.

- Declaration of Term-end result within 45 days.

### **The Schools of Studies**

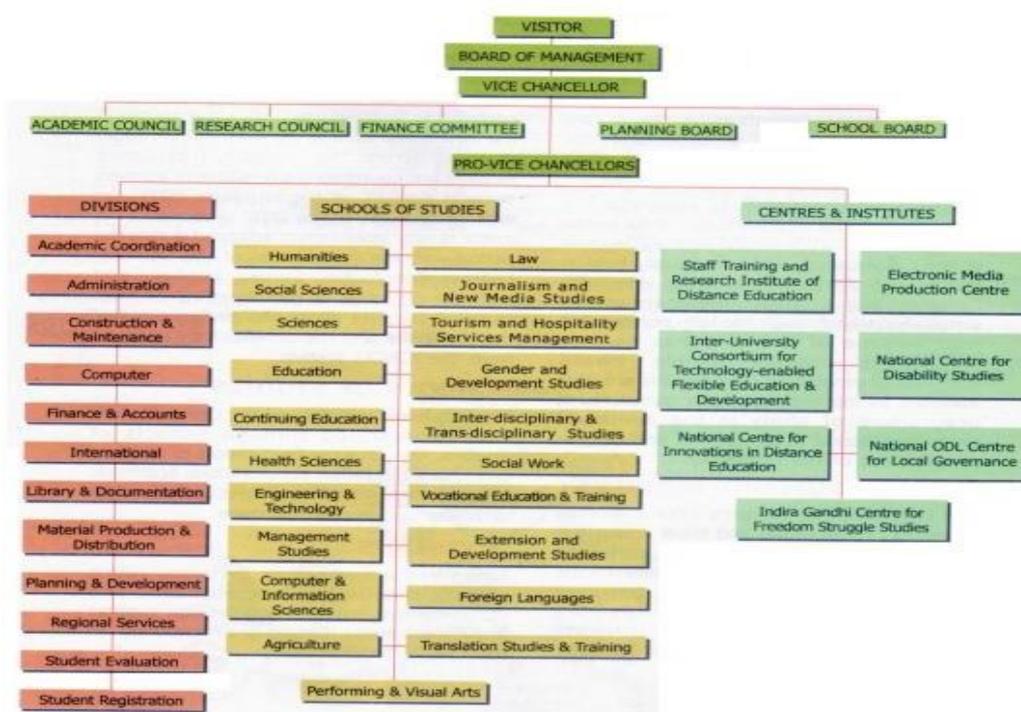
With a view to develop interdisciplinary studies, the University operates through its Schools of Studies. Each School is headed by a Director who arranges to plan, supervise, develop and organise its academic programmes and courses in coordination with the School staff and different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels. The following Schools of Studies currently are in operation:

1. School of Humanities (SOH)
2. School of Social Sciences (SOSS)
3. School of Sciences (SOS)
4. School of Education (SOE)
5. School of Continuing Education (SOCE)
6. School of Engineering & Technology (SOET)
7. School of Management Studies (SOMS)
8. School of Health Sciences (SOHS)
9. School of Computer & Information Sciences (SOCIS)
10. School of Agriculture (SOA)
11. School of Law (SOL)
12. School of Journalism & New Media Studies (SOJNMS)
13. School of Gender and Development Studies (SOGDS)
14. School of Tourism and Hospitality Service Management (SOTHSM)
15. School of Interdisciplinary and Trans-disciplinary Studies (SOITS)
16. School of Social Work (SOSW)
17. School of Vocational Education and Training (SOVET)
18. School of Extension and Development Studies (SOEDS)
19. School of Foreign Languages (SOFL)
20. School of Translation Studies and Training (SOTST)
21. School of Performing & Visual Arts (SOPVA)

### **Organizational Structure of IGNOU**

The broad organisational structure is given in Fig 1. As already mentioned in the section above, there are 21 schools in the University. In addition to the various schools there are various divisions and centres. Some of these are administrative divisions while others assist the schools in the development and the delivery of the academic programmes. Some of the support divisions are the Student Registration Division, Student Evaluation Division, Regional Services Division and Material Distribution Division.

## Organisational Structure of Indira Gandhi National Open University



**Fig. 1: Broad Organisational Structure of IGNOU**

### School of Health Sciences

The School of Health Sciences (SOHS) was set up with the objective of augmenting educational avenues and for providing in-service training for medical, nursing, paramedical and allied personnel through the distance education mode.

The School is a pioneer in developing competency-based programmes in various disciplines of Health Sciences. Innovative approaches in Medical and Nursing programmes includes hands-on training which is provided through diversified approach of a network of medical and nursing colleges and district level hospitals. Most of these programmes are skill based programmes aimed at improving the knowledge and skills of inservice health personnel.

To achieve this, the School is collaborating and jointly developing and offering academic programmes, with various National and International organizations like World Health Organization (WHO), Ministry of Health and Family Welfare (MoHFW), National AIDS Control Organisation, Indian Nursing Council (INC) etc.

### Ongoing Programmes include

#### Doctoral Degree Programmes

Doctor of Philosophy in Nursing (Ph.D.(N))

#### Bachelor's Degree Programme

Bachelor of Science in Post Basic B.Sc. Nursing (BScN(PB))

#### PG Diploma Programmes

Post-Graduate Diploma in Maternal and Child Health (PGDMCH)

Post-Graduate Diploma in Hospital and Health Management (PGDHHM)

Post-Graduate Diploma in Geriatric Medicine (PGDGM)

Post-Graduate Diploma in HIV Medicine (PGDHIVM)

### **Diploma Programmes**

Diploma in Critical Care Nursing (DCCN)

Diploma in Nursing Administration (DNA)

### **Certificate Programmes**

Post graduate Certificate in Medical Management of CBRNE disasters (PGCMDM)

Certificate in Health Care Waste Management (CHCWM)

Certificate in Maternal and Child Health Nursing (CMCHN)

Certificate in Newborn and Infant Nursing (CNIN)

Certificate in Home Based Health Care (CHBHC)

Certificate in Community Health (BPCCHN)

Certificate in First Aid (CFAID)

Certificate in General Duty Assistance (CGDA)

Certificate in Geriatric Care Assistance (CGCA)

Certificate in Phlebotomy Assistance (CPHA)

Certificate in Home Health Assistance (CHHA)

Certificate Programme in Yoga (CPY)

You can learn more about these programmes from the IGNOU website.



## 2. PGDGM PROGRAMME

Due to healthier lifestyles and improved medical and hygienic care, life expectancy around the globe has increased. Older persons often have multiple long-term conditions, and present to healthcare in atypical ways. This increases the demand for specialists in the health care of the geriatric population in order to ensure both clinical expertise and interdisciplinary management. Doctors also need to be highly competent communicators with knowledge of medical ethics, social care and palliative medicine.

Over the years the persons 65 years of age and older utilize a disproportionately higher share of health care services, and with the continuing growth of this population, this proportion is expected to further increase. Yet the provision of health professionals with expertise in geriatrics and gerontology continues to lag significantly behind this need. To meet this huge medical manpower gap this programme has been designed to cater to make primary health care available to the elderly at the community level.

### About The Post Graduate Diploma in Geriatric Medicine (PGDGM) Programme

This programme is a comprehensive package wherein you will be oriented to the multisystemic and multi-disciplinary aspect of Geriatric Medicine. The learners being trained under this programme are expected to contribute towards reduction in morbidity and mortality, prevention of avoidable hospital admissions, and delay or postponement of institutionalisation.

In this programme, you will learn assessment and management of older patients with medical, psychological and social problems, as well as those with the principle geriatric syndromes, such as mobility disorders, falls, incontinence, pressure ulcers, dementia and delirium. We expect you to achieve a high professional standard in the acute and chronic medical care and rehabilitation for older people. These include the promotion of good health in later life, the prevention of illness, reduction of disability and proper referral to the appropriate place when needed. Thus Geriatric Medicine is a multisystemic and multi-disciplinary subject requiring a comprehensive approach to the older patient. It reduces morbidity and mortality, prevents hospital admission, and delays or postpones institutionalisation.

### 2.2 Objectives of the Programme

After completing the programme you should be able to

- Discuss the demography and epidemiology of older population.
- Perform a comprehensive assessment of an older person, including mood and cognition, gait, nutrition and fitness for surgery in an in-patient, home or community setting, including day hospitals.
- Diagnose and manage acute illness in old age in an in-patient setting, home and community setting where appropriate and be able to identify and refer the cases for specialist intervention.
- Diagnose and manage those with chronic disease and disability in an in-patient, home, hospital and community setting and be able to identify and refer the cases to specialist where need be.
- Provide rehabilitation with the multidisciplinary team to an older patient in an inpatient, home, hospital and community setting and be able to identify and refer the cases for specialist intervention where need be.

- Discuss and participate in implementation of different National Health care programs for the older person.
- Plan the transfer of care of frail older patients from hospital to home settings.
- Apply the knowledge and skills of geriatrics in an intermediate care, home and/or community setting.
- Assess and manage older patients presenting with the common geriatric problems: (a) falls with or without fracture, (b) delirium, (c) incontinence, (d) poor mobility
- Demonstrate competence in palliative care, orthogeriatrics, old age psychiatry and stroke care.

## 2.3 Programme Package

The programme package in distance education mode is developed with the help of available technology commonly known as multi-media package. The package for this programme consists of print material in the form of booklets called blocks, audios videos, web conferencing classes, hands on practical sessions at medical colleges and district level hospitals, assignments and term end theory and practical examinations. Teleconferencing and Interactive Radiocounselling sessions are scheduled as and when available. All the resources and the important announcements are placed on a dedicated web portal platform which can be accessed anytime anywhere by the students.



In IGNOU parlance, the study hours are measured in credit system. One credit is equivalent to 30 learning hours. Each theory booklet is called a block, which consists of three to six chapters called units. Usually, each block represents one credit. The block on practical manual is meant for guidance in 'Hands-on-training'. Hence, the credit hours represented by it will be as mentioned against the respective courses in Section 2.4.

The programme is offered in the January session. The duration of the programme is of one-year. i.e. January to December of a calendar year. The print material consists of 14 theory Blocks, 3 Practical Manuals, 3 logbooks, 1 Programme Guide and 6 Assignments. You will receive all the print materials in the beginning of the session.

## 2.4 Programme Structure

The PGDGM programme consists of six courses. There are three theory courses - Course 1 (MME-104) Course 2 (MME-105) and Course 3 (MME-106). There are three practical courses - Course 4 (MMEL-104), Course 5 (MMEL-105) and Course 6 (MMEL-106).

The Courses are designed on the basis of learning hours required by an average learner. As mentioned above, one credit represents 30 hours of learning. The design of the PGDGM programme in terms of credit distribution of the courses is shown below:

Course Code	Name of Course	Type of Course	Credits
MME 104	Basic Geriatrics	Theory	06
MME 105	Clinical Geriatrics I	Theory	04
MME 106	Clinical Geriatrics II	Theory	04
MMEL 104	Basic Geriatrics Practical	Practical	06
MMEL 105	Clinical Geriatrics I Practical	Practical	12
MMEL 106	Orthopaedics Practical	Practical	04
<b>Total</b>			<b>36</b>

## 2.5 Scheme of Study

In distance education system, in addition to self-learning, contact sessions are held to facilitate the learning process of learners. In this programme, where practical component is quite significant, the contact sessions will comprise of counselling sessions for the theory and practical components. For the convenience of study, the whole duration of these sessions is divided into two contact spells in the Learner Support Centre. The 1<sup>st</sup> spell will be clubbed with the induction meeting wherein you will be oriented to the programme and how to complete the same. Theory Counselling sessions will be taken for discussing hard spots and difficult areas. You are free to ask doubts on the related subjects.

## 3.HOW TO STUDY?

We shall learn in the following subsections how to study the different components of the programme

### 3.1 Theory Component

The learners of distance education system are adult learners. Hence, the self-instructional materials are written with the objective and style so as to make the reading interesting and easily understandable. A schematic representation of the design of units is given below to facilitate your access to the contents.

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**Unit X\***

Objectives

Introduction

Section 1 (Main Theme)

Sub-section 1 of Section 1

Sub-section 2 of Section 1

.....

.....

Check Your Progress

Section 2 (Main Theme)

Sub-section 1 of Section 2

Sub-section 2 of Section 2

.....

.....

Check Your Progress

| | | | |  
| | | | |

X.m Let Us Sum Up

X.n Answers to Check Your Progress

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\* 'X' stands for the serial number of the unit concerned.

As the scheme suggests, we have divided the units into sections for easy reading and better comprehension. Each **section is indicated distinctly by bold capital letters** and each sub-section by relatively smaller but bold letters. The significant divisions within sub-sections are in still smaller but bold letters so as to make it easier for you to see their place within sub-sections. For purposes of uniformity, we have employed the same scheme of divisions in every unit throughout the programme.

Please start reading from the very beginning of the block i.e. Block Introduction and then go through the units. In each unit read the objectives, introduction and then the text. The objectives articulate briefly:

- What we have presented in the unit, and
- What we expect from you once you complete working on the unit.

The last section of each unit under the heading 'Let Us Sum Up' summarises the whole unit for purposes of recapitulation and ready reference. We have self-check exercises under the caption 'Check Your Progress' at a few places in each unit. Do not skip these exercises. The answers to these exercises are mentioned at the end of the unit.

What, perhaps, you would do is to go through the units and jot down important points as you read in the space provided in the margin. **Broad margins in the booklets are there for you to write your notes on.** Make your notes as you work through the materials. This will help you prepare for the examination as also in assimilating the content. Besides, you will be able to save on time. Do use these margins. This will help you keep track of and assimilate what you have been reading in the unit, answer the self-check exercises and the assignment questions and easily identify the item(s) to be clarified.

We hope that we have given enough space for you to work on the self-check exercises. The purpose of giving self-check exercises will be served satisfactorily if you compare your answers

with the possible ones given at the end of each unit after having written your answer in the blank space. **You may be tempted to have a glance at answer(s)** given at the end of the unit as soon as you come across an exercise. But we do hope that you will overcome the temptation and turn to these answers only after you write yours.

These exercises are **not** meant to be submitted to us for correction or evaluation. Instead, the exercises are to function as study tools to help you keep on the right track as you read the units.

The units are designed in such a way that the contents of later units are based upon the contents of initial units. If you have not understood or followed a unit properly, please read it again before reading the next one because; it may be difficult to follow the later units without a proper understanding of the first one. Wherever you face problem in understanding the content, please make note of it and put that question to your counsellor during the counselling sessions at the PSC/LSC. You can also informally clear your doubts whenever you come in contact with your counsellors at PSC/LSC/SDC without any hesitation.

The reference books are listed for those who want to know further about the subject. But for your purpose, it should be sufficient if you have understood the contents thoroughly. Please note that all the questions either in assignments or in term-end examination will be from the syllabi as mentioned in this guide. You will have to write the assignments related to each block as mentioned later on.

## **Practical Component**

There are three practical courses. The skills that you need to learn under each course have been provided in your respective practical manuals. Please maintain record of all the cases, to ensure that you are seeing as a part of the learning exercise.

The time allotment at PSC/LSC will be used for demonstration of skills to you and for limited practice. To ensure that you have understood the steps involved in each of the skills demonstrated, you should practice the skills on at least one sample case. If you can get opportunity to practice it on a greater number of patients at PSC/LSC, then you are welcome. However, if you do not get more chances, you could practice the same procedure at your Skill Development Centre (SDC).

At SDC, you will have to practice all the skills taught to you at PSC/LSC. The number of patients that you should see for each skill is mentioned in the logbooks. To guide you, there will be counsellors at SDC from two disciplines i.e. Medicine and Obstetrics and Orthopaedics. However, for community Medicine, no activity is identified at SDC level. Hence, please try to clear all your doubts in MMEL-104 before you leave PSC/LSC and start activities at your work place.

Training in PSC/LSC is planned in 2 spells with the focus on group learning but the posting at SDC is spread over the year and focus is on one-to-one learning. The learning at PSC/LSC, SDC and workplace must take place in a cyclical manner for all the identified skills. This provides you multiple opportunities to clarify all their doubts with respective subject experts during the registration period.

The duration of practical component is mentioned against each course. The practical manuals provided for each course would provide you information in details about the skills that you need to perform. This manual will guide you in carrying out the procedures both under supervision and for self-practice later on. You are provided an additional checklist manual/guide in each practical course.

## **Log-book Maintenance**

Log-book is meant for maintaining the records of all the activities/cases that you are performing as a part of the programme at PSC/LSC, SDC and Work Place. You have been provided with a logbook for each of the three practical courses. The number of cases that you should record in logbook will be according to the provisions made in it. For the rest of the cases as and when you see them, should be entered in the respective log-book in the appropriate place as mentioned in them.

***The log-books should be carried by you whenever you participate in PSC/LSC/SDC training. The cases recorded by you at the PSC/LSC/SDC should be written then and there and get it countersigned by the respective Counsellors.*** As attendance of all the spells vis-a-vis completion of all skills is compulsory, these records will be the objective proof of your actual performance and learning. If a particular activity is not duly signed by the counsellors, then it would not be considered for internal assessment and hence will fetch you low score. Please note, you ***must carry the log-book along with you to the term-end practical*** examination which would be returned back to you at the end of the practical examination.

### **Audio-video Component**

Videos and video recordings of teleconferencing classes are made available on the Web Portal and EMPC You Tube Channel to help you learn the practical skills. Videos are also uploaded on YouTube. You can view them approaching through the e-gyankosh repository of IGNOU and searching under School of Health Sciences (<http://egyankosh.ac.in/handle/123456789/18>) or through You-Tube directly by searching for 'YouTube video PGDGM'. You can get idea about how to make clinical case presentation in MMEL-105/MMEL-106.

### **Learner Information System**

#### **Induction Meeting**

An induction meeting is held in the beginning of the session. This could be conducted online (through the web conferencing mode) channel based Teleconferencing and Interactive Radio counselling or face to face in the PSC/LSC or to the Regional Centre as planned by IGNOU. You are given orientation about the IGNOU system and told about your roles and responsibility while undergoing the PGDGM programme package. You will receive information regarding this from your regional centre/programme coordinator.

#### **Peer Group Information System**

You could make your own arrangement to get information in time. One method could be to establish a common WhatsApp group amongst the batch mates. Information obtained from the IGNOU website, programme coordinator, study centre coordinator, PIC or Regional Centre as and when obtained could be updated information regarding the schedules of various activities like spells, web conferencing classes, workshops, exam forms, any special event etc. Other social media like facebook etc. can also be used.

#### **Information by PIC/coordinator of the study centre**

The Programme In-charge /Coordinator is provided information on different activities either by Regional Centre or by the School from time to time. The PIC/coordinator in turn also informs you about the relevant activities.

#### **Information by Regional Centre**

Some of the information is sent to you by the Regional Centre. The Assistant Regional Director (ARD) takes care of this activity.

### **Information from Headquarters**

Information on evaluation and material distribution goes directly from the respective divisions located at headquarters. You could also communicate directly to these divisions. However, in case of any problem, you could inform to the Regional Centre/PIC/coordinator as the case may be.

### **Interaction with Programme Coordinator**

You could interact with your programme coordinator through e-mail on any of the administrative or academic problems related to the programme.

### **Information through the Web portal**

Many important announcements and information can also be accessed through the web portal. Be sure to visit the same from time to time.

### **Information through Teleconference**

Some of the important announcements regarding last date for Assignments, Projects and the schedule of next teleconference are made through scrolls during the transmission. The Monthly Schedules of Gyan Darshan & Teleconference are available on IGNOU website [www.ignouonline.ac.in/Gyandarshan](http://www.ignouonline.ac.in/Gyandarshan) . However, this information is available on website. You could attend the teleconference at any of the places linked by Gyandarshan (GD-1) channel or at your residence if you have DTH (direct to home) connection.

### **Information through Gyan Vani**

Gyan vani is an educational FM radio channel with a frequency 105.6 Mhz. several FM radio stations each covering a radius of about 70 km. You can interact during the live Interactive Radio Counselling. You can broadcast through toll free number. Please contact your regional centre for details. The programme on Gyan Vani are also being simulcast through Gyan Dhara an internet based streaming through following Toll Fee Numbers:

<b>Toll Fee Gyan Vani</b> <b>1800 112 2346</b>	<b>Toll Free Gyan Dhara</b> <b>1800 112 2346</b>
<b>011-29536131</b> <b>011-29533581</b> <b>011-29533103</b>	<b>011-29532844</b>

### **Information from Website**

All the latest information is provided in the website of IGNOU (<http://www.ignou.ac.in>). You can access it as and when required. See section 3.7 for more details.

### **Information from Learner Support Service centre**

Any type of unsolved problems could be sent to the student support service centre ([ssc@ignou.ac.in](mailto:ssc@ignou.ac.in)).

## **Learner Responsibility**

### **Providing Correct Contact details**

You will be communicated by IGNOU about various activities and guidelines from time to time. Ensure that your e-mail, mobile number and postal address is correctly recorded with IGNOU. You can verify this on IGNOU website by clicking the learner support and the Registration status. (<http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>)

You should also provide your enrollment number and Learner Support Centre name and code whenever you want to correspond with any officials of IGNOU so that you could be replied timely and properly.

### **Travel and Stay in Relation to Programme**

The admission fee covers only the expenses towards study material, counselling, practical activities at PSC/LSC and SDC including *travel during field visits* and evaluation. Hence, cost towards your stay and travel in relation to the programme during the practical spells, examination, teleconference etc. has to be borne by you.

### **Log-book Maintenance**

You will maintain the log-books for practical courses. Each of the records maintained at PSC/LSC/SDC should be signed by the respective counsellors.

### **Attendance in Spells**

All the practical spells are compulsory. However, you have the option to complete them over a period of 3 years (i.e. till registration period remains valid). The **attendance for all spells is compulsory and you have to attend them in a sequence**. If you miss any spell, you may not be allowed to join the next spell. So, you should inform in advance to the Programme Coordinator and your Programme In-charge /Coordinator regarding your inability to attend the spell so that you will be given an option to attend that spell (organized on zonal basis) at some other place so that you could again join your group in the PSC/LSC for the next spell. If you are not able to attend the spell at alternate arrangement venue, you have to wait for that spell for the next year with the next batch.

### **Certificate of Completion for Skill Training**

You will have to attach the certificate of completion of practical activities performed at PSC/LSC and SDC while applying for the term-end practical examination. You could retain a xerox copy of these certificates for future use.

### **Timely Submission of Assignments**

The submission dates are mentioned in the assignment. You should submit your assignments before taking the term-end theory examination.

### **Filling of Term-end Examination Form**

You will have to fill up *theory and practical term-end examination form* separately. The theory form is submitted online for which the required fee per course has to be paid as per guidelines. The last date for submitting the theory examination form **is March 31<sup>st</sup> /September 31<sup>st</sup> for the June/December examination or as intimated from time to time on IGNOU Website**. You may

also have the option to submit at a later date with payment of late fee. For practical term-end examination the form is to be submitted to the PIC for which no separate fee to be paid.

### Invalid Registration

Even after completing the programme, your registration could be declared as invalid at the time of announcing the result. The reason could be one or more of the following:

- You have appeared in the examination without registration.
- Your registration period has expired.
- Your registration details are not forwarded from the concerned Regional Centre to the SR&E division.
- You were not eligible for registration for the particular programme/course.

Hence, you should first check the details from the respective Regional Centre before approaching to the headquarters.

### IGNOU Website

You can get the details of information about IGNOU from the website([www.ignou.ac.in](http://www.ignou.ac.in)). If you face any problem or have any doubt, you should e-mail to the programme coordinator.



Fig. 1 : Web page of IGNOU Website

The screen of the homepage is mentioned in Fig.1. Please click the respective icons about which you want further information. For example, if you want information on School of Health Sciences, click on the word About IGNOU and then on **Schools of studies**, similarly if you want information on a specific regional centre, click on **Regional Network**. If you want information on Gyan Darshan, Gyan Vani and other Audio Video Programme details, click on **Electronic Media production Centre (EMPC)** after clicking About IGNOU and then Institutes/centres/cells/Units.

As a learner of IGNOU, you will be interested to know your examination date sheet, term-end theory result, grade card, your correspondence address as recorded at IGNOU Headquarters and the status of the print materials that you are supposed to be provided in the beginning of the session. In addition, you may be interested in downloading information like old question papers, fresh assignments etc. All these information related to learner learning process is clubbed together which could be accessed by clicking on the word **Learners Support**. Once you click on this word, you will be automatically guided for subsequent search.

You may also notice some information rolling on the screen of the home page. This information are usually displayed periodically according to its relevance. For example, facility for online filling of theory term-end forms will appear only in the month of March or September. Special information like declaration of result, rescheduling of examination etc. are displayed as applicable from time to time. You should click on these matters to know more details.

#### **On line Submission of Theory Term-end Forms**

You can fill up the theory term-end form online by clicking on the word **Register online** in the home page and then on the **Term End Exam** (<http://exam.ignou.ac.in/>). The detailed guidelines of filling form will be displayed.

After successful submission of Examination Form, you will receive an acknowledgement slip with the details of, Control Number, Course Code, Date and Session. You should retain the auto generated Control Number for reference and record.

#### **Information on Term-end Theory Examination Date Sheet**

The term-end theory examination date sheet gets displayed by the month of February/August for June/December examination respectively.

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## **4. HOW WILL THE PROGRAMME RUN?**

### **Infrastructure for Implementation**

The programme will be implemented through a network of health infrastructure all over India. IGNOU has 56 Regional Centres (RC) which are directly responsible for the programme-related activities of that region. The headquarters has 21 schools looking after the academic components and several divisions for administrative component.

The SOHS is responsible for the curriculum design, programme development as well as framing the guidelines for various aspects of the implementation process in consultation with the concerned divisions. Besides the school also monitors the programme to ensure quality training. The learner Registration Division (SRD) is responsible for admission of learners and the Learner Evaluation Division (SED) for examination (both concurrent and end-assessment) and certification. Computer division possesses the learner data. The Material Production and Distribution Division (MPDD) is responsible for Print and despatch of study materials. Regional

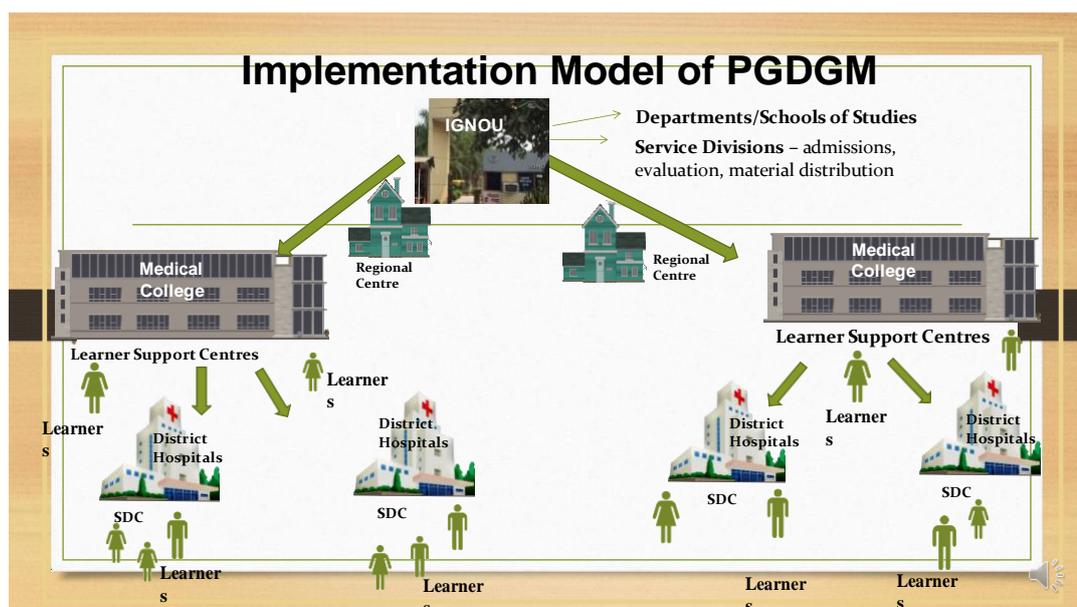
Services Division (RSD) is the coordinating division between the head quarter and peripheral set up. So most of the information from Regional Director will go to head quarter only through RSD. Besides, RSD appoints the counsellors, Programme-in-charge/ Coordinator and takes care of the financial aspects of running the programme.

The contact sessions will be conducted through the counsellors identified at Learner Support Centre (PSC/LSC) and Skill Development Centre (SDC). The PSC/LSC and SDC are the Medical Colleges and District Level Hospitals identified by IGNOU for this programme. At PSC/LSC, you will be demonstrated practical skills and given opportunity to clear your doubts where as you would practice the skills at allotted SDCs for gaining competence. You will be able to do more and more practice of skills at your own work place. The link between the above infrastructure is represented in Fig. 2.

In addition to the district hospitals, SDC could be located in the First Referral Unit (FRU) or in a private set up (may be a large private hospital/nursing home) with a minimum patient turn over, availability of subject experts and the facilities as per the guidelines. The SDC will be identified by the Regional Centre and allotted to the learners in such a way that no SDC will be attached to more than five learners and all the learners be attached to the nearest possible centre. If a learner finds the allotted SDC to be very far from his work place, then he could identify a set up fulfilling the criteria laid down for SDC and approach to the Regional Director for the same. Once that SDC is formally approved, it could be allotted in lieu of the previous one.

**Programme-in-charge/ Coordinator is the link between IGNOU and the health set up used for the PGDGM programme.** He is stationed at the PSC/LSC and will for all practical purposes manage the day-to-day problems and ensure smooth running of the programme. The counsellors identified at PSC/LSC and SDC will help to provide skill training to you.

Work place is the set up where you work normally. This may be a Primary Health Centre (PHC); your own clinic or any other health set up in private/government sector. If the requisites in terms of number and the types of patients and facilities to perform the expected practical are not available at the normal place of your work, then you are at liberty to select a place where you could work to fulfill the requirements for your practical activities.



**Fig 2 Implementation Model of the PGDGM programme**

## Allotment of PSC/LSC and SDC

### *Allotment of PSC/LSC*

You will be informed about your allotted Learner Support Centre in your admission letter. You will be issued Identity Card and enrollment number by your Regional Centre. You can also download your ID card from IGNOU website. **For all future correspondence, please mention your enrollment number.**

In no situation a Learner Support Centre will have more than 30 learners in a batch. Hence, change of Learner Support Centre will be permitted subject to availability of a seat in the PSC/LSC to which transfer is opted. For transfer of PSC/LSC, you will have to apply in writing to your regional centre so that your records could be transferred to the new regional centre.

### *Allotment of SDC*

Allotment of the SDCs *is made in the beginning of the academic session* by the Regional Centres with the help of the respective Coordinator of the PSC/LSC. *It is usually done during the induction meeting.* If the allotment is not done by the 1<sup>st</sup> spell, you should bring it to the notice of the regional centre and the Programme Coordinator. Following points are taken into consideration while allotting an SDC:

- A maximum of 5 learners to be attached per SDC counsellor.
- Learners to be provided opportunity for *independent handling of patients.*
- Travel time to SDC should be the minimum so that a learner is not required to take leave to perform the SDC activity.
- SDC activity has to be performed in mutually convenient time of the learner and the counsellor.

The allotment of SDC is made on the basis of the identified SDCs in a state. But, if some suitable SDC could be identified at a convenient distance from the residence of a learner, the matter should be brought to the notice of the Regional Consultant/Regional Director who would pursue the matter with appropriate authorities for permission. *After getting such permission, allotment of that SDC would be made to the desiring learner. An SDC can also be allotted in or near the city where you reside, even if it falls in a state other than the state in which your PSC/LSC is located.*

Similarly, if a learner gets transferred to another state, his SDC allotment could be changed to the nearest available SDC in that state. In this situation, the learner will inform the Regional Director (where PSC/LSC is located) about his transfer marking a copy to the Regional Director of the opted state (where he/she wants to do SDC activity). The Regional Director of the opted state will take necessary steps to allot an SDC out of the list of activated SDCs or activate a new SDC as per the necessity.

## Role of Learner Support Centre/Programme Study Centre

Each PSC/LSC will have the following major functions:

### **Counselling**

Face to face contact between teachers and the learners is provided to impart skill training and clarify doubts arising out of the study materials. During this period, you will be demonstrated different skills as planned in the curriculum design. As per the availability of the patients and feasibility, you will also be given chance to practice some of the skills then and there.

Online web conferencing sessions will also be taken for demonstration of certain skills and for case presentation and discussion by the students.

#### **How can the counsellors help you at PSC/LSC?**

- Take theory counselling in respective subjects.
- Demonstrate all practical activities to the learners attached to him/her.
- Help in limited practice of Skills at PSC/LSC
- Evaluate assignments and provide feedback.
- Participate in Web conferencing sessions, if required.
- Evaluate record of practical components of respective courses.
- Ensure your learning and gaining proficiency in respective disciplines.
- Certify the completion of skills by you at PSC/LSC.
- Participate as examiner for Term-end practical Examination.

#### **Evaluation of Assignment**

You will be given assignments having long, short and problem based questions. The counsellors at your Learner Support Centre will evaluate them and return you for feedback.

#### **Library**

There will be availability of relevant course materials, reference books as suggested for further reading, audio video materials related to the programmes run by the Learner Support Centre and also can be accessed through egyptankosh.

You will be able to avail the library facility of the Medical College to which the Learner Support Centres are attached. Please use your **Identity Card** for this purpose.

#### **Interaction with Fellow Learners**

You get an opportunity to interact with your peer groups and other learners that could help you to overcome the problems faced by a distant learner. You can overcome the feeling of being isolated from other learners.

### **Role of Skill Development Centre**

There will be sufficient number of SDCs in each state as per the need of enrolled learners. In some of the states all the district hospitals have been approved to function as the Skill Development Centre. Each SDC will have the following major functions:

#### **Hands on Training**

You will be practicing different skills that are learnt by you at the PSC/LSC during the practical sessions/contact sessions. Here you will diagnose and manage the problems independently under the guidance of the SDC Counsellor. You will attend OPD, Ward, Geriatric clinics, emergency etc. as

feasible. All these postings will be planned by the SDC Counsellor so that all the skills visualized for learning are completed successfully.

#### **How can the counsellors help you at SDC?**

- Supervise your practice of skills in respective disciplines.
- Certify the completion of skills by you at SDC.
- Evaluate your learning of skills at SDC.
- Ensure learning and gaining proficiency in respective disciplines at SDC.

#### **Monitoring**

The SDC Counsellors will help the learners to develop competency in each skill so that learners can apply the new knowledge in their set up. This process involves verification of logbook written by learners and identifying learning problems there by and rectifying those problems while the learner is performing the same skill on other patients.

At SDC, the teaching learning arrangement is one to one basis. This aims at developing a friendly learning atmosphere and clearing all the doubts of learners without any hesitation.

#### **Internal Evaluation of Practical Courses**

The counsellors at SDC will assess each learner on the basis of their performance and logbooks. These marks will be sent to the Programme In-charge /Coordinator for further compilation.

#### **Log-book Checking**

Each SDC Counsellor will verify the log-books maintained by the learners. This checking will be an integral part of the skill development process.

#### **Grouping of Learners**

The Programme-in-charge/ Coordinator along with the counsellors of the three departments Medicine, Orthopedics and Community Medicine will finalise the time schedule of every practical spell. The posting plan is designed in such a way that every learner gets adequate opportunity to clear his/her doubts. Though 5 learners are attached to a counsellor at a time, these *5 learners could be further divided into smaller groups and posted to different places* like OPD, Ward, other departments like Psychiatry, skin, eye, ENT, Dental Emergency etc.

Even though there is flexibility in planning a spell, following points need to be taken into consideration:

- Not more than 5 learners are grouped in any of the clinical posting.
- Field demonstrations should not have more than 10 learners at a time.
- Learners, *if possible*, could be taken in the ward teaching rounds.
- Interested learners could be allowed, *if the department has no objection*, for night duties in, ICU, emergency care, etc.
- All learners should participate actively and present at least one case.

At the SDC, one counsellor each will be identified from Medicine and Orthopaedics. As you will be attached to one SDC also, you will practice the skills under guidance of the counsellors at SDC.

#### **Programme Schedules online**

You will be provided the schedule of counselling by your Programme-in-charge/ Coordinator who will also inform you about grouping and rotational posting in different departments. There will be 2 practical spells in a year. A tentative time frame of the spells is mentioned above.

1 <sup>st</sup> spell	May - June
2 <sup>nd</sup> spell	September-October

Please note that **both the spells are compulsory**. If you are not able to attend any spell in the dates fixed by your PSC/LSC, you should inform about it in advance to your PIC and to the Programme Coordinator so that you could be informed about the alternate arrangement being made (usually on a zonal basis) in advance to enable you to attend it. If the alternate arrangement is also not suitable, then you can attend the activity only with the next batch at your allotted PSC/LSC. This process will be applicable to all the five spells.

You will also be required to attend and participate in online classes which will be organized by your Coordinator/programme incharge. You will be informed the dates in advance so that you can plan your activities accordingly and attend the classes.

### Arrangement of Contact Sessions

#### Theory Counselling

There will be theory counseling through online web conferencing classes. All the doubts related to theory material could be clarified during these sessions.

#### Practical Activity

##### *i) At Learner Support Centre*

The practical demonstration at the PSC/LSC would be done in two spells as mentioned above. You will be posted in various departments like community medicine, Medicine, orthopaedics, Eye, ENT, Skin, Dental, Psychiatry, Emergency where you can see the cases in OPD or ward, as per the necessity of training you in a particular skill. The exact place of posting will again depend upon the decision of the counsellors of PSC/LSC so that your training becomes more meaningful.

It may be noted that the time allotted for PSC/LSC will be used for **demonstration of skills and limited practice of that skill** by learners depending upon the availability of the patient. It is expected that PSC/LSC counsellors will demonstrate all the skills at least once and some of you get a scope to practice under their supervision. If you do not get scope for independent practice in the first spell, you could try the same in next spell. However, you have to do independent practice of all the skills at SDC level. In addition to demonstration, you could discuss the important points in each of the procedures with your counsellors and ensure that you follow all the steps correctly.

You may be taken in a field visit to Old Age Homes or Day Care Centre in your MMEL 104 course. The visit will be organized by the respective counsellors. During the field visit, you have to collect all data as mentioned in the related section of the logbook and get them signed before completing the respective spell.

At the end of the last spell, the PSC/LSC **counsellor will sign on the completion certificate** (Appendix-1) that is essential to make you eligible to appear in the term-end examination.

##### *ii) At Skill Development Centre*

After attending the first spell at PSC/LSC, you should try to practice those skills in the SDC. This will help you to identify your weakness in the learning process and provide you the scope to clarify the doubts during your next visit to PSC/LSC or while interacting with the SDC counsellor. Thus, the PSC/LSC and SDC training goes hand in hand. **The purpose is to complete the practicing of all the skills at SDC that are taught to you at PSC/LSC in a particular spell before going again to the PSC/LSC for learning the additional new skills in the next spell.**

The schedule of activities at SDC will vary from learner to learner as per their convenience. You should discuss with your SDC counsellor and fix the timing for performing the practical at the SDC. This responsibility lies with you to mutually decide upon a time schedule that would suit both the counsellors and you. You should also get the logbook duly signed from the counsellors as and when you perform the activities at SDC. At the end of the posting, the SDC **counsellors will sign on the completion certificate** at appropriate places to make you eligible to appear in the term-end examination.

Please note that ***attending all the spells are compulsory*** i.e. you will be allowed to appear in the examination only after completion of training in all the skills that are planned in the spells and the skills to be undertaken in the SDC.

iii) *Your Own Work Place*

You are required to view the recorded videos at your own work place. Some of these also have assessments which you are required to undertake and submit to your coordinator/programme incharge for evaluation.

You must also practice the skills taught at the PSC/LSC/PSC and SDC for gaining proficiency. The activities undertaken in your work place are required to be recorded in your respective log books

iv) Online classes through web conferencing platforms

In addition to the face to face classes during contact sessions, you are also required attend few online classes and participate in case discussions virtually as and when organized by your PSC/LSC coordinator/PIC of PSC.

## Teleconferencing

It is a two-way audio and one-way video system where you can see the teachers over television screen and interact with them by using the telephone/Fax. The teleconferencing sessions will be planned as per feasibility and attempts will be made to link them during the practical spells so as to have more participation.

In these sessions, subject experts will be invited to deal with various subject areas as planned for that session. While dealing with the theory component, principles/concepts dealt in different units will be highlighted and the questions raised by you will be answered with the help of examples so that you will be able to practice those principles and link them to practical activities.

In the practical component, attempts will be made to deal with rare patients and where possible, show them live or get video clips of five to ten minutes and generate discussion. Attempts will also be made to simulate question answer sessions/seminars in a planned way. As the teleconferences are being linked with the practical sessions, a good amount of participation is expected. Hence, model case presentation, case discussion, panel discussion and important

clinical examination procedures will be dealt with. The important sessions of the teleconference that are recorded and placed in You-tube can be seen by you.

## 5. HOW WILL YOU BE EVALUATED?

In Indira Gandhi National Open University (IGNOU), every course is considered as an independent unit. Hence every course will be evaluated separately and for all purposes each course will be considered as a separate entity.

Evaluation will be made both concurrent (internal assessment) and at the end (Term end-assessment). Theory and Practical components will be evaluated separately. For the theory courses, the weightage of the internal assessment will be 30% and that of the Term end-assessment will be 70%. For the practical courses, the weightage of the internal assessment and that of the Term end-assessment will be 50% each. For successful completion of the programme, you will have to **pass in both the components of each of the six courses with a minimum score of 50%**. It may be noted that securing of pass mark in the internal assessment of the practical components is essential before you can appear in the respective term-end practical examination.

### Distribution of Marks

Each course will have 100 full marks. Mark distribution and pass marks are mentioned in the table above. It may be noted that even though the learners have to secure pass mark separately in both the components, all their successful components are carried forward till the end of the registration period of 3 years. So, the learners have the option of either completing all the components in an academic year or over a period of 3 years in a phase-wise manner as feasible to them.

Course-wise Distribution of Marks

Course Code	Nature of Course	Internal Marks	Term-end Marks	Total
MME-104	Theory	30 (15)	70 (35)	100
MME-105	Theory	30 (15)	70 (35)	100
MME-106	Theory	30 (15)	70 (35)	100
MMEL-104	Practical	50 (25)	50 (25)	100
MMEL-105	Practical	50 (25)	50 (25)	100
MMEL-106	Practical	50 (25)	50 (25)	100
<b>Total</b>				<b>600</b>

*Note:* Figures in parenthesis show the pass marks.

### Method of Evaluation of Theory Courses

Each theory course has two components of evaluation – assignments or internal assessment and the term end examination.

#### Internal Assessment (Assignments)

In IGNOU, the internal assessment for theory is carried out by providing you one assignment for every two theory blocks. These assignments are question papers that you will answer at your own place by referring your blocks. For the PGDGM Programme, you will have to do three assignments for Course 1 (MME-104) and two assignments each for Course 2 (MME-105) and Course 3 (MME-106).

You have to secure an aggregate of at least 15 marks to pass. If one fails to secure 15 marks, he/she will have to repeat the assignment/(s) in which he has scored less than pass mark. The last date of submission of assignments is mentioned in the assignment and must be adhered to. At times the date of submission may be extended. You may visit the IGNOU website and web portal for more updates.

**All the assignments have to be hand written.** Submission of assignments is a pre-requisite for appearing in theory examination. If someone appears in the term-end theory examination without submitting the respective assignments, his/her term-end theory examination may not be reflected in the grade card.

**You** will be marked for the internal assessment of the practical courses depending upon your participation and interaction during the practical counselling sessions and your records in the log books.

Some of the commonly faced problems related to assignment are discussed below. If you still find some problem, please contact the programme In-charge or Programme Coordinator ([rkuba@ignou.ac.in](mailto:rkuba@ignou.ac.in))

<mailto:hivmedicine@ignou.ac.in>

#### 1. **Missing content**

Whenever you download the set of assignments, check them immediately and email at [rkuba@ignou.ac.in](mailto:rkuba@ignou.ac.in) for any discrepancy or doubt.

#### 2. **Writing process**

The assignment responses should be complete in all respects. Before submission you should ensure that you have answered all the questions in all assignments. Incomplete answer sheets bring you poor marks. Please leave sufficient margin (about 5 cm) on the answer sheet so that the counsellor can write his comments there. All the assignments have to be own hand written.

#### 3. **Submission schedule**

You must submit your assignments according to the schedule indicated in the assignment itself to your programme in charge. You will be provided feedback on the assignments usually within one to two months of submission. The University/Programme In-charge has the right to reject the assignments received after the due date. You are, therefore, advised to submit the assignments before the due date.

#### 4. **Repeating assignment**

Each assignment is valid only for the session for which it has been uploaded. In case you are not able to clear the assignments, you should attempt the fresh assignments as and when uploaded for the next session after downloading the same from the IGNOU website.

#### 5. **Content of Assignment**

The main purpose of assignments is to test your comprehension of the learning material you receive from us and also to help you get through the courses by providing assessment on the assignments. They also serve to provide feedback to you. The information given in the printed course materials should be sufficient for answering the assignments.

#### 6. **Style of writing**

Try to write the assignments in your own style and give suitable examples wherever necessary. This will help you to get good marks. Note that a new set of assignments is prepared for every session.

#### 7. **Defaulters**

If you have not been able to submit all the assignments within the one year time frame of your admission, then you are required to download the next set of assignments that have been prepared for the next session and submit the same to your coordinator/programme in charge for evaluation..

#### 8. **Non-entry/wrong entry of marks**

The PIC forward a copy of assignment marks in a prescribed format to Regional Centre. The entry of assignment marks is initiated at the level of Regional Centre which is forwarded to SE Division. So, in case of non-entry of assignment marks, report to the Regional Centre or to PIC in writing regarding the problem.

#### 9. **Wrong Totaling**

Please note that *re-evaluation of assignments is not done*. However, re-totalling of marks is carried out locally by the respective counsellor and reported to the PIC. This should be done immediately after you receive the assignment feedback and feel that you may like to request for a re totaling.

### **Term-end Examination**

Term-end examination for theory will be held twice in a year i.e. in the month of June and December. There will be 3 papers of 70 marks each. Each paper will be of 3 hours duration. You will have to secure at least 35 marks in each of the theory papers for successful completion.

You can appear in the examination for both courses together. However, in case you are not prepared, you may like to take the examination of the second course at a later date, but within the maximum, i.e two years period of your registration. For appearing in the theory term-end examination, you should *fulfill two requisites, i.e. filling up the form in time and timely submission of assignments* related to that theory paper or the papers that you want to appear. Some of the commonly asked questions related to term-end theory examination are discussed below. If you still have some additional questions, please contact the Coordinator/programme In-charge or Programme coordinator ([rkuba@ignou.ac.in](mailto:rkuba@ignou.ac.in))

You can appear from any of these centres. But once you give a choice, the centre is not usually changed. If the centre that you have opted is not activated as an examination centre, then you will be automatically allotted a centre nearer to that of your option. The hall ticket for the examination has to be downloaded from website which becomes available usually 2 weeks prior to the commencement of examination.

#### 1. **Eligibility for the term end examination**

To make you eligible, you will have to fill the term-end examination *through online mode only at IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in)* online. Please note that you will have to *pay examination fee @ Rs.250/- per paper*. (This fee is subject to change as per university decision and details are available on the IGNOU Website).

#### 2. **Date of the examination**

Hall ticket will be made available at IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) learner(s) and can be downloaded during 3<sup>rd</sup> week of May for June examination & 3<sup>rd</sup> week of November for December examination. (The dates may change as per University decision)

#### 3. **Last date of submission of the Examination form**

The last date for submission of examination form without late fee is 30th September for examinations to be held in December and 31<sup>st</sup> March for examinations to be held in June without late fee. The last date of form submission may vary with new notification put on the IGNOU website from time to time

#### 4. *Centre for Examination*

You can choose the centre for the term end examination when you fill the online form. However the centre will be finalized by Student Evaluation Division. You will be allotted the centre that you have asked for if that centre is identified as an examination centre for that session. Otherwise a nearest possible centre is allotted. The allotted centre is intimated to you in the admit card.

#### 5. *Intimation Slip*

The intimation slip can be downloaded from IGNOU website only.

#### 6. *Admit card/Hall ticket*

Your admit card/hall ticket for examination can be downloaded from IGNOU website only generally two weeks before commencement of examination.

#### 7. *Non-receipt of Admit Card*

If you do not get Hall Ticket from IGNOU website, by one week before the examination, you may contact at IGNOU Head Quarters at helpline no. /email id which is available at online submission of examination portal.

#### 8. *Misplaced Admit Card*

If you know your examination centre, you can report to the examination centre superintendent with the IGNOU identity card (Student Identity Card) and take the examination.

#### 9. *ID card for Examination*

You are provided a student ID card by your Regional Centre. You can also download from IGNOU website. In case you lose it, you must get a duplicate one prepared immediately. Always remember to carry your ID card for the programme for taking the examination, or else you may be denied entry. **Mobiles and other electronic gadgets are not permitted in the examination hall.**

#### 10. *Wrong Enrollment Number*

Your enrolment number is your Roll Number for examinations. Be careful in writing it. Any mistake in writing the Roll Number will result in non-declaration of your result.

### Method of Evaluation of Practical Courses

Each practical course has two components of evaluation – internal assessment and the term end examination.

#### Internal Assessment

The practical courses will have 50% weightage from internal assessment. The internal assessment of the practical component will be done by the counsellors located both at the PSC/LSC and the SDC. The breakup of the marks is given in the table. The assessments for the asynchronous online sessions will be through google questionnaires. For the rest of the components, there are no formal question papers for assessment. The counsellors will make a subjective assessment of your understanding and performance on every skill. The marks on internal assessment will be given by the PSC/LSC/SDC counsellors in a structured proforma. This proforma will be handed over by the respective SDC/PSC/LSC counsellors to the Programme In-charge /Coordinator as soon as you complete all the requisite activities under them.

In PSC/LSC, most of the *skills dealt in a spell will be evaluated during that spell or in the last spell*. Similarly, the SDC Counsellor will evaluate you as and when you complete the activities related to the respective skill as per the groupings made in the proforma. Please note that you have to also submit the *respective logbooks during the term-*

*end practical examination for verification by examiners.* You will be returned back your logbooks after the examination.

#### Process of Evaluation of Internal Assessment of Practical Component

Course Code	Weightage	Evaluation Process
MMEL-104	20 %	Online Asynchronous sessions evaluation by PSC/LSC counsellor
	20 %	Face to Face sessions contact 1 evaluation by PSC/LSC counsellor
	40 %	Online synchronous sessions evaluation
	20 %	by PSC/LSC counsellor Face to Face sessions contact 2 evaluation by PSC/LSC counsellor
MMEL-105 MMEL-106	20 %	Online Asynchronous sessions evaluation by PSC/LSC counsellor
	20 %	Face to Face sessions contact 1 evaluation by PSC/LSC counsellor
	20 %	Evaluation by SDC counsellor
	20 %	Online synchronous sessions evaluation by PSC/LSC counsellor
	20 %	Face to Face sessions contact 2 evaluation by PSC/LSC counsellor

**Passing in internal assessment of the practical is a prerequisite for appearing in the Term-end Practical examination.** A learner will have to secure at least 15 marks to be declared as pass in the internal assessment component. If a learner fails to secure pass marks, he/she will have to **repeat** all the practical activities (at PSC/LSC and SDC) of related courses **after paying the required fees.** The fee will be same as that applicable for readmission to practical Courses.

#### Term-end Examination

For term-end practical examination, there will be three external examiners i.e. one each from the disciplines of the community medicine, Orthopaedics and Medicine and four internal examiners one each from the disciplines of the community medicine and Orthopaedics and two from Medicine The internal examiners will be from the same Learner Support Centre and the external examiners will be the counsellors from IGNOU Learner Support Centres (for PGDGM Programme) of other states or from National Pool of Academic counsellors and examiners. Their names will be finalized in consultation with the school. An observer from IGNOU may also be present. The practical term-end examination is usually held **once a year** i.e. in the months of November-December. However, if learners apply for June session, examination could be planned for those learners at 1-2 selected centres across the country.

The examination pattern will be uniform in the whole country. You will be given long and short cases slides/spots and there will be a viva. In Course MMEL-104, the case will be replaced by working up of family and management problems. Slide/Spot category could include spot diagnosis, specimens, X-rays, Instruments, Statistical exercises, Charts, Small Management problems, Graphs, etc. A learner will have to score at least 50% marks in any of the three practical courses to pass successfully. Otherwise, he/she will have to repeat the respective course.

*You will appear in the term-end practical examination at your Learner Support Centre.* If number of learners opting for appearing in term-end practical examination are less than 10, then learners of neighboring PSC/LSCs would be clubbed together. For making you eligible for appearing in the examination, you will have to fill up the form mentioned in **Appendix- II** of the Programme Guide. Please note that this **practical form will be deposited with your programme in-charge.** As term-end examination will be conducted for all the three practical courses, your

examination will be spread over 3 days i.e. one day each for each discipline. Your Programme In-charge /Coordinator will inform you about the schedule of your practical examination.

### **Eligibility Criteria**

For appearing in the practical term-end examination, you should fulfil the following three requisites:

- Attend all the **practical spells** at PSC/LSC (related to the courses you want to appear, the online asynchronous and the online synchronous sessions) and complete all the activities (related to the courses you want to appear) at SDC. The **completion certificate** signed by respective counsellors is to be submitted as a proof.
- **Fill up** the practical term-end form in time and submit to the Programme In-charge /Coordinator (Appendix-II)
- Have paid the fees for the Practical Examination online in the stipulated time from IGNOU Website
- **Pass** in the practical internal assessment.

*Please note that appearing in theory paper is not a prerequisite for appearing in practical component*

### **Practical Date sheet**

Practical examination date is decided by the Coordinator/ programme In-charge. It is usually held in the last week of November or in December after the theory examination.

### **Availability of Practical form**

Copies of the examination forms are available only in the programme guide in the Appendix-II.

### **Filling up form**

You could appear in all or any one of the three courses at a time. Only one form is to be submitted for all the courses that you want to appear in a term-end examination.

### **Fees for Practical examination form**

To make you eligible, you will have to fill the term-end examination for both the theory as well as the practical courses **through online mode only at IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in)** online. Please note that you will have to **pay examination fee @ Rs.250/- per paper**. (This fee is subject to change as per University decision. You can obtain the latest information from IGNOU website)

### **Where to deposit the form**

The filled-in practical examination form is to be submitted to your Programme In-charge.

### **Intimation Slip**

There is no intimation slip. Programme In-charge /Coordinator informs you about the date.

### **Centre for examination**

Your Learner Support Centres is the Centre for practical examination. If sufficient number of learners are not taking exam, the centre will be decided by Head quarter and your Coordinator/ PIC will be informed about.

## **Result and Certification**

### **Declaration of Result**

All the results of students are computerized and **when a student completes all the courses of the programme, a printed mark sheet (called grade card) along with a provisional pass certificate is sent to the students.** The grade card is also displayed in the IGNOU website and can be downloaded from here. There is a provision of issuing duplicate grade card on receipt of request application along with a demand draft for the required fee in favour of IGNOU and payable at New Delhi. Link for the obtaining duplicate copy of grade card, marksheet or provisional certificate is given in Appendix III.

Term-end Theory results will be uploaded on the website. Usually, it takes 2-3 months time for declaration of term-end theory result. If you are unsuccessful in a theory paper, you should apply for next examination in the prescribed form. You can also opt for early declaration of result by filling the form for the same available on the website. You do not have the number of attempts written anywhere in your grade card or certificate.

At times, some component of the results is not reflected in the grade card or mark sheet. In that situation, please write an application to the Registrar SE Division enclosing a xerox copy of the partial reflected grade card. You should also follow it up with the Regional Centre for necessary action or write to student support service centre/grievance cell.

### **Re-evaluation of Answer Scripts**

When you are not satisfied with your term-end theory marks, you have an option of approaching IGNOU for re-evaluation of answer script. You should apply online for that within a month of declaration of result in website. You can also ask for the photocopy of your answer script online

### **Convocation**

The final diploma certificate in PGDGM will be offered by the university after the convocation ceremony. Usually every year this is organized in the month of February-March. So, the learners passing by the June examination of the previous academic year are given diploma on this occasion. The **successful learners are routinely informed about the convocation in the month of November/December by the evaluation division by uploading the same on University website..** The interested learners need to reply to SED division in this regard.

#### *Gold Medal*

There is a provision of Certificate of Merit for the learner passing the PGDGM Programme within minimum duration in one chance and securing the highest mark (but not less than 75%) amongst all learners of that session. The learner may be called to attend the convocation personally to receive the Certificate of Merit.

## **6. Some important Information**

As discussed earlier, the programme implementation is made by a team effort. Different divisions of IGNOU look after different components of this implementation process. Any missing link could create hurdles. Hence, if you as a distant learner face any problem, please follow the guidelines as mentioned below.

### **Change of Address**

If your address gets changed, please Send an email to Registrar SED with copy to programme coordinator. This form needs to be submitted to the **Registrar, SRD through your Regional Director.** Your new address will be taken care of. You can also download the form from IGNOU website.

### **Interaction with Fellow Students**

You get an opportunity to interact with your peer groups and other students that could help you to overcome the problems faced by a distant learner. You can interact face to face during the induction meeting, counselling sessions and workshop (if you opt for the workshop course) or through virtual interactions during the discussion forum You can overcome the feeling of being isolated from other students.

### **Channel of Communications and Addresses**

❖ **Student Support Service Centre:** The Student Support Service Centre was established at IGNOU headquarters in 1998 and provides you complete information pertaining to the old and newly launched academic programmes of IGNOU. It is a single window enquiry for students. So, all enquiry regarding admission, material, examination, etc. can be made to this centre. You may get an immediate reply for general query. For specific issues, they will help you to get the relevant

information from concerned section. Any type of unsolved problems could be sent to the student

support service centre (ssc@ignou.ac.in). Please refer Section for further details. In addition to the above, SSC also forwards the request received from the students regarding the change of address, corrections in the student's name and father's name, incorporation of assignments/practical marks, term-end theory examination form and the unresolved problems received from regional centres. The centre remains open on all the week days except Saturday, Sunday and Gazetted holidays.

❖ **Marketing Cell (MPDD):** All the IGNOU materials can be purchased through the Marketing Cell located at IGNOU Headquarters. A request application should be made to A.R. (Marketing Cell), MPDD, IGNOU, New Delhi-110068, Ph. No. 011-29572010, email id mmahto1478@ignou.ac.in mentioning the Course Code, No. of Copies of material required, etc. The Marketing Cell calculates the cost of course material and the cost of Postal charge and writes back to you.

On receipt of the amount of money in the form of a Demand draft drawn in favour of IGNOU, payable at New Delhi, the books are sent by Registered Parcel. Please note that the books can also be purchased by paying cash amount at the Marketing Cell.

❖ **Marketing Cell (EMPC):** The lists of audio-video material for sale are available in the website. They can be purchased by cash amount or by placing order to be sent post.

❖ **Interaction with Programme Coordinator:** You could interact with your programme coordinator through e-mail on any of the administrative or academic problems related to the programme. The e-mail id for the purpose is rkuba@ignou.ac.in. You will also be able to interact with your peers on the discussion forum. All important information and announcements will also be communicated through the email

❖ **Information by Programme In-charge (PIC):** The Programme In-charge (PIC) is provided information on different activities either by Regional Centre or by the School from time to time. The PIC in turn also informs you about the relevant activities by post/email.

❖ **Information by Regional Centre:** Some of the information is sent to you by the Regional Centre. The Regional Director/Nodal Officer takes care of this activity. You can note their contact details from the IGNOU website.

❖ **Information from Headquarters:** Information on evaluation and material distribution goes directly from the respective divisions located at head quarters. You could also communicate directly to these divisions. Addresses of important divisions and the School are given in the Appendix II. However, in case of any problem, you could inform to the Regional Centre/PIC as the case may be. You may kindly send your mobile number and email id to the Programme coordinator to get regular update from the headquarters.

❖ **Information through Gyan Vani:** Gyan vani is an educational FM radio channel (105.6 mz) operating through several FM radio stations each covering a radius of about 70 km. You can interact during the live broadcast through toll free number. Please contact your regional centre for details.

❖ **Information through Gyan Darshan:** Gyan Darshan a 24x7 Educational Channel of the country. This channel is being carried by DTH service providers such as TATA PLAY, AIRTEL, DEN, INDEPENDENT.

❖ **Information from Website:** All the latest information is provided in the website of IGNOU (<http://www.ignou.ac.in>).

## 6.4 Study Material

As mentioned earlier, you will receive all the print materials in the beginning of the session. It usually reaches by post within a month of starting of the session at your correspondence address. If it does not reach you within a month

of confirming admission, please write in the form mentioned in Appendix-III to Asstt. Director (Soft.), SSC Unit, MPDD, IGNOU, Maidan Garhi – 110068 Ph. No. 011-29572013 email id: mbhatnagar@ignou.ac.in. You can check the status of the material dispatch (<http://ignou.ac.in/ignou/aboutignou/division/mpdd/material> ) from the website also. In addition, you could contact your Programme-in-charge/ Coordinator to solve your problem. The materials that you will receive are as follows:

Course Code	Materials to be Received by Learners	
	Blocks	Assignments
MME-104	1, 2, 3, 4, 5 and 6	Hard copies of assignments will not be posted. You can download the soft copies from IGNOU Web <a href="https://webservices.ignou.ac.in/assignments/">https://webservices.ignou.ac.in/assignments/</a>
MME-105	1, 2, 3, and 4	
MME-106	1, 2, 3, and 4	
MMEL-104	Practical Manual, Log-book	—
MMEL-105	Practical Manual, Log-book	—
MMEL-106	Practical Manual, Log-book	—

## 7. KNOW SYLLABI OF YOUR COURSES

The programme design is mentioned in section 2.2. The block-wise details are mentioned in the following section and the detailed syllabi are mentioned in a separate section.

### Course-wise List of Blocks

#### **MME 104 - Basic Geriatrics      6 Credits**

<b>Block 1 Epidemiological and Demographical aspects of aging</b>
<b>Title of Units</b>
Unit 1 : Demographic and Epidemiological transition
Unit 2 : Demographic and Epidemiological trends in Aging
Unit 3 : Manifestations of demographic and epidemiological transition
<b>Block 2 Different Perspectives of process of aging</b>
<b>Title of Units</b>
Unit 1 : Biological changes with aging
Unit 2 : Immunity and Immunology
Unit 3 : Psychosocial aspects of aging
Unit 4 : Nutrition for the elderly
<b>Block 3 Preventive Geriatrics</b>
<b>Title of Units</b>
Unit 1 : Health promotion and healthy aging
Unit 2 : Making elderly Safe
Unit 3 : Health education basic counselling and communication
<b>Block 4 National and International programmes for Elderly</b>
<b>Title of Units</b>
Unit 1 : Programmes at Global Level
Unit 2 : Programmes at National Level
Unit 3 : Provisions and schemes for elderly

<b>Block 5 Rehabilitation Geriatrics</b>
<b>Title of Units</b>
Unit 1 : Principles of Rehabilitation
Unit 2 : Psychosocial Rehabilitation
Unit 3 : Vocational Rehabilitation
<b>Block 6 Ethical and legal issues in geriatrics</b>
<b>Title of Units</b>
Unit 1 :Agism, elder abuse, sexual orientation
Unit 2 :Ethical issues
Unit 3 Legal issues

**MME 105 - Clinical Geriatrics I      4 credits**

<b>Block-1 Different Face of Clinical Geriatrics</b>
<b>Title of Units</b>
Unit 1 : How are Elderly Different
Unit 2 : Comprehensive geriatric assessment
Unit 3 : Infections
Unit 4 : Anaemia and Hematological disorders
Unit 5 : Prescribing in elderly
Unit 6 Geriatric Syndrome

<b>Block-2 Gastrointestinal and Respiratory Disorders</b>
<b>Title of Units</b>
Unit 1 : Disorders of Gastrointestinal Tract
Unit 2 : Disorders of Liver, Biliary System and Pancreas
Unit 3 : Infections of Respiratory System
Unit 4 : Non-infective Disorders of the Respiratory System

<b>Block-3: Cardiovascular Disorders</b>
<b>Title of Units</b>
Unit 1: Congestive Cardiac Failure
Unit 2 : Hypertension
Unit 3 : Ischemic Heart Disease
Unit 4 : Valvular Heart Diseases and Infective Endocarditis
Unit 5 : Important Arrhythmias and management

<b>Block-4: CNS and Neuro-Psychiatric Disorders</b>
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<b>Title of Units</b>
Unit 1 :Cerebro Vascular Diseases and Accidents
Unit 2 : Psychogeriatric Disorders
Unit 3 : Cognitive Impairment and Dementia
Unit 4 : Neuro-degenerative Disorders including Parkinson
Unit 5 : Infections of Central Nervous system
Unit 6: Delirium and coma
Unit 7 : Seizure disorders

### MME 106 - Clinical Geriatrics II 4 credits

<b>Block-1: Genitourinary and Endocrinological Disorders</b>
<b>Title of Units</b>
Unit 1 : Fluid and Electrolyte Imbalance and metabolic disorders
Unit 2 :Nephrology and Urological Disorders
Unit 3 : Gynaecological Problems and Menopause
Unit 4 : Diabetes Mellitus
Unit 5 : Thyroid Obesity, and Sexuality

<b>Block-2: Musculoskeletal and Special Senses Disorders</b>
<b>Title of Units</b>
Unit 1 : Osteoporosis
Unit 2 : Disease of the Joints
Unit 3 : Fractures and Musculotendinous Disorders
Unit 4 : Visual Impairment
Unit 5 : Ear, Nose and Throat Disorders
Unit 6 : Diseases of the Oral Cavity
Unit 7 : Management of common skin problem in elderly
Unit 8 : Medical Rehabilitation

<b>Block-3: Malignancies, Care of Terminally Ill and Palliative Care</b>
<b>Title of Units</b>
Unit 1 : Basic Principles of Oncology
Unit 2 : Common Malignancies in men and Women
Unit 3 :Haematoncology
Unit 4 : Palliative Care and pain management
Unit 5 : Long term care

<b>Block-4: Common Surgical Conditions and Emergencies</b>
<b>Title of Units</b>
Unit 1 : Common Surgical Conditions
Unit 2 Perioperative care
Unit 3 : Poisoning
Unit 4: Accidents
Unit 5 : Other Common Emergencies

### **PRACTICAL COURSES**

**MMEL 104 Basic Geriatrics Practical**

**MMEL 105 Clinical Geriatrics Practical**

**MMEL 106 Orthopaedics Practical**

# Indira Gandhi National Open University

## PGDGM Programme

### CERTIFICATE OF COMPLETION OF PRACTICAL SKILLS

This is to certify that Dr. \_\_\_\_\_ has attended to all the practical skills listed in the practical manuals for the following courses as planned for PSC/LSC/SDC.

#### MMEL-104 (Basic Geriatrics Practical)

Signature of the Counsellor at PSC/LSC

Name of Counsellor \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

#### MMEL-105 (Clinical Geriatrics Practical)

Signature of the Counsellor at PSC/LSC

Signature of the Counsellor at SDC

Name of Counsellor \_\_\_\_\_

Name of Counsellor

\_\_\_\_\_

Address \_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

**MMEL-106 (Orthopaedics Practical)**

Signature of the Counsellor at PSC/LSC

Signature of the Counsellor at SDC

Name of Counsellor \_\_\_\_\_  
\_\_\_\_\_

Name of Counsellor

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Address

---

This is to certify that the above information is true to the best of my knowledge. If any information is found to be wrong at a later date, my results could be held invalid.

Place \_\_\_\_\_  
\_\_\_\_\_

Signature of the Learner

Date \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Name

Roll No.

*Please read the instructions in programme guide before filling up this*

Date for submission of Examination Form

- October 31 for December Examination
- April 31 for June Examination

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY, NEW DELHI**

TERM-END EXAMINATION (Practical Only) JUNE/DECEMBER 20.....

**CONTROL No. (For Office Use Only)**

Programme Study Centre Code

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Enrolment No.

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Write in BLOCK CAPITAL LETTERS only.

NAME : Mr./Mrs./Dr.

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Please tick (✓) against appropriate group of courses in which you intend to take the examination. The Course(s) which you have already passed should not be mentioned.

Sl.No.	Course Title	Course Code	Intend to Take Examination (put ✓ mark)
1.	Basics of Geriatrics Practical	MMEL-104	
2.	Clinical Geriatrics Practical	MMEL-105	
3.	Orthopaedics Practical	MMEL-106	

I hereby solemnly affirm that I have submitted the required number of Log-books/Project Report and have completed all the skills planned under the above course(s). The certificate of completion in support of the skills is attached.

I am aware that completion of all the skills at Skill Development Centre and Learner Support Centre and passing in the internal assessment (practical) is a prerequisite for taking Term-end (Practical) Examination. In case my above statement regarding submission is found to be untrue, the University may cancel the result of my above mentioned Term-end Examination and I undertake that I shall have no claim whatsoever in this regard. I also undertake that I shall abide by the decision, rules and regulations of the University. I have signed this undertaking on this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

Name \_\_\_\_\_

Signature of Learner \_\_\_\_\_

Complete \_\_\_\_\_

Address for \_\_\_\_\_

Correspondence \_\_\_\_\_

I have verified that the learner has submitted all the Log-books/Project Report and certificate of completion of skills related to the above courses in time.

Place \_\_\_\_\_

(Signature of Programme-in-charge/ Coordinator with Stamp)

Date \_\_\_\_\_

**SOME IMPORTANT LINKS**

1.	<b>IGNOU WEBSITE</b> <a href="http://www.ignou.ac.in">www.ignou.ac.in</a>
2.	<b>WEBSITE OF SCHOOL OF HEALTH SCIENCES</b> <a href="http://www.ignou.ac.in/ignou/aboutignou/school/sohs/introduction">http://www.ignou.ac.in/ignou/aboutignou/school/sohs/introduction</a>
3.	<b>PGDGM Programme Page</b> <a href="http://www.ignou.ac.in/ignou/aboutignou/school/sohs/programmes/detail/230/2">http://www.ignou.ac.in/ignou/aboutignou/school/sohs/programmes/detail/230/2</a>
4.	<b>Know your registration details</b> <a href="http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp">http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp</a>
5.	<b>Gyan Darshan</b> <a href="http://www.ignouonline.ac.in/gyandarshan">www.ignouonline.ac.in/gyandarshan</a>
6.	<b>Gyan Vani</b> <a href="http://www.ignouonline.ac.in/gyandhara">www.ignouonline.ac.in/gyandhara</a>  <a href="https://youtube.com/c/EMPCIGNOU">https://youtube.com/c/EMPCIGNOU</a>
7.	<b>e Gyankosh –A digital repository</b> <a href="http://www.egyankosh.ac.in">www.egyankosh.ac.in</a>
8.	<b>Downlaod Assignments</b> <a href="http://webservices.ignou.ac.in/assignments/">http://webservices.ignou.ac.in/assignments/</a>
9.	<b>Student Zone</b> <a href="http://www.ignou.ac.in/ignou/studentzone">http://www.ignou.ac.in/ignou/studentzone</a>

**LINKS TO FORMS**

1.	<b>REVISED FEE FOR OTHER SERVICES</b> <a href="http://ignou.ac.in/userfiles/ANNEXURE-III_othercharges.doc">http://ignou.ac.in/userfiles/ANNEXURE-III_othercharges.doc</a>
2.	<b>APPLICATION FORM FOR CHANGE/CORRECTION OF ADDRESS</b> <a href="http://www.ignou.ac.in/upload/address_change_name_correction.pdf">http://www.ignou.ac.in/upload/address_change_name_correction.pdf</a>
4.	<b>FORM FOR OBTAINING DUPLICATE COPY OF CERTIFICATE</b> <a href="http://www.ignou.ac.in/userfiles/Duplicate%20Degree,Diploma%20and%20Certificate%20Form.pdf">http://www.ignou.ac.in/userfiles/Duplicate%20Degree,Diploma%20and%20Certificate%20Form.pdf</a>
5.	<b>FORM FOR OBTAINING DUPLICATE COPY OF THE GRADE CARD OR MARK SHEET</b> <a href="http://www.ignou.ac.in/userfiles/Duplicate%20mark%20sheet%20form.pdf">http://www.ignou.ac.in/userfiles/Duplicate%20mark%20sheet%20form.pdf</a>
6.	<b>FORM FOR ISSUE OF OFFICIAL TRANSCRIPT</b> <a href="http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf">http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf</a>

8.	EARLY DECLARATION OF TERM END EXAMINATION RESULT <a href="http://www.ignou.ac.in/userfiles/Early%20declarion%20of%20results%20form.pdf">http://www.ignou.ac.in/userfiles/Early%20declarion%20of%20results%20form.pdf</a>	
9.	NOTIFICATION FOR OBTAINING PHOTOCOPY OF ANSWER SCRIPTS <a href="http://www.ignou.ac.in/upload/noti.photocopy.asn.sctps.doc">http://www.ignou.ac.in/upload/noti.photocopy.asn.sctps.doc</a> - to be applied online	
10.	OBTAINING PHOTOCOPY OF ANSWER SCRIPT <a href="http://www.ignou.ac.in/upload/form-photocopy%20of%20ans.scrpt.doc">http://www.ignou.ac.in/upload/form-photocopy%20of%20ans.scrpt.doc</a> - to be applied online	
11.	RE EVALUATION OF ANSWER SCRIPTS <a href="http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts.pdf">http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts.pdf</a> - to be applied online	
13.	<p><i>RESULT RELATED LINK FOR</i></p> <ul style="list-style-type: none"> <li>• <i>Hall ticket/admit card</i></li> <li>• <i>Result of term end</i></li> <li>• <i>Grade card</i></li> </ul> <p><a href="http://www.ignou.ac.in/ignou/studentzone/results/1">http://www.ignou.ac.in/ignou/studentzone/results/1</a></p>	

## WHOM TO CONTACT FOR WHAT

1.	Identity Card, Fee Receipt, Bonafide Certificate Migration, Certificate, Scholarship Forms, change of name, correction of name/address	Concerned Regional Centre
2.	Non-receipt of study material and assignments	Registrar(MPDD),IGNOU,Maidan Garhi,New Delhi-110068
3.	Change of Elective/Medium/opting of left over electives/ Deletion of excess credits	Concerned Regional Centre
4.	Re-admission and Credit Transfer	Student Registration Division, Block No. 1 & 3, IGNOU, Maidan Garhi, New Delhi-110068
5.	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068
6.	Academic Content	Director of the School concerned
7.	Approval of a Project Synopsis	Project Co-ordinator in the Concerned School
8.	Student Support Services and Student Grievances, pre-admission Inquiry of various Programmes in IGNOU	Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi – 110068 E-mail : ssc@ignou.ac.in Tel.Nos.: 29572514
9.	International Students residing in India should contact	Director, International Division, IGNOU, Block-15, Section K, Maidan Garhi, New Delhi. Tel. Nos. : 29533987; 29571684 E-mail : internationaldivision@ignou.ac.in

	Issues related	Contact No.	Controlling Officer & Telephone No.	E-mail ID
10.	Issue of Degree/ Diploma Certificate/Despatch of returned Degrees/Verification of Degrees/Convocation	011-29572213 011-29535438	Asstt. Registrar 011-29572224	<a href="mailto:convocation@ignou.ac.in">convocation@ignou.ac.in</a>
11.	Issue of Hall Ticket/ Correction in the hall ticket for handicapped student s/Non-receipt of hall tickets for term-end examination &	011-29572209 011-29572202	Asstt. Director Section Officer 011-29535064	<a href="mailto:bhavana@ignou.ac.in">bhavana@ignou.ac.in</a> <a href="mailto:examii@ignou.ac.in">examii@ignou.ac.in</a> <a href="mailto:jitenderkr@ignou.ac.in">jitenderkr@ignou.ac.in</a>

	Entrance Test/ Entrance, Test Results/Queries related to dispatch of attendance, list of examinees etc./ writer			
12.	Declaration of results of Masters & Bachelors degree level programme/Issue of grade card and provisional certificate of Masters and Bachelors degree level prog./ Practical marks of all programmes	011- 29572212	Section Officer 011-29536103	<a href="mailto:mdresult@ignou.ac.in">mdresult@ignou.ac.in</a> <a href="mailto:bdresult@ignou.ac.in">bdresult@ignou.ac.in</a>  <a href="mailto:practicalsed@ignou.ac.in">practicalsed@ignou.ac.in</a>
13.	Declaration of results of Masters, Bachelor and Diploma programme/Issue of gradecard and provisional certificate of Masters, Bachelor and Diploma level programme	011- 29572211	Section Officer 011-29536743	<a href="mailto:bdresult@ignou.ac.in">bdresult@ignou.ac.in</a> <a href="mailto:dpresult@ignou.ac.in">dpresult@ignou.ac.in</a> <a href="mailto:bdpresult@ignou.ac.in">bdpresult@ignou.ac.in</a>
14.	Declaration of results of DPE and Certificate programme/ Issue of grade card and provisional certificate of DPE & Certificate level programme	011- 29572208	Section Officer 011-29536405	<a href="mailto:cpresult@ignou.ac.in">cpresult@ignou.ac.in</a>

15.	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	<a href="mailto:gcverification@ignou.ac.in">gcverification@ignou.ac.in</a>
16.	Queries related to UFM cases	011-29572208	Section Officer	<a href="mailto:ufmgroup@ignou.ac.in">ufmgroup@ignou.ac.in</a>
17.	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt.Registrar 011-29532294	<a href="mailto:projects@ignou.ac.in">projects@ignou.ac.in</a>
18.	Queries related to Assignment Marks	011-29571325 011-29571319	Section Officer	011-29571319
19.	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar (Exam-III)	<a href="mailto:registrarsed@ignou.ac.in">registrarsed@ignou.ac.in</a>
20.	Discrepancy in grade card, non updation of grade/marks programmeswise in the grade card etc	011-29572206 011-29572215 011-29572219	Dy. Registrar /Asstt.Registrar (Exam-III)	mdresult@ignou.ac.in bdresult@ignou.ac.in bdpresult@ignou.ac.in dpresult@ignou.ac.in cpresult@ignou.ac.in

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Sl.No.	Course Code	Blocks	Assignments
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