

YEAR: 2021-2022

BEST PRACTICES

SUCCESSFULLY IMPLEMENTED BY THE UNIVERSITY



CENTRE FOR INTERNAL QUALITY ASSURANCE

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
NEW DELHI - 110068**

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1) Grievance Redress Mechanism

IGNOU has a robust Grievance Redress and Management System at its Headquarters and all Regional Centres. There is a dedicated Student Services Centre (SSC) (<http://www.ignou.ac.in/ignou/aboutignou/icc/ssc/introduction>) at the headquarters that addresses all administrative and academic queries and redresses student grievances that are received through various means like emails, iGRAM portal, WhatsApp, over the phone and in person.

For timely disposal of learners' queries and redressal of grievances, Grievance Redressal Cells and Help Desks have been activated at not at the headquarters but also at all the Regional Centres. Apart from this, each constituent unit that has an interface with learners has a dedicated email id to receive and respond to learners' queries and grievances, namely Regional Services Division (RSD), Student Evaluation Division (SED), Student Registration Division (SRD), Material Production and Distribution Division (MPDD), International Division (ID), Computer Division (CD), Library and Documentation Division (L&DD), and Research Unit (RU). All of them have their own established grievance handling mechanism and the learners can directly access them for any inquiry related to the academic programme that they are pursuing at the University (<http://www.ignou.ac.in/ignou/studentzone>).

Depending on the nature of queries/grievances received on the iGRAM (<https://igram.ignou.ac.in/>) Students Service Centre (SSC) redirects them to the concerned Division like MPDD, RSD, SED, SRD, etc.; different Centres within the University; Schools of Studies; and the Vice-Chancellor Office (VCO). Student grievances are taken on a priority basis by all the Units/Centres/Divisions and Schools of Studies of the University. The staff is oriented to deal with student grievances through periodic training and orientation programmes organized for their sensitization. The staff across the Divisions and Centres and faculty from the School of Studies work towards a prompt and satisfactory resolution of learners' queries and problems.

In the period between July 2021 to June 2022, the University received a total number of 7,80,002 grievances, received through different sources and as many as 6,33,148 (81%) were resolved.

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2) Promotion of Indian Languages, Arts and Culture

IGNOU promotes Indian Languages, Art and Culture as envisioned in the National Education Policy, 2020. Academic programmes at the Master's level are offered by the School of Humanities (Jyotish, Vedic Studies, Sanskrit, Hindi, Urdu); the School of Interdisciplinary & Transdisciplinary Studies (Folklore and Cultural Studies); and the School of Performing and Visual Arts (Drawing and Painting) to promote Indian languages, traditions and culture. Also, programmes in Tribal Studies (School of Social Work); Yoga (School of Health Sciences); Theatre Arts; Hindustani Music; Karnatak Music and classical dance forms like Bharatnatyam (School of Performing and Visual Arts) are being offered as Diploma/ Certificate.

Following the notification of the Ministry of Education, a Committee has been constituted at the University for the implementation of “Ek Bharat Shreshtha Bharat” (<http://www.ignou.ac.in/ignou/aboutignou/division/acd/EBSB>) to enhance interaction and promote mutual understanding between people of different states/UTs (through the concept of state/UT pairing). A course on the Bhakti Movement is being developed for undergraduate learners.

The University offers stand-alone courses in Kashmiri, Nepali and Meitei Lon (Manipuri) to promote Indian languages and culture (<http://www.ignou.ac.in/ignou/aboutignou/school/soh/introduction>). Also, there is a bouquet of courses on Indian languages that are offered to undergraduate learners, viz., in Hindi, Sanskrit, English, Urdu, Malayalam, Gujarati, Odia, Punjabi, Tamil, Telugu, Kannada, Marathi, Bengali, Assamese, Bhojpuri, Kashmiri, Nepali and Meitei Lon (Manipuri).

A Centre for Modern Indian Languages has been established for the promotion of Indian Languages and culture under the School of Humanities.

IGNOU has started offering online (live) classes in 13 Indian languages (Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, and Urdu) from the Regional Centres on SWAYAM PRABHA TV Channels. (<http://ignou.ac.in/ignou/aboutignou/icc/coe/swayamprabha>), to reach out to the learners in their mother tongue.

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3) Green Practices at the IGNOU

IGNOU Campus at the Headquarters is spread over 150 acres of undulating land, in a rocky and barren terrain used for mining, with no topsoil and devoid of vegetation, forming part of Delhi ridge in 1985. Today, the IGNOU campus abounds with natural forests, evergreen trees and shrubs, the highest level of biodiversity, and exotic plant species in specially landscaped gardens. This has been made possible because of a dedicated Horticulture Cell.

The Horticulture Cell develops and maintains the gardens and has also developed several rock gardens on the campus; covering a total area of about 5 acres of land. These are adorned with annual, perennial, ornamental, and seasonal plants. Besides these, there is extensive green cover throughout the campus with diverse creepers, climbers, shrubs, and trees providing beautiful vistas and salubrious surroundings. It has a nursery spread over an acre and 52 acres of natural forest cover. The foliage is maintained using green techniques, such as organic manures, natural pesticides, solar-operated water pump, rain-harvested water, and recycled sewage water. The University has 3 Sewage Treatment Plants (STPs) for recycling sewage water.



The University has an MoU with Messrs HFM Roof Top Solar Pvt Ltd. for the construction and installation of solar systems in the University offices. The University has adopted green energy practices by harnessing solar energy through photovoltaic cells; wheeling to the Grid through bidirectional meter; installing LED bulbs for street lighting of the entire campus including the residential campus. Sensor glass door also has been installed for sensor-based energy conservation.

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4) Promotion of Gender Equality

IGNOU is committed to ensuring gender equality at its Headquarters, Regional Centres, and Learner Support Centres. To implement the University's policy against sexual harassment at the workplace, (<http://ignou.ac.in/userfiles/ICASH.pdf>), the following Internal Complaint Committees have been constituted at different levels:

- Apex Committee Against Sexual Harassment (ACASH) ([http://ignou.ac.in/userfiles/list%20of%20CASH%20Members-2022-25%20\(1\).pdf](http://ignou.ac.in/userfiles/list%20of%20CASH%20Members-2022-25%20(1).pdf))
- IGNOU Committee Against Sexual Harassment (ICASH)
- Regional Services Division Committee Against Sexual Harassment (RSDCASH)
- Regional Centre CASH (RCCASH) at each regional centre (http://www.ignou.ac.in/userfiles/RC-RSD_cash.pdf).

The following activities have been taken for promoting gender equality and sensitization:

To commemorate International Women's Day, the following activities were organized on 8th March 2022:

- A Lecture on "Gender Equality and Mental Health at Work Place" was delivered by Ms. Aanchal Kapur, Executive Director, Kriti Teamon (<https://www.facebook.com/OfficialPageIGNOU/videos/515421280085402>)
- Poster competition and slogan competition for the University students and staff.
- e-Book on Safe Workplace: Prevention of Sexual Harassment (POSH) (<http://ignou.ac.in/userfiles/handbook.pdf>).
- Video Recording of Programme on Policy on the Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace organized by RCCASH Delhi-2 (<https://www.facebook.com/watch/?v=1238687146568957>) as an awareness campaign on "Eliminating gender-based Violence" for all Regional Centres.

COMPILATION & DESIGN

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