

Monthly Monitoring Report – **February 2019**

Compiled by:

Regional Services Division, IGNOU HQ, New Delhi

Overall Picture

| | |
|--|---------|
| Activities under Advocacy and Promotion | 484 |
| Activities performed across Regional Centres | 649070 |
| Activities performed at Learner Support Centres | 13383 |
| Number of Learner Queries Handled | 183378 |
| Number of activities performed related to Research and Development | 117 |
| Activities performed with the help of MeLT Bus/Van | 1 |
| Number of SMS sent towards strengthening of the Learner Support Services | 1312862 |

Overall Picture of All Regional Centre's Across Various Parameters

| PART I- ACADEMIC ACTIVITIES | TOTAL |
|---|---------------|
| A. Advocacy and Promotion | |
| Liasoning with Central /State Government Departments for land/building and other collaborative projects | 30 |
| Liasoning with Central /State Government Departments for collaborative projects, if any | 56 |
| Awareness Programme organized with students of Colleges for the promotion of IGNOU Programmes | 75 |
| Meeting arranged at Central/ State Units for creating awareness of IGNOU programmes | 29 |
| Awareness meeting for special drive SC/ST, transgender, weavers and other privileged group | 13 |
| Meeting with NGO's and other State Units for promoting BPP/BDP | 7 |
| Participation in Exhibitions, job fair, placement meetings etc | 10 |
| Number of press releases/ media publicity released | 264 |
| TOTAL | 484 |
| B. Activities at the Regional Centre | |
| Academic Counsellors Orientation Programme(s) organized by Regional Centre | 11 |
| Coordinators Meeting | 20 |
| Study Centre Staff Orientation Programme Organized by Regional Centre | 21 |
| Name (Programme Code) and Number of Programmes for which Project viva – voce held at Regional Centre | 76 |
| Number of Grievance Redressal Camp(s) organized at the Regional Centre | 21 |
| Number of visits to Examination Centres | 26 |
| Number of visits performed related to Monitoring of the activities of BPCCHN project | 32 |
| Number of New Study Centre Proposals sent to HQ | 39 |
| No of New Programmes Activation Proposals sent to HQ | 36 |
| Number of New Academic Counsellors Empanelment sent to School(s) | 558 |
| Number of New Counsellors added in the RSD portal | 593 |
| Monitoring of the 2% Assignments (Programme Wise) of the Study Centre(s) | 3107 |
| Number of Assignment Awards received at the Regional Centre | 670648 |
| Number of Assignment Awards entered online at Regional Centre (Cumulative-TEE Dec 219) | 644530 |
| TOTAL : | 649070 |
| C. Activities at the Learner Support Centres | |
| Induction Meeting(s) | 31 |
| Monitoring of Learner Support Centres | 95 |
| Face to Face Counselling sessions held at the study centres | 9073 |
| Practical Counselling Sessions held at the study centres | 4046 |
| Grievance Redressal Camp(s) organized at the Study Centre | 138 |
| TOTAL : | 13383 |
| D. Learner / other Queries Handled | |
| Post | 12674 |

| | |
|---|---------------|
| Email | 23941 |
| Phone | 57207 |
| IGram | 7801 |
| Face to Face | 80136 |
| Face Book, if applicable | 1582 |
| Twitter, if applicable | 0 |
| RTI | 28 |
| Court Cases | 9 |
| TOTAL : | 183378 |
| E. Research and Academic Development Activities | |
| Systemic Research Activity (ies) performed on strengthening of the Open and Distance Learning | 8 |
| Research Article Published | 10 |
| Conference Organized | 1 |
| Conference Attended | 27 |
| Faculty Development Programme(s) Organized | 0 |
| Faculty Development Programme(s) Attended | 5 |
| Participation in Interactive Radio Counseling Session (Gyan Vani/ AIR) | 36 |
| Participation in Doordarshan/ Other Electronic Media Channel programmes | 8 |
| Participation in Phone in Programmes on Career Counselling Organized by Print Media | 2 |
| Any other Activity... | 20 |
| TOTAL : | 117 |
| F. Utilization of MeLT Bus/Van (wherever it is given by the University) | |
| Support in Counselling Sessions | 0 |
| Digital Literacy for Rural Population | 1 |
| Mobile Study Centre activity (ies) | 0 |
| Any other... | 0 |
| TOTAL : | 1 |
| G. Utilization of the SMS Service for Learner Support | |
| Information regarding IGNOU programmes for New Admission | 167506 |
| Information regarding deficiency in the Fresh Admission Forms | 84644 |
| Information regarding Confirmation of New Admission | 19437 |
| Information regarding Induction Meeting | 9031 |
| Information regarding Face to Face Counseling schedule | 38143 |
| Information regarding collection of study material | 60387 |
| Information regarding submission of Assignment | 39504 |
| Information regarding Term End Examination Hall Ticket | 5774 |
| Information regarding Practical Examinations | 2784 |
| Information regarding Project Viva Voce, workshop | 937 |
| Information regarding declaration of the term end examination result | 9831 |
| Information regarding submission of the Re Registration form | 46815 |
| Information regarding placement activities | 569059 |
| Information regarding convocation/degree | 88796 |
| Any other (Innovation Club Open Session-cum-Enrichment session) | 170214 |

| | | |
|---|----------------|----------------|
| | TOTAL : | 1312862 |
| H. Other Activities at Regional Centre | | |
| Digital Initiatives | | 6 |
| Unnat Bharat Abhiyaan /Village Adoption Activity(ies) | | 17 |
| Swachh Bharat Abhiyaan Activity(ies) | | 6 |
| Any other..... | | 13 |
| | TOTAL : | 42 |

ACADEMIC ACTIVITIES

Regional Centre wise Advocacy and Promotional Activities

| S.No. | Regional Centre | Advocacy and Promotion (Awareness Progrqmmes/ Promotional Meetings etc) | % of Total |
|-------|-----------------|---|------------|
| 1 | Agartala | 8 | 1.65 |
| 2 | Ahmedabad | 3 | 0.62 |
| 3 | Aizwal | 11 | 2.27 |
| 4 | Aligarh | 1 | 0.21 |
| 5 | Bangalore | 10 | 2.07 |
| 6 | Bhagalpur | 1 | 0.21 |
| 7 | Bhopal | 7 | 1.45 |
| 8 | Bhubneswar | 36 | 7.44 |
| 9 | Bijapur | 7 | 1.45 |
| 10 | Chandigarh | 9 | 1.86 |
| 11 | Chennai | 8 | 1.65 |
| 12 | Cochin | 11 | 2.27 |
| 13 | Darbhangha | 0 | 0.00 |
| 14 | Dehradun | 5 | 1.03 |
| 15 | Delhi-1 | 7 | 1.45 |
| 16 | Delhi-2 | 1 | 0.21 |
| 17 | Delhi-3 | 2 | 0.41 |
| 18 | Deoghar | 1 | 0.21 |
| 19 | Gangtok | 3 | 0.62 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 12 | 2.48 |
| 22 | Imphal | 2 | 0.41 |
| 23 | Itanagar | 2 | 0.41 |
| 24 | Jabalpur | 5 | 1.03 |
| 25 | Jaipur | 28 | 5.79 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 24 | 4.96 |
| 28 | Jorhat | 0 | 0.00 |
| 29 | Karnal | 14 | 2.89 |
| 30 | Khanna | 3 | 0.62 |
| 31 | Kohima | 0 | 0.00 |
| 32 | Kolkata | 1 | 0.21 |
| 33 | Koraput | 0 | 0.00 |
| 34 | Lucknow | 17 | 3.51 |
| 35 | Madurai | 13 | 2.69 |
| 36 | Mumbai | 2 | 0.41 |
| 37 | Nagpur | 20 | 4.13 |
| 38 | Noida | 5 | 1.03 |
| 39 | Panaji | 1 | 0.21 |
| 40 | Patna | 43 | 8.88 |
| 41 | Port Blair | 55 | 11.36 |

| | | | |
|----|------------------|------------|---------------|
| 42 | Pune | 0 | 0.00 |
| 43 | Raghunathganj | 0 | 0.00 |
| 44 | Raipur | 7 | 1.45 |
| 45 | Rajkot | 4 | 0.83 |
| 46 | Ranchi | 21 | 4.34 |
| 47 | Saharsa | 10 | 2.07 |
| 48 | Shillong | 2 | 0.41 |
| 49 | Shimla | 4 | 0.83 |
| 50 | Siliguri | 1 | 0.21 |
| 51 | Srinagar | 16 | 3.31 |
| 52 | Thiruvanthapuram | 7 | 1.45 |
| 53 | Varanasi | 12 | 2.48 |
| 54 | Vatakara | 5 | 1.03 |
| 55 | Vijayawada | 5 | 1.03 |
| 56 | Vishakhapatnam | 12 | 2.48 |
| | TOTAL | 484 | 100.00 |

Regional Centre wise Research and Academic Development Activities

| S.No. | Regional Centre | Research and Development Activities (Articles, Conference etc) | %Total |
|-------|-----------------|--|--------|
| 1 | AGARTALA | 0 | 0.00 |
| 2 | Ahmedabad | 0 | 0.00 |
| 3 | Aizwal | 0 | 0.00 |
| 4 | Aligarh | 1 | 0.85 |
| 5 | Bangalore | 2 | 1.71 |
| 6 | Bhagalpur | 0 | 0.00 |
| 7 | Bhopal | 1 | 0.85 |
| 8 | Bhubneswar | 1 | 0.85 |
| 9 | Bijapur | 1 | 0.85 |
| 10 | Chandigarh | 2 | 1.71 |
| 11 | Chennai | 0 | 0.00 |
| 12 | Cochin | 5 | 4.27 |
| 13 | Darbhanga | 0 | 0.00 |
| 14 | Dehradun | 3 | 2.56 |
| 15 | Delhi-1 | 7 | 5.98 |
| 16 | Delhi-2 | 4 | 3.42 |
| 17 | Delhi-3 | 3 | 2.56 |
| 18 | Deoghar | 1 | 0.85 |
| 19 | Gangtok | 0 | 0.00 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 5 | 4.27 |
| 22 | Imphal | 0 | 0.00 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 1 | 0.85 |
| 25 | Jaipur | 7 | 5.98 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 3 | 2.56 |
| 28 | Jorhat | 0 | 0.00 |
| 29 | Karnal | 0 | 0.00 |
| 30 | Khanna | 1 | 0.85 |
| 31 | Kohima | 0 | 0.00 |
| 32 | Kolkata | 0 | 0.00 |
| 33 | Koraput | 2 | 1.71 |
| 34 | Lucknow | 3 | 2.56 |
| 35 | Madurai | 7 | 5.98 |
| 36 | Mumbai | 4 | 3.42 |
| 37 | Nagpur | 16 | 13.68 |
| 38 | Noida | 0 | 0.00 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 1 | 0.85 |
| 41 | Port Blair | 7 | 5.98 |

| | | | |
|----|------------------|------------|---------------|
| 42 | Pune | 2 | 1.71 |
| 43 | Raghunathganj | 0 | 0.00 |
| 44 | Raipur | 0 | 0.00 |
| 45 | Rajkot | 3 | 2.56 |
| 46 | Ranchi | 0 | 0.00 |
| 47 | Saharsa | 0 | 0.00 |
| 48 | Shillong | 1 | 0.85 |
| 49 | Shimla | 0 | 0.00 |
| 50 | Siliguri | 0 | 0.00 |
| 51 | Srinagar | 2 | 1.71 |
| 52 | Thiruvanthapuram | 0 | 0.00 |
| 53 | Varanasi | 11 | 9.40 |
| 54 | Vatakara | 4 | 3.42 |
| 55 | Vijayawada | 2 | 1.71 |
| 56 | Vishakhapatnam | 4 | 3.42 |
| | TOTAL | 117 | 100.00 |

Regional Centre wise LSC Monitoring Visits

| S.No. | RC Name | LSC Monitoring Visits | %of Total Monitoring Visits |
|-------|---------------|-----------------------|-----------------------------|
| 1 | AGARTALA | 11 | 11.58 |
| 2 | Ahmedabad | 0 | 0.00 |
| 3 | Aizwal | 0 | 0.00 |
| 4 | Aligarh | 7 | 7.37 |
| 5 | Bangalore | 4 | 4.21 |
| 6 | Bhagalpur | 0 | 0.00 |
| 7 | Bhopal | 0 | 0.00 |
| 8 | Bhubneswar | 2 | 2.11 |
| 9 | Bijapur | 2 | 2.11 |
| 10 | Chandigarh | 0 | 0.00 |
| 11 | Chennai | 0 | 0.00 |
| 12 | Cochin | 1 | 1.05 |
| 13 | Darbhanga | 0 | 0.00 |
| 14 | Dehradun | 2 | 2.11 |
| 15 | Delhi-1 | 4 | 4.21 |
| 16 | Delhi-2 | 6 | 6.32 |
| 17 | Delhi-3 | 1 | 1.05 |
| 18 | Deoghar | 2 | 2.11 |
| 19 | Gangtok | 1 | 1.05 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 3 | 3.16 |
| 22 | Imphal | 0 | 0.00 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 0 | 0.00 |
| 25 | Jaipur | 0 | 0.00 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 0 | 0.00 |
| 28 | Jorhat | 3 | 3.16 |
| 29 | Karnal | 2 | 2.11 |
| 30 | Khanna | 0 | 0.00 |
| 31 | Kohima | 2 | 2.11 |
| 32 | Kolkata | 4 | 4.21 |
| 33 | Koraput | 0 | 0.00 |
| 34 | Lucknow | 0 | 0.00 |
| 35 | Madurai | 0 | 0.00 |
| 36 | Mumbai | 0 | 0.00 |
| 37 | Nagpur | 0 | 0.00 |
| 38 | Noida | 2 | 2.11 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 0 | 0.00 |
| 41 | Port Blair | 2 | 2.11 |
| 42 | Pune | 0 | 0.00 |
| 43 | Raghunathganj | 0 | 0.00 |

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|----|------------------|-----------|---------------|
| 44 | Raipur | 1 | 1.05 |
| 45 | Rajkot | 0 | 0.00 |
| 46 | Ranchi | 9 | 9.47 |
| 47 | Saharsa | 1 | 1.05 |
| 48 | Shillong | 2 | 2.11 |
| 49 | Shimla | 0 | 0.00 |
| 50 | Siliguri | 1 | 1.05 |
| 51 | Srinagar | 5 | 5.26 |
| 52 | Thiruvanthapuram | 2 | 2.11 |
| 53 | Varanasi | 5 | 5.26 |
| 54 | Vatakara | 0 | 0.00 |
| 55 | Vijayawada | 1 | 1.05 |
| 56 | Vishakhapatnam | 7 | 7.37 |
| | TOTAL | 95 | 100.00 |

**Regional Centre wise Coordinators Meet, Academic Counselors/ LSC Staff
Orientation Prog**

| S.No. | RC Name | Activities | %of Total Activities |
|-------|------------|------------|----------------------|
| 1 | AGARTALA | 0 | 0.00 |
| 2 | Ahmedabad | 2 | 3.85 |
| 3 | Aizwal | 0 | 0.00 |
| 4 | Aligarh | 0 | 0.00 |
| 5 | Bangalore | 0 | 0.00 |
| 6 | Bhagalpur | 0 | 0.00 |
| 7 | Bhopal | 0 | 0.00 |
| 8 | Bhubneswar | 0 | 0.00 |
| 9 | Bijapur | 1 | 1.92 |
| 10 | Chandigarh | 3 | 5.77 |
| 11 | Chennai | 3 | 5.77 |
| 12 | Cochin | 3 | 5.77 |
| 13 | Darbhanga | 1 | 1.92 |
| 14 | Dehradun | 0 | 0.00 |
| 15 | Delhi-1 | 1 | 1.92 |
| 16 | Delhi-2 | 2 | 3.85 |
| 17 | Delhi-3 | 0 | 0.00 |
| 18 | Deoghar | 1 | 1.92 |
| 19 | Gangtok | 0 | 0.00 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 2 | 3.85 |
| 22 | Imphal | 6 | 11.54 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 0 | 0.00 |
| 25 | Jaipur | 0 | 0.00 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 16 | 30.77 |
| 28 | Jorhat | 0 | 0.00 |
| 29 | Karnal | 0 | 0.00 |
| 30 | Khanna | 0 | 0.00 |
| 31 | Kohima | 0 | 0.00 |
| 32 | Kolkata | 0 | 0.00 |
| 33 | Koraput | 0 | 0.00 |
| 34 | Lucknow | 0 | 0.00 |
| 35 | Madurai | 0 | 0.00 |
| 36 | Mumbai | 0 | 0.00 |
| 37 | Nagpur | 0 | 0.00 |
| 38 | Noida | 0 | 0.00 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 1 | 1.92 |
| 41 | Port Blair | 0 | 0.00 |
| 42 | Pune | 0 | 0.00 |

| | | | |
|----|------------------|-----------|---------------|
| 43 | Raghunathganj | 0 | 0.00 |
| 44 | Raipur | 0 | 0.00 |
| 45 | Rajkot | 1 | 1.92 |
| 46 | Ranchi | 2 | 3.85 |
| 47 | Saharsa | 0 | 0.00 |
| 48 | Shillong | 0 | 0.00 |
| 49 | Shimla | 0 | 0.00 |
| 50 | Siliguri | 0 | 0.00 |
| 51 | Srinagar | 1 | 1.92 |
| 52 | Thiruvanthapuram | 1 | 1.92 |
| 53 | Varanasi | 0 | 0.00 |
| 54 | Vatakara | 0 | 0.00 |
| 55 | Vijayawada | 0 | 0.00 |
| 56 | Vishakhapatnam | 5 | 9.62 |
| | TOTAL | 52 | 100.00 |

Regional Centre wise Academic Counseling

| S.No. | RC Name | Activities | %of Total Activities |
|-------|---------------|------------|----------------------|
| 1 | AGARTALA | 0 | 0.00 |
| 2 | Ahmedabad | 0 | 0.00 |
| 3 | Aizwal | 70 | 0.77 |
| 4 | Aligarh | 194 | 2.14 |
| 5 | Bangalore | 37 | 0.41 |
| 6 | Bhagalpur | 15 | 0.17 |
| 7 | Bhopal | 20 | 0.22 |
| 8 | Bhubneswar | 60 | 0.66 |
| 9 | Bijapur | 0 | 0.00 |
| 10 | Chandigarh | 45 | 0.50 |
| 11 | Chennai | 265 | 2.92 |
| 12 | Cochin | 234 | 2.58 |
| 13 | Darbhangha | 247 | 2.72 |
| 14 | Dehradun | 75 | 0.83 |
| 15 | Delhi-1 | 2301 | 25.36 |
| 16 | Delhi-2 | 1180 | 13.01 |
| 17 | Delhi-3 | 0 | 0.00 |
| 18 | Deoghar | 127 | 1.40 |
| 19 | Gangtok | 24 | 0.26 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 130 | 1.43 |
| 22 | Imphal | 0 | 0.00 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 195 | 2.15 |
| 25 | Jaipur | 155 | 1.71 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 0 | 0.00 |
| 28 | Jorhat | 177 | 1.95 |
| 29 | Karnal | 0 | 0.00 |
| 30 | Khanna | 327 | 3.60 |
| 31 | Kohima | 0 | 0.00 |
| 32 | Kolkata | 1012 | 11.15 |
| 33 | Koraput | 65 | 0.72 |
| 34 | Lucknow | 0 | 0.00 |
| 35 | Madurai | 8 | 0.09 |
| 36 | Mumbai | 146 | 1.61 |
| 37 | Nagpur | 0 | 0.00 |
| 38 | Noida | 480 | 5.29 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 341 | 3.76 |
| 41 | Port Blair | 4 | 0.04 |
| 42 | Pune | 0 | 0.00 |
| 43 | Raghunathganj | 325 | 3.58 |

| | | | |
|----|------------------|-------------|---------------|
| 44 | Raipur | 0 | 0.00 |
| 45 | Rajkot | 0 | 0.00 |
| 46 | Ranchi | 103 | 1.14 |
| 47 | Saharsa | 0 | 0.00 |
| 48 | Shillong | 0 | 0.00 |
| 49 | Shimla | 0 | 0.00 |
| 50 | Siliguri | 0 | 0.00 |
| 51 | Srinagar | 220 | 2.42 |
| 52 | Thiruvanthapuram | 0 | 0.00 |
| 53 | Varanasi | 52 | 0.57 |
| 54 | Vatakara | 329 | 3.63 |
| 55 | Vijayawada | 0 | 0.00 |
| 56 | Vishakhapatnam | 110 | 1.21 |
| | TOTAL | 9073 | 100.00 |

Regional Centre wise Assignment Monitoring

| S.No. | RC Name | Activities | %of Total Activities |
|-------|---------------|------------|----------------------|
| 1 | AGARTALA | 0 | 0.00 |
| 2 | Ahmedabad | 0 | 0.00 |
| 3 | Aizwal | 0 | 0.00 |
| 4 | Aligarh | 0 | 0.00 |
| 5 | Bangalore | 76 | 2.45 |
| 6 | Bhagalpur | 0 | 0.00 |
| 7 | Bhopal | 0 | 0.00 |
| 8 | Bhubneswar | 0 | 0.00 |
| 9 | Bijapur | 0 | 0.00 |
| 10 | Chandigarh | 0 | 0.00 |
| 11 | Chennai | 0 | 0.00 |
| 12 | Cochin | 15 | 0.48 |
| 13 | Darbhanga | 0 | 0.00 |
| 14 | Dehradun | 30 | 0.97 |
| 15 | Delhi-1 | 0 | 0.00 |
| 16 | Delhi-2 | 47 | 1.51 |
| 17 | Delhi-3 | 0 | 0.00 |
| 18 | Deoghar | 25 | 0.80 |
| 19 | Gangtok | 0 | 0.00 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 0 | 0.00 |
| 22 | Imphal | 0 | 0.00 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 11 | 0.35 |
| 25 | Jaipur | 4 | 0.13 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 0 | 0.00 |
| 28 | Jorhat | 0 | 0.00 |
| 29 | Karnal | 0 | 0.00 |
| 30 | Khanna | 0 | 0.00 |
| 31 | Kohima | 4 | 0.13 |
| 32 | Kolkata | 2855 | 91.89 |
| 33 | Koraput | 0 | 0.00 |
| 34 | Lucknow | 0 | 0.00 |
| 35 | Madurai | 0 | 0.00 |
| 36 | Mumbai | 0 | 0.00 |
| 37 | Nagpur | 0 | 0.00 |
| 38 | Noida | 0 | 0.00 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 0 | 0.00 |
| 41 | Port Blair | 0 | 0.00 |
| 42 | Pune | 0 | 0.00 |
| 43 | Raghunathganj | 0 | 0.00 |

| | | | |
|----|------------------|-------------|---------------|
| 44 | Raipur | 0 | 0.00 |
| 45 | Rajkot | 3 | 0.10 |
| 46 | Ranchi | 37 | 1.19 |
| 47 | Saharsa | 0 | 0.00 |
| 48 | Shillong | 0 | 0.00 |
| 49 | Shimla | 0 | 0.00 |
| 50 | Siliguri | 0 | 0.00 |
| 51 | Srinagar | 0 | 0.00 |
| 52 | Thiruvanthapuram | 0 | 0.00 |
| 53 | Varanasi | 0 | 0.00 |
| 54 | Vatakara | 0 | 0.00 |
| 55 | Vijayawada | 0 | 0.00 |
| 56 | Vishakhapatnam | 0 | 0.00 |
| | TOTAL | 3107 | 100.00 |

**LEARNER SUPPORT
&
GRIEVANCE REDRESSAL**

Regional Centre wise Learner Queries Handled

| S.No. | Regional Centre | Learner Queries Handled (Email/Phone/FB etc) | % of Total |
|-------|-----------------|---|------------|
| 1 | AGARTALA | 576 | 0.31 |
| 2 | Ahmedabad | 1032 | 0.56 |
| 3 | Aizwal | 267 | 0.15 |
| 4 | Aligarh | 570 | 0.31 |
| 5 | Bangalore | 3679 | 2.01 |
| 6 | Bhagalpur | 0 | 0.00 |
| 7 | Bhopal | 837 | 0.46 |
| 8 | Bhubneswar | 2947 | 1.61 |
| 9 | Bijapur | 626 | 0.34 |
| 10 | Chandigarh | 6372 | 3.47 |
| 11 | Chennai | 2235 | 1.22 |
| 12 | Cochin | 2661 | 1.45 |
| 13 | Darbhanga | 1374 | 0.75 |
| 14 | Dehradun | 2175 | 1.19 |
| 15 | Delhi-1 | 14281 | 7.79 |
| 16 | Delhi-2 | 26418 | 14.41 |
| 17 | Delhi-3 | 20970 | 11.44 |
| 18 | Deoghar | 3379 | 1.84 |
| 19 | Gangtok | 1408 | 0.77 |
| 20 | Guwahati | 1903 | 1.04 |
| 21 | Hyderabad | 6908 | 3.77 |
| 22 | Imphal | 40 | 0.02 |
| 23 | Itanagar | 8158 | 4.45 |
| 24 | Jabalpur | 383 | 0.21 |
| 25 | Jaipur | 2589 | 1.41 |
| 26 | Jammu | 197 | 0.11 |
| 27 | Jodhpur | 1467 | 0.80 |
| 28 | Jorhat | 1843 | 1.01 |
| 29 | Karnal | 3472 | 1.89 |
| 30 | Khanna | 733 | 0.40 |
| 31 | Kohima | 1145 | 0.62 |
| 32 | Kolkata | 7518 | 4.10 |
| 33 | Koraput | 896 | 0.49 |
| 34 | Lucknow | 2425 | 1.32 |
| 35 | Madurai | 413 | 0.23 |
| 36 | Mumbai | 4066 | 2.22 |
| 37 | Nagpur | 1951 | 1.06 |
| 38 | Noida | 4968 | 2.71 |
| 39 | Panaji | 3010 | 1.64 |
| 40 | Patna | 3658 | 1.99 |
| 41 | Port Blair | 1172 | 0.64 |
| 42 | Pune | 1 | 0.00 |

| | | | |
|----|------------------|---------------|---------------|
| 43 | Raghunathganj | 1065 | 0.58 |
| 44 | Raipur | 944 | 0.51 |
| 45 | Rajkot | 272 | 0.15 |
| 46 | Ranchi | 7228 | 3.94 |
| 47 | Saharsa | 680 | 0.37 |
| 48 | Shillong | 64 | 0.03 |
| 49 | Shimla | 2471 | 1.35 |
| 50 | Siliguri | 3812 | 2.08 |
| 51 | Srinagar | 1833 | 1.00 |
| 52 | Thiruvanthapuram | 7762 | 4.23 |
| 53 | Varanasi | 2289 | 1.25 |
| 54 | Vatakara | 2599 | 1.42 |
| 55 | Vijayawada | 882 | 0.48 |
| 56 | Vishakhapatnam | 754 | 0.41 |
| | TOTAL | 183378 | 100.00 |

Regional Centre wise SMS Utilisation

| S.No. | Regional Centre | Use of SMS for learner support | % Total |
|-------|-----------------|--------------------------------|---------|
| 1 | AGARTALA | 5192 | 0.40 |
| 2 | Ahmedabad | 17 | 0.00 |
| 3 | Aizwal | 1113 | 0.08 |
| 4 | Aligarh | 4806 | 0.37 |
| 5 | Bangalore | 7800 | 0.59 |
| 6 | Bhagalpur | 3671 | 0.28 |
| 7 | Bhopal | 11161 | 0.85 |
| 8 | Bhubneswar | 26800 | 2.04 |
| 9 | Bijapur | 1459 | 0.11 |
| 10 | Chandigarh | 4377 | 0.33 |
| 11 | Chennai | 0 | 0.00 |
| 12 | Cochin | 34669 | 2.64 |
| 13 | Darbhanga | 1137 | 0.09 |
| 14 | Dehradun | 758 | 0.06 |
| 15 | Delhi-1 | 303414 | 23.11 |
| 16 | Delhi-2 | 359697 | 27.40 |
| 17 | Delhi-3 | 75687 | 5.77 |
| 18 | Deoghar | 4997 | 0.38 |
| 19 | Gangtok | 9318 | 0.71 |
| 20 | Guwahati | 10677 | 0.81 |
| 21 | Hyderabad | 26073 | 1.99 |
| 22 | Imphal | 74 | 0.01 |
| 23 | Itanagar | 1554 | 0.12 |
| 24 | Jabalpur | 785 | 0.06 |
| 25 | Jaipur | 32366 | 2.47 |
| 26 | Jammu | 9205 | 0.70 |
| 27 | Jodhpur | 1380 | 0.11 |
| 28 | Jorhat | 7057 | 0.54 |
| 29 | Karnal | 78925 | 6.01 |
| 30 | Khanna | 1405 | 0.11 |
| 31 | Kohima | 3283 | 0.25 |
| 32 | Kolkata | 2189 | 0.17 |
| 33 | Koraput | 150 | 0.01 |
| 34 | Lucknow | 15400 | 1.17 |
| 35 | Madurai | 137 | 0.01 |
| 36 | Mumbai | 3375 | 0.26 |
| 37 | Nagpur | 6567 | 0.50 |
| 38 | Noida | 9279 | 0.71 |
| 39 | Panaji | 225 | 0.02 |
| 40 | Patna | 74997 | 5.71 |
| 41 | Port Blair | 0 | 0.00 |
| 42 | Pune | 2921 | 0.22 |

| | | | |
|----|------------------|----------------|---------------|
| 43 | Raghunathganj | 0 | 0.00 |
| 44 | Raipur | 226 | 0.02 |
| 45 | Rajkot | 1893 | 0.14 |
| 46 | Ranchi | 73241 | 5.58 |
| 47 | Saharsa | 689 | 0.05 |
| 48 | Shillong | 4430 | 0.34 |
| 49 | Shimla | 17433 | 1.33 |
| 50 | Siliguri | 8661 | 0.66 |
| 51 | Srinagar | 19720 | 1.50 |
| 52 | Thiruvanthapuram | 2922 | 0.22 |
| 53 | Varanasi | 4899 | 0.37 |
| 54 | Vatakara | 19057 | 1.45 |
| 55 | Vijayawada | 1607 | 0.12 |
| 56 | Vishakhapatnam | 13987 | 1.07 |
| | TOTAL | 1312862 | 100.00 |

Regional Centre wise Activities at LSC

| S.No. | Regional Centre | Activities at the Learner Support Centres (Induction, Monitoring, Counseling etc) | % of Total |
|-------|-----------------|---|------------|
| 1 | AGARTALA | 15 | 0.11 |
| 2 | Ahmedabad | 0 | 0.00 |
| 3 | Aizwal | 70 | 0.52 |
| 4 | Aligarh | 236 | 1.76 |
| 5 | Bangalore | 63 | 0.47 |
| 6 | Bhagalpur | 23 | 0.17 |
| 7 | Bhopal | 20 | 0.15 |
| 8 | Bhubneswar | 65 | 0.49 |
| 9 | Bijapur | 1308 | 9.77 |
| 10 | Chandigarh | 67 | 0.50 |
| 11 | Chennai | 278 | 2.08 |
| 12 | Cochin | 308 | 2.30 |
| 13 | Darbhanga | 247 | 1.85 |
| 14 | Dehradun | 89 | 0.67 |
| 15 | Delhi-1 | 2810 | 21.00 |
| 16 | Delhi-2 | 1429 | 10.68 |
| 17 | Delhi-3 | 183 | 1.37 |
| 18 | Deoghar | 129 | 0.96 |
| 19 | Gangtok | 25 | 0.19 |
| 20 | Guwahati | 0 | 0.00 |
| 21 | Hyderabad | 190 | 1.42 |
| 22 | Imphal | 0 | 0.00 |
| 23 | Itanagar | 0 | 0.00 |
| 24 | Jabalpur | 284 | 2.12 |
| 25 | Jaipur | 232 | 1.73 |
| 26 | Jammu | 0 | 0.00 |
| 27 | Jodhpur | 0 | 0.00 |
| 28 | Jorhat | 186 | 1.39 |
| 29 | Karnal | 18 | 0.13 |
| 30 | Khanna | 387 | 2.89 |
| 31 | Kohima | 4 | 0.03 |
| 32 | Kolkata | 1394 | 10.42 |
| 33 | Koraput | 68 | 0.51 |
| 34 | Lucknow | 0 | 0.00 |
| 35 | Madurai | 18 | 0.13 |
| 36 | Mumbai | 250 | 1.87 |
| 37 | Nagpur | 0 | 0.00 |
| 38 | Noida | 958 | 7.16 |
| 39 | Panaji | 0 | 0.00 |
| 40 | Patna | 709 | 5.30 |

| | | | |
|----|------------------|--------------|---------------|
| 41 | Port Blair | 11 | 0.08 |
| 42 | Pune | 0 | 0.00 |
| 43 | Raghunathganj | 367 | 2.74 |
| 44 | Raipur | 2 | 0.01 |
| 45 | Rajkot | 0 | 0.00 |
| 46 | Ranchi | 131 | 0.98 |
| 47 | Saharsa | 1 | 0.01 |
| 48 | Shillong | 9 | 0.07 |
| 49 | Shimla | 28 | 0.21 |
| 50 | Siliguri | 1 | 0.01 |
| 51 | Srinagar | 232 | 1.73 |
| 52 | Thiruvanthapuram | 2 | 0.01 |
| 53 | Varanasi | 57 | 0.43 |
| 54 | Vatakara | 347 | 2.59 |
| 55 | Vijayawada | 10 | 0.07 |
| 56 | Vishakhapatnam | 122 | 0.91 |
| | TOTAL | 13383 | 100.00 |