



Honourable Vice Chancellor Professor V.N. Rajashekharan Pillai inaugurating ePraangan - the Cyber Café for families of IGNOU Staff

4.3.7 In-house developed SWISS (Single Window Information & Student Support) for active and more effective student support through the IGNOU website was further enriched with addition of new applications. Online Examination Form submission, student grievance redressal, the IGNOU Alumni Registration are some examples of the new additions to the online support.

4.3.8 The IGNOU website was regularly updated with both static and dynamic information for use by all over the internet. The Home Page was redesigned and made more user-friendly.

4.3.9 Webcasting through the IGNOU server was tested and made operational.

4.3.10 ePraangan was created in the main campus. The facility was made available after its inauguration on 14 February 2008, prior to the 19th Convocation of IGNOU, by Honourable Vice Chancellor Professor V N Rajasekharan Pillai. The university was also provided with 48 Mbps link on the same day after its inauguration by the Vice Chancellor.

Addition of about 650 desktops was done to the University's IT infrastructure support by installing the same at headquarters and Regional Centres across the country. Further, the Division processed for laptops for the IGNOU faculty and Kiosks for Regional and Study Centres.

4.3.11 ERP Back Office Automation project was executed. Data Centre with blade servers and provisioning of additional 500 internet nodes on campus LAN were made operational under the project. A prize-winning competition was organized for ERP logo in the IGNOU. The winner was awarded a cash prize of Rs. 5000/- on 19th Convocation Day of the University, the February 16, 2008.

4.4 Construction & Maintenance Division

The Construction & Maintenance Division (CMD) of IGNOU is responsible for the maintenance of the IGNOU New Academic Complex (Electrical Part), Temporary Campus (Electrical & Civil), Residential Complex at MGRC (Electrical Part) & AGVC (Civil & Electrical), Convention Centre (Electrical Part), EMPC (Civil & Electrical).

4.4.1 Work undertaken by the division during 2007-08 are

- i) Partitions in 'C' Block and 'G' Block at New Academic Complex
- ii) The un-utilized space of laboratory area in 'C' Block has been converted into various cubicles to accommodate School of Management on the Ground floor.
- iii) The cubicles are being constructed in G' Block to accommodate various Schools and Units
- iv) Renovation has been done in Vice Chancellor's Office and Board Room.

4.4.2 Under the New initiatives following works were completed by the Division.

- i) Water supply connection is being taken from Delhi Jal Board for drinking water. During the year 2008-09 Underground water tank of 8.00 lacs litres capacity and laying of Pipelines in the campus about 2.0 km of stretch shall be completed.
- ii) The Vice Chancellor's Office and the VIP Guest House building will be constructed during the year 2008-09.
- iii) Due to security reasons the existing boundary wall is being raised which will be completed during 2008-09.
- iv) Renovation of Conference Hall at Block No. 8 is being undertaken and will be made available for utilization.
- v) For 'C' Block and 'D' Block at Mahanadi and 'A', 'B' & 'C' at Krishna Maidan Garhi Residential Complex the Parking area will be developed.

4.4.3 Regional Centres :

- i) C/o of Regional Centre at Madurai CPWD is requested to carry out the work .
- ii) C/o additional floors at Regional Centre Cochin is being taken up and same shall be constructed by CPWD as a deposit work.
- iii) C/o Regional Centre at Agartala is being undertaken by the NPCC as a deposit work.

- iv) C/o Regional Centre at Imphal is being undertaken by Manipur Police Housing Corporation as a deposit work.
- v) The land for construction of Regional Centre was purchased from Government of Karnataka and the surrounding boundary wall work is being undertaken by the CPWD as a deposit work.
- vi) The land has been given by the Jabalpur Development Authority for construction of Regional Centre building at Jabalpur and further construction activities will be initiated.
- vii) For construction of Regional Centre at Karnal. The land has been purchased from HUDA and the boundary wall work is being undertaken through the CPWD as a deposit work.
- viii) For construction of Studio at Regional Centre, Dehradun, the Government of Uttarakhand was requested by the IGNOU to set up a Studio at the Regional Centre for which the State Government has granted money to execute the work through the IGNOU.

4.5 Finance and Accounts Division

The Finance & Accounts Division is responsible for:

- Collection of Revenue Receipts on behalf of the University ;
- Payments to staff members ;
- Payments to suppliers of goods and services;
- Preparation of Budget Estimates, Review of Receipts and Expenditure to facilitate the Management Information System with periodic inputs ;
- Preparation of Annual Accounts ;
- Maintenance of Provident Fund and Pension Fund Accounts ;
- Payment of Pension Benefits ;
- Investment of funds to generate additional resources for the organization ;
- Internal audit of accounts of the Regional / Study Centres, Divisions and Schools ;
- Coordination with the Statutory Auditors for conducting Statutory Audit by DGACR and processing of Audit Reports ;
- Management of the Funds of the Projects sponsored by outside organizations/government bodies ; and
- Maintenance of Employees Welfare Fund Accounts.

Exhibit 4.3: Income & Expenditure during the year 2007-08
(Tentative and Unaudited)

(Rs. in Crore)

Sl. No.	Head of Income	Total
1	Carried forward from previous year	96.32*
2	Grants-in-aid from Govt. of India (Plan Grant)	67.60
3	Grants from State Govt.	0.08
4	Fees received from students	199.00
5	Revenue from sale of forms	7.00
6	Interest on bank deposits	12.00
7	Miscellaneous Receipts	8.00
	Total	390.00

(Rs. in Crores)

Sl. No.	Head of Expenditure	Plan	Non Plan	Total
1	Revenue Expenditure	69.00	165.00	234.00
2	Capital Expenditure	7.00	3.00	10.00
3	Advances/Deposits	15.00	64.00**	79.00
4	Closing Balance	17.00*	50.00	67.00
	Total	108.00	282.00	390.00

* includes balance of unspent grant received from the UGC and the EDNERU

** includes investments made during the year

4.6 International Division

The International Division was established in 1996 to look after the University's overseas academic activities. At present, the IGNOU offers its academic programmes in 32 countries through 49 Partner Institutions (PIs). A list of Partner Institutions outside India is given at **Appendix-III**. The International Division has promoted the University's programmes outside India, established bilateral and multilateral cooperation and provided capacity building through training and technological support. Student admission statistics is given at **Exhibit 4.4**. On the collaborative and network front the International Division has adopted a four-fold strategy.

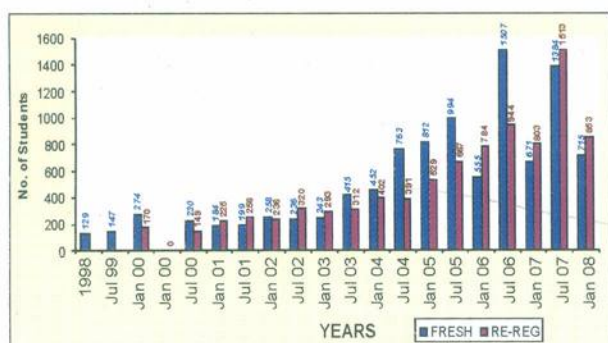
- Offered its academic programmes in collaboration with established higher educational institutions of repute who are known for professional delivery mechanisms;
- Shared the IGNOU's academic resources through licensing of course materials for adoption and

adaptation in the educational environment of the countries who have sought them;

- Contributed in capacity building of ODL institutions through training, orientation and workshops; and
- Helped in ODL institutional building by sharing the experiences gained by the IGNOU.

4.6.1 Currently the IGNOU's academic programmes are on offer in UAE, Doha, Kuwait, Oman, Bahrain and Saudi Arabia among the Gulf countries and Seychelles and Mauritius in the Indian Ocean Rim countries. In Africa, the IGNOU's academic programmes are being offered in Ethiopia, Ghana, Gambia, Sierra Leone, Madagascar and Liberia in collaboration with the International Institute of Capacity Building in Africa and the UNESCO. In collaboration with the Commonwealth of Learning (COL), the IGNOU offers the COL-IGNOU Rajiv Gandhi Fellowship to offer PGDDE and MADE programmes in Jamaica, Seychelles, Samoa, Namibia, Lesotho, Malawi, Swaziland and Nigeria. The IGNOU academic programmes are also on offer in Sri Lanka, Nepal, Afghanistan, Singapore, Malaysia, Fiji Islands, Kyrgyzstan and Indonesia.

Exhibit 4.4: Admission Statistics-International Students



4.6.2 The IGNOU's collaborative efforts are varied. The IGNOU collaborated with the Governments of Maldives (under re-negotiation), Seychelles, autonomous bodies of the government like Mauritius College of the Air, Mauritius Institute of Education; Universities such as International University of Kyrgyzstan; National Open University of Nigeria (NOUN); international agencies like IICBA, UNESCO, COL, SADC-CDE - Lesotho, Botswana, Zambia & Malawi and finally the private enterprises, like Wisdom Institute & UEIT in Dubai, ATEICO Communications in Saudi Arabia, ICA in Nepal, etc.

During the year nine PIs completed the initial agreement period and the partnership was not further renewed, reducing the number of countries to 32.

The programmes which are currently popular among learners in various countries include, Management Studies, Commerce and Business Studies, Computer Information Technology, Tourism, Library and Information Sciences,

Higher Education and Distance Education, Journalism and Mass Communication, Engineering and Nursing. At present the University has around 19,015 international students outside India.

During the year 2007-08 six international students registered with different PIs at Kuwait, Saudi Arabia, Muscat and Sri Lanka received Gold Medals in 19th Convocation for their meritorious performances.

4.7 Library & Documentation Division

The IGNOU has a three-tier Library system. The top tier is the Central Library, at the headquarters, which attends to the information needs of academic, administrative and support staff. The middle rung has libraries at Regional Centres which are used by staff, students, academic counsellors and academic coordinators; the lower-most tier is the Study Centre libraries which are especially for students and counsellors.

- The Library and Documentation Division is well equipped with a collection of 1,02,398 books. The Regional Centre and Study Centre libraries have a collection of 2,48,252 books. In addition to this, the Library subscribes to 299 journal titles, 36 magazines and 21 newspapers. There are 3,848 CD-ROMs, 291 microfilms and 17,558 microfiches. During 2007-08, in all 4,346 books were added to the collection in the Central Library and 5,325 book were procured for the Regional and Study Centre libraries.
- The physical collection of the library is augmented by the digital resources. The library subscribes to 18 online databases which altogether provide access to over 4000 full text journals, and e-books. The databases subscribed include: Proquest ABI / Inform, ARL, EBSCO, Emerald-Insight, IEL Online, WTO e-library, India-Stat, Online Lecture notes in Mathematics, Math SciNet, J-Gate, JSTOR, Project-Muse, Lawyers Collective Magazine and e-books namely Credo-Reference, Net-Library and Idea References.
- The entire library activities, services and housekeeping operations are automated on web-enabled integrated library administration and management database.
- Databank of question papers 1999-2007 is made available on the IGNOU website.
- The Library and Documentation Division has trained 20 Library Science professionals in different sections of the library.

4.7.1 New Initiatives

- After approval of the National Open and Distance Learners' Library and Information Network

(NODLINET) by BOM, a National Task Force Meeting was held with the IGNOU Vice Chancellor on the chair. The Action Plan was approved and implementation of Phase -1 has been initiated. The access to e-Books was launched providing the first time access beyond IGNOU headquarters i.e to the IGNOU Regional Centres.

- ii) The collection for the IGNOU Corner for the IGNOU publication is being built up.
- iii) Improvement of Library infrastructure by acquiring more library stacks for shelving the books.
- iv) Library membership is being provisioned for other categories like retired employees of the IGNOU, Research Assistants, RTAs and Consultants, etc.
- v) For the acquisition of books in R&S libraries, new distribution mechanism has been placed for making the system more effective.

4.7.2 Institutional Membership

The IGNOU Library is a member of the Developing Library Network (DELNET) which provides services like browsing of Union Catalogues, Inter-Library Loan and Documentation Delivery facilities. The library is also an institutional member of American Central Library, British Council Library, Indian Institute of Public Administration (IIPA), Indian Library Association (ILA), Indian Association of Special Libraries and Information Centres (IASLIC), International Federation of Library Associations and Institutions (IFLA) and National Science Library (NISCAIR).

4.8 Material Production & Distribution Division

The Material Production and Distribution Division is one of the functional divisions entrusted with the responsibility of production and distribution of print material. It coordinates the printing of study material by all the Schools of Studies and meets all printed-material needs of students as well as the Regional and Study Centres of the IGNOU along with any special requirement.

4.8.1 The following are the important functions carried out by the MPDD:

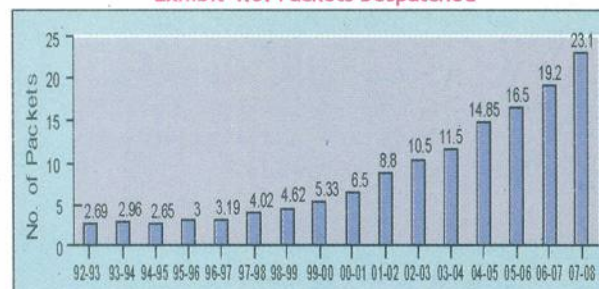
- i) Material requirement planning
- ii) Procurement of paper and art card
- iii) Printing and despatch of study material
- iv) Maintenance of inventory of study material and other related items
- v) Meeting the printing requirements of functional divisions and special printing requirements of the University



- vi) Sale of study material to the general public and educational institutions
- vii) Participation in book fairs and exhibitions

4.8.2 Stores and Despatch Unit is responsible for storage of all printed material and its despatch in two academic cycles i.e. January and July. The MPDD despatches self-instructional print material to the learners, Study Centres and Regional Centres. The print material consists of programme guide, compulsory / foundation courses, electives, assignments and Newsletters. The details of the study material packets dispatched during different years are given in **Exhibit 4.5**.

Exhibit 4.5: Packets Despatched

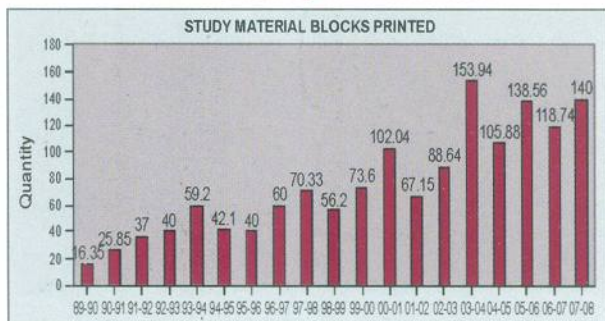


4.8.3 The Prospectus Unit deals with receipt, storage and despatch of the prospectus of various programmes offered by the University to different Regional Centres. The Unit has despatched 6,59,054 prospectus to various regions during the year 2007-08. The responsibility of reconciliation of the sale proceeds of prospectuses is done by this Unit.

While the task of printing of self-instructional material has been decentralized to the concerned School of Studies, the Printing Unit of the MPDD handles the printing jobs of SR&ED, EMPC and miscellaneous printing work for Library Division, DEC, P&DD, NE Project, Administration, Finance & Accounts Division, Annual Report and Annual Accounts and Convocation related publications. The Unit

also undertakes important tasks of pricing of print material, quality control, empanelment of printers, composers and designers, etc. The details of study material printed during 2007-08 are given in Exhibit 4.6.

Exhibit 4.6: Study material Printed

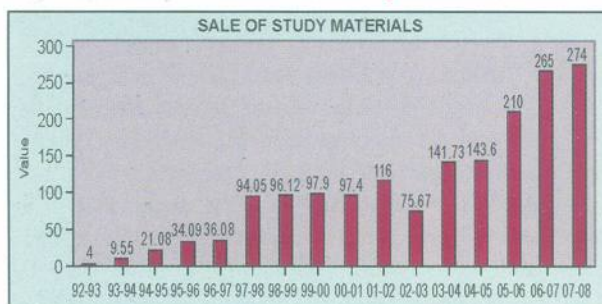


4.8.4 The Marketing Cell of the MPDD is involved in sales of IGNOU study materials to the following :

- Universities and educational institutions in India and abroad
- Retail Agents, and
- General public

At present there are 15 retail agents in five cities. The Marketing Cell is in the process of establishing more retail agents so that the IGNOU's study materials can be made widely available to the general public. Participation in book fairs and exhibitions in addition to career fairs is one of the important activities of the Cell. The Marketing Cell participated in the 13th Delhi Book Fair from 01.09.2007 to 09.09.2007 at Pragati Maidan, New Delhi, the 18th New Delhi World Book Fair '08 from 02.02.2008 to 10.02.2008 at Pragati Maidan, New Delhi and EDGE exhibition at IHC, New Delhi from 03.03.2008 to 05.03.2008. The details of the sale of material during the year 2007-08 are given in Exhibit 4.7.

Exhibit 4.7: Sale of Study Material



4.8.5 The Student Support Centre (MPDD) helps the students in resolving their queries when visiting IGNOU Headquarters personally or by post, e-mails, fax, telephone, telegram or courier. Besides this, the letters regarding bulk despatch of study material forwarded by the Regional / Study Centres are also attended by SSC.

The MPDD also uses speed post delivery for speedy redressal of queries of the students pertaining to non-receipt of study material or assignments. The SSC during holidays and Saturdays and Sundays to facilitate the students coming to the headquarters with the problems. The data is managed by a computerized package for quick access to information related to students despatch status.

4.8.6 The MIS Unit of MPDD plays a pivotal role in integrating the functions of all the Units of MPDD by maintaining and regularly updating relevant database / software. The activity of computerization of the MPDD operations is still on and the role of the MIS Unit is crucial towards computerization of inventory, development of data, Information Software for despatch progress, course-wise despatch for Regional Centres and Study Centres. For the January 2008 cycle, the data related to despatch had been received directly from the RCs instead of SRED for despatch to students.

4.9 Planning & Development Division

As a planning and monitoring organ of the University, the Planning and Development Division has the following objectives :

- to set the vision and direction for the Open and Distance Learning System (OLS) ;
- to optimize the utilization of national resources for the OLS ;
- to set short-term and long-term goals for the growth of the university; and
- to instill Total Quality Management (TQM) in all areas of IGNOU operations.

During the year, the Division performed the following activities:

4.9.1 Eleventh Five-Year Plan (2007-11) and Annual Plans: The division plays an integrative role in the development of a holistic approach to the policy formulation in critical areas of University. The Division in coordination with other Divisions, Schools and the Distance Education Council of the University prepares and takes update on different Plan documents like Perspective Plans, Five-Year Plans, and Annual Plans for IGNOU and Open Education System of the country. The other activities include preparing and reporting Financial and Physical Targets, Outcome Budget, Proposal for Expenditure Finance Committee (EFC) etc. of the University to various authorities.

During the reporting period, the division has prepared and submitted the Outcome Budget 2008-09 and Eleventh Plan EFC proposal document of New Schemes in the Ministry of Human Resource and Development (MHRD) for approval of the competent authority.

4.9.2 Establishment of New Schools / Chairs of Studies: With the emergence of new areas of study, University has identified that there is a pressing need to establish new Schools / Chairs of Study to develop courses, programmes, manage knowledge resources, training manpower and research. During the year following new schools / Chairs of study were established :

New Schools of Studies

- 1) School of Journalism and New Media Studies;
- 2) School of Gender and Development Studies;
- 3) School of Tourism Hospitality Service Sectoral Management;
- 4) School of Interdisciplinary and Trans-disciplinary Studies;
- 5) School of Social Work;
- 6) School of Vocational Education and Training;
- 7) School of Extension and Development Studies;
- 8) School of Translation and Training;
- 9) School of Foreign Languages; and
- 10) School of Performing and Visual Arts

New Chairs of Studies

- 1) Chair for Sustainable Development
- 2) Dr. B.R. Ambedkar Chair for Social Change

Initiatives have been taken for establishing the following Chairs of Study during the Eleventh Plan period :

- Tagore Chair for Indian Literature
- Raman Chair for Science Education
- Chair for Technology-enabled Education
- Chair for Industry-Academy Interfacing
- MHRD Rajiv Gandhi Chair for Contemporary Studies
- Chair for Panchayati Raj
- Chair for Rural Empowerment
- Visveswarayya Chair for Work Education Linkages
- Bahadur Shah Zafar Chair for Studies on Freedom Movement and National Integration (MHRD sponsored)
- ISRO Chair on Satellite Communication Education

4.9.3 Planning Board: The Division convenes the Planning Board Meetings which are responsible for design and formulation of priorities for programmes offered by the University. It advises the Board of Management and the Academic Council on any matter that it may deem necessary for the fulfillment of the objectives of the University. During the reporting period two meetings of the Planning Board were held.

4.9.4 Academic Programme Committee: The Division coordinates the work of the Academic Programme Committee, which has been constituted as Standing Committee of the Planning Board, to carry-out following tasks :-

- a. Processing of new programmes proposals from Schools / Divisions for approval of the Planning Board, assisting / coordinating the review committees appointed by Planning Board and Board of Management from time to time.
- b. Strategic issues in programme identification and preparation of courses.
- c. Feedback studies in the areas of target groups, student support services and evaluation of programmes.

During the reporting period four (04) APC meetings were held (53 Phase-2 : Programme Concept Approval, 13 Phase-4 : Programme Launch Approval and Extension of Launch for 4 more cycles - 2 programmes) were approved.

4.9.5 Sharing of IGNOU Study Material: The self-instructional study material is made available to State Open Universities (SOUs), Correspondence Courses Institutes (CCIs) and other institutions through bulk purchase or by agreements for reproduction, adaptation and translation rights on the payment of nominal license fee. The Division coordinates this activity on behalf of the IGNOU. During the reporting period, agreements with four (04) SOUs were signed.

4.9.6 Research Studies and Data / Information Analysis: In order to strengthen the plans, policies, academic and support services of the University, the Division periodically undertakes research studies and data / information analysis in the areas of economics of education, manpower requirement analysis, quality control, need assessment and feedback studies. In the area of economics of education; the Division has already published two books and a series of papers.

4.9.7 Database and Management Information System: The Division maintains a database and Management Information System of policy decision support. The requisite data along with its analysis and information is provided to all internal and external agencies. The information is also used for responding to the queries in the Parliament, pertaining to the IGNOU. During the year a Research Cell has been established in Student Registration and Evaluation Division (SR&ED), by deputing three officers for reporting and creating a Student Information System.

4.10 Regional Services Division

The RSD monitors the activities of the RCs and LSCs and guides them from time to time on strengthening the



Vice Chancellor with directors of regional centres of the IGNOU after a two day meeting held on July 1st -2, 2007 at headquarters.

network. 'Single Window Operation' for the three Services (Army, Navy and Air Force) and paramilitary forces (Assam Rifles) is also coordinated by the RSD. A detailed list of regional centres and location of study centres is available at **Appendix-IV**.

Some of the recent achievements of the RSD are highlighted below

- Upgradation of five (05) Sub-Regional Centres into a full-fledged Regional Centres.
- Creation of independent websites for the regional centres.
- Special drive for promotional activities at the regional and study centres.



Vice Chancellor Professor V N Rajasekharan Pillai with directors of all Recognised Regional Centres after the annual meeting on December 4, 2007.

- Launching of Academic Programmes based on the needs of the regions.
- Provision of broadband internet connectivity at all regional centres.

4.11 Student Registration & Evaluation Division (SR&ED)

Student Registration & Evaluation Division (SR&ED) is responsible for the registration and assessment of students enrolled in academic programmes offered by the University. The continuous assessment of students is done through Tutor Marked Assignments (TMA). The summative assessment is conducted through Term-End Examination (TEE), which are held twice in a year i.e. in the months of June and December. During the year, following major

initiatives were taken:-

4.11.1 The Division has successfully conducted the **Term-End Examination (TEE)** for 148 programmes comprising of 1,206 courses through 1,740 Examination Centres in India and 70 overseas centres in the reported period.

4.11.2 **Continuous Assessment** is a distributive process, where grades for assignments are awarded by Study Centres and records of the grades are maintained by Headquarters. The coordination among Headquarters, Regional Centres and Study Centres is crucial in continuous assessment. The division has developed software to monitor the continuous assessment process.

4.11.3 The Division has developed a software to monitor the evaluation of projects submitted by the students. The evaluation of projects is done at Headquarters and Regional Centres.

4.11.4 The Division has awarded **1,01,346 degrees**, diplomas and certificates in the reported period. The division has successfully completed digitalization of all degrees, for the first time. Standard and Norms for security are scrupulously followed in the digitalization process to maintain the credibility of the system.

4.11.5 Volume of work (Statistical details) executed by the Division during 2007-08 is given below:

No. of Students registered (Jan.2007&July 2008)	5,50,660
No. of Students on rolls	17,06,072
No. of Assignments evaluated	27,53,643
No. of Examination Centres	1,740
No. of Students registered for Term-end exams. (June & Dec.2007)	5,76,622
No. of Students registered for Entrance Tests (Feb and August 2007)	1,48,817
No. of Answer Books evaluated (TEE) (June and Dec 2007)	18,84,522
No. of Project Reports evaluated	21,907
No. of Students awarded Degree/ Diploma/Certificate	101346
No. of Gold Medals awarded	59

4.11.6 The detailed Student enrolment statistical data (Zone-wise, School-wise, Gender-wise, Category-wise etc.) is given at **Appendix-X**.

4.11.7 The following information is being made available by the Division, on the official website of the University :

- Result of entrance tests for various programmes
- Result of term-end examinations,

- Grade Cards reflecting overall performance of the individual student.
- Various forms and procedures to get admission, to take examination or to apply for re-evaluation and re-registration. Student can download forms and send it by post or can apply online. Students can make online payment for these purposes.
- Hall Ticket, to take part in examination, can be downloaded.
- Detailed information on admission and re-registration status.
- Students' handbooks and Prospectus of various Academic programmes offered by the University.

Students can make direct queries, apply online or download aforesaid information, forms and procedures from the University's website.

The Division has introduced Intelligent Character Recognition (ICR) Technology for speedy process of admission and examination forms.

4.11.8 Formative assessment in the form of assignment is re-introduced in Bachelor Preparatory Programme to provide continuous feedback to student. It is also decided that there would be one assignment in each course of all academic programmes.

4.11.9 The decentralization of evaluation of answerscripts has been introduced at Regional Centres to expedite evaluation process. Simultaneously, the evaluation of answerscripts of Programmes with limited enrollment is conducted by the concerned faculty / School.



His Excellency Vice President of M. Hamid Ansari, Honourable Vice Chancellor Professor VN Rajasekharan Pillai and other distinguished dignitaries on the dais pose for students, academics and other guest during the 19th Convocation of the IGNOU held on February 16, 2008 in the Campus(standing from: Left to Right - Professor Indira Goswami, Pandit Ravi Shankar, Dr. Anil Kakodkar, Honourable S. Hamid Ansari, Professor V.N .Rajasekharan. Pillai, Professor M.S.Valiathan and Professor Rahman Rahi)

4.11.10 The Division successfully coordinated the activities of the 19th Convocation held on February 16,

2008. The Convocation was held simultaneously at the Headquarters and 35 Regional Centres through the Teleconferencing mode via satellite. Fifty-nine (59) Gold Medals were awarded to meritorious students in 57 academic Programmes. Apart from the gold medals to recipients of Professor G. Ram Reddy Memorial Gold Medal for the highest marks amongst all the Masters Degree Programmes in the Social Science, Professor Grover Cash Award for the best among the physically Handicapped Meritorious students in M.Com, the CEMCA Cash Award for best the IGNOU Female Student in any Degree Programme in technology, awarded to the students. Gold medal for best service award to Regional Centres, Gold Medal for least research paper, silver medal for second best research paper sponsored by Indian Bank, Gold Medal for Innovation in Open and Distance Learning cash award for back office automation.

4.11.11 The University has replaced the scheme of rechecking with the re-evaluation whereby the answer-scripts are re-evaluated by another Evaluator in case the students are not satisfied with the marks/ grades secured by them in Term-end Examination. The better of the first evaluation and re-evaluation will be considered for grading. Re- evaluation is not permissible for Projects, Practical, Assignments, and Seminars components of the assessment.

4.11.12 For students who have successfully completed Bachelors or Masters Degree Programmes, but are falling short by 2% marks for securing a 1st / 2nd Division or falling short of 55% marks in the Master's degree in order to qualify for UGC/NET, the University has made a provision to allow them to improve their performance in theory papers. Students are given only one opportunity for improvement and cannot apply for improvement for more than 25% of the courses in the programme. The improvement is not permitted to those students who have completed their maximum duration of the programme including the re-admission period.

4.11.13 The University has introduced an examination fee of Rs. 50/- per course for theory papers from December 2007 TEE onwards.

4.11.14 The University has been offering 'Walk-in Admission' in all Certificate Programmes of six months duration since 2000. This scheme would be extended to all the academic Programmes of the University from July 2008 admissions cycle.

4.11.15 A Students Grievance Cell has been established in October 2007, to take care of the grievances of students received online. The Students Grievance Cell handled approx. five thousand grievances in the reported period.

4.11.16 The Research Cell was established in January 2008 to conduct research in the development, delivery and evaluation of academic programmes.