

## INDIRA GANDHI NATIONAL OPEN UNIVERSITY REGIONAL CENTRE MUMBAI

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### **Frequently Asked Questions (FAQs)**

Dear Learners,

IGNOU Regional Centre Mumbai has prepared this pamphlet of questions/ general doubts received from the learners. The pamphlet has been divided for every different issues. This pamphlet has also focussed upon the problems that learners are facing in this pandemic of COVID-19. You may go through it and get your doubt clear.

You may note the below most important points:

- 1) Make a habit of visiting Regional Centre website (<http://rcmumbai.ignou.ac.in/>) and facebook page of Regional Centre Mumbai (@IGNOURCMUMBAI) for regular updates related to your academic activities. All the updates related to dates of submissions/ classes, etc. shall be updated at website and facebook page.
- 2) In this pandemic when your Regional Centre and Study Centre is closed, to answer your queries and doubts the Regional Centre is using several ICT platforms to reach you individually. However, you may always write your any query to us at any point of time through email- [rcmumbai@ignou.ac.in](mailto:rcmumbai@ignou.ac.in)

### **Fresh Admission**

#### **1) How to take admission in IGNOU?**

IGNOU offers admissions in two sessions (January and July) every year in different programmes. Once the university notifies the admission session visit the [ignouadmission.samarth.edu.in](http://ignouadmission.samarth.edu.in) and apply for new admission. The admission is to be taken online only

- #### **2) Is there any brochure/ pamphlet to go through before taking admission?**
- The pamphlets/ brochures are available at [rcmumbai.ignou.ac.in](http://rcmumbai.ignou.ac.in) Apart from this the prospectus of the university is available for all at [ignou.ac.in](http://ignou.ac.in) which contains details for all programmes.

#### **3) What is procedure to take new online admission?**

To take online admission follow the below steps:

- a) Visit the link <https://ignouadmission.samarth.edu.in/> and click on 'New

Registration'

- b) Give the required details and create your user name and password (keep this user name and password with you for future use)
- c) Once the username and password are created click the log in button and start filling your admission form
- d) Fill the information asked and then upload the documents which includes your Photo, signature and other educational documents (in the prescribed size)
- e) Once the documents are uploaded make the fee payment through any one of the gateways (HDFC or IDBI). Please note that these are payment gateways, you can use any bank credit/ debit card OR internet banking for making the payment through these gateways.
- f) After making the payment check your payment status again in the portal
- g) Your document will be verified by the university and then admission shall be confirmed (if every detail and document is found to be correct and eligible)

**4) Do I have to submit the print out of application form to Regional Centre after making the payment?**

No, nothing has to be submitted at Regional Centre, all the activities are in online mode only

**5) How to download ID card?**

Once the admission is confirmed, you will receive an email and SMS from IGNOU. After confirmation log in into your admission portal using username and password and click on download ID card. Take the print out of the ID card (preferably colour print out) and keep it with you.

**6) Should I go to Regional Centre for attestation of ID card?**

No, the ID card is generated online with digital attestation of Registrar, SRD thus no need to visit Regional Centre for any attestation.

**7) After confirmation what else shall I do?**

Once the admission is confirmed and ID card is generated the learner should always visit his admission page at

<http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp> At

this link you should check your details carefully

**8) Is there any orientation after confirmation of admission?**

Yes, an induction meeting will be organized by the Regional Centre at respective study centres in the month of March/ April (for January session) and in September/ October (for July Session)

**9) If I miss the Induction programme is there any recorded videos available?**

Yes, the Regional Centre uploaded the videos at Regional Centre website, Facebook page and Youtube Page of Regional Centre. Links for videos shall/are available in three different languages at

<https://www.youtube.com/watch?v=Gz8m8eaLbes>

<https://www.youtube.com/watch?v=4mdsit3lOzc>

[https://www.youtube.com/watch?v=9FjpCOB\\_Njs](https://www.youtube.com/watch?v=9FjpCOB_Njs)

The Presentations of Induction meeting shall/are available at <http://rcmumbai.ignou.ac.in/studentcorner/19>

**Study Material**

**10) When and how will I receive material after confirmation of admission?** The material is dispatched by MPDD, IGNOU New Delhi at your postal address after confirmation of admission. The delivery may take 1 month to 2 months

**11) Is soft copy of material available?**

Yes, the soft copy of material is available in public domain at [egyankosh.ac.in](http://egyankosh.ac.in) or IGNOU E Content App at play store

**12) I have opted for soft copy of material when will I receive that?**

If you have opted for soft copy of material you will not get any separate email of file, you have to download it from [egyankosh.ac.in](http://egyankosh.ac.in) or IGNOU E Content App at play store

**13) Can I track the status of dispatch of Study Material?**

Yes, you can track at <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>

**14) I chose soft copy of material but now I want hard copy?**

You may send email to [registrarmppdd@ignou.ac.in](mailto:registrarmppdd@ignou.ac.in)

**15) I have paid the fees for January 2020 and opted for hard copy but not yet received?**

Due to COVID 19, the dispatch of study material has been completely stopped by MPDD, IGNOU New Delhi. You are therefore advised to use soft copy of material available at [egyankosh.ac.in](http://egyankosh.ac.in) OR IGNOU E Content App available at playstore

**Counselling sessions**

**16) Are there any classes for my programme?**

The Regional Centre organizes fixed number of counselling sessions (on Saturday/ Sunday) at your study centre.

**17) How do I know about the schedule?**

The schedule is uploaded at least 15 days prior from the date of commencement at <http://rcmumbai.ignou.ac.in/studentcorner/9> . The learner should keep on checking the website for updates on schedules

**18) Is it compulsory to attend the counselling sessions?**

The theory counselling sessions are not compulsory to attend however the practical counselling sessions are mandatory to attend for all learners (if any)

**19) Is there any counselling session during the lockdown period?**

Due to the pandemic, all the scheduled counselling sessions have been cancelled by the university. The Regional Centre and IGNOU, HQ is organizing ECounselling sessions through different ICT platforms. Classes are also being organized through Gyandarshan and Gyandhara (<http://www.ignouonline.ac.in/>).

**20) How do I know about the online sessions?**

You may like the RC Facebook page @IGNOURCMUMBAI for latest updates on these sessions will be send by mail, special tab named E-Shiksha created in RC website all the online related activities uploaded (<http://rcmumbai.ignou.ac.in/studentcorner/19>)

**21) If we missed the online counselling session, is there any recorded videos?**

Yes, Recorded videos uploaded under E -Shiksha

**22) Since the study centres are closed how do we contact the academic counsellors?**

The Regional Centre has provided the email IDs of academic counsellors for clarifying the academic doubts. If you have not received the email IDs send an email to [rcmumbai@ignou.ac.in](mailto:rcmumbai@ignou.ac.in)

**23) I have practical courses in my programme, when will be it conducted for June 2020?**

Practical counselling sessions shall be organized at your study centre once the situation becomes normal. The schedule shall be informed to you.

**signments**

**24) Where should I submit my assignments?**

The assignments are to be submitted at your study center

**25) What is the last date to submit assignments?**

For June Term End Examination 31<sup>st</sup> March is last date and for December Term End Examination 30<sup>th</sup> September is last date

**26) Are typed assignments valid?**

No, assignments should be hand written only. Typed assignments will no be evaluated

**27) Can all assignments be submitted in one file?**

No, you have to submit separate file for all courses.

**28) What all are to be attached along with my assignments?**

Along with your assignment you have to attach the cover page which should have your Name, Enrollment Number, Course Code, Programme and Study centre.

Along with this you should also attach the question paper of your assignments.

**29) Is assignment submission compulsory?**

Yes, without submitting your assignments you will not be eligible to appear for theory exams

**30) Where will I get assignment question paper?**

For assignment question papers you have visit <https://webservices.ignou.ac.in/assignments/>

**31) What if I fail in assignments?**

If you fail in assignments you can submit the new assignments for upcoming exam cycle (latest assignments should be submitted)

**32) What type of paper should I use for assignments?**

You should use white A4 size papers

**33) How can I submit my assignments?**

You can submit it in person at your study centre during the working hours OR you may send your assignments with somebody to submit it at your study centre OR you may send your assignments through post at your study center

**34) Can assignments be revaluated?**

No assignments cannot be revaluated, however you may contact your study centre to get the evaluated assignments.

**35) Would I get anything after submitting the assignments at study centre as receipt?**

Yes, if you are submitting your assignments in person at your study centre then collect the receipt from study centre and keep it with you till the declaration of all assignment results. In case you are submitting it through post keep the copy of receipt given by Post Office.

**36) Should I keep the xerox copy of assignments?**

Yes, it is always advised to keep the xerox copy of your assignments with you till the declaration of both Term End Results and Assignment results.

**37) How to submit assignments for June 2020 as all study centres are closed due to COVID-19?**

In view of this pandemic the university has decided to accept scanned copies of assignments for June 2020 TEE. The last date of submission has been extended upto 31<sup>st</sup> May 2020. The instructions of submitting scanned copies of assignments have been given in the notice at

<http://rcmumbai.ignou.ac.in//Ignou-RC-Mumbai/userfiles/file/E-Notice%20for%20assignment%20submission-converted.pdf>

All the instructions given in the notice should be read carefully and then has to be submitted.

**38) How would I get the receipt in online submission of scanned copies?** While filling the google form always write your email ID only and you will receive online receipt from google on email itself.

**39) I had submitted assignments through google form but signature and enrolment number on every page was not mandatory at that time. Shall I submit again with new notification?**

If you had submitted your assignments before 24<sup>th</sup> April 2020 without signature and enrolment number on every page then you need not submit the scanned copies again. However keep the original hard copy of your assignments with you and produce it to Regional Centre whenever asked.

**40) Can we submit hardcopy of assignments after lockdown?**

If are not submitting the scanned copies of assignments through the google form then you may submit it at your study centre after lockdown. However note, if you have submitted the scanned copies then no need to submit again at study centre.

### **Examination**

**41) When would my exams be conducted?**

The exams are conducted twice by the university in the month of June and December. Yearly based programme student who took admission in January session shall appear exams in December cycle and semester based in June exam Cycle

Yearly based programme students who took admission in July session shall appear for exams in June exam cycle semester based in December exam cycle

**42) What is to be done for appearing in the exams?**

Firstly, submit your assignments at your study centre and then fill examination form at [exam.ignou.ac.in](http://exam.ignou.ac.in) (with exam fees of Rs. 150/- per subject)

**43) When should I pay the exam fee?**

For June Term End Exam, form is to be submitted in the month of March and for December it is to be submitted in the month of September.

**44) I had paid the fees while admission should I still pay exam fee?**

Yes, during admission only admission fee is charged by the university, examination fee is to be paid separately.

**45) If I don't appear for exams after filling exam form will that be refunded or to be carried forward?**

No, the fee once paid won't be refunded and it will not be carried forward also.

**46) Can I select exam centre outside my Regional Centre?**

Yes, you can appear for your exams anywhere in India, while filling the examination form chose the exam centre where you wish to appear for exams.

**47) After paying fees is it compulsory to appear for all exams?**

No, it is not compulsory to appear for all exams. You may appear the exams as per your preparations.

**48) How to check if my examination fee has been accepted?**

You may check your exam form submission status at <http://exam.ignou.ac.in/Search.asp>

**49) How would I come to know the dates and timings of my examination?** The university issues hall ticket 10 days prior to the commencement of examinations which can be downloaded from website. The hall ticket has all details about dates, timings and centre address.

**50) What is last date for submission of exam form for June 2020?**

The last date has been extended upto 31<sup>st</sup> May 2020 without late fees.

**51) Is June 2020 TEE being conducted as per the schedule?**



The university has postponed June 2020 Term End Examination which was scheduled in the month of June 2020. The new dates shall be informed by the university to all eligible learners prior to 15 days before commencement of exams.

**52) What all should I carry in examination hall?**

You should have your hall ticket and your IGNOU ID card with you compulsorily. In absence of any of this you will not be allowed to appear for exams.

**53) When will my results declared?**

The results are declared by the university after 45 days from the completion of exams.

**54) How will I get my marksheet and certificate?**

Please note that IGNOU does not issues separate year wise/ semester wise marksheets. The marksheet and provisional certificate is issued only after completion of whole programme. The marksheet and provisional certificate is sent by Student Evaluation Division, IGNOU New Delhi at your postal address

**55) Can I apply for revaluation?**

Yes, for term end exam results you can apply for revaluation and also may apply for the xerox copy of answer sheet. Both of these may be done through an online application (<https://onlinerr.ignou.ac.in/reevaluation/>) by paying the fees of Rs. 750/- per subject for revaluation and Rs. 100/- per subject.

### **Re-registration**

**56) What is Re-registration?**

The process of taking admission in next year/ semester is known as Reregistration.

**57) When should I apply for re-registration?**

After submitting your assignments, you should apply for re-registration in next year/ semester.

**58) I have not appeared for first year exams can I re-register in next semester/ year?**

Yes, you can do so. As per the rules every student should re-register in next semester/ year before appearing the current year/ semester exams.

**59) How to apply for Re-registration?**

The Re-registration process is online and is to be applied at <https://onlinerr.ignou.ac.in/>

**60) How would I know that re-registration is done?**

Keep on checking your registration details, the re-registration reflects in your registration details within 20 days

**61) Whom should I contact for any issue in Re-registration?**

You may always send email to [rcmumbai@ignou.ac.in](mailto:rcmumbai@ignou.ac.in) OR [csrc@ignou.ac.in](mailto:csrc@ignou.ac.in)

**General queries**

**62) What is difference between Study Centre and Regional Centre?**

Regional Centre is the nodal office of a particular region under which several study centres provide support services to the learners.

**63) How should I contact Regional Centre Mumbai?**

You may contact Regional Centre through email [rcmumbai@ignou.ac.in](mailto:rcmumbai@ignou.ac.in)

**64) How do I get my address/ phone number updated/ changed?**

To get your details updated in the portal send email to [rcmumbai@ignou.ac.in](mailto:rcmumbai@ignou.ac.in)

**Dr. E. Krishna Rao**  
**Regional Director (i/c)**