

Dr.S.Faiyaz Ahmed
Regional DirectorNo.IG/RCH/Adms-January 2019/
Date 06.03.2019**Phones: 040- 23117550: Mobile: 9492451812**
Email : rchyderabad@ignou.ac.in**Working Days: Monday- Friday**
Visiting Hours: 10.00 a.m. - 01.30 PM
02.00 p.m. – 05.30 PM

GUIDELINES FOR DISTANCE LEARNERS

We congratulate you on your successful admission with the Indira Gandhi National Open University. We are happy to inform you that you have registered with a University which has National and International presence offering more than 240 academic programmes with thousands of courses in a variety of disciplines through its national and international network of Regional Centres and Study Centres (in India) and Partner Institutions (abroad). More than 3 million students are enrolled in the University. Many of them are enrolled mostly in Professional, Technical, Vocational, Traditional disciplines viz., Management, Computer, Education, Psychology, Health and Paramedical Sciences, Pure Sciences, Journalism, Social Sciences, Law, Agriculture, Extension, Gender, Social Work etc.

You are aware that you have enrolled for a programme which is being offered through Distance Learning mode adopting the Open Philosophy. Distance learner means 'study at a distance' using multiple media with limited teaching/ interactive inputs through Study Centres/PSCs and Regional Centres. From the meaning of the distance learner, it is understood that you have a pivotal role to play in managing your studies. Similarly, Study Centre /PSCs and Regional Centre and the University have definite role to play in facilitating your studies. In order to make you understand as to how you should manage your studies with the Open University, the following would provide you sufficient guidance in planning your studies:

- Induction Programme organized at your Study Centre/PSC.
- Admission Confirmation Letter and Guidelines sent to you (by the Regional Centre) as a softcopy to your registered email id.
- Programme Guide issued along with study material.
- IGNOU Website (www.ignou.ac.in).
- Web Portal of Regional Centre, Hyderabad : <http://rchyderabad.ignou.ac.in>.
- Academic Counselling through Web Conference/Gyan Darshan/Gyanvani is also available. The details of such type of counselling will be informed to the respective learners from time to time and the schedules are also uploaded on IGNOU website.

How to begin your studies?

The first step towards successful pursuit of your programme is to read the **Programme Guide** supplied to you. This guide is provided to you along with the study material or you can download the study material from egyankosh.ac.in. It familiarizes you with programme /courses and roles and responsibilities of a distance learner. In short, the Programme Guide provides complete information as to how you should study the programme opted for. It also provides you with various **Forms and Formats** and the **Calendar** of the University's activities you may require for your studies at the University. Please remember, you must be thorough with the Programme Guide before you open study materials, assignments and other reference books.

How you should study?

The printed study material provided to you is self-instructional and is sufficient to help you to understand the content and concepts and prepare yourself academically for counseling, writing assignment responses and term-end-examinations. The study material includes Course Materials, Programme Guide and Assignments. As a pro-active participant in the teaching-learning process, you are **expected to read the study material thoroughly before attending academic counseling sessions at the Study Centre/PSC**, so that you will be able to participate effectively in the academic interaction and discussion with academic counselors and peer group learners. You are expected to read the printed study material, you must note down doubts and difficulties in the blank space provided in the margins of the **Booklets**. You are also expected to attempt the self-assessment questions at the end of each unit which would help you to understand the subject/content within.

Learner Support at your Study Centre

To help you and to clarify your doubts on academic and administrative queries, face-to-face Interact (academic counseling) is provided at your Study Centre/PSC. The Schedule of the counseling sessions will be handed over to you by the Study Centre /PSC during the Induction programme (by email/SMS in case you miss the induction). Counseling is provided by Academic Counsellors who are experts in the subject. These counseling sessions are interactive as they not only provide you an opportunity to discuss, and debate various academic themes relevant to the programme but also allow you to enjoy human interaction with counsellor and peer groups (student colleagues).

Academic Counselling (Theory)

Academic counselling sessions provide you an opportunity to comprehend difficult concepts, clarify various doubts, share your views on the subject with academic counselor and peer group in order to acquire quality education. However, you must note that counseling sessions at IGNOU are not lectures. Counselling is a group activity in which the learners are expected to participate in purposeful and meaningful discussion on the subject. Normally, the discussion/ interaction, debate etc., may be on the course content, assignment, feedback received by the learners on assignments etc. It is therefore important, that the student is advised to read the subject matter thoroughly before attending these counseling sessions (Theory/ Practical or both) so as to participate effectively in the academic counseling sessions and to learn/ understand the course content and acquire requisite skills in order to master the subject. Schedules of Academic Counselling will be displayed on Regional Centre, Hyderabad web portal.

Practical for Lab Courses

As you are aware practicals will help you to understand the contents better as practical courses demand application of theory into practice. The theory and practice will provide not only simple knowledge, but also equip you with skills and competencies. **Please remember attendance in the practical component is mandatory.** A learner must have requisite/attendance as per the programme requirement in practical sessions in order to become eligible for appearing in the Term-end-Practical Examination organized for practical courses. You are therefore advised to be regular in your practical sessions not only to be able to sit in the term-end-practical examination but also to acquire better hands-on-skills and practical knowledge. However, if a learner misses the required number of practical sessions he/she can attend the same (and compensate the shortage of attendance) in the next academic session by paying the requisite fee as per the University norms provided there are sufficient number of students in that batch otherwise in the coming sessions. Please refer to the Programme Guide/Starter Kit or contact PIC/Coordinator/RC for more details in this regard and follow instructions as given in the Programme Guide with regard to percentage of attendance required in practical courses.

Field Visits, Workshops, Seminars etc.

Some programmes have field visits, workshops, seminars etc. These may carry specific weightage in terms of assessment during studies. These field visits, workshops etc., would help you in acquiring skills and competencies. **Please remember attendance in these activities are mandatory.**

Assignments

Assignments are one of the most crucial components of the teaching-learning strategy of IGNOU. The assignments can be downloaded from the IGNOU website. Assignments carry 25% to 30% weightage in the overall course grade. The submission of the requisite number of assignments is also compulsory for appearing in Term End Examination. Therefore, you are expected to submit the assignment responses by the prescribed date at the study centre. Assignments are part of your Continuous Evaluation. **Remember submission of assignment is also necessary and pre-requisite condition for sitting in the Term End Examination.** However, the significance of assignments is much more than this. The assignment questions will make you to study course material and other related reference books so as to answer assignment questions better. The feedback on assignments (to be received from counsellors after evaluation) will help you in comprehending the subject content better and in overcoming your limitations and to improve subsequent performance in writing assignments and Term End Examinations. You are expected to remember the following while submitting assignment responses:

- Submission of Assignments as per the schedule is mandatory. Assignments must be prepared as per the procedure and guidelines given in your Programme Guide/Starter Kit.
- Keep photocopies of the assignment responses you submit at the Study Centre /PSC for future reference.
- Collect acknowledgement slip from the Study Centre /PSC after submitting the assignment responses.
- Collect evaluated assignment responses back for your feedback. If you do not receive them before the Term End Examination, please contact the Study Centre /PSC for the same.
- In case you have applied for change of Study Centre or Regional Centre, you are expected to submit assignments at your old Study Centre till records are transferred to the new Regional Centre and Study Centre. Also collect the attendance certificate from the old PSC to enable you to appear in TEE in the New Region which you have opted.
- Feed-back on assignment should be considered carefully. Please insist on feed-back on your evaluated assignments.
- Assignments are usually provided with study materials. Assignments are changed every semester/year. New assignments for the current session are to be downloaded from IGNOU website www.ignou.ac.in

Evaluation System

The system of evaluation in IGNOU is different from that of Conventional Universities. IGNOU has a multi-tier system of evaluation.

1. Self-assessment exercises within each unit of study material. These do not carry any weightage of marks, but they help student to understand the subject better.
2. Continuous evaluation mainly through Assignments (tutor-marked and practical assignments) and Seminars/ Workshops/ Extended Contact Programmes, Field Visits etc.
3. The Term-End Examinations at the end of semester/ year.
4. Projects, Internships etc. (during studies)

Term-End Examination

The University conducts Term-End Examination twice a year in the months of June and December. Students will be permitted to appear in Term-End Examination subject to the following conditions:

- 1) Valid registration for the courses, in which they wish to appear,
- 2) They have submitted the required number of assignment(s), in those courses by the due date, and
- 3) Submitting the examination form (**ONLINE ONLY**) for courses for which student wish to appear along with fee @ Rs.150/- per course.

Dates for submission of exam forms

For June TEE	Late Fee	For Dec TEE	Late Fee
1 st March to 31 st March	Nil	1 st Sept to 30 th September	Nil
1 st April to 10 th April	Rs.1,000/-	1 st October to 10 th October	Rs.1,000/-

Practical Examination

Some programmes/ courses have practical examination. For example MCA, BCA, CIT, BA/MA Psychology etc. In order to appear in a practical examination, you are required to fill in the Term-End-Examination (TEE) form **online only**. The TEE form is the same for theory and practical examination. The schedule of the practical examinations will be communicated to you by the Regional Centre. Separate hall tickets are issued by Regional Centre for practical examinations. To attend the Term End Practical Examination, you are required to have prescribed attendance in the practical sessions of each course. For course in which attendance is short, the student is expected to appear in the term end practical examination only after paying the requisite fee for attending the repeat practical sessions in each course, thus, compensating the short attendance in the next semester. Please note that change of Study Centre or Regional Centre could be avoided in the middle of the study as this may create inconvenience in fulfilling compulsory attendance requirement due to transfer. Please see programme guide or manuals where detailed information is available on practicals and conduct of final practical examinations. The Regional Centre or University will not permit students to appear in Term End Practical Examination, unless and until the student has requisite attendance in practical/lab experiments etc. In case of BCA/MCA and other programmes having practicals/lab, students must take a course wise certificate from the Coordinator/PIC mentioning their attendance in the practical/lab.

5. PROJECTS (Proposal and Reports)

Some Programmes/Courses have Projects. Students are required to go through their Programme Guides and Project Manuals. Remember some projects could be submitted with/without project proposal approvals. Once the final project is ready, student is required to submit the same to the Regional Centre/University HQs (New Delhi) depending upon the guidelines given in the project guide. For Example, MCA and BCA needs project proposal approval before submission of the final project. For MCA, BCA, MA(EDU) project proposals are to be submitted to the Regional Centre, Hyderabad. In case of MBA, proposal needs to be approved by the School of Management Studies. Final Project needs to be submitted to The Coordinator (Projects), School of Management Studies, IGNOU, Maidan Garhi, New Delhi-110068/Regional Centre, Hyderabad. For more details of various programmes you are required to go through the guidelines given in the programme guide/project guidelines and act accordingly for preparation of projects and proposals.

Viva-Voce: The Viva-Voce of project for BCA /MCA/MA (Edu.)MAPC/PGDET/PGDEMA/BA(Psychology)/PGCGI etc. all other programmes where projects are components are conducted at the concerned RC in the months of January and July after your Project Report is evaluated. The dates and venue of the Viva-Voce is communicated to you by the Regional Centre.

Re-Registration (in case of three/ four/ two year or semester-wise degree programmes)

Right now you have registered for the first semester/ year and your current registration is valid only for the 1st semester/ 1st year. You are required to re-register for 2nd semester/ 2nd year and so on depending upon the programme you have chosen. You are advised to submit the re-registration form online only.

Schedule for Re-Registration

For July Session	For January Session	Late fee (subject to change)
1 st March to 30 th April	1 st September to 31 st October	Nil
1 st May to 31 st May	1 st November to 30 th November	1000.00

However, the scheduled dates and late fee may vary from session to session.

Kindly refer IGNOU website for latest information.

Re-admission

Students who are not able to clear their courses in the programme for which they registered within the maximum duration can take Re-admission for additional period in continuation of the earlier period as under:

Programmes	Duration Period	Re-admission Period allowed after the maximum period
Certificate Programmes	6 months – 2 years	6 months
Diploma Programmes	1 year – 3/4 years	1 year
Bachelor Degree Programmes (other than 4 years programme)	3 years – 6 years	2 years
Master Degree Programmes	2 years – 4/5 years	2 years

Refund of Fee

Fee once paid will not be refunded under any circumstances. It is also not adjustable against any other programme of this University. However, in cases where University denies admission, the programme fee will be refunded after deduction of registration fee **through A/c Payee Cheque Only.**

Change of Medium

The change of medium is permitted within 30 days from the receipt of first set of course material in the first year only. The request for change should be addressed to the concerned Regional Centre only as per schedule. The required procedure to be followed for the change of medium is mentioned in detail in the Student Handbook and Prospectus and also in the Programme Guide for which programme you have registered.

Change of Programme

For the Bachelor Degree programmes, the change of programme can be applicable only from BA to B.Com/BTS or B.Com to BA/ BTS or B.Sc. to BA/B.Com. No change is permitted from BA/B.Com to B.Sc. It can be permitted only in the first year of study within 30 days from the receipt of first set of course material. For the Masters Degree, the Change of programme is permitted only in the first year of study. A student has to pay the full fee for the new programme and has to forgo the fee paid for the earlier programme. The request for change of programme should be addressed to the Regional Director of the concerned Regional Centre. For the norms and procedures, refer to the Student Handbook and Prospectus, and also the Programme Guide for which programme you have registered.

Change of Region (No Objection Certificate in case of lab/ practical/ technical programmes)

The Region can be Changed by writing to the Regional Centre from where the student is seeking a transfer with a copy to the Regional Centre where the student would like to be transferred to. Further, the student needs to obtain a Certificate from the Coordinator /PIC(present centre) regarding the number of assignments submitted. Then the Regional Centre will transfer all records including details of fee payment to the new Regional Centre under intimation to the Registrar (SRD) and the learner as well. For change of Region in practical oriented programmes '**No Objection Certificate**' is to be obtained from the new RC where the learner wants the transfer. The procedures to be followed can be obtained from the Common Prospectus.

Important Tips for you to remember

- i) Get your IGNOU Identity Card which you must always carry for use at Regional Centre/ Study Centre and at HQ.
- ii) Attend the Induction programme (without fail) at your Study Centre or the PSC/ place where you are attached.
- iii) Get a Counselling Schedule from your Study Centre /PSC at the Induction Meeting or by post before commencement of Academic Counselling.
- iv) Students who have opted for the soft copy of the study material and have exercised for such an option at the time of their Admission/Re-Registration will not receive the hard copy of the study material and the University will refund 15% of the programme fee for such students who have opted for the soft copy of the study material.
- v) Students who have not opted for the softcopy of the study material will receive the Hard copy of the study material from IGNOU, New Delhi/Other Regional Centre of IGNOU to their address given in their application form.
- vi) In case there is a delay in the receipt of the study material from IGNOU You can access the softcopy of the Study Materials from www.egyankosh.ac.in till the receipt of the study materials.
- vii) IGNOU has introduced IGNOU Grievance Redress and Management (iGRAM) to resolve the grievances of the learners within three working days. Students are advised to utilize this facility only when their complaint / grievance has not been addressed and no response is sent for their query from the respective unit of IGNOU Regional Centre. Therefore, the students are advised to write their queries / complaints to the email id rhyderabad@ignou.ac.in. and if they are not satisfied with the reply/response they may register their grievance on iGram Portal of IGNOU.
- viii) You can also access the assignments and download the assignments from IGNOU website. You have to submit the assignments for each course at the allotted study centre.
- ix) Academic Counsellors (teachers) will be available at the scheduled counselling sessions for interaction at the Study Centre.
- x) Get a receipt when you deposit assignments at the Study Centre. Keep a photocopy of each assignment response you submit to the Centre. Please follow time lines in submission of assignments responses.
- xi) Evaluated assignment responses will carry comments. You will receive all evaluated assignment responses well before appearing for Term End Exams. Insist on these, if you do not receive assignment responses on time from the Centre.
- xii) Submit your Tem End Examination Form **online** well on time for June and December TEE. While submitting form, remember you are required to fill theory and practical courses too.
- xiii) You will receive an Intimation Slip (Hall Ticket) well before TEE. You may also download (if required) the same from the IGNOU's website (www.ignou.ac.in). A separate Hall ticket will be issued for Term end practical examination of CIT, BCA and MCA by the Regional Centre.

- xiv) Term End Exam practicals are conducted twice a year i.e., in July/ January or both times (see Programme Guide or manual for programme-specific details).
- xv) Term End Exam results are accessible on IGNOU's website. Please login to IGNOU website (www.ignou.ac.in) for the same.
- xvi) Regularly check your grade card status on the IGNOU Website and ensure that your assignment marks/ grades and TEE results are updated correctly.
- xvii) You are advised to maintain a file relating to your programme and correspondence made with the offices of the University.

You will be intimated through SMS alerts (In case you have opted DO NOT DISTURB(DND) mode you may not receive the SMS from RC-Hyderabad OR if you have changed the Mobile Number OR if you have provided the mobile number of your Relative /Friend) about date of Induction by the Regional Centre. Do not miss them as they play an important role in successful completion of the programme. You may also go through the IGNOU website for various additional inputs (www.ignou.ac.in)

Please remember on receipt of your Identity Card, Fee Receipt and programme details from the Regional Centre you are advised to check your personal details (name, date of birth, father's name, address etc.) and course details (such as courses opted etc) on the IGNOU website to have the right master database of yours in the University records. Right database in the University records would help you in continuing studies smoothly.

WHOM TO CONTACT FOR WHAT

AT REGIONAL CENTRE, HYDERABAD

The emails provided below are unit specific created at Regional Centre, Hyderabad for fast redressal of queries while the student may write to specific unit with a copy to email id : rchyderabad@ignou.ac.in.

1. **The Regional Director, IGNOU Regional Centre, Hyderabad-500033,**
Phone: 040-23117550, Mobile : 9492451812 www.ignou.ac.in, E-mail id: rchyderabad@ignou.ac.in
2. **For Student Support Services & Student Grievances:** Email rchyderabad@ignou.ac.in
3. **For Admission and Related Matters:** Email : adms01hyd@gmail.com
4. **For Examination and Assignment Evaluation related matters:** Email eval01hyd@gmail.com
5. **For Identify Card, Fee Receipt and Bonafide Certificate:** adms01hyd@gmail.com

AT UNIVERSITY

1. **Pre-Admission Enquiry Regarding Various Programmes of IGNOU:** Public Information Unit, IGNOU, Maidan Garhi, New Delhi-110 068. www.ignou.ac.in
2. **Examination Date-sheet, Result, Grade Card & Provisional Certificate:** The Deputy Registrar (Exam II), SED Division, IGNOU, Maidan Garhi, New Delhi – 110 068. Email: sed@ignou.ac.in .
3. **Re-Evaluation** – Evaluation Centre, C/1, Institutional Area, Bhubaneshwar – 751013 (Odisha State).
4. **Change of Elective / Medium / Address / opting of left over electives:**
In case of BDP, Computer & Management Programmes
IGNOU Regional Centre, Plot No.207, Kavuri Hills Phase-II, Madhapur, Hyderabad - 500033
In case of all other Programmes
Regional Centre, Hyderabad
5. **Purchase of Audio / Video Tapes:** Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi – 110 068.
Email: marketingempc@ignou.ac.in
6. **Academic Content:** Director of the School concerned
7. **Student Support Services & Student Grievances:** The Deputy Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi – 110 068.
8. **Availability of Study Material on e-Gyankosh** (Website www.egyankosh.ac.in).
9. **Availability of Study Material on IGNOU E-Learning App** on Google Play Store.
10. **Option for Study Material** – If a learner opts for Soft Copy 15% of the fee will be refunded.
11. **Hard copy of the Study Material will be sent from IGNOU, New Delhi OR from Other Regional Centre.**
12. Students are to E-Mails to the concerned section with a copy to rchyderabad@ignou.ac.in.
13. Facility of iGRAM – Queries does not resolve in a time bound manner, then only the grievance may be submitted on iGRAM which will be resolved in three working days.
14. Web Portal of IGNOU RC-Hyderabad for Counselling Sessions and Induction Meeting Schedules (<http://rchyderabad.ignou.ac.in>)
15. SMS Alerts / Emails – will be sent to learners as and when required. Students kindly ensure that their number is not listed against DO NOT DISTURB (DND) by the concerned network operator.