

Dated: 22<sup>nd</sup> February, 2018

Dear Learner,

I am pleased to inform you that you have been registered with IGNOU for the programme for which you have applied. For registration details, please see IGNOU website under Student Zone and verify the same. In case of students who have applied offline, Fee receipt and ID card are enclosed.

You are advised to do/ attend/ act on the following:

1. First and foremost check your registration details. Inform the Regional Centre if any corrections are needed before **15 days** from the receipt of this letter. You may get your original certificates verified at the study centre allotted to you.
2. Study Materials, Programme Guide, Assignments etc. will be sent by post directly from Material Production & Distribution Division (MPDD), IGNOU, Maidan Garhi, New Delhi.
3. Kindly attend the Induction programme as per schedule given below:

### Schedule of Induction Programmes at Study Centres for January 2018 session

Sl No	Date and Time	Venue	Study Centres	Programmes
1	14.03.2018 8.30 am Wednesday	Regional Centre	St. Therasas College, Ernakulam (SC-1477) Depaul Campus, Angamaly (SC-14119) Bharata Mata College, Thrikkakkara (SC-14165D), St. Joseph Pontifical Seminary, Aluva (SC-14163D)	MSC(DFS), MCOM, MHD, PGDT, PGDWGS,DCE,DNHE,CDM,CFN,CNCC, MSW, MSW(C), CRD, BCOM, BSW, PGDESD,DWED, DAFE, CAFÉ, PGDSW, PGDSW(C), MTTM, MBA, PGDCFT, BTS, DTS, CTS, BA(Philosophy), MA (Philosophy),
2	15.03.2018 8.30am Thursday	Regional Centre	IGNOU R C Campus Study centre(14000)	CRD, CDM, PGDEMA, PGDHE, PGDRD, MEG, MPA, MSO, MPS, MAH, MARD, MAPC, PGCMT, PGDUPDL
3	16.03.2018 8.30 am Friday	Regional centre	RAMS, Cochin ( SC-14157), MES College of Education, Edathala (SC- 1453P)	BCOM(CA&A), BCOM(F&CA), BCOM (A&F),MCOM,MP,MBF,MCOM,MP,MBF,MEG,M EC,BPP,BA,BCOM,CAL, PGDSL, MCOM(F&T),PGDET,MCOM(BP&CG), MCOM (MA&FS), CAHT, CIHL,PGCCL, PGDIPR, MSCMACS, MAEDU
4	11.03.2018 11 am Sunday	CMS College, Kottayam (SC-1406)	CMS College, Kottayam (SC-1406), St. Thomas College, Pala (SC-14177), International Institute of Information Technology (IIIT), Kottayam (SC-1424P), Bishop vavalil Holy Cross College, Pala (SC-1480)	MTTM, MEG, MEC, MSO,MPA, MARD, MAH, MPS, MLIS, BA, MSW, MSW(C), BPP, BCOM, BSW, BTS, BLIS, PGDDM, MCA, PGDRD, DNHE, DTS, DAFE, CDM, CES, CTE, CAFÉ, CTPM, CFN, CIG, CTS, CPM, CWED, CFE, CRD, CBS, PGDSW, PGDSWC, PGJMC, BCA, CIT, BCOM(CA&A), BCOM(F&CA), BCOM (A&F), MCOM(F&T), MCOM (BP&CG), MCOM (MA&FS), MCOM, CFE
5	18.03.2018 8.30 am Sunday	1402-SH College, Thevara	SH College,Thevara (SC-1402) The Cochin College, Cochin (SC-14166)	MBA, MBF, MCA, BCA, CIT, BSC, BLIS, MLIS, MCOM, PGDIBO, MLIS
6	18.03.2018 11 am Sunday	Nirmala College Muvattupuzha (SC-14127)	Newman College, Thodupuzha (SC-1408) Nirmala College, Muvattupuzha (SC-14127)	MEG, MEC, MHD, MCOM, PGDT, BCOM, BCOM(A&F), BPP, BDP, MARD, BTS,CTS, PGDDM, CTPM PGDRD, DTS, CES, CTE, CFN, CWED, CHR, CLD, CWDL, CIG, CDM, CCP
7	18.03.2018 11 am Sunday	Darul Huda Islamic Madrasa, Vadakkancheri (SC-14178D)	Ideal Training College, Cherpulassery (SC-14134D) Darul Huda Islamic Madrasa, Vadakkancheri (SC-14178D)	MEG, MCOM, BCOM, BA, BPP, DCE, CAL, CBS, CFE, MEG

8	24.03.2018 11 am Saturday	Holy Cross College of Management & Technology, Puttady (SC-14162D)	JPM Arts & Science College, Kattappana (SC-14181) Holy Cross College of Management & Technology, Puttady (SC-14162D) Government College, Kattappana (SC-14170)	BPP, BA (ECONOMICS), BA(ENGLISH), MCOM, MAH,  PGDIBO, PGDPM, CHR, CTE, MTTM, BCOM, MEC, MHD, PGDGPS
9	24.03.2018 11 am Saturday	Danahalya, Institute of Formation and Counseling Centre, Punnapra(SC-14169)	Viswa Instt. Of Contemporary Allied science, Punnapra (SC-14180)  Danahalya, Institute of Formation and Counseling Centre, Punnapra(SC-14169)	CHBC, MAPC, MSCCFT, CIG, PGDCFT
10	25.03.2018 11 am Sunday	Sree Kerala Varma College, Thrissur (1407)	Sree Kerala Varma College, Thrissur (1407)  Ansar Women's College, Perumpilavu (SC-14182)  IRS Computer & Commn. Pvt. Ltd (SC-1417P)	MBA, MBF, MTTM, MCOM, MCOM (MA&FS), MEG, BPP, BA, BCOM, BCOM(A&F), BTS, PGDDM, PGDIBO, DTS, DECE, CIG, CFN, CTS, CDM, CTE, CPFM, CES, CCP, CAFÉ, CIT, CWED, CTPM, CNCC, MCA, MCOM(F&T), MCOM(BP&CG), DCE, CAL, BCA
11	To be decided by the Coordinator	Nehru Yuva Kendra Sangathan, kavarathy (SC-14176D)	Nehru Yuva Kendra Sangathan, kavarathy (SC-14176D)	BPP, BA, CFE, CIG

4. Collect Academic Counseling/ Practical Schedules from the Study Centres/ during Induction/ after Induction but well before first Counseling/ Practical is scheduled.
5. Remember that the Study Centre will conduct first Induction, followed by Theory counseling and then Practical/ Lab sessions/ field activities. Attendance in the practical/ field work is compulsory. Students will be permitted to appear in the practical examinations provided they have the required percentage of attendance in the practical's/ lab courses/ field works.
6. Submit Assignment responses always at the Study Centres unless you are advised to submit them at any other places. Collect all evaluated Assignment responses along with the written Feedback on the Assignment responses from the Study Centres to overcome your academic difficulties. Please track the status of your assignment mark updation in grade card through IGNOU website.
7. Submit Term End Examination forms for Theory as well as Practical courses online through IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) with the requisite fee as indicated in the online Examination form. Submission of Term End Examination form is **online** for all courses and is mandatory.
8. Remember that students registered for Semester programmes and Annual programmes (2 years / 3 years) are required to re-register online with the prescribed registration fee as per schedule.
9. Please go through the Guidelines provided to you (see page number 3 onwards) for more details on each of the points mentioned above.
10. Please note that **IGNOU I-card is a MUST** for all transactions related to the University - writing examinations, using of RC library facility, attending counseling at Study Centres, attending Project Viva-voce, attending convocation etc.

Wishing you a bright future!

With best wishes,  
Yours sincerely,

**-Sd-**  
**Dr. Sindhu P Nair**  
**Regional Director (I/c)**

Encl: Guidelines for Learners

**Copy to:** All Coordinators/ PICs – For information and necessary action for conduct of Induction programme.

We congratulate you on your successful admission with the Indira Gandhi National Open University. We are happy that you have registered with a University which has national and international presence offering around 240 academic programmes with courses in a variety of disciplines through its national and international network of Regional Centres and Study Centres (in India) and abroad. More than three million students are enrolled in the University. Many of them are enrolled mostly in Professional, Technical, Vocational, Traditional disciplines viz., Management, Computing education, Education, Health, Pure Sciences, Journalism, Social Sciences, Law, Agriculture, Extension Studies, Gender Studies, 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 and Regional Centres. From the meaning of distance learner, it is understood that you have a role to play in managing your studies. Similarly, Study Centres and Regional Centres and the University have definite role to play in facilitating your studies. In order to make you understand as how you should manage your studies with the Open University, the following would provide you sufficient guidance in planning your studies:

- Induction Programmes organized at your Study Centre.
- Confirmation Letter and Guidelines sent to you.
- Programme Guide issued along with study material.
- IGNOU Website ([www.ignou.ac.in](http://www.ignou.ac.in)).

**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. It familiarises 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 in understanding 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, so that you will be able to participate effectively in the academic interaction and discussion with academic counselors and peer group learners. While you are reading the printed study material, you may 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 may help you in understanding subject/content better.

**Learner Support at your Study Centre**

To help you and to clarify your doubts on academic and administrative queries, face-to-face contact (academic counseling) is provided at your Study Centre. The Schedule of the counseling sessions will be handed over to you by the Study Centre during the Induction programme. You are advised to visit your Study centre to get information about counseling, assignments, etc. 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 & 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.

**Practical for Lab Courses**

You are aware that practicals will help in understanding 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 in practical sessions in order to become eligible for appearing in the Term-end-Practical Examination organised 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. Please refer to the Programme Guide/Starter Kit or contact PIC/Coordinator/Counselors 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 are mandatory.**

### **Assignments**

Assignments are one of the most crucial components of the teaching-learning strategy of IGNOU. The assignments are supplied to you along with your study material. Assignments carry 25% to 30% weightage in the overall course grade. Submission of the requisite number of assignments is also compulsory to be qualified 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. 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 evaluating) 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. Remember the following while submission of 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 for future reference.
- Collect acknowledgement slip from the Study Centre 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 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.
- 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 can be obtained by downloading from IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in). Details of steps involved in downloading the assignments from IGNOU website, registration status etc. are enclosed( see Page-8 & 9)

### **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. (Theory and Practical separately)
4. Projects, Internships etc. (during studies)

### **Term-End Examination**

The University conducts Term-End Examination twice a year in the months of June & December. While submitting examination form, students should ensure:

- 1) Valid registration for the courses, in which they wish to appear,
- 2) Filled-in examination form for courses for which student wish to appear along with fee has to be submitted online.
- 3) Assignments to be submitted by students in those courses by the due date.

Examination form and fee is submitted ONLINE ONLY

### **Points to remember while filling up Examination Form**

- Students should submit on-line examination form as per guidelines through IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) within the prescribed date and time.
- Intimation Slips/ Hall Tickets will be made available for download and the same can be downloaded from IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in) before the commencement of the examinations as it is necessary to appear for the examinations.
- Every study centre will not be an examination centre (not necessary every time). In case you want to appear for any other examination centre anywhere in India, you are expected to mention the name and the code of that centre in the examination form and submit the exam form online.

**Tentative Dates for submission of exam forms**

For June TEE	Late Fee	For Dec TEE	Late Fee
1 <sup>st</sup> March to 30 <sup>th</sup> April	Nil	1 <sup>st</sup> Sept to 31 <sup>st</sup> Oct	Nil
1 <sup>st</sup> May to 10 <sup>th</sup> May	Rs. 1000/-	1 <sup>st</sup> Nov to 10 <sup>th</sup> Nov	Rs. 1000/-

Note: Exam forms are received with late fee of Rs. 1000/- will be usually allotted exam centre in the Regional centre city only. The dates and details given may change. For updated information, visit IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in)

**Practical Examination**

Some programmes/ courses have practical examination. For example MCA, BCA, CIT, CBS, BA/MA Psychology and M.Sc(MACS) etc. with computer applications etc., In order to appear in a practical examination, you are required to submit your Term-End-Examination (TEE) form online. The TEE form is same for theory and practical examination. The schedule of the practical examinations will be available at the Regional Centre. To attend the Term end practical examination, you are required to have prescribed attendance in the practical sessions of each course. Therefore BCA/MCA and other programmes having practicals/lab, must take a course wise certificate from the coordinator/PIC mentioning their attendance in the practical/lab. 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 and Practical Examination, unless and until student have requisite attendance in practical/lab experiments etc.

**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 (Psychology), PGDEMA, MA (EDU) project proposals are to be submitted to the Regional Centre, Cochin. 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. 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.), MA (Psychology), PGDFSQM, M.A. Psychology Internship, BA Psychology Internship is conducted at the concerned RC usually in the months of November/January and May/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 1<sup>st</sup> semester/ 1<sup>st</sup> year. You are required to re-register for 2<sup>nd</sup> semester/ 2<sup>nd</sup> year and so on depending upon the programme you have chosen. You are requested to submit the re-registration form ONLINE ONLY.

For Schedule of Re-registration you may check the website [www.ignou.ac.in](http://www.ignou.ac.in) regularly.

**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

## Scholarships and Reimbursement of Fee

The learners belonging to reserved Categories, viz. Scheduled Castes, Scheduled Tribes etc. have to pay the full fee at the time of admission to the University. The learners belonging to the above categories admitted to IGNOU Programme(s) are eligible for Government of India Scholarships. They are advised to collect Scholarship form from the Directorate of Social Welfare or from the Office of the Social Welfare Officers, of their State, fill it up and submit the duly completed Scholarship Form to the Regional Director where he/she is admitted for necessary certification by the Regional Director and for its onward transmission to the concerned department for reimbursement of the programme fee. On receipt of the reimbursement of fee, the Regional Director will disburse it to the respective students. Scholarship scheme of National Centre for Promotion of Employment of Disabled People (NCPEDP) for Post Graduate level programmes is applicable to the students of the University also. Such students are advised to apply to the awarding authority.

For Transgender Community, all IGNOU programmes are free of cost.

### 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

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 Common Prospectus which is available in IGNOU website.

### Change of Programme

For the Bachelor Degree programmes, the Change of programme can be applicable only from BA to BCom/BTS/BSW or BCom to BA/ BTS/BSW or BSc to BA/BCom/BTS/BSW. No change is permitted from BA/BCom/BSW/BTS to BSc. 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 concerned Regional Centre. For the norms and procedures, refer the Common Prospectus, and also in 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 transferred by writing to the Regional Centre from where the student seeking 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 (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 to 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 Centres and at HQ. It should be safely retained with you till you complete your programme and receive the final certificate at the convocation.
- ii) Attend Induction programme (without fail) at your Study Centre or the centre/ place where you are invited.
- iii) Get a Counseling Schedule from your Study Centre at the Induction Meeting or by post before commencement of Academic Counseling.
- iv) The study materials and Programme Guide will be sent to you by post from Material Production & Distribution Division (MPDD), IGNOU, Maidan Garhi, New Delhi.
- v) Assignments can be downloaded from IGNOU website also (see details on Page No. 8 & 9).
- vi) Academic Counselors (teachers) will be available at the scheduled counselling sessions for interaction at the Study Centre.
- vii) 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.
- viii) 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. Check status of Assignment marks/grades online (See details on page no. 8 & 9).
- ix) Submit your Term End Examination Form through online through [www.ignou.ac.in](http://www.ignou.ac.in) well in time for June and December TEE. While submitting form, remember you are required to fill theory and practical courses too.
- x) You will receive an Intimation Slip (Hall Ticket) well before TEE. You may also download the same from the IGNOU's website ([www.ignou.ac.in](http://www.ignou.ac.in)). A separate Hall ticket will be issued for Term End Practical examinations of CIT, BCA and MCA by the Regional Centre.
- xi) 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).

- xii) Term End Exam results are accessible on IGNOU's website. Please login to IGNOU website for the same.(See details on page 8 & 9)
- xiii) Regularly check your grade card status in the IGNOU Website and ensure that your assignment marks/ grades and TEE results are updated correctly.
- xiv) 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 (if possible) about date of Induction, re-registration etc., by the Regional Centre. Do not miss them as they play an important role in successful completion of the programme. You are advised to regularly visit the IGNOU website for various additional inputs ([www.ignou.ac.in](http://www.ignou.ac.in)) and also for updates in fees/dates etc.

#### WHOM TO CONTACT AT REGIONAL CENTRE, COCHIN

1. **For Admission, Registration and Related Matters(Identity Card, Fee Receipt and, Change of Region/ Study centre/Medium/Course/Correction of Name, Migration Certificate etc.):** Dr. Praseetha Unnikrishnan, Assistant Regional Director, Sh. Sebastian D'Cruz, E(DP) & Sh. Muhammad Ansar T A AE(DP), RC Cochin, Phone: 0484- 2348189/ 2340203. E-Mail: [rckochi\\_admissions@ignou.ac.in](mailto:rckochi_admissions@ignou.ac.in)
2. **For Assignment Evaluation & Examination related matters:** Dr. V T Jalajakumari, Assistant Regional Director, Sh. Anilkumar, Assistant(for Assignment) & Smt. Sujini Babu, Assistant(for examination) Phone: 0484-2348189/ 2340203. E-Mail: [rckochi\\_exams\\_assignment@ignou.ac.in](mailto:rckochi_exams_assignment@ignou.ac.in).
3. **For Study Materials:** Dr. S. Vijayaragavan, Assistant Regional Director, Sh. Muhammad Ansar T A AE(DP), RC Cochin. E-Mail: [rckochi\\_materials@ignou.ac.in](mailto:rckochi_materials@ignou.ac.in). 0484-2348189, 0484-2340203
4. **For Project, Work Book Evaluation and Viva-voce:** Dr. S. Vijayaragavan, Assistant Regional Director 0484-2348189/ 2340203. E-Mail: [rccochin@ignou.ac.in](mailto:rccochin@ignou.ac.in)  
**Only in case of persistence of issues not being resolved with any of the above officials of the Regional Centre, you may contact**
5. **The Regional Director, IGNOU Regional Centre, Cochin, (RD Secretariat)** Website: [www.ignou.ac.in](http://www.ignou.ac.in), E-mail: [rccochin@ignou.ac.in](mailto:rccochin@ignou.ac.in)

#### AT UNIVERSITY

1. **For Pre-admission information regarding various Programmes of IGNOU:** visit IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in)
2. **Non-receipt of Study Materials and Assignments:** The Registrar, Material Production and Distribution Division, Email: [mpdd@ignou.ac.in](mailto:mpdd@ignou.ac.in)
3. **Queries related to Assignment marks:** Ph. 011-29571325, 011-29571319, 011-29571313 Email. [assignment@ignou.ac.in](mailto:assignment@ignou.ac.in)
4. **Declaration of results of Masters and Bachelor degree level programme/issue of grade card and Provisional Certificate of Masters and Bachelors Degree level programme/Practical marks of all programme:** Ph. 011-29572212, 011-29536103, Email: [mdresult@ignou.ac.in](mailto:mdresult@ignou.ac.in), [bdresult@ignou.ac.in](mailto:bdresult@ignou.ac.in), [practicalised@ignou.ac.in](mailto:practicalised@ignou.ac.in)
5. **Declaration of results of Masters, Bachelor and Diploma Programme/Issue of grade card and Provisional certificate of Masters, Bachelor and Diploma level programme:** Ph. 011-29572211, 011-29536743. Email: [bdresult@ignou.ac.in](mailto:bdresult@ignou.ac.in), [dresult@ignou.ac.in](mailto:dresult@ignou.ac.in), [cpresult@ignou.ac.in](mailto:cpresult@ignou.ac.in) (for Certificate programme)
6. **Students general enquiries and grievances/Issue of duplicate mark sheet:** Ph. 011-29572218, 011-29571313 Email: [sedgrievance@ignou.ac.in](mailto:sedgrievance@ignou.ac.in)
7. **Verification of genuineness of Provisional Certificate and Grade card/Issue of Transcript:** Ph. 011-29572210 Email: [gcverification@ignou.ac.in](mailto:gcverification@ignou.ac.in)
8. **Status of Project reports of all Programmes/Dissertation and Viva marks:** Ph. 011-29571324, 011-29571321, 011-29532294 Email: [projects@ignou.ac.in](mailto:projects@ignou.ac.in)
9. **Issue of Degree/Diploma Certificate/Dispatch of returned Degree/Verification of Degree/Convocation:** Ph: 011-29572213, 011-29535438, 011-29572224 Email: [convocation@ignou.ac.in](mailto:convocation@ignou.ac.in)

**Dr. V.T. Jalaja Kumari**  
Assistant Regional Director

**Dr. S. Vijayaragavan**  
Assistant Regional Director

**Dr. Praseetha Unnikrishnan**  
Assistant Regional Director

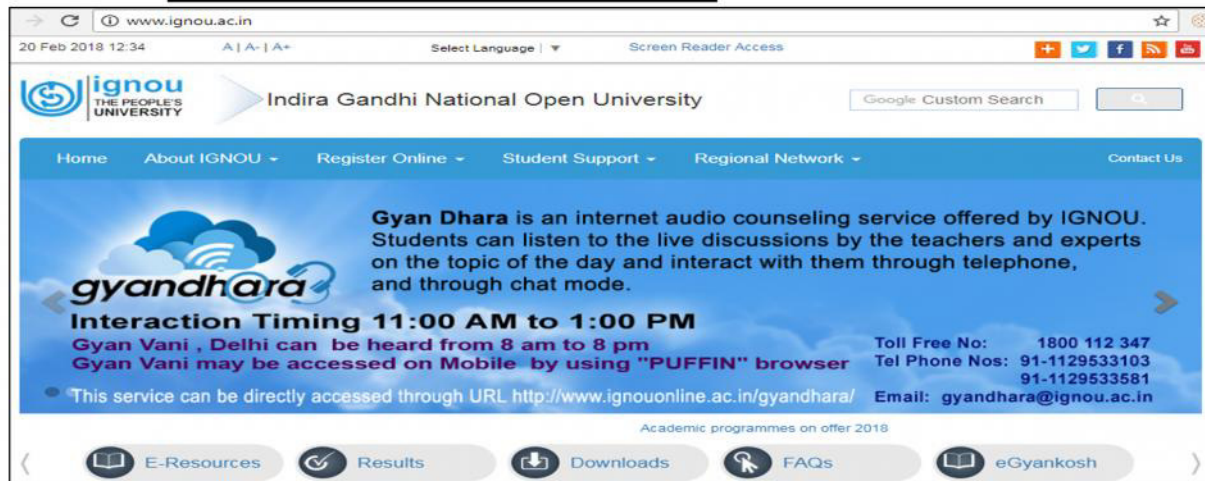
**Dr. Sindhu P. Nair**  
Regional Director (I/C)



# e-Support Services

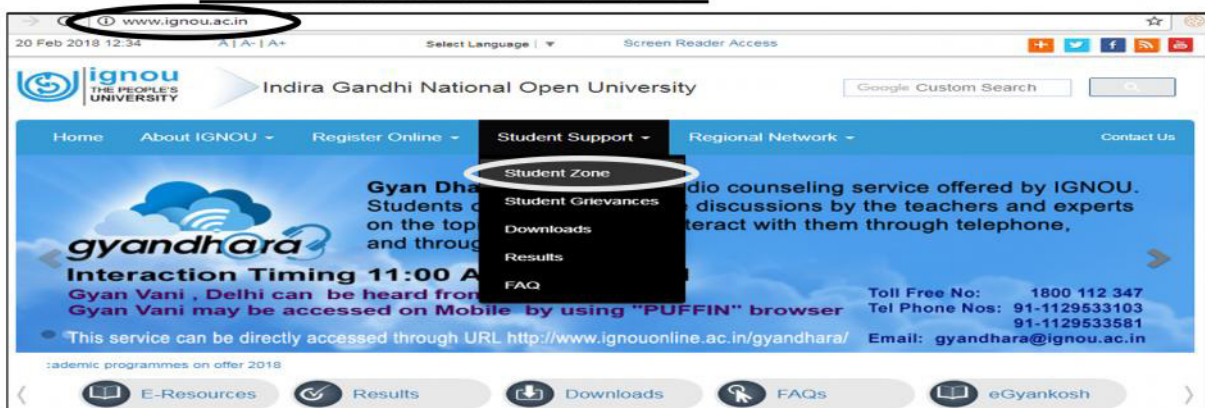
## How to access IGNOU Website?

Go to  
[www.ignou.ac.in](http://www.ignou.ac.in)

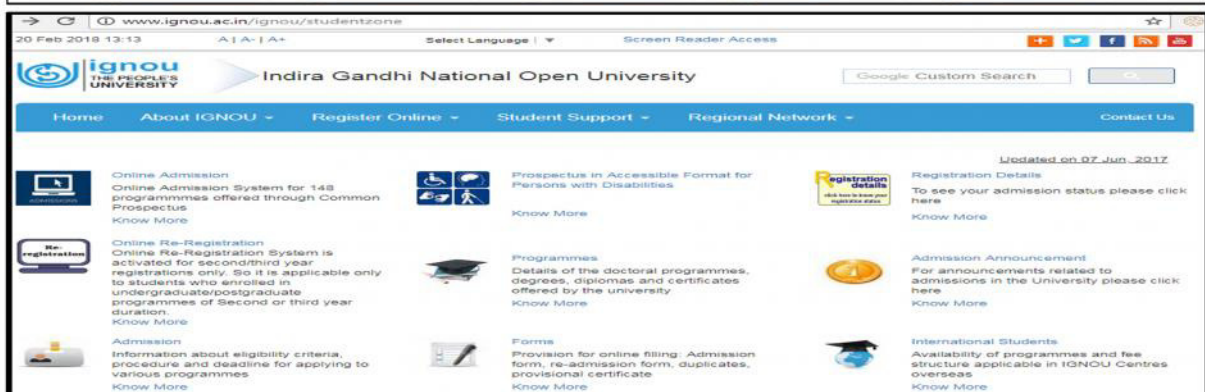


## How to access Student Zone?

Go to  
[www.ignou.ac.in](http://www.ignou.ac.in)  
and select  
Student Zone from  
Student Support



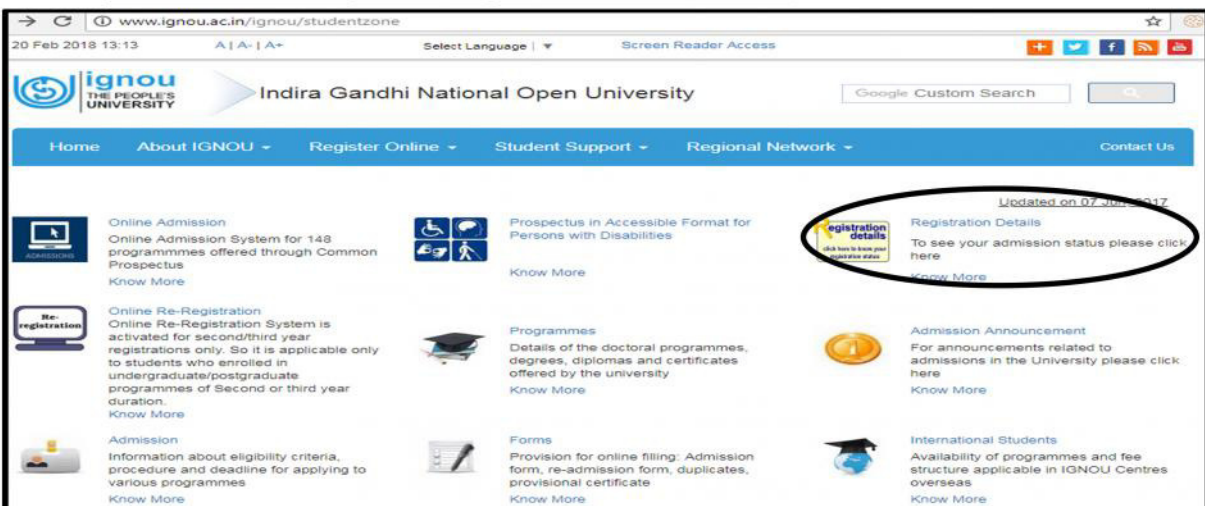
Student Zone



Direct Link: <http://www.ignou.ac.in/ignou/studentzone>

## How to know your Registration Status?

Go to  
Student Zone ->  
Registration Details



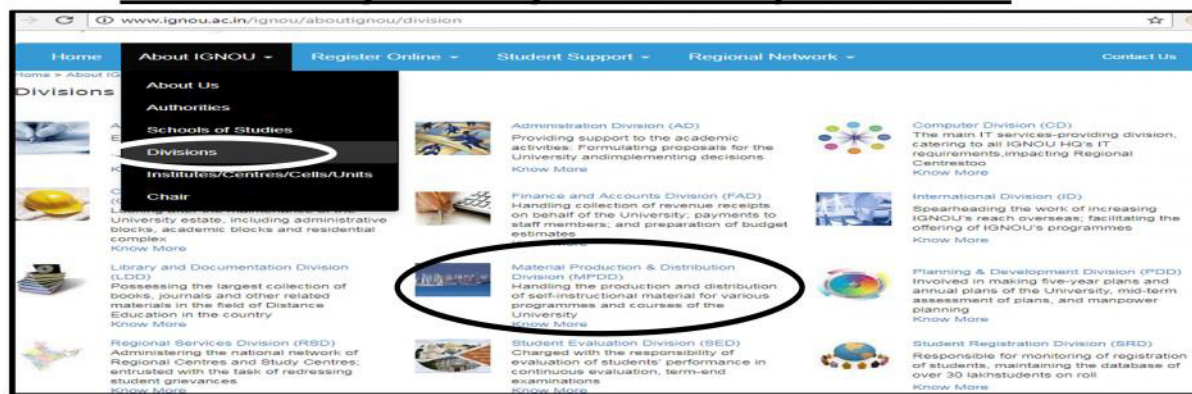
Direct Link: <http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>



## How to know your Study Material Despatch Status?

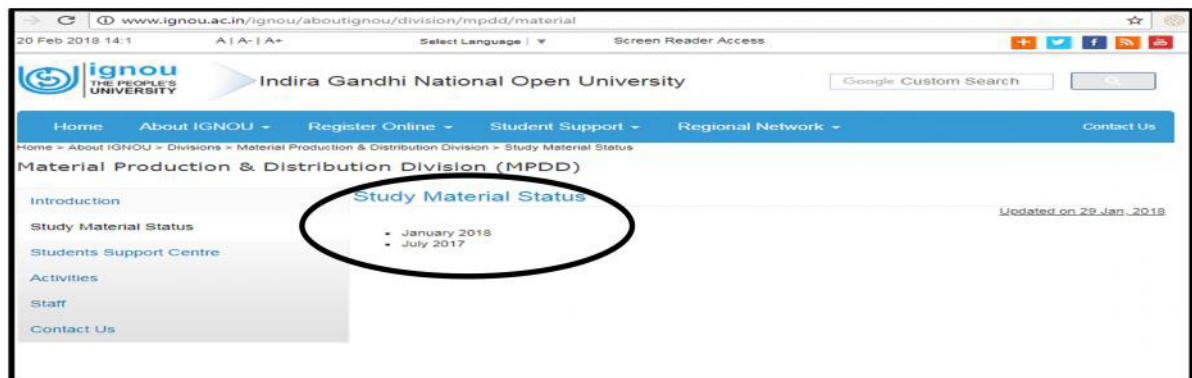
### Step-1

Go to  
[www.ignou.ac.in](http://www.ignou.ac.in)->  
About IGNOU->  
Divisions->  
Material Production  
and Distribution  
Division (MPDD)



### Step-2

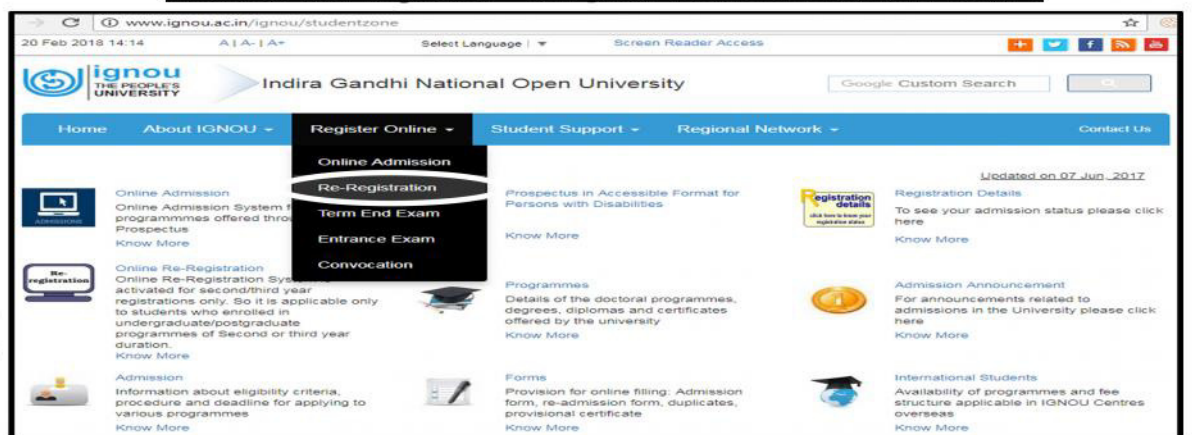
Select  
Study Material Status



Direct Link: <http://www.ignou.ac.in/ignou/aboutignou/division/mpdd/material>

## How to Re-register\* for your next Semester/Year?

Go to  
[www.ignou.ac.in](http://www.ignou.ac.in)  
and select  
Re-registration from  
Register Online



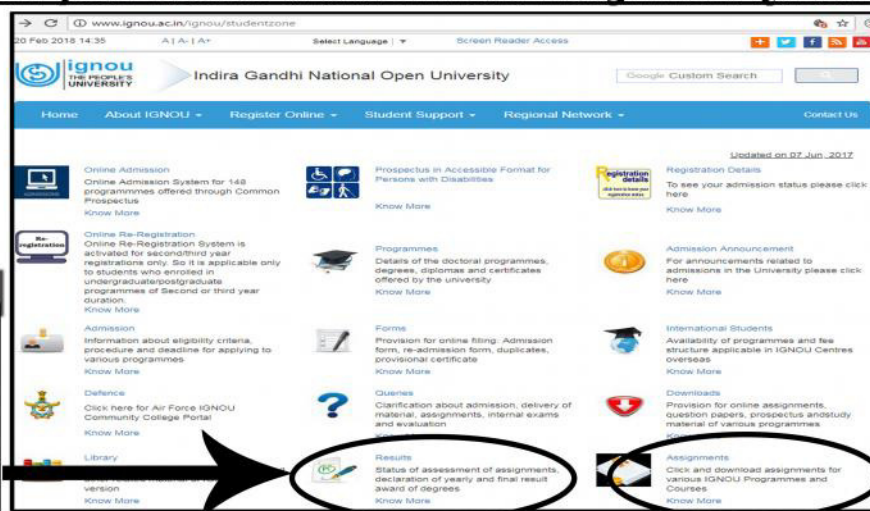
\* in case of two/three  
year or semester wise  
programmes.

Direct Link: <https://onlineadmission.ignou.ac.in/onlineerr/>

## Know your Results and download Assignment Questions?

### Check Results

Go to  
Student Zone  
and click on  
Results



### Download Assignments

Go to  
Student Zone  
and click on  
Assignments

Direct Link for checking results: <http://www.ignou.ac.in/ignou/studentzone/results/1>

Direct Link for downloading Assignment Questions: <https://webservices.ignou.ac.in/assignments/>

<https://www.facebook.com/IGNOURegionalCentreCochin>