

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL CENTRE MUMBAI

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. You may go through it and get your doubt clear. In case your doubt is not in the list you may send an email to 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 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 Apart from this the prospectus of the university is available for all at 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 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 gateway (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

You also have to attend the induction meeting 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)

Study Material

8) 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 month

9) Is soft copy of material available?

Yes, the soft copy of material is available in public domain at egyankosh.ac.in or IGNOU E Content App at play store

10) 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 or IGNOU E Content App at play store

11) Can I track the status of dispatch of Study Material

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

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

You may send email to registrarmppdd@ignou.ac.in

Counselling sessions

13) Are there any classes for my programme

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

14) 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

15) 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)

Assignments

- 16) Where should I submit my assignments?
The assignments are to be submitted at your study center
- 17) What is the last date to submit assignments?
For June Term End Examination 31st March is last date and for December Term End Examination 30th September is last date
- 18) Are typed assignments valid?
No, assignments should be hand written only. Typed assignments will not be evaluated
- 19) Can all assignments be submitted in one file?
No, you have to submit separate file for all courses.
- 20) 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.
- 21) Are assignment submission compulsory?
Yes, without submitting your assignments you will not be eligible to appear for theory exams
- 22) Where will I get assignment question paper
For assignment question papers you have visit <https://webservices.ignou.ac.in/assignments/>
- 23) 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)
- 24) What type of paper should I use for assignments?
You should use white A4 size papers
- 25) Can assignments be reevaluated?
No assignments cannot be reevaluated, however you may contact your study centre to get the evaluated assignments.

Examination

- 26) 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
- 27) 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 (with exam fees of Rs. 150/- per subject)
- 28) 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.
- 29) 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.

30) 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.

31) 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.

32) 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.

33) 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>

34) 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.

35) 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.

36) When will my results declared?

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

37) 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

38) Can I apply for reevaluation?

Yes, for term end exam results you can apply for reevaluation 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 reevaluation and Rs. 100/- per subject.

Re-registration

39) What is Re-registration?

The process of taking admission in next year/ semester is known as Re-registration.

40) When should I apply for re-registration?

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

41) 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.

42) How to apply for Re-registration?

The Re-registration process is online and is to be applied at onlinerr.ignou.ac.in

43) 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

44) 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

45) 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.

46) How should I contact Regional Centre Mumbai?

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

47) 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