

PROGRAMME GUIDE

Post Graduate Diploma in Hospital and Health Management (PGDHHM)



School of Health Sciences
Indira Gandhi National Open University
New Delhi

Education is to edit
the experience and knowledge
that nurture our existence
with every progressive push.

—*The Message*, Vol.VIII : 7

NOTICE TO STUDENTS

All relevant information related to the Programme is available in the link:
<http://www.ignou.ac.in/ignou/aboutignou/school/sohs/programmes/detail/605/2>

In case a student wants to have assignments, he/she can download it from the IGNOU website
<https://webservices.ignou.ac.in/assignments/PG-Diploma/PGDHHM/Assignmnet%20PGDHHM-2024.pdf>

Students are being specially informed to fill up the online Term-end theory Examination Form in time to avoid late fee which is usually 31st March/ 30th September for June/December Examination session respectively. You can visit:
<http://exam.ignou.ac.in/>

For any student related information, visit:
<http://www.ignou.ac.in/ignou/studentzone/1>

Know your registration details
<http://admission.ignou.ac.in/changeadmdata/admissionstatusnew.asp>

Gyan Darshan
www.ignouonline.ac.in/gyandarshan

Gyan Vani
www.ignouonline.ac.in/gyandhara

e Gyankosh –PGDHHM Material
<https://www.egyankosh.ac.in/handle/123456789/92471>

<https://youtube.com/c/EMPCIGNOU>

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**Post Graduate Diploma in Hospital and Health Management
(PGDHHM)**



School of Health Sciences
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110 068

2024

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ABBREVIATIONS

IGNOU	: Indira Gandhi National Open University
SOHS	: School of Health Sciences
RSD	: Regional Services Division
SR&ED	: Student Registration and Evaluation Division
MPDD	: Material Production and Distribution Division
LSC	: Learner Support Centre

1. WHY THIS PROGRAMME?

In the last three decades or so the health care delivery system has been passing through a revolutionary change due to technological advances leading to sophistication in diagnostic and therapeutic procedures on the one hand, and a phenomenal rise in expectation of the community on the other, therefore, there is an increase in complexity in the delivery of health care services with enormous rise in cost of care. To keep pace with these changes, hospitals should be managed more efficiently and in a professional manner.

In view of the changing scenario requiring large number of trained administrators for hospital and health care organisation the PGDHHM programme aims at improving knowledge, skill and competence of students by imparting continued education through distance learning mode.

After completion of the PGDHHM Programme you should be able to:

- acquire theoretical knowledge and develop practical skills to apply scientific approach to management of people, materials, finance, communication and for organising work and managing resources.
- learn modern management techniques like inventory control, economic order quantity (EOQ), operational research, organisational development, management information system etc.
- plan in advance how to face the problems of hospital management, learn methods of problem solving and decision making.
- assess the clinical and non-clinical needs of patient care, understanding the administrative and technical requirements of physicians and paramedical personnel.
- apply the principles and functions of general management to various services to maximise efficiency.
- learn planning and designing needs of physical facilities of hospitals.
- learn the principles and practices of health management and its interactive roles with the medical care in hospitals.
- use the epidemiological techniques to study the prevalence of diseases and its pattern in the community to plan health care services.
- learn to utilise biostatistics in planning, decision making professional services review and in medico-administrative research.

2. WHAT IS THIS PROGRAMME?

2.1 Programme Package

The programme package involved multiple media consisting of print material in the form of booklets called blocks and the audio video materials in the form of web links. Besides these, there is arrangement for teleconferences and contact sessions at Learner Support as discussed below. The material can be downloaded from digital repository using link <https://www.egyankosh.ac.in/handle/123456789/92471>

In IGNOU parlance, the study hours are measured in credit system. One credit is equivalent to 30 learning hours. Each theory booklet is called a block, which consists of three to six chapters called units. Usually each block represents one credit. The block on practical manual is meant for guidance in hands-on-training. Hence, the credit hours represented by it will be as mentioned against the respective courses in Section 2.2.

The duration of the programme is of one-year duration i.e. January to December of a calendar year. The print material consists of 18 theory Blocks, 2 Practical Manuals and 2 logbooks. The Programme Guide is

provided in soft copy. There will be 9 Assignments (bound together) that is provided as a link or as a soft copy. You will receive all the print materials in the beginning of the session. The audio/video cassettes developed for the programme can be viewed from U-tube.

2.2 Programme Structure

The PGDHHM programme consists of three theory courses and two practical courses which include General Management, Management of Human Resources, Finance, Logistics and Equipment in Hospitals. It also includes Organisation & Management of Hospital Planning, Organisation and Management of all types of services provided in a hospital. Further it includes health system management including epidemiology and biostatistics.

The Courses are designed on the basis of learning hours required by an average student. As mentioned above, one credit represents 30 hours of learning. The design of the PGDHHM programme in terms of credit distribution of the courses is shown below:

Course Code	Name of the course	Nature of Course	No. of Credits
MHH-101	Introduction to Management	Theory	6
MHH-102	Hospital Services	Theory	6
MHH-103	Organization and Management of Hospital & Health Services	Theory	6
MHHL-102	Hospital Services Practical	Practical	8
MHHL-103	Organization and Management of Hospital & Health Services Practical	Practical	8
Total			34

2.3 Scheme of Study

In distance education system, in addition to self-learning, contact sessions are held to facilitate the learning process of students. In this programme, the contact sessions will comprise of counselling sessions for the theory and practical components. For the convenience of study, the whole duration of these sessions is divided into online sessions and one contact spell of about a week. The online sessions are expected to be interactive. You can clear your doubts related to theory component during the online classes or during the practical contact sessions.

3. HOW TO STUDY?

3.1 Theory Component

The students of distance education system are adult learners. Hence, the self-instructional materials are written with the objective and style so as to make the reading interesting and easily understandable. A schematic representation of the design of units is given below to facilitate your access to the contents.

Unit X*

X.0 Objectives

X.1 Introduction

X.2 Section 1 (Main Theme)

X.2.1 Sub-section 1 of Section 1

X.2.2 Sub-section 2 of Section 1
.....

.....

Check Your Progress

X.3 Section 2 (Main Theme)

X.3.1 Sub-section 1 of Section 2

X.3.2 Sub-section 2 of Section 2

.....
.....

Check Your Progress

| | |
| | |

X.m Let Us Sum Up

X.n Answers to Check Your Progress

* 'X' stands for the serial number of the unit concerned.

As the scheme suggests, we have divided the units into sections for easy reading and better comprehension. Each **section is indicated distinctly by bold capital letters** and each sub-section by relatively smaller but bold letters. The significant divisions within sub-sections are in still smaller but bold letters so as to make it easier for you to see their place within sub-sections. For purposes of uniformity, we have employed the same scheme of divisions in every unit throughout the programme.

Please start reading from the very beginning of the block i.e. Block Introduction and then go through the units. In each unit read the objectives, introduction and then the text. The objectives articulate briefly:

- What we have presented in the unit, and
- What we expect from you once you complete working the unit.

The last section of each unit under the heading 'Let Us Sum Up' summarises the whole unit for purposes of recapitulation and ready reference. We have self-check exercises under the caption 'Check Your Progress' at a few places in each unit. **Do not skip these exercises.** The answers to these exercises are mentioned at the end of the unit.

What, perhaps, you would do is to go through the units and jot down important points as you read in the space provided in the margin. ***Broad margins in the booklets are there for you to write your notes on.*** Make your notes as you work through the materials. This will help you prepare for the examination as also in assimilating the content. Besides, you will be able to save on time. Do use these margins. This will help you keep track of and assimilate what you have been reading in the unit, answer the self-check exercises and the assignment questions and easily identify the item(s) to be clarified.

We hope that we have given enough space for you to work on the self-check exercises. The purpose of giving self-check exercises will be served satisfactorily if you compare your answers with the possible ones given at the end of each unit after having written your answer in the blank space. **You may be tempted to have a glance at answer(s)** given at the end of the unit as soon as you come across an exercise. But we do hope that you will overcome the temptation and turn to these answers only after you write yours.

These exercises are not meant to be submitted to IGNOU for correction or evaluation. Instead, the exercises are to function as study tools to help you keep on the right track as you read the units.

The units are designed in such a way that the contents of later units are based upon the contents of initial units. If you have not understood or followed a unit properly, please read it again before reading the next one because; it may be difficult to follow the later units without a proper understanding of the first one. Wherever you face problem in understanding the content, please make note of it and put that question to your counsellor during the counselling sessions. You can also informally clear your doubts whenever you come in contact with your counsellors at LSC without any hesitation.

The reference books are listed for those who want to know further about the subject. But for your purpose, it should be sufficient if you have understood the contents thoroughly. Please note that all the questions either in assignments or in term-end examination will be from the syllabi as mentioned in this guide. You will have to write the assignments related to each block as mentioned later on.

3.2 Practical Component

There is no practical component for the course MHH-101. But for MHH-102 and MHH-103, there is a related practical course. The practical manuals provided for each course would provide you information in details about the skills that you need to perform. This manual will guide you in carrying out the procedures.

You will learn the practical through both online classes and one week contact spell. You will be required to maintain logbook for all practical related activities.

3.3 Log-book Maintenance

Log-book is meant for maintaining the records of all the activities/cases that you are performing as a part of the programme at LSC or at your Work Place. You have been provided with a logbook for each of the two practical courses.

The log-books should be carried by you whenever you participate in LSC for contact class. The activities recorded by you at the LSC should be written then and there and get it countersigned by the respective Counsellors. As attendance of contact spells vis-a-vis completion of all skills is compulsory, these records will be the objective proof of your actual performance and learning.

Please note, you *must carry the log-book along with you to the term-end practical* examination which would be returned back to you at the end of the practical examination.

3.4 Audio-video Component

Few audio-video recordings are available to help you learn the practical skills. These are uploaded to U-tube for easy access. You can view them through the links provided to you or through the e-gyankosh repository of IGNOU.

3.5 Student Information System

Induction Meeting

The induction meeting is held in the beginning of the session. It may be held online or you are informed to come to the LSC/ Regional Centre as planned by IGNOU. You are given orientation about the IGNOU system and told about your roles and responsibility while undergoing the PGDHHM programme package. You will receive information regarding this from your regional centre.

Peer Group Information System

You could establish a common WhatsApp group amongst the batch mates. Information obtained from the IGNOU website, programme coordinator, LSC coordinator or Regional Centre could be updated regarding

the schedules of various activities like spells, web conferencing classes, workshops, exam forms, any special event etc. Other social media like facebook etc. can also be used.

Information by LSC Coordinator

The LSC Coordinator is provided information on different activities either by Regional Centre or by the School from time to time. The LSC coordinator in turn also informs you about the relevant activities.

Information by Regional Centre

Some of the information is sent to you by the Regional Centre. The Assistant Regional Director (ARD) takes care of this activity.

Information from Headquarters

Information on evaluation and material distribution goes directly from the respective divisions located at headquarters. You could also communicate directly to these divisions. However, in case of any problem, you could inform to the Regional Centre/LSC Coordinator as the case may be.

Interaction with LSC Coordinator

You could interact with your LSC Coordinator through e-mail on any of the administrative or academic problems related to the programme.

Information from Web Portal

All the latest information is provided in the website of IGNOU (<http://www.ignou.ac.in>). Important announcements and information can also be accessed through the web portal. Be sure to visit the same from time to time

Information from Student Support Service centre

Any type of unsolved problems could be sent to the student support service centre (ssc@ignou.ac.in).

3.6 Student Responsibility

Providing Correct Contact details

You will be communicated by IGNOU about various activities and guidelines from time to time. Ensure that your e-mail id, mobile number and postal address is correctly recorded with IGNOU. You can verify this on IGNOU website by clicking the learner support and the Registration status. You should also provide your enrollment number and Learner Support Centre name and code whenever you want to correspond with any officials of IGNOU so that you could be replied timely and properly.

Log-book Maintenance

You will maintain the log-books for practical courses. Each of the records maintained at LSC should be signed by the respective counsellors.

Attendance in Spells

All the practical spells are compulsory. However, you have the option to complete them over a period of 3 years (i.e. till registration period remains valid). The attendance for all spells is compulsory. If you miss any spell, you could do it with next batch next year.

Timely Submission of Assignments

The submission dates are mentioned in the assignment. The last dates for a particular session are decided by the Student Evaluation Division (SED) from time to time. You have to submit your assignments before appearing in the respective term-end theory examination.

Filling of Term-end Examination Form

You will have to fill up online form for theory and practical term-end examination. Please ensure that you are eligible for theory exam (submitted assignments) before filling form for theory courses. Similarly, ensure that you are eligible for practical exam (attended 10 days contact session in 2 spells and completed logbook) before filling online form for practical courses.

3.7 IGNOU Website

You can get the details of information about IGNOU from the website(www.ignou.ac.in). If you face any problem or have any doubt, you should e-mail to the Programme Coordinator.

The screen shot of the homepage is provided in Fig.1. Please click on the respective icons about which you want further information. For example, if you want details on School of Health Sciences, click on the word About IGNOU and then on Schools of studies. Similarly if you want information on a specific regional centre, click on Regional Network. Some details are provided in a tabular form below:

Tracking Items from Home Page of IGNOU website(www.ignou.ac.in)

Main Icon in Home Page	Sub-items under Main Icon	2 nd level Sub-items
About IGNOU	Schools of studies	School of Health Sciences (SOHS)
	Divisions	RSD, SRD, SED
Register Online	Term-end examination	List of Exam Centre
	Reevaluation	Online form for reevaluation
	Convocation	acknowledgement
Student Support	Student Zone	Digital degree, forms, assignment, result, Assignment, download, Library, Alumni portal
	Student Grievances	Track grievances
	Downloads	Assignment, Question paper, Date Sheet, Reevaluation, credit transfer, revised fee
	Results	Term-end, grade card, hall tickets
Regional Net work	Regional centre	Regional Centre website

As a learner of IGNOU, you will be interested to know your examination date sheet, term-end theory result, grade card, your correspondence address as recorded at IGNOU Headquarters and the status of the print materials that you are supposed to be provided in the beginning of the session. In addition, you may be interested in downloading information like old question papers, fresh assignments etc. All these information related to learners is clubbed together which could be accessed by clicking on the word Student Support. Once you click on this word, you will be automatically guided for subsequent search.

You may also notice some information rolling on the screen of the home page. This information are usually displayed periodically according to its relevance. For example, facility for online filling of theory term-end forms will appear only in the month of March or September. Special information like declaration of result, rescheduling of examination etc. are displayed as applicable from time to time. You should click on these icon/words to know more details.

Evaluation Related Information

You can fill up the online term-end examination form by clicking on the word Register online in the home page and on the Term End Exam (<http://exam.ignou.ac.in/>). The detailed guidelines of filling form will be displayed.

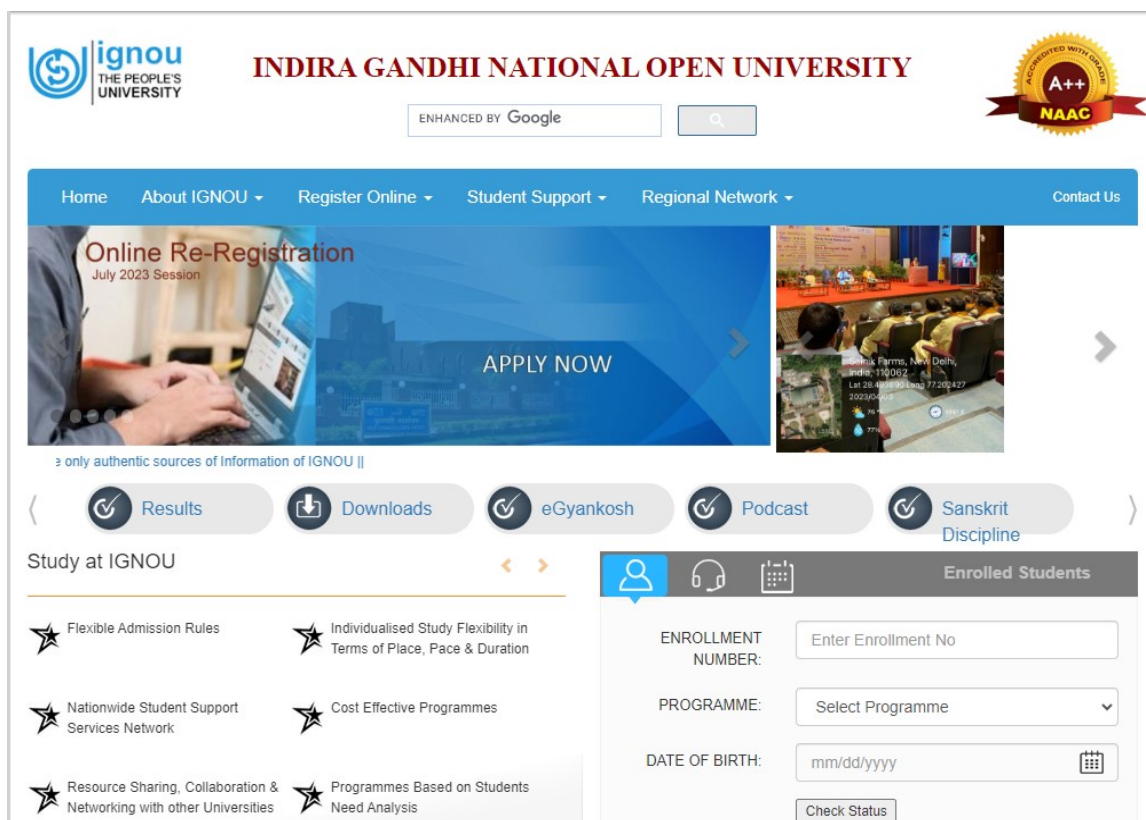


Fig. 1 : Web page of IGNOU Website

After successful submission of Examination Form, you will receive an acknowledgement slip with the details of, Control Number, Course Code, Date and Session. You should retain the auto generated Control Number for reference and record.

The term-end theory examination date sheet gets displayed by the month of February/August for June/December examination respectively.

4. HOW WILL THE PROGRAMME RUN?

4.1 Infrastructure for Implementation

The programme will be implemented through a network of health infrastructure all over India. IGNOU has 56 Regional Centres (RC) which are directly responsible for the programme-related activities of that region. The headquarters has 21 schools looking after the academic components and several divisions for administrative component.

The SOHS is responsible for the curriculum design, programme development as well as framing the guidelines for various aspects of the implementation process in consultation with the concerned divisions. Besides the school also monitors the programme to ensure quality training. The learner Registration Division (SRD) is responsible for admission of learners and the Learner Evaluation Division (SED) for examination (both concurrent and end-assessment) and certification. Computer division possesses the learner data. The Material Production and Distribution Division (MPDD) is responsible for Print and despatch of study materials. Regional Services Division (RSD) is the coordinating division between the

head quarter and peripheral set up. So most of the information from Regional Director will go to head quarter only through RSD. Besides, RSD appoints the counsellors, LSC Coordinator and takes care of the financial aspects of running the programme.

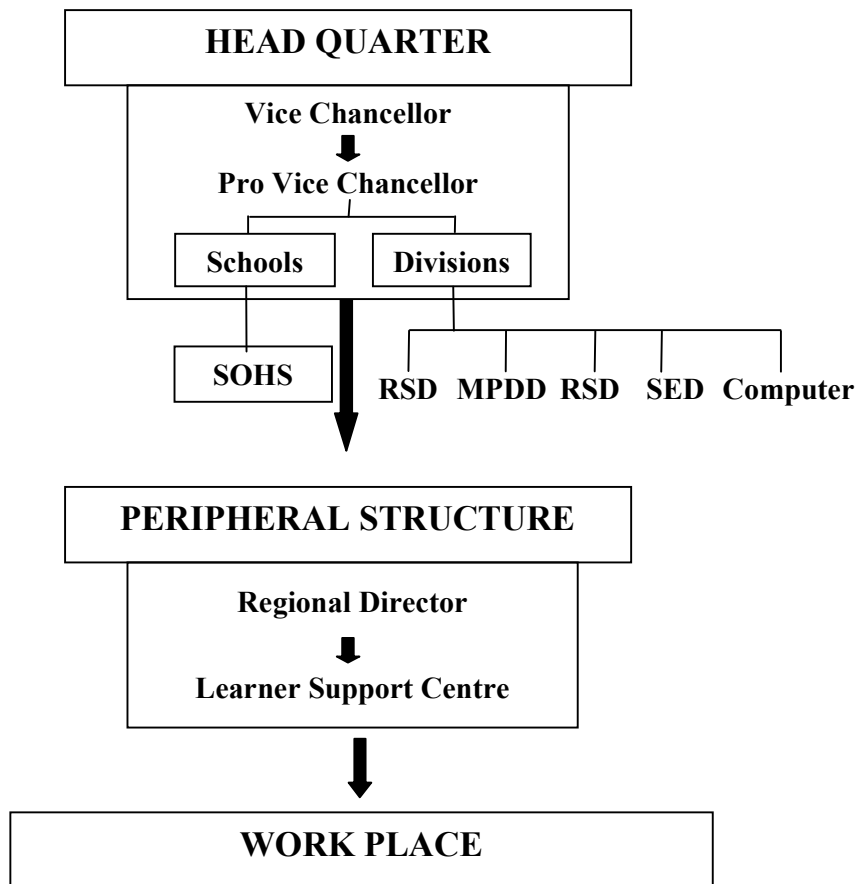


Fig. 2: Administrative set up for PGDHHM Programme

The contact sessions will be conducted through the counsellors identified at Learner Support Centre (LSC). The LSC are the Medical Colleges/institutions identified by IGNOU for this programme. At LSC, you will be demonstrated practical skills and given opportunity to clear your doubts. The SDCs are located at District Level Hospitals where posting is made for programmes having clinical competence. The link between the above infrastructure is represented in Fig. 2.

LSC Coordinator is the link between the IGNOU and the health set up used for the PGDHHM programme. He is stationed at the LSC and will for all practical purposes manage the day-to-day problems and ensure smooth running of the programme. The counsellors identified at LSC will help to provide skill training to you.

4.2 Allotment of LSC

You will be informed about your allotted LSC in your admission letter. You will be issued Identity Card and enrollment number during your admission or by your Regional Centre. **For all future correspondence, please mention your enrollment number.**

In no situation a LSC will have more than 40 students in a batch. Hence, change of LSC will be permitted subject to availability of a seat in the LSC to which transfer is opted. For transfer of LSC, *you will have to apply in writing to your regional centre so that your records could be transferred to the new regional centre.*

4.3 Role of Learner Support Centre

Each LSC will have the following major functions:

Counselling

Face to face contact between teachers and the learners is provided to impart skill training and clarify doubts arising out of the study materials. During this period, you will be engaged in different activities and visit different departments in the hospital.

Online web conferencing sessions will also be taken for demonstration of certain skills and for case presentation and discussion by the students.

How can the Counsellors help you at LSC?

- Take online theory counselling in respective subjects.
- Demonstrate all practical activities to the learners attached to him/her.
- Evaluate assignments and provide feedback.
- Participate in Web conferencing sessions, if required.
- Evaluate record of practical components of respective courses.
- Ensure your learning and gaining proficiency in respective disciplines.
- Participate as examiner for Term-end practical Examination.

Evaluation of Assignment

You will be given assignments having long, short and problem based questions. The counsellors at your Learner Support Centre will evaluate them and return you for feedback.

Library

There will be availability of relevant course materials, reference books as suggested for further reading, audio video materials related to the programmes run by the Learner Support Centre and also can be accessed through egyankosh.

You will be able to avail the library facility of the Medical College to which the Learner Support Centre is attached. Please use your **Identity Card** for this purpose.

Interaction with Fellow Learners

You get an opportunity to interact with your peer groups and other learners that could help you to overcome the problems faced by a distant learner. You can overcome the feeling of being isolated from other learners.

4.4 Programme Schedules

You will be provided the schedule of counselling by your LSC Coordinator who will also inform you about the contact spell. There will be two practical spells of 5 days each. Please note that both the contact spells are compulsory. If you are not able to attend the spell in the dates fixed by your LSC, you should inform about it in advance to your LSC Coordinator.

You will be required to attend and participate in online classes which will be organized by your LSC coordinator. You will be informed the dates in advance so that you can plan your activities accordingly and attend the classes.

4.5 Arrangement of Contact Sessions

4.5.1 Theory Counselling

There will be theory counseling through online web conferencing classes. All the doubts related to theory material could be clarified during these sessions. The guidelines mentioned in Appendix-I.

4.5.2 Practical Activity

i) *At LSC*

The practical activity at LSC would be in 2 spells of 5 days each. There will be practical classes, conducted tours, group works, group presentations, etc as planned by the LSC. A sample posting schedule is provided in Appendix-II.

Visits to various departments of hospital may include OT, Inpatient service, Physical Medicine and Rehabilitation, ICU, Laundry and cook House, Bio-waste management department, Accounts section, Dispensary services, Store, Lab services, Blood bank, Accident and Emergency services, Dietary services, etc. During the spells, counsellor at LSC will sign the logbooks.

ii) *At Own Work Place*

You are required to view the recorded videos at your own work place. The activities undertaken in your work place are required to be recorded in your respective log-books

Some visits could be carried out by you at the working set up or institution in the nearby area at one's own effort and record them in the logbook. You could visit to facilities providing primary health care in your own convenience. This could be a visit to Subcentre or Health and Wellness Centre, Primary Health Centre and Community Health Centre.

Teleconferencing

It is a two-way audio and one-way video system where you can see the teachers over television screen and interact with them by using the telephone/Fax. The teleconferencing sessions will be planned as per feasibility and attempts will be made to link them during the practical spells so as to have more participation.

5. HOW WILL YOU BE EVALUATED?

In Indira Gandhi National Open University (IGNOU), every course is considered as an independent unit. Hence every course will be evaluated separately and for all purposes each course will be considered as a separate entity.

Evaluation will be made both concurrent (internal assessment) and at the end (end-assessment). Theory and Practical components will be evaluated separately. In both the theory and practical, the weightage of the internal assessment will be 30% and that of the end-assessment will be 70%. For successful completion of the programme, you will have to **pass in both the components of each of the five courses with a minimum score of 50%**. It may be noted that securing of pass mark in the internal assessment of the practical components is essential before you can appear in the respective term-end practical examination.

5.1 Distribution of Marks

Each course will have 100 full marks. Mark distribution and pass marks are mentioned in the table above. It may be noted that even though the students have to secure pass mark separately in both the components, all their successful components are carried forward till the end of the registration period of 3 years. So, the students have the option of either completing all the components in an academic year or over a period of 3 years in a phase-wise manner as feasible to them.

Course-wise Distribution of Marks				
Course Code	Nature of Course	Internal Marks	Term-end Marks	Total
MHH-101	Theory	30 (15)	70 (35)	100
MHH-102	Theory	30 (15)	70 (35)	100
MHH-103	Theory	30 (15)	70 (35)	100
MHHL-102	Practical	30 (15)	70 (35)	100
MHHL-103	Practical	30 (15)	70 (35)	100
Total				500

Note: Figures in parenthesis show the pass marks.

5.2 Method of Evaluation of Theory Courses

5.2.1 Internal Assessment (Assignments)

In IGNOU, the internal assessment for theory is carried out by providing you one assignment for every two theory blocks. These assignments are question papers that you will answer at your own place by referring your blocks. For the PGDHHM Programme, you will have to do three assignments for each of Course MHH-101, MHH-102 and MHH-103. You have to secure an aggregate of at least 15 marks to pass. If one fails to secure 15 marks, he/she will have to repeat the assignments.

All the assignments have to be hand written. Submission of assignments is a pre-requisite for appearing in theory examination. If someone appears in the term-end theory examination without submitting the respective assignments, his/her term-end theory examination may not be reflected in the grade card.

You can download the assignment from IGNOU website also. Some of the commonly faced problems related to assignment are discussed below:

Writing process

The assignment responses should be complete in all respects. Before submission you should ensure that you have answered all the questions in all assignments. Incomplete answer sheets bring you poor marks. Please leave sufficient margin (about 5 cm) on the answer sheet so that the counsellor can write his comments there. All the assignments have to be own hand written.

Submission schedule

You must submit your assignments according to the schedule indicated in the assignment itself to your programme in charge. You will be provided feedback on the assignments usually within one to two months of submission.

To be eligible for December term-end examination, you should submit the assignments by October 30th. For being eligible for June, 2024 term-end examination, you should submit the assignments by 31st March 2024.

Defaulters

If you have not been able to submit all the assignments within the time frame, you have to do assignments applicable for the next session and submit to your coordinator for evaluation.

Repeating assignment

Each assignment is valid only for the session for which it has been uploaded. In case you are not able to clear the assignments, you should attempt the fresh assignments applicable for next academic session after downloading the same from the IGNOU website.

Content of Assignment

The main purpose of assignments is to test your comprehension of the learning material you receive from us and also to help you get through the courses by providing assessment on the assignments. They also serve to provide feedback to you. The information given in the printed course materials should be sufficient for answering the assignments.

Style of writing

Try to write the assignments in your own style and give suitable examples wherever necessary. This will help you to get good marks. Note that a new set of assignments is prepared for every session.

Non-entry/wrong entry of marks

The LSC coordinator forwards assignment marks to regional centre where it is entered in IGNOU portal. The assignment section integrates marks to your grade card. So, if you find assignment mark not entered in grade card, please follow with your regional centre and then with assignment section (assignment@ignou.ac.in).

Wrong Totaling

Please note that ***re-evaluation of assignments is not done***. However, re-totaling of marks is carried out locally by the respective counsellor and reported to the LSC coordinator. This should be done immediately after you receive the assignment feedback and feel that you may like to request for a re totaling

5.2.2 Term-end Examination

Term-end examination for theory courses will be held twice in a year i.e. in the month of June and December. There will be 3 papers of 70 marks each. Each paper will be of 3 hours duration. You will have to secure at least 35 marks in each of the theory papers for successful completion.

You could appear in all or any one of the three theory papers at a time. For appearing in the theory term-end examination, you should fulfill two requisites:

- *filling up the online term-end examination form in time*
- *timely submission of assignments related to that theory paper or the papers that you want to appear.*

Every year theory examination is conducted in a large number examination centres. You can appear from any of these centres. But once you give a choice, the centre is not usually changed. If the centre that you have opted is not activated as an examination centre, then you will be automatically allotted a centre nearer to that of your option. The hall ticket for the examination has to be downloaded from website which becomes available usually 2 weeks prior to the commencement of examination.

Some of the commonly faced problems related to term-end theory examination is discussed below:

Fill up Term-end Examination form

To make you eligible, you will have to fill the term-end examination through online mode only at IGNOU website www.ignou.ac.inonline. Please note that you will have to pay examination fee @ Rs.250/- per

paper. (This fee is subject to change as per university decision and details are available on the IGNOU Website)

Date of Examination

Hall ticket will be made available at IGNOU website (<http://www.ignou.ac.in/ignou/studentzone/results/6>) and can be downloaded during 3rd week of May for June examination & 3rd week of November for December examination. (The dates may change as per University decision)

Last date of submission of Examination Form

The last date for submission of examination form without late fee is 30th September for examinations to be held in December and 31st March for examinations to be held in June. However, with late fee form can be filled till mid May and mid November. These dates may vary which gets displayed in IGNOU website from time to time.

Centre for Examination

You can choose the centre for the term end examination **when you fill the online form**. However the centre will be finalized by Student Evaluation Division. You will be allotted the centre that you have asked for if that centre is identified as an examination centre for that session. Otherwise a nearest possible centre is allotted. The allotted centre is intimated to you in the admit card. The intimation slip can be downloaded from IGNOU website only

Admit Card/ Hall ticket

Your admit card/hall ticket for examination can be downloaded from IGNOU website only generally two weeks before commencement of examination.

Non-receipt of Admit Card

If you do not get Hall Ticket from IGNOU website, by one week before the examination, you may contact IGNOU Head Quarters through helpline or email id which become available at online submission of examination portal.

Misplaced Admit Card

If you know your examination centre, you can report to the examination centre superintendent with the IGNOU identity card (Student Identity Card) and take the examination

ID Card for Examination

You are provided a student ID card during admission or by your Regional Centre. You can also download from IGNOU website. In case you lose it, you must get a duplicate one prepared immediately. Always remember to carry your ID card for the programme for taking the examination, or else you may be denied entry. **Mobile phones and other electronic gadgets are not permitted in the examination hall.**

Wrong Enrollment Number

Be careful in writing your enrolment number in examination paper. Any mistake in writing the Roll Number will result in non-declaration of your result.

Term-end Theory Answer Sheet

The questions to be answered in limited words as mentioned in question papers. The answer book provided is adequate to answer all questions if you follow the restricted word limits. Therefore no extra sheet is provided in examination hall.

Non-entry/wrong entry of marks

The term-end papers are evaluated by a centralized process. After evaluation, marks get displayed in the term-end result section (<http://www.ignou.ac.in/ignou/studentzone/results/2>). Then the marks get incorporated to grade card by SED. **In case of delay in result or non reflection of mark in grade card, you can follow up with dpresult@ignou.ac.in**

5.3 Method of Evaluation of Practical Courses

5.3.1 Internal Assessment of Practical Courses

Like the theory courses, the practical courses will have 30% weightage from internal assessment. The internal assessment of the practical component will be done by the counsellors located at LSC. It will have three components as mentioned below:

Process of Evaluation of Internal Assessment of Practical Component

Course Code	Group Work- (Individual performance)	Logbook evaluation	Other Components	Total Internal mark
MMHL-102	10	10	10	30
MMHL-103	10	10	10	30

Passing in internal assessment of the practical is a prerequisite for appearing in the Term-end Practical examination. A student will have to secure at least 15 marks to be declared as pass in the internal assessment component.

Practical Spell Schedule

Practical contact spell is scheduled by respective LSC according to the convenience of the departments. A schedule is finalized by LSC coordinator and is expected to be circulated to students in 2 weeks advance. This will help students to plan their travel and stay during the contact sessions.

Practical Teaching Plan

A sample teaching plan is provided in the programme guide. The LSCs may follow that pattern or modify according to the feasibility in their centre. But all components mentioned in the model plan will be covered by each LSC.

5.3.2 Term-end Practical Examination

For term-end practical examination, there will be one internal and one external examiner. The internal examiners will be from the same LSC and the external examiners will be the counsellors from other LSCs or from national pool of examiners. Their names will be finalized in consultation with the School. The practical term-end examination is usually held ***once a year*** after theory examination of December session.

The examination pattern will be uniform in the whole country. You will be given long and short cases slides/spots and there will be a viva. You will have to score at least 35 marks in each practical courses to pass successfully. Otherwise, you will have to repeat the respective practical course.

You will appear in the term-end practical examination at your Learner Support centre. If number of students opting for appearing in term-end practical examination are less than 5, then students of neighboring LSC would be clubbed together. For making you eligible for appearing in the examination, you will have to fill up the online examination form.

For appearing in the practical term-end examination, you should fulfill the following three requisites:

- Attend 2 **practical spells of 5 days each** at LSC.
- **Fill up** the practical term-end form in time
- **Pass** in the practical internal assessment.

Please note that appearing in theory paper is not a prerequisite for appearing in practical component

Practical Date sheet

Practical examination date is decided by the LSC Coordinator. It is usually held within 1-2 months of completion of theory examination. LSC coordinator informs you about the date.

Centre for examination

Your LSC becomes the Centre for practical examination. If sufficient number of learners are not taking exam, the centre will be decided by Head quarter and your Coordinator will be informed about it.

5.4 Result and Certification

5.4.1 Declaration of Result

All the results of students are computerized and when a student completes all the courses of the programme, a printed mark sheet (called grade card) along with a provisional pass certificate is sent to the students. The grade card is also displayed in the IGNOU website and can be downloaded from here. There is a provision of issuing duplicate grade card on receipt of request application along with a demand draft for the required fee in favour of IGNOU and payable at New Delhi. Link for the obtaining duplicate copy of grade card, mark sheet or provisional certificate is given in Appendix VI.

Term-end Theory results will be uploaded on the website. Usually, it takes 2-3 months time for declaration of term-end theory result. If you are unsuccessful in a theory paper, you should apply for next examination in the prescribed form. You can also opt for early declaration of result by filling the form for the same available on the website. The number of attempts does not get mentioned in the grade card or certificate.

At times, some component of the results is not reflected in the grade card or mark sheet. In that situation, please write an application to the Registrar Student Evaluation Division (SED) enclosing a xerox copy of the partial reflected grade card. You should also follow it up with the Regional Centre for necessary action or write to student support service centre/grievance cell.

5.4.2 Re-evaluation of Answer Scripts

When you are not satisfied with your term-end theory marks, you have an option of approaching IGNOU for re-evaluation of answer script. You should apply online for that within a month of declaration of result in website. **You can also ask for the photocopy of your answer script online.**

Please note that you have to follow up with the regional evaluation centre to which you have applied for re-evaluation.

5.4.3 Convocation

The final certificate in PGDHHM will be offered by the university after the convocation ceremony. Usually every year this is organized in the month of February-March. So, the learners passing by the June examination of the previous academic year are given diploma on this occasion. The successful learners are routinely informed about the convocation in the month of November/December by the evaluation division by uploading the same on University website.. The interested learners need to reply to SED in this regard.

6. MAY I HELP YOU?

As discussed earlier, the programme implementation is made by a team effort. Different divisions of IGNOU look after different components of this implementation process. Any missing link could create hurdles. Hence, if you as a distant learner face any problem, please follow the guidelines as mentioned below.

6.1 Change of Address

If your address gets changed, please fill and send the requisite form to the *Registrar, SRD through your Regional Director*. Your new address will be taken care of. You can download the form from IGNOU website

6.2 Study Material

As mentioned earlier, you will receive all the print materials in the beginning of the session. It usually reaches by post within a month of starting of the session at your correspondence address. If it does not reach you within a month of confirming admission, please email to Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi-110068 (mpdd@ignou.ac.in). Phone number 011-29572008, 29572012. You can check the status of the material despatch from the website also (<http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>). In addition, you could contact your LSC Coordinator or regional centre to solve your problem. The materials that you will receive are as follows:

Course Code	Materials to be Received by Students	
	Blocks	Assignments
MHH-101	1, 2, 3, 4, 5 and 6 (bound in 2 volumes)	MHH-101/AS-1, MHH-101/AS-2 and MHH-101/AS-3
MHH-102	1, 2, 3, 4, 5 and 6(bound in 2 volumes)	MHH-102/AS-4, MHH-102/AS-5 and MHH-102/AS-6
MHH-103	1, 2, 3, 4, 5 and 6(bound in 2 volumes)	MHH-103/AS-7, MHH-103/AS-8 and MHH-103/AS-9
MHHL-102	Practical Manual, Log-book	Hard copies of assignments will not be posted. You can download the soft copies from IGNOU Website https://webservices.ignou.ac.in/assignments/
MHHL-103	Practical Manual, Log-book	

6.3 Channel of Communications and Addresses

❖ **Student Support Service Centre:** The Student Support Service Centre was established at IGNOU headquarters in 1998 and provides you complete information pertaining to the old and newly launched academic programmes of IGNOU. It is a single window enquiry for students. So, all enquiry regarding admission, material, examination, etc. can be made to this centre. You may get an immediate reply for general query. For specific issues, they will help you to get the relevant information from concerned section. Any type of unsolved problems could be sent to the student support service centre (ssc@ignou.ac.in).

In addition to the above, SSC also forwards the request received from the students regarding the change of address, corrections in the student's name and father's name, incorporation of assignments/practical marks, term-end theory examination form and the unresolved problems received from regional centres. The centre remains open on all the week days except Saturday, Sunday and Gazetted holidays.

❖ **Marketing Cell (MPDD):** All the IGNOU materials can be purchased through the Marketing Cell located at IGNOU Headquarters. A request application should be made to A.R. (Marketing Cell), MPDD, IGNOU, New Delhi-110068, Ph. No. 011-29572010 mentioning the Course Code, No. of Copies of material required, etc. The Marketing Cell calculates the cost of course material and the cost of Postal charge and writes back to you.

On receipt of the amount of money in the form of a Demand draft drawn in favour of IGNOU, payable at New Delhi, the books are sent by Registered Parcel.

- ❖ **Marketing Cell (EMPC):** The lists of audio-video material for sale are available in the website. They can be purchased by cash amount or by placing order (empcmktunit@ignou.ac.in) to be sent post.

7. KNOW SYLLABI OF YOUR COURSES

The programme design is mentioned in section 2.2. The block-wise details are mentioned in the following section and the detailed syllabi are mentioned in a separate section.

7.1 Course-wise List of Blocks

Course MHH-101: Introduction to Management

Block-1 : General Management
Block-2 : Human Resources Planning
Block-3 : Human Resources Management
Block-4 : Financial Management
Block-5 : Marketing and Health Economics
Block-6 : Essentials of Logistics and Equipment Management

Course MHH-102: Hospital Services

Block-1 : Clinical Services—I
Block-2 : Clinical Services—II
Block-3 : Diagnostic and Therapeutic Services
Block-4 : Support and Utility Services—I
Block-5 : Support and Utility Services—II
Block-6 : Safety and Risk Management

Course MHH-103: Organization and Management of Hospital & Health Services

Block 1: Overview of Hospital Care System
Block 2: Challenges in Hospital Management
Block 3: Hospital Engineering Services
Block 4: Community Health
Block 5: Health System in India
Block 6: National Health Programmes

Course MHHL-102: Hospital Services Practical

Block 1: Practical Manual
Block 2: Log-book

Course MHHL-103: Organization and Management of Hospital & Health Services Practical

Block 1: Practical Manual

Block 2: Log-book

7.2 Block-wise Details of Each Course

MHH-101: Introduction to Management

Block 1: General Management

Unit 1: Concepts and Principles of Management

Unit 2: Functions of Management

Unit 3: Management Techniques

Unit 4: Organisation Structure and Design

Block 2: Human Resources Planning

Unit 5: Human Resource Planning

Unit 6: Recruitment, Selection and Induction

Unit 7: Training and Development

Unit 8: Communication

Block 3: Human Resources Management

Unit 9: Motivation

Unit10: Leadership

Unit11: Union and Management Relations

Unit12: Wage and Salary Administration

Block 4: Financial Management

Unit 13: Accounting Concepts and Application

Unit 14: Understanding cost and their Behaviour

Unit 15: Budgeting

Unit 16: Financial Control

Block 5: Marketing and Health Economics

Unit 17: Marketing of Health Care Services

Unit 18: Pricing of Health Services

Unit 19: Health Economics

Block 6: Essentials of Logistics and Equipment Management

Unit 20: Logistics Management

Unit 21: Inventory Control

- Unit 22: Equipment Management—Planning and Procurement
- Unit 23: Equipment Management—Maintenance, Repair and Disposal

MHH-102: Hospital Services

Block 1: Clinical Services—I

- Unit 1: Outpatient Services
- Unit 2: Accident and Emergency Services
- Unit 3: Operation Theatre
- Unit 4: Intensive Care Unit

Block 2: Clinical Services—II

- Unit 5: Inpatient Services and Ward Management
- Unit 6: Nursing Services Organisation and Administration
- Unit 7: Physical Medicine and Rehabilitation

Block 3: Diagnostic and Therapeutic Services

- Unit 8: Laboratory Services
- Unit 9: Radiology and Imaging Services
- Unit 10: Blood Transfusion Services
- Unit 11: Pharmacy Services
- Unit 12: Radiotherapy and Nuclear Medicine Services

Block 4: Support and Utility Services—I

- Unit 13: Central Sterile Supply Services in Hospitals
- Unit 14: Medical Record Department
- Unit 15: Linen and Laundry Services
- Unit 16: Dietary Services
- Unit 17: Sanitation and House Keeping and Sanitation Services

Block 5: Support and Utility Services—II

- Unit 18: Care of the Deceased and Mortuary Services
- Unit 19: Transportation and Ambulance services
- Unit 20: Medical Gas Pipeline System
- Unit 21: Health Care Waste Management

Block 6: Safety and Risk Management

- Unit 22: Biological and Radiation hazard
- Unit 23: Disaster Management
- Unit 24: Fire Safety
- Unit 25: Security, Organization and Management

MHH-103: Organization and Management of Hospital & Health Services

Block 1: Overview of Hospital Care System

- Unit 1: Evolution and Classification of Hospital
- Unit 2: Hospital Organisation
- Unit 3: Role of Hospitals
- Unit 4: Role of Hospital Administration

Block 2: Challenges in Hospital Management

- Unit 5: Present Hospital Scenario—Management Orientation
- Unit 6: Public Relation and Image of Hospital
- Unit 7: Legal Aspects and Consumer Protection Act
- Unit 8: Fundamentals of Quality Management
- Unit 9: Research in Hospital Administration

Block 3: Hospital Engineering Services

- Unit 10: Basic Engineering Services
- Unit 11: Allied Engineering Services
- Unit 12: Engineering Hazards

Block 4: Community Health

- Unit 13: Concepts in Community Health
- Unit 14: Primary Health Care and Universal Health Coverage
- Unit 15: Basics of Epidemiology & Biostatistics
- Unit 16: Occupational Health
- Unit 17: Health Care Financing and Insurance

Block 5: Health System in India

- Unit 18: Overview of Health Care Delivery System
- Unit 19: Holistic Approach to Health Care
- Unit 20: Health and Population Policy and Strategies
- Unit 21: District Health Organization
- Unit 22: Regionalization of Health Care

Block 6: National Health Programmes

- Unit 23: Programmes for the Control of Communicable Diseases
- Unit 24: Programme Related to Non-Communicable Diseases
- Unit 25: RMNCH+A Programme
- Unit 26: Other Programs Related To Health

MHHL-102: Services in Hospital Setting Practical

Block 1: Practical Manual

Unit 1: Break Even Analysis

Unit 2: Preparation of Financial Statement

Unit 3: Utilization of Equipment

Unit 4: Inventory Analysis

Unit 5: Problems in OPD

Unit 6: Standard Operating Procedure for Emergency Care

Unit 7: Quality Assurance Study in Laboratory

Unit 8: Case Study/Guidelines on Healthcare-Associated Infection

Unit 9: Guidelines for Waste Disposal in Hospital

Unit 10: Guidelines for Disaster Management

Unit 11: Guidelines for Fire Safety

Block 2: Log-book

MHHL-103: Organization and Management of Hospital & Health Services Practical

Block 1: Practical Manual

Unit 1: Organisational Analysis

Unit 2: Patient's Satisfaction

Unit 3: Guidelines for Visit to Health Facilities

Unit 4: Epidemiological Investigation of an Outbreak

Block 2: Log-book

Sample Training Plan

A) MHH-101: Introduction to Management

About 10-20 hours of theory sessions could be planned through online class. These sessions basically aim at clearing the conceptual doubts of the students on the topics. Experts could decide the topics according to their experience in class room teaching. However, attention should be given to cover all major areas(*at least 2 hours per Block*) of the theory material. Some topics are suggested below:

1. General Management
2. Essentials of logistics and equipment management
3. Time Management
4. Financial Management and Health Economics
5. IT and e-governance
6. Artificial Intelligence
7. Motivation
8. Leadership
9. Communication
10. Conflict resolution
11. Health Economics
12. Financial Management
13. Transaction analysis (TA)

B) MHH-102: Hospital Services

About 10-20 hours of theory sessions could be planned through online class. These sessions basically aim at clearing the conceptual doubts of the students on the topics. Experts could decide the topics according to their experience in class room teaching. However, attention should be given to cover all major areas(*at least 2 hours per Block*) of the theory material. Some topics are suggested below:

1. OPD & MRD
2. OT complex
3. ICU
4. Inpatient service
5. Emergency/Trauma Services
6. Nursing Services
7. Mortuary
8. Patient safety
9. Laundry
10. Dietary Service
11. CSSD
12. Waste Management
13. Introduction to support and utility services
14. CSSD
15. Laundry
16. Dietary Services

C) MHH-103: Organization and Management of Hospital & Health Services

About 10-20 hours of theory sessions could be planned through online class. These sessions basically aim at clearing the conceptual doubts of the students on the topics. Experts could decide the topics according to their experience in class room teaching. However, attention should be given to cover all major areas(at least 2 hours per Block) of the theory material. Some topics are suggested below:

1. Introduction of health care system
2. Hospital management- an overview of Hospital System
3. Primary health care
4. National health programmes
5. Legal Issues
6. CPA
7. Right to Information
8. Hospital Hazards
9. Insurance
10. Quality Assurance and Patient Satisfaction

D) Activity at Own Set-Up and Link With Log-book

Some visits could be carried out by the students at the working set up or institution in the nearby area at one's own effort and record them in the logbook. You could visit to facilities providing primary health care in your own convenience. This could be a visit to Subcentre or Health and Wellness Centre, Primary Health Centre and Community Health Centre.

Some hospital related visits could be carried out by you at your working set up or in hospitals located in nearby area. These visits can be done by your own effort and convenience and recorded in the logbook. The hospital visits that could be covered in own work place are:

- Laundry
- Dietary Services
- Pharmacy
- Radiology

If a student does not have access to such facilities, the same can be covered in the Learner Support Centre LSC.

Sample Posting Schedule During Contact Spells

The students posted to a centre will be grouped in such manner that each group has 10-12 students in maximum. Centres having about 10 students or less can participate as a single group. Where multiple groups are formed, rotational posting could be scheduled. It is expected that every participant will make at least one group presentation and participate in discussion in all group works

1st Contact Spell

Day	Session-1	Session-2	Session-3
Day-1	Programme Introduction	Visit OPD, Registration	Visit Mortuary, Waste Management
Day-2	Group work and Presentatio	Group work and Presentation	Visit Medical Record
Day-3	Group work and Presentation	Visit Radiotherapy	Visit CSSD
Day-4	Group work and Presentation	Group work and Presentation	Visit Nuclear Medicine
Day-5	Log-book verification and discussion	Log-book verification and discussion	Internal assessment

2nd Contact Spell

Day	Session-1	Session-2	Session-3
Day-1	Group work and Presentation	Group work and Presentation	Visit Laboratory, Blood bank
Day-2	Group work and Presentation	Group work and Presentation	Visit Establishment, HR
Day-3	Group work and Presentation	Group work and Presentation	Visit Accounts section & Finance
Day-4	O.B. Lab <ul style="list-style-type: none"> • People in organization • Motivation • Leadership 	O.B. Lab <ul style="list-style-type: none"> • Communication • Training 	O.B. Lab <ul style="list-style-type: none"> • Conflict resolution • Transaction analysis (TA)
Day-5	Log-book verification and discussion	Log-book verification and discussion	Internal assessment

Group work and Presentation of Topics:

i. Group work

- Radiology
- Blood Bank
- Lab Services

ii. Group work

- OPD
- Emergency and Trauma Centre
- Inpatient

iii. Group work

- ICU
- OT
- Radiotherapy

iv. Group work

- CSSD
- Laundry
- Mortuary

v. Group work

- Waste Management
- Dietary Services
- Medical Records

vi. . Group work

- personnel Management
- Management Functions & Techniques
- Management Principles and Principles of organization

vii. Group work

- Functions of Hospital
- Legal Aspects
- Total Quality Management (TQM)

viii. Group work

- Hospital Budget and its control
- Financial Accounting Procedures
- Health Economics

ix. Group work

- Material Management & Inventory Control
- Procurement of Equipment
- Equipment Maintenance & condemnation

x. Group work

- Engineering Services
- Hospital Safety & Risk Management
- Marketing & health services

xi. Group work

- National programmes
- Primary Health care
- Health care System

Guidelines for PGDHHM Term-end Practical Examination

1. Eligibility

To become eligible for appearing in term-end practical examination, a student should have completed contact spells and submitted the logbook for two courses (MHHL-102 and MHHL-103) so that internal evaluation of practical component is done.

Internal Evaluation

The internal evaluation component of practical courses will have 30% weightage(30 marks) in each course. 10 marks for log book, 10 marks for group work (individual performance) and 10 marks for all other activities during spell.

Students will have to secure 15 marks out of the 30 marks in internal evaluation of each course separately to be eligible for term-end practical examination for respective course.

2. Examiners

One external and one internal examiner for each practical course . If the number of applicants for practical examination are less than 20, there will be only 1 external and 1 internal examiner combined for both the practical courses. If the number of applicants are more than 20, there will be 2 external and 2 internal examiners. In that case, applicants will be made into 2 groups and each group will be evaluated by a set of 1 external and 1 internal examiner.

3. Course-wise Details for Practical examination

There will be 2 practical papers. MHHL-102 and MHHL-103. A student has to secure 50% in each paper (35 marks out of 70) combining the marks received in case/spot/viva-voce. The sample long case and short case is mentioned separately

MHHL-102 (Hospital Services Practical)

- One long case (30 marks)
- Five spots (10 marks)
- Viva-voce (30 marks)

MHHL-103 (Hospital Services Practical)

- Two short cases (15 marks each)
- Five spots (10 marks)
- Viva-voce (30 marks)

4. Conduction of term-end practical Examination

Examination will be conducted over 2 days. 1st day could be for long case, short case and spots for both the courses. The 2nd day could be devoted to viva voce. However, the examination centre could decide the arrangement as per their convenience.

However, during viva-voce, the marks for MHHL-102 and MHHL-103 should be given separately. *The mark distribution of both the courses should be maintained separately and also reported in separate award sheet.*

Sample Long Case

The long case will be of one-hour duration carrying **30 marks**. It would include organization, functioning, physical facilities, staffing pattern, workload, etc. of a department/institution in which the student should be able to identify problems and suggest solution.

Type of the problems expected to be worked up in following areas:

- OPD Service of a hospital
- Nursing services of a hospital
- laboratory services of a hospital
- organization of a dispensary /pharmacy
- inventory control of the pharmaceuticals
- Accident and emergency services of a given hospital
- Radiology department
- Medical ward
- CSSD
- Equipment Management
- Medical Record
- Financial Management
- Waste Disposal
- Security
- Transport System
- Operation Theatre
- Disaster Plan
- Fire preparedness
- Patient satisfaction

Sample Short Case

There will be two exercises of half an hour carrying **15 marks each**. They will include calculations and analysis related to hospital consumption, costing, statistics from records ,financial analysis etc.

Type of the problems expected to in the following area:

- ABC,VED, FSN analysis
- Calculation of lead time from the provided data
- Work sampling of one nursing staff.
- Waiting time at registration counter.
- System of handling of patients' complaints/suggestions
- Calculation of use coefficient, down time index, breakdown maintenance index , maintenance cost index etc.
- Draw epidemic curve, calculate incubation period etc. from given data

Spots

There will be **five spots of 2 marks each** carrying a total of 10 marks. Each spot will be of 2 minutes duration.

Viva-Voce

The duration of viva-voce will be of 10 minutes for each student carrying **30 marks**. The focus will be on the understanding of the students on the application of the concepts .

List of LSCs for PGDHHM Programme-2024

Sl. No.	Address of LSC	Name of Coordinator	Centre Code	Regional Centre and email id
1.	Nizam Institute of Medical Sciences, Punjagutta, Hyderabad	Dr.N.Satyanarayana Deptt of Hospital Administration rhpssc0146@gmail.com	0146	Hyderabad rchyderabad@ignou.ac.in
2.	Guwahati Medical College Kamrup, Assam-781 032	Dr. Jutika Ojah Department of community Medicine jutikaojah@gmail.com	04197	Guwahati rcguwahati@ignou.ac.in
3.	Rajendra Institute of Medical Sciences, Ranchi, Jharkhand-834 009	Dr (Lt Col) Sailesh Kumar Tripathi Deptt of Hospital Administration ignoulsc32052@gmail.com	32052	Ranchi rcranchi@ignou.ac.in
4.	Dr. Ram Manohar Lohia Hospital Baba Khark Singh Marg, New Delhi.-110 001	Dr. Sameek Bhattacharya Deptt of Burns &Plastic Surgery sameekb@gmail.com	07120	Delhi 2 rcdelhi2@ignou.ac.in
5.	Army Hospital (R&R), Delhi Cantt. New Delhi - 110010	Col. (Dr) Sameer Mehrotra Deptt of Hospital Administration ignou0767@gmail.com	0767	Delhi 3 rcdelhi3@ignou.ac.in
6.	Govt. Spine Institute, Civil Hospital Campus, Ahmedabad	Dr. Sanjay Kapadia D Deptt of Hospital Administration 09147p@gmail.com	09147	Ahmedabad rcahmedabad@ignou.ac.in
7.	S.C.B. Medical College Cuttack, Orissa-753007	Dr. Manoj Kumar Dehury Deptt of Anatomy dr.mkdehury@gmail.com	21237	Bhubaneswar rcbhubaneswar@ignou.ac.in
8.	Mahatma Gandhi Institute of Medical Sciences, Wardha, Maharastra-442102	Dr. Dr.Chetna Hiralal Maliye Department of community Medicine chetnamaliye@mgims.ac.in	36061	Nagpur rcnagpur@ignou.ac.in
9.	M.S.Ramaiah Medical college and Hospital, M.S.Ramaiah Nagar, Bangalore – 560 054	Dr. Ramachandra Kamath Dy. Hospital Administrator ignoupssc1333p@gmail.com	1333	Bangalore rcbangalore@ignou.ac.in
10.	Sher - i - Kashmir Institute of Medical Sciences, Soura-190011	Dr. Dr. G.H. Hassan Yattoo Deptt of Hospital Administration yattoo800@gmail.com	30040	Srinagar rcsrinagar@ignou.ac.in
11.	SGPGIMS, Raebareli Road, Lucknow – 226 014	Dr.R.Harsvardhan Deptt of Hospital Administration drharsvardhan@yahoo.co.in	2789	Lucknow rclucknow@ignou.ac.in
12.	Medical College, Kolkata 88, college Street, Kolkata- 700073	Dr. Arunansu Talukdar Deptt of Geriatric Medicine dratalukdar@gmail.com	28163	Kolkata rckolkata@ignou.ac.in
13.	Dr. B.R. Ambedkar State Institute of Medical Sciences, Mohali Punjab-160055	Dr. Ashish Goel Department of Medicine ashgoe@gmail.com	06037	Chandigarh rcchandigarh@ignou.ac.in
14.	AIIMS, Saket Nagar Bhopal, MP-462020Bhopal	Dr. Arneet Arora Deptt of FMT head.fmt@aiimsbhopal.edu.in	15261	Bhopal rcbhopal@ignou.ac.in

LINKS TO VARIOUS FORMS

1.	REVISED FEE FOR OTHER SERVICES http://ignou.ac.in/userfiles/ANNEXURE-II_othercharges.doc
2.	APPLICATION FORM FOR CHANGE/CORRECTION OF ADDRESS http://www.ignou.ac.in/upload/address_change_name_correction.pdf
4.	FORM FOR OBTAINING DUPLICATE COPY OF CERTIFICATE http://www.ignou.ac.in/userfiles/Duplicate%20Degree,Diploma%20and%20Certificate%20Form.pdf
5.	FORM FOR OBTAINING DUPLICATE COPY OF THE GRADE CARD OR MARK SHEET http://www.ignou.ac.in/userfiles/Duplicate%20mark%20sheet%20form.pdf
6.	FORM FOR ISSUE OF OFFICIAL TRANSCRIPT http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf
8.	EARLY DECLARATION OF TERM END EXAMINATION RESULT http://www.ignou.ac.in/userfiles/Early%20declaration%20of%20results%20form.pdf
9.	NOTIFICATION FOR OBTAINING PHOTOCOPY OF ANSWER SCRIPTS http://www.ignou.ac.in/upload/noti.photocopy.asn.sctps..doc - to be applied online
10.	OBTAINING PHOTOCOPY OF ANSWER SCRIPT http://www.ignou.ac.in/upload/form-photocopy%20of%20ans.scrpt.doc - to be applied online
11.	RE EVALUATION OF ANSWER SCRIPTS http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts.pdf - to be applied online
13.	RESULT RELATED LINK FOR <ul style="list-style-type: none"> • Hall ticket/admit card • Result of term end • Grade card http://www.ignou.ac.in/ignou/studentzone/results/1



CONTACT FOR EVALUATION RELATED ISSUES

	Type of Issue	Contact No.	Controlling Officer	E-mail ID
1.	Issue of Degree/ Diploma Certificate/Despatch of returned Degrees/Verification of Degrees/Convocation	011-29572213 011-29535438	Asstt. Registrar 011-29572224	convocation@ignou.ac.in
2.	Issue of Hall Ticket/ Correction in the hall ticket for handicapped student s/Non-receipt of hall tickets for term-end examination & Entrance Test/ Entrance, Test Results/Queries related to dispatch of attendance, list of examinees etc./ writer	011-29572209 011-29572202	Asstt. Director Section Officer 011-29535064	bhavana@ignou.ac.in examii@ignou.ac.in jitenderkr@ignou.ac.in
3.	Declaration of results of Masters & Bachelors degree level programme/Issue of grade card and provisional certificate of Masters and Bachelors degree level prog./ Practical marks of all programmes	011-29572212	Section Officer 011-29536103	mdresult@ignou.ac.in bdresult@ignou.ac.in practicalsed@ignou.ac.in
4.	Declaration of results of Masters, Bachelor and Diploma programme/Issue of gradecard and provisional certificate of Masters, Bachelor and Diploma level programme	011-29572211	Section Officer 011-29536743	bdresult@ignou.ac.in dpresult@ignou.ac.in bdpresult@ignou.ac.in
5.	Declaration of results of DPE and Certificate programme/ Issue of grade card and provisional certificate of DPE & Certificate level programme	011-29572208	Section Officer 011-29536405	cpresult@ignou.ac.in
6.	Verification of genuineness of provisional certificate and grade card/ Issue of Transcript	011-29572210	Section Officer 011-29536405	gcverification@ignou.ac.in
7.	Queries related to UFM cases	011-29572208	Section Officer	ufmgroup@ignou.ac.in
8.	Status of Project Report of all Programmes/ Dissertation and Viva marks	011-29571324 011-29571321	Asstt.Registrar 011-29532294	projects@ignou.ac.in
9.	Queries related to Assignment Marks	011-29571325 011-29571319	Section Officer	011-29571319
10.	Students general enquiries and grievances/ Issue of duplicate mark sheet	011-29572218 011-29571313	Asstt. Registrar (Exam-III)	registrarsed@ignou.ac.in
11.	Discrepancy in grade card, non updation of grade/marks programmeswise in the grade card etc	011-29572206 011-29572215 011-29572219	Dy. Registrar /Asstt.Registrar (Exam-III)	mdresult@ignou.ac.in bdresult@ignou.ac.in bdpresult@ignou.ac.in dpresult@ignou.ac.in cpresult@ignou.ac.in

Medical Council of India through its letter No.MCI-23(1)/2019-Med./144826dt.05/09/19 has permitted IGNOU to run Continuing Medical Education through Open and Distance Learning(ODL)

Post Graduate Diploma in Hospital and Health Management (PGDHHM) of IGNOU has been designed in the pattern of Continuing Medical Education so that it will fulfill specified needs of middle level administrators in hospital or health care set-ups.

Important Contact Details

Contact Person	Telephone No.	E-mail ID
Student Support Services centre	011-29572514	ssc@ignou.ac.in
General enquiries and Student grievances	011-29572218 011-29571313	sedgrievance@ignou.ac.in
Result of Diploma Programmes	011-29572208	dpresult@ignou.ac.in
Issue of Certificate/ convocation	011-29572513 011-29535438	convocation@ignou.ac.in
Student Registration Division(SRD)	011-29571302 011-29532741	registrarsrd@ignou.ac.in
MPDD	011-29572001 011-29572002	registrarmpdd@ignou.ac.in
Programme Coordinator	011-29572849	tkjena@ignou.ac.in
Director, SOHS	011-/29533078	directorsohs@ignou.ac.in
VC Office	011-29571811	vco@ignou.ac.in

IGNOU Telephone Exchange: 011-29571000

IGNOU Website
www.ignou.ac.in