

# इंदिरा गांधी राष्ट्रीय मुक्त विश्वविद्यालय

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

क्षेत्रीय केंद्र मुंबई / REGIONAL CENTRE MUMBAI

F.No. IG/RC-49/RDO/Misc./2024/ 864

Dated: 24/07/2024

## OFFICE ORDER 24/2024

In supersession of previous office order, the work distribution among the officers and staff of the Regional Centre, Mumbai the revised work distribution is given below. Every officer will be in-charge and responsible for the activities of the section allotted to him and will report to the Regional Director. To make the work of each section responsible, to complete the work on time with reliability and for smooth functioning, a temporary arrangement of section coordinators has been made. Coordinators will coordinate the work under the section along with their own work.

This order will be effective from 24 July, 2024. A review meeting of this order will be conducted as per requirement/regular interval for feedback and incorporate necessary changes if required.

### Dr. Rahul Mishra, Regional Director

Regional Director will be the overall in-charge of the Regional Centre to look after all the academic activities, admission promotions, ICT, finance and administrative activities of Regional Centre and coordination with officer in-charge of concern section. However, the following works will be handled in specific by Dr. Rahul Mishra, Regional Director:

1. Collaboration, liaisoning and networking with Academic Institutions, Universities, RCs, LSCs, Government bodies, Industries, electronic media centres, etc.
2. Training and capacity building of ODL functionaries including teachers, academics, policy planners and other staff and evaluation of Learning Resources and organizing workshops/seminars/conferences.
3. Establishment and monitoring of ODL system at Regional Centre and Learner Support Centres/Study Centres.
4. Organising Pre-Admission counselling; induction/ orientation/training programmes; conduct of admission and examination related activities and grievance redressal.
5. Attending student queries, rendering instructions, guidance and student support to students for pursuing courses of study.
6. Promotion and implementation of ODL system through institutional network. Maintenance and monitoring RC social media (Facebook, Twitter, You Tube, Telegram, WhatsApp) and updating.
7. Implementation and management of learner support system/ODL and conduct of feedback and learning analytics, and impact assessment studies.

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8. Conducting TEE, planning the exam centre visits, finalising observers for TEE and matters concerned with entrance examinations.
9. Dealing with RTI Applications (online/offline), legal cases, public grievances etc.
10. Monitoring inward and outward section.
11. Monitoring Samarth Portal, IGRAM, PG Portal and RTI portal for Students Grievances.
12. Digitization of Academic Unit's database and its regular maintenance and monitoring Online Academic Counsellors Empanelment Portal.
13. ICT and communication technology using multiple media for innovations in student support. Uploading and monitoring RC website and RC social media (Facebook, Twitter, Youtube and Telegram, WhatsApp).
14. Online and offline (in RC) student grievance redressal drive at regular interval.
15. Creating and maintaining ICT-based institutional databases and records, blogs, social media, newsletters, e-journals, etc.
16. Monitoring/evaluating performance of Learner Support Centres/Examination Centres/Regional Centre, and other Units at RC headquarters.
17. Devising policies for marginalized sections and their implementation and monitoring.
18. Monitoring preparation of concept papers, RC reports on admissions, student support and grievances etc. and submitting to Hqrs.

### **ACADEMIC SECTION**

**Officer In-charge- Dr. P Namboothiripad, Assistant Regional Director**

**Section Coordinator: Mr. Shashank Tripathi, JAT**

**Supporting staff:** Mr. Shashank Tripathi, JAT, Mr. Pratik Daki, JAT (D/W), Mr. Swapnil Sahane, JAT (D/w), Mr. Bhavesh Chavan, JAT (D/W), Avinash Kamble, Attendant (D/W)

1. Admission to all merit-based programmes (with limited seats) such as B.Ed., Post Basic BSC (Nursing) etc.
2. All the student support service related to Change of RC and LSC, elective, medium, programme etc. and issue of Bonafide Certificate, Reference letter, Migration Certificate, Duplicate ID card etc.
3. All the activities related to study material- dispatch, stock maintenance, SMS and emails to students.
4. Matters related to scholarships, fee reimbursement, etc.
5. Project proposals, handling of synopsis, projects evaluation and viva voce of all the programmes having projects/field works etc. through online and offline mode.
6. Handling of practical sessions and TEPE related matters.
7. B.Ed. Workshops, ECP of PGDHE and PGDSLM.
8. Establishment of exam centres for TEE and entrance exams, appointment of observers and monitoring exam centres.
9. All matters related to LMS portal- assignment submission, evaluation, uploading, ratification of grades, sample selection for Hqrs. verification etc.

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10. All matters related to Convocations.
11. Processing Online Academic Counsellors applications, periodical renewals of ACs, sending updated ACs data to internal sections and LSCs periodically.
12. Appointment/renewal of LSCs part time staff.
13. All the academic and administrative activities of LSC 4900 at RC.
14. Attending to student queries (Face-to-Face, Letters, RTI, PG Portal, emails & IGRAM Portal).
15. Any other work assigned by Regional Director.

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**Officer In-charge- Dr. Milind Bapurao Patil, Assistant Regional Director**

1. Admissions (Fresh & RR) & related matters including sending the confirmation letters, fee receipts and ID cards in offline cases. Rejection letter for all programmes when applications are rejected. Scrutiny of offline application forms (Fresh & RR). Uploading of admission data on RDTS and uploading final students list on RC website.
2. Maintenance of Admission records each cycle wise, arranging for data entry, preparation and verification of check list, transmission of data to Hqrs., final scholar list preparation and sending to LSCs and uploading in RC Website.
3. Planning Induction Meeting and coordination with LSCs, uploading schedule on website and posting in social media.
4. Obtaining the theory/practical counselling schedules from all LSCs, their scrutiny and approval. Uploading the schedules in the RC website and posting in the RC social media.
5. Establishment of new study centres and activation of new programmes at existing LSCs.
6. Establishment of work centres on need basis.
7. All matters related to Assignments (except LMS portal)- receipt from LSCs, uploading, ratification of grades, sample selection for Hqrs. verification etc. and pursue with the LSCs for evaluation of assignments and receipt of grades periodically.
8. Coordinators meeting, Orientation programme for academic counselors, planning and execution.
9. Coordination with LSCs, PSCs for smooth functioning (timely submission and clearance of bills etc.)
10. Monitoring of May I Help You Counter/Enquiry, Regional Centre, Mumbai.
11. Attending to Student's queries Face-to-Face mode.
12. Conducting online and offline student grievance redressal drive and maintenance the database.
13. Promotional measures to enhance Gross Enrolment Ratio at Regional Centre.
14. All type of cultural and literary activities in Regional Centre, Mumbai.

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15. All type of Hindi reports and organizing HINDI PAKHWARA/HINDI DIWAS/Workshop/Hindi Implementation Committee Meeting/Quarterly Report to Headquarters.
16. Unnat Bharat Abhiyan/Swachchhata Abhiyan/Village Adoption and any other Special Drive/intake of IGNOU.
17. Innovation Club activities.
18. Regional Centre/LSC Library.
19. Regional Centre's occasional e-magazine- Vaagisha.
20. Any other work assigned by Regional Director.

## **FINANCE AND ADMINISTRATION SECTION**

**Officer In-charge- Dr. P Namboothiripad, Assistant Regional Director**

**Section Coordinator: Mr. Sanjay Kumar, Assistant**

**Supporting staff:** Mr. Sanjay Kumar, Assistant, Mr. Prashant Patil, JAT (D/W), Ms. Pratiksha Patil (JAT (D/W), Meen Bahadur, Attendant (D/W)

1. Preparation of monthly statements of RC accounts and LSCs, Preparation of budgets, monthly quarterly and annual accounts and other statements in support of accounts, preparation of BRS, reconciliation etc.
2. Submission of proposals for quarterly grants, periodical review of budget utilization, seeking of additional funds if any and all related matters.
3. TDS return filing and issue of necessary certificates to deducter.
4. Fee and sale money collection, remittances to Hqrs. reconciliation of fee and sale money in coordination with concerned sections.
5. Maintenance of ledgers, ECR, cash books, advance registers, PBR, Study Centres sub-ledger and other connected records.
6. Printing, publicity and purchase of stationery, other supplies for the RC and LSCs, repairs and maintenance at RC and LSCs.
7. Custody and upkeep of equipment and assets of RC, physical verification of stores and stock (both consumables and non-consumables at RC and LSCs), submission of physical stock verification report for RC and LSCs.
8. Processing of staff personal claims (TA/DA, medical claims, LTC, CEA, Honorarium, etc.)
9. Processing of all type of bills (reg. suppliers and service providers), Building rent, security, manpower arrangement, insurance, Fire Safety, AMCs etc.
10. Processing all type of study centre bills, evaluators, observers, ACs and other stakeholders' bills.
11. General Administrative activities of RC and LSCs. Empanelment of various service provides, i.e. taxi, hospital, printing work, repairs and maintenance etc.
12. Procurement of stores and stock, furniture and equipment for both the RC and LSCs, constitution of Local Purchase Committee etc.



13. Liaison with other government authorities, institutions, public authorities as directed by the Regional Director from time to time.
14. Staff postings like leave and service matters, Service Books and all personal claims of staff.
15. Periodical audit of LSCs, Staff development activities, periodical training, arranging for job rotation etc as directed from time to time by the Regional Director.
16. Arranging additional manpower as and when needed, pooling of hands during urgent work as directed from time to time by the Regional Director.
17. Providing the logistic and other support services for all the meetings, orientation programmes, seminars, workshops, convocations and other events of Regional Centre.
18. Attendance and punctuality of contractual staff, housekeeping activities.
19. All the matters related to obsolete Study Material/ newspaper/unused furniture disposal.
20. NPS Portal and GeM Portal
21. MMR and Legal Cases
22. Cleanliness and hygiene of the office premises and pest control at Regional Centre.
23. Any other work assigned by the Regional Director.

### **General Instructions**

1. It may be ensured by all the officers and staff that the office timings i.e. from 9:30 AM to 6:00 PM with lunch break of between 1:30 PM to 2:00 PM is strictly followed.
2. The Attendance Registers of regular staff and daily wagers shall be kept in the custody of Assistant (Sanjay Kumar), who will submit the same at 9:40 AM to the Regional Director and Assistant Regional Director(s) respectively.
3. Processing and preparation of all recoupment/salary/other bills is to be strictly followed by Assistant (Sanjay Kumar) on Timely basis.
4. The section coordinator will be responsible for completing all the work properly and timely under the academic section.
5. All the requisitions, bills, applications by staff members should be submitted at the receipt/dispatcher desk for further processing.
6. Nobody will leave the office without the prior approval of Regional Director. When Regional Director is at the Headquarters/ or on leave, ARD will look after the routine matters of this office (orders will be issued for this in due course).
7. It should be ensured that all the correspondence to the Headquarters is made through Regional Director only.
8. All the queries of the LSC's, students received to online through email and/or in hand/by post must be replied immediately on day-to-day basis. The person of the respective section is advised not to left pending at their level. Any



complaint related to the pendency of work will be a cause of disciplinary action.

9. Any delay in process of application/letters or misplace of the application/letters the receipt section will be responsible.
10. Attendants should attend the office well-in-time positively as per the policy of the University.
11. It must be ensured that the students' files records are maintained properly.
12. All quarries from the students should be attended on day-to-day basis but not later than Two days under any circumstance from the receipt of the letter. The quarries of the student must be replied in the sympathetic way.
13. All letters from Hqtrs. including confidential/personal letters should be put before the RD immediately. Routine Dak/letters to be put to RD on daily basis in the evening.
14. In order to encourage prompt & speedy disposal of emails received from learners/IGNOU Hqrs., it is decided that such emails will be forwarded to concerned official/staffs at their official IGNOU E-Mail ID. All the officials/staff are required to ensure prompt action on such emails under intimation/approval of RD, as the case may be.
15. It should be ensured that all staff member including contractual staff should be present as per their designated seat only. Non-compliance of the instructions, will be viewed seriously and the action will be initiated.
16. All the staff member will be careful in handling and using materials of the Regional Centre, i.e. computers, printers, stamps, stationery etc.
17. Without prior approval, the E.L. will not be granted. If in case emergency, the Officer/Employee must inform to the Regional Director only, on telephone or through email, followed by leave application.
18. Before leaving the office, all the daily wage staff will report (regarding daily work assigned and work done respectfully) to Assistant Regional Director(s), without fail. Similarly, all the regular staff will report to Regional Director through Assistant Regional Director.
19. All staff members are requested to take the charge as per the duty allocation with immediate effect and take the concerned file with the concerned officer.

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Dr. Rahul Mishra  
Regional Director  
इन्दौर क्षेत्रीय केंद्र  
IGNOU REGIONAL CENTRE  
इन्दौर  
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**Copy to:**

1. Director, Regional Services Division, IGNOU, New Delhi, for information.
2. All the concerned staff.
3. File Concerned and Website.