



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

REGIONAL CENTRE, MUMBAI

COORDINATORS MEET - 2019
28th July 2019





Regional Director's Message

Indira Gandhi National Open University (IGNOU) Regional Centre Mumbai was established with 18 LSC's in January 2009, which is bifurcated from Pune region of Maharashtra. The purpose of a separate regional centre in Mumbai is to cater the needs of Konkan division of Maharashtra and to provide better student support services to the growing enrolment in Konkan region. Two significant aspects of IGNOU RC Mumbai are it includes grater Mumbai and Mumbai suburban where the population density is high. It covers about 25% of Maharashtra state total population in a limited land area of 30865 sq. km.

At present there are 26 Learner Support Centers (LSCs) with fresh admission of more than 10000 learners per year. There are 7 regular study centers, 14 are programme study center, 3 are special study center and 2 recognized study centres offering in total 80 academic programmes covering Masters, Bachelors, PG Diploma, Diploma, PG Certificate and Certificate levels. There are 560 academic counsellors providing academic support to the learners at different study centres. Regional centre's goal is to extend and strengthen the student support services in the region. It also focuses on staff development at LSC and Regional Centre level. The Regional Centre organizes several academic activities in every year.

The Learner Support Centres (LSCs) are working at grassroots level and providing student support services in the ODL systems. The aims and plans of the ODL institution are practiced and realized at the LSC level. As per Section 2(o) of IGNOU Act 1985, Study Centre means "a centre established, maintained or recognized by the University for the purpose of advising, counselling or for rendering any other assistance required by the students; . Accordingly, in IGNOU LSCs are designed to support and enhance the educational and learning efforts of distance learners. The LSC provides the counseling sessions, library facility, interaction with teachers and peer group and other academic opportunities to the learners. LSC supports students in independent learning by various means of educational technologies and human support. The LSCs are implementing the academic policies, new initiatives of the IGNOU through Regional Centre time to time and the LSCs are having pivotal role in the ODL system.

As a practice and mandatory to share and discuss the new policies and initiatives introduced by the IGNOU the Regional Centres organizes annual coordinators meetings every year. For this academic year the coordinators meeting was organized on 28th July 2019. Unlike other previous coordinators meeting, in this meeting focus was given on the new academic initiatives taken by the IGNOU such as UGC-ODL Regulations, Gross Enrolment Ratio(GER)-challenges for ODL practicers and role of IGNOU, Choice Based Credit System(CBCS), new technological initiatives by IGNOU-online services were discussed exclusively. The study centre coordinators and programme in charges were participated actively and exchanged their views for further strengthening ODL system and for better student support services

I appreciate efforts of Regional Centre staff, LSC coordinators, Programme-In-charges and part time staff at study centre for conducting this annual coordinators meeting 2019 successfully and providing qualitative student support services. I expect the same cooperation and energy from the Regional Centre as well as part time functionaries of study centre in future activities.

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

Programme Schedule

Time	Session Details	Resource Person
9.30 to 10.00	Registration	--
10.00 to 10.30	Inaugural Session	Dr. M.R. Kurup Chief Guest Dr. E. Krishna Rao Regional Director (i/c)
10.45 to 11:00	Tea Break	--
11:00 to 12.15	Session I UGC –ODL Regulations: Glimpses	Dr. E. Krishna Rao Regional Director (i/c)
12:15 to 13:30	Session II GER: New Challenges for ODL Practitioners “ Role of IGNOU”	Dr. G. Shrinivas Asst. Regional Director
13:30 to 14:15	Lunch Break	--
14:15 to 15:30	Session III New technological Initiatives in IGNOU Special Ref. to Online Activities	Dr. E. Krishna Rao Regional Director (i/c)
15:30 to 16.15	Session IV CBCS in IGNOU “ An introduction”	Dr. G. Shrinivas Asst. Regional Director
16.30 to 17.00	Valedictory	Dr. E. Krishna Rao Regional Director (i/c) Dr. G. Shrinivas Asst. Regional Director



Dr. M. R. Kurup
Chief Guest



Dr. Sarla Santwani
Senior Coordinator



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





Regional Centre Mumbai organised Annual Coordinators meet on 28th July 2019 at V.G. Vaze College, Mulund (E) Mumbai. The meeting was well attended by representatives from active learner Support Centres under the Region.

The theme of the meeting was “Functional Restructuring of Study Centres in the wake of New UGC-ODL Regulations, GER and CBCS”

Dr E Krishna Rao, Regional Director (i/c) welcomed the participants and chief guest. He further elaborated on the theme selected and its relevance for the year.

The meet was inaugurated by a very senior most Academician and Educational administrator Dr M R Kurup who was invited as the chief guest. He by virtue of having 48 years an educational administration experience and being delivered more than 650 talks in the field made the inaugural address very thought provoking. He suggested few implementable solutions to the problems of ODL in the present scenario.

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



Speaker: **Dr. G. Shrinivas**
(Asst. Regional Director)



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



Speaker: **Dr. G. Shrinivas**
(Asst. Regional Director)









Regional Centre Mumbai has organised Annual Coordinators meet on 28th July 2019 at Vaze College, Mulund (E) Mumbai. The meeting was well attended by nearly representatives from 20 learner Support Centres under the Region. The theme of the meeting was **“Functional Restructuring of Study Centres in the wake of New UGC-ODL Regulations, GER and CBCS”**. Dr E Krishna Rao, Regional Director (i/c) welcomed the participants and chief guest. He further elaborated on the theme selected and its relevance for the year.

The meet was inaugurated by a very senior most Academician and Educational administrator Dr M R Kurup who was invited as the chief guest. He by virtue of having 48 years an educational administration experience and being delivered more than 650 talks in the field made the inaugural address very thought provoking. He suggested few implementable solutions to the problems of ODL in the present scenario. There were all together 4 technical sessions spread across the day planned in such a way that discussions and deliberations are executed at the end of all sessions for receiving constructive suggestions and recommendations.

The first session on UGC-ODL Regulations – Glimpses was taken by Dr E Krishna Rao Regional Director (i/c). In the recent past the University Grants Commission (UGC) has framed new Open Distance Learning (ODL) Regulations 2017 to maintain the quality and standards in the ODL. In this session an attempt was made by Dr.E.Krishna Rao to educate the new mandate for Higher Education Institutions (HEIs), Regional Centres (RCs) and Learner Support Centres (LSCs), Operational Aspects of HEI and LSCs, Accreditation and assessment of HEI and issues concerns, challenges, and issues related to equipping study centres with new UGC regulations. It is important to note that unlike previous only LSCs and Special Study Centres concept is existed in the new regulations for student support services and the rules and regulations made for establishment of new LSCs, appointment of coordinator and empanelment of academic counsellor will improve the quality of ODL. Session was followed by extensive discussions and clarification of various operations issues and doubts.

Points raised and difficulties expressed by LSCs:

1. Providing three rooms exclusively for the use of IGNOU LSCs activities free of cost is a big constraint to the institution as all the institutions are facing space crunch.
2. The college management is expecting reasonable rent for the allotted space to IGNOU activities as the space is costly in Mumbai being a cosmopolitan city
3. Large centres have suggested that increase in the number of students at the study centres should be compensated with some maintenance charges.
4. Processing time of application for appointment of new coordinator is too long and has to be reduced
5. Low enrolment programmes should not have any physical academic Counselling
6. There should be increase in the remuneration of part time staff working at the centre.
7. IGNOU should provide working computers and replace all the old computers which are outdated as most of the activities are have gone online in IGNOU.

Second session was engaged by Dr G Shrinivas, Asst Regional Director on **“GER: New Challenges for ODL Practitioners- Role of IGNOU”**. He made an earnest attempt how educational need across decades is dealt/met by policy makers and various governments. He also brought out the statistical facts to convince and bring out why there is a need for the entire educational practitioner to work towards enhancing GER in higher education. A group activity was also conducted at the end of session to receive some measures and suggestions to increase GER at regional level. All the suggestions were deliberated and noted down for further implementation on the ground.

Some of the major suggestions received for enhancing GER in Higher Education in ODL are

1. Most strategic and scientific methods of advertising through online media are required for publicity to reach out wider range of population.
2. Financial assistance should be provided for the students from BPL families besides SC/ST
3. Spot admission Camps at all the Colleges and University after the closure of regular mode of admissions.
4. Add on Programmes should be encouraged at all College.
5. Placements should be assured thus encouraging the learners to pursue ODL
6. 24X7 Call centre should be available to market ODL programmes.
7. Seminars at National Level should be organised to educate social/public workers like village level elected representatives, Block level workers so that the programmes get percolated at ground level.

Third session on “**New technological Initiatives in IGNOU Special Reference to Online Activities**” held after the lunch. The IGNOU has introduced several online services for students and LSCs such as online admissions, online awards entry, online exam papers and online academic counsellor's empanelment. Thus, this session was dedicated to focus on Online Activities operational in IGNOU. The session was taken by Dr E Krishna Rao, the main issues covered in the session was Online Assignment entry, academic Counsellors portal, expected problems and how to minimise and reduce the problems. The Session too was followed by discussions and suggestions.

Issues discussed:

1. Assignment awards entry at LSC level-all the LSCs have expressed their acceptance to enter the awards and ensure immediate dispatch of awards to the Regional Centre for validation
2. The LSCs proposed enhancement of payment for assignment awards entry
3. LSCs accepted speedy process of online application for academic counsellors
4. LSCs ensured identification of prospective academic counsellors for the courses which they do not have approved counsellors and submit application in OAS
5. LSCs suggested orientation on all the online services prior to the beginning of each academic cycle-agreed one orientation every year

Last session was on “**Choice Based Credit System (CBCS) in IGNOU-An introduction**”. Since this was under implementation from July 2019 session. It was necessary to inform all the participants about the credits, coding of the courses and other related issues with grading, conduct of examination and the major challenges which are expected to face in near future. Very less queries was raised in the session. Thus after this session general problems faced by the centres were taken and solutions were provided on the operational aspects.

Issues discussed:

1. Identification of academic counsellors for the CBCS courses
2. Migration of existing BDP approved academic counsellors for CBCS
3. Design of prescribed number of counselling sessions for theory and Lab courses
4. Feasibilities of getting labs as number of Lab courses have increased under CBCS

Participants were requested to give the feedback on the day long activity. 5-6 centres coordinators gave feedback. Feedback received was very positive appreciating the activities and the support being received from the Regional Centre especially in last one year. It was also brought to the notice in the feedback that the Regional centre should be slightly liberal and not be very strict giving deadlines for the activities assigned. It was assured to the participants that the deadlines are at times inevitable keeping the need and future of ODL learners. Thus it was again requested to them that the works may be completed in assigned time for smooth functioning of the Regional centres activities.

After the feedback session, the valedictory session was scheduled. The certificates were distributed to all the participants and a formal vote of thanks was proposed. The Session was wound up with a National Anthem.

Major outcomes of the coordinator meeting:

1. LSC were oriented about new UGC-ODL Regulations
2. LSCs were oriented about CBCS introduced by IGNOU from July 2019 academic cycle
3. LSC coordinators are oriented about new online services initiated by the IGNOU
4. Hands on experience on OAS, online academic counsellors empanelment and online assignment awards entry
5. Extensive discussion on better student support services at LSCs and Regional Centre Level
6. Strategies for enhancing GER were discussed extensively and demarcated stakeholders for each activity at the Regional Centre and LSC level
7. Exchange of academic initiatives taken by IGNOU and other universities in the ODL
8. Strategies for promoting IGNOU programmes and policies among the masses particularly in slum areas and role and responsibilities of Regional Centre and LSCs
9. Extensive discussion on the content of computer science, MSCDFSM and BDP programmes-suggested for updation of content
10. Better ways to address student grievance through various mediums.

Decisions for implementation and to forward other competent authorities of University

1. Organising awareness meetings in all the LSCs to sensitise their own students and nearby college students about IGNOU programmes and provisions for SCs/STs
2. LSCs have to identify the SC/ST dominant areas nearby their colleges and organise special spot admission camps/motivational camps/awareness camps-with the coordination of Regional Centre
3. Local media (print and electronic) should be exploited extensively for promoting IGNOU programmes and with equal intervals two press releases in every month from the date of admission notification in both the academic cycles
4. LSCs should print information brochures/pamphlets with the prior approval of Regional Centre and distribute nearby colleges/institutions
5. Letter to the RSD mentioning the demand of rent by the host institutions for the space provided to IGNOU
6. Student grievance redressal camp at Regional Centre on first Sunday of every month
7. Student grievance redressal camp at Study Centre on third Sunday of every month
8. Activation of more study centres for MAPC programme
9. Letter to programme coordinators of MCA, BCA and MSCDFSM programmes for updation of contents in the SLMs
10. Though the LSCs have requested for liberal and not be very strict giving deadlines for the activities assigned, it is decided adhere the deadlines fixed by Regional Centre
11. Organising workshop on research methodology for all the students who are having project in their programme
12. Yearly orientation on all the online services of IGNOU prior to the beginning of each academic cycle
13. Sharing and exchanging of alumina data between Regional Centre and LSCs for promoting IGNOU programmes and placement drives
14. Organising campus placement drives twice in a year with the help of LSC 1632 and 1619
15. Strengthening the collaboration between Regional Centre and LSCs for research and academic activities
16. Clearing of all the LSC bills maximum of one month time
17. Academic counsellors payment directly through their account by the Regional Centre
18. Direct transfer of Part Time functionaries remuneration into their account.



SPECIAL THANKS TO PARTICIPANTS

Study Centre Code	Name of Study Centre	Name of Participant
1601	K J SOMAIYA COLLEGE OF EDUCATION	Dr. Sarla Santwani
1601	K J SOMAIYA COLLEGE OF EDUCATION	Ms. Nilam Dhas
1603	SATHAYE COLLEGE	Dr. Santosh W Zote
1603	SATHAYE COLLEGE	Mr. Manoj S. Karlekar
49049	PEARL ACADEMY	Mr. Anand Bhisey
49049	PEARL ACADEMY	Mr. Gaurav Karnik
49042	THAKUR COLLEGE OF SCIENCE & COMMERCE	Ms. Jyotsna Anthal
49033P	DR. B.M.N. COLLEGE OF HOME SCIENCE	Mr. Shahajahan Khan
49033P	DR. B.M.N. COLLEGE OF HOME SCIENCE	Ms. Kavita Karapurkar
49051	LAXMICHAND GOLWALA COLLEGE OF COMMERCE AND ECONOMICS	Dr. Mahida Vijay
1632	MAHATMA EDUCATION SOCIETY (PILLAI COLLEGE)	Dr. Prashant Nitnaware
1619P	ARRINA EDUCATION SOCIETY	Mr. Ajay C Jakle
1619P	ARRINA EDUCATION SOCIETY	Mr. Vijay Shinde
49026	HANSRAJ JEEVANDAS COLLEGE	Dr. Karuna Sinha
49026	HANSRAJ JEEVANDAS COLLEGE	Ms. Manisha S. Tandale
49021D	HINDUSTAN ACADEMY	Mr. Parvez Farid
49021D	HINDUSTAN ACADEMY	Ms. Sameena Farid



DR. E. KRISHNA RAO
REGIONAL DIRECTOR (I/c)

Dr. E. Krishna Rao joined IGNOU in May 2012 at Regional Centre Chennai as Assistant Regional Director. He joined Regional Centre Mumbai in May 2017. He has taken the charge as Regional Director (I/c), Regional Centre, Mumbai from 5th March 2019.

Prior to IGNOU Dr. E. Krishna Rao was Assistant Professor in Centre for Study of Social Exclusion and Inclusive Policy (CSSEIP), Pondicherry Central University for 03 years. He has specialization in Agricultural Economics, Dr. B. R. Ambedkar's economic thought and Development Economics.

He has published more than 15 research papers in national and international journals and edited books on agriculture economics, labour economics, Dr. B. R. Ambedkar's economic thoughts, SC/ST economics problems and land reforms.



Dr. G. Shrinivas joined IGNOU in May 2011 at Regional Centre Panaji as Assistant Regional Director. Thereafter joined Regional Centre Mumbai in May 2018. Prior to IGNOU Dr. G. Shrinivas was Assistant Professor at Damodar College in Goa for eighty years.

He has published 11 Research papers and has delivered keynote address for 5 National/ International Seminars.



DR. G. SHRINIVAS
ASSISTANT REGIONAL DIRECTOR