

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
MAIDAN GARHI, NEW DELHI 110068
Student Evaluation Division**

FREQUENTLY ASKED QUESTIONS (FAQ)

I. Term-end Examination:

(1) When is the Term-end Examination held by the University?

The University conducts Term-end Examinations twice a year ordinarily in June and December.

(2) When is a student eligible for appearing in the Term-end Examinations?

The University offers both annual and semester-based programmes. For the annual programme, the students are required to appear in the examination at the end of the year and for semester-based programmes at the end of each semester. However, if a student misses the first chance or fails to obtain minimum pass marks/ grade, he/ she can appear in the next term-end examination held in another six months or later till the validity of maximum duration of his/ her programme.

(3) How is to submit the examination form?

The examination form is to be submitted online in the portal on the University's website – www.ignou.ac.in

(4) When is to submit the examination form?

Normally the online portal for submission of examination form will be opened in the first week of March for the Term-end Examination, June and in the first week of September for the Term-end Examination, December.

(5) Is there any examination fees and if so, how to remit the examination fee?

Yes. The examination fee per course is Rs.200/- at present and it is to be paid online through the payment gateway with the help of debit card/ credit card/ internet banking at the time of submission of examination form.

(6) Is the examination conducted in online mode or offline mode?

The Term-end Theory Examinations are conducted in offline mode.

(7) Does a student have choice of examination centre?

Yes. A student has the choice of examination center from among the established examination centres subject to the availability of seats as every examination centre has a limited seating capacity. The examination centre is allotted on 'first come, first served' basis.

(8) What is the procedure for the change of examination centre?

Normally, no request for change of examination centre is entertained. However, in extraordinary cases, a student can make a request to the Registrar, Student Evaluation Division, Block 12, Maidan Garhi, New Delhi 110068 or Regional Director of the concerned Regional Centre with all documentary evidence in support of his/her claim.

(9) When will the examination schedule/ date-sheet be available for the students?

Usually, the examination schedule/ date-sheet is uploaded on the University's website in the first week of January for the Term-end Examination, June and in the first week of July for the Term-end Examination, December. However, in the current scenario of COVID-19 pandemic, the schedules are revised and uploaded three weeks in advance from the date of commencement of the term-end examinations.

(10) Can I submit the examination form more than once?

Yes. You can submit examination form more than once. In case you want to add more number of courses you can submit the second form. The same will be merged by the University before issuing the hall ticket.

(11) Do I have to pay the examination fee for the courses whose result appeared in the earlier term-end examination have not been declared?

Yes. You are required to pay the examination fee. This happens very occasionally. However, as per the software your application will be accepted on receipt of payment.

(12) Do you have Regional Centre-wise or Study Centre-wise declaration of results?"

No. Results are declared as and when the evaluation is over irrespective of the regional centre or study centre.

(13) My examination is scheduled for tomorrow and I have not received my hall ticket? I have received my hall ticket only for partial courses and not for all courses for which I have submitted. What can be done?

Hall tickets are uploaded on the University's website at least one week before the commencement of the term-end examinations. In case, if your hall ticket is not found or some courses are missing, you may immediately contact the Registrar, SED, Block 12, IGNOU, Maidan Garhi, New Delhi 110068 or you can send email to examii@ignou.ac.in There is a possibility that your re-registration details were not updated. But you may do the above immediately after the hall tickets are uploaded. If you send an email one day before, it will be difficult to coordinate.

(14) I am a student of IGNOU attached to a study centre in under the Regional Centre, Jaipur. But during next December for professional reasons, I shall be staying in Kolkata. Can I appear in the Term-end Examination, December from Kolkata? If so, do I need to change my Regional Centre from Jaipur to Kolkata?

You can appear in the term-end examination anywhere from India. You need not change your Regional Centre. While submission of examination form online, you click the Regional Centre under whose jurisdiction you want to appear in the

examination. When clicking, list of examination centres activated under that Regional Centre will appear. You may choose the examination centre in which you want to appear for the examination.

(15) Can I change my examination centre? What is the procedure for change of examination centre?

Normally application for change of centre is not entertained. In extraordinary cases, an application for change of centre may be submitted to the Registrar, Student Evaluation Division, Block 12, IGNOU, Maidan Garhi, New Delhi 110068 or send an application to the email id examii@ignou.ac.in along with all documentary proof in support of your claim. Change of centre within the same city is not permissible.

(16) From where can I get suggestive questions for the term-end examination or from where can I get model question paper?

The University does not provide any suggestive questions or model question paper. However, the question papers of previous term-end examinations are uploaded on the University's website www.ignou.ac.in at Students Zone/Downloads. Generally, the questions in the Assignments are suggestive in nature.

(17) what are the cut off marks for qualifying at the entrance test for the Programmes of BED, BSCN and Management Programmes?

For BED and BSCN Programmes, there is no fixed cut off marks. It depends on the performance of the students. The cut off marks vary from region to region and category to category. For Management Programmes, the minimum qualifying mark in the entrance test – OPENMAT is 50% for General candidates and 45% for the students of SC/ST category.

(18)What can I do when the dates of examinations of the two courses I am appearing are clashing? What can be done at such a situation?

Normally such clash of dates of examination for the courses in the date sheet happen in case of backlog courses. It would not happen in case you are appearing for the first time for the courses. However, there may be a clash if you opt for two courses in the same group in the bachelor degree programmes. This will also happen in case of appearing in the examination of backlog courses. It is informed

that the University conducts term-end examination twice a year and if such clash happens the student may opt to appear for the older course in the first instance and appear for the other course in the subsequent examination.

(19) Is there any provision of Amanuensis/ Writer/ Scribe for the differently-abled students?

Yes. Amanuensis/ Writer/ Scribe can be provided on a request made by the differently-abled students to the Registrar, Student Evaluation Division, IGNOU, New Delhi 110068 OR the Regional Director, concerned IGNOU Regional Centre. The IGNOU Headquarters/Regional Director will communicate to the Superintendent of the Examination Centre for the arrangement of amanuensis. The student can also bring his own writer/ scribe with the prior permission of the Regional Director of the concerned Regional Centre. The writer/ scribe shall be less qualified (one step below) than the student. A nominal remuneration of amanuensis is paid to the writer/ scribe by the Examination Centre.

(20) Under what circumstances a student can utilize the services of Amanuensis?

A student can utilize the services of Amanuensis in the following situations:

- (i) In case of visually impaired candidates,
- (ii) In case of illness rendering the candidates unable to write and duly certified by a Medical Officer not below the rank of an Assistant Surgeon of Govt./ Municipal Hospital/ Dispensary.
- (iii) In the case of an accident involving injury rendering the candidate unable to write which is duly certified by a Medical Officer not below the rank of an Assistant Surgeon of Govt./ Municipal Hospital/ Dispensary.

(21) How to submit examination form for practical examination?

The students are required to submit the examination form for practical examination for the programmes – BCA/MCA/MSC(MACS)/BLS – at the time of submitting the online examination form for appearing in the term-end examination. For other programmes, the students are required to contact the concerned Regional Centre/ Study Centre. The students are also advised to visit IGNOU website frequently for any changes in future.

(22) Where can I get the model question paper/ suggestive questions for the Term-end Examination?

The questions of the previous term-end examinations are uploaded on the University's website – www.ignou.ac.in under downloads. The assignments may also be considered as suggestive questions for the term-end examinations.

(23) When is the practical examination conducted?

Normally the practical examinations are conducted in the month of July for the Term-end Examination, June and in the month of January of the following year for the Term-end Examination, December.

(24) Is the attendance in the practical session compulsory for appearing in the Term-end Practical Examination?

Yes. The practical sessions are conducted at Study Centres and a student will be allowed to appear in the practical examination subject to the minimum attendance by the students in the practical session.

(25) Whom can a student contact for all information related to the practical examinations?

For any information regarding the conduct of practical sessions and practical examinations, a student can contact the concerned Regional Centre/ Study Centre.

II. Evaluation and Re-evaluation:

(1) I am not satisfied with the marks/grade obtained in a particular course in the Term-end theory examination. What shall I do?

The University appoints evaluators after taking their qualification and experience into account. If you are not satisfied with the marks/grade obtained in any course/course, you may submit an application for re-evaluation of the answer script within 30 days from the date of declaration of results.

(2) How can I submit my re-evaluation form?

The re-evaluation form is to be submitted online in the re-evaluation portal in the University's website www.ignou.ac.in within 30 days from the date of declaration of results along with a fee of Rs.750/- payable online through payment gateway with the help of credit card/ debit card/ internet banking.

(3) When can I expect my results after appearing in the term-end examinations?

Normally most of the results will be declared within 45 days from the last date of examination. The pending results will be declared as soon as possible and the results will be uploaded twice a week on the University's website.

(4) When can I expect my result for re-evaluation?

There is no timeline framed for the declaration of results for re-evaluation. The same time frame of the original evaluation will apply for re-evaluation.

(5) I am not satisfied with the marks/grade obtained both in the original evaluation and re-evaluation. What can I do?

There is no provision for third evaluation in the rules of the University. However, if there is a vast difference in the marks/ grade awarded in the original evaluation and re-evaluation, the University may accept the application of the student for examining the case further.

(6) Does re-evaluation mean only checking the correctness of the total?

No. As the name suggests, the answer script will be again evaluated by a different evaluator. The answer script will be provided to the different evaluator after erasing every entry of the original marks/ grade. The second evaluator does not know what exact marks/ grade was awarded to each question.

(7) Can I have photocopy of my answer script? If so, what is the procedure to apply for the same?

Yes. You can have photocopy of your answer script. You can apply for the same in the re-evaluation portal on the University's website www.ignou.ac.in within 45 days from the date of declaration of results along with a fee of Rs.100/- payable online

through payment gateway with the help of credit card/ debit card/ internet banking. If you find any totaling error or any other factual error, you may submit an application to the Registrar, Student Evaluation Division, Block No.12, IGNOU, Maidan Garhi, New Delhi 110068. The same will be examined for further action.

(8) After re-evaluation, if I get lower scores than in the original evaluation, which score will be valid?

The original score will be retained. Whichever is the higher score, the same will be updated in the grade card status/ final statement of marks/ final grade card.

(9) When I saw the results, I have found that I have been booked under unfair means and my results have not been declared, whereas I am innocent. What can I do?

In case you are booked under unfair means, the matter will be placed before the Examination Discipline Committee of the University and the decision of the Committee will be informed to you. In case, if you are not satisfied with the decision, you may submit an application in writing to the Vice-Chancellor within a month from the date of the communication of the information/ uploading of the information on the University's decision.

III. Assignment:

(1) Is submission of Assignments compulsory? Is there any minimum marks/grades applicable to Assignments?

Yes. Submission of Assignments is compulsory in all Programmes except CPLT. The minimum marks/ grade prescribed for the term-end theory examination in the Programme is applicable to the Assignments also. To successfully complete a course, the student should obtain minimum pass marks/grade in the Assignment.

(2) Where can a student get the assignment question paper?

The University uploads the Assignment question paper on the University's website www.ignou.ac.in in student zone under downloads.

(3) What is the mode of submission of Assignments compulsory and where should a student submit the Assignments?

The submission of Assignment is in student's hand writing in physical copy and to be submitted in the concerned Study Centre. The University has facilitated the students to submit soft copy of the Assignments through email to the concerned study centres from the Term-end Examination, June 2020 in addition to the existing mode of physical submission. The email ids of the concerned study centres are available in the regional websites of the University. There is another mode of submission of Assignments by uploading in the google link provided in the regional websites. The students are advised to go through the regional websites frequently for the latest updates regarding submission of Assignments.

(4) Whom to contact if a student does not get Assignment Question Papers?

In case of non-availability of Assignment Question Paper, a student can contact concerned School of Study.

(5) What is the last date for submission of Assignments?

Normally, the last date for submission of Assignments is 31st March for the Term-end Examination, June and 30th September for the Term-end Examination, December. If any extension of the last date takes place, the same is notified on the University's website.

(6) Is there a provision for re-evaluation of Assignments?

No. There is no provision for re-evaluation of Assignments except for factual errors such as totaling errors or non-evaluation of certain portion/question.

(7) Are the evaluated script of assignment responses returned to the learners?

The learners get to know their results and also the comments made by the evaluators in their assignments. The learner is supposed to prepare himself/ herself on the basis of the comments provided by the evaluators. The learner can collect the evaluated assignment from the study centre within reasonable time in case of hard copy.

IV. Project Report, Dissertation, Field Work Journal (Practicum), Internship, etc.

(1) What is the procedure to prepare a Project Report?

There is a Project Guide issued along with the Study Materials. The student should follow the instructions and guidelines carefully for the preparation of the Project Report. The Project Guide provides the details of all the components required to be completed.

(2) What is the mode of submission of Project Report and where should a student submit the Project Report?

The physical submission of Project Report in hard copy is to be made at Student Evaluation Division (SED), IGNOU Headquarters/ Regional Centres/ Study Centres as the case may be. However, the University has facilitated the students to upload soft copy of the Project Reports, Dissertation, Field Work Journal (Practicum), Internship, etc. on the online software provided by the University on the University's website. The students are advised to go through the IGNOU websites frequently for the latest updates regarding submission of Project Reports, Dissertation, Field Work Journal (Practicum), Internship, etc.

(3) What is the minimum duration for any Internship?

The minimum duration of the Internship varies from Programme to Programme and the same is provided in the Programme Guide of the concerned Programme.

(4) Is a Project is guided or unguided?

Some Projects are guided. Some other Projects are unguided. The Programme Guide of particular programme provides the details regarding whether a Project is guided or not.

(5) Is there any separate fee to be paid along with the submission of the Project Report, Dissertation, Field Work Journal (Practicum), Internship, etc.?

There is no separate fee to be paid along with the submission of the Project Report, Dissertation, Field Work Journal (Practicum), Internship, etc. However, if a student fails to get the minimum pass marks/grade in the above components, he/she is required to resubmit the same. At that time, pro-rata fee is to be paid along with the re-submitted project.

(6) What is the last date for submission of Project Reports, Dissertation, File Work Journal (Practicum), Internship, etc.?

Normally, the last date for submission of Project Reports, Dissertation, File Work Journal (Practicum), Internship, etc. is 31st May for the Term-end Examination, June and 30th November for the Term-end Examination, December. If any extension of the last date takes place, the same is notified on the University's website.

(V) Declaration of Results and Issue of Statement of Marks/ Grade Cards:

(1) When are the University results declared?

The University starts declaring the results in 30 days from the last date of the term-end examinations. However, most of the results are declared within 45 days from the last date of the term-end examinations.

(2) What is the mode of declaration of results?

The results are uploaded on the University's website – www.ignou.ac.in – Student Zone/Results/Term-end. The date of declaration of results is also mentioned against the marks/grades.

(3) Is there a provision for re-evaluation of answer script/ practical examination answer script, assignment, project report, etc.?

There is a provision for re-evaluation of answer scripts of Term-end (Theory) Examination on payment of Rs.750/-. The submission of application for re-evaluation is online in the reevaluation portal on the University's website – www.ignou.ac.in and the payment is to be made through payment gateway with the help of debit card/ credit card/ internet banking at the time of online submission of reevaluation form. One should apply for the re-evaluation within 30 days from the declaration of results. However, there is no provision for reevaluation of practical examination answer script, assignment, project reports, etc.

(4) Can a student get a photocopy of his/her answer script?

Yes. A student can get a photocopy of his/her answer script on payment of Rs.100/- through payment gateway with the help of debit card/ credit card/ internet banking. The application form for obtaining photocopy of answer script is to be submitted online in the concerned portal on the University's website – www.ignou.ac.in. The payment of fee is to be made online at the time of submission of application form. One should apply for obtaining photocopy of answer scripts within 45 days from the date of declaration of results.

(5) Is there a provision for Early Declaration of Results?

There is a provision for early declaration of term-end examination results on payment of Rs.1000/- per course by way of a demand draft drawn in favour of IGNOU and payable at the city of the concerned Regional Evaluation Centre subject to the condition that the student has completed all other requirements such as Assignments, Practical Examination, Project Reports, and the Term-end Examination of the remaining courses.

It is also mandatory that the student should provide proof of necessity for the early declaration.

(6) When will the statement of marks/ grade cards be issued by the University?

The University will issue the statement of marks/ grade cards after the completion of programme within two to three weeks from the date of declaration of results of final component. The University does not issue yearwise/ semesterwise statement of marks/ grade cards, but issue a comprehensive statement of marks/ grade card after completion of the programme.

(7) Is there a provision for Improvement in Marks/ Division?

Yes. There is a provision of improvement of Marks/ Division in the case of a student is short of two per cent of marks to obtain First Division/ Second Division (i.e. 58.00% to 59.99% to 60.00% in case of First Division and 48.00% to 49.99% to 50% for Second Division) in both bachelor and master degree programmes. And the students who got 53.00% to 54.99% can go for improvement to obtain 55% in case of master degree programmes. The student will be allowed to appear for the courses equivalent to not more than 25% of the total credits. A student should apply for improvement within six months from the date of receipt of statement of marks/ grade card. The current fee for improvement is Rs.750/- per course by way of demand draft drawn in favour of IGNOU and payable at New Delhi. The application should be submitted to the Registrar, Student Evaluation Division, Block 12, IGNOU, Maidan Garhi, New Delhi 110068. This scheme of improvement is applicable only during the validity of the programme.

(8) Is there a provision for issue of duplicate statement of marks/grade card ?

Yes. There is a provision for issue of duplicate statement of marks/ grade card in case of loss/misplacement/damage. The application for duplicate statement of marks/ grade card is to be submitted along with a demand draft for Rs.200/- drawn in favour of IGNOU and payable at New Delhi. The application should be submitted to the Registrar, Student Evaluation Division, Block 12, IGNOU, Maidan Garhi, New Delhi 110068.

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(vi) Degree/Diploma/Certificates:

(1)When is the Convocation of the University held? Do you send any invitation to the Awardees?

The Convocation of the University is usually held in the month of March/April every year covering the last two term-end examinations, excluding the immediate previous one. For example, the 34th Convocation of the University was held on 15th April 2021 which covered the students completed their programmes in the term-end examinations, December 2019 and June 2020. The convocation was held in virtual mode due to COVID-19 pandemic. However, the University normally invites all the Gold Medalists, Cash Awardees and M.Phil./Ph.D.students who are awarded the Degree to the IGNOU Headquarters.

(2)When will the Degree/ Diploma/ Certificate be sent to the students?

Regarding the convocation, the University notifies on the website – www.ignou.ac.in - directing the students to submit application for obtaining the Degree/ Diploma/ Certificates. The students can apply online. In case, a student fails to apply online, he/she can submit the application in hard copy to the concerned Regional Centre along with the prescribed fees. The Degree/ Diploma/ Certificate is awarded to the eligible students on the day of convocation. The certificates are sent to the students by post by the respective regional centres within a couple of months from the date of convocation. The students are required to pay a fee of Rs.600/- towards convocation registration fee in case of Degree/ Diploma and Rs.200/- in case of Certificate Prorammes. The fee is to be paid either through online or by way of demand draft drawn in favour of IGNOU and payable at the city of the concerned Regional Centre.

(4))Is there a provision for issue of duplicate Degree/ Diploma/ Certificate?

Yes. There is a provision for issue of duplicate Degree/ Diploma/ Certificate in case of loss/misplacement/damage. The application for duplicate Degree/ Diploma/ Certificate

is to be submitted along with a demand draft for Rs.750/- drawn in favour of IGNOU and payable at New Delhi. The application should be submitted to the Registrar, Student Evaluation Division, Block 9, IGNOU, Maidan Garhi, New Delhi 110068. The application should accompany an Affidavit on a non-judicial stamp paper of Rs.50/- to the effect that in case of original Degree/Diploma/Certificate is found, the same will be returned to the University and a copy of the First Information Report (FIR).

(vii) Verification and Issue of Official Transcript:

(1) Is there a provision of verification of testimonials:

There is a provision for verification of statement of marks/ grade cards/ provisional certificates as well as Degree/ Diploma/ Certificates. The same is done confidentially on the basis of the request made by the employer in case of employment and educational institutions in case of higher studies on payment of prescribed fees which vary according to the nature of organization/institution. No request from the student for verification of the documents will be entertained.

(2)What is the procedure for Issue of Official Transcripts:

The blank application for the issue of Official Transcript is available on the University's website. A student can apply for official transcript on payment of prescribed fees. The same will be sent either to the student or the educational institutions in India/abroad directly as per the request of the students.

(viii) Grievances:

(1) What is the procedure for submitting grievances?

The University has set up an online grievance redressal system – IGNOU Grievance Redress And Management (iGRAM). A student can register his/her grievance in i-GRAM portal of the University. Emails can also be sent to the respective email ids whose details are available on the University's website under Divisions/SED.

