



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE MUMBAI



ADMISSION REPORT FOR JULY 2021

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

ADMISSION REPORT FOR JULY 2021 SESSION

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Indira Gandhi National Open University (IGNOU) launched the Fresh Admission process for July 2021 session in the first week of June 2021 when the impact of second wave of COVID-19 had just started to allay.

As previous sessions the admission procedure was fully online and few more new programmes were added in online portal. The university launched number of new programmes, which are employment oriented and skill based programme ranging from certificate(6 months duration) to Master Degree(two years duration) during July 2021 admissions time. The programmes like MAFCS, PGDFCS, MAER, MSCIS, PGDCSR, MBA (with revised syllabus) without the OPENMAT entrance exam and many other Certificate programmes in Foreign Language were launched during July 2021 session.

Keeping in view of demand from the learners, Regional Centre Mumbai also has activated few new programmes like PGDCOUN, PGDAST, MSCENV, MADVS, CNM and about 156 programmes on offer (**table 1**) under Regional Centre Mumbai for July 2021. The activation of these programmes under RC Mumbai received good response from the learners and added value to the admissions of July 2021.

Table 1: Number of Programmes on offer under broad category of programmes July 2021

S. No.	Broad category of programmes	No. of Programmes offered by IGNOU	No. of Programmes activated at RC Mumbai	% in total programmes on offer
1	UG	23	21	91.30%
2	PG	40	30	75.00%
3	PG Diploma	43	29	67.44%
4	Diploma	24	11	45.83%
5	Certificate	68	26	38.23%
	Total	198	117*	59.09%

*for the admissions of other programmes which are not activated are allowed to take admission under RC Mumbai (4900)

The guidelines of the University were to conduct the promotional activities of the university in online mode only due to COVID 19, thus in order to disseminate the information among the prospective learners the Regional Centre Mumbai used all possible methods and ways in online mode to promote IGNOU admissions July 2021.

ONLINE PROMOTIONAL/ AWARENESS ACTIVITIES (OPAA):

The Regional Centre already had successfully implemented and used online method for promotional activities during July 2020 session and many of those good and innovative practices were continued in July 2021 session. In addition to previous session strategies new methods also adopted for July 2021 admissions as listed below.

- a) **Creation of ATM tab in website:** The Regional Centre Mumbai created 'Ask to Me' tab in Regional Centre Mumbai website wherein the learners could ask the queries related to Fresh Admission which were answered within 03 working days. For July 2021 session, the Regional Centre answered 157 ATM queries
- b) **Preparation of Tutorial Video for Fresh Admission:** Regional Centre Mumbai prepared a tutorial video on 'How to take fresh admission' with demo and posted it on YouTube page of the University. The same is available in English language at <https://www.youtube.com/watch?v=kqlAEvTQnWw&t=695s>. Regional Centre will be preparing the same tutorial video in Hindi and Marathi language to be used from January 2022 session
- c) **Dissemination through and among Alumni of RC Mumbai:** The promotional meeting for Regional Centre has always been disseminating the information among the people. IGNOU has always emphasized that our Alumna are our Brand Ambassadors, thus Email and SMS was sent to more than 15000 alumna of Regional Centre Mumbai, informing them about commencement of admission in IGNOU
- d) **Preparation of Programme Specific Videos:** The study centres of RC Mumbai prepared short videos on different programmes and the same were uploaded in our YouTube channel also
- e) **Posting of programme wise poster in FB:** The programme specific posters were prepared by the Regional Centre Mumbai and all were posted from time to time in Facebook page extensively. About 50 posters of different programmes have been prepared and posted in Facebook and twitter page of Regional Centre.
- f) **Information to NGOs:** Regional Centre Mumbai has contacted about 150 NGOs through email and letter to inform about different programmes related to Social Work were informed alongwithprogramme specific pamphlets.

- g) **Online Admission Facilitating Day:** Regional Centre Mumbai made every Wednesday @ 03:00 PM as online Admission Facilitating Day through Google Meet wherein any prospective learner who had any query related to Fresh Admission could join this session and get his/ her query sorted. The Regional Centre has conducted 15 such sessions and attended by good number of learners.
- h) **Regular follow up with Prospective learners:** The Regional Centre was in regular touch with the applicants who had registered in online portal however not completed their application. The information was being sent through email and SMS and meetings with such learners were also conducted to sort out the queries.
- i) **“Admissions open for July 2021” banner was displayed as DP/status** in the WhatsApp/FB/twitter of Regional Centre staff, study centre part time functionaries and the Academic Counsellors.
- j) A Google form titled as **“IGNOU ODL Admission Discussion Forum”** created and sent to all the current active learners of RC Mumbai to circulate the same among their colleagues, family, friend etc. The prospective learners register through this form was contacted by the RC staff through phones within 24 hours and provided required information about IGNOU admissions. About 100 prospective learners were contacted and provided required information during July 2021 admission cycle
- k) **Meetings with Study Centres:** The Regional Centre has conducted meetings with Coordinators and other part time functionaries of Study Centre number of times during admission session to take the feedback, ideas and suggestions for promoting admission. In addition to regular meetings with LSCs special fortnight **Meetings with the Coordinators were conducted** for discussions on progress of admissions and promotional strategies
- l) **Meetings with Academic Counsellors:** The Regional Centre was in regular touch with the Academic Counsellors through Whatsapp Group, Emails and Online meetings to provide latest updates about new programmes, admission cycle and other also to take suggestion regarding online promotional activities. The Academic Counsellors were requested to disseminate the information about IGNOU Programmes and admission

cycle among their academic circles and their learners. The posters for this purpose were provided by the Regional Centre

m) Extensive use of Social Media: As on date Regional Centre Mumbai has its presence at social media Facebook, Twitter and YouTube. The Facebook page of Regional Centre has 8644 followers, twitter page has 1898 followers and YouTube has 3280 subscribers. Regional Centre Mumbai used these social media platforms extensively in order to disseminate the information for fresh admission among the general population and particularly to the existing learners.

ADMISSION-ENROLLMENT STATISTICS OF JULY 2021:

The last date for fresh admission in July 2021 session was 31st December 2021 and closed all the admission related activities by the Regional Centre in the first week of January 2022. Due to the efforts and innovative strategies of Regional Centre the admissions of July 2021 have reached 5313 in spite of COVID19 pandemic, which has negatively impacted the life of people.

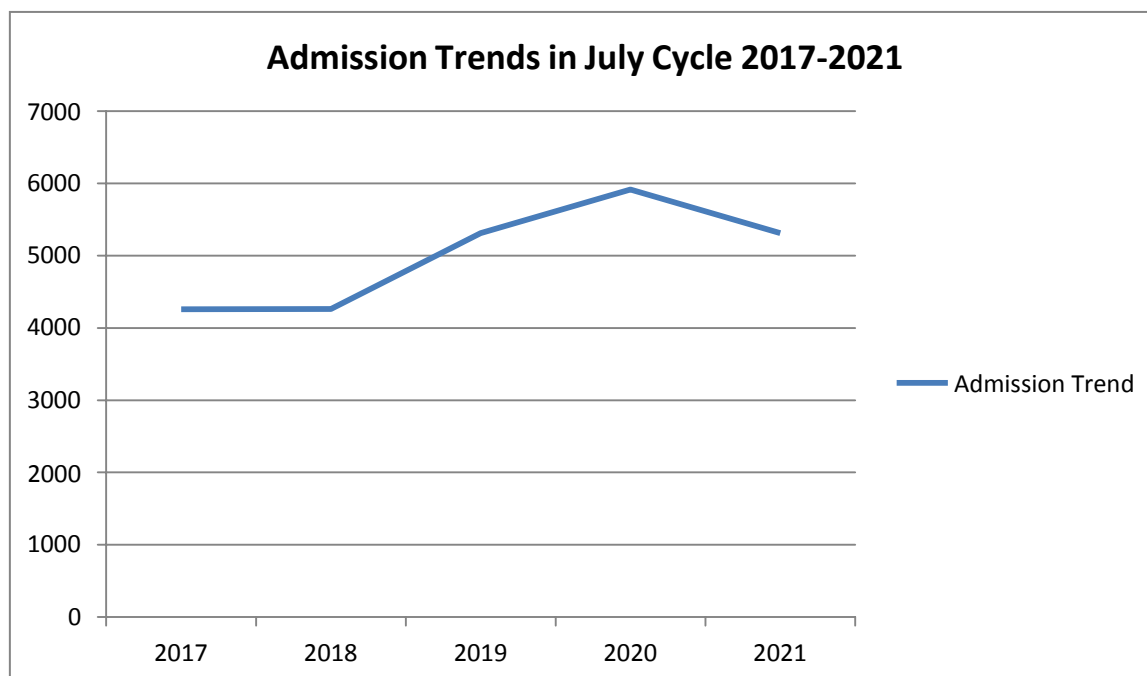
Table 2 Admission statistics of July 2021

Number of Registered prospective learners in online admission portal	Number of prospective learners uploaded Documents Uploaded	Number of prospective learners paid fees	Number of prospective learners admission confirmed	Enrollment of July 2020
10004	7590	5680	5313	5914

As a fact there was a decrease of about 10.16% in July 2021 fresh admissions in comparison with July 2020 session. However the enrollment figures of July 2021 remain close to the enrollment figures of July 2019 session i.e. pre COVID 19 pandemic period.

Table 3 Fresh Student enrollment in July session from 2017-2021

S.No	Year	Fresh students admitted in July session
1	2017	4259
2	2018	4265
3	2019	5314
4	2020	5913
5	2021	5313



The possible reason for decline in admission figure of July 2021 session in comparison to previous July 2020 session is majorly COVID 19 pandemic, which has adversely affected the people economic and social life. Due to COVID19 protocol the Regional Centre has totally depended upon online promotional strategies and could not organize any offline promotional meetings and met the prospective learners.

The data presented in the below table clearly indicates that the master degree programmes have occupied major share(43.7%) in the total enrollment of July 2021 followed by bachelor degree programmes(37.7%), PG Diploma programmes(10%), certificate programmes(4.4%) and diploma programmes(4%) respectively. Even among the master degree programmes MAPC, MEC, MSW,MEG are dominating the enrollment whereas BAG, BCOMG and BSCG are dominating the enrollment in the bachelor degree programmes.

Table 4 Enrollment under broad category of programmes

Broad category of programmes	Enrollment	% in total enrollment
Master Degree	2323	43.72
Bachelor Degree	2008	37.79
PG Diploma	531	9.99
Diploma	215	4.04
Certificate	236	4.44
Total	5313	100.00

The admission data has been presented in the below tables by exposing/classifying it gender, social category, area etc in the below given tables. It is pertinent and important to note that the

female enrollment is higher than the male enrollment. There are few programmes like MAPC, MSCDFSM, DNHE, DECE which were fully dominated by female learners thereby contributed higher share of female enrollment in the total enrollment.

Table 5 Gender Wise Enrollment

Gender	Enrollment	% in total enrollment
Male	2600	48.93%
Female	2713	51.06%
Total	5313	100.00

Since, major proportion of Regional Centre Mumbai jurisdiction is under urban area, the enrollment is also dominantly from the urban areas and 14.7% is from rural areas like Raighad and Ratnagiri districts. However, Regional centre is putting the efforts to increase the enrollment in Raighad and Ratnagiri district by establishing more regular study centres in these districts.

Table 6 Area Wise Enrollment

Category of area	Enrollment	% in total enrollment
Urban	4498	84.66%
Rural	783	14.73%
Tribal	32	0.60%
Total	5313	100.00

IGNOU is offering fees exemption to the SC/ST learner in the selected about 160 programmes (certificate, diploma, PG Diploma, UG) in every session, accordingly the Regional Centre Mumbai also promoted and disseminated this information extensively through social media. The total share of SC/ST students in the July 2021 enrollment is about 11.4% whereas other reserved categories OBCNCL is having the share of 8.7% and EWS 1.7% in the total enrollment. The Regional Centre is working hard and framing innovative strategies to reach more reserved category students and get more enrollment from these social category students in the coming admission cycles.

Table 7 Social Category Wise Enrollment

Social category	Enrollment	% in total enrollment
General	3900	73.40
OBC	243	4.57
OBCNCL	466	8.77
SC	497	9.35
ST	113	2.12
EWS	94	1.7
Total	5313	100.00

From the inception, the share of employees is higher than the unemployed in the IGNOU, however, the trend has been changed and more young students are attracted towards ODL system and join in IGNOU for different skill based and employment oriented programmes in the recent past. Thus the enrollment of unemployed students is slightly higher than the employed students in the July 2021 session. However, the university has already started Campus Placement Cell at IGNOU, New Delhi and all the Regional Centres have started Regional Campus Placement Cell (RCPC). Accordingly RC Mumbai also constituted RCPC consists of members from Regional Centre Mumbai, Maharashtra state employment exchange, industries and study centres. The RC Mumbai is conducting regularly Regional level placement drives for the benefit of students. Further, Alumni Association of IGNOU (AAI) also started at IGNOU, New Delhi and RCs also coordinating with our alumni and taking their help also to organize regional level placement drives for pass out students of RC Mumbai.

Table 8 Employment Status Wise Enrollment

Status	Enrollment	% in total enrollment
Employed	2651	48.89%
Unemployed	2662	50.10%
Total	5313	100.00

RE-REGISTRATION JULY 2021:

The students who registered for the programmes, which are having duration more than one year, are supposed to do registration for second semester/year is called as re-registration. The Regional Centre has made regular follow up with the eligible learners through email/SMS and online meetings for Re-registration in January 2021. The Regional Centre has concentrated two categories of students i) fresh students of UG/PG programmes registered in July 2020 and ii) students registered for re-registration in previous sessions but not completed. All these eligible students were contacted continuously by the Regional Centre through email/SMS to do re-registration. For the benefit of students Regional Centre has developed a video which explains the procedure of re-registration and same also shared with all the eligible students and uploaded in the RC YouTube channel and FB (link for video is https://www.youtube.com/watch?v=GJ2L5rKI5_g).

Table 9 Enrollment trends of re-registration in July cycle

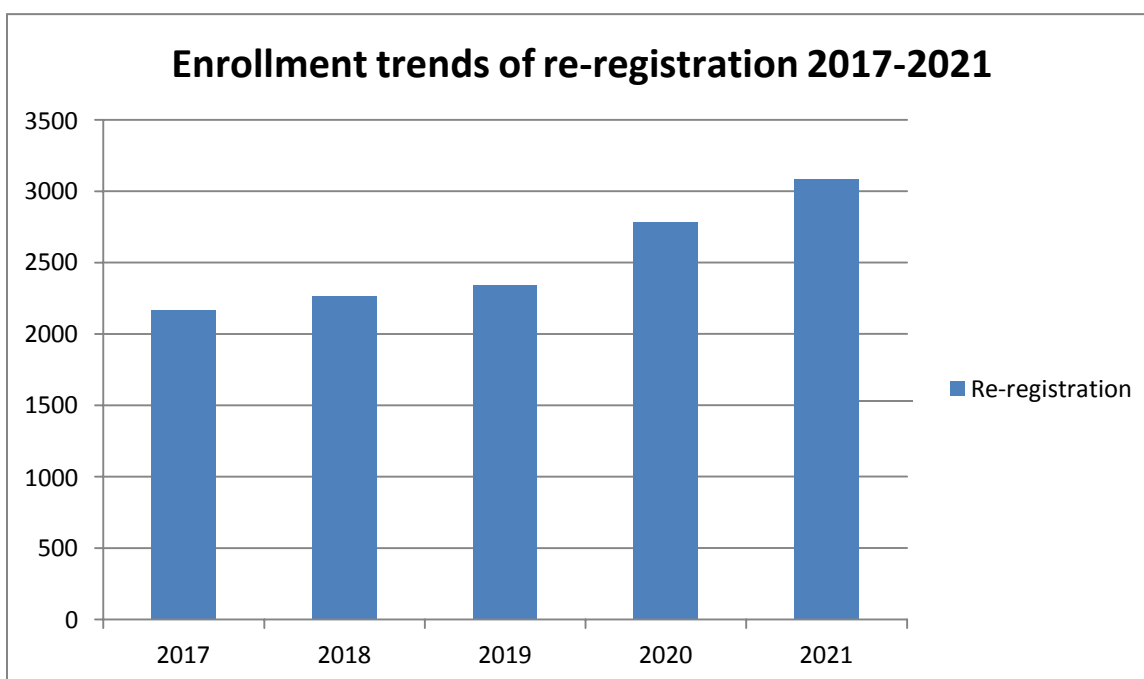
S.No	Year	Re-regstration	+/- in the enrollment
1	2017	2170	
2	2018	2263	+93
3	2019	2345	+82
4	2020	2781	+436
5	2021	3086	+305

With all the efforts 3086 learners have done the re-registered for July 2021 cycle and achieved 10.9% increase in comparison with re-registration of July 2020 session.

Table 10 Total enrollment in July session

S.No	Year	Fresh	RR	Total
1	2017	4259	2170	6429
2	2018	4265	2263	6528
3	2019	5314	2345	7659
4	2020	5913	2781	8694
5	2021	5313	3086	8399
2017-2021		+24.7%	+42.2%	+30.6%

It is also pertinent to note that the total enrollment in the July session has registered increasing trend during 2017-2020 and due to COVID19 pandemic the total enrollment had declined slightly in the July 2021. However, during 2017-2021 the fresh admissions have registered increase of 24%, re-registration has registered 42% increase and total admissions have registered 30% of increase.



PROGRAMME WISE ENROLLMENT:

It has been further observed that the new programmes which were introduced by the University and activated by Regional Centre Mumbai for July 2021 also attracted the prospective learners and registered significant enrollment in the first session itself. The programme wise enrollment data has been presented in the below tables, clearly indicates that

the Master of Arts in Psychology (MAPC) registered highest enrollment (25%) among the master degree programme whereas BAG (24%) among UG programmes, PGDCA_NEW (9%) among PG Diploma programmes(9%), DNHE(59%) among diploma programmes, CFN(19%) among the certificate programmes have occupied highest enrollment in the July 2021 admissions cycle.

Table 11 Enrollment of Master Degree Programmes

Programme	Enrollment	% in PG programmes	Programme	Enrollment	% in PG programmes
MAPC	585	25.18	MAJY	27	1.16
MSW	196	8.44	MTTM	25	1.08
MEC	183	7.88	MARD	20	0.86
MBA	162	6.97	MBF	16	0.69
MEG	138	5.94	MAER	12	0.52
MPS	131	5.64	MSCIS	11	0.47
MCOM	126	5.42	MLIS	10	0.43
MAH	99	4.26	MADVS	8	0.34
MSCENV	85	3.66	MCOMFT	8	0.34
MSCDFSM	77	3.31	MAGD	6	0.26
MAEDU	72	3.10	MAFCS	4	0.17
MPA	72	3.10	MAWGS	4	0.17
MSO	72	3.10	MCOMBPCG	4	0.17
MCA_NEW	63	2.71	MAUD	3	0.13
MHD	52	2.24	MCOMMAFS	2	0.09
MAJMC	44	1.89	Total	2323	100

It has been observed from the data of programme wise enrollment, MSW, MEC, MEG, MBA, MCOM programmes are receiving good response and registered good enrollment. The MSCENV which has introduced recently also registered significant enrollment in this July 2021 cycle. Regional Centre will put more efforts and use innovative promotional methods in coming admissions to popularize the programmes which have registered less enrollment in this admission cycle

Table 12 Enrollment of Bachelor Degree Programmes

Programme	Enrollment	% in UG programmes	Programme	Enrollment	% in UG programmes
BAG	475	23.66	BTS	48	2.39
BAPCH	231	11.50	BASOH	39	1.94
BSCG	205	10.21	BLIS	35	1.74
BCOMG	203	10.11	BAHDH	30	1.49
BCA	157	7.82	BAPAH	29	1.44
BAEGH	135	6.72	BCOMAF	27	1.34
BBARL	120	5.98	BSCBCH	13	0.65
BAHIH	73	3.64	BAPFHMH	4	0.20
BAECH	68	3.39	BAVTM	3	0.15
BAPSH	61	3.04	BCOMCAA	2	0.10
BSWG	52	2.59	BCOMFCA	2	0.10
TOTAL				2008	100

The Bachelor degree programmes enrollment indicates that the programmes like BA psychology(honors), BSCG, BCOMG, BCA, BAEGH, BCA and BBARL registered significant

enrollment in the July 2021 admissions. The Regional Centre is also putting efforts to increase the enrollment of other Bachelor Degree programmes in the next admission cycles.

Table 13 Enrollment of PG Diploma Programmes

Programme	Enrollment	% in PG Diploma Programmes	Programme	Enrollment	% in PG Diploma Programmes
PGDCA_NEW	48	9.04	PGDIS	13	2.45
PGDFSQM	41	7.72	PGDCOUN	12	2.26
PGDIBO	41	7.72	PGDMM	11	2.07
PGDCSR	36	6.78	PGDET	10	1.88
PGDHRM	36	6.78	PGDRD	7	1.32
PGDFM	31	5.84	PGDWGS	7	1.32
PGDAST	27	5.08	PGDHE	6	1.13
PGDT	26	4.90	PGCCC	4	0.75
PGDDM	25	4.71	PGDGPS	4	0.75
PGDUPDL	23	4.33	PGDSS	4	0.75
PGDSLM	22	4.14	PGDDC	3	0.56
PGDEMA	21	3.95	PGCIATIVI	2	0.38
PGDIPR	19	3.58	PGDDVS	2	0.38
PGDAW	18	3.39	PGDEOH	2	0.38
PGJMC	17	3.20	PGDFCS	2	0.38
PGDOM	15	2.82	PGDIDM	2	0.38
TOTAL				531	100

The PG Diploma, Diploma and Certificate programmes have occupied about 18% share in total enrollment of July 2021. Food science, computer science, and foreign language related PD diploma/diploma/certificate programmes are getting more enrollment and Regional Centre will also take measures to popularize other subject related programmes in the next admission cycles.

Table 14 Enrollment of Certificate Programmes

Programme	Enrollment	% in Certificate Programmes	Programme	Enrollment	% in Certificate Programmes
CRCS	40	16.95	CBS	5	2.12
CFN	40	16.95	CFE	5	2.12
CHR	16	6.78	CRD	5	2.12
CGL	13	5.51	CTPM	5	2.12
CDM	11	4.66	CNCC	4	1.69
CCP	10	4.24	CES	3	1.27
CIT	9	3.81	CNM	3	1.27
CTE	9	3.81	CCITSK	2	0.85
CKLC	7	2.97	CTS	2	0.85
CLIS	7	2.97	CJL	1	0.42
CSLC	7	2.97	CPATHA	1	0.42
CIG	6	2.54	CPEL	1	0.42
CLTA	6	2.54	CPVE	1	0.42
CUL	6	2.54	CRUL	1	0.42
CAL	5	2.12	SSB	5	2.12
TOTAL	236	100			

POST ADMISSION ACTIVITIES FOR JULY 2021 SESSION

The Regional Centre has prepared scholar list LSC wise and shared with the study centres in order to organizing induction meetings and planning for counseling sessions through online as well as offline sessions. The data presented in the below table indicates that the July 2021 enrollment has been distributed among 10 active study centres. However, major proportion of students have opted LSC 1601(39%) followed by 1603(26%), LSC1632 (10%) and 49050(9.5%). The LSCs which are having less than 150 in the two sessions and LSCs which are not fulfilling the UGC and IGNOU ODL regulations are kept in abeyance. The students of such non-ODL regulations fulfilling LSCs are shifted to nearby LSCs for student support services. The regional centre is putting efforts to establish IGNOU study centre in the Ratnagiri district

Table 15 Distribution of students LSC/programme wise for July 2021

LSC CODE	UG	Masters	PG Diploma	Diploma	Certificate	Total	% in total enrollment
1601	800	847	174	141	111	2073	39.01%
1603	671	573	0	0	37	1404	26.42%
1615	31	03	0	0	0	34	0.63%
1632	416	67	56	9	10	558	10.50%
49026	0	214	43	0	10	267	5.02%
49033	52	45	38	0	8	143	2.69%
49041	0	0	41	0	2	43	0.80%
49045	0	78	0	58	2	138	2.59%
49050	34	452	12	0	12	510	9.59%
49052	0	8	0	0	4	12	0.22%
4900	04	36	44	7	40	131	2.46%
Total	2008	2323	531	215	236	5313	100%

Due outburst of COVID19 the Regional Centre has taken the responsibility to conduct online Induction Meetings in phased manner and invited Study Centre Coordinators as well Academic Counselors for induction meetings. The detailed induction meeting schedule was prepared by the Regional Centre and the same uploaded at Regional Centre Mumbai website, posted in the FB and twitter handle, send mail to the learners.

During the induction programme the following issues were highlighted and extensively discussed for the benefit of students.

1. IGNOU organizational structure
2. ODL system
3. Programme structure
4. Self-learning material
5. Academic counseling(online/offline)
6. Assignments
7. Project / Practical /Internship/fieldwork/ Viva-voce
8. Term End Exams

9. Re-registration
10. Social media of Regional Centre
11. Student support services at LSC, RC and Hqrs

Table 16 Induction meeting schedules of July 2021 academic cycle

Sr. No	Programme	Date	No. of students invited	No. of students attended	Resource Person
1	Certificate Programmes	04.10.2021	189	98	Dr. E. Krishna Rao, Regional Director (i/c)
2	BAG	05.10.2021	313	125	Dr. E. Krishna Rao, Regional Director (i/c)
3	BAPCH	06.10.2021	151	95	Dr. Monika Misra, Prog. Coordinator, BAPCH Dr. E. Krishna Rao, Regional Director (i/c)
4	BCA	07.10.2021	140	67	Dr. E. Krishna Rao, Regional Director (i/c)
5	BSCG, BCOMG, BTS	08.10.2021	311	130	Dr. E. Krishna Rao, Regional Director (i/c)
6	MAPC	11.10.2021	174	110	Dr. E. Krishna Rao, Regional Director (i/c)
7	MAPC	12.10.2021	174	125	Dr. E. Krishna Rao, Regional Director (i/c)
8	MEC, MEG, MPS, MTTM	13.10.2021	279	94	Dr. E. Krishna Rao, Regional Director (i/c)
9	MCA, PGDCA	17.11.2021	111	81	Dr. E. Krishna Rao, Regional Director (i/c)
10	PGDFM, PGDOM, PGDHRM, PGDMM	18.11.2021	93	48	Dr. E. Krishna Rao, Regional Director (i/c)
11	MBA, MBF	18.11.2021	178	96	Dr. E. Krishna Rao, Regional Director (i/c)
12	MSCENV	25.11.2021	80	42	Dr. Shachi Shah, Prog. Coordinator, MSCENV Dr. E. Krishna Rao, Regional Director (i/c)
13	PGDAST	30.11.2021	38	17	Dr. E. Krishna Rao, Regional Director (i/c)
14	BAG and BA Honours	01.01.2022	604	144	Dr. E. Krishna Rao, Regional Director (i/c)
15	BBARL	03.01.2022	120	71	Dr. E. Krishna Rao, Regional Director (i/c)
16	BCOMAF, BCOMCAA, BCOMG, BCOMFCA, BLIS, BSCBCH, BSCG, BTS and all Diploma Programmes	04.01.2022	569	128	Dr. E. Krishna Rao, Regional Director (i/c)
17	BAPCH	04.01.2022	80	56	Dr. Monika Misra, Prog. Coordinator, BAPCH Dr. E. Krishna Rao, Regional Director (i/c)
18	Master Degree Programmes	05.01.2022	513	155	Dr. E. Krishna Rao, Regional Director (i/c)
19	MAPC	05.01.2022	241	107	Dr. E. Krishna Rao, Regional Director (i/c)

Sr. No	Programme	Date	No. of students invited	No. of students attended	Resource Person
20	MSO and PG Diploma Programmes	06.01.2022	378	118	Dr. E. Krishna Rao, Regional Director (i/c)
21	MSW and BSWG	06.01.2022	249	104	Dr. Saumya, Prog. Coordinator, MSW Dr. Sayantani, Prog. Coordinator, BSWG Dr. E. Krishna Rao, Regional Director (i/c)
22	MSCDFSM & DNHE	07.01.2022	205	138	Dr. DeekshaKapur, Prog Coordinator, MSCDFSM & DNHE Dr. E. Krishna Rao, Regional Director (i/c)

Though the induction meetings were organized through online mode, it was interactive and received positive response from academic counselor as well as positive feedback from learners. For the benefit of students the induction meetings were recorded and videos uploaded in IGNOU Regional Centre, Mumbai YouTube Channel. (RC Mumbai YouTube channel Link: http://www.youtube.com/channel/UCxjWrq2oZYJe_cCb6oW2XuA)

ONLINE ACADEMIC COUNSELING SESSIONS:

Due to Covid-19 pandemic counseling session for different programmes were conducted through online mode by using Google Meet, Zoom and Face book platform. Semester based programmes and high enrolled programs were given priority for conducting online counseling sessions.

The concern study centre has prepared counseling schedule and send to the Regional Centre for approval. After getting the approval from the Regional Centre the counseling schedules have been uploaded on the Regional Centre Website, posted in Face book and informed to the students through email. There was a good response from the student from the programme like Master of Arts in Psychology (MAPC), Bachelor of Science in Nursing (BSCN), Diploma in Nutrition and Health Education (DNHE), Bachelor of Computer Applications (BCA), Master of Computer Applications (MCA), Master of Science in Dietetics and Food Service Management (MSCDFSM), and Post Graduate Diploma in Food Safety and Quality Management (PGDFSQM) for attending online counselling sessions.

This time the online counseling sessions were conducted state level as three RCs of Maharashtra state (RC Pune, RC Nagpur and RC Mumbai) have distributed programmes for conducting counseling sessions. Accordingly RC Mumbai has scheduled 153 sessions of which 153 conducted and 3 sessions cancelled due to no response of student / no attendance. The programme wise number of sessions conducted and other details are given in the below table.

Table 17 Programme wise Online Counselling sessions (Fresh and RR) – July 2021

Programme	No. of Sessions scheduled	No.of. Sessions conducted	Average attendance	Cancelled Sessions
BCA	53	52	5	1
BTS	3	3	11	
MAPC	9	9	22	
MCA	47	45	6	2
PGDCA	17	17	9	
PGDIS	7	7	5	
CLIS	10	10	02	
MSCENV	10	10	50	
Total	156	153		

The counseling sessions were monitored by the Regional Centre staff and the Regional Director In-charge Dr. E. Krishna Rao regularly and interacted with the academic counselor as well as students. The Regional Centre has received positive feedback from the students about support services by the provided by the Regional Centre.

Student support services (online/offline):

- i) **Online grievance redressal drive:** Regional Centre Mumbai has initiated an online grievance redressal drive titled as “*E-Shiksha Ki Baat, Regional Director KeSaath*”(speak with your Regional Director) every Friday @ 11:00 am through google meet. The link has uploaded in RC Mumbai website and every Friday 50 students on average attend this drive. During July 2021(July 2021 to December 2021) cycle 20 online grievance redressal dives were organized by the RC successfully.
- ii) **Student queries through email:** in addition to online grievance meetings, student quarries also answered through email on an average 150-200 mails received in a day. During July 2021cycle a total of 15400 mails were received and answered.
- iii) **Student queries through phone Call:** dedicated staff has been appointed to answer the phone calls at enquiry counter of RC. Presently two numbers are active such as 27489764 and 27455094 about 40-50 calls are answered in a day.
- iv) **Student grievance through letters:** though the usage of technology increased, students use to submit their queries through postal letter and for July 2021 cycle RC received 360 letters related to student queries and all the queries solved
- v) **IGNOU Grievance Redress And Management (IGRAM):** Students use to submit their quarries through IGRAM, RC use to make every day ZERO queries by answering all the IGRAM queries on priority basis. During July 2021 academic cycle a total of IGRAM 4433 quarries were resolved

- vi) **Posting important information in social media:** RC use to post all the important information, data, counselling schedules etc in to FB and twitter handle time to time. Recorded videos upload in the RC YouTube channel. It is pertinent to note that the followers of RC Mumbai social media have increased remarkably during lockdown period. At present RC is having 7800 followers for Facebook, 1567 followers for twitter handle and 2470 subscribers for YouTube channel

Important online links

- ❖ RC email: rcmumbai@ignou.ac.in
- ❖ RC Mumbai website: <http://rcmumbai.ignou.ac.in/>
- ❖ Online student grievance meet: <https://meet.google.com/ofh-oeee-kwo>
- ❖ YouTube: https://www.youtube.com/channel/UCxjWrq2oZYJe_cCb6oW2XuA
- ❖ Facebook(@ignourcmumbai): <http://www.facebook.com/ignourcmumbai/>
- ❖ Twitter handle(@ignoumumbai) : <https://twitter.com/ignoumumbai?s=08>

Dr. E. Krishna Rao
Regional Director (i/c)
&
Team IGNOU RC Mumbai