

# QUALITY MEASURES FOR IMPROVISING LEARNER SUPPORT AT IGNOU

**2023-2024**



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## Vice Chancellor's Message

The Indira Gandhi National Open University (IGNOU) has long been at the forefront of democratizing higher education in India, ensuring that learning opportunities are available to all, regardless of geographical, social, or economic constraints. Through its Open and Distance Learning (ODL) mode, IGNOU has pioneered an inclusive educational framework that empowers a diverse range of learners—be it individuals from marginalized communities, working professionals, or those in remote locations. This approach aligns with the University's mission to bridge educational inequities and promote lifelong learning.

This report on Quality Measures for Improvising Learner Support at IGNOU is a timely and insightful reflection on one of the most critical components of ODL—the learner support system. Over the years, IGNOU's learner support infrastructure has evolved to accommodate the dynamic needs of its ever-growing student body, adapting both in scope and in the depth of services provided. The report meticulously details this evolution, mapping the expansion of our Regional Centres (RCs), Learner Support Centres (LSCs), and Recognized Regional Centres (RRCs) across the nation, which together constitute the backbone of our outreach and service delivery model.

IGNOU's commitment to learner support is further exemplified through strategic collaborations with the Indian Armed Forces, including the Army, Navy, and Assam Rifles. These partnerships, established to offer education to defense personnel and their families, reflect our dedication to providing flexible, context-specific learning environments that cater to specialized needs without disrupting professional or personal responsibilities.

As highlighted in this CIQA report, IGNOU continues to innovate and improve its learner support mechanisms, adopting cutting-edge technologies and pedagogical strategies to enhance student engagement and success. The University's emphasis on continuous improvement in the quality and accessibility of its support systems underscores its unwavering dedication to fostering an inclusive and learner-centered educational environment.

I extend my profound appreciation to all the contributors of this report and to the dedicated members of the IGNOU community who have worked tirelessly to strengthen and expand our learner support services. Their efforts are instrumental in enabling IGNOU to fulfill its mandate of offering equitable access to education while maintaining the highest standards of academic excellence.

As we move forward, it is imperative that we continue to refine and enhance these support systems, ensuring that IGNOU remains a leader in Open, Distance, and Online Learning, both nationally and globally.

**Professor Uma Kanjilal**  
Vice Chancellor, IGNOU

# **1. IGNOU'S LEARNER SUPPORT SYSTEM**

## **1.1 Background**

## **1.2 IGNOU's Three-tier Learner Support Structure**

## **1.3 Evolution and Growth of Learner Support System**

# 1. IGNOU'S LEARNER SUPPORT SYSTEM

## 1.1 BACKGROUND

The Indira Gandhi National Open University (IGNOU) plays a pivotal role in democratizing higher education by offering flexible and accessible learning opportunities to a diverse range of learners. Through its open and distance learning mode, it caters to the educational needs of students who are unable to pursue traditional full-time courses due to various constraints such as geographical remoteness, work commitments, financial limitations, or personal responsibilities. It provides educational opportunities to individuals from all walks of life, including those from marginalized communities, economically disadvantaged backgrounds, working professionals, women, persons with disabilities, and those with limited access to conventional educational institutions. By reaching out to these underserved populations, IGNOU contributes to reducing educational disparities and promoting social equity in higher education.

IGNOU's flexible learning model allows students to learn at their own pace, place, and convenience. It offers a wide array of undergraduate, postgraduate, diploma, certificate, and short-term courses across various disciplines, enabling learners to choose programmes that align with their interests, career aspirations, and learning objectives. Moreover, IGNOU promotes lifelong learning by providing opportunities for continuous skill enhancement, career advancement, and personal development throughout an individual's lifetime. The number of programmes offered by IGNOU has increased steadily over the years. The data given in Table 1 shows a clear upward trend in the number of programmes introduced by the University over the last thirty six years from 1987-88 till 2022-23.

The expansion of programmes offered by IGNOU can be attributed to various factors, including:

- Increasing demand for diverse educational options among students.
- Strategic initiatives by IGNOU to diversify its course offerings and cater to emerging fields and disciplines.
- Technological advancements enabling the delivery of a broader range of programmes through distance and online modes.
- Government policies and funding supporting the expansion of open and distance education in India.

**Table 1- Growth of Academic Programmes and Student Enrolment at IGNOU (1987-88 to 2022-23)**

<b>Year</b>	<b>No. of students admitted</b>	<b>No. of Programmes on offer</b>
1987-88	4,381	2
1988-89	16,811	5
1989-90	42,324	7
1990-91	48,281	8
1991-92	53,376	13
1992-93	62,375	26
1993-94	75,666	28
1994-95	84,175	28
1995-96	91,398	34
1996-97	1,30,354	36
1997-98	1,62,540	39
1998-99	1,63,394	39
1999-00	1,72,548	47
2000-01	1,96,650	50
2001-02	2,91,360	62
2002-03	2,98,987	72
2003-04	3,16,547	78
2004-05	3,34,315	88
2005-06	3,66,161	101
2006-07	4,29,542	125
2007-08	4,68,444	129
2008-09	5,60,600	138
2009-10	8,16,312	175
2010-11	8,52,740	338
2011-12	9,93,471	445
2012-13	6,96,753	511
2013-14	7,22,390	228
2014-15	7,42,426	228
2015-16	7,94,010	228
2016-17	8,21,658	232

<b>2017-18</b>	10,72,578	239
<b>2018-19</b>	11,48,956	249
<b>2019-20</b>	13,48,948	251
<b>2020-21</b>	12,65,188	271
<b>2021-22</b>	12,89,519	288
<b>2022-23</b>	13,05,196	331
<b>2023-24</b>	13,70,149	325
<b>Grand Total</b>		

Source: IGNOU Annual Reports

The data provided in Table 1 also presents the number of students admitted to (IGNOU over a span of more than three decades. The data shows a general upward trend in student enrollment at IGNOU over the years. Enrollment numbers have consistently increased from 4,381 students in 1987-88 to 13,05,196 students in 2022-23. There are notable periods of rapid growth in enrollment, particularly in the late 1990s and early 2000s, and again from 2011 onwards. Between 1996-97 and 2001-02, there is a significant surge in enrollment, more than doubling the number of students admitted. Another notable period of rapid growth is observed from 2011-12 onwards, with enrollment crossing the one million mark by 2017-18. Till the year 2022-2023, IGNOU has admitted more than 14 million learners. Several factors could have contributed to the growth in enrollment over the years. These include:

- Increasing awareness and acceptance of distance education as a viable alternative to traditional on-campus learning.
- IGNOU's reputation for providing flexible learning opportunities, catering to the needs of working professionals, individuals from remote areas, and those unable to pursue full-time education.
- Expansion of IGNOU's programmes offerings across various disciplines and levels, providing a wide range of options for students.
- Government initiatives and policies promoting open and distance education, which may have facilitated greater access to IGNOU's programmes.

Despite fluctuations, IGNOU has demonstrated sustainability and continuity in its enrollment growth over the years. The institution has consistently attracted a large number of students, reflecting its enduring appeal and relevance in the higher education landscape of India.

The data given below in Table 2 emphatically reveals that more than 4 million students have successfully graduated from IGNOU, solidifying its significant contribution to providing education opportunities to the masses including the denied and deprived sections of society.

**Table 2: IGNOU Students awarded Degrees/ Diplomas/ Certificates**

<b>Years</b>	<b>Convocation</b>	<b>Passed out (Degree/Diploma/Certificate awarded)</b>
1990	1 <sup>st</sup>	1,171
1991	2 <sup>nd</sup>	3,807
1992	3 <sup>rd</sup>	4,907
1993	4 <sup>th</sup>	4,444
1994	5 <sup>th</sup>	7,580
1995	6 <sup>th</sup>	9,246
1996	7 <sup>th</sup>	12,301
1997	8 <sup>th</sup>	16,150
1998	9 <sup>th</sup>	25,196
1999	10 <sup>th</sup>	33,119
2000	11 <sup>th</sup>	53,298
2001	12 <sup>th</sup>	62,369
2002	13 <sup>th</sup>	78,074
2003	14 <sup>th</sup>	81,931
2004	15 <sup>th</sup>	74,603
2005	16 <sup>th</sup>	71,298
2006	17 <sup>th</sup>	75,174
2007	18 <sup>th</sup>	1,11,699
2008	19 <sup>th</sup>	1,01,346
2009	20 <sup>th</sup>	1,37,169
2010	21 <sup>st</sup>	1,33,628
2011	22 <sup>nd</sup>	2,15,364
2011	23 <sup>rd</sup>	1,10,792
2011	24 <sup>th</sup>	1,11,898
2012	25 <sup>th</sup>	3,02,873

2013	26 <sup>th</sup>	1,58,387
2014	27 <sup>th</sup>	2,38,276
2015	28 <sup>th</sup>	1,91,803
2016	29 <sup>th</sup>	1,93,662
2017	30 <sup>th</sup>	2,10,811
2018	31 <sup>st</sup>	2,11,129
2019	32 <sup>nd</sup>	2,00,212
2020	33 <sup>rd</sup>	2,31,622
2021	34 <sup>th</sup>	2,37,839
2022	35 <sup>th</sup>	2,91,588
2023	36 <sup>th</sup>	2,94,609
2024	37 <sup>th</sup>	3,08,584
<b>Grand Total</b>		

Source: IGNOU Annual Reports

## 1.2 IGNOU'S THREE-TIER LEARNER SUPPORT STRUCTURE

Since the inception of IGNOU an exclusive division, the Regional Services Division (RSD) was established for developing the blue print for Learner Support System of the University. The policies and guidelines for learner support services are formulated by the Student Services Committee (SSC) (a policy making body) which is housed in the RSD. The University has adopted a three tier approach to providing learner support to its distance learners, viz: IGNOU headquarters; Regional Centres (branch offices of the University) mostly established at State capitals and subsequently even at District headquarters of high enrollment areas; and Learner Support Centres at the district and Block level which are IGNOU offices opened in Higher Education Institutions: Colleges and Universities, which are managed by the University.

IGNOU has entered into a collaboration with the Army, Navy and Assam Rifles (AR) for providing educational opportunities through an Education Project termed as, IGNOU Army Education Project (IAEP), IGNOU Navy Education Project (INEP) and IGNOU Assam Rifles Education Project (IAREP). Under this project, IGNOU has extended the outreach of its academic programmes to the Defence personnel and their families on a single window basis. IGNOU has signed MoUs with Army, Navy and Assam Rifles on 9<sup>th</sup> April 1999, 22<sup>nd</sup> March 2000 and 20<sup>th</sup> April 2002, respectively. The collaborative enterprise of IGNOU with the

service personnel facilitates provision of educational opportunities without dislocating the enrolled learners from their units, except for academic counselling and term end examinations. 12 Recognized Regional Centres (RRC) have been established in seven Army HQ Commands and Army HQs at Delhi, four Naval Commands and one in DGAR Assam Rifles (AR).

**In Academic Year 2022-2023, IGNOU's Learner Support structure comprises 57 Regional Centres (RCs), 12 Recognized Regional Centres and more than 2000 Learner Support Centres (LSCs) across the country.** The vast network of RCs, RRCs, and LSCs extends the outreach of IGNOU to the hitherto deprived rural, remote, socially and physically disadvantaged segments of population, providing them access to quality and cost effective higher education in a flexible manner at the grassroots.

### **1.3 EVOLUTION AND GROWTH OF LEARNER SUPPORT SYSTEM**

IGNOU has continually adapted and innovated to meet the changing needs of its student community, ensuring that education remains accessible and inclusive for all. The evolution of the learner support system at IGNOU reflects the institution's commitment to providing holistic support to its students from its foundational years to the present day which is as follows:

#### **1. Foundational Years (1985-1995):**

In its early years, IGNOU laid the groundwork for its learner support system, operating through a network of Regional Centres (RC) and Learner Support Centres (LSC). These centres served as hubs for academic guidance, counselling, and administrative support. Learner Support Centres, operating under the jurisdiction of Regional Centres, began to emerge, as the face of the University for the IGNOU learners as all academic services were provided at the LSCs, such as : conduct of induction programmes; distribution of study material; organization and conduct of academic counseling sessions for theory and practical courses; receipt and evaluation of assignments; providing library facilities; conduct of term end examinations; among other activities and services of the University.

#### **2. Growth and Expansion (1996-2005):**

During this period, IGNOU witnessed significant growth in its learner support infrastructure. The network of Regional Centres and Learner Support Centres expanded, providing greater accessibility to learners across diverse geographical locations, catering to the needs of a growing student population. This was the period when a diversified delivery approach was adopted by the University with regard to opening of LSCs at different types of HEIs keeping the delivery

requirement of the programmes on offer. Besides Regular Study Centres there were Programme Study Centres; Partner Institutions; Special Study Centres; and Work Centres and even Tele-Learning Centres. Hence the number of LSCs increased manifold nearly five times and the RCs also doubled.

### **3. Technological Integration and Inclusion (2006-2015):**

With the advancement of technology, IGNOU harnessed various media technologies in order to reach out to the distance learners using ICTs through the EDUSAT based teleconferencing; telecasts over GyanDarshan Educational TV Channels; broadcasts over GyanVani FM channel through FM radio stations; and e-GyanKosh, a National Digital Repository of IGNOU to store, index, preserve, distribute and share the digital learning resources developed by IGNOU faculty.

This period also saw the activation of Special Learner Support Centres, catering to the unique needs of specific student groups. Special Learner Support Centres have been established to provide targeted assistance to marginalized or underserved communities. SLSCs are established in an institution/organization dedicated to the cause of a given disadvantaged group, possessing necessary infrastructure and academic expertise for providing support services to the learners of IGNOU from the disadvantaged groups. Collaborative arrangements are also worked out with institutions of higher learning, NGOs, voluntary organizations, panchayats, cooperatives, government departments and public institutions for this purpose.

### **4. Modernization and Innovation (2016-Present):**

In recent years, IGNOU has continued to innovate and modernize its learner support system. The use of digital platforms to enhance learner support services, such as online counselling, virtual classrooms, and digital libraries became integral components of the learner support system in this period. SLM in digital format is made available to the learners through the IGNOU e-Content App available on the Google Play store. IGNOU MOOCs are offered on SWAYAM platform and online programmes on IGNOU LMS. IGNOU adopted digital media for providing learner support through various cloud based platforms such as, Microsoft Teams, Google Classroom, Google Meet, YouTube, Face book Live, etc. Apart from these online platforms, telecast through SWAYAM PRABHA channels ensures effective counselling especially in remote areas where the internet could be a limitation. A web-based facility, Web-Enabled Academic Support (WEAS) Portal has been created by the University with the aim to provide an interactive one-stop programme portal for IGNOU learners. Additionally,

technological innovations such as AI-driven support tools and mobile applications have been introduced to personalize and optimize the learner support experience. The University is awarding of digital degrees and certificates based on Blockchain technology. Social Media official channels of the University, namely: Facebook (@OfficialPageIGNOU), Twitter (@OfficialIGNOU), and Instagram (@Officialpageignou) respectively are also maintained and populated with relevant content (related to events, live coverage of events, student's related information, Live Lecture Sessions by IGNOU Faculty, etc.) for dissemination to larger audience.

The Twitter Handle of the University (@OfficialIGNOU) is on top in terms of followers vis-à-vis the other Central Universities. The University is conducting Online Practical exams. Online Assignment Monitoring System (OAMS) has been expedited for all the programmes. Viva-voce in the project/ dissertation courses of ODL programmes.

**Table 3- Growth of Learner Support System at IGNOU**

<b>Year of establishment</b>	<b>Number of Regional Centres (RCs)</b>	<b>Number of Recognised Regional Centres (RRCs)</b>	<b>Number of Learner Support Centres (LSCs)</b>
1986-1987	4	-	27
1987-1988	8	-	95
1988-1989	12	-	120
1989-1990	13	-	133
1990-1991	16	-	170
1991-1992	16	-	201
1992-1993	16	-	219
1993-1994	16	-	229
1994-1995	16	-	244
1995-1996	17	-	255
1996-1997	17	-	268
1997-1998	19	-	324
1998-1999	21	-	382
1999-2000	27	17	538
2000-2001	29	17	648
2001-2002	29	17	798

2002-2003	30	18	1081
2003-2004	30	18	1104
2004-2005	30	18	1251
2005-2006	33	25	1331
2006-2007	34	25	1468
2007-2008	39	18	1728
2008-2009	41	18	2300
2009-2010	43	18	3000
2010-2011	46	18	3107
2011-2012	49	18	3378
2012-2013	49	18	3394
2013-2014	56	11	2691
2014-2015	56	11	2919
2015-2016	56	11	3089
2016-2017	56	11	2948
2017-2018	56	11	3084
2018-2019	56	11	3446
2019-2020	56	11	3656
2020-2021	56	11	2047
2021-2022	56	11	2158
2022-2023	57	12	2062

Source: IGNOU Annual Reports

## **2. QUALITY ENHANCEMENT MEASURES UNDERTAKEN BY CIQA**

**2.1 Constitution of Committee**

**2.2 Minutes of the Meetings**

**2.3 Approval of Statutory Body**

## 2. QUALITY ENHANCEMENT MEASURES UNDERTAKEN BY CIQA

### 2.1 CONSTITUTION OF COMMITTEE



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
(NAAC Accredited A++ Grade)  
**CENTRE FOR INTERNAL QUALITY ASSURANCE**

F. No. IG/CIQA/ LC & FAQ/ 21/22

Dated: 09/03/2021

#### **NOTIFICATION**

The Vice-Chancellor is pleased to constitute a committee within the University to draft the Learner's Charter and FAQs on the University and its operations to facilitate the IGNOU learners:

- |    |  |   |             |
|----|--|---|-------------|
| 1. | Prof. Manjulika Srivastava, Director, CIQA | - | Chairperson |
| 2. | Prof. B B Khanna, Director, ID             | - | Member      |
| 3. | Prof. M S Senam Raju, Registrar, MPDD      | - | Member      |
| 4. | Dr. M Shanmuhgam, Director, RSD            | - | Member      |
| 5. | Dr. V P Rupam, Director, CPC               | - | Member      |
| 6. | Dr. Bharat Bhushan, Director, SSC          | - | Member      |
| 7. | Dr. Himansu K Bose, Registrar, SRD         | - | Member      |
| 8. | Dr. V B Negi, Registrar, SED               | - | Member      |
| 9. | Dr. Navita Abrol, AD, CIQA                 | - | Convener    |

This notification is issued with approval of competent authority.

Sd/-

**Dr Navita Abrol**  
**Convener &**  
**Asstt Director, CIQA**

Copy to:

1. All Members of the Committee
2. DD, VCO
3. Office Copy



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
(NAAC Accredited A++ Grade)  
**CENTRE FOR INTERNAL QUALITY ASSURANCE**

**F. No. IG/CIQA/ LC & FAQ/ 21/22**

**Dated: 03/09/2021**

**NOTIFICATION**

In view of changes in the directorship, the committee *vide* notification no. F. No. IG/CIQA/ LC & FAQ/ 21/22 dated 09/03/2021 is re-constituted within the University to draft the Learner's Charter and FAQs on the University and its operations to facilitate the IGNOU learners:

- |    |  |   |             |
|----|--|---|-------------|
| 1. | Prof. Manjulika Srivastava, Director, CIQA   | - | Chairperson |
| 2. | Prof Jitendra Kumar Srivastava, Director, ID | - | Member      |
| 3. | Prof. M S Senam Raju, Registrar, MPDD        | - | Member      |
| 4. | Dr. Srikant Mohapatra, Director, RSD         | - | Member      |
| 5. | Dr. V P Rupam, Director, CPC                 | - | Member      |
| 6. | Dr. Bharat Bhushan, Director, SSC            | - | Member      |
| 7. | Dr. Himansu K Bose, Registrar, SRD           | - | Member      |
| 8. | Dr. V B Negi, Registrar, SED                 | - | Member      |
| 9. | Dr. Navita Abrol, AD, CIQA                   | - | Convener    |

This notification is issued with approval of competent authority.

Sd/-

**Dr Navita Abrol**  
**Convener & Asstt Director**  
**CIQA**

Copy to:

1. All Members of the Committee
2. VCO
3. Office Copy

## 2.2 MINUTES OF THE MEETINGS



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INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)  
MAIDAN GARHI, NEW DELHI-110 068**

**Minutes of the First meeting of the Committee to draft the  
Learner's Charter & FAQs on 28.01.2021 at noon at CIQA's  
Conference Room**

Following attended the meeting on 28<sup>th</sup> January 2021:

1.	Prof. Manjulika Srivastava, Director CIQA	Chairperson
2.	Prof M S Senam Raju, Registrar, MPDD	Member
3.	Dr V P Rupam, Director, CPC	Member
4.	Dr Bharat Bhushan, Director, SSC	Member
5.	Dr Himansu K Bose, Registrar, SRD	Member
6.	Dr Bijaylaxmi Misra, Director, RU	Special invitee
7.	Dr Hema Pant, Dy Director, RSD	Representative
8.	Dr D C Sharma, Dy Director, ID	Representative
9.	Dr Madhavi Sharma, Dy Director(software), SED	Representative
10.	Dr Shekhar Suman, Asstt Director, CIQA	Special invitee
11.	Dr Navita Abrol, Asstt Director, CIQA	Convener

Prof BB Khanna (Director, ID), Dr M Shanmugham (Director, RSD) and Dr V B Negi (Registrar, SED) could not attend the meeting due to their pre-occupation; however, they have sent their representative as mentioned above.

Dr Bijaylaxmi Misra, (Director, RU) and Dr Shekhar Suman, (Asstt Director, CIQA) were special invitees.

Prof Manjulika Srivastava, chairperson welcomed the members of the committee, representatives of the members of the committee and the special invitees to the meeting. The meeting started with detailing out the importance of Learner Charter

and Frequently Asked Questions (FAQs) for a University like IGNOU which has a national and international presence with a wide spectrum of academic programmes ranging from awareness programmes to research degree programmes.

She shared the Learner Charter of Krishna Kant Handiqui State Open University, Guwahati and FAQs prepared by SSC, IGNOU to start the discussion. During the discussion in the meeting, FAQs prepared by Registrar, MPDD also shared with the chairperson. Director, (RU) and Dy Director (ID) mentioned that they have also prepared the FAQs pertaining to their Unit and Division respectively.

After much deliberation, the following decisions were taken:

1. All the members will provide the inputs related to their Division/ Centre/ Unit/ Cell which needs to be incorporated in the IGNOU's Learner Charter.
2. The members will also provide the FAQs with suitable answers along with the related links/flow chart/ images etc if any.
3. Following guidelines should be followed while preparing the FAQs:
  - The page title "FAQs related (*procedure*)" e.g **FAQs related to Admission**
  - Prepare questions based on actual queries of IGNOU learners.
  - Write the FAQs in a question-and-answer format
  - Keep answers crisp and crystal clear.
  - The language should be simple and lucid considering the diverse backgrounds of IGNOU learners.
  - Efforts should be made to provide the complete answer to every question. Don't just provide a link to a different page/ different question.

The members agreed to provide the desired inputs and prepare the above-mentioned documents within two weeks' time and share the same with the Chairperson of the Committee. The Committee also agreed to meet after two weeks.

The meeting ended on a positive note with thanks to the Chair and all present.

**Manjulika Srivastava**  
**Chairperson of the Committee**



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INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
CENTRE FOR INTERNAL QUALITY ASSURANCE (CIQA)  
MAIDAN GARHI, NEW DELHI-110 068**

**MINUTES OF THE 2<sup>nd</sup> MEETING of THE COMMITTEE TO DRAFT THE LEARNER'S CHARTER AND FAQs ON THE UNIVERSITY AND ITS OPERATIONS HELD ON 15<sup>th</sup> SEPTEMBER, 2021 AT 03.00 PM IN THE CONFERENCE ROOM, CIQA, IGNOU, MAIDAN GARHI, NEW DELHI-110 068.**

Following attended the meeting:

1.	Prof. Manjulika Srivastava, Director, CIQA	Chairperson
2.	Dr. Srikant Mohapatra, Director, RSD	Member
3.	Prof Jitendra Kumar Srivastava, Director, ID	Member
4.	Dr. Himansu K Bose, Registrar, SRD	Member

Prof. M S Senam Raju, Registrar, MPDD; Dr. V P Rupam, Director, CPC; Dr. Bharat Bhushan, Director, SSC could not attend the meeting. Dr. V B Negi, Registrar, SED could not attend the meeting and Mr. Gowri Shankar was deputed by him to provide inputs to the committee. Dr. Navita Abrol, Convener of the committee could not attend the meeting as she was on leave.

Dr. Shekhar Suman, Asstt Director, CIQA was present to provide the academic inputs to the committee.

Prof. Manjulika Srivastava, Director, CIQA and Chairperson of the Committee welcomed the members and briefed them about the efforts made by the CIQA in compiling the FAQs received till date. She also thanked the members for submitting their inputs in the form of written drafts on the areas assigned to them. The Committee members enquired about the status of inputs received from the SED, on which Mr. Gowri Shankar, SED clarified that it would be submitted to CIQA by 16<sup>th</sup> September.

The following Agenda Item was discussed in the meeting and the resolutions taken thereof:

<b>ITEM NO. 1</b>	<b>To review the draft FAQs document prepared on the basis of the inputs received from the Members and status of the Document.</b>
CLF 1.1.1	The members deliberated on the structure and contents of the draft FQAs document and gave their suggestions and inputs to be included in the document. Director ID, desired to review the FAQs pertaining to the international learners. The relevant part pertaining to international learners was reviewed by the committee members and some correction was carried out there and then.
CLF 1.1.2	<b>Resolution:</b> CIQA would forward the FAQs received from SED. Since the draft document was voluminous it was decided that the Committee members would give their inputs in track change mode to CIQA at the earliest for the finalization of the FAQs document.

The meeting ended with a vote of thanks to the committee members by the Director, CIQA.

**Prof. Manjulika Srivastava**  
**Chairperson of the Committee**

## 2.3 Approval of Statutory Body



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
MAIDAN GARHI, NEW DELHI-110 068**

### **Agenda Item No. 51.9**

**Subject: To approve the 'Learner Charter' of the Indira Gandhi National Open University – CIQA**

#### **Note**

The Learner is the most important stakeholder of the University. Providing quality services is most essential to the learner. In this context, the Centre for Internal Quality Assurance (CIQA) has prepared a well-defined Learner Charter, outlining the privileges entitled to a learner and also the duties and responsibilities of a learner towards the University.

The Vice- Chancellor had constituted a committee to draft the IGNOU's Learner Charter. The CIQA developed the Draft and obtained inputs from the committee members and all the Directors/ Registrars of the Schools/ Divisions/Institute/ Centres/ Unit/ Cells and Regional Centres of the University.

The final "Learner Charter" of the Indira Gandhi National Open University (**Annexure – I**), is placed before the Student Services Committee of the Board of Management for its approval.



ciqa ignou &lt;ciqa@ignou.ac.in&gt;

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## Code of Conduct for learners- Learner Charter-reg

1 message

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**ciqa ignou** <ciqa@ignou.ac.in>

Fri, Sep 16, 2022 at 4:32 PM

To: Director RSD &lt;directorrsd@ignou.ac.in&gt;, Hema Pant &lt;drhemapant@ignou.ac.in&gt;

Cc: Vice Chancellor &lt;vc@ignou.ac.in&gt;, Navita Abrol &lt;navita@ignou.ac.in&gt;, Shekhar Suman - 3906 &lt;shekhar@ignou.ac.in&gt;

**Dear Sir***Greetings from CIQA!*

This has reference to AQAR Metric no. 7.1.10 as stated below:

**The Institution has a prescribed code of conduct for Learners, teachers, administrators and other staff and conducts periodic programmes in this regard**

1. The institutional Code of Conduct principles are displayed on the website
2. There is a committee to monitor adherence to the institutional Code of Conduct principles
3. Institution organizes professional ethics programmes for Learners, teachers, administrators and other staff
4. Annual awareness programmes on Code of Conduct are organized

**Kindly upload Learner Charter on IGNOU Website, RSD webpage and websites of RCs and LSCs.**

Further, it is requested to kindly display the learner charter on the gate or notice board of Divisions which are directly associated with learners dealing like SSC, SRD, SED, MPDD etc including CIQA, VCO, etc. and also display on RC and LSC buildings at noticeable places.

Kind regards

--

**Prof. Manjulika Srivastava**

Director, Centre for Internal Quality Assurance

Head, NEP Cell

IGNOU, Maidan Garhi, New Delhi - 110068

## Action Taken Report

19<sup>th</sup> Sept 2022

### Displaying the Learner Charter of IGNOU

Inbox



**Regional Service Division**

10:08 AM (5  
minutes ago)

to Registrar, Registrar, registrar, Director, IGNOU, Director, me, Manjulika, Vinita, Manoj

Sir/Madam

This is with reference to the trailing email from Director CIQA, regarding the Learner Charter of IGNOU. In this context, as stated in the email, you are requested to kindly display the Learner Charter at the gate and on the Notice Board of your Division/Centre. The Computer division has been requested by RSD to upload the Learner Charter on the home page of the IGNOU website and on the RSD webpage.

The Learner Charter, which is a Code of Conduct for learners of IGNOU, was approved in the 51st Meeting of the Student Services Committee (SSC), [a Standing Committee of the B.O.M] held on 27th January 2022 and the same has been ratified by the B.O.M in its 149th meeting held on 26th May 2022.

This is for your information and further necessary action.

With regards

**Dr. Umesh Chandra Pandey**  
**Director**  
**RSD**

----- Forwarded message -----

From: **ciqa ignou** <[ciqa@ignou.ac.in](mailto:ciqa@ignou.ac.in)>

Date: Fri, 16 Sept 2022 at 16:32

Subject: Code of Conduct for learners- Learner Charter-reg

To: Director RSD <[directorrsd@ignou.ac.in](mailto:directorrsd@ignou.ac.in)>, Hema Pant <[drhemapant@ignou.ac.in](mailto:drhemapant@ignou.ac.in)>

Cc: Vice Chancellor <[vc@ignou.ac.in](mailto:vc@ignou.ac.in)>, Navita Abrol <[navita@ignou.ac.in](mailto:navita@ignou.ac.in)>, Shekhar Suman - 3906 <[shekhar@ignou.ac.in](mailto:shekhar@ignou.ac.in)>

**Dear Sir**

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**Kindly upload Learner Charter on IGNOU Website, RSD webpage and websites of RCs and LSCs.**

Further, it is requested to kindly display the learner charter on the gate or notice board of Divisions which are directly associated with learners dealing like SSC, SRD, SED, MPDD etc including CIQA, VCO, etc. and also display on RC and LSC buildings at noticeable places.

Kind regards

--  
**Prof. Manjulika Srivastava**  
**Director, Centre for Internal Quality Assurance**  
**Head, NEP Cell**  
**IGNOU, Maidan Garhi, New Delhi - 110068**

**Regional Service Division**

Sat, Sep 17, 11:21 AM (2 days ago)

Sir

This is with reference to the trailing email from Director CIQA, regarding the Learner Charter of IGNOU. In this context, as stated in the email, you are requested to kindly upload the Learner Charter on the homepage of IGNOU website and also on the RSD webpage.

The Learner Charter of IGNOU was approved in the 51st Meeting of the Student Services Committee (SSC), [a Standing Committee of the B.O.M] held on 27th January 2022 and the same has been ratified by the B.O.M in its 149th meeting held on 26th May 2022.

This is for your information and further necessary action.

With regards

**Dr. Umesh Chandra Pandey**  
**Director, RSD**  
**IGNOU, Maidan Garhi, New Delhi – 110068**

## **3. CIQA'S CONTRIBUTION TOWARDS IMPROVISING LEARNER SUPPORT**

**3.1 IGNOU's Learner Charter**

**3.2 Frequently Asked Questions**

“  
**OUR STUDENTS  
ARE OUR  
FAMILY!**  
”

**ignou**  
THE PEOPLE'S  
UNIVERSITY



# **LEARNER CHARTER OF IGNOU**



**PREPARED BY:**

CIQA, IGNOU

# **Preamble**

**The Indira Gandhi National Open University (IGNOU) established by an Act of Parliament (No. 50), in September 1985 strives to work untiringly to achieve its objectives enshrined in the Act- to offer high quality, innovative and need-based academic programmes at various levels, across the country and overseas, and to reach out to the disadvantaged social segments by providing access to higher education at affordable costs; provide seamless access to sustainable and learner-centric quality education, skill upgradation and training to all by using innovative technologies and methodologies.**

## **IGNOU learners are expected to follow this Learner Charter.**

### **An IGNOU Learner is entitled to:**

- 01** Nationally and internationally acclaimed academic programmes offered by IGNOU, leading to the award of degrees, diplomas and certificates.
- 02** Dignity, respect and opportunities of lifelong learning through access to quality higher education at affordable costs without any restriction with regard to: age, gender, geographical location, employment and economic status.
- 03** A learner centred-environment which is open, accessible, planned to promote independent, autonomous, self directed learning at one's own pace and place.
- 04** Providing technology-enabled learning at the doorsteps of the learners through a combination of multiple media namely: printed self-learning materials (SLM), e-SLM, radio broadcast, telecast, webcast, Massive Online Open Courses, OERs, web enabled academic support (WEAS) etc.
- 05** Updated learning outcome-based curricula which is targeted at knowledge attainment, critical and analytical thinking, application in real world situations, hands on training, skill development and employability.
- 06** Access to learner support services through multi-channels providing face to face and online counselling, tutoring and mentoring to overcome individual, academic and administrative barriers to learning.
- 07** Access the University, Pan- India/overseas through its Headquarters, Regional Centres, Learner Support Centres and Overseas Centres.
- 08** Equal and fair treatment without any discrimination/ prejudice based on gender, religion, ethnicity, caste, creed, social and economic status, region, sexual orientation, disability, etc.
- 09** Availability of relevant information and updates through different channels to support the learning endeavour.
- 10** An opportunity to be heard and right to appeal through an effective, transparent and time-bound grievance redressal mechanism.

## IGNOU learners are expected to follow this Learner Charter.

### IGNOU Learners shall:

- 01 Respect the IGNOU Act, Statutes and Ordinances of the University.
- 02 Adhere to the University's policies, procedures, rules and regulations.
- 03 Visit university website regularly / periodically for getting updated information regarding various schedules of activities.
- 04 Comply with the academic calendar from the time of admission to completion.
- 05 Engage in learning activities in a mutually and reciprocally respectful way with fellow learners/ faculty members and other staff of the University.
- 06 Complete all necessary submissions such as assignments, projects, field work reports, dissertations, etc. as per the schedule of activities given in the programme guide of respective programme to achieve the expected goals of the programme.
- 07 Interact and treat the authorities and officials of the University at Headquarters with dignity and respect.
- 08 Actively participate in the academic activities such as self-study, counselling, seminars, field trips, practical sessions, extension activities, laboratory work, training sessions, term end examinations, etc. to acquire such knowledge, skills and attitude to achieve the expected learning outcomes/attributes of the concerned programme.
- 09 Give preference to digital means of learning by opting for online materials, online counselling and online support services to save environment and be energy efficient.
- 10 Follow the UGC regulations and University regulations on promotion of academic integrity and prevention of plagiarism in higher educational institutions.
- 11 Refrain from unauthorised video or audio recordings of the communication between the learners and University staff.
- 12 Refrain from participating in controversial issues that affect academic environment of the University.
- 13 Use IGNOU's social media platforms/handles for academic purposes only.

## IGNOU learners are expected to follow this Learner Charter.

### IGNOU Learners shall:

- 14 Not harass or make false or malicious complaints or allegations against other learners or University staff.
- 15 Not involve in any verbal/physical abuse/criminal activities against the University staff and fellow learners.
- 16 Use institutional mechanisms to get the grievances redressed following administrative procedures, rules and regulations.
- 17 Not misuse the University infrastructure/IT facilities to resort to unlawful, unethical or anti-social behaviour.
- 18 Not smoke, use drugs/ alcohol, drink and drive in the Campus (Headquarters, Regional Centres, Regional Evaluation Centre, Learner Support Centres, Overseas Study Centres, Examination Centres, etc.), damage the property of the University, steal or cause damage to University resources/Infrastructure and/ or unauthorized access to resources of the University.
- 19 Not attempt wrongful confinement of any member of the faculty, staff or student inside or outside the Campus.
- 20 Not indulge in any kind of harassment including ragging/bullying inside or outside the Headquarters, Regional Centres, Regional Evaluation Centre, Learner Support Centres, Overseas Studies Centres and Examination Centres.
- 21 Never resort to use of unfair means during examinations and any other methods of assessment and evaluation.
- 22 Refrain from bribing/influencing the University staff to get undue advantage/ privileges/benefits.
- 23 Help the University improve its services by providing regular feedback.
- 24 Join the Alumni Association of IGNOU after completion of the study.

**Disclaimer:** The list of expectations provided here is not exhaustive. While the University will make its sincere efforts to the effect that the learning experiences of the learners are enriched by making use of diverse channels and methodologies, the learners are expected to follow the rules and regulations of the University as amended from time to time. However, this Student Charter does not in any way bind the University into a legal obligation. The University reserves the right to revise, amend, and update any rules or procedure as per the provisions of its Act and Statutes.

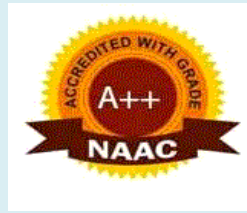
## CONTRIBUTORS

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. Hema Pant, RSD*
- *Dr. Bijayalaxmi Mishra, RU*
- *Dr. SK Mishra, SED*
- *Dr. SK Pulist, SRD*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*
- *Dr. Navita Abrol, CIQA*

## COMPILATION & DESIGN

- *Prof. Manjulika Srivastava, CIQA*
- *Dr. P. Vijayakumar, SOA*
- *Dr. Shekhar Suman, CIQA*





# Frequently Asked Questions



**Indira Gandhi National Open University**  
Maidan Garhi, New Delhi-110068

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## Section 1: Frequently Asked Questions Related to Admissions

**Q. What is Admission? What are the different modes of admission?**

**A.** When a student seeks registration for a course/programme for the first time, it is called “Admission” to a course/Programme. In IGNOU admission is granted through the following modes:

- (i) **Direct Admission** – All the candidates fulfilling the eligibility criteria are enrolled. Most of the Programmes offered by the University are in this category.
- (ii) **Merit Based Admission/ Fixed Learner Intake Programmes (FLIP)** – in these Programmes, a merit list is prepared and admission is offered to the candidates in the merit list. (Selected Programmes)
- (iii) **Entrance Based Admission** – In these Programmes, admission is through an Entrance Test. A merit list of candidates qualifying in the Entrance Test is prepared and admission is offered to the candidates in the merit list. (Selected Programmes)
- (iv) **Lateral Entry** – In some Programmes, direct admission in the second year of a Programme through Lateral Entry is given subject to completion of the specified PG Diploma and fulfillment of other conditions specified.

**Q. How can I get the information about a particular programme?**

**A.** Programme-related details are available in the Prospectus. You can download the Common Prospectus from the IGNOU website. You can also visit the link <https://ignouadmission.samarth.edu.in/index.php/site/programmes> to get the information about the Programmes i.e., eligibility requirements, fee, courses, etc.

**Q. Are details of all Programmes offered by IGNOU available in the Common Prospectus?**

**A.** While information about most Programmes is available in the Common Prospectus, for some Programmes listed below there are separate Prospectuses:

- Management Programmes
- B.Sc (Nursing)
- Bachelor of Education
- B.Com and M.Com Specialization Programmes offered in collaboration with ICAI, ICSI and ICWAI

In the Common Prospectus there is a **Summary List of Programmes**, wherein you can get basic details about the above Programmes also. For details of the above programmes, please refer to the relevant Prospectus.

You can download them from the University website.

**Q. What does 'minimum duration' and 'maximum duration' of a programme mean?**

A. 'Minimum duration' of a programme indicates the minimum duration required to complete the Programme. 'Maximum duration' of a programme indicates the maximum time period allowed to complete the programme.

**Q. Does IGNOU offer Online Programmes also?**

A. Yes. Apart from Open Distance Learning (ODL) Mode, IGNOU offers a number of programmes in Online Mode. For more details on Online Programmes, please visit <https://iop.ignouonline.ac.in>

**Q. What is the difference between the ODL mode and the Online Mode? Which mode will be suitable for me?**

A. The main difference between the two is in the mode of delivery:

- In the ODL mode, you will get printed study material, though you can opt for digital material and get a concession of 15% in the Programme fee. In the Online mode, only digital material is available.
- In the ODL mode, face-to-face academic counselling *may* be arranged. In the Online mode, only technology-based teaching support shall be provided. You will be provided access to the Learning Management System (LMS) of the University.
- In the ODL mode, pen and paper type of examination is conducted. In the Online mode, option for online/proctored examination may be available.

The suitability of ODL or Online mode for you will depend on (i) whether you have access to Internet and computer (ii) whether you are comfortable with learning online. Please make a judicious choice of the mode, because once you have decided the mode of study, you may not be allowed to change it.

**Q. How do I know which programmes are offered in ODL mode and which ones are offered in Online Mode?**

A. In order to avoid confusion, there are separate admission portals for ODL and Online Programmes:

For ODL Programmes, the Portal is <https://ignouadmission.samarth.edu.in>

For Online Programmes, the Portal is <https://ignouiop.samarth.edu.in>

To make the distinction clearer, all Online Programmes have 'OL' suffixed in their Programme Codes. For Example, the Programme Code for the Bachelor of Computer Applications offered in ODL mode is **BCA**, whereas the Programme Code for the same Programmes offered in the Online mode is **BCAOL**.

**Q. Is it compulsory to register myself before submitting an admission form online?**

A. Yes, it is compulsory to register with our Online Admission Portal before you can submit your admission form online. It's a very simple process.

**Q. Is Email address compulsory to fill online application form?**

A. Yes, you are required to have your email ID to register for Online Admission.

**Q. I do not have my email id. Can I enter the email id of my friend/relative?**

A. No, please create a new email id for yourself, as all information related to your admission, payment and other details will be sent to you on your registered email id.

**Q. If the power/internet connection fails during the application process, what should I do?**

A. Since the data is saved at the end of every stage with the 'Save' button, your data is automatically saved till the previous stage. If you are within a particular stage and the system is interrupted due to power failure or loss of connectivity, then your current stage data will not be saved. Please log in again using your ID and password and complete the form submission process from the stage where the system got interrupted.

**Q. What is the detailed process for submission of online application form?**

A. The submission of admission form passes through the following stages:

- Visit the Admission Portal (<https://ignouadmission.samarth.edu.in> for ODL Programmes or <https://ignouiop.samarth.edu.in> for Online Programmes or <https://ignouflip.samarth.edu.in> for fixed intake programmes)
- Complete Registration process (which creates 'Username' and 'Password' for you).
- Your 'Username' and 'Password' is informed through SMS and email.
- Re-login to the system using your 'Username' and 'Password.'
- Fill Admission Form online.
- Upload your recent passport size Photograph (maximum size 100KB in JPG format).
- Upload your specimen signature (maximum size 100KB in JPG format).
- Upload scanned copies of the relevant documents (maximum size 200KB each document in JPG/PDF format).
- Read the instruction and declaration carefully by clicking the 'Declaration' box.
- Preview your data and confirm details.
- Make payment of Fee through the Credit/Debit card/Net Banking.
- Payment confirmation message is sent to you through SMS and email.
- After the final submission of online application form, you may download the filled in application form and keep a printout for your record.

**Q. How can I choose the Regional Centre/Study Centre as per my area location?**

A. While filling the online application, you will get the option of selecting your Regional Centre and Study Centre. You can select them as per your convenience.

**Q. How can I pay the programme fee?**

A. Programme fee for online Admission can be paid through credit/debit card/ net banking.

**Q. What kinds of Credit/Debit cards are accepted for payment of the programme fee? Is there Internet banking facility is also available?**

A. The Visa and Master Cards are accepted for making the payment of programme fee. Yes, the payment of fee can also be made through Net Banking.

**Q. Payment has been deducted from Credit Card/Debit Card/ my account, but I have not received any confirmation. What should I do?**

A. If the payment has been deducted but you did not get acknowledgement for the same, please wait for some time. You can also check and update the payment status by clicking the 'Status Query' Button on the 'My Transactions' tab in your login. If the payment still does not get updated, please email the transaction details including the Control Number, your name, programme opted, mobile number, amount paid etc. to the Centralized Student Registration Cell at [csrc@ignou.ac.in](mailto:csrc@ignou.ac.in) or call us at 011-29571301 or 011-29571528. If required, you may escalate and submit your grievance at <http://igram.ignou.ac.in/>.

**Q. After Payment of the application fee, what information shall I receive through email/ SMS?**

A. You will get the confirmation of payment made by you through SMS as well as email. You can also see the details in your login.

**Q. Where do I have to contact after successful submission of form?**

A. Once the application form is successfully submitted, it will be scrutinized by IGNOU staff and if you fulfill the eligibility criteria you will receive a confirmation of admission at your registered email address as well as through SMS. If a deficiency is found in the application, you will receive a communication through email/SMS informing you about the discrepancy. After removal of discrepancy if you are found eligible, your admission shall be confirmed.

Please note that if a discrepancy is detected in your application, you will get only 3 days to remove it, failing which your application may be cancelled.

**Q. What is the time frame for getting confirmation of my admission?**

A. The Admission forms submitted through the Online Admission Portal are scrutinized and confirmed for admission subject to fulfillment of eligibility criteria. The forms are processed region wise on a first come first served basis. Therefore, the time required for processing of forms for different Regional Centres may vary depending on the number of applicants from the respective regions. Please wait for 2-3 weeks after submission of your application.

**Q. From where will I collect my identity card after admission confirmation?**

A. After admission confirmation you must log into your account on the Online Admission portal and download your identity card. Please take a printout (preferable a colour printout), get it laminated and keep it with yourself.

- Q. Do I need to get the identity card attested?**
- A. No, attestation is not required.
- Q. I have received a discrepancy and I am asked to upload the certificate. Do I have to upload it myself or send the certificate through mail?**
- A. You must upload the certificate yourself on the link provided to you in your login.
- Q. How can I check/see my Admission/Registration detail?**
- A. You can check your registration details in your student login at <https://ignou.samarth.edu.in>. You can also check your Admission/Registration detail on the University' website at the link: [www.ignou.ac.in](http://www.ignou.ac.in)> Student Support> Student Zone> Admission> Know Your Admission/Registration Details.
- Q. My admission has been confirmed. I have received my confirmation email. What am I supposed to do next?**
- A. Please follow the instructions given in the confirmation email. Also, please register on the Student Portal of the University (<https://ignou.samarth.edu.in>) and create your own student account. Please click **New Registration** on the portal and follow instructions. You will be able to access a host of services through your account. You will receive a communication about the Induction meeting and counselling sessions from your Regional Centre/Learner Support Centre.
- Q. If I want to withdraw from the programme after confirmation of my admission, shall I get my fee refunded?**
- A. Yes, University has a provision for cancellation of admission and refund of fee as prescribed in the Refund Policy of the University. You may refer to the guidelines pertaining to 'Refund of Fee' under the 'University Rules' section of the IGNOU Common Prospectus. The refund amount will be transferred electronically to the credit/debit/net banking account from where payment was made.
- Q. Can I pursue a single course or a set of courses, without enrolling in a complete programme?**
- A. Yes, you can enroll yourself in the newly launched scheme of IGNOU viz. **Course-wise Registration and Certification Scheme (CRCS)**. Under CRCS, you can register in courses of all programmes except courses of professional programmes and programmes offered under MOU. Under this scheme you can register for a single course, or a limited number of courses limited to a maximum of 16 credits.
- Q. How can I register for the next semester/year of my Programme?**
- A. Registering for the next year/semester of a Programme is known as 'Re-registration'. So, re-registration is applicable for Bachelor and Master Degree Programmes (a few Diploma/PG Diploma Programmes having semester structure also require re-registration). You can re-register for the next year/semesters through online mode on the

University' website at the link: [www.ignou.ac.in](http://www.ignou.ac.in)> Register online> Re-registration as per schedule. Alternatively, you can visit the Student Portal (<https://ignou.samarth.edu.in>) directly. If you have registered on the portal, you will find the link for re-registration in your account. If not, please click 'New Registration' on the Portal and register yourself.

**Q. I am facing difficulty in registering on the Student Portal, as my email/mobile number is not correctly recorded, and I am not getting OTP.**

**A.** Please contact your nearest Regional Centre for getting your email/mobile number updated.

**Q. Do I need to complete the courses of the earlier semester(s)/year(s) before I re-register for the next semester/year?**

**A.** No. You can re-register for the next semester/year irrespective of whether you have submitted the assignments/appeared in the examination of the earlier semester(s)/year(s). In fact, it is strongly recommended that you complete your re-registration for all the semesters/years without any break. This will help you in completing the Programme in the minimum time.

**Q. Can I pursue two-degree programmes at a time?**

**A.** A) A student who has sought admission to one programme in regular/ODL/ Online in an institution **other than IGNOU** will be permitted to simultaneously register in an ODL/Online programme **of IGNOU** at undergraduate or postgraduate level. However, there will be no change in examination schedule in case dates clash for any such programmes in which a student has taken admission.

**Both programmes in ODL or Online mode from IGNOU**

a) Admission to Two academic programmes in ODL mode at the level of Undergraduate/ Postgraduate degree will be permitted in **Two separate admission cycles ONLY.**

**b) In case of Two UG/PG Programmes in Online mode**

Admission to Two Undergraduate/ Postgraduate degree programmes in Online Mode can be taken in **two separate admission cycles** in the same academic year i.e. one programme in January and another programme in July.

**c) In case of One UG/PG Programme in ODL and other in Online mode**

In case of one programme in ODL mode and the other programme in Online mode at the undergraduate/postgraduate level, the admission can be taken in **Two separate admission cycles** in the same academic year i.e. one programme in January and another programme in July.

d) The list of undergraduate and postgraduate programmes to which admission can be taken is given below:

**LIST OF PROGRAMMES AVAILABLE FOR SIMULTANEOUS  
REGISTRATION IN JULY 2022 ADMISSION CYCLE**

Sl. No.	Program	Code
<b>A</b>	<b>POSTGRADUATE PROGRAMMES</b>	
1.	Master of Commerce	MCOM
2.	Master of Arts (English)	MEG
3.	Master of Arts (Hindi)	MHD
4.	Master of Arts (Political Science)	MPS
5.	Master of Arts (History)	MAH
6.	Master of Arts (Sociology)	MSO
7.	Master of Arts (Economics)	MEC
8.	Master of Arts (Public Administration)	MPA
9.	Master of Arts (Gandhi and Peace Studies)	MGPS
10.	Master of Arts (Rural Development)	MARD
11.	Master of Arts (Education)	MAEDU
12.	Master of Arts (Distance Education)	MADE
13.	Master of Tourism and Travel Management	MTTM
14.	Master of Arts (Philosophy)	MAPY
15.	Master of Arts (Development Studies)	MADVS
16.	Master of Arts (Corporate Social Responsibility)	MACSR
17.	Master of Arts (Urban Studies)	MAUS
18.	Master of Arts (Women and Gender Studies)	MAWGS
19.	Master of Arts (Gender and Development Studies)	MAGD
20.	Master of Arts (Translation Studies)	MATS
21.	Master of Arts (Sanskrit)	MSK
22.	Master of Arts (Urdu)	MAUD
23.	Master of Arts (Jyotish)	MAJY
24.	Master of Arts (Hindi Vyavsayik Lekhan)	MAHV
25.	Master of Arts (Vedic Studies)	MAVS
26.	Master of Arts (Folklore and Culture Studies)	MAFCS
27.	Master of Arts (Environmental and Occupational Health)	MAEOH
28.	Master of Arts (Sustainability Science)	MASS
29.	Master of Arts (Entrepreneurship)	MAER
30.	Master of Science (Renewable Energy and Environment)	MSCRWEE
31.	Master of Arts in (Arabic)	MAARB
<b>B</b>	<b>UNDERGRADUATE PROGRAMMES</b>	
32.	Bachelor of Arts	BAG
33.	Bachelor of Commerce	BCOMG
34.	Bachelor of Arts (Tourism Studies)	BTS
35.	Bachelor of Arts (Vocational Studies) Tourism Management	BAVTM

Sl. No.	Program	Code
36.	Bachelor of Arts (Vocational Studies) Micro Small and Medium Enterprises	BAVMSME
37.	Bachelor of Arts (Honours) Economics	BAECH
38.	Bachelor of Arts (Honours) History	BAHIH
39.	Bachelor of Arts (Honours) Political Science	BAPSH
40.	Bachelor of Arts (Honours) Public Administration	BAPAH
41.	Bachelor of Arts (Honours) Sociology	BASOH
42.	Bachelor of Arts English (Honours)	BAEGH
43.	Bachelor of Arts Hindi (Honours)	BAHDH
44.	Bachelor of Arts Sanskrit (Honours)	BASKH
45.	Bachelor of Arts Urdu (Honours)	BAUDH

- B) If a student registers for two such programmes wherein certain number of courses are common, the credits of those courses will be given for one programme only. In such cases, the student will be required to pursue similar course(s) for the other programme in order to complete it and earn the degree.
- b) The University will make appropriate provisions for selection of alternative Courses for such common Courses. For example, in the category of Ability Enhancement Compulsory Courses of Bachelor Degree Programmes (CBCS), courses on Waste Management, Sustainable Development, HIV, Disability Studies, etc. may be provided as alternative to the Course on Environmental Studies. Similarly, alternatives to AECC Courses (Hindi Communication and English Communication) may be provided in consultation with the School concerned.
- C) Simultaneous admission to the Programmes falling under the ambit of Regulatory Bodies like AICTE, NCTE and INC will not be permitted till such time the Regulatory Bodies come out with their respective guidelines in this regard.
- D) Similarly, simultaneous admission will not be permitted to the programmes such as BCOMAF, BCOMFCA, BECOMCAA, BHM, MCOMBPCG, MCOMMAFS, MCOMFT, MHA, etc. **which are offered in collaboration with other Institutions.**
- E) No retrospective benefit can be claimed by the students who have already done two academic programmes simultaneously prior to the notification of these guidelines.

F) The policy will be reviewed keeping in view the guidelines issued by UGC in the matter from time to time.

The above provision has been made in addition to the current Policy on pursuing two academic programmes simultaneously under which a student can pursue a certificate programme of 6 months duration along with any other programme of the University, subject to a maximum of two programmes.

**Q. Can I pursue a Bachelor's degree Programme without 10+2 qualification?**

**A.** No. You must have 10+2 or its equivalent qualification for joining a Bachelor's Degree Programme.

IGNOU recognizes two/three year Diploma (after 10th Std) awarded by State Board of Technical Educations/ITI/Polytechnics/ National Trade Certificate issued by Govt. of India, Ministry of Labour, National Council for Vocational Training etc. as equivalent to 10+2 qualification for purposes of admission to academic programmes of IGNOU wherever the eligibility criteria is 10+2 or its equivalent. The subjects studied in the Diploma should be minimum five. However, such Diplomas are **NOT** accepted for the purposes of admission to B.Sc. programme.

**Q. I have passed 12th class in 4 subjects. Can I take admission in BA.**

**A.** On the basis of the CBSE's letter No. COORD/SO/F-24/2006, IGNOU accepts 10+2 with pass in five subjects only. Higher Sec. Examination passed with four subjects is not accepted for pursuing higher studies in IGNOU. However, you can pursue one Sr. Sec. level course from National Institute of Open Schooling (NIOS) - and thereafter seek admission into IGNOU.

**Q. I wish to change some of the courses I had selected. Is this possible?**

**A.** You can contact your Regional Centre for change of course, as per applicable rules, on payment of requisite fee.

**Q. I have taken admission in a Programme. Now I want to change it to another Programme. Is this permitted?**

**A.** No, change of Programme is not permitted. If you do not wish to continue with the Programme you have joined, you may request for cancellation of your admission, and take admission afresh in the Programme of your choice. In such a case, refund of fee, if any, shall be governed by the Refund Policy of the University.

**Q. I have completed the first year of Bachelor Degree from another University. Can I take admission directly in the second year in IGNOU?**

**A.** No, there is no provision for direct admission to 2nd / 3rd year of any Degree programme. Candidates need to seek admission into 1st year and then apply for Transfer of credits earned from the other Institution

**Q. How can I join a Programme through Lateral Entry?**

A. Admission through Lateral Entry (wherever available) is online. Please visit the Online Admission Portal (<https://ignouadmission.samarth.edu.in>) and select the Programme. During the submission process you will get the option for lateral entry, if the provision is available in the Programme opted by you.

**Q. What is the minimum and maximum duration of programmes?**

A. The minimum and maximum duration of different levels of programmes is as under:

Programme Level	Minimum duration	Maximum Duration
Post Graduate Degree	02 Years	04 Years
Under Graduate Degree	03 Years	06 Years
Diploma/PG Diploma	01 Year	03 Years
Certificate	06 Months	02 Years

For Programmes requiring approval of specific Regulatory bodies (NCTE/INC/AICTE), the minimum and maximum duration is fixed as per the norms of the respective Regulatory bodies.

**Q. What is Credit Transfer?**

A. Credit Transfer is a procedure whereby you can transfer the credits earned earlier to the Programme you are currently enrolled in. For details of the provisions made for credit transfer in different programmes, please visit <http://www.ignou.ac.in/ignou/studentzone/download/InternalCreditTransferscheme>

**Q. Is there any scheme for financial support to SC/ST?**

A. The University has a limited provision for financial support to SC/ST students in the form of fee waiver for admission in the programmes notified from time to time. The policy is reviewed for every admission cycle. The support is limited to programme fee only and is subject to conditions notified from time to time.

All the SC/ST/Physically challenged students enrolled in IGNOU are eligible for the Post-Matric Scholarship provided by the Government of India and may apply for the same.

**Q. Is any waiver of the programme fee available for Jail Inmates?**

A. Inmates lodged in Prisons in the country are exempted from payment of programme fee, including registration fee. The under-trial/short term prisoners are also eligible for the same benefit of exemption as is extended to other prisoners with the condition that when they go out of jail, they will be treated as normal students and shall pay subsequent fees wherever applicable (examination fee, re-registration fee, pro-rata fee for readmission, registration fee for convocation etc.). The policy is subject to review/modification from time to time.

**Q. Is there any scholarship available for IGNOU students?**

**A.** As learners of IGNOU, you are eligible for Government of India Scholarships. You are advised visit the National Scholarship Portal of the Government of India (<https://scholarships.gov.in/>) and submit your application online, subject to the eligibility criteria specified. For further details you may contact your Regional Centre.

Students belonging to the Scheduled Caste category may apply for financial assistance under the Centrally Sponsored Scheme of Post Matric Scholarship. Details of the Scheme are available at

[https://socialjustice.gov.in/writereaddata/UploadFile/PMS for SCs Scheme Guidelines.pdf](https://socialjustice.gov.in/writereaddata/UploadFile/PMS_for_SCs_Scheme_Guidelines.pdf)

Students belonging to the Scheduled Tribe category may apply for financial assistance under the Centrally Sponsored Scheme of Post Matric Scholarship. Details of the Scheme are available at

<https://tribal.nic.in/writereaddata/Schemes/EDUPostMatricScholarshipPMSforSTstudents230513.pdf>

**Q. What is the procedure of Correction/Change of Name/Surname?**

**A.** Please note that your name as entered by you in the online application shall be saved in the University record. Please enter your name correctly and verify the entries before finally submitting the application. If however a typographical error is noticed at a later stage, you can get it corrected by requesting your Regional Centre.

If you wish to change your surname/name after confirmation of admission, please submit your application along with requisite documents/fee (as applicable) at your Regional Centre as per procedure outlined below:

- Original copy of Notification in a daily newspaper notifying the change of name;
- Affidavit, in original, on non-judicial Stamp Paper of the appropriate value sworn in before 1st Class Magistrate specifying the change in the name;
- Marriage Card/Marriage Certificate in case of women candidates for change in surname;
- Gazette Notification, in original, reflecting the change of name/surname;
- Demand Draft of Rs.500/- drawn in favour of IGNOU payable at New Delhi.

Request for correction and/or change of Name / Surname will be entertained only before award of the Degree/Diploma/Certificate.

**Q. I could not complete my programme within the maximum duration provided. Can I get an extension?**

**A.** No, any extension beyond the maximum duration is not permitted.

**Q. Where can I check my Credit Transfer Status?**

- A. Processed & updated case status is available on website link  
<https://studentservices.ignou.ac.in/Admission/Adm/enroll.htm>

**Q. What is the Internal Credit Transfer Procedure?**

- A. You will need to submit the Internal Credit Transfer Form along with requisite fees at Registrar SRD, IGNOU, Maidan Garhi, New Delhi – 110068.

**Q. How can I get my Migration certificate?**

- A. Please visit our IGNOU website and download the Migration Certificate format and send it to at Registrar SRD, IGNOU, Maidan Garhi, New Delhi – 110068 along with the requisite document like degree, grade card, and DD of Rs. 500/.

## Section 2: Frequently Asked Questions Related to Entrance Based Programmes

**Q. What are the programmes offered based on Entrance Test?**

- A. Following programmes are under based on Entrance Test:  
A) B.Sc (Nursing) Post Basic Programme (BSC(PB))  
B) Bachelor of Education Programme (B.Ed)

### A) B.Sc (Nursing) Post Basic Programme (BSC(PB))

**Q. What is the eligibility for taking admission in B.Sc (Nursing) Post Basic Programme?**

- A. In-service Nurses i.e. Registered Nurses and Registered Midwives (RNRM) having 10+2 with three years Diploma in General Nursing and Midwifery (GNM) with a minimum of two years of experience (after registration as RNRM) in the profession. (For male nurses who have not done midwifery in the GNM programme, should have a certificate in any of the Nursing courses of 6-9 months duration prescribed by the Indian Nursing Council in lieu of midwifery).

OR

In-service Nurses (RNRM) having 10th class (Matriculation) or its equivalent with three years Diploma in General Nursing and Midwifery (GNM) with a minimum of five years of experience (after registration as RNRM) in the profession. (For males nurses who have not done midwifery in the GNM programme, should have a certificate in any of the nursing courses of 6-9 months duration prescribed by the Indian Nursing Council in lieu of midwifery).

*Note: Candidates with less than two years of experience after RNRM should not apply.*

**Q. What is the age of admission?**

- A. There is no maximum age limit.

**Q. What is the mode of taking admission in the BSc Nursing programme?**

- A. Through All India basis Entrance Exam. The admission will be made **Region wise, strictly on the basis of merit** from the list of eligible candidates in each category after verification of the documents.

**Q. What is the Academic Session of the BSc Nursing programmes?**

- A. The programme commences from January of every year

**Q. Is there any reservation for different categories?**

- A. The reservation policy will be followed as per Government of India rules.

**Q. Is there any facility of Credit Transfer in the programme?**

- A. Credit Transfer is not allowed in the programme

**Q. How many seats in BSc Nursing programmes?**

A. The number of seats as approved by INC for admission to IGNOU Post Basic B.Sc. Nursing Programme varies from Programme Study Centre (PSC) to Programme Study Centre (PSC).

**Q. Is there any provision for change of Programme Study Centre? If yes, please state the procedure?**

A. Programme Study Centre once allotted cannot be changed.

**Q. What is the procedure for resolving the Tie Cases for admission to BSc Nursing Programme?**

A. The marks and rank of candidates will be put on IGNOU website **www.ignou.ac.in**. In case of tie in the marks/rank, the following criteria will be followed as given in 3.8.3 on page 24 of this student handbook and prospectus in chronological order:

- i) **Length of relevant experience** counted after registration as RNRM till last date of receipt of application by the University.
- ii) **Over all percentage of marks secured in GNM examination:** If the tie does not get resolved with application of length of experience, aggregate of GNM marks in all the three years will be considered for calculating merit/ rank.
- iii) **Date of Birth:** If the tie still does not get resolved Date of Birth will be considered (Candidates born earlier will have higher rank than those born later).
- iv) **Draw of Lot:** If there is a tie after applying all the above criteria, then rank will be decided through a draw of lot.

**Q. Is there any provision for change of category after taking Admission?**

A. Please note that any request for change of category code shall not be entertained by the University specially for the programmes whose admission is entrance-based, after submission of the admission form for the Entrance test.

**Q. What is the duration of the programme?**

A. The B.Sc (Nursing) Post Basic programme is a Three (03)-year programme with a maximum duration of five (5) years to complete the programme.

### **B) Bachelor of Education Programme (B.ED)**

**Q. Why in prospectus, 'and' is used between two eligibility conditions?**

A. In prospectus, 'and' is used between two eligibility conditions because Candidates having UG/PG degree (as required for admission to B.Ed. face-to-face) is one of the essential eligibility conditions as notified in NCTE norms and standards, 2014.

**Q. What is the meaning of ‘in-service elementary teacher’?**

- A. As per in-service teacher is a person who is employed as a teacher in elementary school or elementary stage of education.

**Q. What is the meaning of ‘Trained teacher’?**

- A. As per NCTE, trained teacher a person who has completed a NCTE Recognized teacher education programme through face-to-face mode.

**Q. Is being in-service a compulsory condition?**

- A. For candidates fall under category (ii) of eligibility ‘b’, in-service is not a compulsory condition, i.e. the candidates who have completed a NCTE recognized teacher education programme through face-to-face mode.

**Q. Should we follow central government rules or state government rules for reservation and relaxation?**

- A. The reservation policy will be followed as per Government of India rules.

**Q. Is there any exemption up to 50% of marks in graduation up to the date of issue of notification of NCTE, i.e. 26-07-2010, whether the same can be provided, as was done in the past?**

- A. There are no provisions for exemptions at present.

**Q. How does one ascertain the Teacher Education Programmes under Face-to-Face Mode?**

- A. Only those Teacher Education Programmes that are recognized by the NCTE as Face-to-Face programmes would be considered. For this, learners are required to produce the certificates from the Issuing Authorities, i.e. SCERT, State Governments or the State/Central Autonomous Bodies of Institutes or Universities, etc., clarifying that the programme is approved by the NCTE as a Teacher Education Programme under Face-to-Face Mode.

**Q. How is one considered to be a Trained In-Service Teacher in Elementary Education?**

- A. Only those Teacher Education Programmes through Face-to-Face mode that are recognized by the NCTE as available in the NCTE website are considered for eligibility. Thus, the in-service Teachers who have completed such programme or have the aforesaid training qualifications would be considered a Trained In-Service Teacher in Elementary Education.

**Q. How can one ascertain the validity of a degree for admission?**

- A. The rules stated at S.No. 2.2 (2.2.1 to 2.2.5) under ‘**University Rules**’ in the Prospectus remain valid.

**Q. Is there any relaxation of 5% marks to the minimum qualifying examination?**

- A. There is relaxation of 5% marks to the minimum qualifying examination, i.e. graduation and post-graduation for applicants in the SC/ST/OBC (Non-Creamy Layer)/PWD categories.

**Q. Is it possible to change Study Centre after taking admission?**

- A. No change in the allotted Study Centre is permissible once admission is done, unless for exceptional cases wherein the University permits a case for administration and monitoring purposes. However, request may be considered only for cases concerning KVS and Defence Personnel on their being transferred and posted.

**Q. What is the duration of the programme?**

- A. The B.Ed. programme is a two-year programme with a maximum duration of five (5) years to complete the programme.

**Q. Is there a revised approval/recognition letter from NCTE?**

- A. The NCTE has communicated in their letter dated 03/06/2015 that the present NCTE recognition letter is valid for existing institutes to re-launch the programmes.

### Section 3: Programme Specific Frequently Asked Questions

**Kindly check the prospectus for the details.**

<http://ignou.ac.in/ignou/studentzone/adminssionannouncement/1>

### Section 4: Frequently Asked Questions Related to Equivalency/ Recognition Matters

**Q. I have to pursue B.Ed programme of the Chhindwara University for further studies on the Basis of the Associate degree by IGNOU.**

A. Associate Degree of two years is not equivalent to a Bachelor degree of 3 years. The student has to complete 3<sup>rd</sup> year of the degree as per eligibility to get a Bachelor degree.

**Q. I have pursued my graduation from Annamalai University from an off-campus outside Tamil Nadu. Am I eligible for getting admitted to Master's degree programme?**

A. Annamalai University, Annamalai Nagar, Tamil Nadu, is a State University, hence can operate within the territorial jurisdiction of the State of Tamil Nadu only. Degrees obtained under ODL mode from Annamalai University through a Study Centre/ Learning Centre located beyond the territorial jurisdiction of the State of Tamil Nadu is not accepted for the purpose of academic pursuits in IGNOU, as of now.

**Q. I have done 3 year diploma after 10th, now I want to pursue my higher education from IGNOU but the eligibility criteria for admission is 10+2. So is diploma equivalent to 10+2 ?**

A. IGNOU recognizes two/three year Diploma (after 10th Std) awarded by State Board of Technical Educations/ITI/Polytechnics/ National Trade Certificate issued by Govt. of India, Ministry of Labour, National Council for Vocational Training etc. as equivalent to 10+2 qualification for purposes of admission to academic programmes of IGNOU wherever the eligibility criteria is 10+2 or its equivalent. The subjects studied in the Diploma should be minimum five. However, such Diplomas are NOT accepted for the purposes of admission to B.Sc. programme.

**Q. I have passed 12th class in 4 subjects. Can I take admission in BA?**

A. On the basis of the CBSE's letter No. COORD/SO/F-24/2006, IGNOU accepts 10+2 with pass in five subjects only. Higher Sec. Examination passed with four subjects is not

accepted for pursuing higher studies in IGNOU. However, you can pursue one Sr.Sec. level course from National Institute of Open Schooling (NIOS) - and thereafter seek admission into IGNOU.

**Q. Please provide detailed reason for rejection of my online application for admission in MA Economics course in July 2020 session. I have done my degree from Makhanlal Chaturvedi Rashtriya Patrakarita Evam Sanchar Vishwavidyalaya (MCRPV), Bhopal. My centre was outside Madhya Pradesh.**

**A.** UGC has never given permission to MakhanlalChaturvedi RashtriyaPatrakarita Evam Sanchar Vishwavidyalala (MCRPV), Bhopal, to operate beyond the territorial jurisdiction of the State of Madhya Pradesh. Hence the certificate awarded by that University outside its territorial jurisdiction are not considered for admission to IGNOU programmes.

**Q. IGNOU says degree is invalid if it has been earned by a student outside the state of Sikkim, but this circular came in May'2015 and I enrolled for BBA in 2012.**

**A.** SMU Gangtok is a Private State University, hence can be operate within the territorial jurisdiction of state of Sikkim as per UGC (ESTABLISHMENT AND MAINTENCE OF STANDARDS IN PRIVATE UNIVERSITIES REGULATION 2003) Therefore, the degree obtained through ODL mode through an 'off campus' study centre beyond the territorial jurisdiction of state of Sikkim is not accepted for academic pursuit in IGNOU, as of now. University rules printed in the Common Prospectus may also be referred to.

Further, you are advised to kindly refer to the Notifications/Circulars issued by UGC from time to time pertaining to territorial jurisdiction of Central/ State/ Private/Deemed to be Universities. The following documents pertaining to restricting the state universities going beyond their state is available at UGC website [www.ugc.ac.in](http://www.ugc.ac.in).

- (i) Joint statement by Chairman - UGC, Chairman - AICTE, Chairman - DEC dated 13.05.2003,
- (ii) Letter No. F.9-8/2008 (CPP-I) dated 15.06.2009 addressed to all the State Universities,
- (iii) Letter No. F.9-8/2008 (CPP-I) dated 16.04.2009 addressed to all the State Universities.

The notifications issued by UGC regarding territorial jurisdiction to be strictly followed by the ODL institutions.

However, you may approach the University Grants Commission, Distance Education Bureau for seeking a certificate that your degree is valid inspite of violation of territorial jurisdiction. This certificate may be submitted along with your admission form for acceptance by IGNOU.

**Q. I want to know about the validity of exams conducted by IEI(Kolkata). Is it valid for admission to IGNOU's programmes?**

A. As per IGNOU's notification dated 27.03.2019, Section A & B conducted by IEI (Kolkata) upto 31.05.2013, is recognized as equivalent to degree for the purpose of admission to academic programmes.

**Q. I have pursued my graduation from Alagappa University from an off-campus outside the state. Am I eligible for getting admitted to IGNOU's Master's Degree programme?**

A. Alagappa University is a State University, hence it can operate within the territorial jurisdiction of State of Tamil Nadu. Degrees acquired from Alagappa University, Tamil Nadu, under ODL mode through its Study Centre/Learning Centre located within the territorial jurisdiction of the State of Tamil Nadu are accepted for purposes of academic pursuit in IGNOU; provided it has the approval of Distance Education Council/Distance Education Bureau.

**Q. Are the degrees of IGNOU recognized and valid for government and private jobs?**

All the programmes (the Certificates, Diplomas and Degrees) of IGNOU are recognized by UGC & other statutory authorities as equivalent to similar degrees offered by any other conventional universities/colleges in the country. The various Circulars/Notifications issued by UGC and other statutory authorities regarding equivalence of IGNOU degrees are available at IGNOU website on the following link:

IGNOU - Student Registration Division (SRD) - Recognition of IGNOU Programmes

<http://www.ignou.ac.in/ignou/aboutignou/division/srd/Recognition>

As regards its acceptability for jobs, it is the prerogative of the institution to take a view on the matter.

**Q. I have pursued my graduation from IGNOU after BPP. Will my graduation be considered for jobs?**

A. The three year B.A. degree awarded under non-formal stream (non 10+2 stream) is based on the UGC Regulations published in the Gazette of India vide Notification No.F.1-117/83 (CPP-II) dated 18<sup>th</sup> October, 1995 (copy enclosed). Thus, it is considered at par/equivalent with any other Bachelor's Degree for purposes of higher studies and/or employment in Government Services; wherever the eligibility requirement is a Bachelor's degree in any stream from a recognized university. As of now, BPP is not on offer in IGNOU.

**Q. The letter was issued by IGNOU, DEB for running the programme to the University from which I have pursued my studies. Kindly let me know if it is valid?**

A. The query pertains to the erstwhile Distance Education Council, which was dissolved through an Order F.No.6-20/2010-DL dated 29th Dec.2012 issued by the Ministry of Human Resource Development, Govt. of India. Accordingly, all the activities of the

erstwhile Distance Education Council have been taken over by University Grants Commission, Distance Education Bureau (DEB). For further details you may contact UGC-DEB.

**Q. I have pursued my graduation from EILM and my study centre was in Delhi. Am I eligible to pursue MCOM from IGNOU?**

A. Degrees acquired from EILM under Open and Distance Learning (ODL) mode through an 'off-campus' Study Centre/Learning Centre of the University beyond the territorial jurisdiction of the State of Sikkim are not accepted for purposes of academic pursuit in IGNOU, as of now.

**Q Are the Degrees/Diplomas/Certificates awarded by IGNOU recognized by UGC?**

A. Yes, recognized by UGC. IGNOU Degrees/Diplomas/Certificates are recognized by all member universities of the Association of Indian Universities (AIU) and are at par with Degrees/Diplomas/ Certificates of all Indian Universities/ Institutions, as per UGC Circular letter No. F.1-52/2000(CPP-II) dated 5th May, 2004, AIU Circular No. EV/11(449/94/176915-177115 dated January 14, 1994, AICTE Circular No. AICTE/Academic/ MOU-DEC/ 2005 dated May 13, 2005 and UGC/DEB/2013 dated 14.10.2013.

## Section 5: Frequently Asked Questions Related to Refund of Fee

**Q. In which cases applicant can get the Refund?**

A. The applicant can get the refund in the following cases

- (1) Rejection of the admission form.
- (2) If the learner applied for cancellation of admission before the stipulated timeline.
- (3) If the applicant pays the fee twice for the same control no. / Enrolment.

**Q. Cancellation of admission and refund of fee**

A. If a student applies for cancellation of admission and refund of fee, the refund request will be considered as per the University policy.

Detail available in Common prospectus Point No. 10.11  
<http://ignou.ac.in//userfiles/Common-Prospectus-English.pdf>

**Q. Is it safe if I paid my Fee through Cyber Café?**

A. In case of refund of fee, the same is credited to the account from which payment was made. If cyber café owner pays from own account, then refund will also be made to the account of the Cyber Café. In many cases, applicants have faced problems where Cyber café did not provide them the refund amount even after the fee refunded from IGNOU. So, it is suggested to pay your fee through your own Card/UPI.

**Q. Is there a provision of refund if I applied for cancellation after getting the admission?**

A. Refund of fee after confirmation of admission shall be governed by the Refund Policy of the University. The same is available on the Online Admission Portal.

**Q. If I have applied for cancellation on time but I have received the books from IGNOU, So how I can get the refund.**

A. Fees will be refunded after you return back the study material (if received) in good condition within stipulated period either to the RC or MPDD and submit the material returned certificate to SRD. There will be no refund of admission fees until the study materials are returned.

- Q. To whom may I contact if I want to know my refund status.**
- A. In case of any difficulties about the refund of rejection/cancellation of admission or double payment of admission and re-registration fee you can send your request to the email Id. [feerefund\\_srd@ignou.ac.in](mailto:feerefund_srd@ignou.ac.in).
- Q. Can I get my fee refund in cash?**
- A. No. The fee will be transferred through Online mode only.
- Q. If refund will be processed in whose account the fee will be refunded?**
- A. The fee will be refunded to the same account which was used by the applicant to pay the fee at the time of admission/re-registration.
- Q. How can I track my refund?**
- A. You can track the refund through Bank ARN no./ Bank Ref no. which is provided to you.
- Q. What should I do if the refund is not reflecting on the concerned account?**
- A. You just need to contact the bank's customer care center and tell them to track the refund through Bank ARN no/Bank Ref no.

## Section 6: Frequently Asked Questions Related to Centralized Student Registration Cell

- Q. Is it compulsory to register myself before submitting an admission form online?**
- A. Yes, it is compulsory to register with our Online Admission System before you can submit your admission form online.
- Q. Is Email address compulsory to fill online application form?**
- A. Yes, you are required to use E-mail address to register for Online Admission.
- Q. I do not have my email id. Can I enter the email id of my friend/relative?**
- A. No, please create a new email id . As all information related to your admission, payment and other details will be sent to you on your registered email id.
- Q. If the power/internet connection fails during the application process, what should I do?**
- A. Since the data is saved at the end of every stage with the 'Save' button, your data is automatically saved till the previous stage. If you are within a particular stage and the system is interrupted due to power failure or loss of connectivity, then your current stage data will not be saved. Please log in again using your ID and password and complete the form submission process from the stage where the system got interrupted.
- Q. What is the detailed process for submission of online application form and action to be taken by the candidate?**
- A. The submission of admission form passes through the following stages:
- Open the URL (<https://ignouadmission.samarth.edu.in>)
  - Complete Registration process (which creates 'User Name' and 'Password' for you).
  - Your 'User Name' and 'Password' is informed through SMS and email.
  - Re-login to the system using your 'User Name' and 'Password.'
  - Fill Admission Form online.
  - Upload your recent passport size Photograph (maximum size 100KB in JPG format).
  - Upload your specimen signature (maximum size 100KB in JPG format).
  - Upload scanned copies of the relevant documents (maximum size 200KB each document in JPG/PDF format).
  - Read the instruction and declaration carefully by clicking the 'Declaration' box.
  - Preview your data and confirm details.
  - Make payment of Fee through the Credit/Debit card/Net Banking.
  - Payment confirmation message is sent to you through SMS and email.
  - After the final submission of online application form, your may download the filled in application form and keep a printout for your record.

- Q. How should I pay the programme fee?**
- A. Programme fee for online Admission can be paid through credit/debit card/ net banking.
- Q. What kinds of Credit/Debit cards are accepted for payment of the programme fee? Is there Internet banking facility is also available?**
- A. The Visa and Master Cards are accepted for making the payment of programme fee. Yes, the payment of fee can also be made through Net Banking.
- Q. Payment has been deducted from Credit Card/Debit Card/ my account but I have not received any confirmation. What should I do?**
- A. If the payment has been deducted but you did not get acknowledgement for the same, please email the transaction details including the Control Number, your name, programme opted, mobile number, amount paid etc. to the Centralised Student Registration Cell at 011-29571301 or 011-29571528. You can email at [csrc@ignou.ac.in](mailto:csrc@ignou.ac.in). If required, you may escalate and submit your grievance to our website at <http://igram.ignou.ac.in/>.
- Q. After Payment of the application fee, what information shall I receive through email/ SMS?**
- A. You will get the confirmation of payment made by you through SMS as well as email.
- Q. Where do I have to contact after successful submission of form?**
- A. Once the application Form is successfully submitted, your form will be scrutinised by IGNOU staff and if it fulfills the eligibility criteria you will receive a confirmation to that effect at your registered email address. If a deficiency is found in the application, you will receive a communication from IGNOU informing you about the discrepancy. After successful processing of your form, the University will provide you further information with regard to confirmation of your admission, allotment of study centre and other details for induction etc. in due course of time.
- Q. What is the time frame for getting confirmation of my admission?**
- A. The Admission forms submitted through the Online Admission System are scrutinised and confirmed for admission subject to fulfilment of eligibility criteria. The forms are processed region wise on a first come first serve basis. Therefore, the time required for processing of forms for different Regional Centres may vary depending on the number of applicants from the respective regions.
- Q. From where will I collect my identity card after admission confirmation?**
- A. After admission confirmation you have to log into your account on the online portal and download your identity card.
- Q. Do I need to get the identity card attested?**

- A. No, attestation is not required.
- Q. I have received a discrepancy and I am asked to upload the certificate. Do I have to upload it myself or send the certificate through mail?**
- A. You have to upload the certificate yourself on the link provided to you on the online portal.
- Q. If I want to withdraw from the programme after confirmation of my admission, shall I get my fee refunded?**
- A. Yes, University has a limited provision for cancellation of Programme and refund of fee as prescribed in the Refund Policy of the University. You may refer to the guidelines pertaining to 'Refund of Fee' under the 'University Rules' section of the IGNOU Common Prospectus. In cases where University denies admission, the programme fee will be refunded after deduction of processing fee, if any. The refund amount will be Transferred electronically to the credit/debit/net banking account from where payment was made.

## Section 7: Frequently Asked Questions Related to Material Development and Distribution

### Q. How can I get Study Material and Assignments?

- A. The study material shall be sent to you by the Material Production and Distribution Division (MPDD) of the University, or by your Regional Centre. You can check the status of dispatch of study material on the University website at <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>

For non-receipt of study material, you may write to the Registrar, Material Production and Distribution Division, IGNOU, Maidan Garhi, New Delhi – 110 068, or send a mail to [registrarmppdd@ignou.ac.in](mailto:registrarmppdd@ignou.ac.in)

### Q. What is Digital Study Material?

- A. The University has digitized the study material for different programmes. The digitized material is available on eGyankosh (<https://egyankosh.ac.in/>), the digital repository of the University.

The University encourages the use of digital study material. It has been decided that as an incentive **15% concession shall be given to the students who opt for digital study material in place of printed study material.**

### Q. When shall I get the study materials after taking admission into a Programme?

- A. You will get the study materials after confirmation of your admission. However, you can pursue your studies by using digital material available on e-Gyankosh/IGNOU e-Content App till the material is received by post.

### Q. Whether the study materials are distributed in person or by Post?

- A. The study materials are distributed in person as well as despatched through *India Post*. Further, the study materials are distributed by hand to the students who are residing in the local City of Regional Centre by the concerned Regional Centre. In case the packets are not delivered by *India Post* due to discrepancies in destination address or any other reason, the undelivered packets will be returned to the respective Regional Centre by the *India Post* and the Regional Centre will send the SMS to the Student to collect the material by hand.

### Q. Is there any communication on despatch of study material?

- A. Yes. you will receive SMS containing details of barcode, etc. from India Post once the consignment is booked at Business Parcel Centre, India Post.

### Q. How to know the status of despatch of study materials?

**A.** Please visit <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material> to know the status of despatch of study material to you. The status includes the details of barcode and date of expected delivery etc.

**Q. How to track the packets sent through India Post?**

**A.** You can track the packet with the help of barcode by browsing the website of *India Post*.

In case the track status is 'Consignment not found', please contact your Regional Centre for study material either in person or through email with the details. Please note that the tracking status is available on the *India Post* website only for three months from the date of booking of the consignment/packet.

**Q. What action to be taken in case of long delay in receiving the Study Material?**

**A.** Please write to the Registrar (MPDD), Indira Gandhi National Open University, Maidan Garhi, New Delhi 110068 with full details of admission for study materials.

**Q. Any Contact Centre is established for enquiring about study materials?**

**A.** Yes. Student Support Cell is established at MPDD, Headquarters (New Delhi) to respond the queries of the learners relating to non-receipt of study materials. The students can contact the Cell through email ([mpdd@ignou.ac.in](mailto:mpdd@ignou.ac.in)) or in person or in phone at 011-29572008; 011-29572012.

**Q. Can I purchase IGNOU study material?**

**A.** Yes. The study material of IGNOU is available on sale, subject to availability of stock and book pricing. For details, please contact 011-29572010 or 29534521.

## Section 8: Frequently Asked Questions Related to Student Support Services

**Q. What is SSC?**

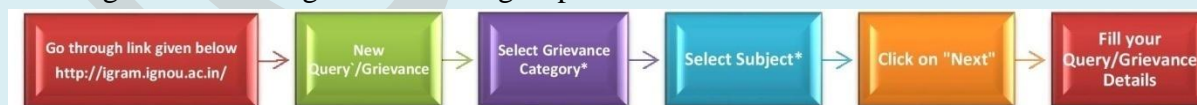
**A.** The phenomenal growth of IGNOU over the years, both horizontal and vertical, has brought with it issues, problems and causes of concern for the learners. While every Regional Centre and Study Centre, provides support to the learners enrolled with them, it was felt that a Centre should be created at IGNOU headquarters also, dedicated to providing learner support in the form of attending to their queries/grievances and if necessary, helping them out with suitable guidance and counselling. Realizing this need, a dedicated centre namely the Student Service Centre (SSC) was established in the year 1999 at the University headquarters and was dedicated to the memory of IGNOU's Founder Vice-Chancellor, Late Prof. G. Ram Reddy.

**Q. What is the function of SSC?**

**A.** SSC functions as an interface between the learner and the University. SSC strives to provide the right information at the right time, to facilitate and provide support services for the divergent learner population, to redress grievances at every stage and thus tries to bridge the gap between the organization and the learner. Queries and grievances are received at SSC through various modes, namely, by fax, post, in person, e-mails/SMS, whatsapp, telephone calls and on-line Portals, such as PG Portal, UGC Portal, RTI-MIS Portal, iGRAM Portal, INGRAM Portal, National Scholarship Portal and e-district Portal etc.

**Q. What is iGRAM and how to lodge a grievance on iGRAM?**

**A.** iGRAM is iGNOU's Portal designed and developed by IGNOU. Student can lodge his/her grievance through the following steps:



**Q. What is PG PORTAL and how to lodge a grievance on PG PORTAL?**

**A.** PG Portal is Government of India Portal designed and developed by DARPG. Student can lodge his or her grievance through the following steps



**Q. What is RTI-MIS Portal and how to lodge a grievance on RTI-MIS Portal?**

A. An applicant who desires to obtain information under the RTI Act, 2005 can make a request through this RTI Online Portal to the Central Ministries/Departments and other Central Public Authorities mentioned in ONLINE RTI request form.

**Q. What type of queries from students are answered through Email services (ssc@ignou.ac.in) at SSC?**

A. Pre-admission queries like how to enroll, programme fee, Regional Centre & Study Centre details, study material.

**Q. How SSC provide Face-to-Face information?**

A. At SSC, hundreds of students visit on daily basis. Each student is handled by the officials and trained staff with utmost care. Each question raised by the learner is answered appropriately. Queries related to admissions, evaluation, Study Centre, Regional Centre are answered. At SSC, there are basic amenities for PwD and Senior Citizens.

**Q. What is the role of SSC in providing the scholarship?**

A. SSC handles four types of scholarship. Details of the scholarship is provided below:

1. National Scholarship Portal
2. E-District Scholarship Portal
- 3 Online Scholarship Management System Manipur state
- 4 National Fellowship for the Student (Ph.D.), Ministry of Tribal Affairs

The main task of SSC is to monitor the above scholarship and application verification.

**Q. How can I contact SSC?**

A. You can contact SSC through the Address details:

Student Support Centre

IGNOU, Maidan Garhi

New Delhi-110068

Phone no.: 011-29572514, 29572513

Working time: 09:30 a.m. - 06:00 p.m. (Lunch time 01:30 p.m. to 02: 00 p.m.)

**Q. What services are provided at the study centres?**

A. Pre-admission guidance and counselling as per requirement. Counselling (theoretical and practical, wherever applicable)- the learners are supposed to get taught by the self-instructional materials and the academic counsellors at the study centres. Counselling sessions are held as per schedule drawn at the study centres. These are scheduled in such a manner that these do not clash with the normal schedule of the host institutions. Thus, academic counselling sessions are held

normally on Saturday/ Sunday and holidays. These are also held during morning and evening hours of the weekdays depending on the programme requirement.

**Q. Study Centres are kept open on Saturday and Sundays. But if such a day falls on a gazetted holiday will the Study Centre be kept open?**

A. If the gazetted holiday is a National Holiday than it will not remain open. For any other holidays you have to go by the notification issued by the Study Centre in this regard.

**Q. Change of Study Centre**

A. Students may contact respective regional center. Also can initiate the request for change of address, study centre and regional centre online from their user account. The user account is to be created at <https://ignou.samarth.edu.in> by clicking 'New Registration'.

Detail available in Common prospectus Point No. 10.20  
<http://ignou.ac.in/userfiles/Common-Prospectus-English.pdf>

**Q. Change of Region**

A. The learner can seek Transfer to any other overseas study centre only after six months of Registration or submission of first year/semester assignments for the programme of one year or longer duration.

In case any learner is keen for Transfer from Army/Navy/ Air Force Regional Centre to any other Regional Centre of the University during the cycle/session, he/she would have to pay the fee-share money to the Regional Centre.

Detail available in Common prospectus Point No. 10.21  
<http://ignou.ac.in/userfiles/Common-Prospectus-English.pdf>

**Q. As a student of IGNOU, shall I get access to library facility?**

A. The students who seek admission to a programme of the University through Online Admission System will get the same facilities as those who join the programme in off-line mode. In case you are staying in the city where your Regional Centre is located, you can make use of the library at the Regional Centre. In addition, you can also use the multimedia facility (recorded audio/ video lectures, etc.) at the Regional Centre. Your Study Centre is also equipped with library/multimedia facility. You may use the facility during the working hours of the Study Centre.(Repeat)

## Section 9: Frequently Asked Questions Related to Evaluation

### **Q. What is the pattern of examination at IGNOU?**

**A.** The University conducts Term-end Examination twice a year in the months of June and December every year. Students will be permitted to appear in Term-end Examination subject to the condition that registration for the courses in which they wish to appear is valid, the minimum time to pursue the courses has lapsed and maximum time to pursue the course/programme is not over and they have also submitted the required number of assignment(s), if any, in those courses by the due date.

### **Q. How much do I have to pay for examination?**

**A.** Examination fee of Rs.200/- per course (either theory course or practical course). The examination fee is required to be paid online at the time of submission of online examination form through debit card, creditcard or net banking. The portal for examination forms is open from March 1 for June Term-end Examination and September 1 for December Term-end Examination.

### **Q. Where will be my exam centre?**

**A.** Normally the study centre is the examination centre. However, a student is required to fill the exam centre code in the examination form. For the purpose you are advised to go through the list of examination centres available in the link given in the portal. In case any student wishes to take examination at a particular centre, the code of the chosen centre be filled up as examination centre code. However, examination centre chosen by a student if is not activated, the university will allot another examination centre under the same Region

### **Q. When will my result be declared?**

**A.** The results for the Term-end Examinations, June are declared in the month of August/September and the results of Term-end Examinations, December are declared in the month of February/March of the subsequent year. The results of the other components such as assignments, projects, practical examinations, dissertations, viva-voce, campus extension programmes, field work, etc. are declared along with the results of the term-end theory examinations.

**Q. What is the schedule of filling the exam form?**
**A. Date of Submission of Examination Forms:**

For June TEE	Late Fee	For Dec. TEE	Late Fee	Submission OF Exam form
1st March to 31st March	NIL	1st Sept to 30th Sept	NIL	ONLINE
1st April to 20th April	Rs.500/-	1st Oct . to 20th Oct	Rs.500/-	
21st April to 30 April	Rs.100 0/-	21th Oct to 31 Oct	Rs.1000/ -	
1 <sup>st</sup> May to 31 <sup>st</sup> May	Rs.100 0/-	1 <sup>st</sup> Nov to 30 <sup>th</sup> Nov	Rs.1000/ -	
				Application to be submitted by hard copy along with a demand draft in favour of IGNOU at concerned Regional Centre subject to the availability of question paper

**Q. Will I be issued hall ticket?**

**A.**The University uploads Examination Hall Tickets of the student's at least ten days before the commencement of Term-end Examination. The same could be downloaded from the University's website [www.ignou.ac.in](http://www.ignou.ac.in). The students can download the hall ticket from the website and along with the IGNOU Student Identity Card can approach the examination centre for appearing in the exam.

**Q. I lost my Marks sheet/Grade Card. What should I do?**

**A.**In case of loss or damage, a student can obtain duplicate grade card / statement of marks on payment of prescribed fee payable in the form of demand draft drawn in favour of 'IGNOU' and payable at New Delhi and submit to the Registrar, SED, Block No.12, IGNOU, Maidan Garhi, New Delhi 110068.

## Section 10: Frequently Asked Questions Related to International Students

### Q. Who are the International Students?

A. International students are categorized as Overseas Students and Foreign Student Residing in India (FSRI)

### Q. Can International Students join the programmes offered by IGNOU?

A. Yes, International Students can join the IGNOU's programmes from Overseas as well as residing in India from the programme offered from them. The list of the programmes is available on the University website on the following link <http://www.ignou.ac.in/ignou/aboutignou/division/id/idprogoffrd>

### Q. Can an Overseas student join the programmes offered by IGNOU from anywhere?

A. No, the students desirous of joining of IGNOU's programmes can seek their admission through Overseas Study Centres and a list of Overseas Study Centres is available on our website at the following link: <http://www.ignou.ac.in/ignou/aboutignou/division/id/introduction>

### Q. What is the procedure to join the programmes of IGNOU as an overseas student as well as a Foreign Student residing in India (FSRI)?

A. The student desirous joining programme from IGNOU has to go through the prospectus available on website for their category. The detailed information about eligibility, fees and the documents to be submitted is available in the prospectus on the website at page no. 291-292 on the following link (<http://www.ignou.ac.in/ignou/aboutignou/division/id/IDProspectus>). The students are requested to go through the instructions carefully before submitting their application. Please note that mere submission of application form along with requisite documents and fees does not mean that the student is admitted. The admission is subject to scrutiny of admission form by International Division.

### Q. What are the documents required to be submitted by FSRI students?

A. The checklist of documents to be enclosed along with admission form is as under:

Application form (can be downloaded from IGNOU's Website)

- i. Valid study visa for the minimum duration of the programme (Not required for Citizen of Nepal and Bhutan)

- ii. Demand draft for the requisite fee payable in equivalent INR through Demand in favour of “IGNOU” payable at “New Delhi”.
- iii. Copy of passport
- iv. No objection certificate from the concerned Embassy in India regarding study in IGNOU.
- v. Copies of the educational certificates (translated in English by the designated authentic agency if in any other language).
- vi. Equivalence Certificate: In case of equivalence is not known, an equivalence certificate to be obtained from Association of Indian Universities (AIU) office.
- vii. Valid proof of Residence in India.

The students can submit their admission form along with documents at the nearest Regional Centre or at the following address:

The Director  
International Division  
Block No.15, Section K,  
IGNOU  
Maidan Garhi  
New Delhi-110 068.

**Q. What are the documents required to be submitted by overseas students along with admission form?**

- A. The checklist of documents to be submitted is as under:
- a. Application form (can be downloaded from IGNOU’s Website)
  - b. Copies of the educational certificates (translated in English by the designated authentic agency if in any other language).
  - c. Copy of passport
  - d. Residence permit of respective country for other than the national of that country.
  - e. Equivalence Certificate: In case of equivalence is not known, an equivalence certificate to be obtained from Association of Indian Universities (AIU) office.

The students can submit their admission form along with documents and pay the fee at respective Overseas Study Centre. A list of Overseas Study Centres along with their address is available on the following link: <http://www.ignou.ac.in/ignou/aboutignou/division/id/introduction>

**Q. Whom to contact in International Division in case of any clarification?**

- A. The student can contact on the following telephone numbers and email address  
Contact No: +91-011-2953398, 29571687, 29571689, 29571690,  
Email id: [internationaldivision@ignou.ac.in](mailto:internationaldivision@ignou.ac.in), [directorid@ignou.ac.in](mailto:directorid@ignou.ac.in)

**Q. What is the fee chargeable to International student for IGNOU programmes?**

**A.** For this purpose, International students are further divided as into SAARC and NON-SAARC categories. In case of FSRI students, fee is based on their citizenship whereas for overseas students, it is based on their location. A list of programmes available for each category at the fee is available on the following link:<http://www.ignou.ac.in/ignou/aboutignou/division/id/feestructure>

**Q. What is Re-registration and when it is to be done?**

**A.** Depending upon the structure of programme, a student is required to re-register. The process and schedule of re-registration is defined for each programme wherever applicable in the prospectus as well as on the website. The International Students are required to refer the International Prospectus on the following link: (<http://www.ignou.ac.in/ignou/aboutignou/division/id/IDProspectus>). The online re-registration facility is also available for international students.

**Q. Where to get there registration and other forms used for various purposes in the International Division?**

**A.** Re-registration and other forms like admission form, examination form, for issue of migration certificate and transcript etc. are available on the link: <http://ignou.ac.in/ignou/aboutignou/division/id/forms>

**Q. When University provide the study material to the learner?**

**A.** The University provides study material after admission & re-registration however, the study material is also available on the e-Gyankosh platform on the following link: (<http://egyankosh.ac.in/>). Facebook live and YouTube video programmes are also available on this link.

**Q. What is the importance/ role of assignments in ODL system and how to get it?**

**A.** Assignment is an integral component of teaching learning methodology and has due weightage in completion of the programme. Assignments for the current session are made available on the website Students are advised to download the same from the following link: (<https://webservices.ignou.ac.in/assignments/>)

**Q. When the Assignment should be submitted?**

**A.** It should be submitted as per the last date mentioned on Assignments of respective session of admission.

**Q. How much time it takes for updating assignments marks/Grades on the IGNOU's Website?**

**A.** It takes about 15working days for updating assignment marks on the IGNOU website.

**Q. How many times the University conducts the examination in a year?**

A. The University conducts examinations twice a year i.e. in the months of June and December.

**Q. When does a candidate become eligible for appearing in the examination?**

A. The eligibility for appearing in the examination differs from programme to programme. This is defined against each programme in the prospectus.

**Q. What is the examination fee for the international students?**

A. The related information is available on icon of Fee Structure under International Division on the following link:

<http://www.ignou.ac.in/ignou/aboutignou/division/id/feestructure>

**Q. What is the schedule and process of filling up of examination forms?**

A. The schedule of submission of examination form is available on the University website. The overseas students shall submit their examination form through their Overseas Study Centre and FSRI students are required to submit their examination form at the International Division on the following address:

The Director  
International Division  
Block No. 15, Section K,  
IGNOU  
Maidan Garhi  
New Delhi-110 068.

**Q. Can a student appear in the examination from a place where there is no Overseas Study Centre?**

A. Presently, this facility is not available.

**Q. What is the procedure for submission of the Assignments/ Synopsis /Project?**

A. The overseas student should submit their Assignments/ Synopsis / Project etc. at the Overseas Study Centre and FSRI students should submit their Assignments at the Study Centre.

**Q. Where the student should submit their synopsis and what is the process?**

A. The Synopsis should be sent/ submitted as defined in the prospectus for each programme in national prospectus. The Synopsis submitted by the student is forwarded to the concerned School / faculty for evaluation. The outcome of the same is intimated to the student through OSC. In case of FSRI the evaluated synopsis will be sent back on their registered addresses.

**Q. What is the process of submitting the project?**

**A.** Once the approved synopsis is received by the student, the student can start work on the project report and the same is to be submitted along with the original approved Synopsis duly authenticated by the project supervisor along with the bio-data of the supervisor. For programme specific details, please refer to the project guidelines on the website.

**Q. What is the procedure for obtaining degree certificate from the Overseas Study Centre/IGNOU?**

**A.** The candidate who successfully completes all the components of the program is eligible for award of degree. The candidate has to submit requisite fee to the OSC or directly to the ID, IGNOU (for FSRI only) along with prescribed form for obtaining the degree/certificate.

**Q. What is the procedure for obtaining duplicate degree?**

**A.** A candidate can apply on prescribed proforma for duplicate degree enclosing a copy of the Grade Card/degree of program pursued with respective enrolment no. along with the requisite fee, copy of FIR (with concerned Police Department), copy of advertisement in local national Newspaper, requisite affidavit duly notarized in court of law to the Director, International Division, Block 15, Section-K, IGNOU, Maidan Garhi, New Delhi—110068.

**Q. Can a student change his/her Regional Centre/ Study Centre/ Overseas Study Centre during her or his studies and procedure there of?**

**A.** Yes, the student can change his/her Regional Centre/ Study Centre/ Overseas Study Centre. The process/policy on the subject is available in the international prospectus on the following link:

<http://www.ignou.ac.in/ignou/aboutignou/division/id/IDProspectus>

**Q. What is the procedure for obtaining transcript of the degree earned by a student?**

**A.** The student can apply for transcript in the prescribed proforma available on the website along with the requisite fee to The Director, International Division, Block 15, Section-K, IGNOU, Maidan Garhi, New Delhi—110068.

**Q. What is the policy for issuing migration certificate?**

**A.** The migration certificate is issued to a student after completion of his/her programme of studies. The student has to apply in the prescribed Proforma available on the website along with the requisite fee and a copy of degree certificate to The Director, International Division, Block 15, Section-K, IGNOU, Maidan Garhi, New Delhi—110068

**Q. What is process/policy for verification of degree/certificates?**

**A.** In order to get the degree/ certificate attested, the candidate needs to apply in the prescribed form along with requisite fee in the form of Demand Draft, drawn in favour of

"IGNOU" payable at New Delhi. On receipt of the application, the same would be processed and it may take 10-15 working days.

**Q. What is the policy for re-evaluation of answer script?**

A. After the declaration of result, if the learner is not satisfied with the marks awarded, he/she can request the University for re-evaluation of answer scripts. The request for re-evaluation by the learner must be made **within one month** from the date of declaration of result to the Director, International Division in the prescribed format along with the requisite fee per course in the form of Demand Draft in favour of "IGNOU" payable at "NEW DELHI". Format is available in the Prospectus or IGNOU website: [www.ignou.ac.in](http://www.ignou.ac.in).

**Q. After taking admission in any programme can a student cancel the admission and request for refund of fee?**

A. The student can request for cancellation of admission but, the fee once paid will not be refunded under any circumstances. It is also not adjustable against any other programme of the University. However, in cases where University denies admission, the programme fee will be refunded after deduction of registration Charges.

**Q. For enquiring about the equivalence of credits/certification of international degree what is the learner supposed to do?**

A. For necessary information AIU (Association of Indian Universities) office may be contacted for getting equivalence of the student's degree/certification. After confirming the equivalence, the student may submit the letter of equivalence from AIU with admission form for further processing in IGNOU.

**Q. What is the process of admission in MBA programme in IGNOU for Overseas and FSRI students?**

A. Overseas students having 50% plus marks in graduation degree from recognized university are admitted in the programme.

## Section 11: Frequently Asked Questions Related to Research Degree Programme

**Q. Does IGNOU offer Research Degree Programme (Ph D) in distance mode?**

A.No. Ph D is a regular programme and IGNOU also offers this programme in regular mode in compliance of UGC Regulations as amended from time to time.

**Q. I want to apply to PhD Programme offered by IGNOU, How, when and where can I get the information?**

A. The admissions to PhD programme is taken for every July session of the academic calendar. The information of announcement of admission is posted on official website (www.ignou.ac.in) of IGNOU, normally between January to February of the same year. The advertisement is published in at least two daily national newspapers both in English and Hindi. .

**Q. In how many disciplines IGNOU offers PhD Programme? Provide the list?**

A.Presently, there are 42 disciplines offering PhD Programme subject to the availability of vacancies. The list of disciplines is available at [beba9ed12436f8af54fa516ce26f3e1e1c325615a16252965634d2b4450067fc.xlsx](http://beba9ed12436f8af54fa516ce26f3e1e1c325615a16252965634d2b4450067fc.xlsx) (ignou.ac.in)

**Q. Whether PhD admission form needs to be submitted online or offline?**

A. The admission form needs to be submitted online mode only with payment of prescribed application fees through online mode. Offline form is not accepted.

**Q. Whether IGNOU is offering Research Degree Programme through Distance Mode?**

A.IGNOU offers Research Degree Programmes through regular mode in compliance of UGC Regulations as amended from time to time.

**Q. I am a working professional. Can I do Ph D from IGNOU in distance mode?**

A. No. IGNOU offers Research Degree Programmes through regular mode in compliance of UGC Regulations as amended from time to time.

**Q. Whether a Research Scholar of IGNOU can pursue PhD programme from Regional Centre nearby to the place of Residence?**

A. No, IGNOU offers Ph D programme at its Headquarters at New Delhi. The Research Scholars are required to regularly attend the classes during the Coursework. Eighty percent attendance is compulsory.

**Q. Is PhD Programme offered by IGNOU recognised by University Grants Commission?**

A.Yes, the PhD Programme offered by IGNOU is duly recognised by University Grants Commission.

**Q. Whether IGNOU Research Ordinance for Offering PhD Degree has the approval of the Ministry of Education, Govt. of India?**

A. Yes, in exercise of the powers vested in it, under the provisions of Statute 26(2) of the IGNOU Act, 1985 (No.50 of 1985), the Board of Management of the University in its 131<sup>st</sup> meeting held on 22.12.2018 made the IGNOU Research Ordinance for conducting Research Degree Programmes which is duly approved by the President of India, in his capacity as the Visitor of the University, conveyed by the MHRD vide its letter No.F.5-1512014-DL (PI.) dated 17.06.2019.

**Q. What are the Modes of pursuing PhD programme of IGNOU?**

A. The IGNOU Offers PhD Programme through "Regular Mode" i.e., "Ph.D. degrees offered by IGNOU may be pursued either full time or part time subject to the fulfillment of terms and conditions as per norms. All those who are not employed and are registered with the University to pursue Research Degree Programme of the University shall belong to the category of full-time students. The employed persons in regular employment pursuing the research degree programme will be treated as part time research scholars.

**Q. I am a working professional in the private sector. Am I eligible for part time Ph D programme in IGNOU. Do I have to attend coursework classes physically?**

A. Yes. The employed persons in regular employment pursuing the research degree programme will be treated as part time research scholars. Such students on leave may be permitted to register on full-time basis for the period corresponding to their leave. Yes, all students registered for PhD, and assigned coursework have to attend classes at their respective schools

**Q.What is the eligibility criterion for admission to the Ph.D programme offered by IGNOU? What are the Minimum aggregate marks required in previous degree?**

A. To be eligible for applying to PhD Programme, the candidate must have completed his/her Master's degree in the relevant field or a professional degree declared equivalent to the Master's degree by the corresponding statutory regulatory body, with at least 55% marks in aggregate or its equivalent grade 'B' in the UGC 7-point scale.

Candidates who have cleared the M.Phil. Course work with at least 55% marks in aggregate or its equivalent grade 'B' in the UGC 7-point scale (or an equivalent grade in a point scale wherever grading system is followed) and successfully completing the M.Phil. Degree shall be eligible to proceed to do research work leading to the Ph. D Degree in the same Institution in an integrated programme.

**Q.Is there any relaxation in minimum aggregate marks in Master's Degree for applying to PhD to candidates belonging to SC/ST/OBC/ PWD?**

A. Yes, a relaxation of 5% of marks, from 55% to 50%, or an equivalent relaxation of grade, is allowed for those belonging to SC/ST/OBC (non-creamy layer)/PWD and other categories of candidates as per the decision of the UGC from time to time.

**Q. Is it mandatory to appear for PhD entrance test for admission to Ph D programme in IGNOU? What the procedure for selection?**

A. Yes, it is mandatory to appear for PhD entrance. The selection of candidates shall be made strictly on the basis of the performance in the Entrance test score carrying 70% weightage and Interview/ Viva carrying 30% weightage.

**Q. I have done my MPhil. Am I eligible to be exempted from appearing in the entrance test?**

A. No. Entrance test is compulsory for admission to PhD Programme.

**Q. Is there any minimum percentage marks required to be qualified in entrance test?**

A. Yes, the Candidates must secure minimum 50% marks in the Entrance Test.

**Q. Is there any relaxation in entrance test qualifying marks for candidates belonging to SC/ST/OBC/ PWD?**

A. Yes, candidates belonging to SC/ST/OBC/ PWD are given a relaxation of 5% in entrance test qualifying marks. A candidate belonging to the with 45% marks in PhD entrance in case of SC/ST/OBC and PWD categories shall be shortlisted for the interview.

**Q. Whether Research Students pursuing PhD Programme are eligible for availing fellowships?**

A. Yes, Students pursuing Full Time PhD from IGNOU are eligible for availing fellowships from various funding agencies subject to their selection to such schemes viz., UGC-JRF, ICSSR, ICMR, ICHR Doctoral Fellowships etc. Apart from this, the University also provides IGNOU-Research Fellowship to non JRFs / to the students who are not receiving any financial benefits from any source during the period of their research studies subject to their selection.

**Q. Is reservation policy applicable in case of PhD admission of IGNOU?**

A. Yes, IGNOU strictly follows the Reservation Policy of Government of India in the Admission to PhD Programme. The details guidelines are available at [http://www.ignou.ac.in/userfiles/Guidelines%20on%20Reservation%20of%20Seats%20%20for%20admission%20to%20Research%20Degree%20Programmes\\_\(1\).pdf](http://www.ignou.ac.in/userfiles/Guidelines%20on%20Reservation%20of%20Seats%20%20for%20admission%20to%20Research%20Degree%20Programmes_(1).pdf)

**Q. What is the duration of PhD programme?**

A. Ph.D programme is for a minimum duration of three years, including course work and a maximum of six years.

**Q. Is there any relaxation to women candidates and Persons with Disability in duration of studies? Whether women candidates provided Maternity Leave/Child Care Leave?**

A. Yes, the women candidates and are allowed a relaxation two years for Ph.D. in the maximum duration.

Yes, in addition, the women candidates may be provided Maternity Leave/Child Care Leave once in the entire duration of Ph.D. for upto 240 days.

**Q.Is PhD course work is compulsory? What are the minimum credits of course work? What is the timeline for completion of course work?**

A.Yes it is compulsory.

The course work shall be treated as prerequisite for Ph.D. preparation. A minimum of four credits shall be assigned to one or more courses on Research Methodology which could cover areas such as quantitative methods, computer applications, research ethics and review of published research in the relevant field, training, field work, etc. Other courses shall be advanced level courses preparing the students for Ph.D degree. Ph.D. course work shall be a minimum of 08 credits and a maximum of 16 credits.

**Q. In how much duration the coursework need to be completed?**

A.All candidates admitted to the Ph.D. programmes shall be required to complete the course work prescribed by the Department during the initial one or two semester.

**Q. What is the minimum percentage of marks one has to secure in order to successfully complete the coursework?**

A. A student has to secure minimum 55% marks separately in each component of coursework i.e in Assignments and Term End Examination.

**Q. Is there any exception of course work?**

A.The concerned discipline may exempt the course work to such students who have already completed their course work during their MPhil Programme before taking admission to PhD.

**Q.What is the Evaluation Methodology adopted for Coursework?**

A.There will be three components of evaluation methodology to evaluate the course work assigned by the DRC:

Components of evaluation for each course	Marks	Weightage in %	Qualifying % of Marks
1. Continuous Assessment I *	100	25	55
2. Continuous Assessment II *	100	25	55
3. Term End Examination	100	50	55
Total Marks	100	100	55

\* Continuous Assessment may include various options like assignment, term paper, field work, lab-work, book-review, seminar, group discussions, etc. Component of Viva-Voce may be included wherever required.

For successful completion of the Course Work, a student will be required to score 55 percent marks separately in each component for each course. The DRC may prescribe

separate evaluation methodology to evaluate the specific bridge course/additional course assigned to individual student.

**Q.What is fee the structure for PhD Programme in IGNOU ?**

A. The Prescribed Registration fee for PhD programme is Rs. 12600/- with course work and Rs.8400/- without course work at the time of admission and Rs.8400/- Re Registration fees during June month of every year. For details click the link below:

<http://ignou.ac.in/ignou/aboutignou/icc/ru/rdpfee>

**Q. Can I submit my Thesis before the completion of minimum duration?**

A.No, The minimum time duration for submission of Thesis is three years.

**Q.What is the time period permissible for submission of Thesis after the Pre- submission seminar?**

A. The thesis shall be submitted by a student to his/ her Supervisor between 15 to 90 days of the pre submission seminar

**Q. Is publication of paper mandatory for a Ph D student before the Thesis is submitted for evaluation?**

A . Yes. A PhD scholar must publish at least one research paper in referred journal and make two paper presentations in conference/ seminars before the thesis is submitted for evaluation.

**Q. How do I know about the number of vacant seats in a particular discipline for admission to PhD Programme for a particular year?**

A. The University before inviting applications for Ph D Programme predetermines the number of seats available in various Disciplines and mentions the same in the information brochure

**Q. Do all the Disciplines offer Ph D Programme every year?**

A. No. The University publishes advertisement for admission to PhD programme in the disciplines willing to offer the PhD programme for that particular year, depending on the vacant seats available in those disciplines.

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We welcome your suggestions to improve our FAQs and request that any error found may kindly be brought to our notice.

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Thanks for visiting our site.

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