

14 UNIVERSITY RULES

The University reserves the right to change the rules from time to time. However, latest rules will be applicable to all the students irrespective of the year of their registration.

14.1 Educational Qualifications Awarded By Private Institutions

Any educational qualification awarded by the Private Universities established under the provisions of the "*Chhattisgarh NijiKshetra Vishwavidyalaya (Sthapana Aur Viniyaman), Adhiniyam, 2002*" are non-existent and cannot be considered for admission to any Academic Programme in IGNOU.

14.2 Validity of Degree for Admission

Master's Degree awarded without a first degree of three year duration is not recognised for purposes of admission to IGNOU's Academic Programmes. However, this condition is not applicable for the five-year Integrated Master's degree acquired from a recognized University/Institution.

Bachelor's Degree means, **Bachelor's Degree of not less than three year duration.**

14.3 Acceptance of 'Two year Bachelor's degree'

Students who had enrolled themselves in the first degree course prior to June 4, 1986 and students who had successfully completed their first degree course, prior to June 4, 1986, irrespective of their duration shall be treated at par with the students who have completed Three years degree and they are not required to undergo a further one year bridge course. Degrees obtained prior to June 4, 1986 and the degree awarded to the students enrolled upto June 1986, but completed subsequently shall be treated valid for all purposes including admission to a Masters degree programme and other higher studies.

IGNOU accepts First degree of Two year duration obtained from a recognized university **completed up to the year 1998-99** for purposes of higher studies; **provided such students have undergone a further one year bridge course and passed the same to be in conformity with UGC Regulations.**

Degrees acquired from an 'Off Campus' Centre

Degrees acquired from an **'Off Campus' Centre of Private Universities** outside the territorial jurisdiction of the State concerned are **not** recognized for purposes of admission to IGNOU's academic programmes unless it has specific approval of the University Grants Commission.

Similarly, Degrees acquired through an 'Off Campus' Centre/ 'Off-shore' Campus of Central/State/ Deemed to be Universities/Institutions of National Importance offered through Open and Distance learning (ODL) mode will be accepted for purposes of higher studies in IGNOU; provided these have been obtained as per territorial jurisdiction of these Central/State/Deemed to be Universities/Institutions of National Importance prescribed by the University Grants Commission from time to time.

14.4 Validity of Admission (Merit Based/Entrance Test Based)

Learners 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 will have to apply afresh and go through the admission process again.

14.5 Simultaneous Registration

As per the University policy, a student is allowed to pursue two academic programmes simultaneously through ODL / Online mode, as per the illustration given below.

One Certificate Programme with any other Programme	Admission in both programmes can be taken in the same admission cycle
One UG + One PG Programme*	Admission has to be taken in two different admission cycles
Two UG Programmes*	
Two PG Programmes*	
*Admission can be taken ONLY in specified Programmes. Details are available on the IGNOU website.	

Certain programmes are not allowed under the simultaneous registration. Students are advised to visit the following link for more details:

There will be no change in the counseling/assignment submission/examination schedule in case dates for the above clash in the programmes in which a student has taken admission.

IGNOU
SRD

No. IG/SRD/R-IV/2022/ 983
2nd September, 2022

NOTIFICATION

**SUB: SCHEME OF PURSUING TWO UG/PG PROGRAMMES
SIMULTANEOUSLY IN IGNOU**

Based on the recommendations of the Committee for preparing the framework for IGNOU for operationalising UGC Scheme of pursuing two Academic Programmes simultaneously as per decision of the Academic Council taken in its 78th meeting, the following policy in the matter will be implemented with effect from July, 2022 session:

A) The students will be permitted to pursue **only two** academic programmes simultaneously at the undergraduate and postgraduate levels subject to fulfilment of the eligibility criteria for admission to each of the two programme(s), in the following manner:


1. One programme in Regular/ODL/Online mode from an institution Other than IGNOU along with one programme in ODL/Online mode from IGNOU:

A student who has sought admission to one programme in regular/ODL/Online in an institution **other than IGNOU** will be permitted to simultaneously register in an ODL/Online programme of **IGNOU** at undergraduate or postgraduate level.

However, there will be no change in examination schedule in case dates clash for any such programmes in which a student has taken admission.

2. Both programmes in ODL or Online mode from IGNOU

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


2.9.22

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

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

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

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

d) The list of undergraduate and postgraduate programmes to which admission can be taken is given in **Annexure-1** for July 2022 admission cycle.

- B) a) If a student registers for two such programmes wherein certain number of courses are common, the credits of those courses will be given for one programme only. In such cases, the student will be required to pursue similar course(s) for the other programme in order to complete it and earn the degree.
- b) The University will make appropriate provisions for selection of alternative Courses for such common Courses. For example, in the category of Ability Enhancement Compulsory Courses of Bachelor Degree Programmes (CBCS), courses on Waste Management, Sustainable Development, HIV, Disability Studies, etc. may be provided as alternative to the Course on Environmental Studies. Similarly, alternatives to AECC Courses (Hindi Communication and English Communication) may be provided in consultation with the School concerned.
- C) Simultaneous admission to the Programmes falling under the ambit of Regulatory Bodies like AICTE, NCTE and INC will not be permitted till such time the Regulatory Bodies come out with their respective guidelines in this regard.
- D) Similarly, simultaneous admission will not be permitted to the programmes such as BCOMAF, BCOMFCA, BECOMCAA, BHM, MCOMBPCG, MCOMMAFS, MCOMFT, MHA, etc. **which are offered in collaboration with other Institutions.**

H. Bose
2.9.22

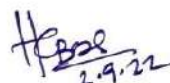
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- E) No retrospective benefit can be claimed by the students who have already done two academic programmes simultaneously prior to the notification of these guidelines.
- F) The policy will be reviewed keeping in view the guidelines issued by UGC in the matter from time to time.

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

This notification is issued with the approval of the competent authority.


2.9.22
(Himansu K. Bose)
Registrar (SRD)

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Distribution:

All Directors of Schools/
Head of Divisions/Institute/Centers/Units
All Regional Directors
AR to VCO
PS to PVCs
All Sections of SRD

ANNEXURE-1
**LIST OF PROGRAMMES AVAILABLE FOR SIMULTANEOUS
 REGISTRATION IN JULY 2022 ADMISSION CYCLE**

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

ANNEXURE-1

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

14.6 Re-Registration

“Re-registration” means registration in the next semester/year of a programme, wherever applicable. Learners are advised to submit the Re-Registration (RR) forms ‘Online’ on the web portal www.ignou.ac.in. as per schedule being notified by the University from time to time, irrespective of the fact that whether the learners appeared in the examination or not or whether they are passed or not in the course(s) registered in the current academic session. If the Re-Registration in any of the programme is not available online or for any other reason as specified by the University, Learners should submit their RR forms at the respective Regional Centre ONLY and nowhere else. If any student submits the ‘Offline’ Re-Registration Form at any other Regional Centre than the allocated Regional Centre, and consequently misses the scheduled date and a semester/ year, he/she will have no claim on the University for regularization.

International students of the University pursuing their programme from India are also advised to submit re-registrations form online. Offline forms, if any, may be submitted to the International Division of the University.

14.7 Additional time for Learners with Disability

- a) Learners with disability of 40% or more are given additional 2 (two) years beyond the maximum duration prescribed for all academic programmes.
- b) Learners with disability seeking benefit of the aforesaid facility should submit the ‘Disability Certificate’ issued by the competent authority at the Regional Centre concerned, which, in turn will verify it, make entry in the data base and transmit the data to SRD for updating in the Master records.
 1. The students with disabilities having valid disability certificate are allowed to submit typed assignment.
 2. Two year extra time is provided to students with disabilities to complete a programme (may be sought from SED).
 3. Provision for Scribe during examinations.
 4. Provision for extra time during examinations.

14.8 Reservation for Scheduled Castes and Scheduled Tribes, non-creamy layer of OBC, Economically Weaker Sections (EWS) for admission in Central Educational Institutions

The University provides reservation of seats for Scheduled Castes and Scheduled Tribes, non-creamy layer of OBC, Economically Weaker Sections, (as notified by MHRD vide OM 12-4/019-U1 dated January 2019), War Widows, Kashmiri Migrants and Physically Handicapped learners, as per the Government of India rules, for admission to its programmes in which there are limited number of seats and admission is through a merit list. However, submission of forged certificate under any category shall make the student liable not only for cancellation of admission but also legal action as per Government of India rules.

Ministry of Human Resource Development, Department of Higher Education, Govt. of India, vide their Office Memorandum F.No. 12-4/2019-UI, dated 17th January, 2019, on the subject cited above, has conveyed that in accordance with the provisions of the Constitution (One Hundred and Third Amendment) Act 2019, and in reference of Ministry of Social Justice and Empowerment vide OM No. 20013/01/2018-BC-II dated 17th January, 2019, enabling provision of reservation for the Economically Weaker Sections (EWSs) who are not covered under the existing scheme of reservations for the Scheduled Castes, the Scheduled Tribes and the Socially and Educationally backward Classes, it has been decided to provide reservation in admission to educational Institutions subject to a maximum of ten per cent of the total seats in each category. The provision of reservations to the Economically Weaker Sections shall be in accordance with the directions contained in the OM No. 20013/01/2018-8C-11 dated 17th January, 2019 of the Ministry of Social Justice & Empowerment subject to the condition mentioned in the Office Memorandum of MHRD.

Accordingly, the reservations shall be provided to EWSs for admission in the University from the academic year 2019-20 onwards beginning academic session July 2019. The reservation shall be applicable only in Programmes having seat restriction.

14.9 Scholarships

The learners enrolled in IGNOU are eligible for Government of India Scholarships. They are advised visit the National Scholarship Portal of the Government of India <https://scholarships.gov.in/> and submit their application online. For further details students may contact at the headquarters, Student Service Centre can be contacted for

Students belonging to the Scheduled Caste category may apply for financial assistance under the Centrally Sponsored Scheme of Post Matric Scholarship. Details of the Scheme are available at https://scholarships.gov.in/public/schemeGuidelines/Postmatric_SC.pdf

Students belonging to the Scheduled Tribe category may apply for financial assistance under the Centrally Sponsored Scheme of Post Matric Scholarship. Details of the Scheme are available at
(1) <https://scholarships.gov.in/public/schemeGuidelines/tribalfellowshipguideline.pdf>

14.10 Scheme of Fee Support to SC/ST Students

The University provides exemption of programme fee to students from SC/ST category as per its policy. The policy is reviewed for every admission cycle. Students are advised to visit the University website or contact the Regional Centre to know about the latest provisions. The exemption, if admissible, will be allowed for one programme only.

The following SC and ST students are **not** eligible for fee exemption:

The applicants should submit income certificate issued by Authorized Government Agency while taking admission. The exemption of fee is confined to the extent of Programme Fee mentioned in the Prospectus. The students belonging to these categories will have to pay late fee (if any), Term-End Examination Fee, convocation fee, Registration fee, Development fee etc. since these are not exempted under this Scheme. Please refer Notification **Annexure V**.

14.11 Waiver of IGNOU Programme fee for Jail Inmates

The following guidelines have been approved by the Competent Authority for admission of jail inmates:

1. Jail inmates shall be enrolled only in those programmes in which there are no project/practical/workshop/field work/seminar components.
2. Only one application shall be accepted from a jail inmate in a particular session.
3. Professional Programmes being offered with the approval of Regulatory Bodies (MBA, MCA, B.Ed, B.Sc Nursing etc.) shall not be offered to jail inmates.
4. Since the jail inmates are being given financial assistance in the form of fee waiver, submission of Aadhar along with the application shall be mandatory.

The above guidelines may be strictly adhered to while accepting and processing applications of jail inmates. Further, the Regional Centres may approach the State Government, highlighting the contribution of IGNOU in the educational upliftment of the jail inmates, and request them to sponsor their fee.

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

14.12 Registration fee, Cancellation of Admission and Refund of Fee

***Fee Paid for Re-Registration to a programme will not be refunded in any case.**

A non-refundable Registration Fee as prescribed from time to time (unless specified otherwise) shall be charged along with the programme fee of first semester/year at the time of admission.

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

The refund request will be considered as per the Notification F.No:IG/SRD/R-V/Notif./2025/, dated 12.02.2025:-

**IGNOU**

इन्दिरा गांधी राष्ट्रीय मुक्त विश्वविद्यालय

इन्दिरा गांधी राष्ट्रीय मुक्त विश्वविद्यालय INDIRA GANDHI NATIONAL OPEN UNIVERSITY

मैदान गढ़ी, नई दिल्ली-110 068, भारत
MAIDAN GARHI, NEW DELHI-110068, INDIA
फोन PHONE : (0) 91-11-29532741, 29571316
फैक्स FAX : (0) 91-11-29532686
ई-मेल E-mail : registrarsrd@ignou.ac.in

विद्यार्थी पंजीकरण प्रभाग
STUDENT REGISTRATION DIVISION

F.No. : IG/SRD/R-V/Notif./2025/

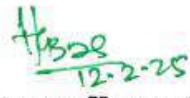
Dated : 12.02.2025

Notification

With the approval of the Competent Authority, the fee refund policy of the University is modified as under:

- The Registration Fee is non-refundable.
- The fee paid shall be refunded prior to confirmation of admission.
- An amount equivalent to 15% of the programme fee, subject to a ceiling of Rs. 2000/- will be deducted from the fee paid in case the request for cancellation is received after the confirmation of admission.
- In case a student has opted for soft copy of the SLM, the fee paid will be refunded after deducting the Registration fee only.
- If a request for cancellation is received from a student who has availed fee exemption and has paid only the Registration fee and Development fee, only the Development fee will be refunded.
- No Refund of fee will be admissible after 60 days of the closing date of the admission of the concerned programme.

This notification supersedes all the earlier Notifications in this regard.


(Dr. Himansu Kumar Bose)
Registrar, SRD

Distribution:

- All Regional Directors**
- Director, ACD**
- Registrar, SED**
- All Unit Heads in SRD**
- VC Office**
- Notification file**
- Fee refund file**

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Registrar (SRD) IGNOU

14.13 Digital Study Material and Assignments

The University has a provision to provide soft copy of the self-learning material in place of printed material. A learner opting for the **soft copy will be given a discount of 15% in the Programme Fee**. The Option to this effect has to be indicated by the learners while filling in the Online Admission Form. Such learners will not be given printed self-learning material. The University has digitized the study material for different programmes. The digitized material is available on eGyankosh, the digital repository of the University.

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

If the study material of Logbook, Practical, Work Book, Project Work and any additional literature associated with Programme is not to be printed and only digital copy/softcopy is available at eGyankosh for the students.

The University sends study material to all the students and if a student does not receive the same for any reason; whatsoever, the University shall not be held responsible for that.

Assignments for the current session are made available on the website. Students are advised to download the same.

For non-receipt of study material, learners are required to write to the Registrar, Material Production and Distribution Division, IGNOU, Maidan Garhi, New Delhi – 110 068.

14.14 Change of Elective/Course

Change in Elective/Course is permitted within 30 days from the receipt of first set of course material on payment of **Rs.350/- for a 2/4 credit course or part thereof, and Rs.700/- for a 6/8 credit course for undergraduate courses. For Master's Degree Programme, it is Rs.600/- for 2/4 credits and Rs.1200/-for 6/8 credits course.** Payment should be made by SBI collection (Demand Draft drawn in favour of "IGNOU" payable at the place of concerned Regional Centre). All such requests for change of Elective/ Course should be addressed to the concerned Regional Centre only as per schedule.

14.15 Credit Transfer

Credit transfer means allowing a student of another university to get admitted to IGNOU for completing any equivalent degree/diploma programme on the basis of credits obtained by him/her from that University. A student thus admitted need not write IGNOU examinations for such courses which are found equivalent to and for which appropriate credits would be deemed to have been acquired for, and for purposes of fulfilling the IGNOU requirements for award of a degree/diploma.

Students who want to avail of credit transfer shall get registered with IGNOU for the programmes they want to study. All the applications for this purpose should be addressed to The Registrar, Student Registration Division, IGNOU, Maidan Garhi, New Delhi-110068.

The facility of credit transfer under Academic Bank of Credits envisioned in the National Education Policy 2020 is also available.

Please visit to ignou's website. The Internal Credit Transfer Form and guidelines are available on the following link:

[file:///C:/Users/ignou/Downloads/Credit%20Transfer%20New%20Policy%20\(1\).pdf](file:///C:/Users/ignou/Downloads/Credit%20Transfer%20New%20Policy%20(1).pdf)

14.16 Counselling and Examination Centre

All Learner Support Centres, Programme Learner Support Centres, special Learner Support Centres are not Examination centres. Practical Examination need not necessarily be held at the centre where the learner has undergone counselling or practicals.

14.17 Correction of Address and Learner Support Centre Change

Students can initiate the request for change of address, Learner Support Centre and regional centre online from their user account. The user account is to be created at <https://ignou.samarth.edu.in> by clicking 'New

Registration'. Any change required for change of address, Learner Support centre, Regional Centre change must be informed to concerned Regional centre through email.

14.18 Change of Regional Centre

When a learner wants transfer from one region to another, he/she has to write to that effect to the Regional Centre from where he/she is seeking a transfer marking copies to the Regional Centre where he/she would like to be transferred to. Further, he/she has to obtain a certificate from the Coordinator of the Learner Support Centre from where he/she is seeking transfer regarding the number of assignments submitted. The Regional Director from where the learner is seeking the transfer will transfer all records including details of fee payment to the new Regional Centre. For change of Region in practical oriented Programmes like computer programmes, B.Sc. etc., 'No Objection Certificate' is to be obtained from the concerned Regional Centre/Learner Support Centre where the learner wishes his/her transfer.

In case any learner is keen for transfer from Army/Navy/ Air Force Regional Centre to any other Regional Centre of the University during the cycle/session, he/she would have to pay the fee-share money to the Regional Centre. In case the learner seeks transfer at the beginning of the session/cycle, the required programme course fee for the session/cycle shall be deposited at the Regional Centre. However, the transfer shall be subject to availability of seats wherever applicable.

The learner can seek transfer to any other overseas Learner Support Centre only after six months of Registration or submission of first year/semester assignments for the programme of one year or longer duration.

14.19 Eligibility for Term-End Examinations

The learners are instructed to **refer to Page No. 19, para 1.17** Evaluation System sub-head '**Term-end Examination and Payment of Examination Fee**' before submitting Examination Form for appearing in the June as well as December Term-end examination. A learner having exhausted the maximum duration of a programme should not apply for appearing at the Term-end examination of any course without getting re-registered. Otherwise, the result would be with held in such cases.

14.20 Foreign Students

Foreign students residing in India having valid student visa for the minimum duration of the programme are eligible to seek admission in IGNOU's selected programmes on payment of international fee applicable for them. For programme fee and other charges the student can visit "INTERNATIONAL STUDENTS" icon on IGNOU's website or contact the Director, International Division, IGNOU, Maidan Garhi, New Delhi 110 068. Admission of foreign student residing in India will be processed by the International Division of the University after ensuring their antecedents from the Ministry of External Affairs/ Ministry of Human Resource Development. Programmes with limited number of seats are not offered to foreign students.

In case of any query / information, FSRI and overseas students are advised to refer international prospectus available on the website of the university.

14.21 Guidelines for Admission in respect of International Students residing in India

- a) Download the Admission form for the respective Programme from IGNOU's website www.ignou.ac.in
- a. Fill up all the columns of the Admission forms and attach the relevant documents (as mentioned in the Prospectus) along with fee and cost of registration fee.
- b. Submit the hard copy of the form along with documents and fees at the following address Director, International Division, IGNOU, Block No. 15. Section K, Maidan Garhi. New Delhi.
- c. The learner must fill all the Columns of the Admission Form, failing which the admission form will not be processed for admission. The complete applications should reach at the above address not later than

the last date of submission of forms.

- b) The learner may apply only for those courses for which International fees have been prescribed.
- a. The learner will have to produce the valid STUDY VISA for the minimum duration of the programme. Presently, the students from Nepal and Bhutan are not required to submit the Study Visa.
- b. The learner will have to remit the International Fees of Programme.
- c) The fee has to be remitted through Bank Draft favouring "IGNOU" payable at "New Delhi".
- a. The learner should possess the minimum qualification specified for the Programme. However, for equivalence of the qualification of the candidate reference may be made to Booklet "Equivalence of Foreign Degrees" published by Association of Indian University. In case the Degree/Certificate possessed by the candidate is in a language other than English or Hindi, a translated copy duly verified by the concerned Embassy should be submitted.
- b. The fees once paid will neither be refunded nor transferred. However, in cases where University denies admission, the programme fee will be refunded through A/c Payee Cheque only.
- c. The student needs to submit NO OBJECTION CERTIFICATE from the concerned embassy. In the letter it should be clearly written that the Embassy has no objection regarding study of the concerned student in IGNOU as well as extension of visa from time to time. PIO / OCI Card holders are not required to submit the NOC from concerned Embassy.
- d. PIO/OCI card holders and also Refugees (UNCHR) Card Holders will pay the fee applicable to International Students.

14.22 Change of Category (EWS -Gen., Gen.-SC etc.)

Please note that any request for change of category code shall not be entertained by the University after finalization of admissions. Similarly, for the entrance test based and merit-based programmes, request for change of category will not be entertained once the Forms are finally submitted by the prospective learners.

14.23 Correction/Change of Name/Surname of Learner

Spelling mistakes, if any, committed at the time of data entry stage will be rectified at the Regional Centre and corrected data transmitted to Student Registration Division for updating in the database. However, Learners are expected to write their correct name (as indicated in the High School Certificate) in the Admission Form. In case any change in the name (other than the one mentioned in his/her High School Certificate), then it is mandatory for the prospective learners to furnish legal evidence of having changed his/her name/ surname while submitting the admission form.

For Change of Name/Surname, after confirmation of admission, the learners are required to submit the following documents at the Regional Centre, for onward transmission to Registrar, SRD:

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

Request for correction and/or change of Name / Surname will be entertained only before award of the Degree/Diploma/Certificate. For change/correction of name after completion of programme, but before award of degree please see the guidelines available at:

[file:///C:/Users/ignou/Desktop/Guidelines%20regarding%20minor%20correction%20of%20Name,%20spelling,%20Father's%20name,%20Guardian's%20name,%20address%20etc%20printed%20in%20the%20marksheets%20\(1\).pdf](file:///C:/Users/ignou/Desktop/Guidelines%20regarding%20minor%20correction%20of%20Name,%20spelling,%20Father's%20name,%20Guardian's%20name,%20address%20etc%20printed%20in%20the%20marksheets%20(1).pdf)

14.24 Disputes on Admission & other University Matters

The University takes appropriate administrative and disciplinary measures for smooth functioning of its day-to-day operations in accordance with the prevailing rules and guidelines. In case of disputes on Admission and other University Matters, the place of jurisdiction of filing of law suit, if necessary, will be New Delhi/Delhi ONLY.

15 PREVENTION OF MALPRACTICE/NOTICE FOR GENERAL PUBLIC

Students seeking admission to various academic programmes of Indira Gandhi National Open University are advised to directly contact IGNOU headquarters at New Delhi or Regional Centres of IGNOU only. Students interacting with intermediaries shall do so at their own risk and cost.

However, in case of any specific complaint regarding fraudulent institutions, fleecing students etc., please contact any of the following members of the Malpractices Prevention Committee:

1. Director, Research Unit (Tele: 29534336)
2. Director, SSC (Tele: 29535714)
3. Director, RSD (Tele: 2953 2118, 29572412)
4. Registrar, SED (Tele: 2953 5828, 29572204)
5. Registrar, SRD (Tele: 2953 2741, 29571302)
6. Registrar, MPDD (Tele: 29534521, 29572002)
7. Deputy Registrar, F&A (Tele: 29534934)
8. Registrar (SRD) (Tele: 29571302)

Alternatively, complaints may be faxed on 29532312.

Email: registraroffice@ignou.ac.in

Website: <http://www.ignou.ac.in>

Note: Except the above mentioned complaints, no other queries will be entertained at the above phone numbers.

As per directions of Hon'ble Supreme Court of India ragging is prohibited. If any incident of ragging comes to the notice of the authority the concerned student shall be given liberty to explain and if his explanation is not found satisfactory, authority would expel him from the University.

IGNOU admissions are made strictly on the basis of merit. Only those learners who satisfy the eligibility criteria fixed by the university will be admitted. Learners will not be admitted if they are not eligible as per the eligibility criteria. Therefore, the candidates should not be misled by the false promises of admission made by any private individuals or institution.

16 PLACEMENT SERVICES

In order to further extend learner support services to its geographically distributed student population who are pursuing various IT and Non-IT related Degree, Diploma and Masters Programme, the university has established the Campus Placement Cell (CPC). The mission and endeavor of CPC is to enhance and facilitate the process of prospective suitable employment opportunities that are commensurate with the personal profiles of our learners. All students interested in seeking the assistance of CPC for procuring suitable job opportunities are requested to send their current resume/biodata to **campusplacement@ignou.ac.in**. They are further advised to visit our home page www.ignou.ac.in for regular updates on placement related activities.

17 EQUAL OPPORTUNITY CELL

In order to implement the provisions of the UGC (Promotion of Equity in Higher Education Institutions) Regulations, 2012, IGNOU has setup an Equal Opportunity Cell with the objectives of safeguarding the interests of all the students without any prejudice to their caste, creed, religion, language, ethnicity, gender and disability so that equality is promoted among all the sections of students.

18 GRIEVANCE REDRESSAL: WHOM TO CONTACT FOR WHAT

IGNOU has a robust mechanism in place for redressal of student grievances. A Special Online Portal – IGNOU Grievance Redress and Management (iGRAM) has been developed for this purpose. Students can submit their grievances on iGRAM online and track the response. iGRAM can be accessed at <http://igram.ignou.ac.in/>.

A dedicated **Student Service Centre** has been set up at the HQ to respond to the queries and grievances of the students. The Student Service Centre can be contacted at the contact details provided below.

Contact Details of Student Service Centre		
1	General Enquiry (Student Support Services and Student Grievances, pre-admission Inquiry of various Programmes in IGNOU, etc)	Phone: 011-29572514, 29572513, 29572516
2.	Director, SSC, IGNOU, Maidan Garhi, New Delhi – 110068	Phone: 011-29572505 Email: directorssc@ignou.ac.in , ssc@ignou.ac.in

For specific queries related to Admission, Study Material, Assignment, Examination, Counselling etc. the students may contact the following:

Sl. No.	Issues	Authority to be contacted
1	Identity Card, Fee Receipt, Bonafide Certificate, Migration, Certificate, Scholarship Forms, change of name, correction of name/address	Concerned Regional Centre
2	Non-receipt of study material	Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi-110068 Email: mpdd@ignou.ac.in , Ph: 011-29572008, 29572012
3	Change of Elective/Medium/opting of left over electives/ Deletion of excess credits	Concerned Regional Centre
4	Credit Transfer	Student Registration Division, Block No. 1 & 3, IGNOU, Maidan Garhi, New Delhi-110068 Email: registrarsrd@ignou.ac.in
5	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068 Email: empcmktunit@ignou.ac.in
6	Academic Content	Director of the School concerned (www.ignou.ac.in)
7	Approval of a Project Synopsis	Project Co-ordinator in the Concerned School of Studies/ Regional Centres
8.	International Students residing in India should contact	Director, International Division, IGNOU, Block-15, Section K, Maidan Garhi, New Delhi. Tel. Nos. : 29533987; 29571681 E-mail : internationaldivision@ignou.ac.in

Sl. No.	Issues related	Contact No.	Controlling Officer & Telephone No.	E-mail ID
9	Issue of Degree/ Diploma Certificate/ Despatch of returned Degrees/ Verification of Degrees/Convocation	011-29572213 011-29535438	Asstt. Registrar 011-29572224	convocation@ignou.ac.in
10	Issue of Hall Ticket/ Correction in the hall ticket for handicapped student s/ Non-receipt of hall tickets for term-end- examination & Entrance Test/Entrance, Test Results/Queries related to dispatch of attendance, list of examinees etc./ writer	011-29572209 011-29572202	Asstt. Registrar 011-29535064	bhavna@ignou.ac.in ssbhandari@ignou.ac.in examiii@ignou.ac.in termendexam@ignou.ac.in
11	Declaration of results of Masters & Bachelors degree level programme/Issueof grade card and provisional certificate of Masters and Bachelors degree level prog./ Practical marks of all programmes	011-29572212	Section Officer 011-29536103	mdresult@ignou.ac.in bdresult@ignou.ac.in practicalsed@ignou.ac.in
12	Declaration of results of Masters, Bachelor and Diploma programme/Issue of gradecard and provisional certificate of Masters, Bachelor and Diploma level programme	011-29572211	Section Officer 011-29536743	bdresult@ignou.ac.in dresult@ignou.ac.in
13	Declaration of results of DPE and Certificate programme/ Issue of grade card and provisional certificate of DPE & Certificate level programme	011-29572208	Section Officer 011-29536405	cpresult@ignou.ac.in
14	Verification of genuineness ofprovisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	gcverification@ignou.ac.in
15	Queries related to UFM cases	011-29572208 011-29576405	Section Officer	ufmgroup@ignou.ac.in
16	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt.Registrar 011-29532294	projects@ignou.ac.in
17	Queries related to Assignment Marks	011-29571325 011-29571319	Asstt.Registrar 011-29571313	assignment@ignou.ac.in
18	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar	sedgrievance@ignou.ac.in
19	Discrepancy in grade card, non updation of grade/marks in the grade card etc.	011-29572208 011-29572211 011-29572212	Dy. Director/ Asstt. Director	mdresult@ignou.ac.in bdresult@ignou.ac.in bdresult@ignou.ac.in dresult@ignou.ac.in cpresult@ignou.ac.in