

## **Programme Guide**

### **Master of Arts in Corporate Social Responsibility (MACSR)**



**School of Management and Development Studies  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi- 110068 (India)**



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*"Education is a liberating force, and in our age it is also a democratizing force, cutting across the barriers of caste and class, smoothing out inequalities imposed by birth and other circumstances"*  
*- Indira Gandhi*

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## **Programme Guide**

**For**

**Master of Arts in  
Corporate Social Responsibility  
(MACSR)**



**School of Extension and Development Studies  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi- 110068 (India)**

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August, 2021

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Printed and published on behalf of IGNOU, New Delhi by Registrar, MPDD, IGNOU, New Delhi.  
 Laser Typeset:

## CONTENTS

1.1	About the Programme	7
1.2	Programme Details	7
1.3	Who can take Admission?	8
1.4	Prospects	8
1.5	Programme Framework and Contents	9
1.6	Instructional System	20
1.7	Delivery System	22
1.8	Operational Schedule	23
1.9	Evaluation	23
1.10	Assignments	24
1.11	Term End Examinations	26
1.12	General Instructions	27
1.13	Online Facilities	28
Annexure	I : List of Regional Centres of IGNOU	
Annexure	II : Form for Change/Correction of Address	
Annexure	III : Form for Non-receipt of Materials	
Annexure	IV : Form for Early Declaration of Result of Term End Examination	
Annexure	V : Form for Obtaining Duplicate Grade Card/Mark sheet	
Annexure	VI : Form for Issue of Migration Certificate	
Annexure	VII : Form for issue of Provisional Certificate	

**Dear Learner,**

Welcome to the academic programme – Master of Arts in Corporate Social Responsibility (MACSR). IGNOU offers educational programmes through open and distance learning (ODL) and online modes. By enrolling into MACSR programme in ODL mode, you have become a student of IGNOU, one of the the largest Universities in the world. It is quite likely that you are getting this first ever experience as a distance learner. We, as distance teachers are in fact physically at a distance from you. But as far as the teaching-learning activity is concerned, we are very close to you and always with you in the form of self-learning material (SLM) and through other student support services. To start with, read this ‘Programme Guide’ thoroughly, keep it handy and refer it as and when you get any doubt about progressing further in this programme. By following this Programme Guide you will not only feel comfortable but also be able to manage your programme related activities.

In the course of your journey, you will notice that IGNOU is a university with a difference. Unlike conventional Universities where teaching and learning takes place mostly through face-to-face mode, IGNOU adopts a multiple-media approach to facilitate teaching-learning activities. You will find that the printed SLM is the master medium of our instruction. The soft copies of SLM are also available in ‘IGNOU eGyankosh’ for your ready reference. It is supplemented with audio and video programmes, teleconferencing and interactive radio counseling sessions. Further, you will also benefit from the face-to-face mode of interaction during counseling sessions organised at the Leaners Support Centres (LSCs). Also, the assignments, check your progress exercises and activities provide diverse learning opportunities as well as facilitate your smooth progress through the programme.

The MACSR programme would provide you comprehensive exposure to various theoretical and practical aspects related to CSR viz., fundamentals, process, implementation, projects and programmes, community organization and management and issues and perspectives of development / project work in the first year of the programme. As all the CSR projects are based on various issues related to development, the second year MACSR courses focus largely of various aspects of development. It also covers some essential managerial concepts one should be familiar with like organizational behavior, organizational development and Corporate Ethics and Governance. The programme will equip you with necessary knowledge, understanding, skills, attitude and competencies in the area of CSR.

The information presented in this Programme Guide, will help you in organising and systematising your study in respect of various components and stages of the programme. This Programme Guide provides you important information about the programme as a whole, viz., its objectives, structure, mode of delivery, programme schedule, counselling sessions, assignments, evaluation, etc. It is expected that you will preserve this Programme Guide till you complete the programme as it will help you clarify your doubts at different stages during the course of your academic journey through this programme.

With best wishes,

**Programme Coordinators**

Master of Arts in Corporate Social Responsibility (MACSR)

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## 1.1 ABOUT THE PROGRAMME

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Master of Arts in Corporate Social Responsibility (MACSR) is an innovative programme offered through ODL mode utilising multiple media such as SLM, information and communication technologies and personal contact sessions. The MACSR programme is located in and launched by the School of Extension and Development Studies (SOEDS) in IGNOU. The programme aims at promoting professional development and capacity building in the area of CSR.

CSR is a multidisciplinary subject which is rapidly growing and evolving field of study. Philanthropy in the form of charity has been prevalent in India since ancient times. CSR in India has come a long way from voluntary practices to a regulatory mechanism. The Companies in India are governed by Clause 135 of the Companies Act 2013 to perform their CSR activities. The CSR rules have been applicable from the fiscal year 2014-15 onwards and require companies to set up a CSR Committee consisting of their board members. Large Indian companies are now transitioning from philanthropy to a rapidly evolving strategic engagement in development issues. The process of establishing and responding to the CSR agenda within an organization will require specialists in this field. This programme was developed to train the professionals in this area.

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## 1.2 PROGRAMME DETAILS

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### Offer and Coverage

- The MACSR programme is offered in both January and July sessions of every year. It is offered through the established network of IGNOU Regional Centres.

### Objectives

1. To impart knowledge and understanding about CSR through Open and Distance Learning.
2. To expand the capacity of learners on various theoretical and practical aspects of CSR and development work.
3. To develop professional knowledge in formulation, implementation, monitoring and evaluation of CSR projects and programmes
4. To develop expertise in various thematic areas of CSR and
5. To equip the learners with the needed skills in conflict resolution arising while dealing with various stakeholders.

### Eligibility

- Graduation in any discipline from a recognised University / Institute.

**Medium**

- English.

**Duration**

- Minimum duration to complete the programme is 2 year and the maximum duration is 4 years, i.e admission is valid for 4 years.

**Fee**

- The fee for the entire programme is Rs. 14000/- (University may revise the fee time to time. Please check IGNOU online admission portal).

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**1.3 WHO CAN TAKE ADMISSION?**

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- Senior, mid-level and entry level employees of companies undertaking CSR.
- Professionals working in development sector and NGOs implementing the CSR projects.
- Civil servants of State and Central Governments.
- Faculty, researchers and students in universities, research organizations and colleges.
- Graduates wanting to pursue a career in CSR.

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**1.4 PROSPECTS**

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Corporate Social Responsibility (CSR) emerged in the early nineties as a new buzz in the business world and since then has developed into a field with substantial and diverse career opportunities. With the passing of Companies Act, 2013 and the New CSR Rules 2014, India has become the first country to bring legislation on CSR. Several Indian companies will now be required to undertake CSR projects in order to comply with the provisions of the Companies Act. With many companies undertaking these initiatives for the first time, this has opened a whole gambit of job opportunities in public, corporate and non-profit sectors. Further, the criticality of the CSR issues has not been properly understood by the stakeholders due to less emphasis on CSR in the on-campus academic curriculum at the graduation and post-graduation levels. Therefore, the MACSR is a very appropriate programme in ODL mode both in terms of content and timing. It provides a unique opportunity for attaining and upgrading the knowledge of the CSR professionals. Keeping all this in view, the MACSR programme has been designed in such a way to enhance the holistic understanding of CSR by covering CSR fundamentals, its process,



implementation, community organization and management and issues and perspectives of development / project work in the first year of the programme. The second year MACSR courses focus largely of various aspects of development. It also covers some essential managerial concepts one should be familiar with like organizational behavior, organizational development and Corporate Ethics and Governance. The MACSR holders will be equipped to serve various Government and non-government organizations (NGOs) dealing with CSR projects.

- Fresh graduates who complete this programme will be the potential candidates suitable for employment at the grassroots, supervisory and other middle level positions in the corporate organizations and NGOs handling CSR projects.
- The programme also strengthens the efficiency and effectiveness of in-service personnel working in government and NGOs, private or corporate sectors and handling various CSR projects and programmes.
- In-service professionals with MACSR qualification will be more potential candidates suitable for higher level positions in the CSR filed. In addition, they can act as more resourceful persons in the field.
- The MACSR also provides scope for those interested in establishing an NGO as part of their self-employment and greater involvement in CSR activities.

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## 1.5 PROGRAMME FRAMEWORK AND CONTENTS

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The 72 credits MACSR programme consists of the following courses:

1st Year (36 Credits)		
Course Code	Course Title	Credits
MEDS-051	Fundamentals of CSR	6
MEDS-052	CSR Process	6
MEDS-053	CSR Implementation	6
MEDS-054	CSR Projects and Programmes	6
MSW-009	Community Organization Management for Community Development	4
MEDSE-046	Development: Issues and Perspectives*	8
MEDSP-051	Project Work in CSR*	8
*Electives. One of the two has to be selected.		
2nd Year (Choose 36 Credits)		
MDV-102	Dynamics of Development	6
MDV- 108	Development Communication and Extension	6
MDV-109	Development in India – An Overview	6
MDV-004	Gender and Development	6
MDV-110	Training and Development	6

MDV-111	Local Self Governance and Development	6
MDV-115	Health and Development	6
MEDS- 042	Issues and Challenges in Urban Planning and Development	6
MPCE-031	Organizational Behaviour	12 Credits to be taken together
MPCE-033	Organizational Development	
MSWE-002	Women and Child Development	
MEDS-055	Corporate Ethics and Governance	
Total		72

The block and unit wise structure of the courses is given below:

**For 1<sup>st</sup> Year MACSR (36credits)**

**Course 1: Fundamentals of CSR (MEDS -051)**

**Block 1: Evolution and Concept of CSR**

Unit 1: CSR: An Overview

Unit 2: Perspective in Global Context

Unit 3: Perspective in Indian Context

**Block 2: CSR Legislations and Guidelines: Global and India**

Unit 1: CSR Legislation in other Countries

Unit 2: Company's Act 2013

Unit 3: Other CSR Policy Guidelines

Unit 4: Other Related Rules and Guidelines

**Block 3: Key Thematic Areas in CSR-I**

Unit 1: Poverty Alleviation

Unit 2: Quality of Life Improvement

Unit 3: Employment Generation and Livelihood

Unit 4: Women Empowerment

**Block 4: Key Thematic Areas in CSR-II**

Unit 1: Microfinance

Unit 2: Environment Protection/Biodiversity Conservation

Unit 3: Education/Skill Development

Unit 4: Awareness Creation

**Block 5: Key Outcomes of CSR**

Unit 1: Democratizing Development

Unit 2: Community Ownership

Unit 3: Connecting the Last Mile

**Course 2: CSR Process (MEDS -052)**

**Block 1: Operationalizing CSR**

Unit 1: Structural and Functional Setup

Unit 2: Business Strategy in CSR

Unit 3: Governance and Corporate Ethics

**Block 2: CSR Culture and Diversity**

Unit 1: Employer's Perspective

Unit 2: Employee Engagement  
 Unit 3: Entrepreneurship and Welfare  
 Unit 4: Rehabilitation and Resettlement

**Block 3: Stakeholders' Engagement**

Unit 1: Stakeholders  
 Unit 2: NGOs and Cooperatives  
 Unit 3: CSR and Government Programmes  
 Unit 4: Corporate Foundations  
 Unit 5: Local Bodies

**Block 4: CSR for Sustainable Development**

Unit 1: UN-SDGs  
 Unit 2: Selection of Goals and Indicators  
 Unit 3: Implementation Plan and focus areas alignment  
 Unit 4: Collective Action and Collaboration

**Course 3: CSR Implementation (MEDS -053)**

**Block 1: CSR Department**

Unit 1: Roles and Responsibilities  
 Unit 2: Prioritization of CSR Projects  
 Unit 3: Choosing the Implementation Agency

**Block 2: Implementation Partnership**

Unit 1: Components of Implementing Agency  
 Unit 2: Inter agency Relationships  
 Unit 3: Role of CBOs and NGOs in Driving CSR Initiatives  
 Unit 4: Actioning the Theory

**Block 3: Alternative Trajectories in CSR**

Unit 1: Implementation Challenges  
 Unit 2: Market Mechanisms for CSR  
 Unit 3: Social Ventures  
 Unit 4: Social Venture Capital  
 Unit 5: Policy Advocacy through CSR

**Block 4: CSR Reporting**

Unit 1: CSR Reporting Process  
 Unit 2: Frameworks of Corporate Sustainability Reporting  
 Unit 3: Standards of Corporate Sustainability Reporting  
 Unit 4: Ratings and Indices of Corporate Sustainability Reporting  
 Unit 5: Thematic Benchmarks

**Course 4: CSR Projects and Programmes (MEDS -054)**

**Block 1: CSR Project Formulation and Management**

Unit 1: Programme Planning  
 Unit 2: Project Identification and Formulation  
 Unit 3: Project Planning and Management  
 Unit 4: Stakeholder Engagement

**Block 2: Monitoring and Evaluation of CSR Projects**

Unit 1: Project Assessment

Unit 2: Monitoring and Control

Unit 3: Evaluation

Unit 4: Impacts Assessment

**Block 3: Use of Basic Statistics**

Unit 1: Quantitative and Qualitative Data: Collection and Use

Unit 2: Measurement and Sampling

Unit 3: Statistical Tools

Unit 4: Data Processing and Analysis

**Block 4: CSR Accounting and Audit**

Unit 1: CSR Accounting

Unit 2: CSR Auditing

Unit 3: Social Audit

Unit 4: SROI

**Course 5 Community Organization Management for Community Development (MSW – 009)**

Unit 1: Concepts of Community and Community Work

Unit 2. Urban Communities

Unit 3. Profile of Rural Communities

Unit 4. Tribal Communities

Unit 5. Community Development Programmes and Accountability

Unit 6. Community Organisation: Concept, Value Orientation and Assumptions

Unit 7. History of Community Organisation

Unit 8. Community Organisation as a Method of Social Work Practice

Unit 9. Models and Approaches of Community Organisation

Unit 10. Current Issues in Community Organisation and the Role of the Community Organiser

Unit 11. Social Action: Concept and Application

Unit 12. Integrated Approach to Social Work and Social Action

Unit 13. Models of Social Action

Unit 14. Strategies and Skills in Social Action

Unit 15. Social Action: A Method of Social Work

Unit 16. Social Welfare Administration: Concept, History and Nature

Unit 17. Functions, Principles and Scope of Social Welfare Administration

Unit 18. Social Welfare Organizations

Unit 19. Management of Social Welfare Services

Unit 20. Social Policy and Social Welfare Administration

**Course 6 Development: Issues and Perspectives (MEDSE -046)**

**Block 1: Development – An Overview**

Unit 1: Development – Introduction

Unit 2: Economic Development

Unit 3: Human Development

Unit 4: Political Development

**Block 2: Basic Issues in Development – I**

Unit 1: Population

Unit 2: Poverty

Unit 3: Inequality

Unit 4: Unemployment

**Block 3: Basic Issues in Development – II**

Unit 1: Social and Cultural Issues in Development

Unit 2: Development and Disparities

Unit 3: Inclusive Development

Unit 4: Marginalization

**Block 4: Sectoral Issues in Development – I**

Unit 1: Agriculture

Unit 2: Industry

Unit 3: Infrastructure

Unit 4: Service

**Block 5: Sectoral Issues in Development - II**

Unit 1: Education

Unit 2: Health

Unit 3: Gender

**Course 7 Project Work in CSR (MEDSP -051)**

**Course 7: Community Organization Management for community Development (MSW 009)**

**Block-1 Concepts of Community and Community Development**

Unit 1: Concepts of Community and Community Work

Unit 2: Urban Communities

Unit 3: Profile of Rural Communities

Unit 4: Tribal Communities

Unit 5: Community Development Programmes and Accountability

**Block-2 Community Organisation for Community Development**

Unit 6: Community Organisation: Concept, Value Orientation and Assumptions

Unit 7: History of Community Organisation

Unit 8: Community Organisation as a Method of Social Work Practice

Unit 9: Models and Approaches of Community Organisation

Unit 10: Current Issues in Community Organisation and the Role of the Community Organiser

**Block-3 Social Action for Community Development**

Unit 11: Social Action: Concept and Application

Unit 12: Integrated Approach to Social Work and Social Action

Unit 13: Models of Social Action

Unit 14: Strategies and Skills in Social Action

Unit 15: Social Action: A Method of Social Work

**Block-4 Social Welfare Administration**

Unit 16: Social Welfare Administration: Concept, History and Nature

Unit 17: Functions, Principles and Scope of Social Welfare Administration

Unit 18: Social Welfare Organizations

Unit 19: Management of Social Welfare Services

Unit 20: Social Policy and Social Welfare Administration

**2<sup>nd</sup> Year MACSR (36credits to be chosen by the students)**

**Course 1: DYNAMICS OF DEVELOPMENT (MDV-102)**

**Block 1: DYNAMICS OF CHANGE**

Unit 1: Change – An Overview

Unit 2: Process of Change

Unit 3: Change Management

Unit 4: Project Change Management

**2.DYNAMICS OF DEVELOPMENT -1**

Unit 1: Development Dynamics – An Overview

Unit 2:Development Processes Approaches and Strategies

Unit 3: Social and Cultural Dynamics of Development

Unit 4: Development Agencies

**3. DYNAMICS OF DEVELOPMENT –II**

Unit 1: Violence Conflict and Social Movements

Unit 2: Social Exclusion and Discrimination

Unit 4: Marginalization

Unit 5: Freedom Entitlement and Human Rights

**4. DYNAMICS OF DEVELOPMENT –III**

Unit 1: Development and Disparity

Unit 2: Development and Displacement

Unit 3: Inclusive Development

**COURSE 2: MDV -108: DEVELOPMENT COMMUNICATION AND EXTENSION**

**Block 1: EXTENSION EDUCATION**

Unit 1: Extension Education -An Overview

Unit 2: Extension Education – A Global Perspective

Unit 3: Extension in the Context of WTO

Unit 4: Private and Corporate Extension Services

**Block 2: EXTENSION TEACHING METHODS AND AUDIO-VISUAL AIDS**

Unit 1: Teaching-Learning Process

Unit 2: Extension Teaching Methods

Unit 3: Audio-Visual Aids

**Block 3: COMMUNICATION IN EXTENSION AND DEVELOPMENT**

Unit 1: Communication: An Overview

Unit 2: Communication Channels and Need Assessment

Unit 3: Theories and Models of Communication

**Block 4: ICT FOR DEVELOPMENT**

Unit 1: ICTS for Development – An Overview

Unit 2: E- Governance in Urban Development

Unit 3: E- Governance in Rural Development

**Block 5: DIFFUSION OF INNOVATIONS FOR DEVELOPMENT**

Unit 1: Diffusion of Innovation: An Overview

Unit 2: Innovation Processes for Development

Unit 3: Communication in Innovation Decision Process

**Block 6: INNOVATION, INNOVATIVENESS AND ADOPTER CATEGORIES**

Unit 1: Attributes of Innovation

Unit 2: Innovativeness and Adopter Categories

Unit 3: Opinion Leaders and Diffusion Networks

Unit 4: Consequences of Innovations

**Course 3: DEVELOPMENT IN INDIA – AN OVERVIEW (MDV – 109)****Block 1: DEVELOPMENT INITIATIVES AND PLANNING**

Unit 1: Pre-Independent Development Initiatives

Unit 2: Planning and Development Initiatives: Pre Liberalization Period

Unit 3: Planning and Development Initiatives: Post Liberalization Period

Unit 4: Globalization and Development in India

**Block 2: RURAL DEVELOPMENT IN INDIA**

Unit 1: Rural Development – An Overview

Unit 2: Agriculture and Rural Development

Unit 3: Rural Industrialization

Unit 4: Rural Cooperatives and Banking

Unit 5: Rural Poverty Unemployment and Development Interventions

**Block 3: URBAN DEVELOPMENT IN INDIA**

Unit 1: Urbanization in India – An Overview

Unit 2: Migration and Urban Problems

Unit 3: Urban Poverty Unemployment and Development Interventions

**Block 4: SOCIAL DEVELOPMENT**

Unit 1: Development of Scheduled Castes

Unit 2: Development of Scheduled Tribes

Unit 3: Youth Development

**Block 5: ROLE OF PUBLIC, PRIVATE AND SERVICE SECTORS IN DEVELOPMENT**

Unit 1: Role of Public Sector in Development

Unit 2: Role of Private/Corporate Sector in Development

Unit 3: Development of Service Sector

Unit 4: Role of Unorganized Sector in Development

**Course 4 GENDER AND DEVELOPMENT (MDV-004)****Block 1: CONCEPTS OF GENDER**

Unit 1 Basic Concepts of Gender

Unit 2 Social Construction of Gender

Unit 3 Gender and Development Indicators

**Block 2: APPROACHES TO GENDER AND DEVELOPMENT**

Unit 1 Trends in Feminism

Unit 2 WID-WAD-GAD-Part I

Unit 3 WID-WAD-GAD-Part II

**Block 3: STRATEGIES IN GENDER AND DEVELOPMENT**

Unit 1 Affirmative Action: Inclusive Policy and Substantive Equality

Unit 2 Meeting Gender Needs through Planning

Unit 3 Engendering Governance

**Block 4: GENDER IN DEVELOPMENT PROCESS-1**

Unit 1 Gender and Labour Market

Unit 2 Women and Entrepreneurship Development

Unit 3 Gender in Agriculture and Environment

Unit 4 Women in Informal Economy

Unit 5 Women in Work-Paid and Unpaid

**Block 5: GENDER IN DEVELOPMENT PROCESS-II**

Unit 1 Gender, Democracy and Development

Unit 2 Gender and education

Unit 3 Gender, Health and Well-Being

**Course 5: TRAINING AND DEVELOPMENT (MDV 110)****Block 1: FUNDAMENTALS OF TRAINING**

Unit 1: Training: An Overview

Unit 2: Approaches and Strategies of Training

Unit 3: Planning and Organization of Training

**Block 2: TRAINING NEEDS ASSESSMENT**

Unit 1: Training Need Assessment – An Overview

Unit 2: Training Needs Assessment Methods

Unit 3: Translating Training Needs into Training Action

**Block 3: TRAINER AND TRAINING MANAGEMENT**

Unit 1: Trainer and Training Institutions

Unit 2: Training Project Formulation

Unit 3: Training Management

**Block 4: PROCESS OF TRAINING**

Unit 1: Training Methods and Tools -1

Unit 2: Training Methods and Tools -2

Unit 3: Training Evaluation

Unit 4: Impact Assessment of Training

**Block 5: EMERGING DEVELOPMENTS IN TRAINING**

Unit 1: Designing Coherent Training Strategy

Unit 2: Knowledge Management

Unit 3: e-Training

Unit 4: Action Research and TQM

**Block 6: TRAINING AND HRD**

Unit 1: Concept of Human Resource Development

Unit 2: Manpower Planning

Unit 3: Performance Appraisal

**Course 6: LOCAL SELF GOVERNANCE AND DEVELOPMENT (MDV 111)****Block 1: DEMOCRATIC DECENTRALIZATION**

Unit 1: Decentralization – An Overview

Unit 2: Local Self Government and Panchayati Raj Institutions

Unit 3: Local Self Government and Urban Local Bodies

Unit 4: PESA and its Implementation

**Block 2: LOCAL GOVERNANCE AND LOCAL ORGANIZATIONS**



Unit 1: Formal and Informal Organizations and Local Self Governance

Unit 2: Public Private Partnership and Local Self Governance

Unit 3: Parallel Bodies and Local Self Governance

**Block 3: DECENTRALIZED PLANNING AND DEVELOPMENT**

Unit 1: Decentralized Planning: Overview

Unit 2: Decentralized Planning Process

Unit 3: Models in Decentralization Planning

Unit 4: Fiscal Decentralization –A Global Overview

Unit 5: Fiscal Decentralization in India: An Overview

**Block 4: PEOPLE PARTICIPATION**

Unit 1: People's Participation in Governance and Development

Unit 2: Participatory Tools and Methods

**Block 5: EMPOWERMENT OF LOCAL BODIES**

Unit 1: Empowerment of marginalized.

Unit 2: Capacity Building

Unit 3: Leadership

Unit 4: Resource utilization

**Course 7: HEALTH AND DEVELOPMENT (MDV 115)**

**Block 1: POPULATION AND HEALTH CARE**

Unit 1: Health and Development

Unit 2: Demographic Indicators: Transition and Challenges

Unit 3: Prevention and Management of Diseases

Unit 4: Health and Population Policy

**Block 2: ISSUES AND CHALLENGES IN HEALTH CARE**

Unit 1: Reproductive and Maternal Health Care

Unit 2: Child Health Care

Unit 3: Adolescent Health Care and Life Cycle Approach

Unit 4: Care of Elderly

**Block 3: HEALTH CARE SYSTEM AND STRATEGIES**

Unit 1: Primary Health Care Delivery System

Unit 2: Civil Society and Health Care

Unit 3: Behavioural Change Communication in Health Care

Unit 4: Inter-Sectoral Co-ordination in Health Care

**Block 4: TRAINING AND RESEARCH IN HEALTH DEVELOPMENT**

Unit 1: Health Manpower Development

Unit 2: Data Sources for Health Care

Unit 3: Health System Research

Unit 4: Management Information System in Health

**Block 5: SOCIO-ECONOMIC DIMENSIONS OF HEALTHCARE**

Unit 1: Social status of women and health

Unit 2: Education and Health

Unit 3: Poverty and Health

Unit 4: Healthcare of Marginalized

**Course 8 ISSUES AND CHALLENGES IN URBAN PLANNING AND DEVELOPMENT  
(MEDS 042)**

**Block 1: URBAN CHALLENGES**

- Unit 1: Urban Housing
- Unit 2: Urban Industrialization
- Unit 3: Urban Land Market
- Unit 4: Urban Paradoxes

**Block 2: URBAN INFRASTRUCTURE –I**

- Unit 1: Water and Sanitation
- Unit 2: Waste Management
- Unit 3: Transport, Communication and Traffic Management
- Unit 4: Energy Management

**Block 3: URBAN INFRASTRUCTURE –II**

- Unit 1: Urban Health Care
- Unit 2: Urban Education
- Unit 3: Urban Law and Order
- Unit 4: Urban Safety and Security

**Block 4: URBAN POVERTY AND INEQUALITY**

- Unit 1: Informal settlements and Urban Poor
- Unit 2: Urban Informal Sector
- Unit 3: Urban Unemployment
- Unit 4: Gender Dimensions of Urban Poverty

**Block 5: SUSTAINABLE URBAN ECOLOGY AND ENVIRONMENT**

- Unit 1: Industrial Pollution
- Unit 2: Heritage
- Unit 3: Water Bodies, Water Ways and Wetlands
- Unit 4: Open Spaces

**Course 9: Organisational Behaviour (MPCE 031)**

**Block-1 Organisational Psychology**

- Unit 1: Introduction of Organisational Psychology
- Unit 2: Organisational Behaviour, Definition and Importance
- Unit 3: Fundamental Concepts in Organisational Behaviour
- Unit 4: Different Models of OB (Autocratic, Custodial, Supportive and Collegial, Etc.)

**Block-2 Personality and Attitudes in Organisational Behaviour**

- Unit 1: Job Satisfaction
- Unit 2: Work Motivation
- Unit 3: Content Theories, Process Theories and Schedules of Reinforcement
- Unit 4: Organisational Commitment

**Block-3 Leadership and Team Building**

- Unit 1: Definition of Leadership and Importance of Team Building
- Unit 2: Change Management
- Unit 3: Team Management
- Unit 4: Resolving Conflicts

**Block-4 Learning Process and Motivation in Organisation Behaviour**

Unit 1: Principles and Process of Learning

Unit 2: Organisation Behaviour and Management

Unit 3: Motivation in Organisations

Unit 4: The Process of Motivation for Higher Morale and Productivity

**Course 10: Organisational Development (MPCE 033)**

**Block-1 Introduction**

Unit 1: Definition and Introduction to Organisational Development

Unit 2: Foundations of Organisational Development

Unit 3: Conceptual Framework of Organisational Development

Unit 4: First Order and Second Order Change in Organisational Development

**Block-2 Assumption, Beliefs and Values in Organisational Development**

Unit 1: Participation and Empowerment

Unit 2: Team and Teamwork

Unit 3: Parallel Learning Structures

Unit 4: A Normative Re-educative Strategy for Change

**Block-3 Analysing and Managing the OD Process**

Unit 1: Components of Organisational Development (OD) Process

Unit 2: Diagnosing the System, Subunits and Process

Unit 3: Models for Managing Change (Including Six Boxes Organisational Model)

Unit 4: Programme Evaluation Process in Organisational Development

**Block-4 OD Interventions**

Unit 1: Definition, Factors to be Considered, Nature and Classification of OD Interventions

Unit 2: Selection and Organising of Intervention Activities

Unit 3: Typology of Interventions Based on Target Groups

Unit 4: Human Process Interventions: Individual Group and Inter-Group, Coaching, Counselling, Training, Behavioural Modelling, Mentoring, Motivating Etc.

**Course 11: Women and Child Development (MSWE 002)**

**Block-1 Status of Women in India**

Unit 1: Women Down the Ages

Unit 2: Situational Analysis of Women in India

Unit 3: Women – A Vulnerable Group

Unit 4: Women in the Unorganized Sector

**Block-2 Women and Development Initiatives**

Unit 1: Global Initiatives and UN Safeguards for Women's Development

Unit 2: Policies and Programmes for Women's Empowerment in India

Unit 3: Gender and Development

**Block-3 Status of Children in India**

Unit 1: Profile of Children in India

Unit 2: Girl Children: A Vulnerable Group

Unit 3: Children in Critical Circumstances

Unit 4: Situation of Adolescents

**Block-4 Care and Safeguards of Children**

Unit 1: Global Initiatives and UN Safeguards for Children

Unit 2: Policies and Programmes for Children in India

Unit 3: Positive Parenting

Unit 4: Role of Social Worker in Child Care Settings

### **Course 12: Corporate Ethics and Governance (MEDS 055)**

#### **Block 1: Corporate Ethics**

Unit 1: Business Ethics and Social Responsibility

Unit 2: Conflict of Interest and Agency Theory

Unit 3: Tragedy of Commons and Pro Social Behaviour

#### **Block 2: Corporate Governance**

Unit 1: Perspectives on Corporate Governance

Unit 2: Corporate and the Board of Directors

Unit 3: ESG requirements

#### **Block 3: Conflict Management**

Unit 1: Conflicts in Community Development

Unit 2: Introduction to Alternative Dispute Resolution

Unit 3: Mediation, Negotiation and Conciliation

#### **Block 4: Case Studies and Best Practices**

Unit 1: Case Studies and Best Practices in Business Ethics

Unit 2: Case Studies and Best Practices in Corporate Governance

Unit 3: Case Studies and Best Practices in Conflict Management

## **1.6 INSTRUCTIONAL SYSTEM**

The instructional system of IGNOU is more learner-oriented. In this, the learner is an active participant in the teaching-learning process. Most of the instruction is imparted through open and distance mode of communication rather than face-to-face mode. The University follows a multiple-media approach for instruction i.e. self-instructional print material, audio-video programmes, assignments, activities, check your progress exercises, face-to-face counseling sessions / contact sessions, teleconferencing and interactive radio counselling, among others.

### **Self-instructional Print Material**

The print materials are written in self-instructional style and are supplied to learners. Each course has a specific code number assigned to it (MEDS-051, MEDS-052, MEDS-053, MEDS-054, MSW-009, MEDSE-046 and MEDSP-051) for first year material and (MDV-102, MDV-108, MDV-109, MDV-004, MDV-110, MDV-111, MDV-115, MEDS-042, MPCE-031, MPCE-033, MSWE-002 and MEDS-055) for second year material. The learner has to complete the assignment related to each course he/she has opted for. The contents under each course are divided into blocks and each block is further divided into units. Each block deals largely with the

concepts in the block and all blocks are connected in such a way that after completing all the units, you will gain a better knowledge, understanding, practical and professional skills related to the theme of the course.

### **Audio-video Programmes**

The learning package also contains audio-video programmes which are produced by the University for clarification, supplementing and enhancement of understanding of the course material given to the student. These programmes are normally of 25-30 minutes duration. These are used at the LSCs during counseling sessions which are duly scheduled and notified by the Programme In-charge/Co-ordinator of Study Centre for the benefit of the students. The video programmes are also telecast on *Gyan Darshan*. Similarly, the audio programmes are also broadcast by *Gyan Vani / Gyandhara* radio channels.

### **Assignments**

Assignments are an integral and compulsory component of the instructional system. There is one assignment for each course. Learners will have to work on these assignments and should submit the assignment responses to the Coordinator of the allotted Study Centre in accordance with the given assignments' submission schedule. **Assignments are to be downloaded from IGNOU website ([www.ignou.ac.in](http://www.ignou.ac.in)) at student's zone.** Normally, the assignment marks are declared along with the term end exam results.

### **Counselling Sessions**

Following the university norms, the counselling sessions are held at the LSC as per the schedule drawn and notified by the Coordinator/Programme In-charge of the LSC. They are mostly held on weekends (i.e. Saturdays and Sundays) as per the convenience of the host institution where the LSC is located. However, if the number of students for the programme at a study centre falls below 10 (ten), then the counselling and support services may be handled by the programme coordinator or the faculty of the School concerned or through an appropriate alternative arrangement. (*Note: University issue guidelines on counselling sessions from time to time which are to be adhered by the LSCs*).

### **Teleconferencing**

Teleconferencing sessions are conducted via satellite through interactive *Gyan Darshan* Channel from the University studios as per the schedule made available to the Regional Centres and LSCs. Teleconferencing is an effective means of interaction between the learners, experts and

others concerned with the programme. It provides an interesting opportunity to the students to interact with the faculty members at the headquarters, and other experts/eminent scholars in the field.

### **Interactive Radio Counselling / Internet Audio Counselling**

Interactive Radio Counseling is provided on radio by invited experts from different *Gyanvani* radio stations in the country. Students can ask questions right from their homes through telephone by availing the facility of toll free telephone number provided for this purpose from selected cities.

*Gyandhara* is a recent concept in distance learning in India. It is an internet-based audio counselling service offered by IGNOU. Students can listen to the live discussions by the teachers and experts in the field on the topic of the day and interact with them through telephone and chat modes. Learners can access *Gyandhara* through mobile devices.

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## **1.7 DELIVERY SYSTEM**

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The PGDCSR programme is delivered as a continuous programme of one year duration starting from the beginning of the relevant academic session (July or January). Different divisions of the IGNOU are involved in delivering the programme – supplying/despaching the materials, providing student support services / facilities, conduct of examinations and certification. In case you face any problem/difficulty at any stage, you can contact the following support division / centre.

### **Whom to Contact for What?**

- For identity card, fee receipt, change of address, bonafide certificates, migration certificate, scholarship forms (if applicable), non-receipt of study material contact the concerned Regional Centre.
- For assignments, you can download from IGNOU website: [www.ignou.ac.in](http://www.ignou.ac.in) at students' zone.
- For non-reflection of assignment marks in your grade card, contact the Regional Director of the concerned Regional Centre and Asstt. Registrar (Assignments),

Student Evaluation Division (SED), IGNOU, Maidan Garhi, New Delhi-110068.  
(E-mail: [assignments@ignou.ac.in](mailto:assignments@ignou.ac.in)).

- For queries relating to examination, date-sheet, result, early declaration of results, transcripts, rechecking, grade card & provisional certificate (GCPC), you can contact Dy. Registrar (Examination-III), SED, Block-12, Room No. 1, IGNOU, Maidan Garhi, New Delhi-110068.
- For Original Degree/Diploma and Convocation, contact your Regional Centre.
- For student grievances, register your grievance in the 'IGNOU Grievance Redress and Management (iGRAM)' portal at <https://igram.ignou.ac.in/>
- For the schedules of counselling, feedback on assignment responses contact the Coordinator of the concerned learner support centre (LSC).
- Please check IGNOU website at frequent intervals for updates on the above.

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## 1.8 OPERATIONAL SCHEDULE

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### I. Operational Schedule for the Students enrolled for the July Session

- **September - October:** Dispatch of the self learning materials
- **31<sup>st</sup> March:** Submission of Term-end Examination Form (Online) and Assignments (at the study centre).
- **June:** Term-end Examinations – **Completion of the Programme.**
- Issue of grade card & provisional certificate (GCPC) (by post)
- Award of Original Diploma (In the Convocation)

### II. Operational Schedule for the Students enrolled for the January Session

- **March - April:** Dispatch of the self learning materials to the students.
- **30<sup>th</sup> September:** Submission of Term-end Examination Form (Online) and Assignments (at the study centre).
- **December:** Term-end Examinations – **Completion of the Programme.**
- Issue of grade card & provisional certificate (GCPC) (by post)
- Award of Original Diploma (In the Convocation)

If you carefully follow and adhere to the relevant operational schedule given above, you will be able to complete the programme in one year. Due to any unavoidable reasons, if you are unable to complete the programme within the relevant schedule please do not feel tensed and worry about it. If you could not complete assignments or examinations of any course in the particular session, then you can complete them in the next session. Thus, there is flexibility that enables you to cope up with any such difficulty in completing it in the subsequent session(s), but within the maximum period of three years. However, we advise you to complete the programme within the minimum duration of one year.

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## 1.9 EVALUATION

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The evaluation comprises two aspects:

- a) Continuous evaluation - one compulsory assignment for each course with a weightage of 30%.
- b) Term-End Examination (TEE) – one for each course with a weightage of 70%.

In order to successfully complete a course, the learner must obtain at least ‘40%’ in the assignment and ‘40%’ in the TEE separately in each course. There is no viva or assignment or examination for the project work. The project report carries 100% weightage and 40% is the pass mark.

(In addition to the above, the self-evaluation component includes the check your progress and activity exercises (non-credit) given within the study material. There is no weightage for them in the final assessment and they are meant to self check your progress only).

The grading system depending on the percentage of marks secured by the candidates in Assignments and TEE is as follows:

<b>Letter Grade</b>	<b>Qualitative Level</b>	<b>Percentage Equivalent</b>
A	Excellent	80% and above
B	Very Good	60% to 79.9%
C	Good	50% to 59.9%
D	Satisfactory	40% to 49.9%
E	Unsatisfactory	Below 40%

The PGDCSR programme follows percentage equivalent system for certification.



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## 1.10 ASSIGNMENTS

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The purpose of assignments is to provide you an opportunity of articulating your assimilated knowledge and understanding into written form and also to test your capacity of transferring the theoretical learning from the courses to practical situations. Thus, the assignments practically enhance your understanding as well as skills of articulation and expression in writing.

You will have to do one assignment for each course. Each assignment carries 100 marks and carries 30% weightage towards the final evaluation of the course. Irrespective of the year and session of the registration you need to submit the latest assignments uploaded on the website.

### Instructions

- 1) The top of the first page of your response sheet should look like this:
  - Name:
  - Enrollment No.:
  - Course Title:
  - Course Code:
- 2) Use A-4 size plain or ruled paper for your responses, write on both the sides with margin and tie all the pages carefully course wise.
- 3) Write the question number with each answer.s
- 4) You should write in your own handwriting and only handwritten assignments are accepted and evaluated.
- 5) Last date for submitting the assignments for July Session is 31<sup>st</sup> March of the next year and for January Session is 30<sup>th</sup> September (Univresity may relax these dates in special circumstances like Covid).

### Guidelines

- 1) **Planning:** Read the assignments carefully. Go through the self learning material on which they are based. Make some points regarding each question and then rearrange these in a logical order.
- 2) **Organization:** Be a little more selective and analytical. Give attention to your introduction and conclusion. The introduction must offer your brief interpretation of the question and how you propose to develop it. The conclusion must summarize your response to the question.
- 3) **Make sure that your answer:**

- a) is around 600 to 800 words for each question;
  - b) is logical, coherent and has clear connections between sentences and paragraphs;
  - c) is written correctly giving adequate consideration to your expression, style and presentation;
- 4) **Presentations:** Once you are satisfied with your answers, you can write down the final version for submission, writing each answer neatly and underline the points you wish to emphasize.
- 5) **Submission:** You have to send the assignment-responses to the Study Centre you are attached to as per schedule. The instructions given in the assignments should be kept in mind while you prepare and submit the assignment responses.
- 6) If you do not complete the assignments according to time schedule of the relevant academic session, then you have to attempt the new assignment questions of the next session and submit the assignment responses according to the schedule of that session.

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### 1.11 TERM END EXAMINATIONS (TEE)

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The TEE is another component of the evaluation system with 70% weightage for each course. The University conducts term-end examination (TEE) twice a year i.e. in June and in December of every year. **Please see the details of operational schedule given under section 1.8 to appear for TEE under each cycle.** In case you fail (less than 40%) in the TEE, you will be eligible to re-appear in the next TEE for that course, till the final span of the programme i. e. prior to completion of the maximum duration of 3 years.

Examination date-sheet (schedule which indicate the date and time of examination for each course) is notified on the IGNOU website.

It is a pre-requisite to submit the online examination form with prescribed fee (revised from time to time) per course. Only one form is to be submitted for all the courses you are appearing in TEE. **You can choose examination centre anywhere in India under any Regional Centre while filling the online examination form.** The exam centre will be allotted on first come first serve basis. In case the sitting at the centre has exhausted you can select the alternate centre.

However, if Examination Centre chosen by you is not activated, you will be allotted to any other Examination Centre under the same Region.

The normal dates for submission of examination forms are given below:

<b>For June TEE</b>	<b>For December TEE</b>	<b>Late fee</b>	<b>Address</b>	<b>Remark</b>
1st March to 31st March	1st September to 30th September	NIL	Online submission	Examination fee @
1st April to 20th April	1st October to 20th October	Rs.300/-	www.ignou.ac.in	Rs.200/- per course (revised from time to time)
21st April to 30th April	21 <sup>st</sup> October to 31 <sup>st</sup> October	Rs.500/-		
1 <sup>st</sup> May to 15 <sup>th</sup> May	1 <sup>st</sup> November to 15 <sup>th</sup> November	Rs.1000/-		

University may revise these dates in special circumstances like Covid.

Please ensure:-

- Assignment(s) as applicable for the course(s) filled for appearing in the TEE are submitted.
- Registration for the course(s) is valid and not time barred.
- Minimum duration (one year) for appearing in course(s) has been completed.

University uploads Hall Ticket / Admit Card of the term-end examination on the University's website (www.ignou.ac.in). Students can download the same for the examination purpose from the website.

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## **1.12 GENERAL INSTRUCTIONS**

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- A record of your progress is maintained at IGNOU, New Delhi.
- Please save all the information that University sends you and keep the Programme Guide handy.
- Do write to us if you have any difficulties while working through the programme. Remember to intimate the relevant authority sufficiently in advance, if there is any change of address.

This will help the concerned authority to send you course material, any information and letters promptly, without any delay or the risk of their being lost.

- Please try to attend as many counselling sessions as possible so as to get the best out of the programme.
- When you receive the study materials, read the units carefully and note down the important points. **You can use the space in the broad margin of the printed pages for making notes and writing your comments.**
- Answer ‘Check Your Progress’ questions and complete ‘Activities’ given in the study materials. **Please remember, the answers to them are not to be sent to us.** The purpose is to enable you to evaluate your own performance and keep you on the right track. They will enhance your comprehension of the subject matter. You can compare your answers to Check Your Progress questions with those given at the end of the unit.

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### 1.13 ONLINE FACILITIES

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Please visit the IGNOU website ([www.ignou.ac.in](http://www.ignou.ac.in)) from time to time for the general updates. A few important links under the site are enlisted here.

- i. **Schools of Studies:** Where you will get the information about the programmes offered by different schools. The PGDCSR programme is offered by the School of Extension and Development Studies (SOEDS).
- ii. **Students Support:** Results; download facilities for assignment, old question papers; queries about admission, registration, material despatch details, address checking, convocation; TEE date sheet; examination form; campus placement, prospectus etc.
- iii. **Divisions:** Under this section, there are links for Material Production and Distribution Division, Regional Service Division, Student Registration Division and Student Evaluation Division.
- iv. **Student Registration Division:** This link will give you information about admission.
- v. **Student Evaluation Division:** This link gives information about TEE and results.
- vi. **Electronic Media Production Centre:** You will get the information about the Interactive Radio Counselling and Teleconferencing schedules.

Annexure I : List of Regional Centres of IGNOU

Annexure II : Form for Change/Correction of Address

Annexure	III	: Form for Non-receipt of Materials
Annexure	IV	: Form for Early Declaration of Result of Term End Examination
Annexure	V	: Form for Obtaining Duplicate Grade Card/Mark sheet
Annexure	VI	: Form for Issue of Migration Certificate
Annexure	VII	: Form for issue of Provisional Certificate

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*Note: 1. Forms for Term End Examination and Re-evaluation of Result of Term End Examination are to be submitted online ([www.ignou.ac.in](http://www.ignou.ac.in)). Please check IGNOU website for change in the format, address, mode of submission and fee (if any) before submission of the form.*

**Annexure -I****LIST OF REGIONAL CENTRES OF IGNOU**

(Please check the respective RC website for updates on address, contact details, operational area, support services etc)

<b>S.N O</b>	<b>RCCOD E</b>	<b>RCNAME</b>	<b>ADDRESS</b>	<b>OPERATIONAL AREA</b>
1	26	AGARTALA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE M.B.B. COLLEGE COMPOUND P.O. AGARTALA COLLEGE AGARTALA-799 004, TRIPURA 0381-2519391 / 2516266 0381-2516266 rcagartala@ignou.ac.in	STATE OF TRIPURA (DISTRICT: DHALAI, NORTH TRIPURA, SOUTH TRIPURA, WEST TRIPURA)
2	09	AHMEDABA D	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OPP. NIRMA INSTT OF TECHNOLOGY SARKHEJ-GANDHINAGAR HIGHWAY CHHARODI AHMEDABAD-382 481, GUJARAT 02717-242975-79, 02717-241370,02717-256458 02717-241580 rcahmedbad@ignou.ac.in	STATE OF GUJARAT (DISTRICT: AHMEDABAD, ANAND, BANASKANTHA, BHARUCH, DAHOD, GANDHINAGAR, MEHSANA, PATAN, SABARKANTHA, SURAT, VADODARA, VALSAD, DANG, KHEDA, NARMADA, NAVSARI, PANCHMAHAL, TAPI)
3	19	AIZWAL	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE LAL BULAIA BUILDING M.G. ROAD KHATLA (NEAR CENTRAL YMCA OFF) AIZWAL - 796 001, MIZORAM 0389-2311693 / 2311692 0389-2311789 rcaizwal@ignou.ac.in	STATE OF MIZORAM (DISTRICT: AIZWAL, LUNGLEI, KOLASIB, MAMIT, SERCHHIP, SAIHA, CHAMPHAI, LAWNGTLAI)
4	47	ALIGARH	REGIONAL DIRECTOR IGNOU REGIONAL	STATE OF UTTAR PRADESH (DISTRICT:

			<p>CENTRE 3/310 MARRIS ROAD ALIGARH - 202 001 UTTAR PRADESH 0571-2700120 / 2701365 0571-2402147 rcaligarah@ignou.ac.in</p>	<p>ALIGARH, AGRA, BUDAUN, BULANDSHAHR, ETAH, ETAWAH, FIROZABAD, J.P. NAGAR, KASHIRAM NAGAR/KASGANJ, MAHAMAYA NAGAR/HATHRAS, MAINPURI, MATHURA, MORADABAD, RAMPUR)</p>
5	13	BANGALORE	<p>REGIONAL DIRECTOR (I/C) IGNOU REGIONAL CENTRE NSSS KALYANA KENDRA 293, 39TH CROSS, 8TH BLOCK JAYANAGAR BANGALORE - 560 070 KARNATAKA 080-26654747 / 26657376 080-26639711, 080-26644848 rcbangalore@ignou.ac.in</p>	<p>STATE OF KARNATAKA (DISTRICT: BANGALORE, BANGALORE RURAL, CHIKBALLAPUR, CHITRADURGA, DAVANAGERE, KOLAR, RAMANAGARA, SHIMOGA, TUMKUR, BAGALKOT, BIJAPUR, GADAG, HAVERI, BELLARY, BIDAR, GULBARGA, KOPPAL, RAICHUR, YADGIR, CHAMARAJANAGAR, CHIKMAGALUR)</p>
6	82	BHAGALPUR	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BHAGALPUR</p>	<p>STATE OF BIHAR (DISTRICT: KISHANGANJ, ARARIA, KATHIHAR, PURNEA, BHAGALPUR, BANKA, MUNGER, KHAGARIA, MADHEPURA)</p>
7	15	BHOPAL	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SANCHI COMPLEX, 3RD FLOOR OPP. BOARD OF SECONDARY EDN. SHIVAJI NAGAR BHOPAL - 462 016 MADHYA PRADESH</p>	<p>STATE OF MADHYA PRADESH (DISTRICT: ALIRAJPUR, BALAGHAT, BHIND, CHHATARPUR, DATIA, HARDA, KHANDWA, MANDSAUR, NEEMUCH, RAJGARH, SAGAR, SHAJAPUR, BAWANI, BHOPAL, DEWAS,</p>

			0755-2578455 / 2578452 0755-2578454 rcbhopal@ignou.ac.in	GUNA, HOSHANGABAD, JHABUA, KHARGONE, MORENA, PANNA, RATLAM, SATNA, SHEOPUR)
8	21	BHUBANESH WAR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C - 1, INSTITUTIONAL AREA BHUBANESHWAR - 751 013 ORISSA 0674-2301348 / 2301250 0674-2301352, 0674-2371457 0674-2300349 rcbhubaneswar@ignou.ac.in	STATE OF ORISSA (DISTRICT: ANGUL, BHADRAK, BARAGARH, BALASORE, CUTTACK, DEOGARH, DHENKANAL, GANJAM, GAJAPATI, JHARSUGUDA, JAJPUR, JAGATSINGHPUR, KHORDHA, KEONJHAR, KANDHAMAL, KENDRAPARA, MAYURBHANJ, NAYAGARH, PURI, SAMBALPUR, SUNDERGARH)
9	06	CHANDIGAR H	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SCO 208 SECTOR 14 PANCHKULA - 134 109 HAYRANA 0172-2590208,0172-2590279 <a href="mailto:rcchandigarh@ignou.ac.in">rcchandigarh@ignou.ac.in</a>	STATE OF PUNJAB (DISTRICT: PATIALA, MOHALI, RUP NAGAR, FATEHGARH SAHEB), STATE OF HARYANA (DISTRICT: AMBALA, PANCHKULA), CHANDIGARH (U.T.)
10	25	CHENNAI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 3rd FLOOR, G R COMPLEX 407-408, ANNA SALAI, NANDANAM, CHENNAI- 600035 TAMILNADU PH.OFF : 044-24312766, 24312979 rcchennai@ignou.ac.in	STATE OF TAMILNADU (DISTRICT: CHENNAI, THIRUVALLUR, KANCHIPURAM, VELLORE, THIRUVANNAMALAI, KRISHNAGIRI, DHARMAPURI, SALEM, NAMAKKAL, VILLUPURAM, CUDDALORE,



				PERAMBALUR, NAGAPATTINAM, THIRUVARUR), PONDICHERRY (U.T.)
11	14	COCHIN	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KALOOR COCHIN - 682 017, KERALA 0484-2340203 / 2348189 / 2330891 0484-2340204 rccochin@ignou.ac.in	STATE OF KERALA (DISTRICT: ALAPPUZHA, ERNAKULAM, IDUKKI, KOTTAYAM, KOZHIKODE, MALAPPURAM, PALAKKAD, THIRUSSUR, LAKSHADWEEP (U.T.)
12	46	DARBHANG A	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE LALIT NARAYAN MITHLA UNIV.CMPS KAMESHWARANAGAR, NEAR CENTRAL BANK DARBHANGA - 846 004 BIHAR 06272-251833,06272-251318 06272-253719 rcdarbhanga@ignou.ac.in	STATE OF BIHAR (DISTRICT: ARARIA, BEGUSARAI, DARBHANGA, EAST CHAMPARAN, GOPALGANJ, KATI HAR, KHAGARIA, SAHARSA, SUPAUL, MADHEPURA, PURNEA, KISHANGANJ, SARAN, SIWAN, SHEOHAR, SITAMARHI, SAMASTIPUR, MADHUBANI, MUZAFFARPUR, WEST CHAMPARAN)
13	31	DEHRADUN	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NANOOR KHERA, TAPOVAN RAIPUR ROAD DEHRADUN - 248 001 UTTARANCHAL 0135-2789200 / 2789180 0135-2789205,0135-2665317 0135-2789190 rcdehradun@ignou.ac.in	STATE OF UTTARANCHAL (DISTRICT: DEHRADUN, PAURI, CHAMOLI, TEHRI, UTTARAKASHI, RUDRAPRAYAG, HARIDWAR, NAINITAL, ALMORA, PITHORAGARH, US NAGAR, CHAMPAWAT, BAGESHWAR), STATE OF UTTAR PRADESH (DISTRICT: SAHARANPUR, MUZAFFAR NAGAR, BIJNORE)
14	07	DELHI 1	REGIONAL DIRECTOR	STATE OF DELHI

			IGNOU REGIONAL CENTRE PLOT NO J-2-1 BLOCK - B 1 MOHAN COOPERATIVE INDUSTRIAL ESTATE, MATHURA ROAD NEW DELHI - 110 044, DELHI 011-26990082 / 26990083 011-26058354,011-26990084 rcdelhi1@ignou.ac.in	(COVERING AREAS OF MEHRAULI, CHANAKYAPURI, LODHI COLONY, SOUTH EXTENSION, R.K. PURAM, VASANT KUNJ, SAKET, GREEN PARK, LAJPAT NAGAR, G.K., MALVIYA NAGAR, BHOGAL, ASHRAM, HAUZ KHAS, MUNIRIKA, OKHLA, SANGAM VIHAR, FRIENDS COLONY)
15	29	DELHI 2	REGIONAL DIRECTOR (I/C) IGNOU REGIONAL CENTRE GANDHI SMRITI & DARSHAN SAMITI RAJGHAT NEW DELHI - 110 002, DELHI 011-23392374 / 23392376 / 23392377,011-26493257 011-23392375 rcdelhi2@ignou.ac.in	STATE OF DELHI (COVERING AREAS OF KARALA, PRAHLADPUR, BANAGAR, LIBASPUR, RAMA VIHAR, RANI BAGH, SULTAN PURI, BUD VIHAR, MANGOLPURI, PITAMPURA, JAHANGIR PURI, JHARODA MAJA, BURAI, DR. MUKHERJEE NAGAR, MODEL TOWN, SHAKURPUR, COLONY, GTB NAGAR)
16	38	DELHI 3	REGIONAL DIRECTOR (I/C) IGNOU REGIONAL CENTRE F-634-636 PALAM EXTENSION RAM PHAL CHOWK (NEAR SECTOR 7) DWARKA NEW DELHI - 110 045, DELHI 011-25088939 / 25088944 011-25088983 rcdelhi3@ignou.ac.in	STATE OF DELHI (COVERING ARAS OF MUNDKA, NANGLOI JAT, PEERAGARHI, PUNJABI BAGH, BAKARWALA, MEERA BAGH, MOTI NAGAR, TILAK NAGAR, TILANGPUR, KOTLA, VIKASPURI, SUBHASH NAGAR, UTTAM NAGAR, JANAKPURI, NAZAFGARH, MAHAVIR ENC., SAGARPUR, DWARKA, PALAM)
17	24	GANGTOK	REGIONAL DIRECTOR IGNOU REGIONAL	STATE OF SIKKIM (DISTRICT: EAST

			CENTRE GAIRIGAON TADONG PO SHUMBUK HOUSE GANKTOK - 737 102, SIKKIM 0359-2270923, 0359-2212501 rcgangtok@ignou.ac.in	SIKKIM, WEST SIKKIM, NORTH SIKKIM, SOUTH SIKKIM)
18	04	GUWAHATI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE HOUSE NO 71, GMC ROAD CHRISTIAN BASTI GUWAHATI, ASSAM 0361-2343785 / 2343786 / 2343783, 0361-2343784 rcguwahati@ignou.ac.in	STATE OF ASSAM (DISTRICT: TINSUKIA, DIBRUGARH, SIBSAGAR, DHEMAJI, JORHAT, LAKHIMPUR, GOLAGHAT, SONITPUR, KARBI, ANGLONG, NAGAON, MARIGAON, DARRANG, KAMRUP, NALBARI, BARPETA, BONGAIGAON, GOALPARA, KOKRAJHAR, DHUBRI, NORTH CACHAR HILLS, CACHAR)
19	01	HYDERABA D	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE M-5 BLOCK, IST FLOOR MANORANJAN COMPLEX TELANGANA STATE HOUSING BOARD COMPLEX (ADJACENT TO GANDHI BHAVAN METRO STATION) MJ ROAD, NAMPALLY HYDERABAD- 500001040- Phone : 040-23117550, Mobile : 9492451812 Email : rchyderabad@ignou.ac.in	STATE OF TELANGANA (DISTRICT: ADILABAD, ANANTAPUR, HYDERABAD, KADAPA, KARIM NAGAR, KURNOOL, MEDAK, MAHABOOB NAGAR, NALGONDA, NIZAMABAD, RANGA REDDY, WARANGAL)
20	52	IAEP - CHANDIMAN DIR	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION HQ WESTERN COMMAND C/O 56 APO CHANDIMANDIR - 908 543	WESTERN COMMAND AREA

			HARYANA 0172-2589355 / 2589423(CIVIL); 2668(MIL); 0712-2589355 <a href="mailto:iaeprc52@rediffmail.com">iaeprc52@rediffmail.com</a>	
21	56	IAEP JAIPUR	- REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE EDUCATION BRANCH C/O 56 APO 908546 JAIPUR, RAJASTHAN 0141-6640 (ARMY) <a href="mailto:swciaep@gmail.com">swciaep@gmail.com</a>	SOUTH WESTERN COMMAND
22	51	IAEP KOLKATA	- REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION, FORT WILLIAM HQ EASTERN COMMAND C/O 99 APO KOLKATA - 908 542 WEST BENGAL 033-22222668, 033-22222668 <a href="mailto:rc51army_ec@yahoo.co.in">rc51army_ec@yahoo.co.in</a>	EASTERN COMMAND AREA
23	53	IAEP LUCKNOW	- REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE IAEP HQ.CENTRAL COMMAND-GS (EDN) LUCKNOW - 908 554 UTTAR PRADESH 0522-2482968(CIVIL); 2670(MIL) <a href="mailto:iaeppc53@yahoo.co.in">iaeppc53@yahoo.co.in</a>	CENTRAL COMMAND AREA
24	54	IAEP - PUNE	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION H Q SOUTHERN COMMAND C/O 56 APO - 908 795 020-26616592(CIVIL); 3019(MIL) 020-26102669, 020-26102670 <a href="mailto:armypunerc54@yahoo.com">armypunerc54@yahoo.com</a>	SOUTHERN COMMAND AREA

25	55	IAEP UDHAMPUR -	REGIONAL DIRECTOR IGNOU ARMY RECOG. REG. CENTRE COL. EDUCATION UTTAR KAMAN MUKHYALAYA 908545 C/O 56APO, HQ NORTHERN COMMAND UDHAMPUR JAMMU & KASHMIR 01992-242486, 01992-242486 iaeparmy55@rediffmail.com	NORTHERN COMMAND AREA
26	81	IAREP SHILLONG -	REGIONAL DIRECTOR IGNOU ASSAM-RIFLES RECOG. R.C. DIRECTORATE GENERAL ASSAM RIFLES (DGAR) LAITUMUKHRAH SHILLONG - 793 011 MEGHALAYA 0364-2705181, 0364-2705184 iarrc_81@yahoo.com	COMMAND AREA
27	17	IMPHAL	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE ASHA JINA COMPLEX NORTH AOC IMPHAL - 795 001 MANIPUR 0385-2421190 / 2421191 0385-2421192 rcimphal@ignou.ac.in	STATE OF MANIPUR (DISTRICT: BISHNUPUR, CHURACHANDPUR, CHANDEL, IMPHAL EAST, IMPHAL WEST, SENAPATI, TAMENGLONG, THOUBAL, UKHRUL)
28	74	INEP - KOCHI	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE NAVAL BASE HQ SOUTHERN NAVAL COMMAND KOCHI - 682 004 KERALA 0484-2667434, 0484-2666194 inepkochi_10@rediffmail.com	HQ SOUTHERN NAVAL COMMAND
29	72	INEP MUMBAI -	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE	HQ WESTERN NAVAL COMMAND

			HQ. WESTERN NAVAL COMMAND SHAHID BHAGAT SINGH MARG MUMBAI - 400 023 MAHARASHTRA 022-22752245, 022-22665458 <a href="mailto:inepm@rediffmail.com">inepm@rediffmail.com</a>	
30	71	INEP - NEW DELHI	REGIONAL DIRECTOR (I/C) IGNOU NAVY RECOG. REG. CENTRE DIRECTORATE OF NAVAL EDUCATION INTEGRATED HQS. MINISTRY OF DEFENCE WEST BLOCK.5,IIND FLR,WING-II RK PURAM, NEW DELHI – 110 066 011-26194686, 011-26105067 <a href="mailto:inepdelhi@rediffmail.com">inepdelhi@rediffmail.com</a>	NAVAL HQS
31	73	INEP - VISAKHAPA TNAM	REGIONAL DIRECTOR IGNOU NAVY RECOG. REG. CENTRE HQ EASTERN NAVAL COMMAND VISAKHAPATNAM - 530 014 ANDHRA PRADESH 0891-2812669, 0891-2515834 <a href="mailto:rc73@ignou.ac.in">rc73@ignou.ac.in</a> <a href="mailto:inepv@hotmail.com">inepv@hotmail.com</a>	HQ EASTERN NAVAL COMMAND
32	03	ITANAGAR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 'HORNHILL COMPLEX' 'C' SECTOR (NEAR CENTRAL SCHOOL) NAHARLAGUN ITANAGAR - 791 110 ARUNACHAL PRADESH 0360-2247536 / 2247538 0360-2247535, 0360-2247537 <a href="mailto:rcitanagar@ignou.ac.in">rcitanagar@ignou.ac.in</a>	STATE OF ARUNACHAL PRADESH (DISTRICT: ANJAW, CHANGLANG, EAST KAMENG, EAST SIANG, KURUNG KUMEY, LOHIT, LOWER DIBANG VALLEY, LOWER SUBANSIRI, PAPUM PARE, TAWANG, TIRAP, UPPER DIBANG, UPPER SUBANSIRI, UPPER SIANG, WEST KAMENG, WEST SIANG)

33	41	JABALPUR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, RAJSHEKHAR BHAVAN RANI DURGAVATI VISHVAVIDYALAYA CAMPUS, PACHPEDHI JABALPUR - 482 001 MADHYA PRADESH 0761-2600411 / 2600441 0761-2609919 rcjabalpur@ignou.ac.in	STATE OF MADHYA PRADESH (DISTRICT: ANNUPUR, BALAGHAT, CHHINDWARA, DINDORI, JABALPUR, KATNI, MANDLA, NARSHINGAPUR, SEONI, SHAHDOL, SIDDHI, SIHORA, SINGRAULI, UMARIA)
34	23	JAIPUR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 70/79, SECTOR - 7 PATEL MARG MANSAROVAR JAIPUR - 302 020 RAJASTHAN 0141-2785763 / 2785750 0141-2274292, 0141-2785763 0141-2784043 rcjaipur@ignou.ac.in	STATE OF RAJASTHAN (DISTRICT: AJMER, ALWAR, BANSWARA, BARAN, BARMER, BHARATPUR, BHILWARA, BIKANER, BUNDI, CHITTORGARH, CHURU, DAUSA, DHOLPUR, DUNGARPUR, HANUMANGARH, JAIPUR, JAISALMER, JALOR, JHALAWAR, JHUNJHUNU, JODHPUR, KARALI, KOTA, NAGPUR, PALI)
35	12	JAMMU	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SPMR COLLEGE OF COMMERCE AUROBINDO BLOCK 1ST FLOOR CANAL ROAD JAMMU - 180 001 JAMMU & KASHMIR 0191-2579572 / 2546529 0191-2502921, 0191-2546995 rcjammu@ignou.ac.in	STATE OF JAMMU & KASHMIR (JAMMU REGION - DISTRICT: DODA, JAMMU, KATHUA, KISHTWAR, POONCH, RAJOURI, RAMBAN, REASI, SAMBA, UDHAMPUR)
36	37	JORHAT	REGINOAL DIRECTOR IGNOU REGIONAL CENTRE	STATE OF ASSAM (DISTRICT: NAGAON, GOLAGHAT, JORHAT,

			JORHAT ASSAM rcjorhat@ignou.ac.in	SHIVASAGAR, DIBRUGARH, INSUKIA, LAKHIMPUR, DHEMAJI, SONITPUR)
37	10	KARNAL	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 06 SUBHASH MARG SUBHASH COLONY NEAR HOME GUARD OFFICE KARNAL - 132 001 HARYANA 0184-2271514 / 2260075 0184-2254621, 0184-2255738 rckarnal@ignou.ac.in	STATE OF HARYANA (DISTRICT: BHIWANI, FATEHABAD, HISAR, HAJJAR, JIND, KAITHAL, KARNAL, KURUKSHETRA, MAHENDRAGARH, MEWAT, PALWAL, PANIPAT, REWARI, ROHTAK, SIRSA, SONIPAT, YAMUNANAGAR)
38	22	KHANNA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE I.T.I. BUILDING BULEPUR (DISTRICT LUDHIANA) KHANNA - 141 401 PUNJAB 01628-229993 / 237361 01628-238632,01628-238284 rckhanna@ignou.ac.in	STATE OF PUNJAB (DISTRICT: GURDASPUR, AMRITSAR, TARN TARAN, KAPURTHALA, JALANDHAR, HOSHIARPUR, SBS NAGAR/NAWANSHAHR, BARNALA, SANGRUR, BATHINDA, MANSA, MUKTSAR, LUDHIANA, FEROZEPUR, FARIDKOT, MOGA)
39	20	KOHIMA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NEAR MOUNT HERMON SCHOOL DON BOSCO HR.SEC SCHOOL ROAD KENDOUZOU KOHIMA - 797 001 NAGALAND 0370-2260366 / 2260167 0370-2241968, 0370-2260216 rckohima@ignou.ac.in	STATE OF NAGALAND (DISTRICT: KOHIMA, DIMAPUR, WOKHA, MOKOKCHUNG, ZUNHEBOTO, TUENSANG, LONGLENG, KIPHIRE, MON, PEREN, PHEK)
40	28	KOLKATA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BIKASH BHAWAN,	STATE OF WEST BENGAL (DISTRICT: KOLKATA, NORTH 24 PARAGANAS, SOUTH 24



			<p>4TH FLOOR NORTH BLOCK SALT LAKE, BIDHAN NAGAR KOLKATA - 700 091 WEST BENGAL 033-23349850 / 23589323 033-23592719 / 23589323 (RCL) 033-24739393, 033-23347576 rckolkata@ignou.ac.in</p>	<p>PARAGANAS, PURBA, MEDINIPUR, PASCHIM MEDINIPUR, BANKURA, HOWRAH, HOOGHLY, PURULIA, BURDWAN, NADIA)</p>
41	44	KORAPUT	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE DISTRICT AGRICULTURE OFFICE ROAD BEHIND PANCHAYAT BHAVAN KORAPUT - 764 020 ORISSA 06852-252982 / 251535 06852-251535, 06852-252503 rckoraput@ignou.ac.in</p>	<p>STATE OF ORISSA (DISTRICT: KORAPUT, MALKANGIRI, RAYAGADA, NABARANGPUR, KALAHANDI, NUAPADA, BOLANGIR, SONEPUR, BOUDH), STATE OF CHHATTISGARH (DISTRICT: BASTAR, NARAYANPUR, DANTEWADA, BIJAPUR)</p>
42	27	LUCKNOW	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE B-1/33, SECTOR - H ALIGANJ LUCKNOW - 226 024 UTTAR PRADESH 0522-2746120 / 2745114 0522-2326793, 0522-2746145 rclucknow@ignou.ac.in</p>	<p>STATE OF UTTAR PRADESH (DISTRICT: ALLAHABAD, AURAIYA, BAHAICH, BALRAMPUR, BANDA, BARABANKI, BAREILLY, BASTI, CHITRAKUT, FAIZABAD, FARUKHABAD, FATEHPUR, GONDA, HAMIRPURko, HARDOI, JALAUN, JHANSI, KANNAUJ, KANPUR RURAL, KANPUR URBAN, KAUSHAMBI)</p>
43	43	MADURAI	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SIKKANDAR CHAVADI ALANGANALLUR ROAD MADURAI-625 018,</p>	<p>STATE OF TAMIL NADU (DISTRICT: COIMBATORE, DINDIGUL, ERODE, KARUR, MADURAI, NILGIRIS,</p>

			TAMIL NADU 0452-2380387 / 2380733 0452-2370588 <a href="mailto:rcmadurai@ignou.ac.in">rcmadurai@ignou.ac.in</a>	PUDUKKOTTAI, RAMANATHAPURAM, SIVAGANGA, THANJAVUR, THENI, THIRUVAROOR, TIRUCHIRAPPALLI, TIRUNELVELI, TIRUPUR, TUTICORIN, VIRUDHUNAGAR)
44	49	MUMBAI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OM LEVA VIKAS NIKETAN NANEPADA ROAD, MULUND (E) MUMBAI - 400 081 022-25633159 / 25635540 022-25635540 <a href="mailto:rcmumbai@ignou.ac.in">rcmumbai@ignou.ac.in</a>	STATE OF MAHARASHTRA (DISTRICT: MUMBAI, THANE, RAIGARH, RATNAGIRI)
45	36	NAGPUR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GYAN VATIKA 14 HINDUSTAN COLONY AMARAVATI ROAD NAGPUR - 440 033 0712-2022000 <a href="mailto:rcnagpur@ignou.ac.in">rcnagpur@ignou.ac.in</a>	STATE OF MAHARASHTRA (DISTRICT: AMRAVATI, BULDHANA, AKOLA, WASHIM, HINGOLI, PARBHANI, NANDED, YAVATMAL, WARDHA, CHANDRAPUR, NAGPUR, BHANDARA, GONDIA, GADCHIROLI)
46	39	NOIDA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C-53 SECTOR 62 INSTITUTIONAL AREA NOIDA - 201 305 UTTAR PRADESH 0120-2405012 / 2405014 0120-2405013 <a href="mailto:rcnoida@ignou.ac.in">rcnoida@ignou.ac.in</a>	STATE OF UTTAR PRADESH (DISTRICT: GAUTAM BUDH NAGAR, GHAZIABAD, MEERUT, BAGHPAT, BARAUT)
47	08	PANAJI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BEHIND CHODANKAR HOSPITAL NEAR P&T STAFF	STATE OF GOA (DISTRICT: NORTH GOA, SOUTH GOA), STATE OF KARNATAKA (DISTRICT: BELGAUM, DHARWAD, UTTARA

			<p>QUARTERS ALTO PORVORIM POVORIM - 403 521, GOA 0832-2462315,0832-2414552 <a href="mailto:rcpanaji@ignou.ac.in">rcpanaji@ignou.ac.in</a></p>	<p>KANNAD), STATE OF MAHARASHTRA (DISTRICT: SINGDHDURG)</p>
48	05	PATNA	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2ND FLOOR, BISCOMAUN TOWER WEST GANDHI MAIDAN, PATNA - 800 001, BIHAR 0612-2219539 / 2219541 0612-2687042, 0612-2219538 <a href="mailto:rcpatna@ignou.ac.in">rcpatna@ignou.ac.in</a></p>	<p>STATE OF BIHAR (DISTRICT: ARWAL, AURANGABAD, BANKA, BHAGALPUR, BHOJPUR, BUXAR, GAYA, JAMUI, JEHANABAD, KAIMUR, LAKSHISARAI, MUNGER, NALANDA, NAWADA, PATNA, ROHTAS, SHEIKHPURA, VAISHALI)</p>
49	02	PORT BLAIR	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE JNRM CAMPUS PORT BLAIR - 744 104 ANDAMAN &amp; NICOBAR ISLANDS 03192-242888 / 230111 <a href="mailto:rcportblair@ignou.ac.in">rcportblair@ignou.ac.in</a></p>	<p>ANDAMAN &amp; NICOBAR ISLANDS [U.T.] (DISTRICT: NORTH &amp; MIDDLE ANDAMAN, SOUTH ANDAMAN, NICOBAR)</p>
50	16	PUNE	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 1ST FLOOR, MSFC BUILDING 270, SENAPATI BAPAT ROAD PUNE - 411 016 MAHARASHTRA 020-25671867 / 25651321 020-25880091, 020-25671864 <a href="mailto:rcpune@ignou.ac.in">rcpune@ignou.ac.in</a></p>	<p>STATE OF MAHARASHTRA (DISTRICT: NANDURBAR, DHULE, JALGAON, AURANGABAD, NASIK, JALNA, AHMADNAGAR, BID, PUNE, OSMANABAD, SOLAPUR, SANGLI, SATARA, LATUR, KOLHAPUR)</p>
51	50	RAGHUNATHGANJ	<p>REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BAGAN BARI NEAR DENA BANK FULTALA RAGHUNATHGANJ</p>	<p>STATE OF WEST BENGAL (DISTRICT: MURSHIDABAD, BIRBHUM, MALDA)</p>

			DT.MURSHIDABAD WEST BENGAL-742 225 03483-271555 / 271666 03483-271666 rcraghunathganj@ignou.ac.in	
52	35	RAIPUR	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE REST HOUSE & E. M. OFFICE HALL SECTOR – 1, SHANKAR NAGAR RAIPUR - 492 007 CHATTISGARH 0771-2428285 / 4056508 0771-2445839, 0771-2583578 0771-2445839 rcraipur@ignou.ac.in	STATE OF CHHATTISGARH (DISTRICT: BILASPUR, DHAMTARI, DURG, JANJGIR-CHAMPA, JASHPUR, KANKER, KAWARDHA, KORBA, KORIYA, MAHASAMUND, RAJGARH, RAIPUR, RAJNANDGAON, SURAJPUR, SARGUJA, NARAYANPUR, BIZAPUR)
53	42	RAJKOT	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SAURASHTRA UNIVERSITY CAMPUS RAJKOT - 360 005, GUJARAT 0281-2572988 0281-2561449 0281-2571603 rcrajkot@ignou.ac.in	STATE OF GUJARAT (DISTRICT: RAJKOT, KACHCHH, JAMNAGAR, PORBANDER, JUNAGADH, AMRELI, BHAVNAGAR, SURENDRANAGAR), DIU (U.T.)
54	32	RANCHI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 457/A, ASHOK NAGAR RANCHI - 834 022, JHARKHAND 0651-2244688 / 2244699 / 2244677 0651-2244677, 0651-2244400 rcranchi@ignou.ac.in	STATE OF JHARKHAND (DISTRICT: RANCHI, LOHARDAGA, GUMLA, SIMDEGA, PALAMU, LATEHAR, GARHWA, WEST SINGHBHUM, SARAIKELA KHARSAWAN, EAST SINGHBHUM, DUMKA, JAMTARA, SAHEBGANJ, PAKUR, GODDA, HAZARIBAGH, CHATRA, KODERMA, GIRIDIH, DHANBAD, BOKARO, DEOGHAR)
55	18	SHILLONG	REGIONAL DIRECTOR	STATE OF MEGHALAYA

			IGNOU REGIONAL CENTRE SUNNY LODGE NONGTHYMMI NONGSHILLIANG SHILLONG - 793 014 MEGHALAYA 0364-2521117 / 2521271 0364-2521271, 0364-2252252 0364-2521271 rcshillong@ignou.ac.in	(DISTRICT: EAST KHASI HILLS, EAST GARO HILLS, JAINTIA HILLS, RI-BHOI, SOUTH GARO HILLS, WEST KHASI HILLS, WEST GARO HILLS)
56	11	SHIMLA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CHAUHAN NIWAS BUILDING, KHALINI SHIMLA - 171 002 HIMACHAL PRADESH 0177-2624612 / 2624613 0177-2624612,0177-2620125 0177-2624611 rcshimla@ignou.ac.in	STATE OF HIMACHAL PRADESH (DISTRICT: BILASPUR, CHAMBA, HAMIRPUR, KANGRA, KINNAUR, KULLU, LAHUL & SPITI, MANDI, SHIMLA, SIRMAUR, SOLAN, UNA)
57	45	SILIGURI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE, 17/12 J.C.BOSE ROAD, SUBHAS PALLY, SILIGURI - 734 001 Ph. No. :0353-252 6818 0353-252 6829 (Direct) Fax :0353 -252 6819 e-mail: rcsiliguri@ignou.ac.in	STATE OF WEST BENGAL (DISTRICT: COOCHBEHAR, JALPAIGURI, DARJEELING, UTTAR DINAJPUR, DAKSHIN DINAJPUR)
58	30	SRINAGAR	REGIONAL DIRECTOR (I/C) IGNOU REGIONAL CENTRE MANTOO HOUSE RAJ BAGH NEAR MASJID AL-FAROOQ SRINAGAR - 190 008 JAMMU & KASHMIR 0194-2311251 / 2311258 0194-2311258, 0194-2421506 0194-2311259 rcsrinagar@ignou.ac.in	STATE OF JAMMU & KASHMIR (SRINAGAR REGION - DISTRICT: ANANTNAG, BANDIPORE, BARAMULLA, BUDGAM, GANDERBAL, KARGIL, KULGAM, KUPWARA, LEH, PULWAMA, SHOPIAN, SRINAGAR)
59	40	TRIVANDRU	REGIONAL DIRECTOR	STATE OF KERALA

		M	IGNOU REGIONAL CENTRE MEPRAM MANSION CHEKKALAMUKKU SREEKARIYAM TRIVANDRUM - 695 017 0471-2590300 / 2590600 0471-2590700 <a href="mailto:rcrivandrum@ignou.ac.in">rcrivandrum@ignou.ac.in</a>	(DISTRICT: KOLLAM, PATHANAMTHITTA, THIRUVANANTHAPURAM), STATE OF TAMIL NADU (DISTRICT: KANYAKUMARI)
60	48	VARANASI	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI BHAWAN B.H.U. CAMPUS VARANASI-221005 UTTAR PRADESH 0542-2368022 / 2368622 0522-2364893, 0542-2369629 <a href="mailto:rcvaranasi@ignou.ac.in">rcvaranasi@ignou.ac.in</a>	STATE OF UTTAR PRADESH (DISTRICT: AMBEDKAR NAGAR, AZAMGARH, BALLIA, CHANDAUJI, DEORIA, GHAZIPUR, GORAKHPUR, JAUNPUR, KUSHINAGAR, MAHARAJGANJ, MAU, MIRZAPUR, SANT KABIR NAGAR, SANT RAVIDAS NAGAR, SONEBHADRA, VARANASI)
61	83	VATAKARA	IGNOU REGIONAL CENTRE VATAKARA KERALA	STATE OF KERALA (DISTRICT: CALICUT, KANNUR, KASARAGOD WAYANAND)
62	33	VIJAYAWADA	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE #9-76-18, 1ST FLOOR, S.K.PV.V. HINDU HIGH SCHOOL, KOTHAPET VIJAYWADA 520 001 ANDHRAPRADESH 0866-2565253 / 2565959 0866-2565253, 0866-2565353 <a href="mailto:rcvijayawada@ignou.ac.in">rcvijayawada@ignou.ac.in</a>	STATE OF ANDHRA PRADESH (DISTRICT: KRISHNA, GUNTUR, PRAKASHAM, NELLORE, CHITTOOR, KHAMMAM, EAST GODAVARI, WEST GODAVARI, VISAKHAPATNAM, VIZIANAGARAM, SRIKAKULAM)
63	84	VISAKHAPATNAM	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 2nd FLOOR, VUDA COMPLEX SECTOR-12, MVP COLONY,	STATE OF ANDHRA PRADESH COVERING (DISTRICTS EAST GODAVARI, WEST GODAVARI, VISAKHAPATNAM,

			USHODAYA JUNCTION VISAKHAPATNAM- 530017 ANDHRA PRADESH PH.OFF : 0891-2511200 FAX : 0891-2511300 E-MAIL : rcvisakhapatnam@ignou.ac.in	VIZIANAGARAM SRIKAKULAM, YANAM) (PUDUCHERRY, UT)
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## Annexure - II

**FORM FOR CHANGE/CORRECTION OF ADDRESS****(Through Concerned Regional Director)**

Enrolment No. \_\_\_\_\_

Programme \_\_\_\_\_

Name (in caps) \_\_\_\_\_

**1. DETAILS FOR CHANGE/CORRECTION OF MAILING ADDRESS****New Address****Old Address**


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City \_\_\_\_\_ Pin \_\_\_\_\_

City \_\_\_\_\_ Pin \_\_\_\_\_

State \_\_\_\_\_

State \_\_\_\_\_

\_\_\_\_\_  
Signature of Student*(You are advised to use the photocopy of this proforma)*



**Annexure - III****FORM FOR NON-RECEIPT OF MATERIALS**

**The Regional Director  
Concerned Regional Centre**

.....

**Subject: Non-receipt of Study Material**

Enrolment No. ....

Programme ..... Medium of Study.....

I have not received the Study Materials in respect of the following:

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

Name and Address .....	Signature.....
.....	Date .....
.....	
.....	

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1. For Official Use

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Date of dispatch of study material to student .....

**Annexure - IV**

INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
STUDENT EVALUATION DIVISION  
MAIDAN GARHI, NEW DELHI

**FORM FOR EARLY DECLARATION OF RESULT OF TERM-END EXAMINATION**

(Rules & regulations are mentioned on the reverse side of this form. Please go through them carefully before filling up the form).

1. Name :

2. Programme Code:

Enrol.No:

3. Address:.....

..... Pin

4. Contact No: (Mobile No.).....Landline .....

5. Reason for early declaration of result:

(Enclose a copy of the documentary evidence specifying the reason for early declaration)

6. Courses(s) detail for early evaluation:-

S. No.	Course Code	Date of Examination
1.	-----	-----
2.	-----	-----
3.	-----	-----
4.	-----	-----

7. Exam. Centre details, from where you have to appear at Term-end Examination:-

Exam. Centre Code:

Address of Exam. Centre:

8. **Fee detail:** - (The fee for early declaration of result is Rs. 1000/- per course for Indian Students & Rs. 1200/- for SAARC Countries Students and \$50 for Non-SAARC Countries Students, which is to be paid through demand draft drawn in favour of 'IGNOU' payable at the City of Evaluation Centre)

No. of Course(s): ..... X Rs. 1000/- or ..... = Total Amount: .....

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

Issuing Bank: .....

Date:.....

(Signature of the student)

### RULES & REGULATIONS FOR EARLY DECLARATION OF RESULTS

1. Request for early declaration of results will be entertained for final semester/year or maximum of 4 backlog courses only, subject to the following conditions:-
  - i. The student has been selected for higher study/employment and statement of marks / grade card is required to be produced to the institute by a particular date, which is before the prescribed dates of declaration of the University's results.
  - ii. The student has completed all the other prescribed components except the term-end examination of the courses, for which early evaluation has been sought.
2. Application for early declaration, for the reasons such as to apply for recruitment/higher study/post and promotion purpose etc. will not be entertained.
3. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.
4. Application form must reach at the following address before the date of the examination for the course (s) for which early evaluation is sought:-

S.No.	Address of Evaluation Centre	Jurisdiction (All Examination centres under the following Regional centres)
1.	Regional Director / In-charge IGNOU Regional Evaluation Centre 3 <sup>rd</sup> Floor, Sanchi Complex, Shivaji Nagar, Bhopal -462016 (Madhya Pradesh) Ph: 0755-2570517, 2578455, 2578452 evaluationbhopal@ignou.ac.in	Bhopal, Jabalpur, Raipur, Ahmadabad, Rajkot, Nagpur, Pune
2.	Regional Director / In-charge IGNOU Regional Evaluation Centre C/1 Institutional Area, Bhubaneswar-751013 (Odisha) Ph: 0674-2300650; evaluationbhubaneswar@ignou.ac.in	Kolkata, Koraput, Raghunathganj, Ranchi, Bhubaneswar, Visakhapatnam and Deogarh
3.	Dy. Registrar IGNOU Evaluation Centre - Delhi Block-5, IGNOU, Maidan Garhi, New Delhi-110068 Ph: 011-29533565, 011-29571501; evaluationdelhi@ignou.ac.in	Delhi-1, Delhi-2, Delhi-3, Noida, Jaipur, Jodhpur
4.	Regional Director / In-charge IGNOU Regional Evaluation Centre Kaloor, Kochi - 682 017 (Kerala) Ph: 0484-2337028, 2337038 evaluationkochi@ignou.ac.in	Vijayawada, Kochi, Bangalore, Chennai, Bijapur, Hyderabad, Madurai, Mumbai, Panaji, Port Blair, Tiruvananthapuram, Vatakara.
5.	Dy. Registrar IGNOU Regional Evaluation Centre 5-C/Ins-1, Sector-5,	Aligarh, Chandigarh, Dehradun, Jammu, Srinagar, Karnal, Khanna, Shimla, Lucknow,

	Vrindavan Yojna, Telibagh, Lucknow-226029 (U.P) Ph: 0522-2442898 evaluationlucknow@ignou.ac.in	Varanasi
6.	Regional Director / In-charge IGNOU Regional Evaluation Centre NEHU Campus, Umshing Shillong – 793022 (Meghalaya) evaluationshillong@ignou.ac.in	Agartala, Aizwal, Gangtok, Guwahati, Itanagar, Imphal, Jorhat, Shilong, Kohima and Siliguri
7.	Regional Director / In-charge IGNOU Regional Evaluation Centre Institutional Area, Mithapur Patna-800 001(Bihar) evaluationpatna@ignou.ac.in	Patna, Darbhanga, Saharsa, Bhagalpur



**Indira Gandhi National Open University**  
Maidan Garhi, New Delhi-110 068

**FORM FOR OBTAINING DUPLICATE GRADE CARD/MARKSHEET**

Name of the student: .....

Programme: .....

Enrolment No. 

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Address (where grade card is to be sent)

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

PIN: 

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Bank Draft/IPO/ No. ....dated ..... Issuing Bank/ post office

.....

Date: ..... Signature of the student

Note: Fee for duplicate grade card is Rs.400/-. Bank Draft/IPO should be drawn in favour of IGNOU & payable at New Delhi. The duplicate grade card will be sent by Registered post.

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

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



**Indira Gandhi National Open University**  
(To be submitted to the concerned Regional Director)

**FORM FOR ISSUE OF MIGRATION CERTIFICATE**

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

1. Name

.....

.....

2. Father's Name

.....

3. Address

.....

.....

4. Particulars of last examination

.....

Examination Passed (Programme)	Year of Passing	Enrolment No.	Marks Obtained	Grade Obtained

5. Name of the Regional Centre and Study Centre to which the Candidate attached

\_\_\_\_\_

6. Name of the University to which the candidate wants to migrate

\_\_\_\_\_

Draft Details

Amount Rs. \_\_\_\_\_ D.D. No. \_\_\_\_\_ Date \_\_\_\_\_

Bank Name & \_\_\_\_\_ Place of Issue \_\_\_\_\_

1. I hereby declare that the information provided is correct to the best of my knowledge and I have paid all the fee due to the University.
2. I have not taken any migration certificate from the University before this.
3. I further certify that I have not enrolled with any other University/Institution after passing out from IGNOU up to this date.
4. In the event of any of the above information being found incorrect the Certificate shall be liable to cancellation by the University.

Signature of the Applicant

(To be filled in by the Regional Centre/ SE Division)

1. The information furnished by Shri/Smt./Km.

\_\_\_\_\_ is correct as per Grade Card.

2. He/She may be issued the Migration Certificate applied for

Date \_\_\_\_\_ Dealing Assistant \_\_\_\_\_ Section Officer

\_\_\_\_\_

### Instructions

1. A fee of Rs. 500/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at the city of the Regional Centre or New Delhi as the case may be.
2. At the time of submission of the application for issue of Migration Certificate the applicant 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 the same 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 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  
Migration Certificate for joining any other University”.





*INDIRA GANDHI NATIONAL OPEN UNIVERSITY*  
**Student Evaluation Division**  
**Maidan Garhi, New Delhi-110 068**

**FORM FOR ISSUE OF PROVISIONAL CERTIFICATE**

Enrolment No. 

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Programme .....

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:

**Registrar (SED)**

Indira Gandhi National Open University

Maidan Garhi, New Delhi-110 068

Date.....

.....

Signature