

## 16 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: <a href="mailto:directorssc@ignou.ac.in">directorssc@ignou.ac.in</a> , <a href="mailto:ssc@ignou.ac.in">ssc@ignou.ac.in</a>

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 <a href="mailto:mpdd@ignou.ac.in">mpdd@ignou.ac.in</a> , 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: <a href="mailto:registrarsrd@ignou.ac.in">registrarsrd@ignou.ac.in</a>
5	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068 Email: <a href="mailto:empcmktunit@ignou.ac.in">empcmktunit@ignou.ac.in</a>
6	Academic Content	Director of the School concerned ( <a href="http://www.ignou.ac.in">www.ignou.ac.in</a> )
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 : <a href="mailto:internationaldivision@ignou.ac.in">internationaldivision@ignou.ac.in</a>

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	<a href="mailto:convocation@ignou.ac.in">convocation@ignou.ac.in</a>
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	<a href="mailto:bhavna@ignou.ac.in">bhavna@ignou.ac.in</a> <a href="mailto:ssbhandari@ignou.ac.in">ssbhandari@ignou.ac.in</a> <a href="mailto:examiii@ignou.ac.in">examiii@ignou.ac.in</a>
11	Declaration of results of Masters & Bachelors degree level programme/Issue of grade card and provisional certificate of Masters and Bachelors degree level prog./ Practical marks of all programmes	011-29572212	Section Officer 011-29536103	<a href="mailto:mdresult@ignou.ac.in">mdresult@ignou.ac.in</a> <a href="mailto:indresult@ignou.ac.in">indresult@ignou.ac.in</a> <a href="mailto:practicalsed@ignou.ac.in">practicalsed@ignou.ac.in</a>
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	<a href="mailto:bdresult@ignou.ac.in">bdresult@ignou.ac.in</a> <a href="mailto:indpresult@ignou.ac.in">indpresult@ignou.ac.in</a>
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	<a href="mailto:cpresult@ignou.ac.in">cpresult@ignou.ac.in</a>
14	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	<a href="mailto:gcverification@ignou.ac.in">gcverification@ignou.ac.in</a>
15	Queries related to UFM cases	011-29572208 011-29576405	Section Officer	<a href="mailto:ufmgroup@ignou.ac.in">ufmgroup@ignou.ac.in</a>
16	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt.Registrar 011-29532294	<a href="mailto:projects@ignou.ac.in">projects@ignou.ac.in</a>
17	Queries related to Assignment Marks	011-29571325 011-29571319	Asstt.Registrar 011-29571313	<a href="mailto:assignment@ignou.ac.in">assignment@ignou.ac.in</a>
18	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar	<a href="mailto:sedgrievance@ignou.ac.in">sedgrievance@ignou.ac.in</a>
29	Discrepancy in grade card, non updation of grade/marks in the grade card etc.	011-29572208 011-29572211 011-29572212	Dy. Director/ Asstt. Director	<a href="mailto:mdresult@ignou.ac.in">mdresult@ignou.ac.in</a> <a href="mailto:bdresult@ignou.ac.in">bdresult@ignou.ac.in</a> <a href="mailto:bdpresult@ignou.ac.in">bdpresult@ignou.ac.in</a> <a href="mailto:dpresult@ignou.ac.in">dpresult@ignou.ac.in</a> <a href="mailto:cpresult@ignou.ac.in">cpresult@ignou.ac.in</a>