

FREQUENTLY ASKED QUESTIONS

FOR
READY REFERENCE



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE
RAJKOT**

Dear Learners,

Welcome to IGNOU family!

It has been noticed that some learners who are pursuing their programmes at IGNOU through Open and Distance Learning (ODL) or through Online Learning (OL) mode often feel lack of proper information about functioning of the University in terms of the steps involved from admission to completion of programmes and award of degree/ certificates. We wish to state that all the required information is available on the official websites of IGNOU and its regional centers. However, on the basis of queries received from learners, IGNOU Regional Centre – Rajkot has prepared/ compiled this ready reckoner to address some common doubts and issues regarding your studies at IGNOU. It may please be noted that all the information provided here are collected from the websites of IGNOU and its various regional centers which are liable to change/ updation from time to time; hence, learners are requested to please refer the IGNOU website <https://www.ignou.ac.in/> for latest updates.

Before proceeding to the FAQs learners are also requested to thoroughly go through the latest **Common Prospectus** and **Programme Guide** of their chosen programme which are available on IGNOU website <https://www.ignou.ac.in/> these will provide all details to complete the programme. You are therefore, requested to go through these and get your doubts clear.

A. Fresh or New Admission and cancellation

1) What is the official Website of IGNOU and Regional Centre – Rajkot?

- a) The official website of IGNOU is <https://www.ignou.ac.in/>
- b) The official website of **Regional Centre – Rajkot** is <http://rcrajkot.ignou.ac.in/>

2) How to take admission in IGNOU?

IGNOU offers admissions in two sessions (**January and July**) every year in different programmes. Once the University notifies the admission session, visit the Portal <https://ignouadmission.samarth.edu.in/> and apply for new admission. The admission is to be taken through **online mode** only.

3) Is there any brochure/ pamphlet to go through before taking admission?

The pamphlets/ brochures and common prospectus are available for all at our websites <https://www.ignou.ac.in/> and <http://rcrajkot.ignou.ac.in/> which contain detailed information for all programmes on offer.

4) What is the procedure to take fresh admission? Is it compulsory to register myself before applying for admission?

It is compulsory to register yourself at our online admission system to submit your online admission form. Whole admission process is **ONLINE** only through <https://ignouadmission.samarth.edu.in/> For Admission through online mode please follow the below steps:

- a) **New Registration:** Visit the link <https://ignouadmission.samarth.edu.in/> and click on ‘**New Registration**’.
- b) **Create user id and password:** Enter the required details and create your **user id** and **password** (keep this user id and password safe with you for future use).
- c) **Log in to apply:** Once the user id and password are created click the **log in** button and start filling your admission form.
- d) **Upload documents:** Enter the required information and upload the documents which include your Photo, signature and other educational documents (in the prescribed size and format).
- e) **Fee payment:** Once the documents are uploaded make the fee payment through any one of the gateways (HDFC or IDBI) as directed. Please note that these are payment gateways,

you can use any bank credit/ debit card OR internet banking for making the payment through these gateways.

f) Payment status: After making payment **check your payment status** again in the portal. Payment confirmation message is also sent to you through SMS and email.

g) Preview and final submission: Press Next button to see the form preview. After the final submission of online application form, you may download the filled in application form and keep a printout for your record.

h) Verification: Your document will be verified by the University and if all the details and document are found to be correct and eligible then admission shall be confirmed.

h) Admission confirmation: A letter of confirmation of admission is sent to the learners with enrollment number, Regional centre and allotted Study centre details from the University along with necessary guidelines.

5) What should applicant do if s/he forgets his/her user ID and password in online admission portal?

Applicant may refer to homepage of the online portal and click forget password and follow the instructions to recover his/her password through <https://ignouadmission.samarth.edu.in/>. S/he may contact csrc@ignou.ac.in for logging-in issues.

6) If the power fails or internet connection is lost during the application process, what should I do?

Since the data is saved at the end of every stage with the 'Save' button, your data is automatically saved till the previous stage. If you are within a particular stage and the system is interrupted due to power failure or loss of connectivity, then your current stage data will not be saved. Please log in again using your ID and password and complete the form submission process from the stage where the system got interrupted.

7) Is there any provision for fee exemption for SC/ ST candidates?

To know the programmes available for fee exemption to SC/ST applicants, the University website may be referred. Applicant may also apply for scholarships through NSP Portal by visiting the following links: <https://scholarships.gov.in/> if applicable.

8) Payment has been deducted from Credit Card/ Debit Card/ my account but I have not received any confirmation. What should I do?

If the payment has been deducted but you did not get acknowledgement for the same, please email the transaction details including the Control Number, your name, programme opted, mobile number, amount paid etc. to the Centralized Student Registration Cell (CSRC) at csrc@ignou.ac.in or call at 011-29571301 or 011-29571528. If required, you may escalate and submit your grievance to our website at <https://igram.ignou.ac.in/>

9) Do I have to submit the print out of application form to the Regional Centre after making the payment?

No hard copy/ print out of online application has to be submitted either at Head quarter or at the Regional Centers, the entire process is **online**.

10) Where do I have to contact after successful online submission of admission form?

Once the application form is successfully submitted, your form will be scrutinised by IGNOU staff and if it fulfills the eligibility criteria you will receive a confirmation to that effect at your registered email address. If a deficiency is found in the application, you will receive a communication from IGNOU informing you about the discrepancy. After successful processing of your form, the University will provide you further information with regard to confirmation of your admission, allotment of study centre and other details for induction, counseling meeting etc. in due course of time.

11) What is the time frame for getting confirmation of my admission?

The Admission forms submitted through the Online Admission System are processed region wise on a first come first serve basis. Therefore, the time required for processing of forms for different Regional Centres may vary depending on the number of applicants from the respective regions.

12) How will I know about my admission status?

Once the admission form is submitted online, the learner gets a Control number which is automatically generated. On confirmation of admission, an Enrolment number is generated and communicated to the learner through SMS on his/ her registered mobile number.

13) After Admission Confirmation what else shall I do?

- a) You should regularly visit your dashboard/ admission page at <https://isms.ignou.ac.in/changeadmdata/AdmissionStatusNew.ASP> for any updates.
- b) Soon after your confirmation of admission you will be informed by the Regional Center to attend an interactive induction/ orientation meeting.

14) What if applicant has selected the wrong programme and wants to change to new Programme?

Change of Programme is NOT permitted in CBCS-Based BAG, BCOMG and BSCG Programmes. If applicant wants to take admission in some other Programme, s/he has to apply for cancellation of his/ her admission through his/ her registered login or sent a handwritten application to the concerned Regional Director/ Centre or by writing an email to canceladms@ignou.ac.in. After that s/he may apply for new Programme. Fee will be refunded as per the norms of IGNOU by CSRC, IGNOU Hqs.

15) What should applicant do to cancel his/her admission?

For cancellation of admission, applicant may submit a handwritten application at the concerned Regional Centre along with his/ her original ID Card issued by IGNOU or may send a scanned copy of a signed handwritten application along with IGNOU ID Card through your **registered email id** to canceladms@ignou.ac.in. Mails received from any non-registered mail id shall not be entertained. Also, request for cancellation sent to any other mail id shall not be entertained.

16) If I want to cancel my admission after confirmation, shall I get my fee refunded?

Yes, University has a limited provision for cancellation of Programme and refund of fee as prescribed in the Refund Policy of the University. You may refer to the guidelines pertaining to 'Refund of Fee' under the 'University Rules' section of the IGNOU Common Prospectus. In cases where University denies admission, the programme fee will be refunded after deduction of processing fee, if any. The refund amount will be transferred electronically to the credit/ debit/ net banking account from where payment was made.

17) Whom should applicant contact for refund of fee related issues pertaining to cancellation of admission?

Applicant may write an email to csrc@ignou.ac.in and canceladms@ignou.ac.in for refund of fee related issues.

18) Whom should I contact for any issue in fresh or new admission?

You may send us an email at admissionrc42@ignou.ac.in or csrc@ignou.ac.in

B. Studies and facilities

19) How to download ID card?

Once the admission is confirmed, you will receive an email and SMS from IGNOU. After confirmation log in to our admission portal i.e. <https://ignouadmission.samarth.edu.in/> and follow:-

Step 1: “New Registration” button to proceed.

Please provide your correct mobile number and e-mail ID so that we may be able to send you confirmation and other important updates.

Step 2: <https://ignou.samarth.edu.in/index.php/site/login>

Login using your username and password and select: “Services” to download ID-CARD, click on download ID card. Take the print out of the ID card (preferably colour print out) get it laminated and keep it with you.

20) Should I go to Regional Centre for attestation of ID card?

No, the ID card is generated online with digital attestation of Registrar, SRD hence; there is no need to visit Regional Centre for any attestation.

21) What is induction/ orientation meeting?

The Induction Meeting is the **first meeting** of you with the Regional centre/ Study centre representatives organized **for new learners**. The meeting provides information about the University and the Open and Distance Learning System (ODL) system, and helps learners get started with their studies. Orientation meeting, on the other hand, is organized to familiarize and aware the newly enrolled learners about their academic programmes, courses, practicals and internship etc. so that learners get a deeper insight about their programme/ courses. Now days, Induction and Orientation meetings are being organized either in online, physical or hybrid mode.

22) Is it mandatory to attend induction/ orientation meeting?

Although it's not mandatory to attend an induction or orientation meeting, it's highly recommended because you will get information about your programme related academic activities, could clear your doubts and may meet your batch-mates.

23) How will we be informed about schedule of induction meeting?

Induction Meeting will be organized by the Regional Centre at respective study centers/ learner Support Centers (LSCs) in the month of March/ April (for January session) and in September/ October (for July Session). You will be informed through your registered email

and/ or SMS as and when it is scheduled. For updated information in this regard, please visit our Regional Centre Website <http://rcrajkot.ignou.ac.in/>.

24) If I miss the induction meeting, is there any recorded video available?

Yes, the Regional Centre uploads the recorded video at its Website, Facebook, Instagram, Twitter (X) and Youtube pages.

25) As a student of IGNOU, shall I get access to library facility?

Both the learners of online and offline mode are eligible to get access to library facility. In case you are staying in the city where your Regional Centre is located, you can make use of the library at the Regional Centre. In addition, you can also use the multimedia facility (recorded audio/ video lectures, etc.) at the Regional Centre. Your Study Centre (LSC) is also equipped with library/ multimedia facility. You may use the facility during the working hours of the Study Centre.

26) What is Credit System?

The University follows the ‘Credit System’ for all the programmes. Each credit in our system is equivalent to 30 hours of study comprising all learning activities (i.e. reading and comprehending the printed material, listening to audio, watching video, attending counselling sessions, teleconference and writing assignment responses). Thus, a 4-credit course involves about 120 hours of study. This helps the learner to know the academic effort he/ she has to put in, to successfully complete a course. Completion of an academic programme (Degree/ Diploma/ Certificate) requires successful completion of the assignments, practicals, projects and the Term End Examination (TEE) of each course in a programme.

27) Where to Collect Internship Reference Letter?

Wherever the Programmes having Internship Component, the Learner has to collect the Reference Letter from their IGNOU Regional Centre and it is mandatory.

C. Re-registration

28) What is 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 <https://onlinerr.ignou.ac.in/> as per the schedule for January and July session 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.

29) Do I have to wait for my Term End Examination result, for re-registration? OR If I have not appeared for first semester/ year exams can I re-register in next semester/ year?

In ODL system, a student can register for next year / semester (as per programme) without waiting for previous year's result and even without appearing for previous year examination, as per the schedule of Re-registration.

30) How to apply for Re-registration?

Re-registration process is online only through <https://onlinerr.ignou.ac.in/> portal.

31) How would I know that re-registration is done?

Keep on checking your registration details, the re-registration status will be reflected in your registration status within 30 to 45 days..

32) Whom should I contact for any issue in Re-registration?

You may send us an email at admissionrc42@ignou.ac.in or csrc@ignou.ac.in

33) What is minimum programme duration?

The minimum duration refers to the minimum period required to complete a programme for the assessment of a learner's performance. In the programmes having annual system of evaluation (Diploma and Degree programmes) minimum period is one year and in programmes having semester system of evaluation, minimum period is six months (Certificate and Semester based programmes).

34) What is maximum programme duration?

Maximum duration refers to the maximum period given to a student for completing a particular programme. Details can be seen in the Prospectus/ Programme guide/ website of the University.

35) What will happen if I don't complete my programme of study with in maximum period?

If a student is not able to complete a programme with in maximum duration, then he/ she can take Re-admission.

36) What is the procedure of re-admission?

For Re-admission, a student is required to submit a dully filled in form of re-admission and pay fee for the courses which are not completed, on pro-rata basis. Course fee paid for re-admission would be valid for a period of one year/ two consecutive academic years or four consecutive semesters only, as given below:

a) One year - for all Diploma/ PG Diploma and programmes of one year duration (Including PGDFMP, PGDMM, PGDHRM, PGDOM, PGDFMP etc.)

b) Two years - for all undergraduate and post-graduate programmes whose Minimum duration is of 2 years and above.

D. Study Material

37) What is the teaching learning methodology at IGNOU?

IGNOU follows multiple media approach utilizing the printed medium (Self Learning Study Material), faceto face teaching called Academic Counselling (held on Sundays), electronic media (audio/ video, radio, television, webcast etc.) and practicals as per requirement of the programme.

38) How to Study in IGNOU?

A printed self-learning material (SLM) for the programme of study is supplied to the learners (as per option given) along with programme guide. Academic counselling is provided to learner in the form of counseling sessions organized at identified study centres operating from colleges; educational and training institutions etc. Continuous evaluation of learner's performance is done through assignments, project, and practical component as per the programme structure. The complete programme structure is given in the **programme guide**.

39) What is self-learning material (SLM)?

The self-instructional learning material is study material, which is programme specific and covers both theory and practical component (as per requirement of course). The learners are provided these materials on confirmation of admission. The language used is interactive in nature. The material is given in booklets called blocks.

40) When and how will I receive study material after confirmation of admission?

The Study Material is dispatched by Material Production and Distribution Division (MPDD) of IGNOU, New Delhi at your registered postal address after confirmation of admission. The

delivery may take 1 or 2 months. For the Learners of one or more than one year duration programmes who are residing in Rajkot City Limits, the Study Material will be provided at the Regional Centre Rajkot and they have to collect it personally. The Regional Centre will send SMS to such Learners to come and collect in person by showing IGNOU ID Card.

41) Is soft copy of Study Material available?

Yes, the soft copy of study material is available freely at <https://egyankosh.ac.in/> and at IGNOU E-Content App through google play store.

42) I have opted for soft copy of study material, when will I receive that?

If you have opted for soft copy of study material you will not get any separate email, you have to download it from <https://egyankosh.ac.in/> or IGNOU E-Content App available at google play store.

43) How Can I track the status of dispatch of Study Material?

You can track the status of dispatch of study material at <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>

44) I opted for a soft copy of study material but now I want hard copy?

You may send a request letter to Registrar, MPDD, IGNOU, Maidangarhi, New Delhi-110068 with appropriate Demand Draft. A Price List is given under Student services > Study Material Catalogue at University website <https://www.ignou.ac.in/>

45) I have paid the fee for admission online and opted for hard copy but not yet received?

Study materials are dispatched by MPDD, IGNOU New Delhi which sometimes get delayed while sending through post. You are, therefore, advised to use soft copy of study material available at <https://egyankosh.ac.in/> OR IGNOU E-Content App available at play store for the time Self Learning Material (SLM) reaches you through post.

E. Theory/ Practical Counseling classes/ sessions

46) Are there any Counseling classes for my theory/ practical programme? Where will it be held?

Academic Counselling, both theory and practical, is a crucial face to face support to the learners. Limited numbers of counseling classes for theory and practicals are organized (usually on Sundays) at your allotted study center through offline or online mode.

47) How do I know about the theory/ practical counseling schedule?

Learners are informed well in advance about the schedules through their registered email, website and social media platforms of regional/ study centre. Therefore, learners should keep visiting the website and social media platforms of regional/ study centers for updates on counseling schedules.

48) Is it compulsory to attend the theory/ practical counseling sessions?

The theory counseling sessions are not compulsory to attend however, the **practical counseling sessions (if any) are mandatory to attend** so that you become eligible for appearing in Practical Examination and Viva-Voce.

49) If we missed the online Counseling Session, can I get the recorded videos on classes?

Yes, recorded videos are uploaded on our websites. For videos on online counselling sessions of different programmes of all disciplines/ schools, you may visit the EMPC-IGNOU **YouTube Video Links** - <https://www.youtube.com/c/EMPCIGNOU/playlists> you may also visit **SwayamPrabha Channel No-19** for counselling sessions in regional languages and the video recordings are also available in **Youtube link** <https://www.youtube.com/c/ch19CultureIGNOU> May visit the official Facebook page of IGNOU <https://www.facebook.com/OfficialPageIGNOU/> for different activities of IGNOU from time to time.

F. Assignments

50) What are the assignments?

An assignment is a set of questions from the registered courses which a learner is required to answer in his own handwriting and to submit at his study center well in time as fixed by the University. The idea behind giving assignments is to test learner's understanding of the courses and to ensure that learners spend time in studying the course material provided by the University.

51) Is it mandatory to submit assignment?

Yes, it is mandatory to submit assignment to be eligible for appearing in theory examination/ Term End Examination (TEE) of your registered course, because you have to declare assignment submission while applying for the TEE. Both ODL and OL Programme mode learners have to submit assignment for each course code. An assignment carries 25 to 30 percent weightage in final assessment.

52) Where will I get assignment question papers of my courses?

Assignments question papers are available at the IGNOU website link <https://webservices.ignou.ac.in/assignments/> Learners are advised to download assignment question papers and write the answers in their own hand writing.

53) Where should I submit my assignments?

You can submit your Hand written assignments in Hard Copy only to the Coordinator of your Study center by yourself or through somebody else or even by speed/ registered post (for **ODL mode learners**) or at LMS portal (for **OL mode learners**). Assignments submitted through email will not accepted.

54) What is the last date to submit assignments?

Assignments are to be submitted on or before **31st March** and **30th September** for appearing in June and December Term End Examinations respectively, at your allotted study center. However, the last date to submit assignments may be extended by the University hence; learners are advised to visit our website and social media platforms for updates.

55) Can I submit typed assignments? Would it be evaluated?

No, assignments must be **hand written** only using **A4 sheets**. Typed assignments will not be evaluated.

56) Can all assignments be submitted in one file/ spiral binding notes?

No, all assignments can be submitted together but in separate files/ spiral binding notes for each course.

57) What is to be attached along with my assignment?

Assignments should be submitted with a

- a) Cover page containing details such as: Name, Enrollment Number, Programme code, Course code, Regional and Study centre codes.
- b) The Question paper of your assignment should also be attached.

58) Would I be issued a Receipt for submission of assignments at the study center?

Yes, receipt is given by the study center when you submit your assignments in person. In case you are submitting it through post keep the copy of receipt given by Post Office. Receipt should be kept safe with you till the declaration of results of all assignments.

59) Should I keep the Xerox copy of Hand Written Assignments?

Yes, it is advised to keep the Xerox copy/ scanned copy of your assignments with you till the declaration of both Term End Results and Assignment results.

60) What, if I fail or did not get passing marks/ Grade in assignments?

If you fail or did not get passing marks/ Grade in assignments, you need to submit fresh assignments for upcoming TEE cycle (Now fresh assignments prepared with **latest** question papers should be submitted).

61) If I am not satisfied with my marks/ grades in assignments can I ask for re-evaluation of my assignments? Or can assignments be re-evaluated?

No. There is no provision for revaluation of assignments.

G. Examination

62) What is the minimum study period to become eligible for appearing in Term End Examination?

a) For Yearly Programmes minimum study period is 11 months b) For Semester/ Certificate Programmes minimum study period is 5 months.

63) When would my Term End Examinations (TEE) be conducted?

- a) The Term End Examinations are conducted twice in a year by the University in the month of **June** and **December**.
- b) The Students who took admissions in Yearly based programmes for January session can appear for Term End Exams in the month of December similarly those who take admission in July Session can appear for Examination in the month of June.
- c) The Learners of Semester and certificate programmes become eligible to write their Examinations Half Yearly i.e. for January admission Cycle, Examinations will be held in the month of June and for July Admission Cycle the Examination will be held in the month of December.

64) When should I submit the exam form/ pay the exam fee?

For June Term End Exam, form is to be submitted in the month of March and for December it is to be submitted in the month of September. Please visit our website <https://www.ignou.ac.in/> for updated information.

65) What is to be done for appearing in the term end examination? OR What are the conditions to be fulfilled for appearing in term end examinations?

A student will be permitted to appear in TEE as per the following conditions-

- a) The registration for the concerned courses is valid and minimum period to pursue the same courses is completed, as per norms. (Six months for Certificate and Semester based programmes and One year for Diploma and Degree programme).
- b) Required numbers of assignments are submitted as per prescribed deadline.
- c) Have submitted examination form through online mode.

66) How to apply for appearing in term end examination?

Examination form for appearing in term end examination can be submitted through online mode only through the link: <https://exam.ignou.ac.in/> (with exam fees of Rs. 200/- per course)

67) I had paid the fees while admission, should I still pay exam fee?

Yes, while taking admission, only the admission fee is charged by the University, examination fee (Rs. 200/- per course) should be paid additionally.

68) How to check if my examination fee has been accepted?

You may check your exam form submission status at <https://exam.ignou.ac.in/Search.asp> also you can download auto generated slip after online submission of the Examination Form.

69) After paying fees is it compulsory to appear for all exams?

No, it is not compulsory to appear for all exams. You may appear the exams as per your preparations but before expiry of your registration validity for that programme.

70) If I don't appear for exams after filling exam form will that be refunded or to be carried forward?

No, the fee once paid won't be refunded and it will not be carried forward also.

71) Can I select exam centre outside my Regional Centre?

Yes, you can appear for your Term End Theory Examinations from anywhere in India, while filling up the examination form choose the exam centre where you wish to appear for exams.

72) How would I come to know the dates and timings of my examination?

The University uploads Tentative Examination Schedule/ Date Sheet for June/ December Term End Exam 60 days before the beginning of the Term End Examinations. Hall tickets are also uploaded well before the commencement of the examinations which can be downloaded

from IGNOU website. The Exam Date, Timings, Session and Examination Centre Address are printed on the Hall Ticket.

73) What are all should I carry in examination hall?

You should carry your **Hall ticket** and **ID card** (preferably IGNOU) with you. In absence of any of this you will not be allowed to appear for exams.

74) What is the system of evaluation followed by IGNOU?

The system of evaluation in IGNOU is different from that of conventional Universities. IGNOU has a multi-tier system of evaluation- self-assessment exercises within each unit of study, continuous evaluation mainly through assignments which are tutor-marked, practical assignments and seminar/ workshops/ extended contact programmes, term-end examination, project work, etc. The evaluation of learners depends upon various instructional activities undertaken by them. A learner has to write assignment responses compulsorily before taking term-end examination from time to time to complete an academic programme. A learner has to submit tutor marked assignments (TMA) responses to the Coordinator of the Study Centre concerned to which s/he is attached.

75) Can I apply for re-evaluation and photocopy of answer scripts?

Yes, for TEE results, you can apply for re-evaluation and may also apply for the photo copy of answer sheets. Both of these may be done through an online application (<https://onlinerr.ignou.ac.in/reevaluation/>) by paying the applicable fees.

76) How to apply for reevaluation?

You can apply for reevaluation online through <https://onlineservices.ignou.ac.in/reevaluation/>. The fee for Re-evaluation of answer script is Rs. 750/-per course for Indian Students & Rs. 1200/- for SAARC Countries Students and \$75 for Non-SAARC Countries Students, which is to be paid through online mode. Please note that above fee is liable for updation by the University.

77) When will my results of Term End Examination be declared?

The results are declared by the university after 45 days from the date of the completion of the Last Exam.

78) Can I apply for improvement of my Division/Class?

Yes. Improvement in division/class facility is available in IGNOU after completion of the degree. The guidelines can be downloaded from website or link <https://www.ignou.ac.in//userfiles/Improvement%20form.pdf>

79) How will I get my Mark Sheet and Provisional Certificate?

Please note that IGNOU does not issues separate year wise/ semester wise mark sheets. The mark sheet and provisional certificate are issued only after successful completion of the programme. The mark sheet and provisional certificate is sent by Registered Post from Student Evaluation Division (SED), IGNOU New Delhi to your registered postal address. The mark sheet and provisional certificate will reach at your registered address by speed post from SED, IGNOU New Delhi within 30 - 45 days after updation of the Grade card. If you have not received the mark sheet and provisional certificate within the said period, you may send e-mail to: registrarsed@ignou.ac.in

80) When will I get my Degrees / Diplomas?

Degrees/ Diplomas are given to the successful students during the Convocation ceremony organized by the University for a particular academic session. You may get updates from <https://onlineservices.ignou.ac.in/idms/>

H. General queries

81) Are the Degrees/ Diplomas/ Certificates awarded by IGNOU recognized by UGC?

Yes, recognized by UGC. IGNOU Degrees/ Diplomas/ Certificates are recognized by all member Universities of the 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 5th May, 2004, AIU Circular No. EV/11(449/94/176915-177115 dated 14th January, 1994, AICTE Circular No. AICTE/ Academic/ MOU-DEC/ 2005 dated 13th May, 2005 and UGC/ DEB/ 2013 dated 14th October, 2013.

82) What is difference between Study Centre and Regional Centre?

Regional Centre is the nodal office of a particular region under which several Study Centers (SCs)/ Learner Support Centers (LSCs) provide support services to the learners.

83) How do I get my address/ phone number updated/ changed?

Please apply online through the link: <https://ignou.samarth.edu.in/index.php/site/login>

Please check your Name and address on IGNOU Website:

<https://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>

(OR) To get your details updated in the portal send an email to admissionrc42@ignou.ac.in along with the copy of **IGNOU ID Card** or submit a request letter along with the copy of **IGNOU ID** card at Regional Centre.

Please note any change in name and address is not permissible under any circumstances after completion of the programme and issue of mark sheet/certificate.

84) How should I contact Regional Centre Rajkot?

You may contact Regional Centre through email rcrajkot@ignou.ac.in. You may also reach us at the following phone number: +91 94266 00671.

85) What are the Timings of Regional Centre Functioning?

Working hours of Regional Centre are Monday to Friday from 09:30 AM to 6:00 PM. Regional Centre remains closed on Saturday, Sunday and Public Holidays.

86) How should I contact my Study Centre/ LSC or when can I visit my LSC?

The details of contact/ visiting hours of your LSC is provided at <http://rcrajkot.ignou.ac.in/Ignou-RC-Rajkot/userfiles/file/LSCs%20RAJ.pdf>

87) What academic schedules are planned and executed by Regional Center?

Academic schedules planned and executed by the Regional centre include: Induction meeting, Academic counselling, Practical exams, Viva-voce of internships and projects.

88) From where I may get the updates on Academic Schedules?

All updates/ latest information pertaining to academic activities viz. Counseling/ Practical sessions/ Term End Examination/ Assignment submission/ Re-registration/ Convocation etc are available on the IGNOU and Regional Center websites and Social media platforms. For regular updates make a habit of visiting:

A) IGNOU Official Website: <https://www.ignou.ac.in/>

B) Official Website of IGNOU, Regional Centre Rajkot: <http://rcrajkot.ignou.ac.in/>

C) Facebook page of Regional Centre Rajkot: <https://www.facebook.com/IGNOURegionalCentreRajkot>

D) Twitter (X) page of Regional Centre Rajkot: https://x.com/IGNOU_RC_Rajkot

E) Instagram page of Regional Centre Rajkot: <https://www.instagram.com/ignourcrajkot/>

89) If I am not satisfied with the support services where should I register my grievances for prompt resolution?

If any learner is not satisfied with any support services, he/ she may send his/ her grievances to IGNOU through iGRAM link- <https://igram.ignou.ac.in/> for early resolution.

For further details please contact:

Indira Gandhi National Open University, Regional Centre Rajkot

Opposite Aadarsh Nivasi Boys School, Kankot Main Road, Off. Kalawad Road,

Rajkot (Gujarat) – 360 005.

Phone: +91- 9426600671 E-mail: rcrajkot@ignou.ac.in Website: <http://rcrajkot.ignou.ac.in/>