

## 9. WHOM TO CONTACT FOR WHAT

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 and assignments	Registrar(MPDD), IGNOU, Maidan Garhi, New Delhi-110068
3	Change of Elective/Medium/opting of left over electives/ Deletion of excess credits	Concerned Regional Centre
4	Re-admission and Credit Transfer	Student Registration Division, Block No. 1 & 3, IGNOU, Maidan Garhi, New Delhi-110068
5	Purchase of Audio/Video CDs	Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi-110068
6	Academic Content	Director of the School concerned
7	Approval of a Project Synopsis	Project Co-ordinator in the Concerned School
8	Student Support Services and Student Grievances, pre-admission Inquiry of various Programmes in IGNOU	Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi - 110068 E-mail : ssc@ignou.ac.in Tel.Nos.: 29572514
9.	International Students residing in India should contact	Director, International Division, IGNOU, Block-15, Section K, Maidan Garhi, New Delhi. Tel. Nos. : 29533987; 29571684 E-mail : internationaldivision@ignou.ac.in

	Issues related	Contact No.	Controlling Officer & Telephone No.	E-mail ID
10	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
11	Issue of Hall Ticket/ Correction in the hall ticket for handicapped students/ 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	sgoswami@ignou.ac.in jitenderkr@ignou.ac.in
12	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	mdresult@ignou.ac.in bdresult@ignou.ac.in  practicalsed@ignou.ac.in
13	Declaration of results of Masters, Bachelor and Diploma programme/Issue of grade card and provisional certificate of Masters, Bachelor and Diploma level programme	011-29572211	Section Officer 011-29536743	bdresult@ignou.ac.in dresult@ignou.ac.in
14	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
15	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	gcverification@ignou.ac.in
16	Queries related to UFM cases	011-29572208 011-29576405	Section Officer	ufmgroup@ignou.ac.in
17	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt.Registrar 011-29532294	projects@ignou.ac.in
18	Queries related to Assignment Marks	011-29571325 011-29571319	Asstt.Registrar 011-29571313	assignment@ignou.ac.in
19	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar	sedgrievance@ignou.ac.in
20	Discrepancy in grade card, non updation of grade/marks programmeswise in the grade card etc.	011-29572206 011-29572215 011-29572219	Dy. Director/ Asstt.Director	garora@ignou.ac.in