

SSC

Frequently Asked Questions (FAQs)

Student Support Cell(SSC) functions as an interface between the learner and the University. SSC strives to provide the right information at the right time, to facilitate and provide support services for the divergent learner population, to redress grievances at every stage, and thus tries to bridge the gap between the organization and the learner. Queries and grievances are received at SSC through various modes, namely, by post, in person, emails/SMS, WhatsApp, telephone calls, and on-line Portals, such as PG Portal, UGC Portal, RTI-MIS Portal, iGRAM Portal, etc. SSC team also conducts online live video sessions with learners of every Study Center of RCD3 to answer queries and resolve issues in real time. This enhances the connect between the learner and the university and ensures that learners successfully complete their study with IGNOU.

Q-1 Can an Employee of an Organization pursue any Course from IGNOU?

Ans- Yes, any working person can pursue any Course from IGNOU, subject to fulfilment of eligibility conditions.

Q-2 What is the procedure for taking admission to IGNOU programmes?

Ans- For taking admission to IGNOU programmes one need to fill the online admission form available at <https://ignouadmission.samarth.edu.in/> *Admissions are done for Jan & Jul sessions

Q-3 How can I check the list of programmes on offer, Eligibility criteria, and fee for taking Admission at IGNOU?

Ans- All the above information is available in the prospectus. Prospectus can be downloaded from the URL <http://ignou.ac.in//userfiles/Common-Prospectus-English.pdf>

Q-4 What is the last date for admission to IGNOU Programmes for July 2020 session/cycle ?

Ans- 31st July 2020 . Any change in last date is informed to learners by the university.

Q-5 Can a candidate take Admission in two Programmes simultaneously?

Ans- A candidate can only pursue one Degree/Master's Degree Programmes and a certificate Programmes simultaneously.

Q-6 How can students Id-Card be downloaded?

Ans- The student Id-Card is available online. The student can download it by login Admission portal. Or it can also be downloaded from IGNOU student's Android Application.

Q-7 From where can I get the Study Centres list?

Ans- Study Centres list is available at RC Delhi 3 website- www.rcdelhi3.ignou.ac.in

Q-8 Is there any provision to change the Elective course already registered by the learner?

Ans- Yes, A learner may apply for change of an Elective course of the programmes of study (bachelor and masters degree) but not programmes offered under Choice Base Credit System(CBCS) – BAG, BCOMG, BSCG and other CBCS Honours programmes.

Q-9 Can I apply for cancellation of Admission?

Ans- If a student applies for cancellation of admission and refund of fee, the refund request will be considered as per the University policy as under:

A. Before the last date for submission of admission form the fee paid will be refunded after deduction of Rs.200/-

B. With 15 days from the last date for submission of admission form- the fee paid will be refunded after deduction of Rs. 500/-

C. Within 30 days from the last date for submission of admission form-the fee paid will be refunded after deduction of Rs.1000/-

D. After 30 days from the closure of the last date-No refund will be allowed.

E. The last dates for submission of admission form will be considered separately i.e, last date without late fee and last date with late fee .However, late fee, if any, will not be refunded.

F. In cases of (A) to (C) above, the candidate will make a written request to the Regional Director concerned for such a refund. The RC will process the cases as soon as possible after ascertaining the credit of the same in IGNOU Accounts.

(Pl see pg no 198 of Common Prospectus 2020)

Q-10 Does IGNOU offer online programmes?

Ans-Yes, IGNOU offers the online programmes in select disciplines/ courses.

Q-11 How can I take admission to online programmes?

Ans- Online programmes are available at <https://iop.ignouonline.ac.in/>

The programmes on offer online at present are available on [https://iop.ignouonline.ac.in/programme/PGCAP, CPRBS, PGDGPS, PGCGPS, CPSCN, DTS, MAPS, MHD, MGPS, BTS, CLIS, CIT, CTS, CAL, CRUL](https://iop.ignouonline.ac.in/programme/PGCAP,CPRBS,PGDGPS,PGCGPS,CPSCN,DTS,MAPS,MHD,MGPS,BTS,CLIS,CIT,CTS,CAL,CRUL).

Q-12 If I have completed my 12th/Degree/Diploma, more than four years ago, can I take Admission in Bachelor/Master Degree programmes?

Ans- Yes, you can take Admission in Bachelor/Master Degree programmes, as per the eligibility conditions specified.

Q-13 What is the procedure of Re-registration for next semester/ year?

Ans- The Re-registration for next year/ Semester (2nd /3rd) year or (2nd/3rd/4th/5th/6th) Semester can be done by submitting the online form available at IGNOU website <https://onlinerr.ignou.ac.in/>

Q-14 When should I fill my Re-registration form?

Ans- In a programmes having semester system Re-registration form is filled in every semester (2nd,3rd,4th,5th,6th).

In a programmes having a yearly system,the Re-registration form is filled every year after the first year.

*For the January session,the Re-registration form is filled in the month of September and for the July session, Re-registration forms are filled in the month of March.

Q-15 Where can the details of the Course Code be checked while filling Re-registration form?

Ans- The details of the Course Code can be checked from the Prospectus. The Prospectus can be downloaded from IGNOU website <http://ignou.ac.in//userfiles/Common-Prospectus-English.pdf>

Q-16 If one missed out on filling the Re-registration form by the due date, when can he/she fill it again?

Ans- The learner can fill the Re-registration form after 6 months (if one missed filling the Re-registration form in September and the last date is over, it can again be filled in March and Vice-versa.)

Q-17 Can I submit the Re-registration form offline?

Ans- Re-registration form can only be filled online.

Q-18 What is the last date for Re-registration for July 2020 session ?

Ans- 30th June 2020 . The University informs if there is any change in last date.

Q-19 How to fill examination form on IGNOU Website?

Ans-Visit IGNOU Website www.ignou.ac.in---> Register online---> Term End Exam.

Q-20 What is the last Date for submission of Examination form for *TEE June 2020?

Ans-30th June 2020.

*Due to the outbreak of Covid-19, the schedule of TEE June 2020 is yet to be finalized. Learner filling the examination form shall be intimated 15 days before the exam as per IGNOU Head Quarters Notification.

Q-21 How can one choose the subject in the examination form?

Ans- You can choose your subject (Course Code) on the IGNOU website from your Registration Details.

Q-22 When can I fill my examination form?

Ans- IGNOU examinations are held twice a year in the month of June and December. For students registered for Annual programmes (Diploma, Bachelor and Master degrees), the examinations can be given after One year. Accordingly, students registered in January session will have to fill online exam form in September for December TEE and students registered in July Session, will have to fill online exam form in the month of March next year for June TEE.

If you have taken Admission in Semester based Programmes, then you can fill the examination form every semester till the maximum duration of Admission to your programmes of study. For further details, regularly check IGNOU website.

Q-23 I could not clear one examination in December 2019. Can I appear for this examination in June 2020?

Ans- Yes, You can take the examination again in that course/ paper by filling the online examination form and paying the requisite examination fee.

Q-24 How can I get Hall Ticket of TEE Examination.

Ans- Hall ticket can be downloaded from IGNOU Website. The link is provided on the homepage. Generally the hall ticket is uploaded on the IGNOU website, atleast a week before the commencement of the examination.

Q-25 Can I appear for IGNOU exam at any Examination Centre anywhere in India?

Ans- Yes, you can appear at any exam Centre under your Regional Centre or any other Regional Centre, subject to activation of that examination centre.

Q-26 How can I check Grade Card on IGNOU Website?

Ans- Go to IGNOU Website: www.ignou.ac.in---->Student support--->Result.

Q-27 Can I change Regional Centre from one State to another state? If yes, from where can I get the list of IGNOU Regional Centres.

Ans- Yes, One can change the Regional Centre. Regional Centre list is available on the IGNOU website homepage.

Q-28 Is there any fee for change of Regional Centre?

Ans- There is no fee for Change of Regional Centre.

Q-29 What is the procedure to get a transfer to another Regional Centre?

Ans- Regional Centre can be changed by submitting an application form meant for the same, which is available at Regional Centre website: www.rcdelhi3.ignou.ac.in. Alternatively, a learner may send an email to the Regional Centre (rcdelhi3@ignou.ac.in) requesting for the same.

Q-30 Do all the learners need to obtain NOC (No Objection Certificate) for Regional Centre Change?

Ans- The Learners of Programmes having practical component need to obtain the NOC from the Regional Centre where they wish to get transferred

Q-31 How can a Learner obtain NOC?

Ans- A learner will have to send an email requesting for issue of NOC to the Regional Centre where he/she wishes to get transferred.

Q-32 What is the procedure of getting a Migration Certificate?

Ans- To apply for Migration Certificate, the learner needs to submit the Migration form enclosing the following documents: -

- 1) Rs. 500/- Demand Draft in favour of IGNOU
- 2) Original IGNOU student ID-Card
- 3) Photocopies of Mark sheet and Provisional Certificate

Q-33 Can a learner get Migration Certificate from IGNOU before completion of the Programmes

Ans- No, Migration Certificate is issued to the learner only after completion of any Programmes except for Certificate Programmes.

Q-34 Can study material dispatch status be checked online?

Ans- Study material status can be checked online at the following link:

<http://ignou.ac.in/ignou/aboutignou/division/mpdd/contact>.

Q-35 Can I get the study material online?

Ans- Yes, IGNOU study material is available online.

Q-36 From where can I get the IGNOU study material in digital format?

Ans- Please visit the IGNOU website <http://egyankosh.ac.in>. Alternatively it could also be downloaded on the mobile phone through IGNOU e-Content.

Q-37 Can I submit final project/ Dissertation/ Field work Journals/ Internship reports online?

Ans- Yes, you can submit online.

Q-38 Where can I submit final project/ Dissertation/ Field work Journals/ Internship reports online?

Ans- You can submit final project/ Dissertation/ Field work Journals/ Internship reports online at <https://projectupload.ignou.ac.in/>. Read the guidelines thoroughly before submitting your project /Dissertation /Field Work Journals /Internship Reports.

Q-39 Do I need to take the approval of the Guide/ Supervisor before submitting the project online?

Ans- The learners are required to obtain digital approval in prescribed proforma of the Guide/ Supervisor through email before submitting the project online.

Q-40 What is the last date to submit final project/ Dissertation/ Field work Journals/ Internship reports online?

Ans- 30th June 2020.

Q-41 How can I get the approval of synopsis?

Ans- For seeking the approval of Synopsis, the project proposal can be forward to the concerned Regional Centre or to the concerned school as case may be.

Q-42 In which digital format can I submit final online project/ Dissertation/ Field work Journals/ Internship reports?

Ans- The final online project/ Dissertation/ Field work Journals/ Internship reports should be submitted in a single pdf file.

Q-43 After taking admission to IGNOU course from where can I get the information regarding schedule of counselling (classes),preparation/ submission of assignment or any other student support services etc?
Ans- After confirmation of your admissions, an Induction Programmes is organised by the Study Centre to which you are attached. During the Induction programmes, the details regarding schedule of Counselling (Classes), preparation/submission of assignments and other related matters are given. The details about the counselling are also uploaded on the regional centre website. You are advised to regularly visit IGNOU (www.ignou.ac.in) and IGNOU Regional Centre Delhi-3 (www.rcdelhi3.ignou.ac.in).
Q-44 Does a learner need to sign on every page of the Assignment?
Ans- No. It is required only on the covering page with complete details.
Q-45 From where can I get information regarding preparation/writing of Assignment?
Ans- Please refer to your Programmes Guide (of the programmes of study) for details.
Q-46 What are the instructions for submission of Assignment online? Or How to submit assignment online? Or What are the Guidelines for submission of Assignment online?
Ans- Please refer to the link:- http://rcdelhi3.ignou.ac.in/studentcorner/14 on the RCD3 website
Q-47 If I could not clear an exam of a particular course but have submitted and passed in the assignment, do I need to re-submit the assignment when I appear for the exam of this course again?
Ans- No, you need not to submit this assignment again.
Q-48 What is the last date of submission of Assignment for TEE June 2020?
Ans- Extended last date is 30 th June 2020. The university informs if there is any change in last dates.
Q-49 At what email id I need to submit the assignment?
Ans- Please submit the assignment at the email/link provided by your study centre as per the details given on the link given below:- http://rcdelhi3.ignou.ac.in/studentcorner/14

To supplement your studies, you are also advised to listen to/ watch Gyan Vani/Gyan Darshan /Gyan Dhara online programmes.

IGNOU Learners are always advised to visit IGNOU website (www.ignou.ac.in) and Regional Centre Delhi-3 website (www.rcdelhi3.ignou.ac.in).

For select courses, counselling is also provided through Face Book page of IGNOU.