

POST GRADUATE DIPLOMA IN DISASTER MANAGEMENT

PROGRAMME GUIDE



**School of Social Sciences
Indira Gandhi National Open University
Maidan Garhi
New Delhi-110 068**

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Further information on the Indira Gandhi National Open University courses may be obtained from the University office at Maidan Garhi, New Delhi - 110 068 or visit the University Website at <http://www.ignou.ac.in>

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POST GRADUATE DIPLOMA IN DISASTER MANAGEMENT

Programme Code	:	PGDDM (32 credits)
Educational Qualifications	:	Bachelor's Degree in any subject or a higher degree.
Duration	:	Minimum: 1 year, Maximum: 4 years
Programme Fee Total	:	Rs. 6000/-
Academic Session	:	Jan. to Dec. and July to June*
Term End Exam	:	June and December

Courses Code		Credit
MPA-001	Understanding Natural Disasters	4
MPA-002	Understanding Man-Made Disasters	4
MPA-003	Risk Assessment and Vulnerability Analysis	4
MPA-004	Disaster Preparedness	4
MPA-005	Disaster Response	4
MPA-006	Disaster Medicine	4
MPA-007	Rehabilitation, Reconstruction, and Recovery	4
MPAP-001	Project Work/MED-004 Towards Participatory Management	4

Learners are required to submit one Tutor Marked Assignment (TMA) for each course. The TMA for January – December session is to be submitted to the Study Centre by 30th September. The TMA for July-June session is to be submitted to the Study Centre by 31st March.

Online Submission of Examination Form

A fee of ₹120/- per course is charged as examination fee. If result of the previous examination is not declared the fee for that course can be exempted while filling the form for the next exam. The detailed guidelines are available at ignou website www.ignou.ac.in. There is a separate late fee if forms are submitted after due date.

Keeping the interest of the students, University has approved the acceptance of the examination forms from the students through **online mode only**. The details are given below.

Description	June TEE	December TEE	Online submission
Without late fee	Upto 30 th April	Upto 31 st October	Online submission For Latest information see website: www.ignou.ac.in
Late fee of Rs. 1000/-	1 st May to 10 th May	1 st November to 10 th November	Online submission

For update and recent notification kindly visit University's website: www.ignou.ac.in

The examination forms with the requisite late fee shall be submitted by the students from **1st May to 10th May** for June TEE and **1st November to 10th November** for December Term End Examination (TEE) through **online mode only**. The examination fee should be paid by students through Debit/Credit Card only.

1. THE UNIVERSITY

The Indira Gandhi National Open University (IGNOU) is a University with a difference in that it aims at providing educational opportunities to all those who desire higher education without being constrained by the limitations of place and time. With a view to develop a versatile education system with emphasis upon innovation, cost effectiveness, flexibility, universality, and societal involvement, IGNOU was established in September 1985 by an Act of Parliament and ranks as one of the premier educational institutions in the world. IGNOU has contributed significantly to the development of higher education in India. It has been a world leader in open- distance education and that is why the “**Centre of Excellence Award**” in Distance Education was conferred on it in 1993 by the Commonwealth of Learning (COL). It also received the “**Award of Excellence for Distance Education Materials**” in 1999 from COL.

The significant features of Indira Gandhi National Open University are:

- relaxed entry rules;
- study according to the student’s own pace and convenience;
- study at the students’ own chosen place;
- flexibility in choosing a combination of courses from across a whole range of disciplines; and
- use of modern educational, computer, and communication technology.

The University functions with the objective of:

- providing access to higher education to large segment of population and thereof seeking to achieve the educational well being of the community;
- providing access to higher education to the disadvantaged groups and individuals and thereby opening up opportunities to upgrade knowledge and skills;
- bringing higher education to the door-steps of all those who want it;
- providing an integrated development of human personality;
- promoting awareness of national integration; and
- providing high quality education at the university level.

2. UNIVERSITY RULES

2.1 Open Access

Access to programmes is open to all, subject to fulfilment of minimum eligibility criteria.

2.2 Scholarships and Reimbursement of Fee

Reserved categories, such as, Scheduled Castes, Scheduled Tribes, and Other Backward Classes, and Physically Challenged students have to pay the fee at the time of admission to the University along with other students.

Physically challenged students admitted to IGNOU are eligible for Government of India scholarships. They are advised to collect scholarship forms from the respective State Governments' Directorate of Social Welfare, or the Office of Social Welfare Officer, and submit the filled-in forms to them through the Regional Director concerned.

Similarly, SC/ST, and other Backward Class students have to submit their scholarship forms to the respective State Directorates of Social Welfare or to the Office of the Social Welfare Officer, through the concerned Regional Director of IGNOU for reimbursement of programme fee.

2.3 Validity of Admission Lists

Candidates who are offered admissions have to join on or before the due dates specified by the University. In case they want to seek admission for the next session, they have to apply afresh and go through the admission process again.

2.4 Incomplete and Late Applications

Incomplete and late application forms, and forms furnishing false information can be rejected without any intimation to the candidates. The candidates are, therefore, advised to fill the relevant columns carefully and enclose attested copies of all the necessary certificates asked for, and submit the form to the Regional Director concerned on or before the due date.

2.5 Simultaneous Registration

A student is permitted to register for only one programme in a given academic session. Violation of this rule results in the cancellation of admission to the programmes and forfeiture of the programme fee.

Note: Registration fee once paid will not be refunded under any circumstances. Programme fee may, however, be refunded if admission is not given for any reason.

2.6 IGNOU Website

You may also access all relevant information and assignments from the University Website at www.ignou.ac.in

3. SCHOOL OF SOCIAL SCIENCES

The School of Social Sciences has eight disciplines namely Economics, History, Library and Information Science, Political Science, Public Administration, Sociology, Anthropology and Psychology. The School is engaged in planning and development of academic programmes at the degree, diploma and certificate levels. It is actively involved in preparation of audio/video programmes and conducting research.

The School offers the following programmes:

Research Degree

- Doctor of Philosophy in Gandhian Thought and Peace Studies (PhD in Gandhian Studies) Integrate (DoPGPS)
- Doctor of Philosophy in Economics (PhD in Economics)
- Doctor of Philosophy in Psychology (PhD in Psychology)

- Doctor of Philosophy in Public Administration (PhD in Public Administration)
- Doctor of Philosophy in History (PhD in History)
- Doctor of Philosophy in Political Science (PhD in Political Science)
- Doctor of Philosophy in Sociology (PhD in Sociology)
- Doctor of Philosophy in Library and Information Science (PhD in Library and Information Science)
- Doctor of Philosophy in Anthropology (PhD in Anthropology)
- M.Phil. in Gandhian Thought and Peace Studies
- MPhil in Economics (MPhil (Economics))
- MPhil in Sociology

Master's Degree

- Master of Arts in Gandhian Thought and Peace Studies (MA(GPS))
- Master of Arts (Economics) (MEC)
- MA in Psychology (MAPC)
- Master of Arts (Public Administration) (MPA)
- Master of Arts (History) (MAH).
- Master of Arts (Political Science) (MPS)
- Master of Arts Sociology (MSO)
- Master of Library and Information Science (MLIS)
- Master in Anthropology (MAAN)

PG Diploma

- Post Graduate Diploma in Gandhian Thought and Peace Studies (PGDGPS)
- Post Graduate Diploma in Disaster Management (PGDDM)
- Post Graduate Diploma in Library Automation and Networking (PGDLAN)
- Post Graduate Diploma in Mental Health (PGDMH)

PG Certificate

Post Graduate Certificate in Gandhian Thought and Peace Studies (PGCGPS)

Bachelor's Degree

- BA in Psychology (BAPC)
- Bachelor's Degree in Library and Information Science (BLIS)
- Bachelor Preparatory Programme (BPP)
- Bachelor in Arts (BA)

Certificate

- Certificate in Disaster Management (CDM)
- Certificate in Environmental Studies (CES)

4. POST GRADUATE DIPLOMA IN DISASTER MANAGEMENT

4.1 Introduction

IGNOU is committed to providing quality education at low costs to those who have for some reason or the other, missed or did not get the opportunity for further studies. Keeping the heterogeneous nature and varied needs of its clientele, the University offers a range of programmes catering to human resource development as well as self-enrichment. The aim of the Post Graduate Diploma in Disaster Management is to provide comprehensive knowledge to the learners on disaster preparedness, mitigation, and rehabilitation. It will enable the learners to equip themselves with disaster response techniques, risk assessment and vulnerability analysis, communication-skills, and skills pertaining to emergency medical requirement.

4.2 Eligibility

In accordance with the University's general policy of 'openness' and 'flexibility' vis-a-vis eligibility criteria, all graduates are eligible for admission. There is no admission test.

4.3 Duration

The Programme can be completed in a minimum period of one year and a maximum period of four years.

4.4 Medium

The programme is available in English and Hindi Medium. However MED-004 is available only in English medium. But you can attempt the assignments and exam of MED-004 in Hindi.

4.5 Credit System

The Courses are based on credits. One credit is equivalent to 30 hours of study. In other words, you will have to put in 120 hours of study for completing a 4-credit course. This helps the learners to understand the academic effort one has to put in. Completion of an academic programme (Degree, Diploma or Certificate) requires successful clearing of the assignments and term-end examination of each Course, and the Project Work, wherever applicable in the Programme.

4.6 Programme Structure

PGDDM is a 32-credit Programme with the following Courses:

Courses		Credits
MPA-001	Understanding Natural Disasters	4
MPA-002	Understanding Man-made Disasters	4
MPA-003	Risk Assessment and Vulnerability Analysis	4
MPA-004	Disaster Preparedness	4
MPA-005	Disaster Response	4
MPA-006	Disaster Medicine	4
MPA-007	Rehabilitation, Reconstruction, and Recovery	4
MPAP-001	Project Work/MED-004 Towards Participatory Management	4

Themes for the Project Work will be sent separately in Project Handbook. Learners who do not want to opt for Project Work have to opt for another course, that is MED-004 'Towards Participatory Management'.

4.7 Instructional System

PGDDM is based on multimedia approach and delivers through self-instructional print material, audio-video programmes, assignments, counselling sessions, and teleconferencing.

Print Material

These comprise mainly self-instructional material. Other study materials required for a particular Course, such as, original texts of thinkers or essays from secondary sources will be made available at the Study Centres libraries.

The Units in the Course material have been carefully designed and written by specialists engaged in the study, research, and profession of disaster management. The names of the authors are listed in the Course material. It may, however, be added that the Units are by no means comprehensive in discussing different themes. It is, therefore, advised that you read as much of the books and research articles as possible and also those suggested at the end of the print material. The University will make some of these books available at the Study Centre libraries.

Audio- Video (AIV) Programmes

The Audio and Video programmes are supplementary, meant for clarification and enhancement of understanding. These are used during counselling sessions at the Study Centres. Video: programmes are also telecast on the national network of Doordarshan /Gyan Darshan. Besides; live counselling IS also provided on radio. These sessions are conducted for an hour on Sundays from 189 All India Radio Stations spread across the country. You can' ask questions right from your home on telephone.

Counselling Sessions

Generally, counselling sessions are held at the Study Centres during weekends (Saturdays and Sundays) and holidays. The Study Centre Coordinators will provide the counselling schedule.

Teleconferencing

The teleconferencing sessions are organised by the School of Social Sciences with the help of the Electronic Media Production Centre (EMPC). At present, the technical part comprises- one-way video and two-way audio components— but in near future it shall be two-way video and audio through EDUSAT. The subject experts counsel students on various aspects of the Courses in these sessions. You will be informed of the schedule of these sessions in advance through the IGNOU Newsletter and Website. The learner will have to go to the nearest reception centre at the scheduled time for taking the benefit of this facility.

Study Centres

Each student admitted to this Programme will be attached to a Study Centre. At present, there are 278 Study Centres located in different places of the country activated for this Programme. Students may opt for enrolment in the nearest Study Centre. Every Study Centre is managed by a Coordinator. The students are advised to be in regular contact with their respective Study Centres and interact with the Coordinator as frequently as possible. The facilities provided at the Study Centres, normally, include the following:

- Counselling sessions in different Courses relating to PGDDM.
- Library facility with basic reading material related to various aspects of the discipline.
- Audio-Video programmes specially designed for PGDDM.
- Teleconferencing (at the Regional Centres).

4.8 Structure of Courses

MPA-001 UNDERSTANDING NATURAL DISASTERS (CREDITS 4)

This Course focuses on, natural disasters, which have been categorised as hydrological, wind-related, geophysical, and climatic. Under each category, an attempt is made to discuss the causes and impacts, along with past illustrations and geographical distribution. Preparedness, response and traditional coping mechanisms pertaining to these disasters are also dealt. A list of do's and don'ts is also suggested. The Course content is as follows:

- 1) Understanding Natural Disasters
- 2) Understanding Disaster Management
- 3) Flood
- 4) Flood: Case Studies
- 5) Drought
- 6) Drought: Case Studies
- 7) Cyclone
- 8) Cyclone: Case Studies
- 9) Earthquakes
- 10) Earthquakes: Case Studies
- 11) Landslides
- 12) Landslides: Case Studies
- 13) Avalanches
- 14) Avalanches: Case Studies
- 15) Volcanic Eruptions
- 16) Volcanic Eruption: Case Studies
- 17) Heat and Cold Waves
- 18) Climate Change: Global Warming
- 19) Climate Change: Sea level Rise
- 20) Climate Change: Ozone Depletion

MPA-002 UNDERSTANDING MAN-MADE DISASTERS (CREDITS 4)

Disasters can be generally categorised as natural and man-made. The man-made disasters included in this course are nuclear disasters, industrial accidents, environmental disasters, fires, rail accidents, road accidents, air accidents and sea accidents. The causes, impacts, preparedness, and response pertaining to these disasters shall be dealt in this Course. The Course shall further

include the lessons learnt and do's and don'ts relating to these disasters. The Course content is as follows:

- 1) Understanding Man-Made, Disasters
- 2) Nuclear Disasters
- 3) Chemical Disasters
- 4) Biological Disasters
- 5) Building Fire
- 6) Coal Fire
- 7) Forest Fire
- 8) Oil Fire
- 9) Air Pollution
- 10) Water Pollution
- 11) Deforestation
- 12) Industrial Wastewater Pollution
- 13) Road Accidents
- 14) Rail Accidents
- 15) Air Accidents
- 16) Sea Accidents

MPA-003 RISK ASSESSMENT AND VULNERABILITY ANALYSIS

(CREDITS 4)

This Course deals with the meaning, observation, perception, and identification of risk and vulnerability factors associated with disasters. Factors contributing to vulnerability such as poverty, displacement, etc. are discussed. Various preventive strategies, such as, policies pertaining to emergency assistance, social development and infrastructure development are also dealt. The Course content is as follows:

- 1) Hazard, Risk and Vulnerability
- 2) Understanding Risk: Concepts and Elements
- 3) Risk Reduction
- 4) Risk Analysis Techniques
- 5) Participatory Risk Assessment
- 6) Vulnerability Analysis and Risk Assessment
- 7) Observation and Perception of Vulnerability
- 8) Vulnerability Identification
- 9) Vulnerability: Social Factors
- 10) Vulnerability: Economic Factors
- 11) Vulnerability to Shanty Settlements

- 12) The Experience of Vulnerability-I
- 13) The Experience of Vulnerability-II
- 14) Strategies for Survival
- 15) Vulnerability and Development: The Role of Development
- 16) Resource Analyses and Mobilisation
- 17) Strategic Developments for Vulnerability Reduction

MPA-004 DISASTER PREPAREDNESS

(CREDITS 4)

The effects of disasters on human lives, property and livestock can be minimised through adequate preparedness. This Course highlights the important facets of disaster prevention, preparedness, and mitigation. Disaster preparedness plan, use and application of emerging technologies, role and responsibilities of various agencies and mitigation strategies constitute the core components of this Course. The Course content is as follows:

- 1) Disaster Management: Prevention, Preparedness, and Mitigation
- 2) Disaster Preparedness: Concept and Nature
- 3) Disaster Preparedness Plan
- 4) Disaster Preparedness for People with Special Needs/Vulnerable Groups
- 5) Disaster Preparedness with Relevance to Housing, Infrastructure and Livestock
- 6) Community Based Disaster Preparedness Plan
- 7) Role of Information, Education, Communication, and Training
- 8) Disaster Preparedness: Role and Responsibilities of Central, State, District, and Local Administration
- 9) Disaster Preparedness: Role and Responsibilities of Armed Forces, Police, Para-military Forces, National Service Scheme and Scouts
- 10) Disaster Preparedness: Role and Responsibilities of International Agencies, Non-governmental Organisations, Community Based Organisations, Community and Media
- 11) Information Technology: Role in Disaster Preparedness with Special Reference to Geographical Information System
- 12) Use and Application of Emerging Technologies in Disaster Preparedness-I
- 13) Use and Application of Emerging Technologies in Disaster Preparedness- II
- 14) Disaster Mitigation
- 15) Disaster Mitigation Strategies
- 16) Emerging Trends in Disaster Mitigation-I
- 17) Emerging Trends in Disaster Mitigation -II
- 18) Mitigation Management-I
- 19) Mitigation Management-II

MPA-005 DISASTER RESPONSE

(CREDITS 4)

Disaster response assumes significance in the immediate impact and post-impact phase of disasters. Various aspects of response, such as, minimum standards of relief, management of relief commodities and services, stakeholders' coordination in response, and recovery are covered in this Course. The Course also deals with the various facets of human behaviour and response in disaster situations. The Course content is as follows:

- 1) Disaster Response Plan
- 2) Communication, Participation, and Activation of Emergency Preparedness Plans
- 3) Logistics Management
- 4) Needs and Damage Assessment
- 5) Disaster Response: Central, State, District, and Local Administration
- 6) Armed Forces in Disaster Response
- 7) Disaster Response: Police and Other Forces
- 8) Role of Multiple Stock Holders in Disaster Response
- 9) Psychological Response
- 10) Trauma and Stress Management
- 11) Rumour and Panic Management
- 12) Minimum Standards of Relief
- 13) Managing Relief
- 14) Funding Relief
- 15) Recovery

MPA-006 DISASTER MEDICINE

(CREDITS 4)

Disaster Medicine is the study and application of medical and health disciplines to the prevention, preparedness, response, and recovery of health problems arising out of disasters. This Course deals with the meaning and significance of disaster medicine, epidemiological study of disasters, disaster site management, casualty area management, community health management, and ICT applications in health management in disasters. Case studies of medical and health interventions shall also form part of this Course. The Course content is as follows:

- 1) Understanding Disaster Medicine
- 2) Epidemiological Study of Disasters
- 3) Prevention of Risk
- 4) Medical Preparedness Plan
- 5) Logistics Management
- 6) Remote Area Planning
- 7) Education and Training in Health Management of Disasters
- 8) Disaster Site Management

- 9) Clinical Casualty Management
- 10) Community Health Management
- 11) Medical and Health Response to Different Disasters
- 12) Role of Information and Communication Technology in Health Response
- 13) Psychological Rehabilitation
- 14) Practical Manual
- 15) Case Studies of Medical and Health Interventions in Disaster Management

MPA-007 REHABILITATION, RECONSTRUCTION AND RECOVERY (CREDITS-4)

Rehabilitation aims at bringing about a total reconstruction of damaged physical and social infrastructure. It involves a full-fledged economic recovery process. The three key components of 'Disaster and Development' Process, namely, rehabilitation, reconstruction and recovery this form the major part of this Course. The role of various governmental and non-governmental agencies involved in rehabilitation, the key aspects of economic and social rehabilitation, and the philosophy and psychology for coping with disasters are dealt with in this Course. It also includes some Case Studies on participative rehabilitation. The reconstruction aspect discussed in the Course throws light on disaster resistant construction, and the role of education and awareness in housing and insurance. The measures for long-term recovery and long-term counter disaster planning are also examined in this Course. The Course content is as follows:

- 1) Reconstruction and Rehabilitation as a Means of Development
- 2) Damage Assessment
- 3) Role of Various Agencies in Disaster Management and Development
- 4) Information Management Structure
- 5) Parameters of Vulnerability
- 6) Development of Physical and Economic Infrastructure
- 7) Creation of Long-term Job Opportunities and Livelihood Options
- 8) Funding Arrangements for Reconstruction
- 9) Nature of Damage to Houses and Infrastructure due to Disasters
- 10) Disaster Resistant House Construction
- 11) Role of Housing Building Authorities
- 12) Education and Awareness
- 13) The Philosophy of Coping with Disasters
- 14) Dealing with Victims' Psychology .
- 15) Role of Information Dissemination
- 16) Participative Rehabilitation Process: Some Case Studies
- 17) Role of Various Agencies in Recovery Measures
- 18) Monitoring and Evaluation of Rehabilitation Work

- 19) Constraints in Monitoring and Evaluation
- 20) Long-term Recovery
- 21) Long-term Counter Disaster Planning

MPAP-001 PROJECT WORK

(CREDITS 4)

Themes and other details concerning the Project Work will be sent separately in Project Handbook. Learners who are not interested in doing Project Work can opt for another course, namely, MED-004 'Towards Participatory Management', in lieu of the Project Work. MED-004 is also of four credits. The students are allowed for the change in the optional course only within one year of enrolment.

MED-004 TOWARDS PARTICIPATORY MANAGEMENT (CREDITS 4)

This Course enables the students to explore the knowledge and skills required for working successfully with individuals and groups to integrate the conservation efforts with development through participatory process. It covers how other people have worked for participatory community development and the theories about their work. The theory and practice of participatory community development is also explored.

Block 1 Genesis and Concepts of Participatory Management

- Unit 1 Towards Participatory Management: A New Paradigm
- Unit 2 Historical Perspective of the Evolution of Participatory Development
- Unit 3 Participatory Development
- Unit 4 Participatory Rural Appraisal or Participatory Reflection and Action

Block 2 Approaches to Participatory Management

- Unit 5 Different Models of Participatory Approach in South Asia
- Unit 6 Model for Urban Development "Orangi Pilot Project"
- Unit 7 Rural Poverty Unperceived
- Unit 8 Integrated Rural Poverty Alleviation

Block 3 Women and Youth in Participatory Management

- Unit 9 Women's Participation in Community Decision Making
- Unit 10 Practical Action
- Unit 11 Youth Participation in Development
- Unit 12 Organisational Change for Sustainable Development

Block 4 Participatory Management of Natural Resources

- Unit 13 Participatory Forest Resource Management
- Unit 14 Participatory Management of Mountain Ecosystems
- Unit 15 Participatory Coastal Management
- Unit 16 Participatory Management of Solid Waste
- Unit 17 South Asian Cooperative Environment Programme

5. EVALUATION

Evaluation consists of two parts: 1) continuous evaluation through assignments, and 2) term-end examination. In the final result, continuous evaluation (assignment of a Course) carries 30% weightage, while 70% weightage is given to term-end examination, Following is the scheme of awarding divisions and grades:

Division	Percentage Range	Grade	Point Grade
I	80 and above	A-Excellent	5
	60 to 79.9	B- Very Good	4
II	50 to 59.9	C-Good	3
Pass	40 to 49.9	D-Satisfactory	2
Unsuccessful	Below 40	E-Unsatisfactory	1

You are required to score at least 40% marks in continuous evaluation (assignments) as well as term-end examination separately. In the overall computation also, you must get at least 40% marks in each Course to claim the Post Graduate Diploma in Disaster Management.

5.1 Assignments

Assignments constitute the continuous evaluation system. Submission of assignments is compulsory. Assignments of a Course carry 30% weightage while 70% weightage is given to the term-end examination.

There is one Tutor-Marked Assignment (TMA) for each four-credit Course. You will have to submit one TMA for each Course. These assignments are designed to test your comprehension of the print material you receive, and to prepare you for the term-end examination. They are designed in such a way as to help you concentrate mainly on the printed Course material and supplement with personal experience, conceptual grasp, and keen observation.

The last date for submission of assignments (Jan-December Session) is 30 September and for (July-June Session) is 31st March. .

You will not be allowed to appear for the term-end examination for a Course if you do not submit the assignment in time for that Course.

The evaluators/counsellors after correcting the assignments shall send them back to you with their comments and marks. The comments guide you in your study and help in improving your performance.

The University/Coordinator of the Study Centre has the right not to entertain or to reject the assignments submitted after the due date. You are, therefore, advised to submit the assignments before the due date.

If you do not get a passing grade in any assignment, you have to submit it again. However, once you get the pass grade in an assignment, you cannot re-submit it for improvement of grade. Assignments are not subject to re-evaluation except for factual errors, if any, on the part of the evaluator. The discrepancy noticed by you in the evaluated assignments should be brought to the notice of the Coordinator of the Study Centre, so that he/she forwards the correct score to the Student Evaluation Division (SED) at the Headquarters.

Whenever you receive a set of material and assignments, check them immediately and ask for missing book/books, if any, to the Regional Director of your Regional Centre.

5.2 Term-end Examination

As stated earlier, term-end examination is the major component of the evaluation system and it carries 70% weightage in the final result. You must fill and send your term-end examination form before the last dates, that is, 31st March for June exam, and 30th September for December exam.

In case, you fail to secure a pass score (40% marks) in the term-end examination, you will be eligible to reappear in the next term-end examination for that Course, as and when it is held, within the total span of the Programme.

Eligibility for Examination

To be eligible to appear in the term-end examination in any Course, you are required to fulfil the following four conditions:

- 1) You should have paid the Course fee. You should not apply for appearing at the term-end examination of any Course without getting registered for the same and if you do so, your result would not be declared and the onus shall be on you.
- 2) You should have opted and pursued the prescribed Course.
- 3) You should have submitted the assignments for the respective Course; and
- 4) You should submit the examination form in time.
- 5) The students who have opted for MPAP-001 (Project Work) should submit the project work by October 30 (Jan-December session) and April 30 (July-June session).

Examination Date Sheet

Examination date sheets (Schedule which indicates the date and time of examination for each course) are notified through IGNOU website– www.ignou.ac.in from time to time. Thus, normally, the date sheet for June examination is available in April and for December examination in the month of September. You are advised to see whether there is any clash in the examination dates of the courses you wish to take i.e. examination of any two courses you wish to take are scheduled on the same day at the same time. If there is any clash, you are advised to choose one of them in that examination and the other course in the next examination (i.e., June or December as the case may be).

Online Submission of Examination Form

It is an essential pre-requisite for you to submit the Examination Form for taking examination in any course. Examination Form is available online at IGNOU website. Only one form is to be submitted for all the courses in one term-end examination. **You need to pay separate fee for the examinations.**

A fee of ₹120/- per course is charged as examination fee. If result of the previous examination is not declared the fee for that course can be exempted while filling the form for the next exam. The detailed guidelines are available at ignou website www.ignou.ac.in. There is a separate late fee if forms are submitted after due date.

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For update and recent notification kindly visit University's website: www.ignou.ac.in

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Admit Card

After receiving the examination forms from you, the University will send admit card to you before the commencement of examination. If you do not receive the admit card 15 days before the commencement of examinations, you may contact your Study Centre or Regional Centre or Student Evaluation Division at the Headquarters. Now your admit cards for term-end examination are available on internet also. You can download the same from University website www.ignou.ac.in and the same would be valid provided you carry your Identity Card along with it. If your name is registered for examinations in the list sent to the Study Centre, you can take the examination by showing your Identity Card (Student Card) to the examination centre superintendent, even if you have not received admit card or-misplaced it.

Every student must bring identity card for appearing in term end examination along with the Admit card.

Examination Centre

Your Study Centre is normally your examination centre. The University at its discretion may allot you any examination centre other than your study centre. Change of examination centre is not generally permitted. In exceptional cases change of centre may be considered. For this students should apply one month in advance to Registrar, SED at IGNOU.

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

Declaration of Result

It is your duty to check whether you are registered for a particular course and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled.

Although all efforts are made to declare the result in time, there will be no binding on the University to declare the results of the last examination before commencement of next examination. You are therefore, advised to fill up the examination form without waiting for the result and get it cancelled at a later date if so required.

Early Declaration of Result

In order to facilitate the students who have got offer of admission and/or selected for employment etc. and are required to produce marks-sheet/grade card by a specified given date may apply for early processing of their answer scripts and declaration of the results for this purpose. The students are required to apply in the specified format which is available in this Programme Guide with the prescribed fee. The students can submit their request for early declaration before the commencement of the Term-end Examination, i.e. before 1st June and 1st December respectively. The University in such cases will make arrangements for processing the answer scripts and declare the result as a special case.

Re-evaluation of Scripts

There is provision for re-evaluation of answer scripts. The students can apply in the prescribed form which is available in the Programme Guide for re-evaluation of answer script against payment of Rs. 750/- per course by means of demand 'draft drawn in favour of IGNOU, New Delhi within one month of the date of declaration of result.

Study Centre is the contact point for you. The University cannot send communication to all the students individually. All the important communications are sent to the Coordinators of the Study Centres and Regional Directors. The Coordinators would display a copy of such important circular/ notification on the notice board of the Study Centre for the benefit of all the students” You are therefore, advised to get in touch with your Coordinator for day-to-day information about assignments, submission of examination forms, date-sheet, list of students admitted to a particular examination, declaration of result, etc.

You can also check your result on internet at our website **www.ignou.ac.in**.

While communicating with the University regarding examination, please clearly write your enrolment number and complete address. In the absence of such details, we will not be able to attend to your problems.

6. TIPS FOR EFFECTIVE LEARNING IN OPEN UNIVERSITY

How to Approach your Studies: It would be beneficial for you to go through the Programme Guide as well as the Handbook provided by the University. This will help you to know exactly about the facilities being extended and how you can make best use of these in your learning. This will provide you an idea of what to expect from the system and how best to use the support being provided.

Quasi-permanent Separation: To bridge your semi-permanent separation from your counsellor and to enable you to take advantage of the flexibilities provided in the Open Distance Learning (ODL) system, provision for Face-to-Face interaction has been made. Moreover, you can contact your teacher at the Headquarters through phone and e-mail. However, the onus of learning is on you. You must make full use of the flexibility, facilities, and inventiveness provided by the system.

Adhere to the Schedule of Operations: Various activities in the ODL system are time bound and the details are given in the Programme Guide and the Handbook sent to you. Adherence to the Schedule of Operations shall help you enormously in completion of the Courses. As a thumb rule, if you study three hours a day regularly, you should be successful in completing the course in the minimum stipulated time.

Studying at your Pace and Place: You can learn at your pace and place, but it would help if you periodically revise what you have learnt. This would also enable you to assess as to how much remains to be done. The Distance Education system provides for all in-built teacher the Self Instructional Material (SIM). Your pace of learning could be faster and effective if you abide by the instructions given to you in the SIM, and follow the sequence and steps suggested therein, as the objective of these access devices is to regulate your pace of learning.

Taking Notes: In SIMs, some space has been provided to take important notes. You should identify keywords/ terms, and put remarks while going through it. This facilitates cross-referencing. You must answer/solve problems in the Activity yourself, for better understanding and preparation for the examination.

Using Media Effectively: Audio-visual learning is faster and can be more effective. That is why multimedia is one of the integral components of our multiple media instructional package. For complementing your learning with the help of multi-media effectively, you should visit your Study Centre for counselling and insist that your counsellor shows AN programmes. Such visits will also help you obtain the latest information on broadcast and telecast of programmes and teleconferences. Now IGNOU has a 24 hr. TV Channel 'Gyan Darshan,' and a countrywide network of PM radio stations. You should contact your cable operators to beam Gyan Darshan. In case, it is not possible for you to visit your SCs for some reason, you can procure these cassettes/CDs from the University for convenient viewing.

Preparing Assignment Responses: The separation between the teacher and the taught in the ODL system is bridged through dialogue established by continuous assessment. Your assignment responses provide an opportunity to your counsellor to guide you and pace; your learning depending on your progress. Therefore, you must write your assignment yourself, in your words depending on the scope of every question. In some questions, you might be required to give a brief outline, while in others you may be asked to give your justifications/demonstrate your skills and knowledge/give detailed description, etc. It is also possible that you may be required to refer to a particular source of information or data and present your analysis. You may also discuss-implications and suggest application and/or give illustrations.

When you have answered the assignments, pause for a while and recheck your response to make sure that:

- The language is your own, simple and comprehensible;
- It covers all relevant aspects and is with expected details;
- The content is accurate and relevant;
- The presentation is logical and clear;
- The main points are well supported by examples/arguments/illustrations; and
- The response has been legibly written.

You must keep a copy of all assignments and file them in order, separately, for each Course. While submitting your assignment at your Study Centre, you must insist on obtaining acknowledgement. In case you send your assignment by post, keep the registration slip as evidence. In case of any difficulty or unconvincing response at the Study Centre, please contact your Regional Centre or the Headquarters. Normally, you should obtain your Tutor Marked Assignment within 45 days. In case you do not receive your evaluated TMAs with tutor comments in the stipulated period, you should check with the Study Centre Coordinator. Once you receive the evaluated assignment responses, go through the tutor comments. A careful reading of the comments should give you an idea as to how you can improve your responses in future.

Learning from Counselling and Peer Group: In order to make the best use of the counselling sessions, you should have read the relevant Units before going for the counselling session. This will enable you to have useful interaction with your counsellors and peer group. Participate in the discussion with an open mind. Take note of important points identified by other peer group members and the counsellor. Do not hesitate to clarify doubts, even if they are trivial.

Taking the Term-end Examination: In our system of education, career prospects are influenced by the performance in examinations. So, you should approach examinations with some caution. However, this should not cause anxiety. Another important point to be kept in mind is that you must submit your assignments as per schedule before the examination.

Preparing for the Examinations: The surest way to success in examinations is to conscientiously employ effective study techniques over a period of time. For example, if you follow the tips provided here, your chances of success will improve. You will certainly remember more, have a better understanding, and be able, to organise your ideas quickly and effectively.

On the examination day: When you receive the question paper:

- Read the instructions. and the question paper right through very carefully, paying attention to each question;
- Be objective, and assess what precisely the questions demand of you;
- Budget your time, that is, you should carefully allocate your time according to the weightage given to each question; and
- Plan your answer and form a sense of priority.

7. SOME USEFUL ADDRESSES

- | | |
|---|---|
| 1) Examinations, examination centres, results, and other exam related matters. | Registrar (Student Evaluation Division)
IGNOU, Maidan Garhi, New Delhi-110 068 |
| 2) Non-receipt of study material, | Registrar, MPDD, IGNOU, New Delhi |
| 3) Change of course/programme, admissions, fees, scholarships and Change of Address | Regional Director of your respective region. |
| 4) Counselling and other problems relating to Study Centres | Assistant Director (Student Affairs), Regional Services Division, IGNOU, Maidan Garhi, New Delhi – 110 068 |
| 5) Purchasing of Audio/Video Tapes | Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110 068 |
| 6) Academic Matters | Prof. Uma Medury
Prof. Dolly Mathew
Programme Co-ordinators (PGDDM)
School of Social Sciences
IGNOU, Maidan Garhi,
New Delhi-I 10 068
umamedury@gmail.com
dollymathew9@gmail.com |

You are also advised to get in touch with the Co-ordinator of your Study Centre for timely information.

IMPORTANT POINTS

- Please file all letters that University sends to you and read this Programme Guide carefully. A record of your progress is maintained at the SRD and SED, but you must maintain your own record for comparisons, if needed.
- Do write to us if you have any difficulties or problems while working through the Programme. Remember to intimate the relevant authority sufficiently in advance.
- Some forms along with instructions for filling in are printed in the Programme Guide. Students are advised to make use of photocopies of these forms and not the forms printed here, as these are only sample forms:
- All types of communication (letters, applications, etc.) are attended to by us as soon as possible. It is therefore, desirable that you make your letters brief and precise. It is mandatory to mention your enrolment number and present address in all your correspondence.
- The University reserves the right to change the rules detailed in this Programme Guide. However, you will be informed about the changes through supplementary circulars well in advance.
- In your own timetable, you must make provision for unforeseen situations, such as illness, official duties, various social obligations, etc. By doing so, you will save yourself from unexpected delays. The golden principle is to do it today what you have planned to do tomorrow.

9. SOME FORMS FOR YOUR USE

In this Section we are enclosing the sample of some forms which are useful to you. Whenever you have to correspond with the University, please get the photocopy of the relevant form, fill it carefully and send as per instructions therein. The detailed instructions for all these forms are provided in this programme guide in different sections. The following forms are enclosed:

- 1) Assignment remittance-cum-acknowledgement form; change/correction of address/study centre
- 2) Change of Medium/Courses
- 3) Intimation of non-receipt of study material/assignments
- 4) Form for provisional certificate
- 5) Form for re-evaluation of answer scripts
- 6) Form for duplicate grade card/marksheet
- 7) Migration certificate form
- 8) Form for Issue of Duplicate Degree/Diploma/Certificate
- 9) Form for improvement in Division/Class
- 10) Form for early declaration of Result
- 11) Form for obtaining photocopy of the Answer Script
- 12) Form for use of Official Transcript.

To
The Regional Director



Change of Medium: Rs. 350/- per 2/4 credit course and Rs. 1200/- per 6/8 credit course
Change of Courses: it is Rs. 600/- for 2/4 credit and Rs. 1200/- for 6/8 credit courses.

Sub.: **1. Change of Medium of Study**
 2. Change of Courses of Study

Enrolment No.:

--	--	--	--	--	--	--	--	--	--

1. Change of Medium: From _____ to _____
2. Change of courses of study as per following details:

Title of the Course offered at the time of Registration	Medium	New Course to be offered	Medium

Fee Details: Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre.

Demand Draft No. _____ Dated _____

Amount Rs. _____ Drawn on _____

Signature:

Name _____

Address: _____

Phone &

Email _____

To
The Registrar,
MPDD, IGNOU
Maidan Garhi, New Delhi

Sub : Non-receipt of Study Material

Enrolement No.

--	--	--	--	--	--	--	--	--	--

Programme

--

Medium of Study

--

I have not received the study Materials in respect of the following :

Sl. No.	Course Code	Blocks
---------	-------------	--------

I have remitted all the dues towards the course fee and there is No change in my address given as follows :

Name and Address :
.....
.....
.....

Signature :
Date :

For Official Use

Date of despatch of study material to students



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Student Evaluation Division
Maidan Garhi, New Delhi-110 068

APPLICATION FORM FOR ISSUE OF PROVISIONAL CERTIFICATE

Enrolment No.

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Programme Title

Regional Centre

Name

Father's Name

Month and year of last examination in which you have completed the Programme

Mailing Address

.....

.....

.....

(Please Enclose a copy of your complete grade card.)

Filled in Application Form should be sent to:

The Registrar (Student Evaluation Division)
IGNOU,
Maidan Garhi,
New Delhi-110068

Date

.....
Signature



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068**

APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPT

Name :

Programme :

Enrolment No.

--	--	--	--	--	--	--	--	--

Address:.....
.....
.....

PIN :

--	--	--	--	--	--

Month and Year of the Exam :

Name of Exam Centre:

Centre Code :

Course, in which Re-evaluation is sought	COURSE CODE	TITLE OF THE COURSE
.....
.....
.....
.....

Fee detail:

(The fee for Re-evaluation of answer script is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of 'IGNOU' & payable at the City of Evaluation Centre)

No. of Course(s): × Rs. 750/- = Total Amount:

Demand Draft No. Date:

Issuing Bank:

Date:

Signature of the student

(P.T.O)

RULES & REGULATION FOR RE-EVALUATION OF ANSWER SCRIPTS

- 1) The request for re-evaluation by the student must be made before 31st March for December TEE and 30th September for June TEE or within one month of declaration of results, whichever is later.
- 2) The date of declaration of result will be calculated from the date on which the result are placed on the IGNOU website.
- 3) After re-evaluation, the better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered.
- 4) The revised marks/grade after re-evaluation shall be communicated to the student on receipt of re-evaluation result and result of re-evaluation will also made available on the IGNOU website at www.ignou.ac.in. The minimum time required for re-evaluation shall be 30 days from the date of receipt of application.
- 5) Re-evaluation is permissible in TEE only and not in the Project/Dissertation Practicals/Lab courses, Workshops, Assignments & Seminar etc.
- 6) On the top of the envelope containing the prescribed application form,

Please mention ‘**APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPTS**’

- 7) Application form must reach within the prescribed dates at the following address:-

Sl.No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.
2.	Dy. Registrar Evaluation Centre, Periyar Thidal No.50, EVK Sampath Road Vepery Chennai – 600 007	All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur and Sub-RC Vatakara.
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 2nd Floor, Biscomaun Tower W. Gandhi Maidan, Patna -800 001	All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri and Raghunathganj.
4.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, B-1/33, Sector-H, Aliganj Lucknow – 226 024	All Examination Centres in Lucknow, Varanasi, Aligarh, Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, Jammu and Srinagar,
5.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, 1st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016	All Examination Centres in Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, Rajkot and Mumbai.
6.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, H/No.71, GMC Road Christian Basti, Guwahati – 781 005	All Examination Centres in Guwahati, Itanagar, Imphal, Shilong, Agartala, Gangtok, Kohima and Aizwal.
7.	Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4th Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.	All Examination Centres in Kolkata, Darbhanga and Ranchi.

Control No.....

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi-110 068

APPLICATION FORM FOR OBTAINING DUPLICATE GRADE CARD/ MARKSHEET

Name

Enrolment No.

--	--	--	--	--	--	--	--	--	--

Address

.....

.....

.....

Pin

--	--	--	--	--	--

Programme

Month and Year of the Exam.

Centre from where appeared at
last examination

Bank Draft / IPO No. Dated

for Rs. 200/- in favour of IGNOU, New Delhi

.....
Signature

Dated

Note : Fee for duplicate grade card Rs.200/-. The duplicate grade card/mark sheet will be sent by Registered post.

The filled in form with the requisite fee is to be sent to :

The Registrar (Student Evaluation Division)
Indira Gandhi National Open University
Maidan Garhi,
New Delhi-110 068



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(To be submitted at the concerned Regional Centre)

Application Form for Issue of Migration Certificate

(To be filled in by the Applicant – Before filling in the form, see instruction on reverse)

1. Name :
2. Father's/Husband's Name :
3. Address
.....Pin
4. Particulars of last examination

Examination Passed (Programme)	Year of Passing	Enrolment No.	Marks Obtained	Grades Obtained

5. Name of the Regional Centre and Study Centre in which the Candidate is attached
.....
6. Name of the University to which the Candidate wants to migrate
.....

<p>Draft Details</p> <p>Amount Rs. _____ D.D. No. _____ Date _____</p> <p>Bank Name _____ Place of Issue _____</p>
--

(To be filled in by the Admissions Division)

1. The information furnished by Shri/Smt./Km. _____ is correct as per scholar register.
 2. He/She may be issued the Migration Certificate applied for _____
- Date _____ Dealing Assistant _____ Section Officer _____

I hereby declare that the information provided is correct to the best of my knowledge and I have paid all fee due to the University. In the event of any of the above information being found incorrect, the Certificate shall be liable to cancellation by the University.

Received the Migration Certificate No. _____ dated _____

Date: _____

Signature of the Applicant

INSTRUCTIONS

1. A fee of Rs. 500/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at concerned Regional Centre/City.
2. At the time of submission of the application for issue of Migration Certificate the student should attach xerox copy of consolidated Statement of Marks of Provisional Certificate issued by this University (duly attested) for verification.
3. Duplicate Migration Certificate can be issued on payment of Rs. 500/- only in case it has been lost, destroyed or mutilated on submission of an Affidavit drawn up on a non-judicial stamp paper of the value of Rs. 10/- to be sworn before a Magistrate on the following format.

“I, _____ Son/daughter/wife of _____
resident of _____ hereby
solemnly declare that the Migration Certificate No. _____ dated _____ issued
to me by the _____ to enable me to join _____
_____ University has been lost and I did not join any other University on the basis of the
same nor have I submitted the same for joining any other University. In case the lost Migration Certificate
is found, I shall deposit the same to the University”.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068
FORM OF APPLICATION FOR ISSUE OF A DUPLICATE COPY OF
UNIVERSITY DIPLOMA/DEGREE/CERTIFICATE

Note: For Instructions, please see reverse.

To
The Registrar
Student Evaluation Division
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068

Sir,

I wish to have a duplicate copy of my Diploma/Degree/Certificate for the Programme _____ Examination for the following reasons:

The prescribed fee of Rs. 750.00 is submitted herewith.

The required particulars are given below:

Name of Candidate (in Block Letters in English): _____

(in Hindi) : _____

Father's Name (in Block Letters): _____

Programme : Enrolment Number:

Examination Passed in Term End Examination - June/December, _____

Result: _____ Grade/Division _____

Name of the Study Centre : _____

Name of the Regional Centre : _____

& other particulars : _____

Full Permanent Address of student : _____

I solemnly declare that the particulars given above are correct to the best of my knowledge.

Yours faithfully,

Signature of the Student

Postal Address _____

Date: _____

I Certify that the above entires made by the applicant are correct.

Signature of Regional Director
With Stamp

**INSTRUCTIONS TO CANDIDATES FOR ISSUE OF DUPLICATE COPY OF
UNIVERSITY DEGREE/DIPLOMA/CERTIFICATE**

1. The form should be filled in duplicate legibly and signed by the candidate
2. The form should be submitted through the Regional Director of the concerned Regional Centre through which the candidate appeared at the said examination, and duplicate copy will be sent through the Regional Director concerned.
3. A duplicate copy of the Diploma, Degree or Certificate will be issued on submission of an affidavit signed by a First Class Magistrate together with an attested copy of the F.I.R. lodged with the nearest Police Station to this effect by the candidate on the grounds that either the original Diploma, Degree or Certificate has been irrecoverably lost destroyed or defaced and on payment of the fee prescribed.
4. In very special cases subsequent copies of the Diploma, Degree or Certificate may be issued for not more than four times, on submission of an affidavit signed and certified by a First Class Magistrate to the effect that the Diploma, Degree or Certificate issued previously by the University has been lost or destroyed, and on payment of the fee as prescribed for the issue of duplicate copy.

**FORM FOR AFFIDAVIT TO BE EXECUTED ON A NON-JUDICIAL STAMP
PAPER OF THE VALUE OF RS. 10/- BEFORE A FIRST CLASS MAGISTRATE**

I _____ Son/Daughter of Shri _____ resident of

_____ do hereby
solemnly declare that the original Degree Certificate dated _____ issued to me by the Director.
Student Evaluation Division, Indira Gandhi National Open University, Maidan Garhi-110068 on my
having passed the _____ examination in _____ under University
Enrolment No. _____ has been lost/destroyed.

I have filed an F.I.R. with _____ Police Station _____ and a
copy of the same duly attested by a Gazetted Officer/First Class Magistrate is appended hereto.

I also undertake that if my Original Diploma/Degree/Certificate which has been lost is put to any unfair
use by the person who may lay hands on it. I shall stand for the damages which may accrue from such
use.

Deponent

Signature _____
Address _____

Verification

Verified _____ this _____ day of _____ year that the contents of my
affidavit are true to the best of my knowledge.

Deponent

SWORN BEFORE ME

Signature _____

Designation _____

Office Seal _____



INDIRA GANDHI NATIONAL OPEN UNIVERSITY STUDENT EVALUATION DIVISION

APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

Prescribed dates for submission of form: 1st to 30th April for June Term-end Exam.
1st to 31st October for December Term- end Exam.

1. Name:

2. Programme: Enrolment No:

3. Address:

.....

..... Pin

--	--	--	--	--	--

4. Term-end examination, in which programme completed June and December

Total marks/Overall point grade obtained Percentage obtained

.....

(Please enclosed photocopy of the statement of marks/grades card)

5. Courses(s), in which improvement is sought:	COURSE CODE	COURSE CODE
	1. _____	4. _____
	2. _____	5. _____
	3. _____	

6. **Fee details:**

(The fee for Improvement in Division/Class is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at New Delhi)

No. of Course(s): X Rs. 750/- = Total Amount:

Demand Draft No.: Date:

Issuing Bank:

7. Term-end examination, in which you wish to appear:- June/December.....

8. Examination centre details, where you wish to appear in term-end examination:-

Exam. Centre Code..... City/Town

.....

UNDERTAKING

I hereby undertake that I shall abide by the rules & regulations prescribed by the University for improvement in Division/Class

Date:.....

Signature.....

Place:

Name:.....

RULES & REGULATION FOR IMPROVEMENT IN DIVISION/CLASS

1. The improvement of marks/grades is applicable only for the Bachelor's/Master's Degree Programmes, who have completed the programme. The eligibility is as under:-
 - a) The students of Bachelor's/Master's Degree Programmes who fall short of 2% marks to secure 2nd and 1st division.
 - b) The students of Master's Degree Programmes only, who fall short of 2% marks to secure overall 55% marks.
2. Only one opportunity will be given to improve the marks/grade.
3. The improvement is permissible only in theory papers. No improvement is permissible in Practicals/Lab courses, Projects, Workshops and Assignments etc.
4. Under the Provision of improvement, a maximum of 25% of the maximum credits required for successful completion of a programme shall be permitted.
5. Students wishing to improve the marks will have to apply within six months from the date of issue of final statement of marks/grade card to them, subject to the condition that their registration for the programme/course being applied for improvement, is valid till the next term-end examination in which they wish to appear for improvement.
6. No student will be permitted to improve if maximum duration to complete the programme, including the re-admission period, has expired.
7. After appearing in the examination for improvement, better of the two examinations, i.e. marks/grade already awarded and the marks/grade secured in the improvement examination will be considered.
8. In case of improvement, the month and year of completion of the programme will be changed to the Term-end examination, in which students appeared for improvement.
9. Students will be permitted for improvement of marks/grades provided the examination for the particular course, in which they wish to improve, is being conducted by the University at that time.
10. On the top of the envelope containing the prescribed application form, **Please mention "APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS.**
11. Application form must reach within the prescribed dates at the following address:-

**The Registrar,
Student Evaluation Division,
Indira Gandhi National Open University,
Maidan Garhi,
New Delhi-110068**



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION**

**APPLICATION FORM FOR EARLY DECLARATION OF RESULT OF TERM-END
EXAMINATION**

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name :
2. Programme: Enrolment No:
3. Address:
.....
..... Pin

4. Reason for early declaration of result:
.....
(enclose a copy of the documentary evidence specifying the reason for early declaration)

5. Courses(s) detail for early evaluation:-

S. No.	Course Code	Date of Examination
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

6. Exam. Centre details, from where you have to appear/appeared at Term-end Examination:-
Exam. Centre Code: Address of Exam. Centre: _____

7. **Fee detail:**
(The fee for early declaration of result is Rs. 1000/- per course, which is to be paid through demand draft drawn in favour of 'IGNOU' & payable at the City of Evaluation Centre)
No. of Course(s): X Rs. 1000/- = Total Amount:
Demand Draft No.: Date:
Issuing Bank:

Date:.....

(Signature of the student)

P.T.O.

RULES & REGULATIONS FOR EARLY DECLARATION OF RESULTS

1. Request for early declaration of results will be entertained for final semester/year or maximum of 4 backlog courses only, subject to the following conditions:-
 - i) The student has been selected for higher study/employment and statement of marks/grade card is required to be produced to the institute by a particular date, which is before the prescribed dates of declaration of the University's results.
 - ii) The student has completed all the other prescribed components except the term-end examination of the courses, for which early evaluation has been sought.
2. Application for early declaration, for the reasons such as to apply for recruitment/higher study/post and promotion purpose etc. will not be entertained.
3. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.
4. Application form must reach at the following address before the date of the examination for the course (s) for which early evaluation is sought:-

Sl.No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.
2.	Dy. Registrar Evaluation Centre, Periyar Thidal No.50, EVK Sampath Road Vepery Chennai – 600 007	All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur and Sub-RC Vatakara.
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 2 nd Floor, Biscomaun Tower W. Gandhi Maidan, Patna -800 001	All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri and Raghunathganj.
4.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, B-1/33, Sector-H, Aliganj Lucknow – 226 024	All Examination Centres in Lucknow, Varanasi, Aligarh, Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, Jammu and Srinagar,
5.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, 1 st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016	All Examination Centres in Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, Rajkot and Mumbai.
6.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, H/No.71, GMC Road Christian Basti, Guwahati – 781 005	All Examination Centres in Guwahati, Itanagar, Imphal, Shilong, Agartala, Gangtok, Kohima and Aizwal.
7.	Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4 th Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.	All Examination Centres in Kolkata, Darbhanga and Ranchi.



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI-110068**

APPLICATION FORM FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

Prescribed dates for submission of form:- 1st March to 15th April for June Term-end Exam.

1st September to 15th October for December Term- end Exam.

1. Name
2. Programme: Enrolment No:
3. Address:.....
.....
..... Pin Code
4. Detail of the course(s), for which photocopy of the answer script(s) is/are required:
 - a) Term-end examination: June/December
 - b) Exam Centre Code:
 - c) Exam Centre Address:
.....
.....
 - d) Course(s):
5. **Fee details:**
(The fee for this purpose is Rs. 100/- per course, which is to be paid through demand draft drawn in favour of IGNOU & payable at the City of Evaluation Centre)
No. of Course(s): X Rs. 100/- = Total Amount:
Demand Draft No.: Date:
Issuing Bank:
6. Self attested photocopy of the Identity Card : Attached/Not attached
issued by the University

UNDERTAKING

I hereby undertake that the answer script(s), for which photocopy(ies), applied for, belongs to me. For this purpose, I am enclosing self attested photocopy of my Identity Card issued by the University. In case, my statement is found false, the University may take action against me as deemed fit.

Date:

Signature

Place:

Name:

P.T.O.

RULES & REGULATIONS FOR OBTAINING PHOTOCOPY OF THE ANSWER SCRIPT

1. Photocopy(ies) of the answer script(s) shall be provided to the students from December-2008 term-end examination (TEE), onwards.
2. The fee for photocopy of the answer script shall be Rs. 100/- (Rupees One Hundred Only) per course. Fee shall be paid in the form of a Demand Draft drawn in favour of IGNOU and payable at New Delhi.
3. Application form without self attested photocopy of the Identity Card of the student will not be entertained.
4. Student's application form for photocopy(ies) of the answer script(s) shall reach the Concerned Authority (as mentioned below in the last para) alongwith the prescribed fee within 45 days from the date of declaration of results. The date of receipt of application for June term-end examination shall be by 15th October and for December term-end examination by 15th April or within 45 days from the date of declaration of result on the University's website, whichever your later.
5. The students, who find that any portion of the answer was not evaluated or any totaling error is noticed, may point out the same and submit their representation alongwith a copy of the answer script supplied to them within 15 days. No other query regarding evaluation of answer script shall be entertained.
6. The students, who intend to apply for photocopy(ies) of the answer script(s) may simultaneously apply for re-evaluation, if they so desire. The last date for submission of application for re-evaluation will not be extended to facilitate them to point out discrepancy in the evaluation.
7. The application form duly filled-in may be sent to the following address except CPE & DPE programmes:-

Sl.No.	Address of Evaluation Centre	Jurisdiction of Evaluation Centre
1.	Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068	All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.
2.	Dy. Registrar Evaluation Centre, Periyar Thidal No.50, EVK Sampath Road Veperay Chennai – 600 007	All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur and Sub-RC Vatakara.
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 2 nd Floor, Biscomaun Tower W. Gandhi Maidan, Patna -800 001	All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri and Raghunathganj.
4.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, B-1/33, Sector-H, Aliganj Lucknow – 226 024	All Examination Centres in Lucknow, Varanasi, Aligarh, Dehradun, Noida, Karnal, Chandigarh, Khanna, Shimla, Jammu and Srinagar,
5.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, 1 st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016	All Examination Centres in Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, Rajkot and Mumbai.
6.	Dy. Registrar Evaluation Centre, IGNOU Regional Centre, H/No.71, GMC Road Christian Basti, Guwahati – 781 005	All Examination Centres in Guwahati, Itanagar, Imphal, Shilong, Agartala, Gangtok, Kohima and Aizwal.
7.	Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4 th Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.	All Examination Centres in Kolkata, Darbhanga and Ranchi.

- 8) For the photocopy (ies) of the answer script(s) of CPE & DPE programmes, the application form may be sent to the Regional Centre concerned.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
STUDENT EVALUATION DIVISION

APPLICATION FORM FOR ISSUE OF OFFICIAL TRANSCRIPT

1. Name :

2. Programme:

Enrolment No:

3. Address:

.....

..... Pin

4. Purpose for which:
transcript is required

5. **Fee detail:**

Fee for the official transcript:-

Rs. 200/- per transcript, if to be sent to the student/institute in India.

Rs. 400/- per transcript, if required to be sent to the Institute outside India by the University.

(The requisite fee is required to be paid through demand draft drawn in favour of 'IGNOU' & payable at 'New Delhi')

No. of transcript(s): X Rs. 200/ Rs. 400/- = Total Amount: Rs.....
Required

Demand Draft No.:

Date:

Issuing Bank:

6. Whether the transcripts to be mailed by the University: Yes/No (please tick)

7. Name & Address of the University/Institute/Employer (In capital letters) to whom transcript is required to be sent (attached a separate list, if required)

.....
.....
.....

Date:.....

(Signature of the student)

The filled in form with the requisite fee is to be sent to:-

**The Registrar,
Student Evaluation Division,
Indira Gandhi National Open University,
Maidan Garhi,
New Delhi-110068.**

Note: The students are required to enclose same number of legible photocopies of both sides of the statement of marks/grade card issued to them, as the number of transcripts required.

Information for Statistical Purpose, Students are required to fill-up this Annexure Compulsorily

1. Name of Student :

2. Enrolment No.

3. Programme Code:

4. Category: (Cross (×) the appropriate Box only)

General SC ST OBC

5. Whether Kashmiri Migrant: (Cross (×) if applicable):

6. Whether Physically handicapped: (Cross (×) if applicable)

7. Whether minority: (Cross (×) if applicable)

8. Social Status: (Cross (×) if applicable Box only)

Ex-serviceman War-widow Not applicable

9. Employment Status : (Cross (×) if applicable Box only)

Unemployed Employed IGNOU Employee KVS Employee

10. Religion : (Cross (×) if applicable Box only)

Hindu Muslim Christian Sikh Jain Buddhist Parsi Jews Others

(please specify _____)

11. Details of Scholarship being received, if any.

(a) Amount (Annually)

(b) Govt./Deptt.

(c) Family income (yearly)

Rs.

Rs.

IGNOU POLICY FOR PREVENTION, PROHIBITION AND PUNISHMENT OF SEXUAL HARASSMENT OF WOMEN AT THE WORKPLACE

IGNOU has adopted a policy for the prevention, prohibition and punishment of sexual harassment of women at workplace in compliance to the directive of Hon'ble Supreme Court of India.

Information on this policy, rules and procedures can be accessed from the IGNOU website www.ignou.ac.in. Any incident of sexual harassment may be reported to the Regional Director of the Regional Centre, you are attached to or to any of the persons whose contact details are given in the following table.

I. IGNOU REGIONAL SERVICES DIVISION COMMITTEE AGAINST SEXUAL HARASSMENT (RSDCASH)

1	Dr. Bini Toms, RSD, Chairperson RSDCASH	29572407/2505	isdcash@ignou.ac.in
2	Dr. G. Mythili, Dy. Director, STRIDE	29572604	gmythili@ignou.ac.in
3	Ms. Azra Arshad, Maintenance, Engineer EMPC	29573261 29532164	aarshad@ignou.ac.in
4	Ms. Neeru Sayal, EA, RSD	29572417	neerusayal15@gmail.com
5	Dr. Radhika Menon, Asst. Professor, Mata Sundari College (Delhi University)		

II. IGNOU COMMITTEE AGAINST SEXUAL HARASSMENT (ICASH)

1	Prof. Uma Medury, Professor, SOSS, Chairperson ICASH	29572741	cash@ignou.ac.in
2	Dr. Gurmeet Kaur, Associate Professor, SOL	29572984	gurmeetkaur@ignou.ac.in
3	Dr. Neera Singh, Associate Professor, SOH	29572790	neerasingh@ignou.ac.in
4	Dr. Rakhi Sharma, Director, SOET	29572923	rakhisharma@ignou.ac.in
5	Ms. Renu Katyayal, AR, SOA	29572977	renu@ignou.ac.in
6	Mr. P.T. Raveendran, AR, F & A	29571211	ptraveendran@ignou.ac.in
7	Ms. Rashmi Sarpal, PS, SOSS	29572702	rashmisarpal@ignou.ac.in
8	Ms. Parineeta, Assistant, SOTHSM	29571751/1758	parinita@ignou.ac.in
9	Dr. Taisha Abraham- Associate Professor Department of English, Jesus & Mary College		
10	Ms. Naina Kapoor, Director, Sakshi, NGO		
11	Ms. Swati Pal-Ph. D. in Chemistry		

III. IGNOU APEX COMMITTEE AGAINST SEXUAL HARASSMENT (ACASH)

1	Prof. Anju Sehgal Gupta, Professor, SOH Chairperson ACASH	29532054	asgupta@ignou.ac.in
2	Ms. Kailash Saluja, AR, MPDD	29572006/2030	kailashsaluja@ignou.ac.in
3	Ms. Gazala Parveen, Prod. Asst. EMPC	29573366	ghazala.syed.mail@gmail.com
4	Prof. Jyantika Dutta, Lady Irwin College		

Regional Centre Committee against Sexual Harassment (RCCASH) has been constituted at each Regional Centre.

For Complaints please write to:

Address at IGNOU (Hqrs.):

Chairperson, RSDCASH, Regional Services Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi-110 068

Email: rsdcash@ignou.ac.in

OR

Address at your Regional Centre:

Chairperson, Regional Centre Committee against Sexual Harassment (RCCASH) (Address of your Regional Centre).



Indira Gandhi National Open University

Student Satisfaction Survey

Kind Attention: All Past and Present Students of IGNOU!

Now you rank our Performance...

Dear Student,

As the largest distance education institution in the world. We have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and mail it back to us. You can also fill this questionnaire online by logging on to www.ignou.ac.in. Your invaluable inputs shall guide us towards a direction where we shall improve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

Enrolment No. Name

Gender : M F Age Group : Below 30 31-40 41-50 Above 51

Programme of Study

Year of Enrolment Year of Completion

Regional Centre State Study Centre

Please Indicate your satisfaction level by putting a tick mark on your choice.

Serial No.	Questions	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied
1.	Concepts are clearly explained in the printed learning material	<input type="checkbox"/>				
2.	The learning materials were received in time	<input type="checkbox"/>				
3.	Supplementary study material (like video/audio) available	<input type="checkbox"/>				
4.	Academic counsellors explain the concepts clearly	<input type="checkbox"/>				
5.	The counselling sessions were interactive	<input type="checkbox"/>				
6.	Changes in the counselling schedule were communicated to you on time	<input type="checkbox"/>				
7.	Examination procedures were clearly given to you	<input type="checkbox"/>				
8.	Personnel in the study centres are helpful	<input type="checkbox"/>				
9.	Academic counselling sessions are well organised	<input type="checkbox"/>				
10.	Guidance from the Programme Coordinators and Teachers from the School0	<input type="checkbox"/>				
11.	Assignments are returned in time	<input type="checkbox"/>				
12.	Feedback on the assignments helped in clarifying the concepts	<input type="checkbox"/>				
13.	Project proposals are clearly marked and discussed	<input type="checkbox"/>				
14.	Studying in this programme provided the knowledge of the subject	<input type="checkbox"/>				
15.	Results and grade card of the examination were provided on time	<input type="checkbox"/>				
16.	Overall, I am satisfied with the programme	<input type="checkbox"/>				

After filling cut out this questionnaire and mail it to:

STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110 068