

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE MUMBAI**

FREQUENTLY ASKED QUESTIONS (FAQ)

Dear Learners,

WELCOME to IGNOU family! The IGNOU Regional Centre Mumbai has prepared this FAQ's based on queries/ general doubts received from the learners through email/letters etc.

The learners may follow the below given important information

- 1) Make a habit of visiting Regional Centre Mumbai website (<http://rcmumbai.ignou.ac.in/>) and facebook page of Regional Centre Mumbai (@IGNOURCMUMBAI), twitter and YouTube channel for regular updates related to your academic activities. All the updates related to dates for submissions/ counselling Sessions, etc. shall be updated in the website and facebook and other social medias.
- 2) Submit your queries through email- rcmumbai@ignou.ac.in
- 3) Attend online student Grievance Redressal Drive (speak with your Regional Director)

Every Friday @ 11.00 am link to join : <https://meet.google.com/ofh-oeee-kwo>

Fresh Admission:

1) How to take admission in IGNOU?

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

2) Is there any information brochure/ pamphlet of mentioning Programmes an offer before taking admission?

Yes, the pamphlets/ brochures are available at <http://rcmumbai.ignou.ac.in/>

Apart from this the prospectus of the university is available for all at <http://www.ignou.ac.in/> which contains details for all programmes offered by the University.

Link for Pamphlets: <http://rcmumbai.ignou.ac.in/aboutus/10>

Link for Prospectus: <http://ignou.ac.in/ignou/studentzone/adminssionannouncement/1>

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 is 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 need to submit any documents at Regional Centre and 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.

Link - https://www.youtube.com/watch?v=GJ2L5rKI5_g&t=459s

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>

You should check your details carefully

8) Is there any orientation to the new students 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 has uploaded the videos at Regional Centre website, Facebook page and Youtube Page of Regional Centre. Links for videos are available at <https://www.youtube.com/channel/UCxjWrq2oZYJecCb6oW2XuA>

Regional Centre Website: <http://rcmumbai.ignou.ac.in/>

Study Material:

10) When and how will I receive the Study material after admission confirmed?

The Study material will be dispatched by MPDD, IGNOU New Delhi at your postal address after confirmation of admission. The delivery may take 1 month to 2 months after the confirmation of admission.

11) Is soft copy of material available?

Yes, the soft copy of material is available in public domain at <http://egyankosh.ac.in/> or IGNOU E Content App available at google 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 or file, you have to download it from <http://egyankosh.ac.in/> or IGNOU E Content App available at google play store

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

Yes, you can track the dispatched details of Study Material at <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>

14) I chose soft copy of Study material but now I want hard copy? Is it possible to send it?

You may send email to registrarmppdd@ignou.ac.in , The MPDD will send your price list according you can send Demand Draft to MPDD, IGNOU, New Delhi and get the Study material.

Counselling sessions:

15) Are there any classes for my programme?

The Regional Centre organizes fixed number of counselling sessions (on Saturday/ Sunday) at your study centre. However, as of now the counselling sessions are being conducted in online mode only due to the pandemic situation.

16) How do I know about the schedule (online/offline)?

The Counselling schedule will be uploaded at least 7 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

17) Is it compulsory to attend the counselling sessions?

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

18) How are counselling sessions to be conducted?

As of now all the counselling sessions are being organized through different ICT Platforms (Facebook Live, Google meet). Further, sessions are also being telecasted at Gyandarshan and Gyandhara (<http://www.ignouonline.ac.in/>).

19) How to contact the academic counsellors?

- a) You may contact the academic counsellors at the study centre during the counseling sessions.
- b) Contact details of the Academic Counsellor's is available at <http://rcmumbai.ignou.ac.in/studentcorner/19> with the name of "Approved Guide List"

Assignments:

20) Where should I submit my assignments?

The assignments are to be submitted at your study center only by person or by Post. The University encourages submission by Post, see details of Study centre at <http://rcmumbai.ignou.ac.in/>

21) Where will I get my assignments Question papers?

Assignments question papers can be download from <https://webservices.ignou.ac.in/assignments/>

22) What is the last date to submit assignments?

For June Term End Examination and for December TermEnd Examination last for submission is 1st March to 31st March and 1st September to 30th September respectively.

23) Can I submit the typed assignments?

No, assignments should be hand written only. Typed assignments will not be evaluated.

24) What all are to be attached along with 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 code. Along with this you should also attach the question paper of your assignments.

25) Is assignment submission compulsory?

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

26) What should do, if I fail in assignments?

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

27) What type of paper should I use for assignments?

You should use white ruled A4 size papers

28) Can assignments be revaluated?

No assignments cannot be revaluated; however, you may contact your study centre to get the copy of evaluated assignments within one month from declaration of result.

29) 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 acknowledgement receipt given by Post Office.

30) 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 (Theory/Practical) and Assignment results.

Examination

31) When would my exams be conducted?

The exams are conducted twice in a year 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

32) what is to be done for appearing in the exams?

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

33) Is there any exam fee and When should I pay the exam fee?

Yes. Rs 150/- per Subject exam fee to be paid while submitting the exam form. For June, form is to be submitted in the month of March and for December, it is to be submitted in the month of September.

34) 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.

35) 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.

36) 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.

37) 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.

38) 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>

39) 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 Exam centre address.

40) 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.

41) When will my results declared?

The results are declared by the university usually after 45 days from the date of the completion of entire IGNOU exams.

42) 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

43) Can I apply for revaluation?

Yes, you can apply for revaluation of Term End Exam answer sheets 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 for answer sheet.

Re- registration (RR):

44) What is Re-registration

The process of taking admission in next year/ semester is known as Re-registration. It is also called as “RR”

45) When should I apply for re-registration?

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

46) 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.

47) How to apply for Re-registration?

The Re-registration process is online and is to be applied at <https://onlinerr.ignou.ac.in/> Refer the video of how to apply for Re-registration: https://www.youtube.com/watch?v=GJ2L5rKI5_g

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

The re-registration reflects in your registration details which might take some time. However, you can check the status in your Samarth Page (<https://ignou.samarth.edu.in/>)

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

You may always send email to rcmumbai@ignou.ac.in OR csrc@ignou.ac.in

General Queries:

50) 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.

51) How should I contact Regional Centre Mumbai?

You may contact Regional Centre through email rcmumbai@ignou.ac.in

52) How do I get my DOB, Email ID and phone number updated/ changed?

To get your details updated in the portal send email to rcmumbai@ignou.ac.in

53) How do I change my address/Study Centre/Regional Centre?

You can apply for these changes at online portal of IGNOU at the link given below

<https://ignou.samarth.edu.in/index.php/site/login>

The status will be updated in the Samarth Portal itself also you can refer the video for applying the changes available at https://www.youtube.com/watch?v=GJ2L5rKI5_g

To get your details updated in the portal send email to rcmumbai@ignou.ac.in

ALL THE BEST FOR YOUR JOURNEY OF STUDY IN IGNOU!!!

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