

# **FREQUENTLY ASKED QUESTIONS**

FOR  
READY REFERENCE



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

Dear Learners,

The aspiring students who are pursuing their programmes through Open and Distance Learning mode or through Online Learning mode in IGNOU often feel that they are left without proper information or communication. We wish to state that the required information is available by a click of mouse on the IGNOU websites. However for the ready reference of the learners we are providing a ready reckoner of how to access the information from these websites.

1. IGNOU is providing **programme guide** for each programme on offer. Learners are advised to access the programme guide of their respective programme from the IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) . This programme guide details all academic activities that a learner is supposed to complete.
2. For general queries such as: time schedules, student support services learners are advised to access the latest **common prospectus** available on the IGNOU website.
3. For the academic schedules that are planned and executed by the Regional centre such as: induction, academic counselling, practical exams, Viva-Voce of internships and projects are uploaded on IGNOU Regional Centre website: <http://rhyderabad.ignou.ac.in/>
4. All updates / latest information pertaining to dates of Term End Examination/ assignment submission/Re-registration/convocation etc are available on the IGNOU website and Social media, IGNOU Regional Centre website and IGNOU Regional Centre Social media platforms.

Learners are requested to go through the Guidelines attachment given to them along with admission confirmation email. All relevant links are provided in the attachment

You may note the below most important points:

- 1) Make a habit of visiting:
  - A) IGNOU Official Website i.e. [www.ignou.ac.in](http://www.ignou.ac.in)
  - B) Official Website of IGNOU, Regional Centre <http://rhyderabad.ignou.ac.in/>
  - C) Facebook page of Regional Centre Hyderabad @**Ignou rch**

D) Instagram page ignou\_rchderabad

E) Twitter (X) page IGNOU\_Hyderabad

For a regular updates related to all academic activities and for all the updates related to dates of Submissions/ Counseling/Practical sessions, etc. shall be uploaded at our rchderabad website, Facebook, Instagram and Twitter(X) pages.

- 2) To answer your queries Regional Centre is using several ICT platforms to reach you individually. However, you may always write your queries to us at any point of time through email to [rchderabad@ignou.ac.in](mailto:rchderabad@ignou.ac.in)

# Fresh Admission

## 1) What is the official Websites of IGNOU?

- a) The official website of IGNOU is [www.ignou.ac.in](http://www.ignou.ac.in)
- b) The Regional Centre is [www.rchderabad.ignou.ac.in](http://www.rchderabad.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 only**

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

The pamphlets/ brochures are available at our website <https://rchderabad.ignou.ac.in> Apart from this the common prospectus of the university is available for all at our website [www.ignou.ac.in](http://www.ignou.ac.in) which contains details for all programmes on offer.

## 4) What is the procedure to take fresh admission?

**ADMISSION CAN BE TAKEN ONLY THROUGH ONLINE**

For Admission through online follow the below steps:

- a) Visit the link <https://ignouadmission.samarth.edu.in/> and click on 'New Registration'
- b) Give the required details and create your user id and password (keep this user id and password with you for future use)
- c) Once the user id and password are created click the log in button and start filling your admission form

- d) Fill the information asked and then upload the documents which includes your Photo, signature and other educational documents (in the prescribed size)
- e) Once the documents are uploaded make the fee payment through any one of the gateways (HDFC or IDBI). 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) After making the payment check your payment status again in the portal
- g) Your document will be verified by the university and then admission shall be confirmed (if all the details and document is found to be correct and eligible)

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

No, nothing has to be submitted at Regional Centre, all the activities are in online mode only

**6) How to download ID card?**

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

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

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

**8) After Admission Confirmation what else shall I do?**

Once the admission is confirmed and ID card is generated the learner should always visit his/her dashboard/ admission page at \_

<https://isms.ignou.ac.in/changeadmdata/AdmissionStatusNew.ASP>. At this link you should check your details from time to time.

**9) Is there any Orientation after confirmation of admission?**

Yes, an Induction Meeting will be organized by the Regional Centre at respective study centres in the month of March/ April (for January session) and in September/ October (for July Session). For updated information in this regard, please visit our Regional Centre Website.

**10) If I miss the Induction programme, is there any recorded videos available?**

Yes, the Regional Centre uploads the recorded video at Regional Centre website, Facebook page, Instagram, Twitter(X) and Youtube Page of Regional Centre.

## Re-registration

### **11) 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 [www.ignou.ac.in](http://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.

### **12) I have not appeared for first year exams can I re-register in next semester/ year?**

Yes, you can do so. As per the rules, eligible student should re-register in next semester/ year before appearing the current year/ semester exams.

### **13) How to apply for Re-registration?**

The Re-registration process is through online only and is to be applied at <https://onlinerr.ignou.ac.in/>

### **14) How would I know that re-registration is done?**

Keep on checking your registration details, the re-registration reflects in your registration details within 20 days

### **15) Whom should I contact for any issue in Re-registration?**

You may always send an email to [rhyderabad@ignou.ac.in](mailto:rhyderabad@ignou.ac.in) or [csrc@ignou.ac.in](mailto:csrc@ignou.ac.in)

## Study Material

**16) When and how will I receive material after confirmation of admission?**

The Study Material is dispatched by MPDD, IGNOU New Delhi at your registered postal address after confirmation of admission. The delivery may take 1 month to 2 months. For the Learners of one year and above duration of the programs who are residing in Hyderabad City Limits, the Study Material will collect from the Regional Centre. The Regional Centre, Hyderabad will send SMS to such Learners to come and collect in person by showing IGNOU ID Card.

**17) Is soft copy of Study Material available?**

Yes, the soft copy of material is available in public domain of IGNOU Website home page at [www.egyankosh.ac.in](http://www.egyankosh.ac.in) or through IGNOU E Content App at play store

**18) 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 of file, you have to download it from [www.egyankosh.ac.in](http://www.egyankosh.ac.in) or IGNOU E Content App at play store.

**19) 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>

**20) 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. Details of Price List is given at

<http://www.ignou.ac.in/userfiles/ALL%20%207%20jan%20b%20%20%2034%20page%20%20pdf.pdf>.



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

If the dispatch of study material delayed by MPDD, IGNOU New Delhi. You are therefore advised to use soft copy of material available at [www.egyankosh.ac.in](http://www.egyankosh.ac.in) OR IGNOU E Content App available at play store for time being.

## Counselling

### **22) Are there any Counseling Classes for my programme?**

The Regional Centre organizes fixed number of counseling sessions (on Saturday/ Sunday) at your study centre through offline or online mode. Schedules will be uploaded on our Regional Centre's website i.e. <http://rhyderabad.ignou.ac.in/>.

### **23) How do I know about the Counseling Schedule?**

The Schedule is uploaded well in advance at <http://rhyderabad.ignou.ac.in/studentcorner/9> . The learner should keep checking the website for updates on Counseling schedules.

### **24) Is it compulsory to attend the counselling sessions?**

The theory Counselling Sessions are not compulsory to attend however the practical counselling sessions are mandatory to attend for all learners (if any) to become eligible to appear in Practical Examination and Viva-Voce.

### **25) How do I know about the Online Sessions?**

All the online related activities uploaded at our Regional Centre website <http://rhyderabad.ignou.ac.in/aboutus/3>

### **26) If we missed the online Counseling Session, is there any recorded videos?**

Yes, Recorded videos uploaded under E -Shiksha

### **27) When Can I Visit LSC?**

You can Visit the LSC on all Working Days and Sunday except Monday and Public Holidays. The details of your LSC is at <http://rhyderabad.ignou.ac.in/Ignou-RC-Hyderabad/userfiles/file/SC.pdf>

### **28) I have practical courses in my Programme, when will be it Conducted?**

Practical Counseling sessions shall be organized at your study centre (through offline mode or online mode) the schedule shall be informed to you through an email and same will be uploaded on our Regional Centre Website.

## Assignments

**29) Where should I submit my assignments?**

You can submit your Hand Written Assignments in Hard Copy only at your study centre in person or by post. Assignments submitted through email will not be accepted.

**30) What is the last date to submit assignments?**

For June Term End Examination 31<sup>st</sup> March is last date and for December Term End Examination 30<sup>th</sup> September is last date (Extended dates, if any will be uploaded in our website and social media from time to time).

**31) Are typed assignments valid?**

No, assignments should be hand written only. Typed assignments will not be evaluated.

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

No, you have to submit assignments together but put them in separate file/spiral binding notes for each course.

**33) What are to be attached along with my assignments?**

Cover Page of the Assignments should have the details such as: Name, Enrollment Number, Course Code, Programme and Study centre. Along with this you should also attach the question paper of your assignments.

**34) Is assignment submission compulsory?**

Yes, without submitting your assignments you will not be eligible to appear for Term End Examinations.

**35) Where will I get assignment question paper?**

For assignment question papers you have to visit and download from our website <https://webservices.ignou.ac.in/assignments/>

**36) What to be done, If I did not get pass marks/Grade in Assignments?**

If you could not get pass marks/Grade in assignments, you can submit the new assignments for upcoming exam cycle (latest assignments should be submitted).

**37) How can I submit my assignments?**

You can submit it in person at your study centre during the working hours or you may send your assignments with somebody to submit it at your study centre or you may send your assignments through post to your study center.

**38) Can assignments be reevaluated?**

There is no provision for reevaluation of assignments.

**39) Would I get anything after submitting the assignments at study centre as receipt?**

Yes, if you are submitting your assignments in person at your study centre then collect the receipt from study centre and keep it with you till the declaration of all assignment results. In case you are submitting it through post keep the copy of receipt given by Post Office.

**40) 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.

## **Examination**

### **41) When would my Term End Exams be conducted?**

- a) The Term End Exams 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.

### **42) What is to be done for appearing in the exams?**

Firstly, submit your assignments at your study centre and then fill examination form through the link available at [www.ignou.ac.in](http://www.ignou.ac.in) (with exam fees of Rs. 200/- per each subject)

### **43) When should I 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 for updated information i.e. [www.ignou.ac.in](http://www.ignou.ac.in).

### **44) 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 should be paid additionally.

**45) 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.

**46) 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.

**47) 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 to be completed before the registration validity of your programme expires.

**48) What is the minimum period to become eligible for appearing Term End Examination?**

a) For Yearly Programmes minimum study period is 11 months

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

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

You may check your exam form submission status at <http://exam.ignou.ac.in/Search.asp>

also you can download auto generated slip after submission of the Examination Form through online.

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

The university uploads the hall tickets well before the commencement of the examinations which can be downloaded from IGNOU website. The University uploads Tentative

Examination Schedule/Date Sheet for June/December Term end Exam 60 days before the beginning of the Term End Examinations. The Exam Date, Timings, Session and Examination Centre Address are Printed on the Hall Ticket.

**51) What are all should I carry in examination hall?**

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

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

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

**53) 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, IGNOU New Delhi to your registered postal address.

**54) Is Revaluation/Recounting and Asking for a copy my Answer Script are allowed?**

Yes, Information in this regard is available on our website [www.ignou.ac.in](http://www.ignou.ac.in).

**55) How to apply for revaluation?**

You can apply for revaluation through online only. 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 (modes mentioned in the website).

## General queries

### 56) What is difference between Study Centre and Regional Centre?

Regional Centre is the nodal office of a particular region under which several study centres provide support services to the learners.

### 57) How should I contact Regional Centre Hyderabad?

You may contact Regional Centre through email [rchyderabad@ignou.ac.in](mailto:rchyderabad@ignou.ac.in). You may also reach us at the following phone numbers, 040-23117550 & 9492451812.

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

To get your details updated in the portal send an email to [rchyderabad@ignou.ac.in](mailto:rchyderabad@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.

### 59) Where to Collect Internship Reference Letter?

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

### 60) What are the Timings of Regional Centre Functioning?

Monday to Friday from 10:00 AM to 5:30 PM, Regional Centre remains closed on Saturday, Sunday and Public Holidays.

**Regional Director**