

PROGRAMME GUIDE
for
Bachelor's Degree Programme
in
Library and Information Science (BLIS) (Revised)



Faculty of Library and Information Science
School of Social Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi – 110 068

Important Information

“The University sends study materials to the students by registered post and if a student does not receive the same for any reason whatsoever, the University shall not be held responsible for that.”

“In case you want to have access to IGNOU course materials in electronic form you may visit the website www.egyankosh.ac.in .”

“Assignments are uploaded online on the University website. Students are advised to download it from the IGNOU website www.ignou.ac.in.”

“The students are specifically instructed to submit the Examination Forms through online mode ONLY. If any student sends the Registration/Re-registration Forms, Examination Forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have no claim on the University for regularization.”

Regional Centres and Study Centres

“A Complete list of Regional Centres of the University, their jurisdiction and Study Centres/Learner Support Centres for BLIS is given on our website. Please visit the website to check them (www.ignou.ac.in).”

November, 2018 (Revised)

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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>

Printed and published on behalf of the Indira Gandhi National Open University, New Delhi by Director, School of Social Sciences, Indira Gandhi National Open University, New Delhi.

Typesetting and Composition by Tessa Media & Computers, C-206, A.F.E.-II, Jamia Nagar, New Delhi-110025

Printed at

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1. ABOUT 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 handicapped by the limitations of place and time. With a view to developing 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.

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 student's 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 objectives of:

- providing access to higher education to large segments 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 their 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. BACHELOR'S DEGREE PROGRAMME IN LIBRARY AND INFORMATION SCIENCE (BLIS)

The Bachelor's Degree Programme in Library and Information Science (BLIS) was started by IGNOU in 1989 in response to the demand for large number of trained human resources in the field of library and information activities. Such human resources are required to occupy various positions in libraries, documentation centres and information centres/institutions in the country at various levels. For instance, professionally trained personnel at different levels are necessary to manage libraries in schools, colleges, universities, government departments, commercial and industrial establishments, scientific research institutions, R&D establishments, public libraries, etc. set up by central, state governments, local and corporate bodies.

To meet this requirement, IGNOU initiated the BLIS Programme in distance education mode. In this mode, education is imparted through different media, such as printed lessons, audio cassettes, video films, face to face counselling and tele and radio counselling sessions. Modern communication technologies are utilised for imparting educational inputs to students in a relaxed and convenient manner, while counselling at study centres is intended to provide the students the

opportunity of periodic face-to-face interaction with the tutors. These alternative approaches provide certain degree of flexibility and help in the self-learning process.

Over the years there have been tremendous changes in the field of library and information science due to the developments in information communication technologies. These include changes in computer and communication technologies, storage technologies and multimedia technology. These developments are changing the traditional face and concept of libraries and information institutions. The University, therefore, felt the need for accommodating these new developments in the course contents of the BLIS Programme.

The BLIS Programme is conducted by the Faculty of Library and Information Science, which forms a part of the School of Social Sciences.

3. OBJECTIVES AND SCOPE

The Bachelor's Degree Programme is meant to impart skills and training necessary for the effective organisation and management of libraries and information units in the present day context and providing varieties of library and information services with the help of IT. The main purpose of the Programme is to help professional development for those who are already employed in different types of libraries and aspire for better employment. It also provides a platform for the fresh entrants who wish to pursue a career in library and information science.

It is the first degree in Library and Information Science, after a Basic Degree (graduation) in any of the streams of knowledge. The duration of the Programme is one academic year. It is of 36 credits. BLIS Programme comprises nine courses out of which eight courses are devoted to the theoretical and practical aspects. One course, i.e, BLIE-227: Document Processing: Practice is completely practical based. It is designed to impart practical skills in classification, cataloguing and indexing. Two courses, i.e., BLI-224: ICT Fundamentals and BLIE-229: ICT in Libraries, have practical component in computers, library automation and digitization. At the end of one academic year, a student can take annual examination in all the nine courses in one sitting and complete the Programme or s/he can take examinations in some courses at the end of first year, and appear for the rest of the courses at subsequent examinations. The maximum time provided for the completion of all the nine courses in different sittings is four years from the date of registration. The medium of instruction is English at present. It will be provided in Hindi later. However, students can write their assignments and TEE in Hindi language as well.

4. TARGET PARTICIPANTS AND ADMISSION CRITERIA

The Programme is open to those who are either:

- Graduates with at least 50% marks (45% marks in case of SC/ST/PH/OBC candidates).
- or
- Graduates with Diploma (of at least one year duration) in Library Science.
- or
- Graduates with 2 years of working experience in a Library/ Information Centre.

5. COMPONENTS OF THE BLIS PROGRAMME

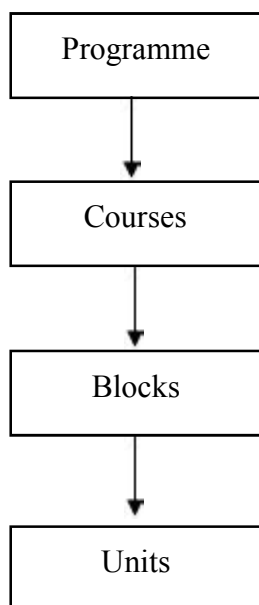
The BLIS Programme comprises nine courses. The courses are as under:

- BLI-221 : Library, Information and Society
- BLI-222 : Information Sources and Services
- BLI-223 : Organising and Managing Information
- BLI-224 : ICT Fundamentals
- BLI-225 : Communication Skills
- BLIE-226 : Management of Library and Information Centre
- BLIE-227 : Document Processing: Practice
- BLIE-228 : Information Products and Services
- BLIE-229 : ICT in Libraries

Detailed contents of these courses may be seen in Annexure-I.

6. STRUCTURE OF THE COURSES

The BLIS Programme is structured in the following way:



The entire Programme comprising nine courses has been divided into 36 blocks and each block has certain number of units ranging from 2 to 5. The entire course material works out to 125 units in print, and constitutes 34 booklets. In other words, one unit constitutes the lowest self-contained measure of the course material. The details regarding the unit format are as follows:

- Unit number: the topic covered in the unit
- Objectives
- Introduction

- The theme divided into sections and sub-sections
- Sections containing Self Check Exercises to measure, on your own, your progress
- Summary of the unit
- Answers to Self Check Exercises
- Keywords
- References and Further Reading

The different units are developed thematically in a logical sequence and graded in such a way as to enable the student to grasp and retain in memory the topics discussed in the units. The main sections are printed in bold capital letters while the sub-sections are shown by lower case bold type faces.

7. STUDY METHODOLOGY

You must have a definite study programme in order to take maximum advantage of the facilities provided to you by the University. We suggest that you read the units very carefully and make note of important points in a separate notebook. It is convenient for you to note down important points in the margins given in the units for easy reference. These points will help you in answering the Self Check Exercises. Before you attempt to answer Self Check Exercises you should ascertain whether you understood the relevant text, and try to locate pertinent portions of the text which form the answer to the individual questions. After this step, write down your answers to the Self Check Exercises in the blank space provided for the purpose or in your note book according to necessity. The Self Check Exercises are incorporated with a view to help you assess your progress in the learning process. Do not send the answers of Self Check Exercises to the Faculty for evaluation. Check your answers yourself with the answers given at the end of the Unit and evaluate your performance. It will be fruitful if you keep the classification scheme/catalogue code and subject headings list handy while studying the practical course BLIE-227.

8. STUDY CENTRES

Each student admitted to BLIS Programme will be attached to a Study Centre. At present, there are a number of Study Centres for BLIS Programme located in different places of the country. Students may opt themselves for enrolment in the nearest convenient Study Centre suitable to them. 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 BLIS Programme.
- Facilities for practical work in the concerned courses.
- Library facility with basic reading materials related to various aspects of the discipline.
- Audio-Video Programmes specially designed for BLIS Programme.

9. HOW TO MAKE BEST USE OF STUDY CENTRES

Education is not imparted through regular class room lectures in an open university system. Distance education mode is generally followed in the open university system. This mode of learning is different from the conventional system you are used to. There will be no regular lectures relating to any course. On the other hand, there will be counselling for different courses included in the curriculum. Your Counsellor is available to you at the Study Centre which organises counselling sessions on different topics. 10 counselling sessions are provided for each of the courses BLI-221, BLI-222, BLI-223 and BLI-225, BLIE-226, BLIE-228 and 5 counselling sessions for BLI-224 and BLIE-229. 15 counselling sessions are provided for BLIE-227. The duration of each counselling session is 2 hours. In addition, a student is required to do 15 hours of compulsory computer practical work each in the courses BLI-224 and BLIE-229 respectively.

S.No.	Name and Code of the Course	Hours of Counselling	
		Theory	Practical
1.	BLI-221 : Library, Information and Society	20	—
2.	BLI-222 : Information Sources and Services	20	
3.	BLI-223 : Organising and Managing Information	20	—
4.	BLI-224 : ICT Fundamentals	10	15
5.	BLI-225 : Communication Skills	20	—
6.	BLIE-226 : Management of Library and Information Centre	20	—
7.	BLIE-227 : Document Processing: Practice	—	30
8.	BLIE-228 : Information Products and Services	20	—
9.	BLIE- 229 : ICT in Libraries	10	15

The Counsellor will ‘guide’ you through the material, as ‘interpreter’ and as ‘facilitator’ to enable you to understand different problem areas. To get the best out of the ‘Counsellor’, you must carefully read your course material in advance, identify your problems and seek clarifications regarding them from the Counsellor. Therefore, it is essential for you to attend the counselling and practical sessions and be an active participant. If you attend counselling sessions well prepared with your own questions, the discussion will be purposeful and you will become faithfully involved in the learning process. You may seek clarifications from faculty members also at IGNOU Headquarters through e-mail. The addresses of individual faculty members are provided in the 2nd cover of this booklet. The replies also will be sent by e-mail.

Document Processing and Organisation: Practice would be based on library and information science tools that would be provided to you in the Study Centre. Computers with relevant software would be provided to you for practical counselling in BLI-224: ICT Fundamentals and BLIE-229: ICT in Libraries at the Study Centre. There will be no separate counselling classes for practical in BLIE-228: Information Products and Services.

10. EXAMINATION AND EVALUATION

The examination relating to BLIS Degree has two components:

- i) Continuous Evaluation (CE) 30% weightage
- ii) Term End Examination (TEE) 70% weightage

CE is related to the assignments that each student has to submit before being declared eligible to appear for the TEE. There will be one assignment each for all the courses. The assignment for the course BLIE-227 is practical only. In the courses, BLI-224, and BLIE-228 and BLIE-229 there is a practical component also. A student has to secure minimum pass marks (40%) in the assignments. The evaluation of the performance of the student in Continuous Evaluation (CE) will be done by the counsellors and marks will be awarded to each student.

The Term End Examination (TEE) for all the courses are held twice a year in June and December respectively. However, you are eligible to appear for the TEE after a minimum of one year after your registration in the Programme. A student of BLIS Programme is required to secure a minimum of 40% marks in continuous evaluation of a course and 40% in Term End Examination (TEE) of that course separately in order to become eligible for award of Bachelor's Degree in Library and Information Science. The TEE would be theoretical. The TEE for BLIE-227– Document Processing and Organisation: Practice, would also be a written exam. In addition to the theory exam, for BLI-224 and BLIE-229, there would be a practical exam also which you have to attempt on computers. Your Study Centre would guide you about this exam. There would be no separate TEE for practical in BLIE-228: Information Products and Services.

On the basis of the aggregate marks obtained in all the courses (theory and practicals) the division will be awarded as under :

Division	Aggregate
I	60% and above
II	50% and above
Pass	40% and above

Candidates who obtain marks below 40% or who miss to attend the TEE may appear at the subsequent TEE and complete the Programme. This facility will be available to the student until s/he secures a pass percentage in all courses missed earlier. But, the maximum period provided for a student to complete the Bachelor Degree Programme in Library and Information Science is four years from the date of her/his registration into the Programme. In case a student is not able to secure the pass percentage in four years, s/he has to re-register as a fresh candidate, in case s/he wants to pursue the Programme.

11. SOME USEFUL ADDRESSES

Given below are the addresses of some important officers dealing with various aspects. Whenever you have a problem, you can directly contact the concerned officer.

- i) Clarifications regarding the BLIS Programme : Programme Co-ordinator (BLIS)
Faculty of Library & Information Science
School of Social Science, IGNOU, Maidan Garhi
New Delhi-110 068 E-mail: jaideep@ignou.ac.in
- ii) Regarding non-receipt of study materials : Registrar
Material Production & Distribution
Division, IGNOU, Maidan Garhi
New Delhi-110068
- iii) Matters relating to admissions, fees, etc. : Concerned Regional Centre
- iv) Information about examinations, examination centres, results, etc. : Registrar
Student Evaluation Division, IGNOU
Maidan Garhi, New Delhi-110 068
- v) Problems relating to counselling, Study Centres, etc. : Deputy Director
Student Affairs
Regional Services Division
IGNOU, Maidan Garhi, New Delhi-110 068
- vi) About change of Address : Computer Section
Student Registration Division
IGNOU, Maidan Garhi, New Delhi-110 068
- vii) For the purchase of Audio/Video tapes/CDs : Director,
Electronic Media Production Centre
Sanchar Kendra
IGNOU, Maidan Garhi, New Delhi-110 068

ANNEXURE I

Curriculum and Syllabus

BLI 221 : LIBRARY, INFORMATION AND SOCIETY

Block 1 : Library and Information in Societal Perspective

Unit 1 : Libraries, Information and Knowledge based Society

Unit 2 : Types of Libraries

Unit 3 : Information Institutions

Unit 4 : Laws of Library Science

Block 2 : Library, Information and Related Legislation

Unit 5 : Library Legislation and Model Public Library Act/Bill

Unit 6 : Library Legislation in Indian States; Their Salient Features

Unit 7 : Other Information Related Legislations: RTI, IT Act, IPR, Patent Act and Cyber Laws

Block 3 : Resource Sharing and Library Networks

Unit 8 : Resource Sharing

Unit 9 : Global Library Networks and Consortia: Role of Technology

Unit 10 : Library Networks and Consortia: Indian

Block 4 : Library and Information Profession and Related Agencies

Unit 11 : Librarianship as a Profession

Unit 12 : Ethical Issues in Librarianship

Unit 13 : Role of Professional Associations

Unit 14 : Organisations and Institutions Involved in Development of Library and Information Services

BLI 222 : INFORMATION SOURCES AND SERVICES

Block 1 : Documentary Sources

Unit 1 : Categorisation of Sources

Unit 2 : Primary Sources

Unit 3 : Secondary and Tertiary Sources

Unit 4 : Criteria of Evaluation

Block 2 : Non-Documentary Sources

Unit 5 : Humans as Sources of Information

Unit 6 : Institutions as Sources of Information

Unit 7 : Media as Sources of Information

Block 3 : Information Services

- Unit 8 : Information Services: An Overview
- Unit 9 : Types of Services: Reference, Referral, CAS, etc.
- Unit 10 : Literature Search and Databases Services

Block 4 : Information Use and User Studies

- Unit 11 : User Education and Information Literacy
- Unit 12 : User Studies
- Unit 13 : Information Use Studies
- Unit 14 : Marketing of Information Services

BLI 223 : ORGANISING AND MANAGING INFORMATION

Block 1 : Classification

- Unit 1 : Basic Concepts
- Unit 2 : Types of Classification
- Unit 3 : Postulational Approach
- Unit 4 : Comparative Study of Schemes of Classification

Block 2 : Cataloguing

- Unit 5 : Basic Concepts
- Unit 6 : Types and Forms of Catalogues
- Unit 7 : Formats and Standards
- Unit 8 : Cataloguing of Non-Book Material

Block 3 : Indexing

- Unit 9 : Basics of Subject Indexing
- Unit 10 : Indexing Languages
- Unit 11 : Indexing Techniques

Block 4 : Recent Developments

- Unit 12 : Conceptual Changes: Impact of Technology
- Unit 13 : Online Catalogues (Design and Services)
- Unit 14 : Overview of Web Indexing, Metadata, Interoperability and Ontologies

BLI 224 : ICT FUNDAMENTALS

Block 1 : Basics of ICT

- Unit 1 : Basics of Computer Technology
- Unit 2 : Basics of Communication Technology
- Unit 3 : Basics of Network Technology
- Unit 4 : Technology Convergence

Block 2 : Middleware Technologies

Unit 5 : Office Tools: Word Processing, Presentation and Spreadsheets

Unit 6 : Database Management Systems

Unit 7 : Specialised Application Packages (DTP, Image, Multimedia)

Block 3 : Network Fundamentals

Unit 8 : Network Topology

Unit 9 : Communication Protocols and Network Addressing

Unit 10 : Protocol Architecture

Unit 11 : Network Applications and Management

Unit 12 : Network Security

Block 4 : Internet Tools and Services

Unit 12 : E-mail and E-Messaging

Unit 13 : World Wide Web (How Web functions, Protocols, General Markup Language Web 2.0)

Unit 14 : Search Engines

Unit 15 : Interactive and Distributive Services

BLI 225 : COMMUNICATION SKILLS

Block 1 : Communication Fundamentals

Unit 1 : The Basics

Unit 2 : Social Skills

Unit 3 : Introducing the Institution

Block 2 : Preparing for the Job Interview

Unit 4 : Your Profile

Unit 5 : Preparing your Portfolio

Unit 6 : Preparing your Curriculum Vitae

Unit 7 : The Job Interview

Block 3 : Workplace Skills

Unit 8 : Presentation Skills

Unit 9 : Telephone Skills

Unit 10 : Group Discussions

Unit 11 : Body Language

Block 4 : Writing Skills

- Unit 12 : Internal Communication
- Unit 13 : Introducing Yourself
- Unit 14 : Communication with Customers
- Unit 15 : Communication with Service Providers

Block 5 : Advanced Writing Skills

- Unit 16 : Writing Proposals
- Unit 17 : Writing Reports
- Unit 18 : Design of Survey Questionnaire

BLI 226 : MANAGEMENT OF LIBRARY AND INFORMATION CENTRE

Block 1 : Principles and Practices of Management

- Unit 1 : Principles and Functions of Management
- Unit 2 : Total Quality Management (TQM)
- Unit 3 : Change Management
- Unit 4 : Application of Principles of Management in Libraries and Information Centres

Block 2 : Library Functions and Operations

- Unit 5 : Basic Housekeeping Operations Part-I
- Unit 6 : Basic Housekeeping Operations Part-II
- Unit 7 : Physical Infrastructure Planning
- Unit 8 : Maintenance and Preservation
- Unit 9 : Disaster Management

Block 3 : Financial Management

- Unit 10 : Sources of Finance and Resource Mobilisation
- Unit 11 : Budgeting Techniques
- Unit 12 : Budget Preparation

Block 4 : Human Resource Management

- Unit 13 : Basics of Human Resource Management
- Unit 14 : Human Resource Planning
- Unit 15 : Human Resource Development

BLIE 227: DOCUMENT PROCESSING: PRACTICE

Block 1 : Classification– Dewey Decimal Classification (DDC)

- Unit 1 : Introduction to DDC 19th Edition
- Unit 2 : Use of Tables Part-1
- Unit 3 : Use of Tables Part-2

- Unit 4 : Number Building in Sciences
- Unit 5 : Number Building in Social Sciences
- Unit 6 : Number Building in Humanities
- Unit 7 : Number Building with Complex and Compound Subjects
- Block 2 : Cataloguing – AACR 2R and MARC 21**
- Unit 8 : AACR-2R: Preliminaries
- Unit 9 : Choice and Rendering of Headings and Statement of Responsibility
- Unit 10 : Cataloguing Multi-Volumes, Serial Publications and Non- Print Media
- Unit 11 : MARC-21 Cataloguing
- Block 3 : Indexing – Sears List of Subject Headings**
- Unit 12 : Structure of Sears List of Subject Headings (18th Edition)
- Unit 13 : Keyword Indexing
- Unit 14 : Chain Indexing (DDC-19th Edition)
- BLIE 228: INFORMATION PRODUCTS AND SERVICES**
- Block 1 : Conventional Products and Services**
- Unit 1 : Literature Search and Bibliographic Services
- Unit 2 : CAS (Including SDI and Alerting Services)
- Unit 3 : Abstracting, Digest and Newspaper Clipping Services
- Unit 4 : Referral Service
- Block 2 : Special Products and Services**
- Unit 5 : Information Analysis
- Unit 6 : Information Consolidation and Repackaging
- Unit 7 : Information Analysis and Consolidation Products
- Block 3 : Document Delivery Service**
- Unit 8 : Document Delivery Service: An Overview
- Unit 9 : Electronic Document Delivery
- Unit 9 : Translation Service
- Block 4 : Web Products and Services**
- Unit 11 : Web Sharing
- Unit 12 : Collaborative Content Development
- Unit 13 : Web Marketing

BLIE 229: ICT IN LIBRARIES

Block 1 : Library Automation

Unit 1 : Library Automation: An Introduction

Unit 2 : Automating Your Library

Unit 3 : Library Automation Process/ Packages

Unit 4 : KOHA and New GenLib

Block 2 : Digitisation and Digital Libraries– D-Space and GSDL

Unit 5 : Introduction to Digital Library

Unit 6 : Digitisation Process

Unit 7 : Creating Digital Libraries Using D-Space

Unit 8 : Creating Digital Libraries Using GSDL

ANNEXURE II

Audio Video Programmes

For video programmes on BLIS courses, kindly visit egyankosh.ac.in and watch YouTube videos given under SOSS of IGNOU.

ANNEXURE III

Some Forms For Your Use

In this section we are enclosing the samples 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.

Enrolment No. : <input type="text"/>	Programme : <input type="text"/>
Name : <input type="text"/>	
Course Code : <input type="text"/>	Medium : <input type="text"/>
S.No. Assignment No.	For Office Use Only
	Sr. No. : <input type="text"/>
	Date of Receipt : <input type="text"/>
	Name of Evaluator : <input type="text"/>
	Date of despatch to the Evaluator : <input type="text"/>
	Date of receipt from Evaluator : <input type="text"/>
Sig. of dealing Accountant	
Date : <input type="text"/>	

INDIRA GANDHI NATIONAL OPEN UNIVERSITY	
ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM	
Enrolment No. : <input type="text"/>	Programme : <input type="text"/>
Name : <input type="text"/>	
Course Code : <input type="text"/>	Medium : <input type="text"/>
S.No. Assignment No.	FOR OFFICE USE ONLY
	Sr. No. : <input type="text"/>
	Signature of the receiver
	Date : <input type="text"/>
Signature of the Student	Seal
Date : <input type="text"/>	

- Notes : 1. Submit this form to the coordinator of your study centre alongwith the assignment.
 2. When you submit the assignment by post, enclose a self-addressed stamped envelop along with this.

To
The Regional Director



Change of Medium: Rs. 350/- for 4 credit and Rs. 700/- for 8 credit per course
Change of Courses: Rs. 350/- for 4 credit per course
Rs. 700/- for 8 credit per course.
This is permitted within 30 days from receipt of first set of course material

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 respect of the following :

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

I have remitted all the dues towards the course fee and there is No change is 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.

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

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.

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 _____

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**

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 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.

- 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)

Rs.

(b) Govt./Deptt.

(c) Family income (yearly)

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. Neeraja Singh, Associate Professor (in History), Satyawati College, DU, New Delhi		
10	Dr. Bani Bora, Social & Development Research and Action Group) SADRAG, Noida (U.P.)		
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 Parven, 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	The learning materials were received in time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Supplementary study material (like video/audio) available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Academic counsellors explain the concepts clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	The counselling sessions were interactive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Changes in the counselling schedule were communicated to you on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Examination procedures were clearly given to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Personnel in the study centres are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Academic counselling sessions are well organised	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	Guidance from the Programme Coordinators and Teachers from the School0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	Assignments are returned in time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Feedback on the assignments helped in clarifying the concepts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	Project proposals are clearly marked and discussed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Studying in this programme provided the knowledge of the subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Results and grade card of the examination were provided on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	Overall, I am satisfied with the programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

After filling cut out this questionnaire and mail it to:
STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110 068