PROGRAMME GUIDE

For

Certificate Programme in Library and Information Science (CLIS)

Faculty of Library and Information Science
School of Social Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068
Important Information

“The University sends study materials to the students by registered post and if a student does not receive the same for any reason whatsoever, the University shall not be held responsible for that.”

“In case you want to have access to IGNOU course materials in electronic form you may visit the website www.egyankosh.ac.in .”

“Assignments are uploaded online on the University website. Students are advised to download it from the IGNOU website www.ignou.ac.in.”

“The students are specifically instructed to submit the Examination Forms through online mode ONLY. If any student sends the Registration/Re-registration Forms, Examination Forms at wrong places and thereby misses the scheduled date and consequently a semester/year, he/she will have no claim on the University for regularization.”

Regional Centres and Study Centres

“A Complete list of Regional Centres of the University, their jurisdiction and Study Centres/Learner Support Centres for CLIS is given on our website. Please visit the website to check them (www.ignou.ac.in).”

Programme Coordinators

Dr. Zuchamo Yanthan
Faculty of Library & Information Science, IGNOU, New Delhi

Dr. Archana Shukla
Faculty of Library & Information Science, IGNOU, New Delhi

Dr. S.R.Zonunthara
Regional Director, Regional Centre, Aizwal, Mizoram

Print Production

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Section Officer (Pub.), SOSS, IGNOU, New Delhi
SCHOOL OF SOCIAL SCIENCES

Prof. Swaraj Basu, Director

Faculty of Library and Information Science

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Prof. Neena Talwar Kanungo
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Prof. Jaideep Sharma
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(e-mail: zuchamo@gmail.com)

Secretarial Assistance
Ms. Sunita Soni
Ms. Ekta Singh

Print Production
Mr. Manjit Singh
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page Nos.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. About the University</td>
<td>7</td>
</tr>
<tr>
<td>2. Certificate Programme in Library and Information Science (CLIS)</td>
<td>7</td>
</tr>
<tr>
<td>3. Objectives and Scope</td>
<td>8</td>
</tr>
<tr>
<td>4. Target Participants and Admission Criteria</td>
<td>8</td>
</tr>
<tr>
<td>5. Components of the CLIS Programme</td>
<td>8</td>
</tr>
<tr>
<td>6. Structure of the Courses</td>
<td>9</td>
</tr>
<tr>
<td>7. Study Methodology</td>
<td>10</td>
</tr>
<tr>
<td>8. Study Centres</td>
<td>10</td>
</tr>
<tr>
<td>9. How to Make Best Use of Study Centres</td>
<td>10</td>
</tr>
<tr>
<td>10. Examination and Evaluation</td>
<td>11</td>
</tr>
<tr>
<td>11. Some Useful Addresses</td>
<td>12</td>
</tr>
</tbody>
</table>

**Annexures:**

- Annexure I: Syllabus                                                | 14        |
- Annexure II: List of Audio/video Programs                           | 16        |
- Annexure III: Some Forms for your Use                               | 17        |
1. ABOUT THE UNIVERSITY

The Indira Gandhi National Open University (IGNOU) is a University with a difference in that it aims at providing educational opportunities to all those who desire higher education without being handicapped by the limitations of place and time. With a view to develop a versatile education system with the emphasis upon innovation, cost effectiveness, flexibility, universality and societal involvement, IGNOU was established in September, 1985 by an Act of Parliament.

The significant features of Indira Gandhi National Open University are:

- relaxed entry rules;
- study according to the student’s own pace and convenience;
- study at the student’s own chosen place;
- flexibility in choosing a combination of courses from across a whole range of disciplines; and
- use of modern educational, computer and communication technology.

The University functions with the objectives of:

- providing access to higher education to large segments of population and thereof seeking to achieve the educational well being of the community;
- providing access to higher education to the disadvantaged groups and individuals and thereby opening up opportunities to upgrade their knowledge and skills;
- bringing higher education to the door-steps of all those who want it;
- providing an integrated development of human personality;
- promoting awareness of national integration; and
- providing high quality education at the university level.

2. CERTIFICATE PROGRAMME IN LIBRARY AND INFORMATION SCIENCE (CLIS)

The Certificate Programme in Library and Information Science (CLIS) is being launched with an objective to cater to the staffing needs of rural libraries as well as for imparting basic skills and training in library management. Since most rural libraries are being managed by untrained persons, it will provide them an opportunity to take up basic training in library and information science profession.

Trained human resources are required to occupy various lower positions in libraries, documentation centres and information centres/institutions in the country. For instance, professionally trained human resource at different levels is necessary to manage libraries in schools, colleges, universities, government departments, commercial and industrial establishments, scientific research institutions, R&D establishments, public libraries, etc., set up by central, state governments, local and corporate bodies.

To meet the above requirement, IGNOU initiated the CLIS Programme in distance education mode. In this mode, education is imparted through different media, such as printed lessons, audio/video programmes, counselling, telecounselling, interactive radio counselling sessions and face-to-face interactions with the counsellors in the study centres. This approach provides certain degree of
flexibility and obviously helps in self-learning process. Modern communication technologies are utilised for imparting educational inputs to students in a relaxed and convenient manner, while counselling at study centres is intended to provide the students the opportunity of periodic face-to-face interaction with the tutors.

3. OBJECTIVES AND SCOPE

The CLIS Programme is meant to impart skills and training necessary for the effective organisation and management of libraries and information units in the country in the present day context and providing varieties of library and information services with the help of IT wherever possible. The main objectives of the Programme are to:

- Sensitise library and information science professionals at grassroot level.
- Impart basic skills and training in library management and information handling.
- Give an opportunity of professional skill development to those who are already working in libraries and not having any professional qualifications.

The duration for the entire Programme is six months. At the end of six months, a student can take annual examination in all the four courses in one sitting and complete the Programme or s/he can take examinations in some courses at the end of the session, and appear for the rest of the courses at subsequent examinations. The maximum time provided for the completion of four courses in different sittings is two years from the date of registration. The medium of instruction is English at present. However, students can write their assignments and TEE in Hindi language as well.

4. TARGET PARTICIPANTS AND ADMISSION CRITERIA

The Programme is open to candidates who have completed their 10+2 or BPP (Bachelor’s Preparatory Programme) of IGNOU.

5. COMPONENTS OF THE CLIS PROGRAMME

The CLIS Programme comprises four courses. The courses are as under:

- BLI-011: Libraries: An Introduction
- BLII-012: Document Processing and Organisation
- BLII-013: Information Sources and Services
- BLII-014: ICT in Libraries

Detailed contents of these courses are given in Annexure-I.
The CLIS Programme is structured in the following way:

- Unit number: the topic covered in the unit
- Learning Outcomes
- Introduction
- The theme divided into sections and sub-sections
- Sections containing Self-Check Exercises to measure, on your own, your progress
- Summary of the unit
- Answers to Self Check Exercises
- Keywords
- References and Further Reading

The different units are developed thematically in a logical sequence and graded in such a way as to enable the student to grasp and retain in memory the topics discussed in the units. The main sections are printed in bold capital letters while the sub-sections are shown by lower case bold type faces.
7. STUDY METHODOLOGY

You must have a definite study plan in order to take maximum advantage of the facilities provided to you by the university. We suggest that you read the units very carefully and make note of important points in a separate note book. It is convenient for you to note down important points in the margins for easy reference. These points will help you in answering the Self Check Exercises.

Before you attempt to answer Self Check Exercises you should ascertain whether you understood the relevant text, and try to locate pertinent portions of the text which form the answer to the individual questions. After this step, write down your answers to the Self Check Exercises in the blank space provided for the purpose or in your note book according to necessity.

The Self Check Exercises are incorporated with a view to help you develop understanding of the skills and assess your own progress in the learning process. Do not send the answers of Self Check Exercises to us for evaluation. Check your answers yourself with the answers given at the end of the Unit and evaluate your performance. It will be fruitful if you keep the DDC (classification scheme) and AACR-2R (catalogue code) handy while studying BLII-012.

A ten days continuous training workshop is a compulsory component for all the students of this Programme. All the practical sessions will be conducted during these ten days as well as the students has to visit the library of her/his choice and present a report of the visit.

8. STUDY CENTRES

Each student admitted to CLIS Programme will be attached to a Study Centre. The Study Centres of CLIS are located in different parts of India. Visit IGNOU’s Website http://www.ignou.ac.in for information on Study Centres and Regional Centres. Students may opt themselves for enrolment in the nearest convenient Study Centre suitable to them. Every Study Centre is managed by a Coordinator. The students are advised to be in regular contact with their respective Study Centres and interact with the Coordinator as frequently as possible. The facilities provided at the Study Centres normally include the following:

- Counselling sessions in different courses relating to CLIS Programme.
- Facilities for practical work in the concerned courses.
- Library facility with basic reading materials related to various aspects of the discipline.
- Audio-Video programmes useful for CLIS Programme.
- Teleconferencing and Interactive Radio Counselling sessions.
- In addition to video programmes, regular programmes are telecasted through DD I and separate educational TV Channel Gyan Darshan.
- All video programmes are available at www.youtube.com/user/egyankoshIGNOU

9. HOW TO MAKE BEST USE OF STUDY CENTRES

Education is not imparted through regular class room lectures in an open university system. Distance education mode is generally followed in the open university system. This mode of learning is different from the conventional system you are used to. There will be no regular lectures relating to any subject. On the other and, there will be counselling for different courses included in the curriculum. Your counsellor is available to you at the Study Centre which organises counselling sessions on different topics. The Counsellor will ‘guide’ you through the material, as ‘interpreter’ and as ‘facilitator’ to enable you to understand different problem areas. To get the best out of the ‘Counsellor’,
you must carefully read your course material in advance, identify your problems and seek clarifications regarding them from the counsellor. Therefore, it is essential for you to attend the counselling and practical sessions and be an active participant. If you attend counselling session well prepared with your own questions, the discussion will be purposeful and you will become faithfully involved in the learning process. You may seek clarifications from faculty members also at IGNOU Headquarters through e-mail. The addresses of individual faculty members are provided in the 2nd cover of this booklet. The replies also will be sent by e-mail.

The audio-visual component to the course material is designed to imbibe into you a skill development process; it may take some time for you to get at it. All the more, you must be mentally active when you watch or listen to these programmes and make a mental note of the key aspects focussed in them. Problems which come to your mind, while watching these programmes, may be discussed with your counsellor for further clarification. You may use the library facilities available at the Study Centres. Library contains reference books like Dewey Decimal Classification (19th Edition), Anglo American Cataloguing Rules (AACR-2R) and Sears List of Subject Headings required for BLII-012. 10 counselling sessions are provided for each of the courses BLI-011, BLII-012, BLII-013 and BLII-014. The duration of each counselling session is 2 hours.

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<tr>
<th>S.No.</th>
<th>Name and Code of the Course</th>
<th>Hours of Counselling</th>
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<tbody>
<tr>
<td>1.</td>
<td>BLI-011 : Libraries : An Introduction</td>
<td>20</td>
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<tr>
<td>2.</td>
<td>BLII-012 : Document Processing and Organisation</td>
<td>10</td>
</tr>
<tr>
<td>3.</td>
<td>BLII-013 : Information Sources and Services</td>
<td>20</td>
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<tr>
<td>4.</td>
<td>BLII-014 : ICT in Libraries</td>
<td>10</td>
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10. EXAMINATION AND EVALUATION

The examination relating to CLIS Programme has two components:

i) Continuous evaluation 30%

ii) Terminal examination 70%

Continuous evaluation is related to the assignments that each student has to submit before being declared eligible to appear for the Term End Examination (TEE). There will be one assignment each in all the courses. The evaluation of the performance of the student in Tutor Marked Assignments (TMAs) will be done by the counsellors and marks will be awarded to each student. Answer scripts relating to the final Term End Examination (TEE) will also be evaluated as per the above mentioned system.

A student of CLIS Programme is required to secure a minimum of 40% marks in continuous evaluation of a course and 40% in Term End Examination (TEE) of that course separately in order to become eligible for award of Certificate in Library and Information Science.

On the basis of the aggregate marks obtained in all the courses (theory and practicals) the division will be awarded as under:

<table>
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<tr>
<th>Division</th>
<th>Aggregate</th>
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<tr>
<td>I</td>
<td>60% and above</td>
</tr>
<tr>
<td>II</td>
<td>50% and above</td>
</tr>
<tr>
<td>Pass</td>
<td>40% and above</td>
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</tbody>
</table>
Candidates who obtain marks below 40% or who miss to attend the Term End Examination (TEE) may appear at the subsequent TEE and complete the Programme. This facility will be available to the student until s/he secures a pass percentage in all subjects s/he missed earlier. But, the maximum period provided for a student to complete the **Certificate in Library and Information Science is two years** from the date of registration into the Programme. In case a student is not able to secure the pass percentage in **two years**, s/he has to re-register as a fresh candidate, in case s/he wants to pursue the programme.

### 11. SOME USEFUL ADDRESSES

1) **Identity Card, Fee Receipt, Bonafide Certificate, Migration, Certificate, Scholarship Forms**
   - Concerned Regional Centre

2) **Non-receipt of Study Material**
   - Registrar, MPDD
   - IGNOU, Maidan Garhi, New Delhi-110068

3) **Schedule/Information Regarding Exam-form, Entrance Test, Date-sheet, Hall Ticket**
   - Assistant Registrar (Exam.II), SED, Block-12, Room No. 2, IGNOU, Maidan Garhi, New Delhi-110068
   - E-mail: sgoswami@ignou.ac.in
   - Ph.: 29536743, 29535924-32 / Extn.: 2202, 2209

4) **Result, Re-evaluation, Grade Card, Provisional Certificate, Early Declaration of Result, Transcript**
   - Deputy Registrar (Exam-III), SED
   - Block-12, Room No. 1, IGNOU, Maidan Garhi, New Delhi-110068, E-mail: kramesh@ignou.ac.in
   - Ph.: 29536103, 29535924-32 / Extn.: 2201, 2211, 1316

5) **Non-reflection of Assignment Grades/Marks**
   - Asstt. Registrar, (Assignment) SED
   - Block-3, Room No. 12, IGNOU, Maidan Garhi, New Delhi-110068,
   - E-mail: assignments@ignou.ac.in or rnjha@ignou.ac.in,
   - Ph.: 29535924 / Extn.: 1312, 1319, 1325

6) **Change of Elective/Medium**
   - Concerned Regional Centre

7) **Re-admission and Credit Transfer**
   - Student Registration Division, Block No. 3, IGNOU, Maidan Garhi, New Delhi-110068

8) **Original Degree/Diploma/Verification of Degree/Diploma**
   - Deputy Registrar (Exam.I), SED
   - Block 9, IGNOU, Maidan Garhi, New Delhi - 110068
   - Ph.: 29535438, 29535924-32 / Extn.: 2224, 2213

9) **Student Grievances (SED)**
   - Asstt. Registrar (Student Grievance)
   - SED, Block-3, Room No. 13, IGNOU
   - Maidan Garhi, New Delhi-110068
   - E-mail: sregrievance@ignou.ac.in
   - Ph.: 29532294, 29535924 / Extn.: 1313
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>10)</td>
<td>Purchase of Audio/Video Tapes</td>
<td>Marketing Unit, EMPC, IGNOU Maidan Garhi, New Delhi – 110068</td>
</tr>
<tr>
<td>11)</td>
<td>Clarification Regarding Academic Content</td>
<td>CLIS Programme Coordinator Faculty of Library and Information Science School of Social Sciences IGNOU, Maidan Garhi, New Delhi-110068</td>
</tr>
<tr>
<td>12)</td>
<td>Student Support Services and Student Grievances, Pre-admission Inquiry of Various Courses in IGNOU</td>
<td>Regional Director, Student Service Centre IGNOU, Maidan Garhi, New Delhi - 110068 E-mail : <a href="mailto:ssc@ignou.ac.in">ssc@ignou.ac.in</a> Telephone Nos.: 29535714, 29533869, 2953380 Fax: 29533129</td>
</tr>
</tbody>
</table>
# SYLLABUS

**BLI-011 LIBRARIES: AN INTRODUCTION**

**BLOCK 1: LIBRARIES: BASICS AND CONTEXTS**

- Unit 1: Role of Libraries in Society
- Unit 2: Types of Libraries and their Functions
- Unit 3: Functional Unit and Operational Aspects
- Unit 4: Library Staff: Role and Responsibilities

**BLOCK 2: LIBRARY ROUTINES**

- Unit 5: Document Selection and Acquisition
- Unit 6: Physical Processing
- Unit 7: Library Records
- Unit 8: Library Maintenance

**BLII-012 DOCUMENT PROCESSING AND ORGANISATION**

**BLOCK 1: CLASSIFICATION**

- Unit 1: Basics of Classification
- Unit 2: Classifying Documents using DDC (Dewey Decimal Classification)

**BLOCK 2: CATALOGUING**

- Unit 3: Basics of Cataloguing
- Unit 4: Different Types of Selection Tools and their Importance

**BLOCK 3: FILING AND SHELVCING**

- Unit 5: Filing Rules
- Unit 6: Shelving and Shelf Rectification

**BLII-013 INFORMATION SOURCES AND SERVICES**

**BLOCK 1: INFORMATION SOURCES AND THEIR USE**

- Unit 1: Categories of Information Sources
- Unit 2: Types of Information Sources
BLOCK 2  LIBRARY SERVICES
Unit 3  Circulation Service
Unit 4  Reference Service
Unit 5  Awareness Service
Unit 6  User Orientation

BLII-014  ICT IN LIBRARIES

BLOCK 1  DIGITAL LITERACY
Unit 1  Computer Basics
Unit 2  Office Tools

BLOCK 2  LIBRARY AUTOMATION
Unit 3  House-Keeping Operations
Unit 4  Library Automation Packages

BLOCK 3  INTERNET TOOLS AND SERVICES
Unit 5  Internet Basics
Unit 6  Web Tools
Unit 7  Web-based Services
# LIST OF SOME USEFUL AUDIO/VIDEO PROGRAMMES

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Audio</th>
<th>Video</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLI-011</td>
<td>Library: Basic and Contexts</td>
<td>Book Trade in India</td>
<td>Birth of Public Library</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(Part I &amp; II)</td>
<td>Selection to Circulation</td>
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<td></td>
<td></td>
<td>Organising Technical Section</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Document Processing and Organisation</td>
<td>Universe of Subjects - Its Theory Structure and Development</td>
<td>Classification (Part I to 8)</td>
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<td></td>
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<td>Three Planes of Work</td>
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<td></td>
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<td>Dewey Decimal</td>
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<tr>
<td>BLII-012</td>
<td>History of MARC</td>
<td>History of MARC</td>
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<td></td>
<td>Subject Cataloguing: The Role of Thesaurus</td>
<td>The Role of Thesaurus</td>
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<td>AACR-11 (Parts 1 to 5)</td>
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</table>

For other videos programmes on CLIS Courses, kindly visit egyankosh.ac.in and also watch YouTube Videos given under SOSS of IGNOU.
SOME FORMS FOR YOUR USE

In this section we are enclosing the samples of some forms, which are useful to you. Whenever you have to correspond with the University, please get the photocopy of the relevant form, fill it carefully and send as per instructions therein.

Note: For Information on Regional Centres (RCs) and Study Centres (SCs) Visit IGNOU Website http://www.ignou.ac.in
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
ASSIGNMENTS REMITTANCE-CUM-ACKNOWLEDGEMENT FORM

<table>
<thead>
<tr>
<th>Enrolment No.:</th>
<th>Programme:</th>
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<tbody>
<tr>
<td>Name:</td>
<td></td>
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<tr>
<td>Course Code:</td>
<td>Medium: English/Hindi</td>
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<td>S.No.</td>
<td>Assignment No.</td>
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<td>St. No.:</td>
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<td>Date of Receipt:</td>
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<td>Name of Evaluator:</td>
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<td>Date of despatch</td>
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<td>Signature of the Student:</td>
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<td>Date:</td>
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Notes: 1. Submit this form to the coordinator of your study centre along with the assignment.
2. When you submit the assignment by post, enclose a self-addressed stamped envelop along with this.
CHANGE/CORRECTION OF ADDRESS

I request that all correspondence to be sent at the following address:

Enrolment No.  

Date of change effective from  

Write in BLOCK LETTERS only

<table>
<thead>
<tr>
<th>Name</th>
<th>Mr./Ms.</th>
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New Address  

Programme of Study  

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<th>Town</th>
<th>Pin</th>
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<table>
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<tr>
<th>State</th>
<th>Pin</th>
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Date: .................................  

Signature  

The filled up form should be mailed to:  

The Regional Director Concerned who will forward the request after verifying your signature to The Registrar,  
SED, IGNOU, Maidan Garhi, New Delhi-110068

(You are advised to use the photocopy of this proforma)
To
The Registrar,
MPDD, IGNOU
Maidan Garhi, New Delhi

Sub : Non-receipt of Study Material

Enrolment No. .................................................................
Programme ................................................................. Medium of Study .................................................................

I have not received the study Materials respect of the following :

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Course Code</th>
<th>Blocks</th>
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I have remitted all the dues towards the course fee and there is No change is my address given as follows :

Name and Address : ................................................................. Signature : .................................................................

................................................................. Date : .................................................................

.................................................................

.................................................................

For Official Use

Date of despatch of study material to students .................................................................
Note : Fee for duplicate grade card Rs.200/-. The duplicate grade card/mark sheet will be sent by Registered post.

The filled in form with the requisite fee is to be sent to:

The Registrar (Student Evaluation Division)
Indira Gandhi National Open University
Maidan Garhi,
New Delhi-110 068

Control No.................................................
COURSE RE-ADMISSION FORM

1. Name & Address of the Student: .................................................................................................................................
.................................................................................................................................................................
.................................................................................................................................................................

2. Programme Code: 

3. Enrol No. 

4. Regional Centre Code: 

5. Study Centre Code: 

6. Details of the Bank
   i) Name of the Bank ................................................................................................................ Place ..........................................
   ii) Bank Draft No. ................................................. Dated ..........................................
   iii) Amount Rs. .................................. (Rupees ..............................................................................

The students are advised to fill the boxes provided by indicating the details of courses they would like to re-register for:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Course Code</th>
<th>Title of the Course</th>
<th>Fee</th>
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Total Rs. 

Please send the Course Re-admission Form to Registrar SED along with a fee of Rs. 775/- per course. The fee is to be paid through demand draft drawn from any nationalised bank in favour of Indira Gandhi National Open University, New Delhi.

Signature of the student
To
The Regional Director

Sub.: 1. Change of Medium of Study
      2. Change of Courses of Study

Enrolment No.: [Redacted]

1. Change of Medium: From ___________________ to ___________________

2. Change of courses of study as per following details:

<table>
<thead>
<tr>
<th>Title of the Course offered at the time of Registration</th>
<th>Medium</th>
<th>New Course to be offered</th>
<th>Medium</th>
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Fee Details: Demand draft is to be made in the name of IGNOU payable at the city of your Regional Centre.

Demand Draft No. ____________________________________ Dated ___________________

Amount Rs. __________________ Drawn on __________________________

Signature:

Name _______________________

Address: _______________________

______________________________

Phone & Email __________________________
APPLICATION FORM FOR ISSUE OF PROVISIONAL CERTIFICATE

Enrolment No. ..............................................................................................................

Programme Title ...........................................................................................................

Regional Centre ...........................................................................................................

Name .............................................................................................................................

Father’s Name ..............................................................................................................

Month and year of last examination in which you have completed the Programme
.................................................................................................................................

Mailing Address ............................................................................................................
.................................................................................................................................
.................................................................................................................................
.................................................................................................................................
.................................................................................................................................

(Please Enclose a copy of your complete grade card.)

Filled in Application Form should be sent to:

The Registrar (Student Evaluation Division)
IGNOU,
Maidan Garhi,
New Delhi-110068

Date.................................................. ..............................................................................

Signature
APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPT

Name: ...........................................................................................................................................................................

Programme: ....................................................................................................................................................................

Enrolment No. ...............................................................................................................................................................

Address: ........................................................................................................................................................................
........................................................................................................................................................................
........................................................................................................................................................................

PIN: .............................................................................................................................................................................

Month and Year of the Exam: .......................................................................................................................................... 

Name of Exam Centre: ................................................................................................................................................

Centre Code: ............................................................................................................................................................

Course, in which Re-evaluation is sought

<table>
<thead>
<tr>
<th>COURSE CODE</th>
<th>TITLE OF THE COURSE</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Fee detail:
(The fee for Re-evaluation of answer script is Rs. 750/- per course, which is to be paid through demand draft drawn in favour of ‘IGNOU’ & payable at the City of Evaluation Centre)

No. of Course(s): ................. × Rs. 750/- = Total Amount: ......................

Demand Draft No. ..................... Date: .................................

Issuing Bank: ..............................

Date: .............................................. Signature of the student (P.T.O)
RULES & REGULATION FOR RE-EVALUATION OF ANSWER SCRIPTS

1) The request for re-evaluation by the student must be made before 31st March for December TEE and 30th September for June TEE or within one month of declaration of results, whichever is later.

2) The date of declaration of result will be calculated from the date on which the result are placed on the IGNOU website.

3) After re-evaluation, the better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered.

4) The revised marks/grade after re-evaluation shall be communicated to the student on receipt of re-evaluation result and result of re-evaluation will also made available on the IGNOU website at www.ignou.ac.in. The minimum time required for re-evaluation shall be 30 days from the date of receipt of application.

5) Re-evaluation is permissible in TEE only and not in the Project/Dissertation Practicals/Lab courses, Workshops, Assignments & Seminar etc.

6) On the top of the envelope containing the prescribed application form, please mention ‘APPLICATION FORM FOR RE-EVALUATION OF ANSWER SCRIPTS’

7) Application form must reach within the prescribed dates at the following address:-

<table>
<thead>
<tr>
<th>Sl.No.</th>
<th>Address of Evaluation Centre</th>
<th>Jurisdiction of Evaluation Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Dy. Registrar Evaluation Centre Block-5, IGNOU, Maidan Garhi New Delhi-110068</td>
<td>All Examination Centres within Delhi-1, Delhi-2, Delhi-3, All Schools and Divisions at Hqs.</td>
</tr>
<tr>
<td>2</td>
<td>Dy. Registrar Evaluation Centre, Periyar Thidal No.50, EVK Sampath Road Vepery Chennai – 600 007</td>
<td>All Examination Centres in Chennai, Hyderabad, Port Blair, Vijayawada, Trivandrum, Cochin, Bangalore, Madurai, Panaji, Nagpur and Sub-RC Vatakara.</td>
</tr>
<tr>
<td>3</td>
<td>Dy. Registrar Evaluation Centre IGNOU Regional Centre 2nd Floor, Bismauun Tower W. Gandhi Maidan, Patna -800 001</td>
<td>All Examination Centres in Patna, Raipur, Bhuvneshwar, Koraput, Siliguri and Raghunathganj.</td>
</tr>
<tr>
<td>5</td>
<td>Dy. Registrar Evaluation Centre, IGNOU Regional Centre, 1st Floor, MSFC Building 270, Senapati Bapat Road, Pune-411016</td>
<td>All Examination Centres in Pune, Ahmedabad, Bhopal, Jabalpur, Jaipur, Rajkot and Mumbai.</td>
</tr>
<tr>
<td>6</td>
<td>Dy. Registrar Evaluation Centre, IGNOU Regional Centre, H/No.71, GMC Road Christian Basti, Guwahati – 781 005</td>
<td>All Examination Centres in Guwahati, Itanagar, Imphal, Shilong, Agartala, Gangtok, Kohima and Aizwal.</td>
</tr>
<tr>
<td>7</td>
<td>Dy. Registrar Evaluation Centre IGNOU Regional Centre Bikash Bhavan, 4th Floor, North Block, Bidhan Nagar (Salt Lake City) Kolkata-700091.</td>
<td>All Examination Centres in Kolkata, Darbhanga and Ranchi.</td>
</tr>
</tbody>
</table>
Application Form for Issue of Migration Certificate

(To be filled in by the Applicant – Before filling in the form, see instruction on reverse)

1. Name :....................................................................................................................................
2. Father’s/Husband’s Name :...........................................................................................................
3. Address ........................................................................................................................................
.....................................................................................................................Pin ..........................
4. Particulars of last examination ......................................................................................................

<table>
<thead>
<tr>
<th>Examination Passed (Programme)</th>
<th>Year of Passing</th>
<th>Enrolment No.</th>
<th>Marks Obtained</th>
<th>Grades Obtained</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Name of the Regional Centre and Study Centre in which the Candidate is attached
....................................................................................................................................................
6. Name of the University to which the Candidate wants to migrate
....................................................................................................................................................

Draft Details

<table>
<thead>
<tr>
<th>Amount Rs.</th>
<th>D.D. No.</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>
Bank Name ____________________________ Place of Issue ______________________

(To be filled in by the Admissions Division)

1. The information furnished by Shri/Smt./Km. __________________________ is correct as per scholar register.
2. He/She may be issued the Migration Certificate applied for __________________________
   Date ________________ Dealing Assistant __________________ Section Officer ________________

I hereby declare that the information provided is correct to the best of my knowledge and I have paid all fee due to the University. In the event of any of the above information being found incorrect, the Certificate shall be liable to cancellation by the University.

Received the Migration Certificate No. _______________________ dated ___________

Date: __________________ Signature of the Applicant
INSTRUCTIONS

1. A fee of Rs. 500/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at concerned Regional Centre/City.

2. At the time of submission of the application for issue of Migration Certificate the student should attach xerox copy of consolidated Statement of Marks of Provisional Certificate issued by this University (duly attested) for verification.

3. Duplicate Migration Certificate can be issued on payment of Rs. 500/- only in case it has been lost, destroyed or mutilated on submission of an Affidavit drawn up on a non-judicial stamp paper of the value of Rs. 10/- to be sworn before a Magistrate on the following format.

“I, ___________________________________ Son/daughter/wife of _________________________ resident of _________________________ hereby solemnly declare that the Migration Certificate No. _________________ dated __________ issued to me by the ___________________________ to enable me to join _____________________________ University has been lost and I did not join any other University on the basis of the same nor have I submitted the same for joining any other University. In case the lost Migration Certificate is found, I shall deposit the same to the University”.
Information for Statistical Purpose, Students are required to fill-up this Annexure Compulsorily

1. Name of Student: ........................................................................................................................................

2. Enrolment No. ........................................................................................................................................

3. Programme Code: ................................................................................................................................

4. Category: (Cross (√) the appropriate Box only)
   - [ ] General
   - [ ] SC
   - [ ] ST
   - [ ] OBC

5. Whether Kashmiri Migrant: (Cross (√) if applicable):  

6. Whether Physically handicapped: (Cross (√) if applicable): 

7. Whether minority: (Cross (√) if applicable): 

8. Social Status: (Cross (√) if applicable Box only)
   - [ ] Ex-serviceman
   - [ ] War-widow
   - [ ] Not applicable

9. Employment Status: (Cross (√) if applicable Box only)
   - [ ] Unemployed
   - [ ] Employed
   - [ ] IGNOU Employee
   - [ ] KVS Employee

10. Religion: (Cross (√) if applicable Box only)
    - [ ] Hindu
    - [ ] Muslim
    - [ ] Christian
    - [ ] Sikh
    - [ ] Jain
    - [ ] Buddhist
    - [ ] Parsi
    - [ ] Jews
    - [ ] Others

(please specify ________________)

11. Details of Scholarship being received, if any.
    (a) Amount (Annually)
        Rs. 
    (b) Govt./Deptt.
        Rs. 
    (c) Family income (yearly)
        Rs. 

IGNOU POLICY FOR PREVENTION, PROHIBITION AND PUNISHMENT OF SEXUAL HARASSMENT OF WOMEN AT THE WORKPLACE

IGNOU has adopted a policy for the prevention, prohibition and punishment of sexual harassment of women at workplace in compliance to the directive of Hon'ble Supreme Court of India.

Information on this policy, rules and procedures can be accessed from the IGNOU website [www.ignou.ac.in](http://www.ignou.ac.in). Any incident of sexual harassment may be reported to the Regional Director of the Regional Centre, you are attached to or to any of the persons whose contact details are given in the following table.

I. **IGNOU REGIONAL SERVICES DIVISION COMMITTEE AGAINST SEXUAL HARASSMENT (RSDCASH)**

| 1 | Dr. Bini Toms, RSD, Chairperson RSDCASH | 29572407/2505 | isdcash@ignou.ac.in |
| 2 | Dr. G. Mythili, Dy. Director, STRIDE | 29572604 | gmythili@ignou.ac.in |
| 3 | Ms. Azra Arshad, Maintenance, Engineer EMPC | 29573261/29532164 | aarshad@ignou.ac.in |
| 4 | Ms. Neeru Sayal, EA, RSD | 29572417 | neerusayal15@gmail.com |
| 5 | Dr. Radhika Menon, Asst. Professor, Mata Sundari College (Delhi University) |  | |

II. **IGNOU COMMITTEE AGAINST SEXUAL HARASSMENT (ICASH)**

| 1 | Prof. Uma Medury, Professor, SOSS, Chairperson ICASH | 29572741 | cash@ignou.ac.in |
| 2 | Dr. Gurmeet Kaur, Associate Professor, SOL | 29572984 | gurmeetkaur@ignou.ac.in |
| 3 | Dr. Neera Singh, Associate Professor, SOH | 29572790 | neerasingh@ignou.ac.in |
| 4 | Dr. Rakhi Sharma, Director, SOET | 29572923 | rakhisharma@ignou.ac.in |
| 5 | Ms. Renu Katyal, AR, SOA | 29572977 | renu@ignou.ac.in |
| 6 | Mr. P.T. Raveendran, AR, F&A | 29571211 | ptraveendran@ignou.ac.in |
| 7 | Ms. Rashmi Sarpal, PS, SOSS | 29572702 | rashmisarpal@ignou.ac.in |
| 8 | Ms. Parineeta, Assistant, SOTHSM | 29571751/1758 | parinita@ignou.ac.in |
| 9 | Dr. Neeraja Singh, Associate Professor (in History), Satyawati College, DU, New Delhi |  | |
| 10 | Dr. Bani Bora, Social & Development Research and Action Group) SADRAG, Noida (U.P.) |  | |
| 11 | Ms. Swati Pal-Ph. D. in Chemistry |  | |

III. **IGNOU APEX COMMITTEE AGAINST SEXUAL HARASSMENT (ACASH)**

| 1 | Prof. Anju Sehgal Gupta, Professor, SOH Chairperson ACASH | 29532054 | asgupta@ignou.ac.in |
| 2 | Ms. Kailash Saluja, AR, MPDD | 29572006/2030 | kailashsaluja@ignou.c.in |
| 3 | Ms. Gazala Parven, Prod. Asst. EMPC | 29573366 | ghazala.syed.mail@gmail.com |
| 4 | Prof. Jayantika Dutta, Lady Irwin College |  | |

Regional Centre Committee against Sexual Harassment (RCCASH) has been constituted at each Regional Centre.

For Complaints please write to:
Address at IGNOU (Hqrs.):
Chairperson, RSDCASH, Regional Services Division, Indira Gandhi National Open University, Maidan Garhi, New Delhi-110 068
Email: [rsdcash@ignou.ac.in](mailto:rsdcash@ignou.ac.in)
OR
Address at your Regional Centre:
Chairperson, Regional Centre Committee against Sexual Harassment (RCCASH) (Address of your Regional Centre).
Indira Gandhi National Open University
Student Satisfaction Survey

Kind Attention: All Past and Present Students of IGNOU!
Now you rank our Performance...

Dear Student,
As the largest distance education institution in the world. We have always endeavoured to imbibe values and skills for the development of knowledge and competencies. And it is our belief that you as the former or present student are the best person to judge how far we have succeeded in our efforts. To gain your invaluable impression, we present here a short questionnaire. All you have to do is fill it and mail it back to us. You can also fill this questionnaire online by logging on to www.ignou.ac.in. Your invaluable inputs shall guide us towards a direction where we shall improve our services and evolve more student-friendly study programmes.

Vice-Chancellor, IGNOU.

<table>
<thead>
<tr>
<th>Enrolment No.</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Gender : M F</td>
<td>Age Group : Below 30 31-40 41-50 Above 51</td>
</tr>
<tr>
<td>Programme of Study</td>
<td>Year of Enrolment</td>
</tr>
<tr>
<td>Regional Centre</td>
<td>State</td>
</tr>
</tbody>
</table>

Please Indicate your satisfaction level by putting a tick mark on your choice.

<table>
<thead>
<tr>
<th>Serial No.</th>
<th>Questions</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Average</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Concepts are clearly explained in the printed learning material</td>
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<td>2.</td>
<td>The learning materials were received in time</td>
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<td>3.</td>
<td>Supplementary study material (like video/audio) available</td>
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<tr>
<td>4.</td>
<td>Academic counsellors explain the concepts clearly</td>
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<td>5.</td>
<td>The counselling sessions were interactive</td>
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<td>6.</td>
<td>Changes in the counselling schedule were communicated to you on time</td>
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<td>7.</td>
<td>Examination procedures were clearly given to you</td>
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<td>8.</td>
<td>Personnel in the study centres are helpful</td>
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<tr>
<td>9.</td>
<td>Academic counselling sessions are well organised</td>
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<td>10.</td>
<td>Guidance from the Programme Coordinators and Teachers from the School</td>
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<tr>
<td>11.</td>
<td>Assignments are returned in time</td>
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<tr>
<td>12.</td>
<td>Feedback on the assignments helped in clarifying the concepts</td>
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<tr>
<td>13.</td>
<td>Project proposals are clearly marked and discussed</td>
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<td>14.</td>
<td>Studying in this programme provided the knowledge of the subject</td>
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<td>15.</td>
<td>Results and grade card of the examination were provided on time</td>
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<tr>
<td>16.</td>
<td>Overall, I am satisfied with the programme</td>
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</tbody>
</table>

After filling cut out this questionnaire and mail it to:
STRIDE, Block-14, IGNOU, Maidan Garhi, New Delhi-110 068