

# **PROGRAMME GUIDE**

## **BACHELOR OF BUSINESS ADMINISTRATION (RETAILING) (BBARL)**



School of Management Studies  
Indira Gandhi National Open University  
**Maidan Garhi, New Delhi-110068**

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## MATERIAL PRODUCTION

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SOMS, IGNOU, New Delhi

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# 1 ABOUT IGNOU

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## 1.1 Introduction

The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives:

- democratizing higher education by taking it to the doorstep of the learners,
- providing access to high quality education to all those who seek it irrespective of age, region or formal qualifications,
- offering need-based academic programmes by giving professional and vocational orientation to the courses,
- promoting and developing distance education in India

## 1.2 Prominent Features

IGNOU being the National Open University has certain unique features such as:

- national jurisdiction,
- flexible admission rules,
- individualized study : flexibility in terms of place, pace and duration of study,
- use of latest information and communication technologies,
- nationwide student support services network,
- cost-effective Programmes,
- modular Programmes,
- socially and academically relevant programmes based on students' need analysis, and
- resource sharing, collaboration and networking with conventional universities, open universities and other institutes/organisations.

## 1.3 The Schools of Studies

With a view to developing inter-disciplinary studies, the University operates through Schools of Studies. Each School is headed by a Director, who arranges to plan, supervise, develop and organise its academic Programmes and courses in coordination with the School staff and different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels. The Schools of Studies currently in operation are as follows:

- |                                     |  |
|-------------------------------------|--|
| 1. School of Humanities (SOH)       | 2. School of Tourism and Hospitality Service Sectoral Management (SOTHSSM) |
| 3. School of Sciences (SOS)         | 4. School of Inter-disciplinary and Trans-disciplinary Studies (SOITS)     |
| 5. School of Social Sciences (SOSS) | 6. School of Gender and Development Studies (SOGDS)                        |

- |  |   |
|--|---|
| 7. School of Education (SOE)                         | 8. School of Social Work (SOSW)                         |
| 9. School of Continuing Education (SOCE)             | 10. School of Vocational Education and Training (SOVET) |
| 11. School of Health Sciences (SOHS)                 | 12. School of Journalism and New Media Studies (SOJNMS) |
| 13. School of Engineering and Technology (SOET)      | 14. School of Extension and Development Studies (SOEDS) |
| 15. School of Management Studies (SOMS)              | 16. School of Foreign Languages (SOFL)                  |
| 17. School of Computer & Information Science (SOCIS) | 18. School of Translation Studies and Training (SOTST)  |
| 19. School of Agriculture (SOA)                      | 20. School of Performing and Visual Arts (SOPVA)        |
| 21. School of Law (SOL)                              |   |

## 1.4 Academic Programmes

The University offers a wide range of Programmes both short-term and long-term leading to Certificates, Diplomas, Undergraduate Degrees, Postgraduate Degrees and Doctoral Degrees, which are conventional as well as innovative. Most of these Programmes have been developed after an initial survey of the demand for such Programmes. They are launched with a view to fulfil the learner's needs for :

- certification,
- improvement of skills,
- acquisition of professional qualifications,
- continuing education and professional development at work place,
- self-enrichment, and
- diversification and updation of knowledge.

Details of academic programmes on offer are placed in the Programme Guide.

## 1.5 Course Preparation

Study material is specially prepared by teams of experts drawn from different universities and specialised institutions in the area from all over the country as well as in-house faculty. This material is scrutinized by the content experts, supervised by the instructors/unit designers and edited by the language experts at IGNOU before they are finally sent for printing. Similarly, audio and video cassettes are produced in consultation with the course writers, in-house faculty and producers. The material is previewed and reviewed by the faculty as well as outside experts and edited/modified, wherever necessary, before they are finally printed and despatched to you and Study Centres.

## 1.6 Credit System

The University follows the 'Credit System' for its Programmes. Each credit is equivalent to 30 hours of learner study comprising all learning activities i.e. reading and comprehending the print material, listening

to audio, watching video, attending to counselling sessions, teleconference and writing assignment responses. For example a four-credit course in the BBA Retailing involves 120 hours of study. Thus, a 32 credit BBA in Retailing for the first year may require from you 480 study hours (for BRL 001 to BRL 004) plus a three months Internship for course BRLT 005. This helps you to know the academic effort you are required to put in, to successfully complete a course/programme.

## 1.7 Support Services

In order to provide individualized support to you, the University has a large number of Study Centres and Programme Study Centres throughout the country. These are coordinated by Regional Centres. At the Study Centres, you will interact with the Academic Counsellors and other learners, refer to books in the library, watch/listen to audio/video cassettes interactive through teleconferencing and radio counselling and interact with the staff of the Study Centre on administrative and academic matters. The list of Regional Centres and Study Centres activated for the programme are given in the Programme Guide.

## 1.8 Programme Delivery

The methodology of instruction in this University is different from that of the conventional universities. The Open University System is more learner-oriented and the learner is an active participant in the pedagogical (teaching and learning) process. Most of the instruction is imparted through distance education methodology rather than face-to-face communication. Thus, the University follows a multiple media approach for instruction, which comprises:

- i) **Self Learning Material:** The printed study material (written in self-learning style) for both theory and practical components of the programmes is supplied to you in the form of books for every course. Normally, Programme consists of courses (booklets), course consists of units. In BBA (Retailing), you will have one single booklet, which consists of 10-15 units in each course.
- ii) **Audio-Visual Programmes:** The learning package of these audio-video Programmes will contain audio and video cassettes, which will be produced by the University to enhance the understanding of the course material given to you. The audio tapes are run and video cassettes are screened at the Study Centres during specific sessions, which will be duly notified by Study Centres for the benefit of the students. Audio and Video Programmes are being developed/procured for the BBA in Retailing and the same will be sent to Study Centres and Gyan Darshan/Gyan Vani as soon as they are ready for the programme.
- iii) **Academic Counselling:** Counselling cum contact sessions (face to face) are held as per the schedule drawn by the Study Centres. These are mostly held during the non-working hours of the host institutions where the study centres are located. However, in BBA Retailing counselling sessions shall be organised in the form of contact sessions in two spells – 5 days between September and May every year. For details, see the Schedule of Operations to be supplied to you by Study Centres. However, for exact Counselling Schedules, you may contact the Study Centres with which you are attached.
- iv) **Internship and On the Job Training:** You are required to complete an internship of minimum 3 months in the first year. During internship you are required to write a **Workbook** based on the work you perform during the internship, you will be undergoing in a retail store and the same shall be authenticated with remarks by the Sponsored, Retail Unit about your performance during the internship. Internship will have a one-time **viva-voce** to assess your skills and competencies acquired in the Programme. In the 2nd and 3rd year, you need to undertake On the Job Training (OJT) on your own. A Work Book needs to be written by you based on activities and assignments to be provided by the University.
- v) **Gyan Darshan Educational Channel :** A collaboration between MHRD, Prasar Bharti, IGNOU and other organisations has resulted in launching the Gyan Darshan (GD), the Educational Channel of India. The Channel is providing educational programmes from the Electronic Media Production Centre (EMPC) on a variety of subjects for 24 hours a day to enhance the learning process. Gyan Darshan has now expanded into a bouquet of channels namely GD-1, GD-2, GD-3 ‘Eklavya’ and GD-



4 'Vyas'. Educational Programmes are contributed by major educational institutions such as IGNOU, UGC/CEC, NCERT/CIET, Directorate of Adult Education, IITs and other educational/development organisations in the country. These programmes are simultaneously broadcast on 'Edusat' national channel in which 2 way video-2 way audio teleconferencing facility is available.

- vi) **Gyan Vani** : IGNOU manages FM Radio network in 40 cities and towns for education and development. EMPC is the nodal agency for implementing the project. As many as 36 FM Radio stations at Allahabad, Bangalore, Coimbatore, Vishakhapatnam, Mumbai, Lucknow, Bhopal, Kolkata, Chennai, Delhi, Jaipur, Nagpur, Hyderabad, Panaji, Kanpur, Mysore, Guwahati, Shillong, Ahmedabad, Rajkot, Indore, Jabalpur, Raipur, Patna, Varanasi, Aurangabad are broadcasting educational Programmes. The broadcasts in English, Hindi and the regional languages/dialects are conducted by local resource persons.
- vii) **Interactive Radio-Counselling**: Interactive Radio counselling is provided on radio by experts in the discipline. You can ask questions right from your home/office or wherever you are over telephone. These sessions are conducted for an hour on the specified day. What you need is a transistor/radio for listening and telephone/mobile for interaction. A toll-free telephone number 1800112345 has been provided for this purpose from selected cities. A detailed schedule for Gyan Darshan, Teleconferencing, Radio counselling, Gyan Vani, etc. can be accessed at IGNOU EMPC-Gyan Darshan website <http://www.ignou.ac.in/gyandarshan%scindex.html>.

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## 2 ABOUT THE RETAILERS ASSOCIATION OF INDIA (RAI)

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RAI is a strong advocate for retailing in India and works with all levels of government and stakeholders. Our charter is to support employment growth and career opportunities in retail, to promote and sustain retail investments in communities from coast-to-coast, and to enhance consumer choice and industry competitiveness. RAI also provides its members with a full range of services and programs including education and training, benchmarking and best practices, networking, Policy advocacy, and industry information.

Thus, RAI is the lead trade association representing an entire gamut of retailers, from chain store retailers and department stores through independent emerging retailers, selling a wide selection of products across cities, towns, rural and virtual stores.

### **rai's Learning Initiatives**

**rai** firmly believes in creating and developing new talents for the modern retail sector in India and hence has initiated the formation of various platforms for retail education and training. It has created the required training materials and resources like training films for the Apparel and Food & Grocery sectors of retailing.

**Some of the retail education initiatives that rai is spearheading are :**

- Respond to the growing demand for retail professionals who have the intellectual and practical abilities necessary to cope with the pace of change in the industry collaborated with various universities.
- Tied up with the Indira Gandhi National Open University to offer a three years Bachelor of Business Administration BBA (Retailing) through distance mode.
- Offers Professional Retailing Skills Course (PRS), an entry-level course designed for a fresher interested in a retail career through its training partners networked across the country.
- Provide a range of workshops and seminars for members to skill up as they scale up.

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### 3 RETAILING IN INDIA

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The earliest retailing in India started with the 'pan shop' concept, a small shop, more often in a size ranging from 20 square feet selling betel leaves (pan), cigarettes and 'bidi'. A little larger version came into existence which is known as the 'Kirana' store and this store sells grocery also to the needs of the local people. These small stores are very large in number in India and are run by families. Hence, they are popularly known as 'mom and pop' stores.

Later, Departmental Stores and the government subsidized Super Stores selling clothing fabric, apparel and other life style products came into existence. Recently, corporate organizations realizing the significance of retailing are opening their stores nationally bringing in the 'Chain Store' concept. Alongside this retail growth, we now see the evolution of many large Malls and Hypermarkets, which are a destination for happy shopping, dining and entertainment. Retailing in India is unique as even today all the forms mentioned above are coexisting.

The Key drivers of growth of organized retailing in India are the following:

Growth of consumerism, changing life style, availability of numerous brands - both national and international, increased media exposure and higher spending power of the consumer have increased the levels of domestic consumption in India.

The positive attitude of the Government and its desire to further open up various sectors and privatize some viz. telecom, energy, aviation, insurance, infrastructure, etc. is resulting in the constant upgrading of products, processes and services for our customers.

With its inherent technology strengths and advanced technology development in retail, India can look forward to becoming the backbone and backend management of global supply chain. Enterprise Resource Planning packages have been deployed in the top Indian retailing companies and soon Electronic Data Interchange efficiencies will be achieved. Bar-coding all products following uniform standards will enable easier product identification, product tracking and product replenishment processes.

The status of the retail sector will depend a lot on external factors like government regulations and retail estate prices, besides the strategies and activities of the retailers and demands of the customers. Some other factors that will propel growth are increased investments, a faster pan-India spread, allowing retail to work 24 hours 7 days a week and creating a single-window for obtaining licenses to open and run stores in India.

Organised retail is poised to grow and see its boom time. For many, modern retailing in India is going to be the future as it has the capability to percolate into smaller towns and even villages. The opportunity for retailers to yet enjoy the first mover advantage is there for the taking and retailing will grow from strength to strength in India in all product categories.

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## 4 BBA (RETAILING)

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### 4.1 Programme Details

The Programme is of 96 credits comprising compulsory courses with an Internship and On the Job Training (OJT) in the first, second and third year respectively. The programme will be offered with modular approach as given below:

- First year-Diploma in Retailing (DIR)
- Second Year - Advanced Diploma in Retailing (ADIR)
- Third Year-Bachelor of Business Administration (Retailing) (BBARL)

- Three months internship in the first year and OJT subsequently in the 2nd and 3rd year.
- A Viva-Voce will be conducted after submission of the Work Books for BRLT-005, BRLT-09 and BRLT-016 in the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> year respectively.
- DIR and ADIR are only exit points.
- Programme will be offered once in July every year.
- All DIR Students will be offered re-registration into second year and subsequently to third year BBA (Retailing) as per University norms.

## 4.2 Fee Structure

Fee payable for BBA (Retailing) Programme is Rs. 9200/- (including registration fee of Rs. 200/-) for the first year, Rs. 9000/- for the second year and Rs. 9000/- for the third year.

## 4.3 Admission Criteria

### (i) A-Direct Entry

- 10+2 / equivalent based on merit of physically fit candidates.
- University provides reservation of seats as per Government of India rules.

### (ii) Category B – Sponsored Admission

The sponsor is allowed to nominate employees, who have passed 10+2/equivalent, from their retail organization. The sponsor will submit a letter on the company's letter head issued by the competent authority along with an individual application form of the candidate nominated with the Programme fee through a Demand Draft drawn in favour of IGNOU payable at New Delhi.

## 4.4 Opportunities for Students in Retail

- Opens the gate for 10+2 students to be a graduate without interruption to his/her professional career.
- Earn while they learn by taking training/full-time job in a retail store.
- BBA (Retailing) arms a Customer Care Associate with specialized theoretical knowledge on retail practices. Since students will acquire lots of theoretical and practical skills in retail industry would certainly prefer them.
- Along with the practical work experience on the job, the student experiences fast track growth in his career towards managerial cadre over 3 years on successful completion of a degree.
- BBA Retail graduation will help students to go for further studies in Retail such as PG Diploma Retail, MBA Retail etc.

## 4.5 Programme Structure: Year-wise

### Diploma in Retailing (DIR) (1st Year)

Sl. No.	Course Codes	Courses	Credits
01	BRL-001	Overview of Retailing	04
02	BRL-002	Retail Marketing and Communication	04
03	BRL-003	Retail Management Perspectives and Communication	04
04	BRL-004	Customer Service Management	04

05	BRLT-005	Internship and Viva-Voce	16
<b>Total Credits</b>			<b>32</b>

#### **Advanced Diploma in Retailing (ADIR) (IIInd Year)**

<b>Sl. No.</b>	<b>Course Code</b>	<b>Course Title</b>	<b>Credits</b>
06	BRL-006	Buying and Merchandising-I	04
07	BRL-007	Store Operations-I	04
08	BRL-008	Human Resources	04
09	ECO-01	Business Organization	04
10	BCOA-001	Business Communication and Entrepreneurship	04
11	AMK-1	Marketing	04
12	BRLT-09	On the Job Training and Viva-Voce	08
<b>Total Credits</b>			<b>32</b>

#### **BBA (Retailing) (IIIrd Year)**

<b>Sl. No.</b>	<b>Course Code</b>	<b>Course Title (Proposed)</b>	<b>Credits</b>
13	BRL-010	Buying and Merchandising II	04
14	BRL-011	Retail Operations and Store Management II	04
15	BRL-012	Visual Merchandising and Store Management	04
16	BRL-013	Customer Value Management	04
17	BRL-015	IT Application in Retail	04
18	BRLT-016	On the Job Training (OJT) and Viva Voce	12
<b>Total Credits</b>			<b>32</b>

## **4.6 Course-wise Unitisation for BBA (Retailing)**

### **4.6.1 Diploma in Retailing (DIR) (1st Year)**

#### **Course BRL-001: Overview of Retailing**

Unit 1	:	Retail Scenario
Unit 2	:	Retail Consumer
Unit 3	:	Retail Formats
Unit 4	:	Sourcing and Merchandising
Unit 5	:	Visual Merchandise and Store Design

Unit 6	:	Retail Operations and Store Management
Unit 7	:	Legal Environment and Security Issues
Unit 8	:	Technology in Retailing
Unit 9	:	Rural Retailing and e-Tailing
Unit 10	:	Emerging Trends and Careers in Retail Industry
Unit 11	:	Ethics in Retailing

**Course BRL-002: Retail Marketing and Communication**

Unit 1	:	Overview of Retail Marketing
Unit 2	:	Understanding Shoppers and Shoppers' Behaviour
Unit 3	:	Personal Selling
Unit 4	:	Customer and Customer's Needs
Unit 5	:	Steps in Selling-I
Unit 6	:	Steps in Selling-II
Unit 7	:	Overview of Retail Promotions
Unit 8	:	Advertising and Promotion
Unit 9	:	In-store Promotion and Management
Unit 10	:	In-store Objectives, Advantages and Limitations
Unit 11	:	In-store Promotions, Strategies, Budget, and Evaluations
Unit 12	:	Types and Techniques of Sales In-store Promotions

**Course BRL-003: Retail Management Perspectives and Communication**

Unit 1	:	Management Perspectives in Retailing
Unit 2	:	Retail Planning Process
Unit 3	:	Retail Organisation Structure
Unit 4	:	Decision Making Process
Unit 5	:	Leadership and Team Work
Unit 6	:	Monitoring and Controlling Retail Operations
Unit 7	:	Basics of Accounting
Unit 8	:	Introduction to Communication
Unit 9	:	Non-verbal Communication
Unit 10	:	Listening Skills
Unit 11	:	Cross Cultural Communication
Unit 12	:	Interactive Skills
Unit 13	:	Technology Enabled Business Communication

**Course BRL-004: Customer Service Management**

Unit 1	:	Introduction to Customer Service
Unit 2	:	Customer Service Classification
Unit 3	:	Steps in Selling
Unit 4	:	Retail Selling Skills
Unit 5	:	Customer Expectations
Unit 6	:	Service Quality
Unit 7	:	Customer Experience Management
Unit 8	:	Customer Loyalty
Unit 9	:	Grievance and Complaint Management System
Unit 10	:	Service Recovery
Unit 11	:	Internal Marketing
Unit 12	:	Communication with the Customer

**Course BRLT 005: Internship and Viva-Voce**

Module-1	:	About the Company
Module-2	:	Stock Deck
Module-3	:	Building Product Knowledge
Module-4	:	Up Selling
Module-5	:	Personal Performance Tracking
Module-6	:	Consumer Buying Behaviour

Module-7	:	Functions of Various Departments
Module-8	:	Retail Formats
Module-9	:	Indian Retail Scenario
Module-10	:	Exceptional Sales Performance
Module-11	:	Customer Service
Module-12	:	Security Process of Retailers
Module-13	:	Flow of Goods in the Retail Store
Module-14	:	Visual Communication in the Store
Module-15	:	Cashiering Process in the Store

#### **4.6.2 Advanced Diploma in Retailing (ADIR) (2nd Year)**

##### **Course BRL-006: Buying and Merchandising-I**

Unit 1	:	Introduction to Buying & Merchandising
Unit 2	:	Merchandising Management
Unit 3	:	Organizing Buying Process by Categories
Unit 4	:	Sales Forecasting
Unit 5	:	Merchandise Objectives
Unit 6	:	Pricing
Unit 7	:	Assortment Planning
Unit 8	:	Vendor Selection Process
Unit 9	:	Retail Mathematics for Buying and Merchandizing
Unit 10	:	Retail Mathematics for Performance Analysis
Unit 11	:	Brands vs. Private Labels

##### **Course BRL-007: Store Operations-I**

Unit 1	:	Introduction to Store Operations
Unit 2	:	Managing Customers
Unit 3	:	Managing Manpower
Unit 4	:	Managing Merchandise
Unit 5	:	Managing Space
Unit 6	:	Managing Capital Assets
Unit 7	:	Standard Operating Procedures
Unit 8	:	Retail Transaction Matrix

- Unit 9 : Cashiering & Cash Management
- Unit 10 : Promotion Execution
- Unit 11 : Applying SO across Retail Formats

**Course BRL-008: Human Resources**

- Unit 1 : Human Resource Management: An Overview
- Unit 2 : Job Analysis, Job Design & Job Description
- Unit 3 : Manpower Planning
- Unit 4 : Recruitment
- Unit 5 : Selection and Induction
- Unit 6 : Training & Development
- Unit 7 : Communication
- Unit 8 : Motivation & Rewards System
- Unit 9 : Performance Appraisal
- Unit 10 : Employee Grievance and Discipline
- Unit 11 : HR Records & Information Systems

**Course ECO-1: Business Organization**

**Block 1 : Basic Concepts and Forms of Business Organization**

- Unit 1 : Nature and Scope of Business
- Unit 2 : Forms of Business Organization-I
- Unit 3 : Forms of Business Organization-II
- Unit 4 : Business Promotion

**Block 2 : Financing of Business**

- Unit 5 : Methods of Raising Finance
- Unit 6 : Long-term Financing and Underwriting
- Unit 7 : Stock Exchange

**Block 3 : Marketing**

- Unit 8 : Advertising
- Unit 9 : Advertising Media
- Unit 10 : Home Trade and Channels of Distribution



Unit 11	:	Wholesalers and Retailers
Unit 12	:	Procedure for Import and Export Trade
<b>Block 4</b>	:	<b>Business Services</b>
Unit 13	:	Banking
Unit 14	:	Business Risk and Insurance
Unit 15	:	Transport and Warehousing
<b>Block 5</b>	:	<b>Government and Business</b>
Unit 16	:	Government in Business
Unit 17	:	Forms of Organization in Public Enterprises
Unit 18	:	Public Utilities Unit
<b>BCOA-001: Business Communication and Entrepreneurship</b>		
<b>Block 1</b>	:	<b>Communication Skills for Business</b>
Unit 1	:	Basic Grammar Skills
Unit 2	:	Putting Grammar to Use
Unit 3	:	Creating Short Writing
Unit 4	:	Applying English Skills to Special Projects
<b>Block-2</b>	:	<b>Entrepreneurship and Small Business</b>
Unit 5	:	Choosing to Become an Entrepreneur
Unit 6	:	Becoming an Entrepreneur
Unit 7	:	Setting Up A Small Business Enterprise
Unit 8	:	Financial Management of Small Business
Unit 9	:	Legal Requirements of Small Business
<b>Course: AMK-1 Marketing</b>		
<b>Block 1</b>	:	<b>Basic Concepts of Marketing</b>
Unit 1	:	Nature and Scope of Marketing
Unit 2	:	Market Environment
Unit 3	:	Marketing and Marketing Segmentation
Unit 4	:	Consumer Behaviours
<b>Block 2</b>	:	<b>Product</b>
Unit 5	:	Product Concept
Unit 6	:	New Product Development and PLC
Unit 7	:	Branding and Packaging

**Block 3 : Pricing**

Unit 8 : Objectives and Methods

Unit 9 : Discounts and Allowances

Unit 10 : Regulation of Prices

**Block 4 : Distribution**

Unit 11 : Channels of Distribution-I

Unit 12 : Channels of Distribution-II

Unit 13 : Physical Distribution

**Block 5 : Promotion**

Unit 14 : Promotion Mix

Unit 15 : Personal Selling and Sales Promotion

Unit 16 : Advertising and Publicity

**BRLT-009: On the Job Training and Viva-Voce****4.6.3 BBA (Retailing) [BBARL] (3<sup>rd</sup> Year)****BRL-010: Buying and Merchandising - II**

Unit 1 : The Process of Retail Merchandising

Unit 2 : The Process of Buying

Unit 3 : Margins and Profitability

Unit 4 : Mark-ups: A Merchandising Tool

Unit 5 : Retail Pricing and Markdowns

Unit 6 : Stock Management

Unit 7 : Preparing Merchandise Plan

Unit 8 : Open to Buy and Unit Planning

Unit 9 : Range Planning and Product Development

Unit 10 : Presenting the Product

Unit 11 : Merchandising Performance Parameters

Unit 12 : Performance Reports

Unit 13 : Application of Buying and Merchandising in a Grocery Retail Store

Unit 14 : Application of Buying and Merchandising to Apparel Retail Operation

**BRL-011: Retail Operations and Store Management-II**

Unit 1 : Customer Buying Behaviour in Retail

Unit 2 : Customer Retention Strategies in Retail

Unit 3 : Store Site Selection

Unit 4 : Store Layout and Design

Unit 5	:	Merchandise Planning
Unit 6	:	Managing Promotions in Retail
Unit 7	:	Managing Financials and Operations Performance
Unit 8	:	Balanced Score Card in Retail Operations
Unit 9	:	Category Management
Unit 10	:	Pricing in Retail
Unit 11	:	Manpower Training and Development
Unit 12	:	Legal Compliances in Retail
Unit 13	:	Application of Buying and Merchandising: Pantaloon Retail Store
Unit 14	:	Application of Category Management : Relief Medical Store

### **BRL-012: Visual Merchandising & Store Management**

Unit 1	:	Introduction to Visual Merchandising
Unit 2	:	Elements of Visual Merchandising- I
Unit 3	:	Elements of Visual Merchandising- II
Unit 4	:	Principles of Design
Unit 5	:	Merchandise Presentation
Unit 6	:	Retail Formats and Visual Merchandising Approach
Unit 7	:	Visual Merchandising for Fashion Apparel
Unit 8	:	Visual Merchandising for Home Fashion
Unit 9	:	Visual Merchandising for Fashion Accessories
Unit 10	:	Visual Merchandising for Food & Groceries
Unit 11	:	Visual Merchandising for Electronics
Unit 12	:	Visual Merchandising for FOOD & Beverages
Unit 13	:	Visual Merchandising for Unconventional Retail Spaces

### **BRL-013: Customer Value Management**

Unit 1	:	Introduction to Customer Value Management
Unit 2	:	Customer Value Expectations
Unit 3	:	Customer Value Perception
Unit 4	:	Customer Value Generation
Unit 5	:	Customer Value Communication
Unit 6	:	Service Quality Management
Unit 7	:	Customer Loyalty and Customer Retention
Unit 8	:	Service Recovery and Customer Value

Unit 9	:	Technology and Customer Value
Unit 10	:	CVM in the Indian Context
Unit 11	:	Application of CVM in Departmental Store: Indian Context
Unit 12	:	Application of CVM in Hyper Market: Indian Context

### **BRL-015: IT Applications in Retail**

Unit 1	:	Retail IT Landscape
Unit 2	:	Technology & its Impact on Business
Unit 3	:	Merchandise Management System (MMS) - I
Unit 4	:	Merchandise Management System (MMS) - II
Unit 5	:	Point of Sale (POS)-I
Unit 6	:	Point of Sale (POS)-II
Unit 7	:	Store Execution System
Unit 8	:	Customer Relationship Management (CRM) in Retail
Unit 9	:	Loyalty and Campaign Management in Retail
Unit 10	:	Introduction to Visual Merchandising
Unit 11	:	Business Intelligence - I
Unit 12	:	Business Intelligence - II
Unit 13	:	E-Retailing
Unit 14	:	Indian Case Studies: Uses of IT in Retail

### **BRL-016: On the Job Training (OJT) and Viva-Voce**

You need to work on your own in a retail store/company based on the schedules and discussions with academic experts/professionals from the Study Centre. The University may list out specific modules and provide Workbooks to each industry and student for Internship and OJT courses. You will be writing the workbook on day to day basis based on your work experiences and discussions with your supervisor and peer group learners.

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## **5 INTERNSHIP AND ON THE JOB TRAINING (OJT) AND VIVA-VOCE**

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The BBA (Retailing) Programme will provide you an opportunity to do Internship (training) for a period of three months in the first year and OJTs in the 2<sup>nd</sup> and 3<sup>rd</sup> year respectively. The terms and conditions for undertaking an Internship and OJT by you are given below.

### **5.1 Internship**

- You are required to undertake internship in the 1st year itself.
- You will be required to work for a minimum of 8 hours in a day, six days in a week, for a period of three months, excluding holidays announced by the Company.
- You will be required to attend five days block counselling between September to May depending upon the Counselling Schedule to be given by the Study Center.

- You are required to fill your Workbook periodically on the work you will be performing based on the Internship Schedules to be given to you. The Schedule will cover in such a way that you will be assigned to work in all the areas that are required to obtain knowledge and skills that would commensurate with the BBA (Retailing). You are required to get your Workbook authenticated periodically by the Supervisor allotted to you by the Retail Unit.
- Submission of Workbook after completion of 3 months internship to the respective IGNOU Regional Centre is mandatory. While submitting the Workbook, you are required to enclose a certificate (Certificate of Originality of Workbook) signed by you authenticated by the Supervisor on the format prescribed by the University.
- You are required to carry filled in Workbook at the time of first Viva-voce (verbal face-to-face assessment by the examiner) to be organised prior to/after your term-end examination. The Regional Centre will inform you the date, time and place of Viva-voce and you are required to attend the same positively at the designated place (study centre/Regional Centre/any other location) at your own cost.
- Remember attending minimum of three months internship, submission of Workbook to the Regional Centre and attending Viva-voce is mandatory.

However, in case you do not attend internship or attend to partly internship and drop yourself without completing the mandatory requirement of three months or failed to secure 50% in the Workbook, you are required to pay a fee for getting re-admitted into BRLT 005 course as per University norms. **Remember, re-arranging internship will be possible subject to availability of internships in particular year. Therefore, you are advised to attend Internship and complete the same in the very first year of the programme.**

- **Working or sponsored candidates of retail sector fulfill the criteria of internship from their respective organization.**

## **5.2 On the Job Training (OJT) for BRLT-009 (2nd Year) and BRLT-016 (3rd Year)**

You are required to undertake OJT on your own in a retail store with the experience you have already gained in the DIR programme. You are also required to identify a retail store and a supervisor on your own for OJT in the 2nd and 3rd year respectively. However, in case you need any assistance, Director, Retail Learning, rai, Mumbai will help you in facilitating OJT. His contact Tel.No. 022-28269527-29 and email: [lawrence@rai.net.in](mailto:lawrence@rai.net.in). Those who are already working can complete workbook based on their Job in Retail.

The University assumes that you have already acquired adequate experience and exposure through the internship organised in the 1st year and hence you will be in a position to manage OJT on your own.

A work book with guidelines for OJTs will be provided to you in the 2nd and 3rd year respectively. Work Books need to be written by you after you work and experience in a retail shop, discuss with retail professionals, academic counsellors and peer group learners before you write Work Book.

You are required to give a declaration that the OJT Work Book is written by you in original and not copied from any other source. No other format will be provided for BRLT-009 and BRLT-016.

**You are required to submit Work Book(s) of OJT at the Regional Centre with which you are attached. Remember always you need to keep a photo copy of each Work Book before you submit to the Regional Centre.**

The Regional Centre will conduct evaluation of Work Book(s) of OJT and conduct viva-voce at the Regional Centre or a place to be designated by the Regional Centre/HQRs.

The Regional Centre will inform you about the viva-voce dates to be organized by the University (i.e., date, time and venue for the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> viva-voce respectively). **While attending to viva-voce, you must**

**bring photo copy of the Work Book you had submitted to the Regional Centre (submitted in person/by post) as there is a possibility of non-reaching of your work book at the Regional Centre.**

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## 6 SUPPORT SERVICES

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In order to provide support services, the University has established a number of Regional Centres and Study Centres across the country. The Regional Centres and Study Centres will be providing you the following:

- Information, counselling and advice on your programme as well as on other academic programmes offered by the University.
- Pre-admission, during admission and post-admission counselling/advice.
- Induction for newly enrolled students.
- Supply of Academic Counselling Schedules and Internship Schedules.
- Provision of audio-video, tele-conferencing, radio-counselling facilities at the Study Centres for listening/viewing and interaction.
- Provide facilities for reference purposes at the Study Centres/Regional Centres and IGNOU HQRs.
- Receipt and evaluate assignment responses and Workbook submitted by you and return of the same with marks and feedback on assignments and feedback on the Workbook you would be writing.
- Attend to academic and administrative queries pertaining to other than the above such as registration, examination, assessment, feedback etc.
- Organise one time Viva-voce each for BRLT-005, BRLT-009 (2nd year) and BRLT-016 (3rd year) on the work you write in the Workbook given to you for Internship and OJT for 1st, 2nd and 3rd year respectively.

### 6.1 Induction

The University will be organising an Induction Programme for you soon after your admission is confirmed in the first year. The induction Programme will be organised within two months of the Confirmation of Your Admission. Normally, Induction will be organised at the Study Centre with which you are attached. The Induction will be a day long programme where you will be interacting with academic experts, administrative staff of the Study Centre and officers/administrators from the Regional Centre, University and Retail Companies.

The main purpose of Induction Programme is to orient you to the aims and objectives of the Programme, its structure, delivery mode, instructional system, role of academic counselling, methods and organisation of internship etc.. You will also be given assessment system being followed by the University with regard to Assignments, Workbook and Term-end Examination etc. The Induction Programme will cover the following:

- Provide you an overview of the different courses offered under the BBA (Retailing) and the inter-linkages among them.
- Facilitate and make you understand the best possible use of the Self Learning Material (SLM) so that you will be able to derive maximum academic benefit.
- Address the specific queries you will be confronting in regard to any aspect of the programme viz. re-registration for 2nd & 3rd year, assignments, internship, workbook to be written, term-end examination etc.
- Apprise you the significance of academic counselling, internship and assignments and how you could extract the benefit of these areas.

- Apprise you about the internship modalities, guidelines and Workbook writing and assessment mechanisms for Workbook and Viva-voce.
- Provide you information on evaluation and assessment system followed by the University including term-end examination system adopted for the programme.

Re-induction will also be organised within 2 months after your re-registration is confirmed for 2nd and 3rd year respectively. The re-induction will be focussed mainly on OJT and writing of work books of OJT. During the induction you would be given an idea as how you could make use of your internship experience of 1st year, 2nd and 3rd year.

Subject experts from Study Centre, professionals from retail companies and officials from the University, and rai will be invited for conduct of the Induction Programme. Please remember Induction Programme will be organised only once in a year. Therefore, **you are required to attend the programme**. Further, you also remember attending the Induction Programme is mandatory in view of the importance induction to be played in academic and administrative support to be provided to you.

## 6.2 Academic Counselling (Face-to-face Contact Sessions)

Study Centre allotted to you will organise Academic Counselling sessions for a period of one day for each course in the academic cycle beginning from September-May in one or two spells. The Academic Counsellors and the Coordinator of the Study Centre may work out the Counselling Schedule of these sessions taking into consideration Internship/OJT and Term-End examination periods, which you are required to undertake compulsorily. These counselling sessions will be organised for all the theory courses as well as for Internship and OJT courses. While going through the study material supplied to you and while working with the retail store for internship/training, you may write down specific difficulties which you encounter and discuss the same in counselling sessions with the Academic Counsellor of the Centre. Facilitators will be made available for BRLT-005, BRLT-009 and BRLT-016 which is more of practical training based course. Professionals from Retail Companies will also be engaged for the purpose.

The time allocated to Counselling Sessions will be fairly distributed among all five courses. The Study Centre offering the programme at the local level will prepare detailed Counselling Schedule and the same will be made available to you well in advance before actual counselling sessions begins in both spells as specified above. In fact, counselling schedule will guide you in preparing yourself before attending to course-wise academic counselling.

To derive maximum benefit out of counselling sessions, you should inform the Coordinator of your Centre in writing well in advance about the specific difficulties of which you would like to seek clarification during counselling sessions. This will help the organisers to invite specific Counsellors/Facilitator (specialists) on these dates if required who can better help and resolve difficulties.

## 6.3 Teleconferencing and Radio Counselling

- **Teleconferencing :** Teleconferencing Sessions for BRL-001, BRL-002, BRL-003, BRL-004, and BRLT-005 are usually held between September-May. These sessions are held on the weekends as well as weekdays. You can attend teleconferencing sessions from the nearest IGNOU Regional Centre/Study Centre where such facilities are available. In fact many of our Study Centres in general and Centres activated for the BBA (Retailing) have been given the Direct to Home (DTH) facility for arranging teleconferencing facility.
- **Radio Counselling :** IGNOU/IGNOU Regional Centres organises Radio Counselling through its FM Radio Stations located across the country. It also organises Interactive Radio Counselling (IRC) on every Sunday from 4:00 to 5:00 p.m. through its FM Radio Stations across the country. Similarly, it also organises IRC from 5:00 to 6:00 p.m. every Sunday and every Tuesday. through the FM Radio Station, Delhi located at EMPC, IGNOU Campus, New Delhi.

Teleconferencing Schedule, Radio Counselling and Interactive Radio Counselling Schedules are available on the IGNOU website ([www.ignou.ac.in](http://www.ignou.ac.in)) for your use and information.

## 7 ASSIGNMENTS

Assignments constitute an essential component of the Instructional System in this programme. You are given certain problems/issues, course-wise for writing assignments. You are required to write your response for these assessments based on your understanding of Self Learning Material pertaining to courses, discussions and interactions you will have with counsellors, facilitators and fellow learners. Each course other than BRLT-005, BRLT-009 and BRLT-016 will have one assignment. You are required to submit assignment responses of every course at the Study Centre allotted to you. Every assignment marks will be counted for the final marking for each course.

### (i) Types of Assignments

The assignment questions will be two/three types:

- **Essay/long answer type**
- **Short answer type**
- **Practical/Reflective/Application/ Activity oriented type**

Course-wise questions for assignments prepared by the faculty are sent to you. You are given enough time (see the assignment schedule/operation schedule supplied to you) to go through the study material, refer books, discuss/interact with Academic Counsellors and Facilitators and fellow learners to develop a deep insight and comprehending before you attempt actual assignment response preparation. After completing the assignments, you should submit the same to the Study Centre with which you are attached for assignment evaluation and feedback. The evaluator will carefully evaluate the assignment response and provide you feedback in the form of teaching comments on the strengths and weakness of each of the assignment response for your benefit. The assignments carry a weightage of 30 percent per course, which will be added to final grade in the concerned course.

### (ii) Purpose of Assignments

The purpose of introducing an assignment system and giving assignments a weightage of 30 per cent per course is intended to test your capacity and capability of your theoretical and practical experiences. Therefore, you must allocate enough time for preparing and writing assignment responses as per the guidelines of the University and submit them to the Study Centre. Please make sure that you must **write assignment responses on your own which will improve your understanding, knowledge and skills about the course curriculum**. At the same time, you are also advised not to get tempted to reproduce the course material given in the units or assignments responses of others. Any learner, which may indulge into such practices, may lose their valuable time in acquiring knowledge and skills in the subject. Further, if you reproduce the textual material from the course materials provided or any other source, you may be penalized by awarding “Zero marks”. Your sincere efforts in writing assignment responses will enable you to integrate your knowledge, understanding, and skills and provoke you to think on your own to test your comprehension of content and competencies in applying the concept.

### (iii) Guidelines for Assignment Preparation

While preparing assignment responses, you may keep the following points in mind, which may help you for preparing better assignment responses:

- read assignment question carefully and identify various sources of material,
- make your answer precise, concise and systematic, which is relevant to assessment question.
- supplement your response with examples, illustrations and real life situations with activities which will help you in acquiring better knowledge and skill.



- stick to the word limit if indicated in the assignment, by drafting, re-drafting assignment responses till you arrive a final draft response,
- write answer in your own handwriting, and do not send typed assignments.

Practical tips to write the assignments may be obtained from your Academic Counsellors and Facilitators attached with the Study Centre.

#### (iv) How and Where to Send Completed Assignment Responses

While sending the assignment responses, the following points should be particularly taken care of:

- Write your Enrolment Number, Name and Full Address at the right hand corner of the 1<sup>st</sup> page of your assignment response.
- Send your assignment response to the Study Centre with which you are attached only. Please do not submit/forward your assignments to any other centre/institution.
- The Course for which the assignment has been done, its Course Code No. and Assignment Code should be written in capital letters in the centre of the top of the 1<sup>st</sup> page of the response sheets. The top left hand corner should be kept for office use. The top of the 1<sup>st</sup> page of your response(s) should look something like this.

	Course Title: .....
	Course Code: .....
Enrol. No.: .....	Assignment Code: .....
Name: .....	
Address: .....	
.....	
.....	
Telephone: .....	
E-mail: .....	
Date of Submission: .....	

#### Instructions for sending Assignment Responses

- Send assignment responses complete in all respects. Partial or incomplete assignments will not carry any credit.
- Use A-4 size paper for writing your response and leave a margin of about 2<sup>1/2</sup>" on the left side for writing tutor comments and providing feedback.
- **Always retain a copy of the assignment response with you as a precautionary measure. In case the assignment response submitted is lost in transit or otherwise, you may be asked to send another copy. Retain a photocopy of the assignment response till you successfully complete the Programme.**
- The assignment should be submitted to the Coordinator of the Study Centre on or before the last date indicated in the operation schedule of assignments given by the University.
- Procure a set of new assignment questions which are on offer if you have not cleared them in previous year(s).
- In case the last date for submission of an assignment falls on a holiday, the same may be submitted on the next working day.

Once you get the pass marks in an assignment, you cannot resubmit assignment responses, if any, for improvement of grade/mark. Assignments are not subject to re-evaluation except for factual errors, if any.

## 8 EVALUATION SYSTEM AND TERM-END EXAMINATION

### 8.1 Evaluation System

The evaluation system consists of two components:

- 1) Continuous Evaluation through Assignments for courses BRL-001 to BRL-015 (except courses with Internship and OJT), and Workbooks.
- 2) Term-end Examination is organised twice a year i.e. June and December every year. In the final result, Assignment (continuous evaluation) carries 30% weightage for course BRL-001 to BRL-016 while Term-end Examination carries 70% weightage for the same (except courses BRLT-005, 009 and 016).
- 3) Evaluation of BRLT-005, 009 and 016 which are Internship and OJT consist two/three components viz., assessment of Workbook, assessment of learners through Viva-Voce

The assessment system of various courses of the programme are given below:

#### 1st Year - Diploma in Retailing (DIR)

- Each course is of four credits with 50 marks average. Thus, all four courses of 16 (sixteen) credits will have 200 marks as given below

BRL-001 : (4 credits)      BRL-003 : (4 credits) 50 Marks for every 4 credits

BRL-002 : (4 credits)      BRL-004 : (4 credits) 200 Marks for all 4 courses of 16 credits

- BRLT-005 Internship and Viva-voce is of sixteen credits and the weightage for various components of the course is as follows:

Workbook	:	50%	100 Marks
Viva-voce (Once)	:	50%	100 Marks*
<b>Total</b>			<b>400 Marks</b>

#### 2nd year - Advanced Diploma in Retailing (ADIR)

BRL - 006      4 credits      ECO-01      4 credits      • 50 marks for every 4 credits

BRL - 007      4 credits      BCOA-001      4 credits      300 marks for 6 courses

BRL - 008      4 credits      AMK-1      4 credits

- BRLT-009 OJT and Viva-voce is of 8 credits and the weightage for the components are given below:

Work book	60%	60 marks
Viva-voce	40%	40 marks

#### 3rd Year – BBA (Retailing)(BBARL)

BRL-010      4 Credits      BRL-013      4 Credits      50 Marks for every 4 Credits

BRL-011      4 Credits      BRL-015      4 Credits

BRL-012      4 Credits

- BRLT-016: OJT and Viva Voce is of 12 Credits and the weightage for the component are given below:

Work book	60%	90 marks
Viva Voce	40%	60 marks

## 8.2 Successful Completion of the Programme

University follows grading/marking system for continuous evaluation as well as term-end examination. In the BBA (Retailing), marking system shall be followed. The University shall award grades also in the Grade Card. The notional correlates of the Letter Grades and percentage of marks are as under:

Letter Grade	Quality Value	Point Grade	Equivalent % of numerical marks
A	Excellent	5	70% and above
B	Very Good	4	Above 55% and below 70%
C	Good	3	Above 45% and below 55%
D	Average	2	Above 35% and below 45%
E	Unsatisfactory	1	Less than 35%

Depending on the percentage of marks secured by the candidate, the Divisions shall be awarded as follows:

1st Division	-	60% and above	Pass	-	35% to 49.9%
2nd Division	-	50% to 59.9%	Unsuccessful	-	Below 35%

**You are required to score for courses BRL-001 to BRL-004 and BRL-006 to BRL-008 and ECO-01, BCOA-001, AMK-1 at least 35% marks in both continuous evaluation (assignment) as well as the term-end examination individually. However, for courses BRLT-005 (DIR) and BRLT-09 (ADIR) and BRLT-016 (BBA). You are required to score 50% of all components together.**

## 8.3 Term-end Examination (TEE)

The term-end examination is another component of the evaluation system. Term-end examination carries 70% weightage in the final result.

- The University will be organising term-end examination for all courses BRL-001 to BRL-004 and BRL-006 to 008, ECO-1, BCOA-001 and AMK-01 and BRL-010 to BRL-015..
- There is no term-end examination for course BRLT-005, BRLT-009 and BRLT-016.
- **The term-end examination for each course is of 50 marks and of two hours duration.**
- The University conducts term-end examinations twice a year i.e. in June and December.

To be eligible to appear at the term-end examination in any course, you are required to fulfill the following conditions:

- You should have submitted the assignment responses for the respective courses.
- You should have submitted the Examination Form on time for whichever course you would like to write examination.
- You should have valid registration at the time of submission of Examination Form.
- You should have completed a minimum of one year from the date of registration/re-registration of that year.

Examination Date Sheet and schedule which indicates the date and time of examination for each course is sent to all the Regional Centres approximately 5 months in advance. The same is also notified through IGNOU **News Letter** from time to time. Normally, the date sheet for June examinations are sent in the month of January and for December Examination in the month of July. The date sheet is also available on the IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in).

It is an essential pre-requisite for you to submit the examination form for taking examination in any course. A copy of the examination form is enclosed here in this Programme guide. You can take a photocopy of this form and use it. Only one form is to be submitted for all the courses in one term-end examination. **You are required to pay a fee of Rs. 120/- for each course as examination fee.** The filled in examination form

is to be submitted to either **The Registrar, SED, Indira Gandhi National Open University, Maidan Garhi, New Delhi - 110068** or at the concerned Regional Centre, or any other IGNOU Regional Centre in the country.

- (i) **The date of submission** of examination form is 31<sup>st</sup> March for June Term-end Examination and 30<sup>th</sup> September for December Term-end Examination without late fee. **Examination Form without late fee** are accepted as given below:

<b>for June TEEs</b>	<b>1<sup>st</sup> February to 31<sup>st</sup> March</b>
<b>for December TEEs</b>	<b>1<sup>st</sup> August to 30<sup>th</sup> September</b>

- (ii) **Examination forms with late fee** are accepted as given below:

i) For June TEEs:	<b>1st April to 20th April (Rs. 150 Examination fee per course + late fee of Rs. 300/-)</b>
	<b>21st April–15th May (Rs. 150 Examination fee per course + late fee of Rs. 500/-*)</b>
	<b>16th May–28th May (Rs. 150 Examination fee per course + late fee of Rs. 1000/-*)</b>

**Late fee will be decided from time to time, which will be notified in the online examination form.**

ii) For December TEEs:	<b>1st October to 20th October (Rs. 150 Examination fee per course + late fee of Rs. 300/-)</b>
	<b>21st October–15th November (Rs. 150 Examination fee per course+ late fee of Rs. 500/-*)</b>
	<b>16th November–28th November (Rs. 150 Examination fee per course + late fee of Rs. 1000/-*)</b>

**Late fee will be decided from time to time, which will be notified in the online examination form.**

- \* During the extended late fee period, the exam form along with requisite late fee should be submitted at the **Regional Centre only. Examinations for these students will be conducted in the city of Regional Centres only, other than Delhi 1 and Delhi 2.**

**Examination fee as well as late fee is payable** in the form of a Demand Draft drawn from any nationalised bank or IPO in favour of IGNOU, New Delhi-110068. **The examination form received after due dates with or without late fee, wherever applicable, shall be rejected.**

- **Intimation Slip** will be sent to you by the University, once your examination form is received. If you do not get the intimation slip 15 days before the examinations begins, please **contact** your Regional Centre or Student Evaluation Division at the IGNOU Headquarters. You are advised to see the IGNOU website for Intimation Slip before you approach/write to University offices.
- The list of Examination Centers will be available on IGNOU's Website during February/March and August/September. Please note that the University will try to allot you the Examination Centre you opt for. However, in unforeseen circumstances, you may be allotted another nearby Examination Centre.
- Change of examination centre is permissible in exceptional cases for which you have to make a request to the Registrar, SRD at least one month before the commencement of the examination as per University norms.
- Your enrolment number is your Roll Number for the examination. Please exercise enough care in writing it. Any mistake in writing the Roll Number will result in non-declaration of result.

- **If you do not get** the intimation slip, check the list of students **registered for examinations** at the Examination Centre or on the IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) .If your name is in the list, you shall be permitted in the examination by showing your Identity Card (Student Card)/downloaded Intimation Slip to the Examination Centre Superintendent.

### Declaration of Result

It is your duty to check whether you are registered for that course, whether you have valid registration 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 form without unnecessarily waiting for the result and get it cancelled at a later date if so required.**

No student is allowed to reappear in an examination or submitting assignments for improving the marks/grade after successfully passing it.

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 concerned Regional Directors. The Coordinators would display a copy of such important circular/notification on the notice board of the Study Centre for your benefit. 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.

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.

**Early Declaration of Results:** You can apply for early declaration of term-end examination results with a fee of Rs. 1000/- per course. **The application for early declaration of results shall be entertained only if you have been selected for any post or applied for further studies.** Mark-sheet/certificate for qualifying examination is required to be submitted to the institution by a particular date. You must compulsorily submit documentary evidence (proof) in support of the reason for early declaration of your result.

Early declaration of result is permissible in term-end examination for theory courses only. **This facility is not applicable for practical/lab courses, project, workshop, assignments, seminar, etc. based courses. The application for early declaration of results shall be entertained for final year courses or maximum of four backlog courses only.** Prescribed fee @ Rs. 1000/- per course shall be payable by Demand Draft in favour of 'IGNOU' and payable at New Delhi. Application form along with required amount of fee must be submitted to the Registrar, SED, IGNOU, Maidan Garhi, New Delhi-110068 before the date of the commencement of term-end examination i.e., before 1st June and 1st December respectively. Application form for Early Declaration of Results is placed in this book. (See section 14 - Formats for Students use).

**Re-evaluation of Term-end Examination:** After the declaration of term-end examination results, if you are not satisfied with the marks awarded, you can request the University to re-evaluate your answer scripts on payment of Rs. 750/- per course. Application for re-evaluation shall be submitted in the prescribed format to the Registrar, SED, IGNOU, Maidan Garhi, New Delhi-110068 along with the fee of Rs. 750/- per course in the form of Demand Draft drawn in favour of IGNOU and payable at New Delhi.

**Application for re-evaluation must be made before 31st March for the term-end examinations held in December, and 30th September for the term-end examinations held in June, or within one month**

**of the declaration of results, whichever is later. The date of declaration of results will be calculated from the date on which the results of relevant course were placed on the IGNOU website.**

After the re-evaluation, the better of the two scores of the original marks and re-evaluation marks will be considered. Marks so revised shall be incorporated in your record and the revised marks sheet shall be sent to you within one month from the receipt of the application.

While communicating with the University regarding examinations for that purpose for any matter, **please write your name, enrolment number, name of the programme and complete address.** In the absence of such details, we may not be able to attend to your problems. Application form for re-evaluation of Answer Scripts is placed in this book. (See section 14 - Formats for Students use).

**Important: Remember, you will be eligible to appear for June Term-end examination. Subsequently you can appear in December/June Term-end examination till you complete the course successfully or till you have valid registration with the University.**

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## 9 UNIVERSITY RULES

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### Educational Qualifications Awarded By Private Institutions

Any educational qualification awarded by the Private Universities established under the provisions of the “Chhattisgarh Niji Kshetra Vishwavidyalaya (Sthapana Aur Viniyaman), Adhiniyam, 2002” are non-existent and cannot be made the basis of admission to higher studies with IGNOU.

### Validity of Admission

Students offered admission 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 procedure again.

### Re-admission

The students who are not able to clear their Programme within the maximum duration shall be allowed to take Re-admission for additional one year for the Diploma Programme, in continuation of the earlier duration. The student has to make payment per course on pro-rata basis. The details of pro-rata fee and the Re-admission Form is available at the Regional Centres for the courses which student has not been able to complete.

### Scholarships and Reimbursement of Fee

Reserved Categories, viz. Scheduled Castes, Scheduled Tribes, Physically Handicapped students and other regional categories are to pay full fee at the time of admission to the University along with other general category candidates. Physically Handicapped students admitted to IGNOU Programmes are eligible for Government of India scholarships. They are advised to collect Scholarship Forms from the respective State Government Directorate of Social Welfare or Office of the Social Welfare Officer and submit the filled-in form to them through the concerned Regional Centre of IGNOU.

Similarly, SC/ST students have to collect and subsequently submit their scholarship forms to the respective State's Directorate of Social Welfare or Office of the Social Welfare Officer, through the concerned Regional Centre of IGNOU for reimbursement of Programme fee.

### Change/Correction of Address and Study Centres

Printed Cards Formats are placed in the Programme Guide for change/correction of address/change of Study Centre, which is dispatched along with the study material. In case there is any correction/change in the address, the student is advised to make use of proformas provided in the Programme Guide and follow the guideline as given below:

- a) **During the continuation of Programme:** “ The Regional Director, IGNOU Regional Centre (Respective Regional Center where student have taken admission), who will forward the request after verifying the student’s signature to SRD & SED, Division, Maidan Garhi, New Delhi-110068. Request for **change of Study Centre is normally accepted subject to availability of internship in a particular retail company/city and seat for the Programme at the new Study Centre asked for** as this programme has Internship of six months in a particular retail company and compulsory academic counselling of 10 days. Change of Address is not permitted until admissions are finalised.
- b) **After completion of the programme:** Student must attach the **photocopy of the mark sheet, address proof and concerned documents** and send “To The Registrar, SRD Division, Maidan Garhi, New Delhi-110068.

### **Allotment of Study Centres for Students**

Depending on actual number of students or due to other operational reasons, the University may deactivate a Study Centre/Programme Study Centre and the students of the deactivated Centre will be attached to another Centre. The Regional Centre will inform the concerned student about the change after admissions are finalized. **Similarly, the University will have the right to allot a particular Study Centre and retail company and location (city) under a particular Regional Centre taking into account the availability of the internships, infrastructure and other facility needed for operationalisation of the programme.**

### **Change of Regional Centres/Study Centres**

Change of Regional Centre and Study Centre are allowed subject to availability of Internships and seats in a particular retail company and city/Study Centre to which a student seek in the first year. However, change of study centre will be allowed in the 2nd and 3rd year subject to availability of the programme in the Study Centre/Regional Centre.

### **Official Transcripts**

The University provides the facility of official transcripts on requests made by the students on plain paper addressed to Registrar (SED), IGNOU, Maidan Garhi, New Delhi-110068. A fee of Rs. 300/- per transcript payable through DD in favour of IGNOU is charged for this purpose. The students are required to pay Rs. 500/- (300+200 postal charge) in case of request for sending transcript outside the Country.

### **Disputes on Admission & other University Matters**

The Place of jurisdiction of filing of suit, if necessary, will be only at New Delhi/Delhi.

### **Recognition**

IGNOU Degrees/Diplomas/Certificates are recognised by all member Universities of Association of Indian Universities (AIU) and are at par with Degrees/Diplomas/Certificates of all Indian Universities/Institutions, as per UGC Circular letter No. F.1-52/2000 (CPP-II) dated May 5, 2004, AIU Circular No. EV/B (449/94/176915-177115 dated January 14, 1994 and AICTE Circular No. AICTE/Academic/Nov-Dec/2005 dt. May 13, 2005. (see Annexure I, II & III).

### **IGNOU Newsletter**

The University publishes newsletter two times in a year in English as well as in Hindi. It is mailed to you free of cost. All the important information relevant to you is published in the newsletter. You are advised to read the Newsletter for updating yourself.

### **Issue of Duplicate Marksheet**

A Duplicate Grade card is issued after a request is made on the prescribed form alongwith a demand draft of Rs.200/- drawn in favour of IGNOU, New Delhi. The form for the purpose is given in this Programme Guide.

### **Simultaneous Registration**

Students who are already enrolled in a programme of one year or longer duration can also simultaneously register themselves for any certificate programme of 6 months duration. However, if there is any clash of dates of counselling or examination schedule between the two programmes taken, University will not be in a position to make adjustment.

### **Refund of Fee**

Fee once paid will not be refunded under any circumstances. It is also not adjustable against any other programme of this University. Programme fee may, however, be refunded if admission is not offered by IGNOU for any reason.

### **Migration Certificate**

For migration certificate, requisition may be sent to the Regional Director (concerned) along with the following documents:

- i) Application can be obtained from the Headquarter or photocopy of the one given in Programme Guide can be used.
- ii) Attested copy of the mark-sheets
- iii) Fee of Rs. 500/- in the form of Demand Draft drawn in favour of IGNOU payable at the city where concerned Regional Centre is located.

Samples of various forms currently used in the University are provided in the Programme Guide. Whenever you need any of these, please take a photocopy, fill it and send it to us.

### **How to approach the University**

During the course of your study, you might require some further information or knowledge about rules and regulations. You must know whom to contact for a specific information. We are providing you information about these matters in Section 10 under the heading 'Whom to Contact for What'.

The information about the suitable forms for specific purpose is also provided in Section 14 'Formats for Students' of this Programme Guide. Whenever you need, take a copy of the relevant form and send it as per instructions given in the form.

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## **10 WHOM TO CONTACT?**

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1. Admission, Change of Study Centre, Change of Regional Centre, Change of Address, Identity Card, Fee Receipt, Bonafide Certificate and Migration Certificate:

### **Concerned Regional Centre**

2. Non-receipt of Study Material and Assignments:

**Registrar, Material Production and Distribution Division, IGNOU, Maidan Garhi, New Delhi - 110 068.**

3. Examination Date-sheet, Result Rechecking, Grade Card, Provisional Certificate, Transcripts and submission of Examination Form :

**Deputy Registrar (Exam II), SED Division, IGNOU, Maidan Garhi, New Delhi -110 068.**

4. Non-reflection of Assignments Grades :

**Assistant Registrar (Exam III), SED Division, IGNOU, Maidan Garhi, New Delhi -110 068.**

5. Original Degree/Diploma and Convocation matters:

**AR (Exam I) SED Division, IGNOU, Maidan Garhi, New Delhi - 110068.**

6. Purchase of Study Material :

**Marketing Unit, MPDD, IGNOU, Maidan Garhi, New Delhi - 110 068.**

7. Purchase of Audio/Video Tapes:



**Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi – 110 068.**

**8.Prof. Sunil Kumar**, (Programme Coordinator), SOMS, IGNOU, Maidan Garhi, New Delhi-110068, Email: sunilk4gupta@yahoo.co.in, Tel.: 011-29573024

IGNOU operates through its Regional Centres and Study Centres for providing student support service. The Regional Centres will provide more of administrative support such as receipt and process of application form conduct of interview (if requested), confirmation of admission and re-registration, monitoring of student support service through study centres, conduct of term-end-examination, conduct of evaluation of project and workbooks and viva-voce etc. whereas study centres actually attend to academic and administration queries and conduct face to face contact sessions and others. In fact a study center is the face of the University and periodically the study centre will be the college for a student for all practical purposes.

The students selected for the BBA (Retailing) will be attached with one of the Study Centre/Programme Study Centre under the purview of a particular Regional Centre. The Study Centre will be his/her college for utilizing academic and administrative support. The Study Centres will provide the following services:

- Sale of Student Handbook and Prospectus.
- Pre-admission counselling.
- Induction for newly enrolled learners.
- Counselling Schedules for organising two spells of academic counselling of 5 days each for each batch.
- Organise theory and practical counselling sessions.
- Arrange audio and video programmes.
- Arrange schedules and organise Radio, TV and teleconferencing.
- Provide library facility for reference purposes.
- Handle students' assignments and provide marks/grades and feedback on assignments to learners within 30 days from the date of submission.
- Attend to learners' queries and maintain register for such queries.
- Maintain records of students' attendance, assignment submission and grades/marks for continuous assessment.
- Forward marks of assignments and Workbook and Viva-voce to the Regional Centre.
- Conduct Entrance and Terminal Examinations, in case the Centre has been allotted as an Examination Centre (subject to Centre's acceptance and University's notification).
- Conduct Term-End Exam/Practicals/Lab Practicals, in case the Centre has been allotted Examinations (theory/practical)(subject to Centre's acceptance and University's notification).

# 11 REGIONAL CENTRE CODES AND ADDRESSES

## Appendix-1

### ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
1	AGARTALA	26	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE M.B.B. COLLEGE COMPOUND P.O. AGARTALA COLLEGE TILLA AGARTALA - 799 004 TRIPURA 0381-25193910381-2516714 0381-2516266 rcagartala@ignou.ac.in	STATE OF TRIPURA (DISTRICT: DHALAI, NORTH TRIPURA, SOUTH TRIPURA, WEST TRIPURA, GOMATI, KHOWAI, SEPAHIJALA, UNOKOTI)
2	AHMEDABAD	09	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OPP. NIRMA UNIVERSITY SARKHEJ-GANDHINAGAR HIGHWAY CHHARODI AHMEDABAD - 382 481 GUJARAT 02717-242975-242976 02717-241579 02717-256458 02717-241580 rcahmedbad@ignou.ac.in	STATE OF GUJARAT (DISTRICT: AHMEDABAD, ANAND, BANASKANTHA, BHARUCH, DAHOD, GANDHINAGAR, MEHSANA, PATAN, SABARKANTHA, SURAT, VADODARA, VALSAD, DANG, KHEDA, NARMADA, NAVSARI, PANCHMAHAL, TAPI, ARAVALLI, MAHISAGAR AND CHHOTA UDAIPUR) DAMAN (U.T.) AND DADARA & NAGAR HAVELI (U.T.)
3	AIZAWL	19	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE HOUSE NO. YC-10 ROPHIRA BUILDING CHALTLANG DAWRKAWN AIZAWL - 796 012 MIZORAM 0389-2391692 / 239526 00389-2391789 rcaizwal@ignou.ac.in	STATE OF MIZORAM (DISTRICT: AIZAWL, LUNGLEI, KOLASIB, MAMIT, SERCHHIP, SAIHA, CHAMPHAI, LAWNGTLAI)
4	ALIGARH	47	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 3/310 MARRIS ROAD ALIGARH - 202 001 UTTAR PRADESH 0571-2700120 / 2701365 0571-2402147 rcaligarh@ignou.ac.in	STATE OF UTTAR PRADESH (DISTRICT: ALIGARH, BUDAUN, ETAH, ETAWAH, FIROZABAD, KASHIRAM NAGAR/KASGANJ, MAHAMAYA NAGAR/ HATHRAS, MAINPURI)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
5	BANGALORE	13	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CENTRESS KALYANA KENDRA 293, 39TH CROSS, 8TH BLOCK JAYANAGAR BANGALORE - 560 070 KARNATAKA 080-26654747/26657376 080-26639711 080-26644848 rcbangalore@ignou.ac.in	STATE OF KARNATAKA (DISTRICT: BANGALORE, BANGALORE RURAL, CHIKBALLAPUR, CHITRADURGA, DAVANAGERE, KOLAR, RAMANAGARA, SHIMOGA, TUMKUR, RAMANAGARA, CHAMARAJANAGAR & CHIKMAGALURDAKSHINA KANNADA, HASSAN, KODAGU, MANDYA, MYSORE, UDUPI)
6	BHAGALPUR	82	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 3RD FLOOR, SUMAN PLAZA CENTRAL JAIL ROAD, TILKAMANJHI, BHAGALPUR BIHAR 812001 0641-2610055/2610066 0641-2610077 rcbhagalpur@ignou.ac.in	STATE OF BIHAR (DISTRICT: BHAGALPUR, BANKA, MUNGER)
7	BHOPAL	15	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 12, ARERA HILLS BHOPAL BHOPAL - 462 011 MADHYA PRADESH 0755-2578455/2578452 0755-2762524 0755-2578454 rcbhopal@ignou.ac.in	STATE OF MADHYA PRADESH (DISTRICT: ALIRAJPUR, BHIND, DATIA, HARDA, KHANDWA, MANDSAUR, NEEMUCH, RAJGARH, SHAJAPUR, BAWANI, BHOPAL, DEWAS, GUNA, HOSHANGABAD, JHABUA, KHARGONE, MORENA, RATLAM, SHEOPUR, VIDISHA, ASHOK NAGAR, BETUL, BURHANPUR, DHAR, GWALIOR, INDORE, RAISEN, SEHORE, SHIVPURI, UJJAIN, AGAR-MALWA)
8	BHUBANESHWAR	21	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C - 1, INSTITUTIONAL AREA BHUBANESHWAR - 751 013 ODISHA 0674-2301348 / 230125 00674-2301352 0674-2371457 0674-2300349 rcbhubaneswar@ignou.ac.in	STATE OF ODISHA (DISTRICT: ANGUL, BHADRAK, BARAGARH, BALASORE, CUTTACK, DEOGARH, DHENKANAL, GANJAM, GAJAPATI, JHARSUGUDA, JAJPUR, JAGATSINGHPUR, KHORDHA, KEONJHAR, KANDHAMAL, KENDRAPARA, MAYURBHANJ, NAYAGARH, PURI, SAMBALPUR, SUNDERGARH)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
9	BIJAPUR	85	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE ANAND MAHAL OLD ZP OFFICE (EX OFFICE OF MP) VIJAYAPURA-586101 08352-252006 9482311006 <a href="mailto:rcbijapur@ignou.ac.in">rcbijapur@ignou.ac.in</a>	STATE OF KARNATAKA COVERING(DISTRICTS BAGALKOT, BIJAPUR, BIDAR, GULBARGA,KOPPAL, RAICHUR, YADGIRI, HAVERI, GADAG, BELLARY, BELGAUM, DHARWAD) STATE OF MAHARASHTRA COVERING (DISTRICTS SOLAPUR, LATUR)
10	CHANDIGARH	06	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SCO 208 SECTOR 14 PANCHKULA - 134 109 HARYANA 0172-2590277,2590278 0172-2590208 0172-2590279 <a href="mailto:rcchandigarh@ignou.ac.in">rcchandigarh@ignou.ac.in</a>	STATE OF PUNJAB (DISTRICT: PATIALA, MOHALI, RUP NAGAR, FATEHGARH SAHEB), STATE OF HARYANA (DISTRICT: AMBALA, PANCHKULA), CHANDIGARH (U.T.)
11	CHENNAI	25	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PERIYAR THIDAL 84/1 EVK SAMPATH SALAI VEPERY CHENNAI-600007 <a href="mailto:rcchennai@ignou.ac.in">rcchennai@ignou.ac.in</a> 044-26618438	STATE OF TAMILNADU (DISTRICT: CHENNAI, THIRUVALLUR, KANCHIPURAM, VELLORE, THIRUVANNAMALAI, KRISHNAGIRI, DHARMAPURI, SALEM, NAMAKKAL, VILLUPURAM, CUDDALORE, PERAMBALUR, NAGAPATTINAM), PUDUCHERRY (U.T.)
12	COCHIN	14	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KALOOR COCHIN - 682 017 KERALA 0484-2340203 / 2348189 2345650 2337077 0484-2340204 <a href="mailto:rccochin@ignou.ac.in">rccochin@ignou.ac.in</a>	STATE OF KERALA (DISTRICT: ALAPPUZHA, ERNAKULAM, IDUKKI, KOTTAYAM, PALAKKAD, THRISSUR, LAKSHADWEEP (U.T.)

**Appendix-1****ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
13	DARBHANGA	46	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE LALIT NARAYAN MITHIL AUNIV. CAMPUS, KAMESHWAR NAGAR NEAR CENTRAL BANK DARBHANGA - 846 004 BIHAR 06272-251862 06272-251833 06272-253719 <a href="mailto:rcdarbhanga@ignou.ac.in">rcdarbhanga@ignou.ac.in</a>	STATE OF BIHAR (DISTRICT: BEGUSARAI, DARBHANGA, EAST CHAMPARAN, GOPALGANJ, SHEOHAR, SITAMARHI, SAMASTIPUR, MADHUBANI, MUZAFFARPUR & WEST CHAMPARAN)
14	DEHRADUN	31	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NANOOR KHERA, TAPOVAN RAIPUR ROAD DEHRADUN - 248 008 UTTARAKHAND 0135-2789200 0135-2789205 0135-2789180 <a href="mailto:rcdehradun@ignou.ac.in">rcdehradun@ignou.ac.in</a>	STATE OF UTTARAKHAND (DISTRICT: DEHRADUN, PAURI, CHAMOLI, TEHRI, UTTARAKASHI, RUDRAPRAYAG, HARIDWAR, NAINITAL, ALMORA, PITHORAGARH, US NAGAR, CHAMPAWAT, BAGESHWAR)
15	DELHI 1	07	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PLOT NO J-2/1 BLOCK - B 1 MOHAN COOPERATIVE INDUSTRIAL ESTATE, MATHURA ROAD NEW DELHI - 110 044 DELHI 011-26990082 /26990082-83 011-26058354 011-26990084 <a href="mailto:rcdelhi1@ignou.ac.in">rcdelhi1@ignou.ac.in</a>	STATE OF DELHI (COVERING AREAS OF MEHRAULI, CHANAKYAPURI, LODHI COLONY, SOUTH EXTENSION, R.K. PURAM, VASANT KUNJ, SAKET, GREEN PARK, LAJPAT NAGAR, G.K., MALVIYA NAGAR, BHOGAL, ASHRAM, HAUZ KHAS, MUNIRIKA, OKHLA, SANGAM VIHAR, FRIENDS COLONY, BADARPUR), STATE OF HARYANA (DISTRICT: FARIDABAD, PALWAL)
16	DELHI 2	29	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI SMRITI & DARSHAN SAMITI RAJGHAT NEW DELHI - 110 002 DELHI 011-23392374 /23392376 23392377 011-26493257 011-23392375 <a href="mailto:rcdelhi2@ignou.ac.in">rcdelhi2@ignou.ac.in</a>	STATE OF DELHI (COVERING AREAS OF KARALA, PRAHLADPUR, BANGAR, LIBASPUR, RAMA VIHAR, RANI BAGH, SULTAN PURI, BUDH VIHAR, MANGOLPURI, PITAMPURA, JAHANGIR PURI, JHARODA MAJRA, BURARI, DR. MUKHERJEE NAGAR, MODEL TOWN, SHAKURPUR, COLONY, GTB NAGAR, ASHOK VIHAR, SHASTRI NAGAR, CIVIL LINES, YAMUNA VIHAR, NAND NAGRI )

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
17	DELHI 3	38	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE F-634-636 PALAM EXTENSION SHAHEED RAMPHAL CHOWK (NEAR SECTOR 7) DWARKA NEW DELHI - 110 077 DELHI 011-25088964 011-25088939 011-25088944 011-25088983 rcdelhi3@ignou.ac.in	STATE OF DELHI (COVERING AREAS OF MUNDKA, NANGLOI JAT, PEERAGARHI, PUNJABI BAGH, BAKARWALA, MEERA BAGH, MOTI NAGAR, TILAK NAGAR, TILANGPUR KOTLA, VIKASPURI, SUBHASH NAGAR, UTTAM NAGAR, JANAKPURI, NAJAFGARH, MAHAVIR ENCLAVE, SAGARPUR, DWARKA, PALAM, PALAM FARMS, KAPASERA, DHAULA KUAN, NARAINA, MAHIPALPUR, MANSAROVAR GARDEN), STATE OF HARYANA (DISTRICTS: GURUGRAM, MEWAT)
18	DEOGHAR	87	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE MANDAKINI SADAN BASUWADIH, ROHINI ROAD DEOGHAR JASIDIH JHARKHAND 814142 06432-34448 9234455958-957-975 rcdeoghar@ignou.ac.in	STATE OF JHARKHAND COVERING (DISTRICTS DEOGHAR, GODDA, SAHIBGANJ, PAKUR, DUMKA, JAMTARA & GIRIDIH)
19	GANGTOK	24	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 5TH MILE TADONG NH-10-A BELOW CENTRAL REFERRAL HOSPITAL, EAST SIKKIM GANKTOK - 737 102 SIKKIM 0359-231102/270923 0359-231103 rcgangtok@ignou.ac.in	STATE OF SIKKIM (DISTRICT: EAST SIKKIM, WEST SIKKIM, NORTH SIKKIM, SOUTH SIKKIM)

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SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
20	GUWAHATI	04	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE HOUSE NO 71, GMCH ROAD CHRISTIAN BASTI GUWAHATI GUWAHATI ASSAM 781005 0361-2343771 / 2343785 <a href="mailto:rcguwahati@ignou.ac.in">rcguwahati@ignou.ac.in</a>	STATE OF ASSAM (DISTRICT: KARBI ANGLONG (EAST), KARBI ANGLONG (WEST), MORIGAON, DARRANG, KAMRUP, KAMRUP METROPOLITAN, NALBARI, BARPETA, BONGAIGAON, DHUBRI, SOUTH SALMARAKACHAR, GOALPARA, KOKRAJHAR, BAKSA, UDALGURI, CHIRANG, DIMA HASAO, CACHAR, HAILAKANDI, KARIMGANJ)
21	HYDERABAD	01	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PLOT NO 207, KAVURI HILLS PHASE II, NEAR MADHAPUR PS, JUBILEE HILLS (P.O.) HYDERABAD - 500 033 TELANGANA 040-23117550 9492451812 <a href="mailto:rchyderabad@ignou.ac.in">rchyderabad@ignou.ac.in</a>	STATE OF TELENGANA (DISTRICT: ADILABAD, BHADRADRI KOTHAGUDEM, HYDERABAD, JAGTIAL, JANAGAON, JAYASHANAR BHOOPALPALLY, JOGULAMBA GADWAL, KAMAREDDY, KARIMNAGAR, KHAMMAM, KOMARAM BHEEM ASIFABAD, MAHABUBABAD, MAHABUBNAGAR, MANCHERIAL, MEDAK, MEDCHAL, NAGARKURNOOL, NALGONDA, NIRMAL, NIZAMABAD, PEDDAPALLI, RAJANNA SIRCILLA, RANGA REDDY, SANGA REDDY, SIDDIPET, SURYAPET, VIKARABAD, WANAPARTHY, WARANGAL RURAL, WARANGAL URBAN, YADADRI BHUNAGIRI.)
22	IMPHAL	17	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE ASHA JINA COMPLEX NORTH A.O.C. IMPHAL - 795 001 MANIPUR 0385-2421190 / 2421191 0385-2421192 <a href="mailto:rcimphal@ignou.ac.in">rcimphal@ignou.ac.in</a>	STATE OF MANIPUR (DISTRICT: BISHNUPUR, CHURACHANDPUR, CHANDEL, IMPHAL EAST, IMPHAL WEST, SENAPATI, TAMENGLONG, THOUBAL, UKHRUL, KAKCHING, TENGNOPAL, KAMJONG, KANGPOKPI, JIRIBAM, NONEY, PHERZAWL)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
23	ITANAGAR	03	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE' HORNHILL COMPLEX' 'C' SECTOR (NEAR CENTRAL SCH.) NAHARLAGUN, PAPUM PARE ITANAGAR - 791 110 ARUNACHAL PRADESH 0360-2351705/2247536 0360-2247538 00360-2350990 rcitanagar@ignou.ac.in	STATE OF ARUNACHAL PRADESH (DISTRICT: ANJAW, CHANGLANG, EAST KAMENG, EAST SIANG, KURUNG KUMEY, KARADADI, LONGDING, LOHIT, LOWER DIBANG VALLEY, LOWER SUBANSIRI, PAPUM PARE, TAWANG, TIRAP, UPPER DIBANG, UPPER SUBANSIRI, UPPER SIANG, WEST KAMENG, WEST SIANG)
24	JABALPUR	41	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, RAJSHEKHAR BHAVAN RANI DURGAVATI VISHVAVIDYALAYA CAMPUS, PACHPEDHI JABALPUR - 482 001 MADHYA PRADESH 0761-2600411 /2609896 0761-2609919 rcjabalpur@ignou.ac.in	STATE OF MADHYA PRADESH (DISTRICT: ANNUPUR, BALAGHAT, CHHINDWARA, DINDORI, JABALPUR, KATNI, MANDLA, NARSHINGAPUR, SEONI, SHAHDOL, SIDDHI, SINGRAULI, UMARIA, DAMOH, PANNA, SAGAR, CHHATTARPUR, REWA, SATNA, TIKAMGARH)
25	JAIPUR	23	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 70/79, SECTOR - 7 PATEL MARG MANSAROVAR JAIPUR - 302 020 RAJASTHAN 0141-2785730 0141-2396427 0141-2785763 0141-2784043 rcjaipur@ignou.ac.in	STATE OF RAJASTHAN (DISTRICT: AJMER, ALWAR, BARAN, BHARATPUR, BHILWARA, BUNDI, CHITTORGARH, CHURU, DAUSA, DHOLPUR, HANUMUNGARH, JAIPUR, JHALAWAR, JHUNJHUNU, KARALI, KOTA, SAWAIMADHEPUR, SIKAR, SRIGANGANAGAR & TONK)
26	JAMMU	12	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GOVT. SPMR COLLEGE OF COMMERCE AUROBINDO BLOCK, 1ST FLOOR CANAL ROAD JAMMU - 180 001 JAMMU & KASHMIR 0191-2579572 / 2546529 0191-2502921 0191-2585154 rcjammu@ignou.ac.in	STATE OF JAMMU & KASHMIR (JAMMU REGION - DISTRICT: DODA, JAMMU, KATHUA, KISHTWAR, POONCH, RAJOURI, RAMBAN, REASI, SAMBA, UDHAMPUR)



*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
27	JODHPUR	88	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE PLOT NO. 439 PAL LINK ROAD OPP. KAMALA NAGAR HOSPITAL JODHPUR RAJASTHAN 342008 0291-2755424 0291-2751524 0291-2756579 rcjodhpur@ignou.ac.in studentsrcjodhpur@ignou.ac.in	STATE OF RAJASTHAN COVERING (DISTRICTS: JODHPUR, BARMER, JAISALMER, RAJASMAND, UDAIPUR, BIKANER, JALORE, SIROHI, NAGOUR, DUNGARPUR, PALI, PRATAPGARH, BANSWARA)
28	JORHAT	37	REGINOAL DIRECTOR IGNOU REGIONAL CENTRE JANAMBHUMI BUILDING TULSHI NARAYAN SARMAH PATHNEAR NEHRU PARK JORHAT - 785001 ASSAM 0376-2301116 0376-2301115/2301114 rcjorhat@ignou.ac.in	STATE OF ASSAM (DISTRICT: NAGAON, GOLAGHAT, JORHAT, SIVASAGAR, DIBRUGARH, TINSUKIA, LAKHIMPUR, DHEMAJI, SONITPUR, BISWANATH, CHARAIDEO, HOJAI & MAJULI)
29	KARNAL	10	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 06 SUBHASH COLONY KARNAL - 132 001 HARYANA 0184-2271514 rckarnal@ignou.ac.in	STATE OF HARYANA (DISTRICT: BHIWANI, FATEHABAD, HISAR, JHAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRAGARH, PANIPAT, REWARI, ROHTAK, SIRSA, SONIPAT, YAMUNANAGAR) AND CHARKHI DADRI
30	KHANNA	22	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE I.T.I. BUILDING BULEPUR (DISTRICT LUDHIANA) KHANNA - 141 401 PUNJAB 01628-229993 01628-237361 rckhanna@ignou.ac.in	STATE OF PUNJAB (DISTRICT: GURDASPUR, AMRITSAR, TARN TARAN, KAPURTHALA, JALANDHAR, HOSHIARPUR, SBS NAGAR/NAWANSHAHR, BARNALA, SANGRUR, BATHINDA, MANSA, MUKTSAR, LUDHIANA, FEROZEPUR, FARIDKOT, MOGA, FAZILKA, PATHANKOT)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
31	KOHIMA	20	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR MOUNT HERMON SCHOOL DON BOSCO HR.SEC SCHOOL ROAD KENUOZOU KOHIMA - 797 001 NAGALAND 0370-2260366 / 2260167 0370-22419680 370-2260216 rckohima@ignou.ac.in	STATE OF NAGALAND (DISTRICT: KOHIMA, DIMAPUR, WOKHA, MOKOKCHUNG, ZUNHEBOTO, TUENSANG, LONGLENG, KIPHIRE, MON, PEREN, PHEK)
32	KOLKATA	28	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BIKASH BHAWAN, 4TH FLOOR NORTH BLOCK SALT LAKE, BIDHAN NAGAR KOLKATA - 700 091 WEST BENGAL 033-23349850 033-23592719 / 23589323 (RCL) 033-24739393 033-23347576 rckolkata@ignou.ac.in	STATE OF WEST BENGAL (DISTRICT: KOLKATA, NORTH 24 PARAGANAS, SOUTH 24 PARAGANAS, PURBA MEDINIPUR, PASCHIM MEDINIPUR, BANKURA, HOWRAH, HOOGHLY, PURULIA, BURDWAN, NADIA)
33	KORAPUT	44	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE DISTRICT AGRICULTURE OFFICE RD BEHIND WOMEN'S COLLEGE AT/PO/DISTT.-KORAPUT 764 020 ODISHA 06852-251535 06852-251535 06852-252503 rckoraput@ignou.ac.in	STATE OF ODISHA (DISTRICT: KORAPUT, MALKANGIRI, RAYAGADA, NABARANGPUR, KALAHANDI, NUAPADA, BOLANGIR, SONEPUR, BOUDH)

**Appendix-1****ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
34	LUCKNOW	27	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 5-C/INS-1, SECTOR - 5 VRINDAVAN YOJNA, TELIBAGH LUCKNOW 226 029 UTTAR PRADESH 0522-2442832 relucknow@ignou.ac.in	STATE OF UTTAR PRADESH (DISTRICT: AMETHI, AURAIYA, BAHRAICH, BALRAMPUR, BANDA, BARBANKI, BAREILLY, BASTI, CHITRAKUT, FAIZABAD, FARUKHABAD (FATEHGARH), FATEHPUR, GONDA, HAMIRPUR, HARDOI, JALAUN(ORAI), JHANSI, KANNAUJ, KANPUR RURAL, KANPUR URBAN, KAUSHAMBI, LAKHIMPUR(KHERI), LALITPUR, LUCKNOW, MAHOBA, PILIBHIT, RAEBAREILY, SHAHJANANPUR, SHRAVASTI, SIDHARTHANAGAR, SITAPUR, UNNAO)
35	MADURAI	43	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SIKKANDAR CHAVADI ALANGANALLUR ROAD MADURAI 625 018 TAMIL NADU 0452-2380775 / 2380733 0452-2380588 rcmadurai@ignou.ac.in	STATE OF TAMIL NADU (DISTRICT: COIMBATORE, DINDIGUL, ERODE, KARUR, MADURAI, NILGIRIS, PUDUKKOTTAI, RAMANATHAPURAM, SIVAGANGA, THANJAVUR, THENI, THIRUVARUR, TIRUCHIRAPPALLI, TIRUPUR, VIRUDHUNAGAR, ARIYALUR)
36	MUMBAI	49	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2nd AND 3rd FLOOR KAPPEESH BUILDING, M. G. ROAD OPP TO MULUND RLY. STATION MULUND (WEST), MUMBAI- 400 080 MAHARASHTRA 022-25925540 / 25923159 0 25925411 rcmumbai@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: MUMBAI, THANE, RAIGAD, RATNAGIRI, PALGHAR, MUMBAI SUBURBAN)
37	NAGPUR	36	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GYAN VATIKA, 14, HINDUSTAN COLONY AMARAVATI ROAD NAGPUR - 440 033 MAHARASHTRA 0712-2536999, 2537999 0712-2538999 rcnagpur@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: AKOLA, AMRAVATI, BHANDARA, BULDHANA, CHANDRAPUR, GADCHIROLI, GONDIA, HINGOLI, NAGPUR, NANDED, PARBHANI, WARDHA, WASHIM, YAVATMAL)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
38	NOIDA	39	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C-53 SECTOR 62 INSTITUTIONAL AREA NOIDA - 201 305 UTTAR PRADESH 0120-2405012 / 24050140 120-2405013 rcnoida@ignou.ac.in	STATE OF UTTAR PRADESH (DISTRICT: GAUTAM BUDH NAGAR, GHAZIABAD, MEERUT, BAGHPAT, BULANDSHAHR, HAPUR, SAHARANPUR, MUZAFFARNAGAR, BIJNOR, SHAMLI, AMROHA, MORADABAD, SAMBHAL RAMPUR, AGRA, MATHURA) STATE OF DELHI (MAYUR VIHAR PH- I & II, MAYUR VIHAR EXTN., VASUNDHARA ENCLAVE, EAST DELHI)
39	PANAJI	08	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE H. NO. 1576 NEAR P&T STAFF QUARTERS ALTO PORVORIM 403 521 GOA 0832- 2414553 rcpanaji@ignou.ac.in	STATE OF GOA (DISTRICT: NORTH GOA, SOUTH GOA), STATE OF KARNATAKA (DISTRICT: UTTARA KANNAD), STATE OF MAHARASHTRA (DISTRICT: SINDHUDURG)
40	PATNA	05	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, BISCOMAUN TOWER WEST GANDHI MAIDAN, PATNA - 800 001 BIHAR 0612-2219539 / 2219541 0612-2687042 0612-2219538 rcpatna@ignou.ac.in	STATE OF BIHAR (DISTRICT: ARWAL, BHOJPUR, BUXAR, JEHANABAD, LAKHISARAI, NALANDA, PATNA, SHEIKHPURA, VAISHALI, SIWAN, SARAN, ROHTAS, KAIMUR, NAWADA, GAYA, AURANGABAD, JAMUI)
41	PORT BLAIR	02	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KANNADA SANGHA BUILDING NEAR SYNDICATE BANK 18, TAGORE ROAD, MOHANPURA PORT BLAIR - 744 101 ANDAMAN & NICOBAR ISLANDS 03192-242888 / 230111 03192-230111 rcportblair@ignou.ac.in	ANDAMAN & NICOBAR ISLANDS [U.T.] (DISTRICT: NORTH & MIDDLE ANDAMAN, SOUTH ANDAMAN, NICOBAR)

**Appendix-1****ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
42	PUNE	16	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 1ST FLOOR, MSFC BUILDING 270, SENAPATI BAPAT ROAD,PUNE – 411 016 MAHARASHTRA PH. OFF : 020-25671867 FAX : 020-25671864 E-MAIL : rcpune@ignou.ac.in	STATE OF MAHARASHTRA (DISTRICT: AHMEDNAGAR, AURANGABAD, BEED, DHULE, JALGAON, JALNA, KOLHAPUR, NANDURBAR, NASHIK, OSMANABAD, PUNE, SANGALI, SATARA)
43	RAGHUNATHGANJ	50	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BAGAN BARINEAR DENA BANK, FULTALA MURSHIDABAD RAGHUNATHGANJ WEST BENGAL-742 225 03483-271555 / 271666 03483-271666 03483-271666 rcraghunathganj@ignou.ac.in	STATE OF WEST BENGAL (DISTRICT: MURSHIDABAD, BIRBHUM, MALDA)
44	RAIPUR	35	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE IGNOU COMPLEX, KACHNA POST: SADDU RAIPUR - 492014 CHHATTISGARH 0771-2283285 / 2971322 E-Mail: rcraipur@ignou.ac.in rc website: <a href="http://www.ignourcraipur.ac.in">www.ignourcraipur.ac.in</a>	STATE OF CHHATTISGARH (DISTRICT: BILASPUR, DHAMTARI, DURG, JANJIR- CHAMPA, JASHPUR, KANKER, KAWARDHA, KORBA, KORIYA, MAHASAMUND, RAIGARH, RAIPUR, RAJNANDGAON, SURAJPUR, SARGUJA, BALOD, BALODBAZAR, BALRAMPUR, BEMETARA, GARIABANDH, MUNGELI, DANTEWADA, BASTAR, KONDAGAON, NARAYANPUR, BIJAPUR, SUKMA)
45	RAJKOT	42	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SAURASHTRA UNIVERSITY CAMPUS RAJKOT 360 005 GUJARAT 0281-2572988 0281-2571603 rcrajkot@ignou.ac.in	STATE OF GUJARAT (DISTRICT: RAJKOT, KACHCHH, JAMNAGAR, PORBANDAR, JUNAGADH, AMRELI, BHAVNAGAR, SURENDRANAGAR, DEV- BHOO MI DWARKA, GIR- SOMNATH, BOTAD, MORBI), DIU (U.T.)

**Appendix-1****ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
46	RANCHI	32	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 457/A, ASHOK NAGAR RANCHI - 834 022 JHARKHAND 0651-2244688 / 2244699 0651-2244677 0651-2244400 <a href="mailto:rcranchi@ignou.ac.in">rcranchi@ignou.ac.in</a>	STATE OF JHARKHAND (DISTRICT: RANCHI, LOHARDAGA, GUMLA, SIMDEGA, LATEHAR, WEST SINGHBHUM, SARAIKELA, KHARASAWAN, EAST SINGHBHUM, HAZARIBAGH, CHATRA, KODERMA, KHUNTI, RAMGARH, BOKARO, DHANBAD, PALAMU, GARHWA)
47	SAHARSA	86	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NAYA BAZAR, SAHARSA 852201, BIHAR 06478-219014, 219015 06478-219018 <a href="mailto:rcsaharsa@ignou.ac.in">rcsaharsa@ignou.ac.in</a>	STATE OF BIHAR COVERING (DISTRICTS: KHAGARIA, SAHARSA, SUPAUL, MADHEPURA, KATIHAR, ARARIA, KISHANGANJ & PURNIA)
48	SHILLONG	18	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE UMSHING, MAWKYNROH NEHU CAMPUS SHILLONG - 793 022 MEGHALAYA 0364-2550088/2550102 / 2550015 0364-2551010 <a href="mailto:rcshillong@ignou.ac.in">rcshillong@ignou.ac.in</a>	STATE OF MEGHALAYA (DISTRICT: EAST GARO HILLS, EAST JAINTIA HILLS, EAST KHASI HILLS, NORTH GARO HILLS, RI BHOI, SOUTH GARO HILLS, SOUTH WEST GARO HILLS, SOUTH WEST KHASI HILLS, WEST GARO HILLS, WEST JAINTIA HILLS, WEST KHASI HILLS)
49	SHIMLA	11	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CHAUHAN NIWASBUILDING, KHALINI, SHIMLA- 171 002 HIMACHAL PRADESH 0177-2624612 18001808055 (TOLL FREE) 0177-2624611 <a href="mailto:rcshimla@ignou.ac.in">rcshimla@ignou.ac.in</a>	STATE OF HIMACHAL PRADESH (DISTRICT: BILASPUR, CHAMBA, HAMIRPUR, KANGRA, KINNAUR, KULLU, LAHUL & SPITI, MANDI, SHIMLA, SIRMAUR, SOLAN, UNA)
50	SILIGURI	45	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 17/12 J. C. BOSE ROAD SUBHAS PALLY, SILIGURI SILIGURI - 734 001 WEST BENGAL 0353-2526818/2526819 0353-2526829 0353-2526829 <a href="mailto:rcsiliguri@ignou.ac.in">rcsiliguri@ignou.ac.in</a> <a href="mailto:RCSILIGURI45@GMAIL.COM">RCSILIGURI45@GMAIL.COM</a>	STATE OF WEST BENGAL (DISTRICT: COOCHBEHAR, JALPAIGURI, DARJEELING, UTTAR DINAJPUR, DAKSHIN DINAJPUR, ALIPURDUAR)

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
51	SRINAGAR	30	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR LAWRENCE VIDHYA BHAWAN KURSU RAJ BAGH SRINAGAR - 190 008 JAMMU & KASHMIR 0194-2311251 0194-2311258 0194-24215 060194-2311259 <a href="mailto:rcsrinagar@ignou.ac.in">rcsrinagar@ignou.ac.in</a>	STATE OF JAMMU & KASHMIR (SRINAGAR REGION - DISTRICT: ANANTNAG, BANDIPORE, BARAMULLA, BUDGAM, GANDERBAL, KARGIL, KULGAM, KUPWARA, LEH, PULWAMA, SHOPIAN, SRINAGAR)
52	TRIVANDRUM	40	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE RAJADHANI BUILDING KILLIPALAM KARAMANA P O TRIVANDRUM – 695 002 KERALA 0471 – 234413/ 2344120 MOB : 9447044132 0471-2344121 <a href="mailto:rctrivandrum@ignou.ac.in">rctrivandrum@ignou.ac.in</a>	STATE OF KERALA(DISTRICTS: KOLLAM, PATHANAMTHITTA, THIRUVANANTHAPURAM)STATE OF TAMIL NADU (DISTRICTS: KANYAKUMARI, TUTICORIN, TIRUNELVELI)
53	VARANASI	48	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI BHAWANB.H.U. CAMPUS VARANASI 221005 UTTAR PRADESH 0542-2368622 0542-2369629 0542-2368448 <a href="mailto:rcvaranasi@ignou.ac.in">rcvaranasi@ignou.ac.in</a>	STATE OF UTTAR PRADESH (DISTRICT: AMBEDKAR NAGAR, AZAMGARH, BALLIA, CHANDAUJI, DEORIA, GHAZIPUR, GORAKHPUR, JAUNPUR, KUSHINAGAR, MAHARAJGANJ, MAU, MIRZAPUR, SANT KABIR NAGAR, SANT RAVIDAS NAGAR, SONEBHADRA, VARANASI, ALLAHABAD, PRATAPGARH,SULTANPUR)
54	VATAKARA	83	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE MADHAVI BUILDING, 2ND FLOORNUT STREET (PO), VATAKARA KOZHIKODE 673104 KERALA 0496-2525281 0496-2516055 0496-2515413 <a href="mailto:rcvatakara@ignou.ac.in">rcvatakara@ignou.ac.in</a>	STATE OF KERALA (DISTRICT: KANNUR, KASARAGOD, WAYANAD, KOZHIKODE, MALAPPURAM), [MAHE- PUDUCHERRY(UT)]

*Appendix-1***ADDRESSES AND CODES OF IGNOU REGIONAL CENTRES (RCs)**

SL. NO.	REGIONAL CENTRE	RC CODE	ADDRESS	JURISDICTION
55	VIJAYAWADA	33	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SKPVV HINDU HIGH SCHOOL PREMISES, KOTHAPET VIJAYAWADA 520 001 ANDHRA PRADESH 0866-2565253 / 2565959 rcvijayawada@ignou.ac.in	STATE OF ANDHRA PRADESH (DISTRICT: KRISHNA, GUNTUR, PRAKASHAM, NELLORE, CHITTOOR, KADAPA, KURNOOL, ANANTAPUR)
56	VISAKHAPATNAM	84	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR VUDA COMPLEX SECTOR-12, MVP COLONY USHODAYA JUNCTION VISAKHAPATNAM - 530017 ANDHRA PRADESH 0891-2511200/0891-2511300 rcvisakhapatnam@ignou.ac.in	STATE OF ANDHRA PRADESH COVERING (DISTRICTS: EAST GODAVARI, WEST GODAVARI, VISAKHAPATNAM, VIZIANAGARAM & SRIKAKULAM), [YANAM- PUDUCHERRY(UT)]



**Appendix-1**

**IGNOU – ASSAM RIFLES RECOGNIZED REGIONAL CENTRES**  
**(For ASSAM RIFLES Personnel Only)**

SL. NO.	RC CODE	REGIONAL CENTRE	ADDRESS	JURISDICTION
1.	81	IAREP–SHILLONG	REGIONAL DIRECTOR IGNOU ASSAM-RIFLES RECOG. R.C. DIRECTORATE GENERAL ASSAM RIFLES (DGAR) LAITUMUKHRAH SHILLONG - 793011 MEGHALAYA 0364-2705181 0364-2705184 iarrc_81@yahoo.co.in	COMMAND AREA

**IGNOU – NAVY RECOGNIZED REGIONAL CENTRES**  
**(For NAVY Personnel Only)**

SL. NO.	RC CODE	REGIONAL CENTRE	ADDRESS	JURISDICTION
1.	71	INEP-NEW DELHI	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE DIRECTORATE OF NAVAL EDUCATION INTEGRATED HQS.MINISTRY OF DEF WEST BLOCK.5, IIND FLR,WING-II RK PURAM, NEW DELHI - 110066 DELHI 011-26194686 011-26105067 inepdelhi@rediffmail.com	NAVAL HQS
2.	72	INEP-MUMBAI	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE HQ. WESTERN NAVAL COMMAND SHAHID BHAGAT SINGH MARG MUMBAI - 400023 MAHARASHTRA 022-22752245 022-22665458 inepm@rediffmail.com	HQ WESTERN NAVAL COMMAND
3.	73	INEP-VISAKHA-PATNAM	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE HQ EASTERN NAVAL COMMAND VISAKHAPATNAM - 530014 ANDHRA PRADESH 0891-2812669 0891-2515834 inepv@hotmail.com rc73@ignou.ac.in	HQ EASTERN NAVAL COMMAND
4.	74	INEP-KOCHI	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE NAVAL BASE HQ SOUTHERN NAVAL COMMAND KOCHI - 682004, KERALA 0484-266210,2662515 0484-2666194 inepkochi_10@rediffmail.com	HQ SOUTHERN NAVAL COMMAND

**IGNOU – ARMY RECOGNIZED REGIONAL CENTRE  
(For Army Personnel Only)**

***Appendix-1***

SL. NO.	RC CODE	REGIONAL NAME	NAME & ADDRESS	OPERATIONAL AREA
1	52	CHANDIMANDIR	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION, G S (EDUCATION) BRANCH HQ WESTERN COMMAND CHANDIMANDIR - 134107 HARYANA PH. OFF: 0172-2589355 (CIVIL) 2670 (MILITARY) FAX: 0172-28935 Email: iaeprc52@rediffmail.com	WESTERN COMMAND AREA
2	56	JAIPUR	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE EDUCATION BRANCH C/O 56 APO-908 546 JAIPUR RAJASTHAN PH. OFF: 0141-6640 (MILITARY) FAX: Email: swciaep@gmail.com	SOUTH WESTERN COMMAND
3	51	KOLKATA	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE COL. EDUCATION FORT WILLIAM HQ EASTERN COMMAND C/O 99 APO KOLKATA-908 542 WEST BENGAL PH. OFF: 033-2222668 (CIVIL) 2670 (MILITARY) FAX: 033-2222668 Email: rc51army_ec@yahoo.co.in	EASTERN COMMAND AREA
4	53	LUCKNOW	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE IAEP HQ. CENTRAL COMMAND GS (EDN) LUCKNOW-908 554 UTTAR PRADESH PH. OFF: 0522-2482968 (CIVIL) 2670 (MILITARY)  FAX: Email: iaepcc53@yahoo.co.in	CENTRAL COMMAND AREA
5	54	PUNE	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION HQ. SOUTHERN COMMD HRDC-1 BEG & CENTRE PH. OFF: 020-26616592 (CIVIL) 3019 (MILITARY), FAX: 020-26102670	Email: armypunerc54@yahoo.com  SOUTHERN COMMAND AREA

*Appendix-1***IGNOU – ARMY RECOGNIZED REGIONAL CENTRE  
(For Army Personnel Only)**

<b>SL. NO.</b>	<b>RC CODE</b>	<b>REGIONAL NAME</b>	<b>NAME &amp; ADDRESS</b>	<b>OPERATIONAL AREA</b>
6	55	UDHAMPUR	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION, C/O 56APO HQ. NORTHERN COMMAND UDHAMPUR JAMMU & KASHMIR PH. OFF: 01992-242486 FAX: Email: iaeparmy55@rediffmail.com	WESTERN COMMAND AREA

*Appendix-1***IGNOU – SUB-REGIONAL CENTRES**

<b>SL. NO.</b>	<b>SUB-RC</b>	<b>MENTOR RC</b>	<b>ADDRESS</b>	<b>OPERATIONAL AREA</b>
1	DARJEELING	Siliguri	ARD (I/C) IGNOU SUB REGIONAL CENTRE C/O RAMESH CUPTA LASA VILLA H. C. ROAD DARJEELING WEST BENGAL 08116903933	DARJEELING, KALIMPONG, KURSEONG, MIRIK SUB- DIVISION
2	KANDHAMAL	Bhubaneswar	ASSISTANT REGIONAL DIRECTOR IGNOU SUB-REGIONAL CENTRE GOVT. COLLEGE CAMPUS PHULBANI ODISHA	KANDHAMAL, BOUDH, GAJAPATI, BOLANGIR, SONEPUR
3	PITHORAGARH	Dehradun	ASSISTANT REGIONAL DIRECTOR IGNOU SUB REGIONAL CENTRE L.S.M. GOVT. P.G. COLLEGE PITHORAGARH UTTARAKHAND-262502 05964-264077	BAGESHWAR, CHAMPAWAT, ALMORA, NAINATL
4	TIRUPATI	Vijayawada	ARD (I/C) IGNOU SUB-REGIONAL CENTRE OPERATING FROM MENTOR RC	ANANTPUR, CHITOOR, KADAPA, KURNOOL

## LIST OF STUDY CENTRE AND ADDRESSES

Sl. No.	RC Name	RC Code	SC Code	Category	Place of SC	Address	Programme(s) Activated
1	ALIGARH	47	47030		PANCHSHEEL COLONY	COORDINATORIGNOU REGULAR STUDY CENTREINST. OF INFORMATION MNGMNT. &TECHNOLOGY (IIMT)PANCHSHEEL COLONY, NEAR PACRAMGHAT ROAD, ALIGARHUTTAR PRADESH- 202001 0571-3295684/5674	BPP MCOM PGDIBO CIG PGJMC <b>BBAR</b> DNHE CFN MEG PGDHE CNCC CAFE DAFE DECE CIHL CHR
2	ALIGARH	47	47038		ETAWAH	COORDINATORIGNOU REGULAR STUDY CENTREJANTA COLLEGEBAKEWARDIST. ETAWAH UTTAR PRADESH 206124 05680-223558	BPP MCOM PGDFSQM DDT CES <b>BBARL</b> COF DVAPFV PGDIS CIS PGDPM DWM CCP BCOM BA DBPOFA CCITSK
3	BHOPAL	15	15118	P	BHOPAL	PROG I/CIGNOU PROG STUDY CENTRE VIDYASAGAR INST OF MANAGEMENT VALLABH NAGAR, BHEL BHOPAL MADHYA PRADESH 462021 0755-2621718	<b>BBA(RETAIL)</b>
4	BHOPAL	15	15119	P	BHOPAL	PROG I/CIGNOU PROG STUDY CENTRE CAREER COLLEGE GOVINDPURA BHEL BHOPAL MADHYA PRADESH 462023 0755-2586042	<b>BBA(RETAIL)</b>
5	CHANDIGARH	06	2252	P	MOHALI	PROG I/CIGNOU PROG STUDY CENTRE CENTRE FOR VOCATIONAL EDU.& TRGD 96, INDUSTRIAL AREA, PHASE-VIISAS NAGAR MOHALI PUNJAB- 160062 0172-509291	<b>BBA(RETAIL)</b>
6	CHANDIGARH	06	2247	P	CHANDIGARH	PROG I/CIGNOU PROG STUDY CENTRE CHITKARA EDUCATIONAL TRUST SARASWATI KENDRASCO 160-161 SEC. 9 -C CHANDIGARH-160009 0172-2746209	<b>BBA(RETAIL)</b>

7	CHENNAI	25	25221		PATAMATHY NAMAKKAL	COORDINATOR IGNOU REGULAR STUDY CENTRE PGP COLLEGE OF ARTS & SCIENCE NAMAKKAL- KARUR MAIN ROAD PARAMATHY PO, NAMAKKAL TAMILNADU 63720704286-267591-92	BA BPP BCA BBARL BCOM MCA MSCDFSM MCOM MEG
8	COCHIN	14	14157		KOCHI	COORDINATOR IGNOU SPL STUDY CENTRE. M.A.S3RD FLOOR GCDA SHOPPIN COMPLEX MARINE DRIVE KOCHI KERALA 6820310484-2353544	BPP BA BCOM <b>BBA(RETAIL)</b> MEG MEC MCOM MP MPB BCOM(A&F) BCOM(F&CA) BCOM(CA&A) PGCCL CIHL CAL CAHT
9	DELHI 1	07	0747		DELHI	COORDINATOR IGNOU STUDY CENTRE ALLIANCE EDUCARE & RES PVT LTDC/O KASTURBA BALIKA VIDYALAYANEAR SURYA HOTELISHWAR NAGARNEW DELHI-110025 9811857360	BCA MCA <b>BBA(RETAIL)</b> CBS PGDAC BPP BA MP MEG MSW MHD MCOM DBPO(F&A) MAPY MAAN PGDUPDL PGDFCS PGDAST PGCGI MADVS
10	DELHI 2	29	29032		DELHI	COORDINATOR IGNOU STUDY CENTRE JAGANNATH INSTITUTE OF MANAGEMENTY SCIENCES PLOT NO 2 COMMUNITY CENTRE SECTOR 3 ROHINI NEW DELHI-110058011- 45184100,27519276	MP <b>BBA(RETAIL)</b> PGJMC MCA BCA CIT MEG BTS
11	DELHI 2	29	29045		SHALIMAR BAGH	COORDINATOR IGNOU REGULAR STUDY CENTRESCHOOL OF PROFESSIONAL DEVELOPMENT, AG-22 RING ROAD SHALIMAR BAGH DELHI-110088 011-64594720	CIT BCA MCA BCOM PGDIBO MAEDS PGDEDS PGCEDS CBS BPP CTE BCOM(A&F) BCOM(CA&A) BCOM(F&CA) MCOM(BP&CG) MCOM(MA&FS) MCOM(F&T) MCOM MP <b>BBAR</b> PGDUPDL MEG CFE PGDSS PGDTMADVS MHD
12	DELHI 3	38	1046	P	GURGAON	PROG I/CIGNOU PROG STUDY CENTRE CAREER MATRIX INSTITUTE OF PROFESSIONAL STUDIESC/ O ST. PBN SR. SECONDARY SCHOOL, SEC-17B NR.IFFCO CHOWK HARYANA-122001 0124-2397397, 2340968 KEPT IN ABEYANCE	<b>BBA(RETAIL)</b>

13	DELHI 3	38	38026		PALAM COLONY	COORDINATOR IGNOU REGULAR STUDY CENTRE INST. OF VOCATIONAL STUDIES C/O DELHI JAIN PUBLIC SCHOOL 12 RAILWAY ROAD, RAJNAGAR PALAM COLONY, NEW DELHI DELHI-110017 9910130911	BPP CIT BCOM BCA BA <b>BBAR</b> MHD MCA MEG MP PGDUPDL PGDIPR CHR PGDIBO CES MAGPS MADVS
14	JABALPUR	41	41001	P	JABALPUR	PROG I/C IGNOU PROG STUDY CENTRE CENTRE FOR MANAGEMENT STUDIES G.S. COLLEGE OF COM & ECONOMICS CIVIL LINES JABALPUR MADHYA PRADESH-482001 0761-2626360	<b>BBA(RETAIL)</b>
15	JAIPUR	23	23115		JAIPUR	COORDINATOR IGNOU REGULAR STUDY CENTRE BHAVAN'S CLG. OF COMMUNICATION & MANAGEMENT, K.M. MUNSHI MARG JLN MARG, JAIPUR RAJASTHAN-302015 0141-2711624	BPP BA BCOM MCOM CBS CCP CHR CAHT CES <b>BBARL</b>
16	KHANNA	22	2206		LUDHIANA	COORDINATOR IGNOU STUDY CENTRE GURU NANAK GIRLS COLLEGE MODEL TOWN LUDHIANA PUNJAB-141008 0161-427872	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS BCA MCA CIT PGDRD CFN MTM CTPM CTE CAFE BSC BSW MCOM MARD PGDESD MSW PGDIPR PGDAC <b>BBARL MATS</b>
17	KORAPUT	44	44004	P	BASTAR	PROG I/C IGNOU PROG STUDY CENTRE CHRIST COLLEGE JAGDALPUR DISTT BASTAR CHHATTISGARH-494001 07782-222380, 226750	<b>BBA(RETAIL)</b> MP MCOM PGDFM PGDMM PGDHRM MPB MCOM(F&T) MCOM(BP&CG) MCOM(MA&FS)
18	KORAPUT	44	44018	W	RAYAGADA	COORDINATOR IGNOU COMMUNITY COLLEGE (CLLC) GREEM VALLY COMMUNITY COLLEGE AT/ PO PENTA VIA JAY KAY PUR DIST RAYAGADA ORISSA-765017	BCA <b>BBA(RETAIL)</b> BCOM BA BPP MA MCOM MARD MSO MSW
19	LUCKNOW	27	2701		LUCKNOW	COORDINATOR IGNOU STUDY CENTRE JAI NARAIN DEGREE COLLEGE LUCKNOW UTTAR PRADESH-226001 0522-6355630522-455160	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS DCH DCE MLIS BLIS ADCM ADWRE BTCM BTWRE PGJMC CES CTE PGDT PGCR

							CDM MTM MEG CAFE CHR CTPM CCP MAH MPS MCOM PGDAPP PGDRP CLP MPA MSO MEC MHD PGDDM <b>BBA(RETAIL)</b> DBPO(F&A)
20	MADURAI	43	2502		COIMBATORE	COORDINATOR IGNOU STUDY CENTRE G.R.D. COLLEGE OF ARTS & SCI.AVANASHI ROAD CIVIL AERODROME POST COIMBATORE TAMILNADU- 641014 0422-2572719	BPP BA BCOM MP MPB PGDIBO BSC PGDDE PGDHE DCE DNHE DECE(E&T) CIG CNCC PGJMC PGDRD CFN PGDT CDM MTM CTPM CCP CAFE CIT CES CTS DAFE BSW MAH MPS MCOM PGDAPP MARD MPA MSO MEC PGDDM BCA MCA DTS CPLT PGDESD CFS <b>BBA(RETAIL)</b> MSW MAEDS PGDEDS PGCEDS
21	MUMBAI	49	1632		MUMBAI	COORDINATOR IGNOU STUDY CENTRE MAHATMA EDUCATION SOCIETY COMPOSITE COLLEGE CAMPUS, PLOT # 10, SECTOR 16, PODI # 2 NEW PANVEL MAHARASHTRA-410206 022-7451700, 7456100mes@bom8.vsnl.net.in	MP BA BCOM CTS DTS BTS MCA BCA CIT MEG PGDIS ACISE <b>BBARL</b>
22	NAGPUR	36	36029		NAGPUR	COORDINATOR IGNOU STUDY CENTRE DR PANJAB RAO DESHMUKH INST. OF MANAGEMENT TECH.& RESH (PDIMTR) DHANWAATE NATIONAL COLLEGECONGRESS NAGAR NAGPUR MAHARASHTRA-400012 0712-2430464	MP MCOM PGJMC CFL PGDICG <b>BBA(RETALING)</b> MAAN BLIS MLIS
23	NOIDA	39	27		AGRA	COORDINATOR IGNOU STUDY CENTREST. JOHN'S COLLEGE AGRA FORT AGRA UTTAR PRADESH-282002 0562-25233660562-350788	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS BSC BCA CIT DCH CIG PGJMC CES CTE PGDRD CFN PGDT CDM MTM PGCR DNHE MCA CPLT CAFE MHD CCP CTPM BSW MAH MPS MCOM PGDRP CLP MPA MSO MEC BED



							PGDDM <b>BBA(RETAIL)</b> MSW CBSPGDIPR PGDAC BAPC MAPC PGCCCL CETM CNGOM MAEDS PGDEDS PGCEDS
24	NOIDA	39	0776	P	DELHI	PROG. I/CIGNOU PROG. STUDY CENTREUNIV. INSTT OF COMPUTERS & TEC'A' BLOCK, UPS CAMPUSPREET VIHARNEW DELHI DELHI- 110092 011-22440117	BCA CIT MCA MP <b>BBA(RETAIL)</b>
25	NOIDA	39	2799		MEERUT	COORDINATOR IGNOU STUDY CENTRED.N. POST GRADUATE COLLEGE MEERUT UTTAR PRADESH 250005 0121-2519222	BSC BCOM MP PGDIBO MCOM MEG <b>BBA(RETALING)</b> BPP
26	NOIDA	39	39007		DUHAI (GHAZIABAD)	COORDINATORIGNOU STUDY CENTREMODERN INST.FOR TECH.& MANG.NH-58 DUHAIDELHI- MEERUT ROADDISTT. GHAZIABADUTTAR PRADESH2012060120- 2675504-2675564	BPP BA BCOM <b>BBA(RETAIL)</b> MP
27	NOIDA	39	39010		MEERUT	COORDINATOR IGNOU STUDY CENTRE NANAKCHAND ANGLO SANSKRIT COLLEGE (NASC)E K RAODDISTT MEERUTUTTAR PRADESH- 0121-2642153	MHD MEG MSO MPS MAH MEC MARD BSC PGDRD BCOM BA BPP DCE PGDIPR PGDCI PGDENLW PGCCCL PGCPP MCOM <b>BBA(RETAIL)</b> MP
28	PUNE	16	16142		PUNE	COORDINATOR IGNOU REGULAR STUDY CENTREM.E. SOCIETY'S INSTITUTE OFMNGMT AND CAREER COURSE (IMCC)131, MAYUR COLONY, KOTHRUD PUNE MAHARASHTRA-411038 020-25466271, 25463453	BCA BTS <b>BBAR</b> BLIS MLIS MP MTM PGDLAN
29	TRIVANDRU	40	40021		KOLLAM	COORDINATORIGNOU STUDY CENTRECENTRE FOR CAREER RESEARCH AND DEVELOPMENT CENTRE (CCRD)NEAR PULIYATH JN,KILIKKOLLOOR P.O,KOLLAM- 691 0040747- 2725575 ccrdkerala@yahoo.co.in	MSO MSC(CFT) BAPC MAPC BSW MSW MEG DAFE CDM CAFE CNGOM PGCFT CAHT <b>BBAR</b> PGDUPDL PGDWGS

30	TRIVANDRUM	40	40023	D	TRIVANDRUM	COORDINATOR IGNOU SPL STUDY CENTRE (RA)ALL INDIA INST.OF LOCAL SELF GOVTREGIONAL CENTR 2ND & 3RD FLOORSOPANAM COMPLEX COOP. BUILDING PEROORKADA PO TRIVANDRUM KERALA695005 0471-2431301,2431316 trivandrum@aiilsg.org	BSW MSW BAPY MAPY CPLT MEG <b>BBA(RETAILING)</b>
31	VARANASI	48	2703		ALLAHABAD	COORDINATOR IGNOU STUDY CENTRE ALLAHABAD DEGREE COLLEGE 15, KYADGANJ ALLAHABAD UTTAR PRADESH 211003 0532-6066500532-645982	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS DCH DCE BLIS DNHE DECE CIG CNCC ADCM ADWRE BTCM BTWRE PGJMC CES CTE PGDRD CFN PGDT PGCRC CDM MTM PGDHE MHD CRD CTPM MEG BSW MAH MPS MCOM PGDDM PGDRP MPA MSO MEC <b>BBA(RETAIL)</b> MSW MAPC PGCGPS PGDGPS MGPS
32	VARANASI	48	2708		VARANASI	COORDINATOR IGNOU STUDY CENTRE UDAI PRATAP PG COLLEGE VARANASI UTTAR PRADESH-221002 0542-382399, 3849610542- 382037	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS BSC MCA CIT PGDDE PGDHE DCH BLIS DNHE CIG CES PGDRD CFN PGDT PGCRC CDM MTM BED BCA CPLT CAFE CRD CTPM BSW MAH MPS MCOM PGDRP CLP MPA MSO MEC PGDDM <b>BBA(RETAIL)</b> PGDAC MSW CETM PGDAST PGDAPP MPS MAH DVAPFV MSO MHD
33	VARANASI	48	2709		GORAKHPUR	COORDINATOR IGNOU STUDY CENTRE GORAKHPUR UNIVERSITY DEPARTMENT OF PHYSICS GORAKHPUR UTTAR PRADESH-273009 0551-2023130551-201254	BPP BA BCOM MP MPB PGDIBO BTS DTS CTS DCH DCE CIG CNCC CES CTE PGJMC PGDT PGCRC CDM PGDRD CFN CHR CCP BED DNHE CRD BSW MAH MCOM PGDAPP PGDRP MPA MSO MEC PGDDM <b>BBA(RETAIL)</b> MSW

							PGDAE PGDSL PGCPP PGCL PGDET CELL BCSS MAEDS PGDEDS PGCEDS BAPC MAPC MAAE PGAE PGCAE MAPC PGDAST
34	VARANASI	48	48012		VARANASI	MICROTEK COLLEGE OF MANAGEMENT & TECHNOLOGY C 27- 279 A-2 MALDAHIYA VARANASI (UP) PH.0542-2207001	MCA, MP MCOM BCA, BBA (RETAILING) BCOM PGJMC DIR CIT CBS CCPD
35	VATAKARA	13	14164	D	MALAPPURAM	COORDINATOR IGNOU SPL STUDY CENTRE (EEBB) SULLAMUSSALAM SCIENCE COLLEGE AREACODE UGRAPURAM POMALAPPURAM 6736390483-2854544	BCOM BLIS <b>BBA(RETAIL)</b>
36	VATAKARA	83	83002		KALLIKANDY KANNUR	COORDINATOR IGNOU STUDY CENTRE NAM COLLEGE KALLIKANDY KALLIKANDY POST KANNUR KERALA 67069391490-2463067	BPP BCOM MCOM <b>BBA(RETAILING)</b> MAH MEG DCE CFE CTE CBS

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## 12 SOME FORMS FOR YOUR USE

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**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. 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
- 2) Change of Medium of Study / Optional Courses
- 3) Intimation of non-receipt of study material / assignments
- 4) Form for Provisional Certificate
- 5) Requisition for fresh set of Assignments
- 6) Term-end Examination Form
- 7) Form for re-evaluation of Answer Script
- 8) Form for duplicate grade card / marksheet
- 9) Migration certificate form
- 10) Form for Issue of Duplicate Degree / Diploma / Certificate
- 11) Form for improvement in Division / Class
- 12) Form for early declaration of result
- 13) Form for obtaining photocopy of the Answer Script
- 14) Form for use of Official Transcript.
- 15) Form for Change of Address or Correction of Name
- 16) Re-Admission Form

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

INDIRA GANDHI NATIONAL OPEN UNIVERSITY					
ASSIGNMENT RECEIPT FOR OFFICE USE ONLY					
Enrolment No. : <input type="text"/>	Programme : <input type="text"/>				
Name : _____					
	Medium : <input type="text"/>				
S.No.	Assignment No.				
Signature of the Student _____					
_____					
<table border="1"> <tr> <th colspan="2">FOR OFFICE USE ONLY</th> </tr> <tr> <td>Sr. No. : _____</td> <td>Seal</td> </tr> </table>		FOR OFFICE USE ONLY		Sr. No. : _____	Seal
FOR OFFICE USE ONLY					
Sr. No. : _____	Seal				

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

### CHANGE/CORRECTION OF ADDRESS AND STUDY CENTRE

If you change your address please complete the form using block capitals and indicating :

Programme of Study  
Enrolment Number  
Name  
New or Corrected Address including Pin  
New Study Centre Code  
Choice for Medium of Study  
Date of Change

For change/correction of address and change of study centre the form should be mailed to :

**The Regional Director of your region.**

### INDIRA GANDHI NATIONAL OPEN UNIVERSITY CHANGE/ CORRECTION OF ADDRESS AND STUDY CENTRE

Enrolment Number <input type="text"/>		Programme Code <input type="text"/>
Date Change effective from <input type="text"/>		
Name	<input type="text"/>	
New Address		
<input type="text"/>		
<input type="text"/>		
<input type="text"/>		
Town	<input type="text"/>	
State	Pin	<input type="text"/>
State Code <input type="text"/>	(See Code List 2 of Guide to Applicant)	
Existing Study Centre Code <input type="text"/>		
New Study Centre Code <input type="text"/>		

Signature :

Date :

New Study Centre Code :

**NOTE : TWO FORMS ARE PRESENTED IN THIS PAGE, USE THE RELEVANT FORM ONLY.**

**To**  
**The Regional Director**

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Change of Medium: Rs. 350/- + Rs. 600/- for 4 credit and  
 Rs. 1200/- for 8 credit per course

Change of Courses: Rs. 600/- for 4 credit per course  
 Rs. 1200/- for more than 4 credit per course.

This is permitted within 30 days from receipt of first set of

**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 \_\_\_\_\_

The Regional Director

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 .....  
 .....

**Sub : Non-receipt of Study Material & Assignments**

Enrolment No. 

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Programme

Medium of Study

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

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

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/assignments 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



Please read the instructions overleaf before filling up this form :



**Indira Gandhi National Open University  
New Delhi**

**REQUISITION FOR FRESH SET OF ASSIGNMENTS**

Programme of Study

Enrolment No.

Study Centre Code

Write in BLOCK CAPITAL LETTERS only

Name : Shri/Smt. Kum. ....

Please indicate course, assignment code and course title for which you need the assignments in the following columns. The assignments of the course which you have already passed should not be mentioned.

Sl. No.	Course Code	Assignments Code	Course Title	Medium
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				

**REASONS FOR REQUEST FOR FRESH SET OF ASSIGNMENTS**

(Please Tick ( ✓ ) whichever is applicable)

1. Assignments not received at all earlier.
2. Assignments were received after the due dates prescribed for their submission.
3. Assignments submitted but could not secure minimum qualifying score.
4. Assignments responses submitted after due dates were rejected by the Study Centre.
5. Assignments responses submitted after due dates were rejected by the Study Centre.
6. Failed to secure over-all qualifying grade in course(s) mentioned above and wish to improve over-all qualifying grade only by attempting one assignments.

Name and Address .....

Signature .....

.....

Date .....

.....

..... PIN

**For Official Use Only :**

Date of Despatch of Assignments to student .....

### **INSTRUCTIONS FOR FILLING THE FORM AND DOING ASSIGNMENTS**

1. Read instructions for submission of assignments given in your Programme Guide carefully.
2. Assignments should be demanded only if your registration for that course (subject) is valid.
3. Please ensure that you have mentioned your correct Enrolment No. (it consists of 9 digits), Name, Course Code/title, Name of Semester/year, (wherever applicable), and the Study Centre Code on your assignment responses before submitting it to concerned authorities.
4. Submission of assignment within due dates is pre-requisite for appearing in the term end examination. You are, therefore, advised to submit your TMA at your Study Centre within the prescribed dates. Assignments received after due dates will be summarily rejected.
5. You can appear in term end examination or submit only minimum required number of assignments if you fail to secure over-all qualifying grade in course (subject).
6. Assignments should not be demanded to improve your score if you have secured minimum qualifying score in a course (subject).
7. Please do not submit your assignment responses twice either at the same Study Centre or at different study Centres for evaluation.

**Please mail this form to the Regional Director of your Regional Centre**



# INDIRA GANDHI NATIONAL OPEN UNIVERSITY

STUDENT EVALUATION DIVISION  
MAIDAN GARHI, NEW DELHI-110 068  
TERM-END EXAM JUNE / DECEMBER - 201\_

## EXAM FORM

Serial  
No.

Control No.

### INSTRUCTIONS

1. Please submit your exam form at the concerned Regional Centre under which your examination centre falls.
2. Write in CAPITAL LETTERS only within the box without touching the lines as shown in the sample below.

0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Programme Code

Regional Centre Code

Study Centre Code

Enrolment No.

Exam Centre Code

(Urban)

(Where you wish to appear in Exam)

Name of the Candidate: (Leave one box empty between First Name, Middle Name and

S

Address for Correspondence (Do not give Post Bx No. Address. Leave a blank box between each unit of address like House No., Street Name, PO, etc.

City

District

State

Pin Code

MOBILE NO.

### COURSE OPTION:

Course codes for which appearing for the first time OR failed in the earlier TEEs including Practical Courses for BCA, MCA, BIT / ADIT / PGDLAN / BLIS Programmes. FEE ` 120/- PER COURSE (Demand draft in favour of IGNOU and payable at Regional Centre under which your exam centre falls.

S.No.	Course Code	S.No.	Course Code
1.		9.	
2.		10.	
3.		11.	
4.		12.	
5.		13.	
6.		14.	
7.		15.	
8.		16.	

### FEE DETAILS (Please write your Name & Enrolment No. at the back of the Draft)

Total No. of		Total Amount	
Theory Courses	₹ × 120		
Practical Courses	₹ × 120		
Late Fee			
TOTAL			

SIGNATURE OF THE STUDENT

(within the Box only)

1. Draft No.

Amount

2. Draft No.

Amount

Date

Issuing Branch

Payable at (Regional Centre under which your exam centre falls)

[illegible]

Dates for Submission of Exam Forms				
FOR JUNE TEE	LATE FEE	FOR DEC TEE	LATE FEE	Submission of Exam Form
1 March to 31 March	NIL	1 Sept. to 30 Sept.	NIL	ONLY AT THE CONCERNED REGIONAL CENTRE UNDER WHICH YOUR EXAMINATION CENTRE FALLS
01 April to 30 April	` 500/-	01 Oct. to 31 Oct.	` 500/-	
1 May to 15 May	` 1000/-	1 Nov. to 15 Nov.	` 1000/-	

**Before submitting the examination form please ensure that:**

- The required number of assignments as applicable for the course(s) filled in the examination form have been submitted.
- The authentication certificate is duly signed by the Coordinator/Incharge of your Study Centre/PSC/PI...etc.
- Registration for the course(s) is valid and not time-barred.
- **Examination fee ₹ 120/- per course has been remitted and the relevant proof enclosed.**
- In case examination fee is submitted through demand draft please ensure that the **demand draft is made in favour of IGNOU and payable at the city of the Regional Centre where you are submitting your examination form.**
- The enrolment number, programme code, course code are correctly filled in the examination form.

**In case of non-compliance of any of the above conditions candidature for appearing in the Term-end Examination will not be considered and no Hall Ticket will be issued.**

**PLEASE NOTE :**

- |                                      |   |
|--------------------------------------|---|
| Examination fee per course is        | - ₹ 120/- (Examination fee once paid will not be refunded/adjusted in any case) |
| Examination form to be submitted at  | - Regional Centre under which your examination centre falls                     |
| Demand draft to be made in favour of | - IGNOU and payable at the city where submitting the exam form                  |

**INSTRUCTIONS FOR FILLING UP THE EXAMINATION FORM**

1. Please fill in the course(s) only for which the assignments have been submitted by you within the scheduled time. No Hall Ticket will be issued in case the assignments for the course(s) have not been submitted.
2. Please write correct course code(s) as indicated in your Programme Guide, failing which the course(s) will not be included in Hall Ticket for taking examination (For example ECO-01/MS-02).
3. In case wrong/invalid course code is mentioned in examination form, the course will not be included in the Hall Ticket and the examination fee paid will not be refunded.
4. Examination form should be submitted only once for each Term-end Examination.
5. Please send the examination form by Registered/Speed Post and retain the proof of its mailing till you receive the Hall Ticket;
6. Term-end Examination result is also available on the University website ([www.ignou.ac.in](http://www.ignou.ac.in)). Please see the result status before filling examination form.
7. It is advised to enclose/forward only the Examination Fee along with this form. Any other fee (registration/re-registration) forwarded with this form will result in rejection of the examination form.
8. Examination form received without examination fee or late fee (if applicable) will similarly be rejected.
9. Students of BA/B.Com./BCA/BTS Programme can take examination for courses up to 48 credits and those of Management Programme can take examination for a maximum of 8 courses at a time.
10. Normally the Study Centre is the Examination Centre. In case you wish to take examination at a particular centre the code of your chosen centre be filled up as Examination Centre Code. However, if Examination Centre chosen by you is not activated you will be allotted another Examination Centre under the same Region.
11. **In case you fail to receive Examination Intimation Slip/Hall Ticket one week before the commencement of examination you may visit our website ([www.ignou.ac.in](http://www.ignou.ac.in)) and download the Hall Ticket and report at the Examination Centre with your Identity Card.**
12. Change of Examination Centre, once allotted, is not permissible under any circumstances.

**DECLARATION**

I hereby declare that I have read and understood the instructions given above. I also affirm that I have submitted all the required number of assignments as applicable for the course(s) filled in the examination form and my registration for the course(s) is valid and not time barred. If any of my statements is found to be untrue, I will have no claim for taking examination. I undertake that I shall abide by the rules and regulations of the University.

Date \_\_\_\_\_

(Signature of the student)

Phone No. (R) \_\_\_\_\_ Mobile No. \_\_\_\_\_ Email Id \_\_\_\_\_

Phone No. (O) \_\_\_\_\_

(with STD code)

**AUTHENTICATION BY CO-ORDINATOR/INCHARGE OF  
STUDY CENTRE/PROGRAMME STUDY CENTRE/PARTNER INSTITUTION/  
COMMUNITY COLLEGE**

It is to certify that the student has submitted all the assignment(s) for the course(s) filled in the examination form.

Centre Code \_\_\_\_\_

Date \_\_\_\_\_

(Signature & Stamp of Co-ordinator/Incharge)  
Study Centre/PSC/PI/Community College



**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](http://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,
3.	Dy. Registrar Evaluation Centre IGNOU Regional Centre 2 <sup>nd</sup> Floor, Biscomaun Tower W. Gandhi Maidan, Patna -800 001	Panaji, Nagpur and Sub-RC Vatakara. 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 <sup>st</sup> 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,
7.	Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4 <sup>th</sup> Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.	Kohima and Aizwal. 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-110068





## 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  
.....

Draft Details	
Amount Rs. _____	D.D. No. _____ Date _____
Bank Name _____	Place of Issue _____

(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: 1<sup>st</sup> to 30<sup>th</sup> April for June Term-end Exam.

1<sup>st</sup> to 31<sup>st</sup> 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 2<sup>nd</sup> and 1<sup>st</sup> 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. However, the students who have completed the programme as on the date of issue of this notification, wishing to improve can apply for improvement in the Term-end Examination as per following criteria.
  - a) The students mentioned at 1(a) above in June 2008.
  - b) The students mentioned at 1(b) above in June 2008 or December 2008.
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. In such cases, the improved marks/grade can be incorporated only on surrender of the statement of marks/Grade Card, Provisional Certificate and Degree Certificate already issued to the student.
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. Students wishing to improve their performance should submit the application in the prescribed format along with fee @Rs.500/- per course by means of Demand Draft drawn in favour of IGNOU payable at New Delhi and send within the prescribed dates to the following address:-

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

11. On the top of the envelope containing the prescribed application form,  
Please mention "APPLICATION FORM FOR IMPROVEMENT IN DIVISION/CLASS."



**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: 



 Enrolm
3. Address: .....

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 <sup>nd</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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:-1<sup>st</sup> March to 15<sup>th</sup> April for June Term-end Exam.

1<sup>st</sup> September to 15<sup>th</sup> 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 state- ment 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 15<sup>th</sup> October and for December term-end examination by 15<sup>th</sup> April or within 45 days from the date of declaration of result on the University's website, whichever is 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, 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 <sup>nd</sup> 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 <sup>st</sup> 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 <sup>th</sup> 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.



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

**APPLICATION FORM FOR CHANGE OF ADDRESS/CORRECTION OF NAME**

Date: \_\_\_\_\_

To  
Registrar, SRD  
IGNOU  
Maidan Garhi  
New Delhi-110068

*Please tick the appropriate box:*

Change/Correction of Address ☐

Correction of Name ☐

**THROUGH CONCERNED REGIONAL DIRECTOR**

Enrolment No. .... Programme .....

Name (in caps) .....

**1. DETAILS FOR CHANGE/CORRECTION OF MAILING ADDRESS**

**New Address**

**Old Address**

.....

.....

.....

.....

.....

.....

City ..... Pin .....

City ..... Pin .....

State .....

State .....

**2.**

**CORRECTION OF NAME**

*(For correction in the spelling of name please attach an attested photocopy of 10<sup>th</sup> class Certificate)*

Name as recorded ..... (IN CAPITAL LETTERS)

Correct Name ..... (IN CAPITAL LETTERS)

\_\_\_\_\_  
Signature of Student

Phone/Mobile Number .....

\_\_\_\_\_  
For Office Use

Control Number ..... Lot No. .... Date .....

**STUDENT REGISTRATION DIVISION**  
**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Maidan Garhi, New Delhi-110 068**

**RE-ADMISSION FORM**

1. Name & Address of the Student: .....

2. Programme Code: \_\_\_\_\_ E-mail \_\_\_\_\_ Mob. \_\_\_\_\_

3. Enrol. No: 

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4. Regional Centre Code: \_\_\_\_\_

5. Study Centre Code 

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6. Detail of course(s) not completed for which re-admission is sought.

Sl.No.	Course Code	Title of the Course	Credits	Course Fee (₹)

Total ₹ 

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7. Detail of re-registration for the missed year(s)/semesters), if any:

Year(G) semester(s)	Course Codes(s) of the missed year(s)/semester(s)	Re-registration fee

8. Total Fee (col. No. 6 + 7) ₹ ..... enclosed vide Demand Draft No. ....

Date ..... Amount ..... Name of Bank .....

(DD should be drawn in favour of "IGNOU" payable at New Delhi)

Dated: \_\_\_\_\_

Signature of the student

Mail this "Re-admission" form along with DD to Registrar, Student Registration Division IGNOU, Maidan Garhi, New Delhi-110068 on or before the last date mentioned above.

(Please retain a copy of this form for any future reference)

## **RULES & GUIDELINES FOR RE-ADMISSION**

- 1) Re-admission is permissible in the following cases :
  - a) Students who failed to complete the requirements in full or in part within the maximum span period prescribed.
  - b) Students who failed to complete the requirement of attendance in practicals as prescribed in Programme curriculum within the maximum span period prescribed.
2. **Students who do not register for all years/semesters of a Programme and fail to pay the prescribed full Programme fee during the maximum duration of the Programme are also eligible for Re-admission, provided they pay full fee for the missed year(s)/ semester(s) as per rate applicable for the session for which they seek re-admission, in addition to the prorata course fee for re-admission. The Pro-rata fee shall be paid as per then prevailing rates.**
3. Course fee paid for re-admission would be valid for a period of six months/one year/two **consecutive academic years or four consecutive semesters only**, as given below:
  - a) **Six months - for all Certificate Programmes of six months duration**
  - b) **One year - for all Diploma/PG Dip. Programmes of one year duration (including BLIS, MLIS, and collaborative programmes B.Com & M.Com of ICAI, ICWAI and ICSI)**
  - c) **Two years - for all undergraduate and post-graduate programmes whose minimum duration is of 2 years and above.**
4. **The additional period indicated at point no.3 above will commence from the date of completion of the maximum duration of the Programme for which the registration was done initially.**
5. Students shall not be on rolls of the university beyond the additional period indicated at point no.3 above.
6. The credit earned by the student towards his/her courses and assignments successfully completed shall be retained for the revalidated period, provided the syllabus and methodology now in vogue are similar to the course(s) successfully completed earlier.
7. No study material (SLMs) will be supplied on re-admission, including for the missed semester/year. If the earlier SLMs is replaced, the student will be required to buy changed course material. For that matter SLMs will not be provided for the courses re-registered as missed semester/year. Students will have to make their own arrangement for the SLMs.
8. The students will be allowed to take re-admission in the old course(s) as long as the examination in the old course(s) is conducted by the University.
9. For the Programmes containing practical component, the norms of fee payable will be as decided by the respective Schools.
10. Students are required to pay the **pro-rata Re-admission fee as per then prevailing rates**, in lump sum, for all the courses they failed to successfully complete earlier. **Fee once paid will not be refunded under any circumstances.** Students of **BCA-MCA Intg. Prog.** should pay the pro-rata re-admission fee, in lump sum, for **all those courses of BCA as well as MCA that have not been successfully completed during the maximum duration of 8 years.**
11. Pro-rata fee for Re-admission would be changed as and when the University revises the Programme fee for various Programmes.
12. Other conditions as prescribed by the University relating to the admission and re-admission shall remain the same.
13. The Demand Draft for Re-admission fee together with the re-registration fee of the missed year(s)/semester(s), if any, should be drawn in favour of IGNOU payable at New Delhi. Please write your Enrol. No., Name and Programme code and also the words '**Re-admission**' on the reverse of the DD.

**P.S.**

1. **Students can check their Re-admission status from the website ([www.ignou.ac.in](http://www.ignou.ac.in)> STUDENTS ZONE> Admission> Registration Status> CHECK READMISSION Status >).**

## 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](http://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, Associate Professor, SOET	29572923	rakhisharma@ignou.ac.in
5	Ms. Renu Katyal, 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 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](mailto: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](http://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 School	<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 06

