



YEARLY STATUS REPORT - 2020-2021

Part A

Data of the Institution

1.Name of the Institution		Indira Gandhi National Open University
• Name of the Head of the institution	Prof. Nageshwar Rao	
• Designation	Vice Chancellor	
• Does the institution function from its own campus?	Yes	
• Phone no./Alternate phone no	01129537707	
• Mobile No:	9582326657	
• Registered e-mail ID (Principal)	vc@ignou.ac.in	
• Alternate Email ID	vco@ignou.ac.in	
• Address	IGNOU Campus, Maidan Garhi,	
• City/Town	New Delhi	
• State/UT	Delhi	
• Pin Code	110068	
2.Institutional status		
• University:	Central	
• Type of Institution	Co-education	
• Location	Urban	

• Financial Status	UGC 2f and 12(B)				
• Name of the IQAC Co-ordinator/Director	Prof. Manjulika Srivastava				
• Phone no. (IQAC)	011-29573434				
• Mobile (IQAC)	9871441324				
• Alternate e-mail address (IQAC)	manjulika@ignou.ac.in				
• IQAC e-mail ID	ciqa@ignou.ac.in				
3.Website address	www.ignou.ac.in				
4.Website address (Web link of the AQAR (Previous Academic Year))	Not Applicable				
5.Whether Academic Calendar prepared during the year?	Yes				
• if yes, whether it is uploaded in the Institutional website Web link:	http://ignou.ac.in/ignou/aboutignou/division/srd/academiccalender				
6.Accreditation Details					
Cycle	Grade	CGPA	Year of Accreditation	Validity from	Validity to
Cycle 1	A++	3.56	2021	08/01/2021	07/01/2026
7.Date of Establishment of IQAC			17/10/2016		
8.Provide the list of Special Status conferred by Central and/or State Government on the Institution/Department/Faculty/School (UGC/CSIR/DST/DBT/ICMR/TEQIP/World Bank/CPE of UGC, etc.)?					
Institution/ Department/Faculty/School	Scheme	Funding Agency	Year of Award with Duration	Amount	
Nil	Nil	Nil	Nil	Nil	
9.Whether composition of IQAC as per latest NAAC guidelines			Yes		
• Upload latest notification of formation of IQAC			View File		

10.No. of IQAC meetings held during the year	01	
<ul style="list-style-type: none"> Were the minutes of IQAC meeting(s) and compliance to the decisions have been uploaded on the institutional website? 	Yes	
<ul style="list-style-type: none"> (Please upload, minutes of meetings and action taken report) 	View File	
11.Whether IQAC received funding from any of the funding agency to support its activities during the year?	No	
<ul style="list-style-type: none"> If yes, mention the amount 		
12.Significant contributions made by IQAC during the current year (maximum five bullets)		
<ul style="list-style-type: none"> Prepared the University for the NAAC Peer Team Visit. 		
<ul style="list-style-type: none"> Prepared Action Plan for the University post- accreditation and reported the same to the Board of Management of the University 		
<ul style="list-style-type: none"> Development of Feedback Tools for Stakeholders and Preparation of Feedback Analysis Reports for all Stakeholders 		
<ul style="list-style-type: none"> Guiding Schools of Studies in preparation of PPRs 		
<ul style="list-style-type: none"> Documented Initiatives of IGNOU during the COVID-19 Pandemic: 		
13.Plan of action chalked out by the IQAC in the beginning of the Academic year towards Quality Enhancement and the outcome achieved by the end of the Academic year (web link may be provided).		
Plan of Action	Achievements/Outcomes	
http://ignou.ac.in/userfiles/CIQA%20PLAN%20OF%20ACTION%20%202020-2021.pdf	http://ignou.ac.in/userfiles/CIQA%20PLAN%20OF%20ACTION%20%202020-2021.pdf	
14.Whether the AQAR was placed before statutory body?	Yes	
<ul style="list-style-type: none"> Name of the statutory body 		

Name of the statutory body	Date of meeting(s)
Board of Management	27/02/2023

15. Whether NAAC/or any other accredited body(s) visited IQAC or interacted with it to Assess the functioning?

No

16. Whether institutional data submitted to AISHE

Year	Date of Submission
2020-2021	22/04/2022

17. Multidisciplinary / interdisciplinary

IGNOU is a Mega University following an interdisciplinary/multidisciplinary approach in its programmes since its inception. The University has 21 Schools of Studies covering areas ranging from basic sciences, arts, humanities, and commerce to professional, skill and vocational subjects (management, agriculture, health science, law etc.); an Institute for staff training and research, Centres, Divisions and Chairs instituted for providing holistic and inclusive education in multidisciplinary fields. As envisaged in NEP 2020, the University has taken several steps to review the existing programmes and suggest ways to incorporate the basic tenets of NEP 2020 like multidisciplinary approach, integrating courses in the areas of climate change, waste management, renewable technology and sustainability, gender, conflict management, peace studies, agriculture and livelihoods, health care, law, corporate social responsibility and so on in its degree programmes. To take forward the transformation into a holistic multi-disciplinary institution, a task force was constituted to review and suggest an action plan to transform its UG/PG degree programmes.

<http://ignou.ac.in/userfiles/NEP%202020%20%E2%80%93%20IGNOU%20Action%20Plan.pdf>

The UG programmes are characterized by multidisciplinary approach wherein in addition to the Core Courses learners are free to opt for Elective Courses, Ability Enhancement Courses and Skill Enhancement Courses from the bouquet of courses from amongst Sciences, Technology, Arts, and Mathematics. Degree programmes are flexible and comprise of innovative components such as credit-based courses and projects.

(<http://www.ignou.ac.in/ignou/aboutignou/division/srd/cbcs>)

The UG/PG programmes are offered in the disciplines of Management, Sciences, Computer Sciences, Psychology, Library Science, Social Work, Sustainability Science, Environmental Science, Public Administration, Counselling and Family Therapy, Food and Nutrition, Anthropology, Education, Health Sciences, Nursing, Gender Studies, Information Security, etc. These programmes have components of practical and viva/fieldwork/internship/dissertation/clinical practice/project work etc. as compulsory courses to foster skill development, community-based engagement, environmental awareness and value-based education.

The academic programmes follow a flexible curriculum that enables Multiple Entry and Exit options for learners. The learners enrolled in the Master's programmes can avail a Diploma after completion of one year. Likewise, lateral entry into the programmes can also be exercised by learners in various disciplines. Most of the programmes follow the Modular approach

The University has collaborated with ICSSR, UGC, DST etc to encourage discipline-based and systemic research. University's National Centre for Innovations in Distance Education (NCIDE) (<http://www.ignou.ac.in/ignou/aboutignou/icc/ncide/PSI>) nurtures entrepreneurial skills and promotes innovation to develop prototypes to address the emerging challenges related to health care, environment, ICT and businesses. It also organises various competitions and events to foster a culture of innovation for learners, alumni and employees.

The University from its inception has been catering to the learning needs of the various sections of society through the democratization of education. The University is playing a pivotal role in making its mark in the achievement of SDG 4 which pertains to inclusive and quality education. In the coming years, the University aims to improve its outreach through multiple modes along with strengthening the multi and inter-disciplinary character of its programmes.

18.Academic bank of credits (ABC):

The UGC had notified the UGC (Establishment and Operation of Academic Bank of Credits in Higher Education) Regulations, 2021 on 28th December 2021. The drafted document for implementation in IGNOU was placed as an agenda item in the 77th meeting of the Academic Council held on 28th December 2021. Therefore, the implementation of the Academic Bank of Credits (ABC) in IGNOU is not covered under the period of the report. However, the University already has an internal and external credit transfer policy in place

<http://www.ignou.ac.in/ignou/studentzone/download/InternalCredittransferscheme>.

19.Skill development:

The University focuses on skill development and entrepreneurship in its programmes ranging from Awareness to Master's degree. IGNOU has an exclusive School of Vocational Education and Training (SOVET) which offers vocational education programmes in different areas like Pharmaceutical Sales Management, Information Security, Micro, Small and Medium Enterprises, Modern Office Practice; BPO Finance & Accounting, Fashion Design; Communication and IT Skills

(<http://www.ignou.ac.in/ignou/aboutignou/school/sovet/programmes>).

Other Schools like Agriculture, Tourism, Engineering & Technology, Performing and Visual Arts, Social Work etc. are also offering vocational and skill-based programmes such as Bachelor of Business Administration (Retailing), Bachelor of Computer Applications, Bachelor in Library and Information Science, Master of Arts (Translation Studies), Master of Tourism and Travel Management, Master of Arts (Rural Development), Master of Computer Applications, Master of Science (Food and Nutrition), Master of Science (Counselling and Family Therapy), Master of Library and Information Science, Master of Social Work (Counselling), Post Basic B.Sc. Nursing, etc.

In addition to launching vocational and skill-based programmes, the University has taken the following initiatives:

- Integration of existing vocational and skill enhancement Courses into its UG Programmes like BSc (General), BA (General), BA (Honours), B.Com, BSW, BA (Vocational Studies) Tourism Management, and Bachelor of Performing Arts (Hindustani Music) under the Choice Based Credit System (CBCS) which has a strong component of skill development through the Discipline Specific Electives (DSE), Ability Enhancement Compulsory Courses (AECC) and Skill Enhancement Courses (SEC).
- Elective Foundation courses are value-based and are aimed at providing human values in education.
- Ability Enhancement Compulsory Courses (AECC) are intended to sensitize learners to environmental issues and introduce them to the policies and practices put in place to address environmental concerns at the local, national, and global levels.
- The other Ability Enhancement Compulsory Courses equip learners with skills of interpersonal communication integral to personal, social, and professional interactions.

- Skill Enhancement Courses (SECs) seek to build skills-set in a specific applied functional area of daily life, like environment, gender, human values, emerging issues related to demographic changes like urbanization and migration, and ethical and moral concerns in society.

20. Appropriate integration of Indian Knowledge system (teaching in Indian Language, culture, using online course)

IGNOU has always emphasized the importance of traditional knowledge and the need to promote the integration of the Indian knowledge system into the mainstream education system. The University has developed academic programmes and stand-alone courses in areas of folklore, painting, applied arts, yoga, music, theatre and tribal studies, Hindustani Music, Karnatak Music, and Bharatanatyam for promoting the Indian Knowledge System (IKS). It also offers specific courses in Indian languages for undergraduate learners. IGNOU is planning to offer academic programmes for promoting the Indian Knowledge System (IKS) in different areas such as Jyotish; Vedic Studies; Drawing and Painting; etc.

The University has established the Centre for Modern Indian Languages under the aegis of the School of Humanities with an aim to promote Indian Languages by organizing activities such as seminars, lectures, panel discussions, book readings, invited lectures to speak about the literature, culture, films, music and history of different languages. A Sindhi Chair has been instituted by the University with the objective to facilitate and undertake study and research in Sindhi language, literature and culture. Promotional activities are regularly organised by the Chair.

(<http://www.ignou.ac.in/ignou/aboutignou/chair/sindhi/introduction>)

The University also offers employment-orientated programmes in regional languages in the field of food and nutrition, media and journalism, poultry and dairy farming, childhood development etc. This not only promotes the use of regional languages at different levels but enhances the employability of the learners in the federal structure of India. The majority of the programmes offered by IGNOU are bilingual i.e. Hindi and English.

The Hindi Cell of the University conducts Hindi *Pragya* and *Prabodh* classes for non-Hindi speaking employees and translates office orders/circulars/press releases/memoranda and conducts awareness campaigns for the use of the Hindi language in the office.

<http://www.ignou.ac.in/ignou/aboutignou/icc/hc/introduction>

As an initiative towards the implementation of NEP 2020 which emphasizes the use of Indian art, culture, and language in higher education, IGNOU aims to integrate and disseminate IKS through academic programme development in various languages.

21.Focus on Outcome based education (OBE):Focus on Outcome based education (OBE):

The academic programmes offered by the University are designed having clearly defined Programme Outcomes (POs), Programme Specific Outcomes (PSOs) and Course Outcomes (COs) in their curriculum design. These programmes include graduate attributes such as the development of knowledge, skills and their application; promotion of humanistic, ethical and moral values; and enhancement of employability and entrepreneurship skills. The assessment methods/procedures of each programme are designed and developed to assess the expected graduate attributes of the learners. These outcomes are clearly outlined in the concept mapping of the PG, UG, PG Diploma, Diploma and Certificate programmes.

<http://www.ignou.ac.in/ignou/aboutignou/icc/ciga/conceptmap/1>

The expected programme outcome is delineated in the programme guide, and the course-specific expected outcomes are provided in the introductory section of the course itself. At the micro level, each Unit begins with learning objectives that spell out the specific learning outcome that a learner is expected to get on completion of that unit. As the units are thematically schemed in the learning process, that progress from simple to complex, known to unknown, empirical to abstract, and specific to general, the learning objects are also accordingly arranged. Students are encouraged in the Self Learning Material (SLM) not only to be self-guided, self-directed but also to be self-evaluator of his/her own performance in achieving the learning objectives. In their efforts of achieving such outcomes, they are also provided several examples, illustrations and pictorial presentations in the running text. Besides the self-check exercises, which are provided at the end of each of the sections, learners are also summed up at the end of each of the units to ensure that the learning outcome is met. The learning outcomes of the units are thematically linked to the broad learning outcome of the course and of the programmes.

In professional and vocational programmes and programmes requiring field/skill-based competencies, evaluation methodology formative

assessment includes, besides assignments, compulsory fieldwork, practicum, workshops, laboratory-based sessions, internship, hands-on training etc. which is mandatory and requires a minimum of 75% attendance for appearing in the examination. In the case of project work and practical-based courses, the learning outcome is ensured through evidence-based evaluation like maintenance of log/workbooks, project reports (wherever applicable) etc. In addition, in some programmes, students are attached to industry/institutions/NGOs etc. to gain real-time experience and exposure in the world of work in tune with the learning outcome of the programme concerned.

The University regularly organizes Faculty Development Programmes (FDPs) on Learning Outcomes based Curriculum Framework for the capacity building of the faculty. The University envisages to expand the knowledge base as well as developing competencies in developing outcomes-based education.

22.Distance education/online education:

Online and digital education has emerged as a game-changer in the Indian Higher Education Scenario, particularly for Open Universities. IGNOU, the leader in ODL in India has moulded itself to this changing scenario particularly during this pandemic by delivering its programmes by extensive use of technology. To promote online education, IGNOU has established a Centre for Online Education (COE) with a vision to make IGNOU a global leader in digital learning with world-class technology-enabled learning experiences and support services. It also has a state of the art Electronic Media Production Centre (EMPC). Both these Centres are orchestrating the development of digital content and coordinating the delivery of the same to its dispersed learners. The EMPC has transmission facilities for the telecast and broadcast of audio and video programmes and the conduct of interactive sessions with the learners. The University has digitized the Self Learning Materials (SLMs) of all the programmes and they are available to the learners through its eGyankosh portal, a national digital repository (<https://egyankosh.ac.in>) and are being regularly updated with the new and revised course content. A mobile app i.e IGNOU e-Content App has been developed and is available in the Google Play store for accessing the SLM anywhere, anytime.

IGNOU is currently offering courses in different disciplines like Sciences, Social Sciences, Humanities, Agriculture, Engineering, etc. through the SWAYAM (MOOCs) platform. The online programmes are offered/being planned to be offered through the dedicated IGNOU-LMS

portal (using Moodle.) The following activities are handled through the LMS:

- Online Learner Support
- Online Admission for all programmes/ courses of the University on SAMARTH Platform both Indian and international learners.
- Online counselling for online programmes using Microsoft Teams Google Meet, ZOOM, and Facebook Live among other platforms.
- Programme-specific web portals set up by Schools also to provide student support.
- Development of Online tools for internal assessment and term-end examination for all Online Programmes.
- Capacity building of academic counsellors, evaluators, invigilators, etc.
- Web Enabled Academic Support Services portal on IGNOU website.
- Student Zone on IGNOU Website for providing academic and administrative support services to the learners
- Technology-enabled assessment & evaluation
- Development of an in-house application for the Automation of Question Paper Bank, Printing, and Delivery of Question Papers (QP) at the IGNOU exam centres.
- Operationalization of an Online Assignment Monitoring System (OAMS) for efficient handling and management of a large number of assignments.
- Created a provision for learners to submit assignments (a mandatory component of continuous assessment) either through email or Web link or in person at the Learner Support Centre / Regional Centre as per guidelines of respective Regional Centre informed through Regional Centre web pages.
- Online assessment of online Practical counselling using Google forms.
- Conduct of *viva voce* in the project/ dissertation courses of ODL and Pre-submission, credit seminar and *viva-voce* in research degree programmes are held in online mode.
- Redesigning the pattern of TEE to use OMR Sheets in selected courses.

Extended Profile	
1.Programme	
1.1 Number of programmes offered during the year:	63
1.2 Number of programmes offered during the year, Please provide consolidated number of Programs offered during the year without repeat count, including the programmes that are dropped)	63
1.3 Number of learners admitted afresh in first-year during the year	588441
1.4 Number of learners enrolled during the year	971859
1.5 Number of courses offered by the institution across all programs during the year	1166
1.6 Total Number of Courses offered by the institution in all programs (without repeat count and include courses that are dropped)	1166
2.Student	
2.1 Number of graduating students during the year	179388
2.2 Number of enrolled learners in the preceding academic year registered for term end examination	155512
2.3 Number of registered learners in the preceding academic year appeared for term end examination	121025
2.4 Number of learners in the preceding academic year passed in the term end examination	106678

4.Institution	
4.1 Total expenditure, excluding salary, during the year (INR in Lakhs):	34734.12
5.Teacher	
5.1 Number of sanctioned posts for the year:	784
5.2 Number of full-time teachers during the year:	241
5.3 Number of other academics in position against the sanctioned posts	220
5.4 Number of Full time Academic consultants employed	44
5.5 Total number of full time teachers worked in the institution during the year (Please include the teachers who left / joined the institution during the assessment period without repeat counts:	249
5.6 Total number of other academics worked in the institution during the year (Please include the other academics who left / joined the institution during the assessment period without repeat counts	230
Part B	
CURRICULAR ASPECTS	
1.1 - Curriculum Planning Design and Development	
1.1.1 - Relevance of curricula planned, designed and developed/adopted	
<p>IGNOU offers high-quality learner-centric educational programmes for general and professional education, knowledge and skill upgradation by integrating new research, resources and perspectives in each subject area to cater to the local, regional, national and global needs of learners.</p>	

The structure and content of curricula designed by experts of national and international eminence are futuristic in their outlook which is reflected in the Learning Outcomes articulated programme-wise and course-wise in all domains of learning, viz. cognitive, affective and psychomotor

(<http://www.ignou.ac.in/ignou/aboutignou/icc/ciqa/conceptmap>) in compliance with the norms of Regulatory Bodies such as UGC, AICTE, NCTE, RCI, NCI etc.

(<http://ignou.ac.in/ignou/aboutignou/icc/ciqa/LOCF>).

Apart from the education programmes in distinctive areas of knowledge such as the UG and PG programmes in Sciences, Social Sciences, Commerce, Rural Development, Social Work, Gender and Development, Extension Studies, Development Studies, Home Science, Mathematics, Food and Nutrition, Nursing, Distance Education, Sustainability Sciences, Gender Studies, Translation Studies, Information Security, Entrepreneurship, Journalism and other emerging areas. The University also offers Programmes in multi-disciplinary areas such as Corporate Social Responsibility, Urban Planning and Development, Animal Welfare, Value Education, Education Management and Administration, Performing Arts, Agriculture, Health Sciences, etc. catering to the skill requirements of the entry-level workforce (<http://www.ignou.ac.in/userfiles/Common-Prospectus-English.pdf>).

File Description	Documents
Curricula implemented by the University	http://www.ignou.ac.in/userfiles/July20-Common-Prospectus-English-V4_8.pdf
Mapping of curricula to Programme Outcomes	http://ignou.ac.in/ignou/aboutignou/icc/ciqa/conceptmap
Outcome analysis of Programme Specific Learning Outcomes and Course Learning Outcomes	http://ignou.ac.in/ignou/aboutignou/icc/ciqa/LOCF
Minutes of the relevant BoS/ School Board / Academic Council	http://ignou.ac.in/ignou/aboutignou/authority/member/detail/5304/Smt_Droupadi_Murmu-5304
Any other relevant information	Nil

1.1.2 - New Programmes introduced - Percentage of programmes newly introduced by the

institution during the year**13.24****1.1.2.1 - Number of new programmes introduced during the year****9**

File Description	Documents
Minutes of relevant Academic Council/ School Board /BoS meetings	View File
Details of the Curricula/Syllabi of the new programmes during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.1.3 - Revision of Programmes - Percentage of Programmes revised during the year**4.76****1.1.3.1 - Total number of Programmes revised during the year****3**

File Description	Documents
Minutes of relevant Academic Council/BoS meetings	View File
Details of the revised Curricula/Syllabi of the programmes during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.1.4 - Courses being offered as MOOCs or using OERs. - Percentage of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)**14.83****1.1.4.1 - Number of courses being offered as MOOCs or using OERs to supplement the existing courses (data for the preceding academic year)****173**

File Description	Documents
Web-link to the list of MOOCs approved	http://www.ignou.ac.in/userfiles/MOOCs%202020-2021.pdf
Curriculum/ Syllabus of the courses being offered as MOOCs or using OERs	View File
Minutes of the Boards of Studies/ School Boards/ Academic Council meetings for approvals of these courses	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.1.5 - Electronic media and other digital components in the curriculum - Percentage of the Courses on offer that have incorporated electronic/digital media and other digital components in their curriculum delivery during the year

62.6

1.1.5.1 - Total number of the Courses on offer have incorporated electronic/ digital media and other digital components in their curriculum during the year

730

File Description	Documents
Details of Programmes incorporating electronic media and other digital components offered during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.2 - Academic Flexibility

1.2.1 - Programmes being adopted/adapted by other HEIs - Percentage of programmes adopted/adapted by other HEIs through formal MOU during the year

0

1.2.1.1 - Number of programmes adopted/adapted by other HEIs during the year

0

File Description	Documents
MOU for programmes adopted/adapted by other HEIs	No File Uploaded
Details of Programme	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

1.2.2 - Implementation of CBCS / ECS - Percentage of Programmes (UG/PG) in which Choice Based Credit System CBCS/ Elective Course System (ECS) has been implemented (Data of the latest completed academic year)

63.50

1.2.2.1 - Number of Programmes (UG/PG) in which Choice Based Credit System CBCS/ Elective Course System (ECS) has been implemented (Data of the latest completed academic year)

40

File Description	Documents
Minutes of relevant Academic Council/BoS/ School Board meetings for implementation of CBCS	View File
As per Data Template	View File
Any other relevant information	View File

1.2.3 - Enabling provision for lateral entry for learners - Percentage of learners admitted in the Institution through lateral entry during the year

5.06

1.2.3.1 - Number of admitted strength in programs where lateral entry is provisioned

35046

File Description	Documents
Credit transfer policy	View File
List of programmes having provision for lateral entry	View File
As per Data Template	View File
Any other relevant information	View File

1.2.4 - Enabling provision for modular approach Provision for modular approach for flexible exit to the learners

The University has embedded the modular approach in its pedagogical design, consistent with its Objects given in the First Schedule (IGNOU Act, 1985, p. 14) " ... to provide an innovative system of university level education, flexible and open, with regard to methods and pace of learning, combination of courses, eligibility for enrolment, age of entry, the conduct of examination and operation of the programmes..." ([http://www.ignou.ac.in/userfiles/IGNOU_ACT\(Amended%20till%2024_09_19\).pdf](http://www.ignou.ac.in/userfiles/IGNOU_ACT(Amended%20till%2024_09_19).pdf)).

As per the University policy, the degree programmes are designed in modular approach having flexible course combinations and provision for course-wise registration with a facility for exit depending on the learners (<http://ignou.ac.in/ignou/aboutignou/division/srd/modularapproch>).

A learner enrolled in a degree programme can exit at designated points and obtain a certificate/diploma, depending on the number of credits earned. The credit structure of different programmes based on level and duration is given below (http://www.ignou.ac.in/userfiles/Notification%20on%20Standards%20of%20Excellence%20in%20ODL_September%202019.pdf):

For example, a learner enrolled in M.Sc. (Counselling and Family Therapy) (MSCCFT) has the option to exit with a P.G. Diploma in Counselling and Family Therapy (PGDCFT) on successful completion of the first year (<http://ignou.ac.in/ignou/aboutignou/school/soce/programmes/detail/577/2>).

File Description	Documents
The list of Programmes having modular approach with flexible exit options for the learners	http://ignou.ac.in//userfiles/2020-21.pdf
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/srd/modularapproch

1.3 - Curriculum Enrichment

1.3.1 - Institution integrates crosscutting issues Institution integrates crosscutting issues relevant to Gender, Environment and Sustainability Human Values, Emerging Demographic changes and Professional Ethics in the curricula

Under CBCS-compliant UG programmes, the University follows a multidisciplinary approach focusing on issues of gender, environment, human values and professional ethics.

- Elective and Foundation courses are value-based, aimed at imparting human values in education under the disciplines of gender, social work and philosophy.
- Ability Enhancement Compulsory Courses (AECC) intend to sensitize the learners to environmental concerns and equip them with skills of interpersonal communication, integral to personal, social and professional development (Environmental Studies, English/Hindi Communication Skills, Application of Social Psychology, Business Communication, Developing Emotional Competence, etc.). Skill Enhancement Courses (SECs) build specific skills in applied functional areas of daily life (Data Analysis, Managing Human Resources, Techniques of Ethnographic Film Making, Anuvaad Siddhant aur Paddhti, RadioLekhan, Television Lekhan, Samaachar Sanklan aur Lekhan, etc.)
- The elective course on Environmental Studies is a compulsory component for all Undergraduate programmes.

PG Programmes: Masters in Women's and Gender Studies, Gender and Development Studies, Social Work, Gandhi Peace Studies, Urban Studies, Environmental Sciences, Social Work (Counselling) focus exclusively on Gender, Social Justice, Environment and Sustainable Development, Occupational Health and Climate Change. The University also has PG programmes and courses covering areas of population, sustainable development and environmental safety.

File Description	Documents
List of courses that integrate crosscutting issues mentioned above	http://www.ignou.ac.in/userfiles/CURRICULUM%20ENRICHMENT%20COURSES%20ACD.pdf
Description of the courses which address Gender, Environment and Sustainability, Human Values, Emerging Demographic changes and Professional Ethics in the Curricula	http://www.ignou.ac.in/userfiles/CURRICULUM%20ENRICHMENT%20COURSES%20ACD.pdf
Any other relevant information	http://www.ignou.ac.in/userfiles/July20-Common-Prospectus-English-V4_8.pdf

1.3.2 - Awareness/ soft skills / life skills/value-added courses etc., on offer**1.3.2.1 - Number of Value-added courses imparting life skills and soft skills being offered by the Institution during the year**

539

File Description	Documents
Brochure relating to the listed courses	View File
Course content of the Value-added courses	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.3.3 - Learners undertaking fieldwork / projects / internships etc. - Percentage of learners undertaking field work / projects / internships leading to submission of dissertation / Reports

87.49

1.3.3.1 - Number of learners undertaking field work / projects / internships leading to submission of dissertation / Reports (data for the latest completed academic year)

91530

File Description	Documents
Link to Programme structure(s)	http://www.ignou.ac.in/userfiles/July20-Comm-on-Prospectus-English-V4_8.pdf
Handbook/Manual for field work/ projects / internships.	View File
List of learners enrolled in Programme involving field work/ projects / internships etc.	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

1.3.4 - Courses on employability/ entrepreneurship/ skill development - Percentage of courses on offer has focus on employability/ entrepreneurship/ skill development during the year

30.70

1.3.4.1 - Number of courses having focus on employability/ entrepreneurship/ skill development during the year

358

File Description	Documents
Link to programme structure and syllabus of such courses having focus on Employability/ Entrepreneurship/ Skill development	http://www.ignou.ac.in/userfiles/Courses%20having%20Employability.pdf
As per Data Template	View File
Any other relevant information	View File

1.4 - Feedback System

<p>1.4.1 - Feedback for design and review of curriculum Mechanism is in place for obtaining structured feedback on curricula/syllabi from various stakeholders Structured feedback has been designed for review of curriculum/syllabus for the preceding academic year</p> <p>1) Learners 2) Teachers and other Academics 3) Academic Counsellors 4) External Subject Experts 5) Employers 6) Alumni</p>	<p>A. Any 4 or more of the above</p>
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File Description	Documents
20 sample filled in Feedback forms in each category opted for the metrics	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

<p>1.4.2 - Action on feedback (feedback collection, analysis and action taken) Mechanism is in place for analyzing the Feedback obtained from stake holders on curriculum/syllabus for the preceding academic year</p>	<p>A. Feedback collected, analyzed and action taken on feedback and such documents are made available on the institutional website</p>
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File Description	Documents
Stakeholder feedback report	View File
Action taken report of the Institution on feedback report as stated in the minutes of the Governing Council/ Syndicate/ Board of Management	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

TEACHING-LEARNING AND EVALUATION

2.1 - Learner Enrollment

2.1.1 - Average variation in enrolment of learners in the Institution during the year

114035

File Description	Documents
Total enrollment data during the year authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.1.2 - Efforts for reaching the unreached Efforts undertaken by the Institution for reaching out to the persons who do not have access to higher education

- Regional Centers undertook special drives for motivating potential learners from special target groups and creating awareness about the academic programmes and their job potential.
- Established Special Learner Support Centres (SLSCs) for catering to the needs of the SC, ST, Jail inmates, women, and persons with disabilities.
- Financial support was provided to 517 Jail inmates.
- Financial support was provided to 1.35 lakh SC/ST learners from SC/ST category under the Direct Benefit Transfer Scheme - SCSP & TSP Plan.
- During the lockdown, 03 new study centers (one each in the states of Manipur, Assam and Tripura) were opened in North-Eastern Region.
- Village development activities were undertaken in the 152 adopted villages under its Regional Centers for the upliftment

of rural communities as part of 'Unnat Bharat Abhiyan'

- Provided access to study materials and multi-media resources of the University in remote and tribal areas through its digital repository (<https://egyankosh.ac.in/>)
- Extensive use of the social media platforms by the Regional Centers and Headquarters like YouTube <https://www.youtube.com/@rcnoida4978/videos>, Facebook page - (<https://www.facebook.com/ignouvns>), and Twitter account (<https://twitter.com/ignourc>) for reaching out to the learners.

File Description	Documents
Documents on efforts taken for reaching the unreached	http://ignou.ac.in/ignou/aboutignou/division/rsd/eru
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/rsd/recentinitiatives

2.2 - Catering to Learner Diversity

2.2.1 - Catering to rural population - Percentage of learners enrolled from rural areas during the year

51.79

2.2.1.1 - Total number of learners enrolled from rural areas during the year

304739

File Description	Documents
Number of rural learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.2 - Reaching out to learners from socially backward categories - Percentage of learners enrolled across different socially backward categories during the year

48.14

2.2.2.1 - Number of learners admitted against SC/ST/OBC and other reserved categories as per GOI norms

283255

File Description	Documents
Number of SC, ST and OBC learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.3 - Reaching out to Persons with Disabilities (PwD) - Percentage of PwD learners enrolled during the year

0.58

2.2.3.1 - Number of learners enrolled from Divyangjans categories during the year

3410

File Description	Documents
Number of PwD learners authenticated by Registrar of the University	View File
As per Data Template	View File
Document submitted by the Institution to a Government agency giving this information	View File
Any other relevant information	No File Uploaded

2.2.4 - Reaching out to women / Transgender learners -Percentage of Women learners enrolled during the year

44.56

2.2.4.1 - Total number of Women / Transgender learners enrolled from during the year

262211

File Description	Documents
Number of Women / transgender learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.5 - Reaching out to employed persons - Percentage of the employed learners who are

enrolled during the year**18.93****2.2.5.1 - Number of employed learners (including self employed) enrolled during the year****111421**

File Description	Documents
Number of employed learners authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.2.6 - Learners from Special Target Group: prison inmates - Average number of prison inmates enrolled as learners during the year**708****2.2.6.1 - Number of prison inmates enrolled as learners during the year****708**

File Description	Documents
As per Data Template	View File
Any other relevant information	View File
Number of prisoners enrolled authenticated by Registrar of the University	View File

2.2.7 - Learners from Defense and Security Forces - Average number of persons from Defense and Security Forces background namely: Defense / Security Personnel, Ex Service men/ War widows enrolled as learners during the year**5076****2.2.7.1 - Number of persons from Defense and Security Forces background namely: Defiance / Security Personnel, Ex Service men/ War widows enrolled as learners during the year****5076**

File Description	Documents
Number of learners from defense/security background authenticated by Registrar of the University	View File
As per Data Template	View File
Any other relevant information	View File

2.3 - Teaching- Learning Process

2.3.1 - Development of Self-Learning Material (SLM) in Print

At IGNOU the curriculum is transacted mainly through printed Self-Learning Material (SLM). SOP is available for design and development of SLM. The process requires filling up of PPF, PPR, PDF and PLF for quality control which are approved by statutory bodies. (<http://www.ignou.ac.in/ignou/aboutignou/division/pdd/phaseforms>)

The internal faculty conceptualizes a programme based on need assessment, which takes into account the vision and mission, socio-economic relevance, expected learning outcomes, and target group. The proposal is placed before the School Board; Planning Board; and finally the Academic Council for approval.

The Programme Expert Committee includes external experts that design the curriculum. Internal faculty coordinates the development of the courses by both internal and external experts. The University's house style is adhered to which is outlined in the Handbook. (<http://www.ignou.ac.in/ignou/aboutignou/icc/stride/traning-materials>)

IGNOU has standardized the SLM (print) based on the "credit system" as per UGC (ODL) Regulations, 2020. A Course comprises Units, which are thematically clubbed and printed in one Module.

The external Course writers are oriented with IGNOU's house style. Units undergo three types of editing namely: content, language, and format editing which is done by in-house faculty and external subject experts. After proofreading the camera-ready copies are handed over for printing (<http://ignou.ac.in/ignou/aboutignou/icc/ciqa/flowchartapprovalacademicprog>).

File Description	Documents
Policy document on SLM	http://www.ignou.ac.in/userfiles/Guidelines%20on%20Approval%20&%20Launch%20of%20Academic%20Programmes.pdf
Any other relevant information	http://www.ignou.ac.in/userfiles/Handbook%205%20PDF.pdf

2.3.2 - Use of Radio for providing instruction - Percentage of programmes where radio has been used for providing instruction in the latest completed academic year

69.84

2.3.2.1 - Number of programmes where radio has been used for providing instruction in the latest completed academic year

44

File Description	Documents
Proof of radio broadcasting with schedules of the programs	View File
Schedules of the above activities	View File
As per Data template	View File
Any other relevant information	No File Uploaded

2.3.3 - Use of telecast / webcast for providing instruction - Percentage of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the latest completed academic year

46.03

2.3.3.1 - Number of programmes where telecast / webcast (TV broadcast, teleconferencing, web conferencing / webinars, etc) for providing instructions in the latest completed academic year

29

File Description	Documents
Proof of tele- broadcasting with schedules of the programs	View File
Schedules of the above activities	View File
As per the data template	View File
Any other relevant information	No File Uploaded

2.3.4 - Availability of digitized SLMs for the learners - Percentage of programs having access to online SLMs

98.40

2.3.4.1 - Number of learning material of the Institution digitized and the SLMs uploaded on the website / Online Repository/ e-content app / LMS for their availability to the learners during the year

62

File Description	Documents
Links to Digital repository of SLMs	https://egyankosh.ac.in/handle/123456789/1
Any other relevant information	No File Uploaded
Data template in Section B	View File

2.3.5 - Institutional Mechanism to provide academic counseling support An Institutional mechanism is in place to provide academic counselling support to learners enrolled in different programs including strategies for learner participation and engagement as well as development of required competencies and skills

- During pandemic, Induction Meetings were organized online.http://rccochin.ignou.ac.in/news/detail/2/Induction_Guidelines_for_January_2020_Session-133
- During lockdown, theory/practical counselling sessions/workshops were organized online by Learner Support Centres (LSCs) and Regional Centres (RCs) for uninterrupted teaching-learning process. The schedules approved by the RC concerned were communicated to the learners <http://rcdelhi1.ignou.ac.in/studentcorner/9>
- Academic counselling was also conducted by the faculty at IGNOU Headquarters through dedicated 24x7 educational TV channels (GyanDarshan), FM radio channel (GyanVani) and internet radio service (Gyandhara).

http://rckolkatta.ignou.ac.in/news/detail/2/IGNOU_EMPC_GYAN_VANI_DELHI_Interactive_Radio_Counseling_Schedule_for_the_month_of_April_2021-204

- Live Interactive Radio Counselling (IRC) sessions were delivered by IGNOU faculty/invited experts from Headquarters http://rcdelhi1.ignou.ac.in/announcements/2/detail/IRC_Schedule_for_October_2020-283
- A dedicated web-enabled academic support (WEAS) platform was created exclusively for providing academic support to learners. <https://sites.google.com/ignou.ac.in/weas?pli=1>
- Discussion on Tutor Marked Assignments (TMAs) was undertaken during academic counselling sessions. Evaluated TMAs with detailed feedback were provided to the learners. http://rcpune.ignou.ac.in/news/detail/2/INSTRUCTIONS_FOR_SUBMISSION_OF_ASSIGNMENTS_FOR_DECEMBER_2020_TERM_END_EXAMINATION-63
- Links for online submission of assignment were created by individual Regional Centres and placed in the RC websites http://rcrajkot.ignou.ac.in/news/detail/2/Guidelines_for_online_Submission_of_Assignment_Responses_for_Term_End_Examination_June_TEE_2020_Regional_Centre_Rajkot_42_by_31st_July_2020-124

File Description	Documents
Schedules of different counseling activities	http://www.ignou.ac.in/userfiles/Academic%20counselling%20schedule%202020-21.pdf
Report of academic Counseling sessions	http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/rsd/lflowchart

2.4 - Teachers and other Academics- Profile and Quality

2.4.1 - Full-time teachers and other academics in positions – Percentage of the sanctioned posts occupied by full-time teachers and other academics respectively during the year

58.50

2.4.2 - Full-time teachers and other academics with Ph.D. - Percentage of full-time teachers and other academics with Ph.D. degree

88.50

2.4.2.1 - Number of full-time teachers and other academics with Ph.D. degree

408

File Description	Documents
Number of teachers and other academics with PhD	View File
As per the Data Template	View File
Any other relevant information	No File Uploaded

2.4.3 - Programmes on offer through Collaboration - Programmes offered which are developed through collaboration with Government / other agencies

42

2.4.3.1 - Number of Programmes offered which are developed through collaboration with Government / other agencies during the year

42

File Description	Documents
Copies of MoUs with other agencies	View File
Minutes of relevant Academic Council/BoS/ School Board meetings	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.4.4 - Percentage of in-house faculty involved in design and development of SLMs during the year

24.90

2.4.4.1 - Number of in-house faculty involved in design and development of SLMs during the year

60

File Description	Documents
Minutes of relevant Academic Council/BoS/ School Board meetings	View File
Credit page of Blocks/ Courses	View File
As per Data Template	View File
Any other relevant information	View File

2.4.5 - Recognition earned by full time teachers and other academics

2.4.5.1 - Number of full time teachers who received awards, fellowships, recognition etc. from state /national /international level, Government recognized bodies during the year

5

File Description	Documents
Scanned copies of award/ appointment letters	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.4.6 - Learner : Academic Counselor ratio

2.4.6.1 - Number of empanelled Academic Counselors for the latest completed academic year:

36738

File Description	Documents
Number of Academic Counsellors with details of total teaching experience for the preceding academic year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.5 - Evaluation Process and Reforms

2.5.1 - Process of conduct of Term-end examination Process of conduct of Term End Examination and efforts done for fair and smooth conduct of the examination

Process of conduct of Term End Examination

- June (2021) and December (2021) Term-end Examinations (TEE)

were conducted in September 2021 and February 2022, due to the pandemic guidelines.

- 'IGNOU Students Management System' was used for the online submission of examination forms and fees.
- Examination Centres were identified and recommended by the Regional Directors.
- Hall Tickets were uploaded on the IGNOU website at least two weeks before the TEE.
- Student Evaluation Division delivered the question papers online through the Online Question Paper Delivery System through a secure network to the Examination Centres and also offline by the Regional Centre staff. For Overseas Study Centres, question papers were delivered online through respective Indian Embassies.

To ensure smooth conduct of TEE

- The blank answer books provided to the Examination Centres bore the serial number and a number of security features.
- Invigilators verified hall tickets and identity cards of the examinees. The signature of invigilator and centre superintendent was mandatory on every answer script.
- University deputed Observers and Flying Squads on all days of examination.
- Answer scripts were collected after the examination.
- Cases of unfair means were reported and dealt with as per the SOP.

2.5.2 - Examination related Grievances Mechanism of the Institution to deal with examination related grievances in a transparent manner

- The Student Evaluation Division (SED) has a dedicated Section to deal with examination-related grievances. The Section deals with the grievances received through i-GRAM, in person, Vice-Chancellors' Office, email, Student Service Centre (SSC) and Regional Centres/LSCs/Exam Centres. (<http://ignou.ac.in/userfiles/Email%20ID%20and%20Telephone%20Numbers%20of%20officials%20dealing%20with%20student%20grievances.pdf>)
- A Grievance Redress Committee of SED to address examination-related grievances.
- Grievances received directly at CPGRAMS/ Public Grievance Portal consisting of various sub-portals such as President's Secretariat/ PMO/ Directorate of Higher Education, MHRD/Directorate of Public Grievances, etc is also addressed by the nodal officer of SED.

- Nodal officers' periodical meetings are organized to monitor the redressal status of the grievances, thereafter the data are submitted to higher authorities for monitoring and follow-up action. There is a Student Grievance Redressal Committee at the HQs to look into the grievances of the learners and their redressal.
- There is also a provision for re-evaluation of answer scripts besides providing the photocopy of evaluated answer scripts to the learners.

File Description	Documents
Any other relevant information	http://ignou.ac.in/userfiles/Email%20ID%20and%20Telephone%20Numbers%20of%20officials%20dealing%20with%20student%20grievances.pdf
Standard Operating Procedures related to Term End Examination related Grievances	http://ignou.ac.in/userfiles/SED%20SOP.pdf

2.5.3 - Formative Assessment Standard Operating Procedures employed for continuous (internal) assessment followed by the Institution

The University has adopted a formative assessment system as well as summative evaluation through Term End Examinations (TEE) as outlined in its Manual

(<http://www.ignou.ac.in/ignou/aboutignou/division/sed/sedmanual>), to ensure that learners attain the expected learning outcomes. The tools of formative evaluation include tutor-marked assignments, project work, fieldwork, seminars, workshops, lab-based practicals, dissertations, internships, writing of journal/logbook, etc., which are systematically evaluated and have a weightage of 25-30 percent in the overall assessment of the course. These tools are designed by the faculty of the Schools and are uploaded on the University's website. (<https://webservices.ignou.ac.in/assignments/>)

Learners are expected to submit their handwritten responses to their respective Learner Support Centres (LSCs) by uploading them on the link provided for that purpose. For example, the link is available on the IGNOU RC Delhi-1 website: [http://rcdelhi1.ignou.ac.in//Ignou-RC/userfiles/file/Assignments%20Submission%20Guidelines%20for%20Dec-2022_RC%20Delhi-1%20\(1\)\(2\).pdf](http://rcdelhi1.ignou.ac.in//Ignou-RC/userfiles/file/Assignments%20Submission%20Guidelines%20for%20Dec-2022_RC%20Delhi-1%20(1)(2).pdf)

The Regional Director ensures that the process of evaluation of assignments, from submission to feedback to learners, is completed within the prescribed time limit, grades are uploaded on the Student Evaluation Division (SED) portal and grade sheets are dispatched to SED.

Monitoring at Headquarters is done through web-conferencing with RC officials. A handbook developed by STRIDE (<http://www.ignou.ac.in/userfiles/Handbook%204%20PDF.pdf>) to help academic counsellors to develop professional practices related to assessment and evaluation.

File Description	Documents
Policy documents on Evaluation Methodology	http://ignou.ac.in/ignou/aboutignou/division/sed/sedmanual
Any other relevant information	Nil

2.5.4 - Status of automation of Examination/ Evaluation processes Status of automation of examination / evaluation processes is represented by:

A. 100% automation of entire Division & implementation of Examination Management System (EMS)

File Description	Documents
Current Manual of examination automation system	View File
Annual reports of examination including the present status of automation	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

2.5.5 - Involvement of external subject experts in evaluation process Extent of involvement of external subject experts and other academics in the evaluation related activities in the preceding academic year: 1. Evaluation of Assignments 2. Evaluation of Projects 3. Preparation of Term End question papers 4. Moderation of Term End question papers 5. Evaluation of answer scripts 6. Examination related duties as invigilator, observer etc.

A. Any 4 or more of the above

File Description	Documents
Link to list of evaluators	http://www.ignou.ac.in/ignou/aboutignou/division/sed/evaluators
As per Data Template	View File
Any other relevant information	View File

2.6 - Learner Performance and Learning Outcomes

2.6.1 - Programme Outcomes The Institution has stated Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes which are integrated into the assessment process

The University has made definite efforts for designing Learning Outcome-based Curriculum Framework (LOCF) comprising Programme Outcomes, Programme Specific Outcomes and Course Outcomes for all academic programmes

(<http://www.ignou.ac.in/ignou/aboutignou/icc/ciqa/LOCF>) that are integrated into the assessment process and stated in the common prospectus available on IGNOU website (<http://ignou.ac.in/ignou/studentzone/adminssionannouncement/1>).

The expected programme outcome is delineated in the programme guide (<http://www.ignou.ac.in/ignou/studentzone/downloads/3>), and the course-specific expected outcomes are provided in the introductory section of the course. Each Unit begins with learning objectives spelling out the specific learning outcome that a learner is expected to achieve after completion of that unit (<https://egyankosh.ac.in/bitstream/123456789/68502/1/Block-1.pdf>).

Units are thematically schemed in the learning process and learning objects are accordingly arranged. Students are encouraged in the SLM to be self-guided, self-directed, and self-assessed of his/ her own performance in achieving the learning objectives through self-check exercises.

Formative (self-check exercises and tutor-marked assignments) and summative (term-end exam) assessments assess the performance of the learners.

In professional and vocational programmes requiring real-time experience and exposure/ field/ skill-based competencies, Learning Outcome is ensured through evidence-based evaluation like maintenance of log/workbooks, and project/ reports.

File Description	Documents
Graduate Attributes / Programme Outcomes, Programme Specific Outcomes and Course Outcomes	http://ignou.ac.in/ignou/aboutignou/icc/ciqa/LOCF
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/icc/ciqa/conceptmap/2

2.6.2 - Percentage of completion status of UG and PG degree programmes with in specified period

0

2.6.2.1 - Number of UG learners enrolled in first year of the present assessment period.

359866

File Description	Documents
Link to declaration of results	http://www.ignou.ac.in/ignou/studentzone/results/2
As per Data Template	View File
Any other relevant information	No File Uploaded

2.7 - Learner Satisfaction Survey

2.7.1 - Online Learner Satisfaction Survey regarding teaching-learning process

971859

File Description	Documents
Database of all currently enrolled learners	View File
As per Data Template	View File
Any other relevant information	View File

RESEARCH, INNOVATIONS AND EXTENSION

3.1 - Promotion of Research and Facilities

3.1.1 - Policy for promotion of research The Institution has a well defined policy for promotion of systemic and discipline based research. Also, explain the assigned budget for research and its utilization, methods for implementation and monitoring.

In accordance with its Research ordinance, the University promotes both systemic and discipline-based inter-disciplinary and multi-disciplinary quality research (<http://ignou.ac.in/ignou/aboutignou/icc/ru/ordinance>). Staff Training and Research Institute of Distance Education (STRIDE) took the initiative to function as HRDC recognized by UGC in line with the already established HRDCs of other universities for promoting systemic research. STRIDE published Indian Journal of Open Learning which is a UGC Care listed Journal.

Ph.D. is offered in 41 disciplines. During AY 2020-2021, Ph.D. programme in 28 disciplines was advertised and 165 Ph.D. scholars were admitted. Fifty-five Ph.D. and Thirteen M.Phil. degrees were awarded in the 34th Convocation (15.4.2021) (<https://www.youtube.com/watch?v=0aw0yOjrb98>). Thirty-Four theses of awarded students were uploaded on the Shodhganga portal during AY 2020-2021.

IGNOU has developed and approved a Code of Conduct for research scholars (<http://www.ignou.ac.in/userfiles/Code%20of%20Conduct%20for%20Research%20Students.pdf>).

A budget of Rs.55,31,000/- was allocated to the Research Unit for FY 2020-2021. Out of this, an expenditure of Rs.25,84,754/- was incurred on IGNOU Research Fellowship Scheme.

Annual award was given in the 34th Convocation of the University to the best research paper by a teacher (<https://www.youtube.com/watch?v=0aw0yOjrb98>)

File Description	Documents
Minutes of the Governing Council/ Syndicate/Board of Management / Academic Council/ Research Council related to research promotion policy adoption	http://ignou.ac.in/ignou/aboutignou/icc/ru/minutes-RC
Policy document on promotion of research	http://ignou.ac.in/ignou/aboutignou/icc/ru/ordinance
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/icc/stride/researchactivities

<p>3.1.2 - Research facilities for teachers, other academics and learners Research facilities available to the teachers, other academics and learners of the Institution for pursuing research</p> <p>1. Reference Library 2. Online subscription to research journals 3. Research/Statistical Databases 4. Media Laboratory / studios 5. Science laboratories 6. Computing Laboratory and support for both qualitative and quantitative data analysis including softwares 7. Data curation and sharing facility 8. Language laboratory 9. Central Instrumentation Centre</p>	<p>A. Any 6 or more of the above</p>
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File Description	Documents
URLs of the available facilities	http://ignou.ac.in/ignou/aboutignou/icc/ru/photogallery
As per Data Template	View File
Any other relevant information	No File Uploaded

3.2 - Resource Mobilization for Research

3.2.1 - Government and Non-government grants for research

3.2.1.1 - Grants for research projects and Chairs sponsored by the government and non-government sources such as Industry, Corporate Houses, International bodies, endowments, professional associations etchas been received by the Institution during the year (INR in Lakhs)

212.5

File Description	Documents
Award letters for research projects sponsored by government and non-government	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.2.2 - Research projects funded to teachers – Number of research projects funded by the institution / government and non-government agencies per teacher

5

File Description	Documents
List of research projects	View File
Document from Funding Agency	View File
Link of the funding agency website	http://www.ignou.ac.in/userfiles/LINK%20of%20Funding%20Agency%20(1).pdf
As per Data Template	View File

3.3 - Innovation Ecosystem

3.3.1 - Innovative initiatives of the Institution Institution has taken initiatives for creating an ecosystem for Innovation by establishing Innovation Centre/Cell. The institution has also taken innovative initiatives by providing access to diversified learner groups

National Centre for Innovation in Distance Education (NCIDE), IGNOU had taken the following initiatives:

- MoE awarded IGNOU a Five-Star Rating as a top performer for developing Innovation and Entrepreneurship(I&E) ecosystem. (<http://ignou.ac.in/userfiles/ENNOVATE%20~%20October,%202020.pdf>)
- Seven student innovators were recognized and awarded.
- Around 90 activities on I&E viz. Workshops and Webinars on Innovation, IPR, etc. for faculty, students and alumni were conducted.
- Innovation Club@IGNOU and Innovation Club@RCs organized several sessions to generate innovative ideas.<http://ignou.ac.in/ignou/aboutignou/icc/ncide/club%40ignohttp://ignou.ac.in/ignou/aboutignou/icc/ncide/club%40rc>
- IGNOU Institution's Innovation Council created a culture of innovation by organizing a large number of activities

[http://ignou.ac.in/userfiles/Activities%20of%20IIC%202020-2021\(1\).pdf](http://ignou.ac.in/userfiles/Activities%20of%20IIC%202020-2021(1).pdf)

- ICT-enabled innovative interventions for learners, such as IGNOU Udyami Portal (<https://sites.google.com/ignou.ac.in/ignouudyami/>), Virtual Incubator (NVRIETI), were designed and developed (<https://sites.google.com/ignou.ac.in/navrieti/sia-2020>)
- National Webinar on Innovation in the ODL System was organized.
- NCIDE published Ennovate, a monthly e-Newsletter on innovations (<http://ignou.ac.in/ignou/aboutignou/icc/ncide/e->

news).

- Designed and developed an innovative Web Enabled Academic Support (WEAS) system for ODL programmes (<https://sites.google.com/ignou.ac.in/weas>).
- Created an Online Idea Bank for students and faculty.<http://ignou.ac.in/ignou/aboutignou/icc/ncide/IdeaBank>

File Description	Documents
The Innovation Centre/ Cell	http://ignou.ac.in/ignou/aboutignou/icc/ncide/introduction
Initiatives taken by the institution	http://ignou.ac.in/ignou/aboutignou/icc/ncide/introduction
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/icc/ncide/I%2526%20E%20Policy

3.3.2 - Workshops / seminars conducted on innovative practices

3.3.2.1 - Total number of workshops/seminars conducted during the year on: ? Intellectual Property Rights (IPR); ? Open Educational Resources (OERs); ? Massive Open Online Courses (MOOCs); ? Technology-Enabled Learning; ? Learning Management System; ? Development of e-content and

76

File Description	Documents
Report of the event/ link to the material developed	View File
List of workshops/seminars during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.3.3 - Innovative content developed in the form of e-modules / e-SLMs / MOOCs for : A. NMEICT B. NPTEL C. SWAYAM D. e-PG Pathshala E. e-SLMs F. other MOOCs platform G. Institutional LMS

3.3.3.1 - Total number of e-content modules developed for any of the platforms listed above.

479

File Description	Documents
List of the innovative contents developed during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.3.4 - Awards for innovation

3.3.4.1 - Number of Awards for innovation received by the Institution, its teachers/other academics/ research scholars/Learners during the year

1

File Description	Documents
Scanned copies of award letters	View File
Award details	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.4 - Research Publications and Awards

3.4.1 - Mechanisms to check malpractices and plagiarism in research The institution has a stated code of ethics for research, the implementation of which is ensured by the following: (during the year) 1) Research methodology with course on research ethics 2) Ethics Committee 3) Plagiarism Check 4) Committee on publication guidelines

A. All 4 of the above

File Description	Documents
Institutional code of ethics document	View File
Notification for Research Ethics Committee	View File
Minutes of the committee	View File
As per Data Template	View File
Any other relevant information	View File

3.4.2 - Ph.D. degrees awarded per recognised research guide of the University.

3.4.2.1 - Number of Full time teachers recognized as guides by the University as per UGC regulation during the year:**213**

File Description	Documents
Web-link of the Research page	http://ignou.ac.in/ignou/aboutignou/icc/ru/introduction
List of Ph.D. scholars and their details like name of the guide , title of thesis, year of award etc	View File
As per Data Template	View File
Any other relevant information	View File

3.4.3 - Research publications – Number of research papers published per teacher of the institution in the Journals notified by UGC care list during the year**108**

File Description	Documents
Web-link of research papers published	http://www.ignou.ac.in/userfiles/RESEARCH%20PUBLICATIONS%20PUBLISHED%20PER%20TEACHER%20OF%20THE%20INSTITUTION%20DURING%20THE%20YEAR%202020.pdf
As per Data Template	View File
Any other relevant information	No File Uploaded

3.4.4 - Books and Chapters in edited volumes published per teacher etc.**3.4.4.1 - Number of books and chapters/ units in books/ SLMs published of the institution during the year****79**

File Description	Documents
Web-link of publications	http://www.ignou.ac.in/userfiles/RESEARCH%20PUBLICATIONS%20PUBLISHED%20PER%20TEACHER%20F%20THE%20INSTITUTION%20DURING%20THE%20YEAR%202020.pdf
Any other relevant information	No File Uploaded
As per Data Template	View File

3.4.5 - Citations of the publications Impact Factor of the research publications from the Institution Citations of the publications by teachers and academics during the year based on average Citation index in Scopus/ Web of Science.

IGNOU is not a member of Scopus, Web of Science, and Indian Citation Index. Therefore, the Impact Factor of the research articles has to be calculated by the INFLIBNET. However, the teachers and academics of the University have published as many as 108 research papers during the period of assessment in various reputed national and international journals. Most of the journals as mentioned in the data template are in the UGC CARE list. Journals publishing the research papers of the teachers and academics include reputed international publishers such as Wiley-VCH GmbH, Weinheim; Taylor & Francis; Springer International; Asian Society for Open and Distance Education (ASODE), Japan; United Distance Education for Eastern Europe, Western Asia, Northern Africa (UDEEEWANA), Turkey; Elsevier; Emerald Publishing Limited; and national publishers such as NCERT, New Delhi, NISCAIR; National Geographical Society of India, Banaras Hindu University; Geographical Society of the North-Eastern Hill Region, NEHU; Indian Adult Education Association, and many premier universities of the country which bring out their dedicated peer-reviewed journals of national and international repute.

File Description	Documents
as per data templates	View File

3.4.6 - h-index of the Institution Details of the publications of the teachers and other academics of the Institution during the year to calculate h-index of the Institution based on the Citations of the publications in Scopus / Web of Science

IGNOU is not a member of Scopus, Web of Science, and Indian Citation Index. Therefore, the H-Index of the researchers has to be calculated by the INFLIBNET. However, the teachers and academics of the University have published as many as 108 research papers during the period of assessment in various reputed national and

international journals. Most of the journals as mentioned in the data template are in the UGC CARE list. Journals publishing the research papers of the teachers and academics include reputed international publishers such as Wiley-VCH GmbH, Weinheim; Taylor & Francis; Springer International; Asian Society for Open and Distance Education (ASODE), Japan; United Distance Education for Eastern Europe, Western Asia, Northern Africa (UDEEEWANA), Turkey; Elsevier; Emerald Publishing Limited; and national publishers such as NCERT, New Delhi, NISCAIR; National Geographical Society of India, Banaras Hindu University; Geographical Society of the North-Eastern Hill Region, NEHU; Indian Adult Education Association, and many premier universities of the country which bring out their dedicated peer-reviewed journals of national and international repute.

File Description	Documents
Citations of publications based on Scopus / Web of Science – h-index of the institution	No File Uploaded
Any other relevant information	No File Uploaded
As per Data Template	View File

3.5 - Consultancy

3.5.1 - Consultancy Policy The Institution has a policy on consultancy including revenue sharing between the institution and the individual/ agency

The University has a well-defined policy on Consultancy (<http://ignou.ac.in/userfiles/Document%20on%20Consultancy.pdf>) operational since 2004. to allow faculty members to keep in touch with their specialization by working on specific problems for the clients by providing them consultancy. The policy was approved by the BOM of the University in its 79th meeting held on April 30, 2004 (BM79.4.1). The University has a Standing Committee with the Vice-chancellor as its Chairperson; and Pro-Vice-Chancellor; Directors of Schools / Academic divisions; Faculty representatives; Finance Officer; Teachers; Director (International Division) and Director (Academic Coordination Division) as members. As per the policy on consultancy, the total time allowed to a faculty for consultancy assignment ordinarily does not exceed 52 days in a year. The University, subject to its commitments, resources, and convenience, provides assistance to individuals involved in consultancy. The professional fee is shared between the faculty and the University in the ratio of 2/3:1/3 basis. The ratio for sharing of fees for the number of days beyond 52 days is reversed, i.e., 1/3rd to the faculty members and 2/3rd to the University.

File Description	Documents
Minutes of the Governing Council/ Syndicate/Board of Management related to consultancy policy	http://ignou.ac.in/userfiles/79%20MEETING%20PART%20-%202.pdf
Policy document on consultancy	http://ignou.ac.in/userfiles/Document%20on%20Consultancy.pdf
Any other relevant information	Nil

3.5.2 - Revenue from consultancy – Revenue generated by the Institution from consultancy

3.5.2.1 - Revenue generated from consultancy provided by teachers and other academics of the Institution during the year (INR in Lakhs)

0

File Description	Documents
Audited statements of accounts indicating the revenue generated through consultancy	No File Uploaded
List of teachers and other academics providing consultancy	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

3.5.3 - Revenue from training/ seminars/ conferences/ etc. –Revenue generated by the Institution from training / seminars/ conferences/ etc. through sponsorship during the year (INR in lakhs)

0

File Description	Documents
Audited statements of account indicating the revenue generated through training	No File Uploaded
Schedule of the training programmes	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6 - Extension Activities

3.6.1 - Extension activities The impact of the extension activities of the Institution in sensitizing the learners and other stakeholders to social and sustainable development issues leading to inclusive society during the year

The following activities were undertaken by the IGNOU Regional Centres and Schools of Studies to sensitize the learners and other stakeholders towards social and sustainable issues leading to an inclusive society:

1. Unnat Bharat Abhiyan (UBA): Taking forward the GoI's initiative to make India literate, provide a clean environment, and create a skilled workforce leading towards sustainable development, IGNOU, being a regional coordinating institute, through its Regional Centers conducted extension activities like training of Panchayat functionaries in the adopted villages, encouraging students as 'UBA VOLUNTEER' etc.
2. Skills Management: Regional Centers organized activities including imparting skills, time management, and ethical consideration on online education.
3. Sustainable Environment: The University organized outreach activities cutting across social, environmental, and health issues. Webinars were organized on ecosystem restoration, life sciences, recent developments in green chemistry, etc.
4. Inclusive Society: Regional Centers utilized the digital platform to support extension and outreach activities amidst the COVID-19 pandemic lockdown to promote educational opportunities for stakeholders.
5. Gender Sensitization: Gender sensitization activities were organized by Regional Centres on gender-based violence and women in STEM.

Impact

1. Increase in learner participation in socially useful productive work.
2. Enhancement in ICT integration in administrative and academic matters.
3. Strengthening the workforce with relevant skills.
4. Awareness about sustainable development and inclusive society.
5. Rural Development

File Description	Documents
Brochures of the activities	http://ignou.ac.in//userfiles/Brochures%20of%20activities.pdf
Activity Reports	http://ignou.ac.in//userfiles/3_6_1%20Report%20(2).pdf
Any other relevant information	Nil

3.6.2 - Recognition of extension activities

3.6.2.1 - Number of awards and recognition received for extension activities from Government /recognized bodies during the year:

0

File Description	Documents
Awards for extension activities	No File Uploaded
Scanned copy of the award letters	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6.3 - Collaborative extension and outreach Programmes

3.6.3.1 - Number of extension and outreach Programmes conducted in collaboration with Community Based Organizations, Government and non-government Organizations during the year

15

File Description	Documents
Reports of the event organized	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.6.4 - Participation in extension activities

3.6.4.1 - Number of employees and learners participating in extension activities conducted by the Institution with Government Organizations, Non-Government Organizations and Programmes such as Swachh Bharat, AIDS Awareness, Gender issues, Rights of PwD during the year

1228

File Description	Documents
As per Data Template	View File
Any other relevant information	No File Uploaded
Report of the event	View File

3.7 - Collaboration**3.7.1 - Collaborative activities with Institutions****3.7.1.1 - Number of Collaborative activities for research, programme development and faculty exchange with institutions during the year**

37

File Description	Documents
Scanned copies of collaboration document	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

3.7.2 - Collaborations with industries**3.7.2.1 - Number of collaborations with industries for learner exchange, internship, establishing Chairs during the year**

2

INFRASTRUCTURE AND LEARNING RESOURCES**4.1 - Physical Facilities**

4.1.1 - Facilities available at Institution Headquarters and Regional Centres Infrastructural facilities viz., academic units, administrative units, storage and dispatch units, library, Laboratories, Multimedia Laboratories, Seminar Rooms, Auditorium, warehouses, Media Production, Print Production, etc.

Headquarters is situated in a sprawling campus of 151.32 acres housing 21 Schools of Studies, 12 Divisions, 4 Cells, 8 Centres and 2 Units, one Institute, Two Guest Houses, Central Library, Six Laboratories (Physics, Chemistry, Life Sciences, Geology, Geography, and Food Processing), One Regional Evaluation Centre, Four Warehouses, Convention Centre, Bank, Post office, Residential complex has 342 houses, shopping complex, Health Centre, Parks, playgrounds and Electric Power sub-station. Electronic Media

Production Centre (production of audio/video programmes and transmission facilities through radio and TV), Centre for Online Education (two multimedia labs), and 'Data Centres' are available. It is Wifi campus (2.14 Gbps bandwidth connectivity).

Regional Centers (RCs) (56) are spread across the country. During 2020-21, 10RCs are operating from their own buildings. The foundation stone of Karnal, Aizawl, Port Blair, Rajkot, and Trivandrum RCs buildings were laid. The land has been acquired by the University for buildings of RCs <http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf> (pp.17). RC campuses are Wi-Fi enabled with a total of 12078 Mbps bandwidth connectivity. Regional Evaluation Centers are housed in six RCs. <http://www.ignou.ac.in/ignou/aboutignou/division/rsd/Pblication> (pp.82-83)

Learner Support Centers (LSCs) are operational at existing HEIs, Prisons, etc. in India and overseas. The infrastructure of LSCs comprises Classrooms, laboratories, and library facilities.

File Description	Documents
Annual report of the Institution	http://www.ignou.ac.in/ignou/aboutignou/division/pdd/annual%20report
Geo-tagged photographs of campus and all other infrastructural facilities	http://www.ignou.ac.in/ignou/aboutignou/division/ad/photogallery
Any other relevant information	Nil

4.1.2 - Expenditure incurred for infrastructure augmentation –Percentage of expenditure incurred for infrastructure augmentation

3.97

4.1.2.1 - Expenditure incurred for infrastructure augmentation excluding salary during the year (INR in lakhs)

1379.64

File Description	Documents
Audited utilization statements	View File
Budget allocation for infrastructure	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.1.3 - Percentage of the expenditure incurred on maintenance of physical facilities and academic support facilities

1.29

4.1.3.1 - Expenditure incurred on maintenance of physical facilities and academic support facilities excluding salary during the year (INR in lakhs)

448.34

File Description	Documents
Audited statements of accounts.	View File
Budget and Statements of Expenditure	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2 - IT Infrastructure

4.2.1 - ICT enabled facilities at HQs – Percentage of IT enabled rooms and seminar halls of the Institution for academic support at Headquarters.

95.55

4.2.1.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at the Institution HQs (Data for the latest completed academic year) :

1117

File Description	Documents
Geo- tagged Photographs of IT infrastructure facilities at HQs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.2 - ICT enabled facilities at RCs – Percentage of IT enabled rooms and seminar halls of the Institution for academic support in Regional Centres (RCs)**69.21****4.2.2.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at Regional Centres (RCs). (Data for the latest completed academic year)****490**

File Description	Documents
Photographs of infrastructure facilities at a few RCs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.3 - ICT enabled facilities at LSCs – Percentage of IT enabled rooms and seminar Halls of the Institution for academic support in learner support centres (LSCs)**41.73****4.2.3.1 - Number of rooms and seminar halls for academic support with ICT facilities/Wi-Fi/LAN at Learner Support Centres (LSCs) (Data for the latest completed academic year)****5320**

File Description	Documents
Geo – tagged Photographs of infrastructure facilities at a few LSCs	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.4 - Frequency of updating of IT facilities – Frequency of IT facilities updated at the Headquarters and the Regional Centres of the Institution including website, online system, etc

The Computer Division (CD) at the Headquarters is responsible for procurement, and system management of high-end servers, storage, and networking hardware at Headquarters and Regional Centres (RCs) and maintenance of IGNOU main website and all 57 Regional Centre Websites which are hosted in virtual machines of HPE server. The content of all the websites is updated by CD and RCs.

Presently two Internet Service Provider's (NKN & Reliance Jio) internet lease lines are providing internet bandwidths, 1Gbps, and

512 Mbps, respectively to the campus, as load-balanced and in fail-over mode. The Headquarters is connected through a Local Area Network (LAN). Periodic maintenance and upgradation (Routers and Switching devices) are carried out for un-interrupted access.

The database of ODLSOFT (ERP) is updated regularly by the stakeholder Divisions. The entire ERP solution is now being migrated to the state-of-the cloud-based application hosted on the SAMARTH system.

The software used for maintaining the e-platform for supporting student lifecycle-related operations is updated twice every year, before the commencement of each admission cycle.

(<http://ignou.ac.in/ignou/footer/RC-Services>)

File Description	Documents
Scanned copy of agreement	http://ignou.ac.in/ignou/aboutignou/division/cd/itupdatation
Any other relevant information	Nil

4.2.5 - Internet Bandwidth at the HQs and RCs – Available bandwidth of the internet facility at the Headquarters and Regional Centres of the Institution

13614 Mbps

File Description	Documents
Relevant documents on available bandwidth of internet connection at the Institution's Head Quarters and Regional Centres	View File
As per Data Template	View File
Any other relevant information	View File

4.2.6 - Facilities for media production - Facilities for audio, video and e-content development are available and are in use at the Institution Audio- video and e-Content production facilities: 1. Audio / video studios 2. Outdoor shooting equipment /Outdoor audio recording 3. Post production unit / Editing unit 4. Duplication unit 5. Graphics workstation 6. Direct Reception Sets (DRS) 7. Set Scenic unit

A. More than 10of the above

8. Make-up unit 9. E-Platform 10. Workstations with broadband connectivity 11. Cloud space 12. Licensed software 13. Uninterrupted web connectivity 14. IT security system

File Description	Documents
As per Data Template	View File
Geo-tagged photographs of the facilities for audio, video e-content production	View File
Any other relevant information	No File Uploaded

4.2.7 - Percentage of viewers (learners) to Transmission facilities of the Institution

18.50

4.2.7.1 - Number of viewers (learners) of transmission facilities (Radio and Television Channels) for the latest completed academic year

180275

File Description	Documents
Geo-tagged photographs of the facilities available	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

4.2.8 - Automation systems The level of automation of different aspects of Institution including the features of Office Automation System/ERP/MIS (Online Support to Learners, Staff, RCs and LSCs)

The following activities have been automated for bringing about transparency and efficiency in the University operations:

- **Admission:** All processes of fresh and re-registration including fee payment and refund are online through SAMARTH (<https://ignouadmission.samarth.edu.in/>).
- **Post-admission services:** Requests for a change of study centre, regional centre or courses are processed online.
- **Online Examination form:** Submission of examination form, fee payment, and issue of hall ticket is done through the exam portal (<https://exam.ignou.ac.in/>).
- **Online registration for Convocation and delivery of IGNOU certificates using Blockchain technology.**

- **Online Grievance Management System:** through iGRAM (<http://igram.ignou.ac.in/>).
- **Online Empanelment of Academic Counsellors:** through IGNOU portal (<https://eportal.ignou.ac.in/oace/OACEHome.aspx>) which includes submission, processing, approval and generation of letter of empanelment.
- **Exam-related activities:** Submission and evaluation of assignments; delivery of encrypted question papers to the examination centres through the Online Question Paper Delivery System - OQPDS (<https://exam.ignou.ac.in/examcentremanagement/default.aspx>); request for re-evaluation and copy of answer scripts; online transmission of assignment/project/practical evaluation data etc. (<https://assignment.ignou.ac.in/>) are done online.
- **Database Access:** RCs can download student data from the Central database.
- **The University is migrating from ODLSOFT to the cloud-based SAMARTH portal for the automation of activities related to human resources and finance** (<https://cuignou.samarth.ac.in/index.php/site/login>) including the recruitment portal (<https://ignount.samarth.edu.in/index.php/site/login>).

File Description	Documents
Any other relevant information	Nil
Automation system	http://www.ignou.ac.in/ignou/aboutignou/division/cd/automationsystem

4.3 - Learning Resources

4.3.1 - Provision of Learner Support Services Learner Support Services established at the different levels by the Institution (Three tier/ Two tier)

The University follows a three-tier structure for providing learner support: Regional Services Division (RSD) at the Headquarters at the top rung; Regional Centers (RCs) at the middle; and Learner Support Centers (LSCs) at the bottom. The RSD is the Nodal Division for providing learner support within the country and coordinates the learner support activities through a network of 56 RCs, 11 Recognized Regional Centers, and around 1800 LSCs Pan-India. <http://www.ignou.ac.in/ignou/aboutignou/division/rsd/scdatabase>.

The RCs at the middle level, mostly located at state capitals/

district headquarters; oversee the functioning of LSCs within their regions and also conduct academic counselling (tutoring) sessions. <http://www.ignou.ac.in/ignou/aboutignou/regional/website>.

<http://www.ignou.ac.in/ignou/aboutignou/division/rsd/monthlymonitoringreport>

The LSCs located in Higher Education Institutions, i.e. universities and colleges, conduct academic counselling (tutoring) sessions for both theory and practical courses with the support of empanelled academic counsellors.

<http://www.ignou.ac.in/ignou/aboutignou/division/rsd/3tlearnersupport>

During 2020-21, the University transitioned to an online mode of delivery of support services, due to the country-wide lockdown. Social media platforms like Facebook, YouTube, Twitter, Telegram, and other digital platforms like Google Meet and ZOOM were extensively used for providing academic support to the learners; promotional activities; and orientation programmes for staff development. <http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf> (Page 12).

File Description	Documents
List of support services provided at Headquarters, Regional Centres, Learner Support Centres	View File
Organizational chart of support services available	View File
Any other relevant information	No File Uploaded

4.3.2 - Average number of Learners attached to LSCs

376

4.3.2.1 - Number of LSCs in the preceding academic year:

1565

File Description	Documents
Enrolment details of the preceding year	View File
Distribution of learners LSC wise	View File
As per Data Template	View File
Any additional information	No File Uploaded

4.3.3 - Academic counselling sessions held Regular conduct of academic counselling sessions (for theory and practical courses) at Learner Support Centres under each Regional Centre during the preceding academic year

During the pandemic, face-to-face counselling sessions were suspended during the nationwide lockdown and replaced with counselling through electronic channels viz. interactive radio counselling. The online counselling sessions were organized through online mode by the Regional Centres (RCs) and the Headquarters, Web conferencing was used for academic counselling through applications such as Zoom, Google Classroom, Google Meet, YouTube, Facebook-live, etc. Additionally, email, WhatsApp, Telegram App, and telephones were used as interactive media.

In addition, academic counselling was also conducted throughout the year through electronic media viz. radio (GyanVani), television (GyanDarshan) and internet-based radio (GyanDhara). For programmes having components of internship/dissertation/project, the University permitted the learners to carry out the internship online from the confines of their homes. All lab-based courses were conducted online through digital platforms.

The total number of counselling sessions held from 01 July 2020 to June 2021 was 41801. RC-wise counselling sessions held and monitored by the academics of RCs are available at the link -<http://www.ignou.ac.in/ignou/aboutignou/division/rsd/monthlymonitoringreport>

Web-Enabled Academic Support (WEAS), a one-stop portal was introduced comprising course content, additional academic resources, assignments, previous years' question papers etc. as well as online academic counselling for the learners in the absence of face-to-face counselling sessions.

File Description	Documents
Monitoring reports of LSCs	http://ignou.ac.in/ignou/aboutignou/division/rsd/monthlymonitoringreport
Reports on counselling sessions	http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf
Any other relevant information	http://ignou.ac.in/userfiles/Lockdown%20Report.pdf

4.3.4 - Expenditure on Library – Percentage of annual expenditure on library during the year

0.02

4.3.4.1 - Annual expenditure on library during the year (INR in lakhs)

5.23

File Description	Documents
Web-link to Library catalogues	https://libraryopac.ignou.ac.in/
Web-link to relevant resources available in the library	http://ignou.ac.in/ignou/aboutignou/division/ldd/E-Resources
As per Data Template	View File
Any other relevant information	No File Uploaded

4.3.5 - Library Automation Library is automated in using Integrated Library Management System (ILMS) A. Name and features of the ILMS software B. Nature and extent of automation (full or partial) C. Year of commencement and completion of automation

The Library and Documentation Division (L&DD) was using the Library Management software Libsys (Version-4) package since 1990 which was replaced by KOHA (An Open source ILMS) in July 2018. Though Koha is an open source software, it is a true enterprise-class ILS with comprehensive functionality viz. multilingual, powerful search engine, compliant with all library standards and protocols. 1,52,170 records were migrated from Libsys to KOHA along with user interface (UI) customization as per the institutional requirement. The complete process was done in-house. As of date, there are a total number of 1,95,345 bibliographic records available in Koha. With the implementation of the KOHA software, the L&DD has achieved 100%

automation covering all types of library activities and services. Though Koha is an open source software, it is a true enterprise-class ILS with comprehensive functionality viz. multilingual, powerful search engine, compliant with all library standards and protocols.

Apart from Library automation other services provided by the library are: E-Resources for Campus and Remote Access:

The University provides access to over 75000 e-journals which can be accessed 24X7 both inside the campus and anywhere through remote access. Anti-Plagiarism Software (URKUND- Ouriginal by Turnitin):

The library has been provided access to this tool by the UGC's INFLIBNET Centre. Access has been provided to the Teachers to check their research papers and students' thesis.

File Description	Documents
Any other relevant information	https://libraryopac.ignou.ac.in/
Geo-tagged photographs	http://www.ignou.ac.in/ignou/aboutignou/division/ldd/Photogallery

LEARNER SUPPORT AND PROGRESSION

5.1 - Learner Support

5.1.1 - Promotional Activities for Prospective Learners The Institution promotes its programmes for the prospective learners through various activities

Regional Centres (RCs) adopted various ICT-enabled promotional and publicity strategies and utilized Social Media for spreading awareness about IGNOU during the lockdown period. Nearly 8000 to 9000 promotional activities were undertaken for prospective learners by the RCs during the reporting period.

<http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf>(Page No. 20)

Facebook Live sessions, "Hello IGNOU" was introduced during the lockdown, in order to connect with the learners and wider audiences. through IGNOU's official FacebookPage,<https://www.facebook.com/OfficialPageIGNOU/>. The

experts in the sessions interacted through the Facebook page and answered learner queries. <http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf>(Page 16 - 17)

RCsmade extensive use of Social Media platforms by creating an official RC Facebook page and YouTube channels. The RCsshared links related to the learner support services on their websites http://rcaligarh.ignou.ac.in/news/detail/1/Important_Information_for_newly_enrolled_students__July_2020_session-200

RCsalso prepared videos on promotional measures and learner support services.<https://www.youtube.com/watch?v=FUG97cJK4bo&t=51s>.whichwere uploaded on the YouTube channels of Regional Centers. https://youtube.com/watch?v=kwbBX_hrmGk&si=EnSIkaIECMiOmarE

Regional Centres organized Open house sessions for prospective learners <https://www.youtube.com/watch?v=mk3qw5imScM>

Programme-level-specific sessions were also organized. https://www.youtube.com/watch?v=kwbBX_hrmGk

Prospective learners were informed about programme-specific career prospects through Social Media.

<https://www.facebook.com/101715851343162/photos/pb.100063694584317.-2207520000./195366468644766/?type=3>

File Description	Documents
Activities undertaken	http://www.ignou.ac.in/userfiles/5_1_1%20-%20Promotional%20activity.pdf
Any other relevant information	Nil

5.1.2 - Pre-admission Counseling Services Activities undertaken by the Institution for providing pre-admission counseling services to prospective learners and induction of newly enrolled learners at Institution Headquarters, Regional Centers and Learner Support Centers

Headquarters

In the reporting period, a nationwide lockdown was imposed. Toconnect with prospective and enrolled learners, the university made effective use of digital and social media platforms. A weekly session Hello IGNOU through Facebook was organized to address the questions regarding the IGNOU programmes, admission procedure,

examination, etc. Officials from Hqrs and RCs interacted with the students during the session <https://fb.watch/hXGhid0R2c/>, <https://fb.watch/hXGpzRaYsJ/>, <http://rckolkatta.ignou.ac.in/news/detail/1/233>

Regional Centers (RCs)

During this period, the university transitioned from face-to-face mode to a digital platform, for conducting Pre-admission activities. The Regional Centers disseminated the information widely through the RC websites and official social media platforms like Facebook, Twitter, and YouTube.

http://rcjabalpur.ignou.ac.in/news/detail/2/IGNOU_PRGRAMMES_IN_HANDY-176

Academics from Hqrs and Regional Centers participated in the Gyan Vani sessions through FM radio channel for pre-admission guidance to prospective students and the general public. Learners were also facilitated in resolving their Fresh Admission (July 2020 session) related queries through Google Forms.

<https://docs.google.com/forms/d/e/1FAIpQLSfaauNP4N637MDl0z2fsPUwFejfF1GIoTHciDEj8A7rVdNRsw/viewform>

Learner Support Centers (LSCs)

Guidance was provided by RCs in coordination with the LSCs to the prospective students and enrolled learners through the RC website and social media platforms. Through this mode, the e-guidelines and ready reckoners were made accessible.

http://rcmadurai.ignou.ac.in/news/detail/2/Fresh_Admission_is_Open_for_July_2020_Session-36 <https://www.facebook.com/photo?fbid=636508810551767&set=a.113372352865418>

File Description	Documents
Activities undertaken	http://www.ignou.ac.in/userfiles/5_1_2%20-%20Pre%20admission%20cousnelling.pdf
Any other relevant information	http://rcpatna.ignou.ac.in/Ignou-RC-Patna/userfiles/file/Discover%20all%20that%20you%20need%20with%20a%20Single%20Clicks.pdf

5.1.3 - Online Admission and Related Activities The status and process of online admission including payment of fees

The following activities related to the Admissions have been shifted to the cloud-based Samarth Platform provided by the MoE, GoI:

- Receipt of admission forms with required documents
- Conveying the discrepancies in the admission form to the learners and its resolution by the learners
- Payment of programme fee through debit/credit card, net banking and UPI;
- Confirmation of admission and generation of Student I-Card with QR Code
- Refund of fee through online payment gateway in case of non-confirmation /cancellation of admission.

The admission portals are:

Portal URL

Description of Portals

<https://ignouadmission.samarth.edu.in>

For ODL Programmes (Indian students)

<https://ignouiop.samarth.edu.in>

For Online Programmes (Indian students)

<https://ignouforeigniop.samarth.edu.in>

For online programmes (foreign learners)

<https://ignouflip.samarth.edu.in>

For admission in fixed intake (merit-based programmes)

<https://ignoufsri.samarth.edu.in>

For foreign students residing in India

<https://ignouosc.samarth.edu.in>

For students enrolling through Overseas Centres

The process of re-registration for different programmes having duration of more than one year has been shifted to SAMARTH Portal. The learner can now visit the portal and submit their re-registration form along with fee <https://onlinerr.ignou.ac.in/>.

File Description	Documents
Online Admission and related activities	http://ignou.ac.in/ignou/aboutignou/division/srd/readmission
Any other relevant information	Nil

5.1.4 - Dispatch of Study Material and related grievance handling mechanisms Strategy followed by the Institution for dispatch of study material to learners and mechanisms to resolve grievances related to Dispatch of Study Material

During the Covid-19 lockdown, due to the disruption of postal services, the study materials could not be dispatched and the learners were advised to access the study materials available on the IGNOU Online repository (www.egyankosh.ac.in). Post lockdown when the services were restored, the study materials were dispatched by following the SOP mentioned below:

- Direct dispatch to the students Pan-India and to overseas partner institutions through India Post;
- Dispatch to Regional Centres for further distribution to the local students;
- Providing data of students to Regional Centres for dispatch from their own stock;
- Course material distribution through designated counters of MPDD at Headquarters, New Delhi.
- Providing dispatch information to the students through the website of IGNOU and SMS by India Post.
- Queries and grievances are received through various modes and the status is as follows:

Portals

2020-2021

Received

Addressed

iGRAM

11535

11535

INGRAM

0

0

PG Portal

99

99

UGC Grievances

4

4

Emails

40801

40801

Phones

26500

26500

Letters

729

729

- The Web link for course material dispatch status:<http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>
- The Web link for Grievance Redressal and Management:<https://igram.ignou.ac.in/>

File Description	Documents
Material dispatch related activities	http://ignou.ac.in/ignou/aboutignou/division/mpdd/activities
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/mpdd/photogallery

<p>5.1.5 - Attending to learners' queries Modes/approaches employed by the University to attend to learners' queries include: 1. Automated interactive voice response system 2. Call centre 3. Online Help Desk 4. Social media 5. App based support 6. Chat Box 7. E-mail Support 8. Interactive radio counselling 9. Teleconferencing 10. Web-conferencing 11. Learner Services Centre/ Inquiry Counter 12. Postal communication</p>	<p>A. Any 8 or more of the above</p>
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File Description	Documents
Web-link to Online Help Desk, App based support, Chat Box, Interactive radio counselling, Web-conferencing, Learner Services Centre, any other	http://www.ignou.ac.in/userfiles/modes-of-learners-queries.pdf
As per Data Template	View File
Any other relevant information	No File Uploaded

<p>5.1.6 - Academic counselling services Modes employed by the Institution to provide academic counseling services to its learners include: 1. Face to face counselling sessions 2. Interactive radio counselling 3. Online LMS based counselling 4. Teleconferencing 5. Web-conferencing 6. Laboratory based counselling 7. Internship 8. Workshops 9. Field study 10. Seminar 11. Extended Contact Programme (ECP) 12. Enhancement of Professional Competency (EPC)</p>	<p>A. Any 8 or more of the above</p>
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File Description	Documents
Web-link to counselling schedules for current year	http://www.ignou.ac.in/userfiles/Academic%20counselling%20schedule%202020-21.pdf
As per Data Template	View File
Any other relevant information	No File Uploaded

5.1.7 - Addressing learners' grievances – The Institution has a transparent mechanism for timely redressal of learner grievances. Percentage of grievances received at HQ and redressed during the year

83.85

5.1.7.1 - Number of grievances received at HQ during the year

570772

File Description	Documents
Web link to Grievance Redressal Mechanism Committee for learners	http://ignou.ac.in/userfiles/Notification-Student%20Griencance%20Redressal%20Committee%20(1)(1).jpg
As per Data Template	View File
Any other relevant information	View File

5.1.8 - Special Learner Support Centres Reaching out to special learners like persons with disabilities, prison inmates, employees of defense or security forces, transgenders, SC / ST, minorities, women; learners from rural and remote areas etc

The following efforts have been made in this direction in fulfillment of its mandate:

1. At present, there are 11 Recognized Regional Centers (RRCs) catering to armed forces, paramilitary personnel, and their family members: six for the Army, four for the Navy, and one for Assam Rifles operating through their own network of 84 Learner Support Centres (LSCs).
2. There are 173 special LSCs in jails for facilitating teaching and learning activities through academic counselling support and special workshops to guide the jail inmates.
3. Fee exemption to SC/ST learners under the Direct Benefit Transfer (DBT) scheme - SCSP & TSP Plan was provided by the Government of India and various other Government Assistantship schemes.

4. Sensitization drives and webinars are organized by the Regional Centres (RCs) to spread awareness about the rights of Persons with Disabilities.
5. University has a focused approach to educational development in the North Eastern Region through nine RCs and provides support services through 182 LSCs, including 03 new LSCs established during the reporting period.

File Description	Documents
List of Special Learner Support Centres	http://ignou.ac.in/userfiles/Regional%20Centre%20Wise%20Details%20of%20Special%20LSCs_Aug%202019.pdf
Any other relevant information	http://www.ignou.ac.in/ignou/aboutignou/division/rsd/EDNERU

5.1.9 - Financial Support to learners of disadvantaged groups - Percentage of learners of disadvantaged groups benefited by financial support provided by the Government / University / or any other during the year

47.84

5.1.9.1 - Number of learners of disadvantaged groups benefited by financial support provided by the Government / University / or any other during the year

135517

File Description	Documents
Web-link to notifications issued by the Institution	http://www.ignou.ac.in/userfiles/scst2020July%20(1)(2).pdf
As per Data Template	View File
Any other relevant information	View File

5.2 - Learner Progression

5.2.1 - Submission of assignments - Percentage of learners submitting assignments

60.21

5.2.1.1 - Number of learners enrolled in the preceding academic year (only newly enrolled) have submitted assignments as per the academic calendar

353768

File Description	Documents
Web-link to academic calendar of the Institution	http://ignou.ac.in/ignou/aboutignou/division/srd/academiccalender
List of programmes on offer	View File
Web-link of assignments of programmes on offer	https://webservices.ignou.ac.in/assignments/
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.2 - Percentage of Newly enrolled learners registered for term end examination

26.43

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	http://www.ignou.ac.in/userfiles/Tentative%20Date%20Sheet%20for%20December%202020%20Term%20End%20Examination.pdf
Number of learners (only newlyenrolled)registered for term end examinations	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.3 - Percentage of learners appeared for term end exam

77.82

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	http://www.ignou.ac.in/userfiles/Tentative%20Date%20Sheet%20for%20December%202020%20Term%20End%20Examination.pdf
Number of learners (only freshly enrolled)who have passed term end examination	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.4 - Percentage of learners passed out term end examination

88.15

File Description	Documents
List of programmes on offer	View File
Web-link of examination schedule	http://www.ignou.ac.in/userfiles/Tentative%20Date%20Sheet%20for%20December%202020%20Term%20End%20Examination.pdf
Number of learners (only freshly enrolled)who have passed term end examination	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.2.5 - Placement services provided to the learners

5.2.5.1 - Number of placement drives conducted by the institution for the learners during the year

2

File Description	Documents
Reports of the campus placement drives	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

5.3 - Alumni Engagement

5.3.1 - The Alumni Association The Alumni Association/ Chapters (registered and functional) has contributed significantly to the development of the Institution through financial and other support services during the year

The Alumni Association of IGNOU (AAI) was registered under the Societies Registration Act, 1860 in March 2021. To encourage the participation of alumni no registration fee is charged for the first three years.

An online Portal for Alumni (<https://ignoualumni.samarth.edu.in>) has been created where alumni can register, create their accounts and update their profiles. The database of registered alumni is maintained by the Campus Placement Cell.

In order to facilitate interaction and sharing of ideas amongst alumni, an exclusive Facebook page (<https://www.facebook.com/ignou.alumni>) has been created. The page has been receiving encouraging responses from alumni.

Contribution of Alumni:

Serving as Brand Ambassadors: The AAI made a very significant contribution in propagating the ODL philosophy and facilitating potential learners to join the University.

Facilitating Placement: The Alumni who were self-employed/ working in industries/corporate/other service sectors, extended support in providing employment opportunities to the learners.

Academic Contribution: Alumni participated in the academic activities of the University as academic counsellors, evaluators, project supervisors, etc.

Support to the University: Alumni occupying senior positions in the government and other organizations extended their support to the University in various activities.

Promoting Start-up and Entrepreneurship: Alumni shared their experiences about their start-up and entrepreneurship among the enrolled learners.

File Description	Documents
Details of Alumni Association Activities	Nil
Frequency of meetings of Alumni Association with minutes	Nil
Quantum of financial contribution	Nil
Audited Statement of Accounts of the Alumni Association	Nil
Any other relevant information	https://ignoualumni.samarth.edu.in/index.php/site/login

5.3.2 - Alumni Association Involvement -Percentage of graduated learners enrolled in Alumni Association

0.5

5.3.2.1 - Number of graduated learners enrolled in Alumni Association (in latest completed academic year)

15000

File Description	Documents
Web-link to Alumni Association	https://ignoualumni.samarth.edu.in/index.php/site/login
As per Data Template	View File
Any other relevant information	No File Uploaded

5.3.3 - Facilities for Alumni Engagement The Alumni Association facilitates its members by the following 1. online enrolment for its membership 2. online networking amongst its Alumni members 3. online payment of fees 4. donation by Alumni

C. Any 2 of the above

File Description	Documents
Web-link to Alumni Registration Portal	https://ignoualumni.samarth.edu.in/index.php/alumni/registration/register
Web-link to online networks	https://www.facebook.com/ignou.alumni/
Scan copy of statement of receipts	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.1 - Institutional Vision and Leadership

6.1.1 - Governance in accordance with Mission and Vision The institution has clearly stated Vision and Mission which are reflected in its academic and administrative governance, perspective plans and stakeholder's participation in the decision making bodies leading to institutional excellence

The Vision and Mission of the University are enshrined in the IGNOU Act, of 1985, and reflected in the objects of the University. The Vision and Mission of the University were approved in the 72nd meeting of the BOM held on 01-07-2002.

(<http://www.ignou.ac.in/ignou/aboutignou/profile/4>.)

The Vision and Mission of the University are reflected in all aspects of its functioning as outlined below:

Academic and Administrative Governance:

- providing seamless access to quality education;
- convergence of existing systems for massive human resources required, through resource sharing, collaboration, and convergence with the HEIs and other institutions;
- using innovative technologies and methodologies in the teaching-learning processes and administration; and
- Long-term plans (2-5 years) are attuned to the emerging educational and training needs of the nation.

Stakeholder's Participation in Decision making:

- Representation of renowned external experts in all its statutory bodies.

Institutional Excellence:

- The Vision of providing quality education, skill upgradation, and training to all is reflected in the extensive use of multiple media in the teaching-learning process for attaining institutional excellence of the university.

File Description	Documents
Vision and Mission documents approved by the statutory bodies	http://www.ignou.ac.in/ignou/aboutignou/profile/4
Report of achievements which led to institutional excellence	http://www.ignou.ac.in/userfiles/Notification%20on%20Standards%20of%20Excellence%20in%20ODL%20September%202019.pdf
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/ad/corevalue

6.1.2 - Decentralization and participative management Effective leadership is reflected in various institutional practices such as decentralization and participative management, etc.

There are adequate provisions for decentralization and participative management in the Acts and Statutes of the University.

Decentralization and participative management are ensured through a team of officers/staff and statutory bodies of the University. As per the Statutes, the following are the officers of the University ([http://www.ignou.ac.in/userfiles/IGNOU_ACT\(Amended%20till%2024_09_19\).pdf](http://www.ignou.ac.in/userfiles/IGNOU_ACT(Amended%20till%2024_09_19).pdf)) :

- The Vice-Chancellor;
- The Pro-Vice-Chancellors;
- The Directors;
- The Registrars;
- The Finance Officer; and
- Such other officers as may be declared by the Statutes to be the officers of the University.

The following are the statutory bodies of the University:

- The Board of Management;
- The Academic Council;
- The Planning Board;
- School Boards; and
- The Finance Committee

The constitution of these statutory bodies has made adequate provision for participation in decision-making by the external members who are not employees of the University but are distinguished and eminent people in their respective fields. Members of these bodies are nominated for a specific term and the appointment of new members brings in new ideas and new thinking.

File Description	Documents
Information / documents pertaining to leadership	http://www.ignou.ac.in/userfiles/IGNOU_ACT(Amended%20till%2024_09_19).pdf
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/authority/member/detail/5304/Smt_Droupadi_Murmu-5304

6.2 - Strategy Development and Deployment

6.2.1 - Perspective / Strategic plan and deployment The methodology adopted for developing strategic plan; the mechanism for its deployment, monitoring and assessment of the deliverables

The Planning Board is responsible for approving strategic plans and monitoring the University's development in accordance with the Vision, Mission and Objects of the University. The practices followed by the University for the development, deployment, monitoring and assessment of its strategic plans are:

- Long-term plans (2-5 years) are formulated with inputs from Schools and Divisions responsible for the development, delivery and implementation of all activities pertaining to teaching-learning.
- Strategic plans for Academic Programmes deployed by the Schools of Studies are in a series of distinct phases reflecting: (i) Programme Proposal, (ii) Programme Development, and (iii) Programme Launch. Each phase requires the approval of statutory bodies.
- The mid-term and short-term plans as well as 'quarterly and annual outcome budgets are the mechanisms adopted by the University for monitoring and assessment of the deliverables in all activities (<http://ignou.ac.in/userfiles/annual%20outcome%20budget%202019-20.pdf>)
- The targets assigned to Regional Centres (RCs) and Learner Support Centres (LSCs) and their performance are monitored by the Regional Services Division at Headquarters.
- The Standing Committee of the Board of Management (BOM), the

Student Support Services Committee monitors the implementation of the strategic plans at RCs and LSCs.

File Description	Documents
Minutes of the Governing Council / other relevant bodies for deployment / monitoring the deliverables	http://ignou.ac.in/ignou/aboutignou/authority/member/detail/5269/Smt. Droupadi Murmu-5269
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/ad/corevalue
Perspective / Plan and deployment documents	http://www.ignou.ac.in/ignou/aboutignou/profile/6

6.2.2 - Organizational structure of the Institution Effectiveness and efficiency of functioning of the institutional bodies as evidenced by the policies, administrative setup, appointments, service rules, procedures etc

Visitor of the University, Board of Management, Academic Council, Planning Board, Schools Boards, and Finance Committee constitute the institutional bodies of the University. Vice-Chancellor is the academic and executive head of the University supported by Pro-Vice-Chancellors, Directors of Schools, Registrars, and Finance Officer. The powers and functions of the authorities and other functionaries of the University are stipulated in the IGNOU Act, Statutes and Ordinances.

The administrative set-up is decentralized and geared to deliver time-bound outcomes catering to all learner-centred activities such as student registration, material development and distribution, students' evaluation and awards. Country-wide network of Regional Centres and Learner Support Centres (LSCs), enhance the responsiveness and efficacy of the University towards the learners.

Rules and procedures for conduct of meetings of statutory bodies; monitoring of LSCs; purchase of library books; and goods and services are spelt out for smooth functioning and standardization of procedures. The GFRs are followed in all financial activities.

Appointments in the University are as per provisions of the IGNOU Act. Recruitment and Promotion Rules, in conformity with the UGC regulations, are approved by the Board of Management. Service, leave, and disciplinary rules laid out in the Statutes of the University are strictly adhered to.

File Description	Documents
Organogram of the Institution	http://ignou.ac.in/userfiles/Organizational-Structure.jpg
Annual Report of the preceding academic year	http://ignou.ac.in/ignou/aboutignou/division/pdd/annual%20report
Minutes of the meetings of various bodies / relevant committees	http://ignou.ac.in/ignou/aboutignou/authority/member/detail/5304/Smt_Droupadi_Murmu-5304
Any other relevant information	http://www.ignou.ac.in/userfiles/IGNOU ACT(Amended%20till%2024_09_19).pdf

6.2.3 - Implementation of e-governance in different areas of operation Areas of operation of Institution which has e-governance implementation

1. Planning and Development
2. Administration
3. Finance and Accounts
4. Learner Admission and Support
5. Examination

A. Any 4 or more of the above

File Description	Documents
ERP Document	View File
Screen shots of user interfaces	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3 - Faculty Development or Empowerment Strategies

6.3.1 - Welfare measures for teachers, other academics and non-academic staff The institution has effective welfare measures for teachers, other academics and non-academic staff

The University has implemented welfare measures schemes for its employees including health services for its employees at CGHS or IGNOU rates, including superannuated and their dependents for both outdoor and indoor treatments. There is a fully operational Health Centre with a Lab sample collection facility at its Headquarters. During the COVID pandemic, the University Health Centre constituted a Rapid Action Force to implement the COVID appropriate behavior and

to extend emergent medical assistance including an oxygen cylinder to the IGNOU employees and ensured the availability of empanelled doctors through WhatsApp and mobile phones.

The University Headquarters has a residential complex having 342 houses, It has 60 flats at the Asian Games Village, Delhi, and six flats in the Old JNU Campus, Delhi. The University also has Crèche, nationalized bank, a post office, etc. on its premises.

The University has a dedicated Security Department with a security officer and guards safeguarding the University campus and residential complex round-the-clock. IGNOU employees get their wards admitted to the Kendriya Vidyalaya located on the JNU campus.

<http://ignou.ac.in/ignou/aboutignou/division/ad/Welfare%20Measures%20for%20IGNOU%20Employees%20>

File Description	Documents
Policy document on welfare measures	http://www.ignou.ac.in/userfiles/WELFARE%20POLICY%20OF%20THE%20UNIVERSITY-admin.pdf
List of beneficiaries of welfare measures	http://ignou.ac.in/ignou/aboutignou/division/ad/
Any other relevant information	http://ignou.ac.in/ignou/aboutignou/division/ad/Welfare%20Measures%20for%20IGNOU%20Employees%20

6.3.2 - Percentage of Financial support for faculty developmen

0

6.3.2.1 - Number of teachers and other academics provided with financial support to attend conferences / workshops and towards membership fee of professional bodies during the year

0

File Description	Documents
Letters to teachers and other academics provided with financial support to attend conferences, workshops etc.	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.3 - Average number of programmes organised for professional development

5

6.3.3.1 - Number of professional development / administrative training Programmes organized by the University for teachers, other academics and non-academic staff during the year

5

File Description	Documents
Schedules of programmes organized for teachers, other academics and non-academic staff	View File
As per Data Template	View File
Any other relevant information	View File

6.3.4 - Percentage of Teachers and other academics attended Professional Development Programmes (PDPs)

26.46

6.3.4.1 - Number of teachers and other academics attended Professional Development Programmes, viz.: Orientation Programme, Refresher Programme, Faculty Development Programme (FDP), during the year

122

File Description	Documents
CIQA report summary	View File
Reports of the Human Resource Development Centres (UGC ASC or other relevant centers).	View File
Letters to teachers and other academics attending PDPs during the year (Data Template)	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.5 - Non- academic staff attending administrative training Programmes - Percentage of full time non-academic staff attended training Programmes, during the year

0

6.3.5.1 - Number of full time non-academic staff attended training Programmes during the year

0

File Description	Documents
CIQA report summary	No File Uploaded
Letters to non-academic staff attending administrative training programmes	No File Uploaded
As per Data Template	View File
Any other relevant information	No File Uploaded

6.3.6 - Mechanism of performance appraisal system, promotion for teachers, other academics and non-academic staff Institution has performance appraisal system for teaching, promotion for teachers, other academics and non-academic staff

The University has a well-laid-down policy of performance appraisal system for teachers, academics, and non-academic staff.

1. Teachers and Other Academics:

For the recruitment of teachers and other academics, the University has adapted the UGC's 7th Pay Commission and has implemented it since 2018. Again, for the career advancement of teachers and other academics, the University has adopted the UGC guidelines and adapted the Annual Performance Appraisal Report (APAR) in accordance with the University Ordinances

2. Non-academic staff:

Performance appraisal for non-academic staff of the University is followed systematically for their promotion based on the assessment of the employee's Annual Performance Appraisal Report (APAR).

The University has adopted the UGC's 7th Pay Commission for Group A officers of the University and Recruitment and Promotion Rules (Central Government Employees) for all its non-academic Group B & C employees. The Departmental Promotion Committee (DPC) of the University complies with the guidelines issued by GoI from time to time, on the procedure to be adopted for promotion, adherence to R & P Rules, and the number of existing and anticipated vacancies, etc. (<http://ignou.ac.in/ignou/aboutignou/division/ad/r%2526prules>).

The non-academic employees also avail the benefit of the MACP scheme.

File Description	Documents
Performance appraisal policy of the Institution	http://ignou.ac.in/ignou/aboutignou/division/ad/r%2526prules
Document on promotion/CAS for teachers, other academic and non-academic staff	http://ignou.ac.in/ignou/aboutignou/division/ad/aparforms1
Any other relevant information	Nil

6.4 - Financial Management and Resource Mobilization

6.4.1 - Regular internal and external financial audits Institution conducts internal and external financial audits during the year

A robust financial audit system is the backbone of any institution and IGNOU is no exception to it. The University has 57 Regional Centres, 07 Regional Evaluation Centres, and 21 Schools of Studies wherein decentralized financial operations are being carried out through ERP which ensures accuracy, speed, and transparency of the financial transactions. The University has an Audit Section, which carries out financial audits of different constituent units of the University regularly to ensure financial discipline. The University Accounts are also audited regularly by C&AG of India and Audited Annual Accounts are forwarded to the Ministry of Education (MoE) for placing before the Parliament of India. The statutory audit for the financial year 2020-2021 was carried out by the CAG and its

statutory audit report was submitted to the MoE. During the financial year 2020-21, no internal audit could be convened due to the pandemic. The policy on the internal as well as external audit mechanism has been explained in the act and statutes of the University and is placed on the University's website (<http://ignou.ac.in/userfiles/Finance%20Code.pdf>). Every year, the audit report along with the Annual Accounts is placed before the Board of Management (BOM) and placed on the University's website at www.ignou.ac.in after due approvals.

File Description	Documents
Policy on internal and external audit mechanisms	http://ignou.ac.in/userfiles/Finance%20Code.pdf
Financial audit reports during the year	http://www.ignou.ac.in/userfiles/Annual%20accounts%2020-21.pdf
Any other relevant information	http://www.ignou.ac.in/userfiles/General%20Financial%20Rule%202017.pdf

6.4.2 - Mobilization and utilization of resources Institutional strategies for mobilization of funds and optimum utilization of resources

The University carries out its activities as per the directions provided by the Government of India from time to time for its financial transactions and follows the General Financial Rules, which are regularly monitored by statutory bodies of the University i.e. Finance Committee and Board of Management. The University mobilizes its funds mainly through the following resources:

- Fee from students
- Specific Grant from the Government of India/Other Government Bodies
- Interest on Investments
- Other Income (EMPC operations, etc.)

Funds generated so are utilized to meet the expenditure according to the budget heads viz. General Expenditure, Creation of Infrastructure & maintenance, Salary & other Components. ERP Software is in place for proper financial management and monitoring of the expenses incurred under different account heads of the University.

The University Board of Management and Finance Committee have the mandate to ensure:

ØOptimum utilization of assets i.e. land, buildings, equipment, vehicles, furniture, etc. which are already in place and creation of new assets.

ØProper conduct of feasibility studies before the start of new programmes.

ØEffectiveness of administration that nurtures quality and promotes a competitive environment resulting in additional revenue generation and effective Utilization of Funds.

File Description	Documents
Resource Mobilization policy document duly approved by the Board of Management / Syndicate / Governing Council	http://www.ignou.ac.in/userfiles/Resource_Moblisation.pdf
Procedures for optimal resource utilization	http://www.ignou.ac.in/userfiles/OPTIMAL%20UTILIZATION%20OF%20RESOURCES.pdf
Any other relevant information	Nil

6.4.3 - Percentage of Expenditure on Learner Support Services

42.83

6.4.3.1 - Expenditure by the Institution on learner support services (excluding salary and capital expenditure) during the year (INR in Lakhs)

14876.82

File Description	Documents
Statement of expenditure during the year	View File
As per Data Template	View File
Any other relevant information	No File Uploaded

6.5 - Internal Quality Assurance System

6.5.1 - Institutionalizing the quality assurance through CIQA Details of the activities of CIQA

A. Any 4 or All of the above

listed below: 1. Programme Project Reports (PPRs) prepared 2. Workshops/ seminars organized on quality related themes 3. Innovative practices implemented for quality enhancement 4. Initiatives undertaken for system based research 5. Feedback mechanisms developed for different stakeholders

File Description	Documents
Scan copies of programme schedules	View File
Reports of the activities	View File
As per Data Template	View File
Any other relevant information	View File

6.5.2 - Reforming institutional processes Impact Analysis of various initiatives carried out and used for quality improvement with reference to learner performance, teaching-learning, assessment process and learning outcomes, research, learner and other stakeholders feedback, administrative reforms, financial management, etc

In compliance with the "UGC Quality Mandate: Suggestive Academic Activities" to ensure uninterrupted teaching-learning activities during the pandemic, the University constituted a Task Force of faculty and academics to identify Priority Areas of Work and suggest a Plan of Action for execution.

Eight priority areas were identified viz. Admissions, Study Materials, Finance, Examination, Grievance redressal, Regional Centre Activities, e-Content/Online Activities, and Electronic Media Production Centre activities.

Accordingly, the University undertook the following initiatives:

- Online Provisions were made for:
 - Registration of learners for all ODL and Online programmes, generation of QR Code based Student Identity Card
 - Academic counselling
 - Dispatch of encrypted question papers to exam centres
 - Submission of exam forms
 - Delivery of question papers
 - Payment of fees for registration, re-registration and term-end examination

- Refund of fees
- Revaluation of answer scripts
- Registration for Convocation
- Issuing of digital degrees using Blockchain technology
- Online submission of form, approval and maintenance of academic counsellor database
- Submission of assignments, projects
- Redressal of student grievances
- Training programmes for teachers and academics
- Use of social media (YouTube, Facebook, Twitter) in teaching-learning and sharing of information.
- Migration from ODLSoft to SAMARTH ERP system

File Description	Documents
Documents / information on the process and results of Impact Analysis	http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf
Relevant Reports/ Minutes approved by concerned Authorities	http://www.ignou.ac.in/ignou/aboutignou/icc/ciga/forms
Any other relevant information	Nil

INSTITUTIONAL VALUES AND BEST PRACTICES

7.1 - Institutional Values and Social Responsibilities

7.1.1 - Measures initiated by the Institution for the promotion of gender equity during the year. Describe gender equity & sensitization in curricular and co-curricular activities, facilities for women on campus within 100 - 200 words

IGNOU values gender equity. IGNOU has a dedicated School of Gender & Development Studies which organizes several programmes on gender sensitivity and allied activities. The University has in place the following Committees constituted to implement the University's policy against sexual harassment (<http://ignou.ac.in/userfiles/ICASH.pdf> at different levels:

- Apex Committee Against Sexual Harassment (ACASH)
- IGNOU Committee Against Sexual Harassment (ICASH)
- Regional Services Division Committee Against Sexual Harassment (RSDCASH)

<http://ignou.ac.in//userfiles/IGNOU%20Committee%20Against%20Sexual%20Harassment%202019-2022.pdf>

IGNOU celebrated International Women's Day on March 8, 2021, at headquarters. A webinar was organized by SOGDS in collaboration with ICASH. The webinar was based on the theme 'Women in Leadership: Achieve an equal future in COVID-19'.

<https://www.facebook.com/OfficialPageIGNOU/videos/5750801468267096/>
Dr Vineeta Bal of the Indian Institute of Science Education and Research, Pune and Dr Gita Chadha, Professor in Sociology, University of Mumbai were the Guest speakers. An e-Book on Safe Work Place: Prevention of Sexual Harassment (POSH) was launched on this occasion (<http://ignou.ac.in//userfiles/handbook.pdf>).

On this occasion, Regional Centres organised a webinar on "Eliminating Gender-based Violence", poster-making competitions, online conclaves on gender issues, an orientation programme for RCCASH Members on the University Policy, a virtual talk on "Roots of Gender Violence in India: Mitigation and Elimination" and Slogan competition.

File Description	Documents
Annual gender sensitization action plan	http://www.ignou.ac.in/userfiles/Gender%20Sensitization%20Action%20Plan%20for%20the%20year%202020-2021.pdf
Specific facilities provided for women in terms of: a. Safety and security at the work place b. Committees to address Prevention of Sexual Harassment c. Common Rooms d. Day care centre for children of the staff e. Any other relevant information	http://www.ignou.ac.in/userfiles/Gender%20equity%20and%20sensitization.pdf

7.1.2 - The Institution has facilities for alternate sources of energy and energy conservation measures Solar energy Biogas plant Wheeling to the Grid Sensor-based energy conservation Use of LED bulbs/ power efficient equipment

A. 4 or All of the above

File Description	Documents
Geo-tagged Photographs	View File
Any other relevant information	View File
as per data template	View File

7.1.3 - Describe the facilities in the Institution for the management of the following types of degradable and non-degradable waste (within 200 words) A. Solid waste management B., Liquid waste management C. Biomedical waste management D. E-waste management E.Waste recycling system F. Hazardous chemicals and radioactive waste management

IGNOU deals with the waste management in a graded manner in which two main kinds of waste being discarded on daily basis and it is our duty to protect our environment by eco-friendly waste management by separating organic waste from cooked and uncooked food, fruit and flowers are natural products which decompose quickly. Dry Waste e.g. plastic, rubber, metal, glass, cloth, paper, packaging etc. are disposed off through recycling process by SDMC.

A team of South Delhi Municipal Corporation (SDMC) officials come daily for collection/picking of the wastage/garbage inside MGRC, IGNOU. The residents cooperate and give their contribution in the cleanliness of the IGNOU Campus by separating wet and dry waste.

Apart from this the Student Evaluation Division has got a heavy duty paper shredder machine for disposing off old redundant materials on a regular basis.

E-waste management and bio medical waste are disposed off systematically by the Computer Division and the Health Centre respectively. The Administration Division issues notifications regarding disposal of such waste on a regular basis.

The Sewage Treatment Plant collects all the waste and used water and the recycled water is used for plantation.

File Description	Documents
Relevant documents like agreements/MoUs with Government and other approved agencies	http://www.ignou.ac.in/userfiles/PLASTIC%20WASTE%20MANAGEMENT.pdf
Geo-tagged photographs of the facilities	http://www.ignou.ac.in/userfiles/Waste%20Management%20Photos%207_1_3.pdf
Any other relevant information	Nil

7.1.4 - Water conservation facilities available in the Institution: Rain water harvesting Bore well /Open well recharge Construction of tanks

A. All of the Above

and bunds Waste water recycling Maintenance of water bodies and distribution system in the campus

File Description	Documents
Geo-tagged photographs / videos of the facilities	View File
Any other relevant information	No File Uploaded
as per data templates	View File

7.1.5 - Green campus initiatives include

7.1.5.1 - The institutional initiatives for greening the campus are as follows:

- 1. Restricted entry of automobiles**
- 2. Use of bicycles/ Battery-powered vehicles**
- 3. Pedestrian-friendly pathways**
- 4. Ban on use of plastic**
- 5. Landscaping**

A. Any 4 or All of the above

File Description	Documents
Geo-tagged photos / videos of the facilities	View File
Various policy documents / decisions circulated for implementation	View File
Any other relevant documents	View File
as per data templates	View File

7.1.6 - Quality audits on environment and energy are regularly undertaken by the institution

7.1.6.1 - The institutional environment and energy initiatives are confirmed through the following 1.Green audit 2. Energy audit 3.Environment audit 4.Clean and green campus recognitions/awards 5. Beyond the campus environmental promotional activities

E. None of the above

File Description	Documents
Reports on environment and energy audits submitted by the auditing agency	No File Uploaded
Certification by the auditing agency	No File Uploaded
Certificates of any awards received	No File Uploaded
Any other relevant information	No File Uploaded
as per data templates	View File

7.1.7 - The Institution has disabled-friendly, barrier free environment Built environment with ramps/lifts for easy access to classrooms. Disabled-friendly washrooms Signage including tactile path, lights, display boards and signposts Assistive technology and facilities for persons with disabilities (Divyangjan) accessible website, screen-reading software, mechanized equipment 5. Provision for enquiry and information : Human assistance, reader, scribe, soft copies of reading material, screen reading

A. Any 4 or all of the above

File Description	Documents
Geotagged photographs / videos of the facilities	View File
Policy documents and information brochures on the support to be provided	View File
Details of the Software procured for providing the assistance	View File
Any other relevant information	No File Uploaded
as per data templates	View File

7.1.8 - Describe the Institutional efforts/initiatives in providing an inclusive environment i.e., tolerance and harmony towards cultural, regional, linguistic, communal socioeconomic and other diversities (within 200 words).

The following activities were organized for providing an inclusive environment:

1. Session on Human Trafficking for general awareness held on 01.07.2020
2. A special lecture on "Mental Health during COVID" held on 28.07.2020
3. Celebration of "Sanskrit Diwas 2020" held on 03.08.2020
4. Webinar on "Shree Aurobindo and Indian Culture" held on 14.08.2020
5. Pledge Taking - Vigilance Awareness Week - 2020 held on 27.10.2020
6. Webinar on "Literature and History: Australian Perspectives" held on 27.10.2020
7. Orientation lecture on "Equal Opportunities for faculty members" held on 22.01.2021
8. Lecture on 125th Birth Anniversary of Netaji Subhash Chandra Bose held on 23.01.2021
9. Panel Discussion on National Science Day held on 26.02.2021
10. International Women Day Celebration held on 08.03.2021
11. National Seminar on "Valuing Water" to mark World Water Day held on 22.03.2021
12. Webinar on the occasion of World Food Safety Day held on 07.06. 2021
13. Webinar on Rights of Persons With Disabilities and other unprivileged groups held on 10.06. 2021
14. Webinar on the topic of "Sardar Vallabh Bhai Patel: Facilitator of National Unity" held on 11.06. 2021
15. Session on Innovation and Startup held on 11.06. 2021

File Description	Documents
Supporting documents on the information provided (as reflected in the administrative and academic activities of the Institution)	http://www.ignou.ac.in/userfiles/Report%20(2).pdf
Any other relevant information	Nil

7.1.9 - Sensitization of students and employees of the institution to constitutional obligations: values, rights, duties and responsibilities of citizens:

IGNOU is committed to provide value-based education to its learners so as to enable them to serve as responsible citizens of the country. The University inculcates the spirit of unity, sensitivity and inclusivity among the learners and employees through various initiatives.

The University has complied in creating awareness about constitutional rights and duties. Curricular and extracurricular activities are organized to sensitize learners and employees about their constitutional duties with special emphasis on gender issues, environment awareness, disability, value education, etc.

The University celebrated events of National Importance like Independence Day and Republic Day at the Headquarters. The University organized a series of lectures by eminent personalities and a fortnight of social and cultural events and activities to commemorate "Ek Bharat Shrestha Bharat" initiative under "Azadi Ka Amrit Mahotsav."

Likewise, International Yoga Day was celebrated at the Headquarters and Regional Centers. In addition, events and programmes were organized to commemorate the Constitutional Day, Vigilance Week, Swacchta Pakhwada, Gandhi Jayanti, Women's Day, Environment Day, Earth Day, Mental Health Day, the International Day of Persons with Disabilities, Science Day, Energy Conservation Day etc. Various activities like poster making competition, speech, essay writing, etc. were organized for the learners and employees.

File Description	Documents
Details of activities that inculcate values necessary to nurture Learners to become responsible citizens	http://ignou.ac.in//userfiles/METRIC%20-%207_1_9%20report.pdf
Any other relevant information	Nil

7.1.10 - The Institution has a prescribed code of conduct for students, teachers, administrators and other staff and conducts periodic programmes in this regard. The Code of Conduct is displayed on the website There is a committee to monitor adherence to the Code of Conduct Institution organized professional ethics programmes for students, teachers, administrators and other staff during the year Annual awareness programmes on Code of Conduct were organized during the year

A. All of the Above

File Description	Documents
Code of conduct and ethics policy document	View File
Details of the monitoring committee composition and minutes of the committee meeting, number of programmes organized, reports on the various programs etc., in support of the claims.	View File
Any other relevant information	View File
as per data templates	View File

7.1.11 - Institution celebrates / organizes national and international commemorative days, events and festivals

Different national and international commemorative days, events, and festivals were celebrated by the Headquarters and Regional Centres (RCs) which were webcast/telecast/broadcast on University's channels and published in IGNOU's DigiNews. The details of the programmes organized at the RCs are presented in a separate Report. The following activities were conducted from headquarters:

- Independence Day and Republic Day at the Headquarters.
- 35th Foundation Day on 19th November 2020.
- G. Ram Reddy Memorial Lecture was celebrated in virtual mode on 2nd July 2020.
- Celebration of International Women's Day, International Yoga Day, International Day of Persons with Disabilities, National Science Day, National Mathematics Day and World Sanskrit Day at the Headquarters.
- Celebration of 150th Jayanti of Mahatma Gandhi on 2nd October 2020, 125th Birth Anniversary of Netaji Subhash Chandra Bose on 23rd January 2021 and 148th Birth Anniversary of Sri Aurobindo on 14th August 2020.
- Organized a series of lectures under Bharat ka Amrut Mahotsava.
- Cleaning of the premises/surroundings, plantation drive, and poster-making competitions were organized under 'Swachhta Pakhwada'. Likewise, under Hindi Pakhwada, different activities including a special lecture on the New Education Policy and the language context were organized.

File Description	Documents
Annual report of the celebrations and commemorative events during the year	http://ignou.ac.in//userfiles/7_1_11%20Upload.pdf
Geo-tagged photographs of some of the events	http://ignou.ac.in//userfiles/Geo-Tagged%20Photographs%20and%20Media%20Coverage%20of%20Festivals%20Celebrated%20(2020-2021).pdf
Any other relevant information	Nil

7.2 - Best Practices

7.2.1 - Describe at least two institutional best practices (as per NAAC format given on its website)
Describe any two best practices successfully implemented by the institution as per NAAC format

1. Technological Interventions in Examination System

The University has made greater technological interventions at different stages of examination-related operations.

- Online Examination Form
- Despatch of question papers to the Regional Centres and Examination Centres through a secure online system
- Submission of awards for assignments, practicals, projects, fieldwork, internship, etc. through separate and dedicated online portals.
- Conduct of proctored online practicals and term-end examinations
- Online payment of fees for different examination-related services such as examination, re-evaluation, issuing of photocopies of answer scripts, duplicate grade cards and provisional certificates, name and address correction on the grade card, degree, etc., convocation, issuing of degrees in absentia, etc.

2. Technology-enabled Learner Support Mechanisms Technology-enabled Learner Support Mechanisms

The University provided academic and administrative support services to the learners through the following technology-enabled mechanism:

- Web-based Repository- eGyankosh
- TV channel- GyanDarshan
- FM Radio- GyanVani

- Web-based Radio- GyanDhara
- IGNOU e-content App: access to course materials on smartphones
- QR Code-Based Course Access
- Web-enabled Academic Support (WEAS)
- Student Zone on IGNOU website
- Massive Open Online Courses on SWAYAM
- IGNOU LMS: for Online academic programmes.

File Description	Documents
Best practices as hosted on the Institutional website	http://ignou.ac.in//userfiles/Best%20Practices%202020-21.pdf
Any other relevant information	Nil

7.3 - Institutional Distinctiveness

7.3.1 - Portray the performance of the Institution in one area distinctive to its priority and thrust within 200 words

Setting a new normal, IGNOU, during the COVID Pandemic, took proactive steps to continue teaching-learning process at headquarters, across 56 RCs and nearly 1800 LSCs Pan-India through ICT intervention as mentioned below:

- Connect with learners: through Facebook Live sessions, University's social media handles like Facebook, Youtube and Instagram;
- Academic Counselling: through webconferencing (e-platforms), Social Media (Youtube/Facebook live), Interactive Radio Counselling etc.; recorded videos/ Short YouTube videos
- Student evaluation: Online receipt-cum-assessment of assignments/field/project work, practical, etc.; online monitoring of TEE June 2020
- Online monitoring of University activities: through meetings and compilation of weekly reports submitted to the Ministry of Education
- Grievance redressal: Through different modes like iGRAM, telephone, email, Whatsapp etc.
- Orientation Programme/PDPs: For academic counsellors, LSC functionaries and faculty through teleconferencing/webconferencing
- Online Meetings: of statutory bodies; committees; School faculty; RC functionaries; LSC functionaries
- Web-enabled Academic Support (WEAS): One-stop portal (for few

programmes) was initiated during this period.

- Strengthening IGNOU's Online learning resources: All study materials (eSLM) were mandatorily uploaded on eGyankosh (IGNOU's e-repository), IGNOU econtent app, transmission of recorded video and audio programmes on Gyandarshan and GyanVani, respectively; Massive Open Online Courses on SWAYAM

File Description	Documents
Appropriate webpage in the Institutional website	http://ignou.ac.in/userfiles/Lockdown%20Report.pdf
Any other relevant information	http://www.ignou.ac.in/userfiles/RSD%20Activity%20Report%202020,%2029-07-2021.pdf