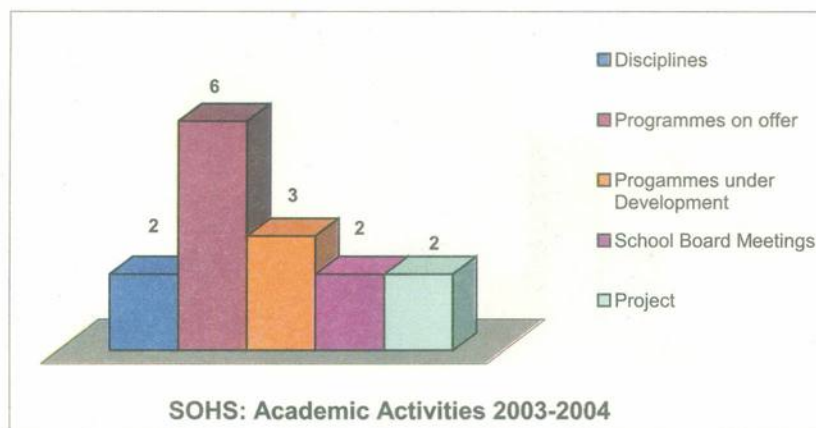


- 3.5.2** Post Basic B.Sc. Nursing is a three-year degree programme recognised by Indian Nursing Council. This programme is under revision. The school propose to launch 1st year revised course of Post Basic B.Sc. Nursing in January, 2005.
- 3.5.3** The Post Graduate Diploma in Maternal and Child Health has been revised and updated in the year 2003. The Integrated Management of Childhood Illness (IMCI) approach of WHO has been incorporated in the paediatric component of PGDMCH.
- 3.5.4** The State of Karnataka has mandated all the medical officers working in Taluka Hospitals and Primary Health Centres to enrol for the PGDHHM Programme and sponsored 80 doctors in the period of report. Similarly, Government of Chhattisgarh has sponsored 22 doctors.
- 3.5.5** Government of Orissa has issued a blanket approval to utilise the health infrastructure of the State including the medical colleges and district hospitals for training through IGNOU Programmes.
- 3.5.6** The School is developing three new programmes to be launched in January 2005: (i) Certificate in Competency Enhancement (ANM/FHW), (ii) Diploma in Nursing Administration, and (iii) Certificate in Health Care Waste Management (in collaboration with WHO in project work). The School is also in the process of developing health awareness programmes on lifestyle related diseases.
- 3.5.7** During the reporting period, the school organised two meetings of the School Board.

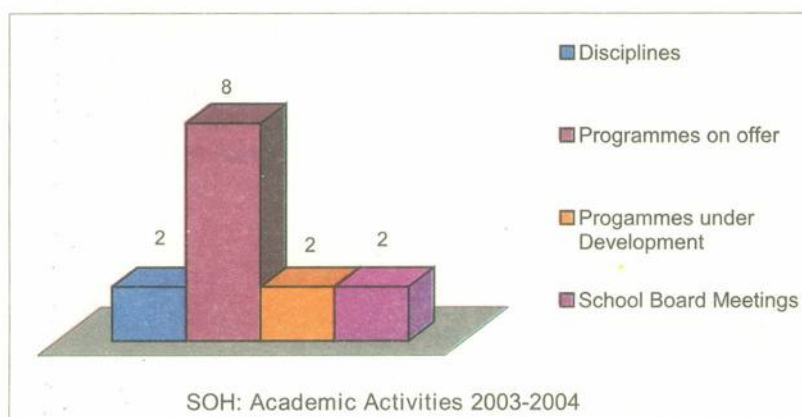


3.6 School of Humanities

The School of Humanities (SOH) includes the disciplines of English and Hindi, the Editorial Unit and the Translation Cell. The School offers eight programmes: (i) Post-graduate Certificate in Radio Writing (PGCR), (ii) Post-graduate Diploma in Translation (PGDT), (iii) Post-graduate Diploma in Radio Prasaran (Hindi) (PGDRP), (iv) Diploma in Creative Writing in English (DCE), (v) Diploma in Creative Writing in Hindi (DCH), (vi) Certificate in Teaching of English (CTE), (vii) MA (English), and (viii) MA (Hindi). A Foundation Course in Sanskrit, and two Courses for P.G. Hindi and English Teachers of Navodaya Vidyalayas were also developed in the period of report.

- 3.6.1** Two Programmes are under preparation by the school and shall be launched in January 2005 : (i) PG Certificate in Copy-editing and Proof-reading, and (ii) PG Certificate in Writing for Television.
- 3.6.2** Foundation Course in Hindi (FHD-1) has been revised and revision of elective and application oriented courses in Hindi and English developed prior to 1998 is in progress.
- 3.6.3** The IGNOU Open Channel was located in SOH. In addition, faculty was involved in editing and translating occasional publications of the University, including IGNOU Profile 2004, Annual Report 2003, and other related publications such as abstracts of articles in IJOL.

3.6.4 Two School Board meetings were held during the period.



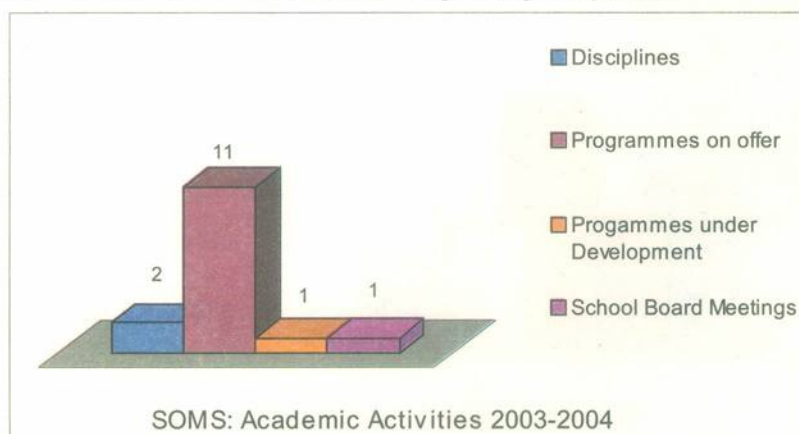
3.7 School of Management Studies

The School of Management Studies (SOMS) offers programmes in Management and Commerce disciplines. The programmes on offer are : i) Master of Business Administration (MBA), (ii) Masters of Business Administration (Banking & Finance) (MBF), (iii) Commonwealth Executive MBA (CEMBA) programme, (iv) Post Graduate Diploma in Management (PGDIM), (v) Post Graduate Diploma in Human Resource Management (PGDHRM), (vi) Post Graduate Diploma in Financial Management (PGDFM), (vii) Post Graduate Diploma in Operations Management (PGDOM), (viii) Post Graduate Diploma in Marketing Management (PGDMM), (ix) Diploma in Management (DIM), (x) Post Graduate Diploma in International Business Operations (PGDIBO), and (xi) Bachelor's Degree in Commerce (B.Com).

3.7.1 During the period of report, a major initiative was taken for revision of management courses. The following seven revised courses were put on offer: (a) MS-7: Information Management and Computers (b) MS-10: Organisational Design, Development and Change (c) MS-21: Social Processes and Behavioural Issues (d) MS-22: Human Resource Development (e) MS-23: Human Resource Planning (f) MS-25: Managing Change in Organisation and (g) MS-92: Management of Public Enterprises.

3.7.2 The School made extensive use of teleconferencing for counselling, both for Management and Commerce students. Around 100 hours of tele-conferencing was held during the reporting period. Apart from this, interactive radio counselling and web based mentoring for CEMBA programme were also organized.

3.7.3 The School held one School Board meeting during this period.



3.8 School of Sciences

The School of Sciences (SOS) has four disciplines: Chemistry, Life Sciences, Mathematics and Physics. The School has put on offer three programmes: i) B.Sc. with options of General and Major degrees in Botany, Chemistry, Mathematics, Physics and Zoology, ii) Certificate Programme in Teaching of Primary School Mathematics (CTPM), and iii) Certificate Programme in Laboratory Techniques (CPLT). The School has also been contributing courses for the various other programmes of the University:

- i) Bachelor's Preparatory Programme (BPP),
- ii) Certificate Programme in Environmental Studies (CES),
- iii) Preparatory Programme in Computing (PPC),
- iv) Bachelor in Computer Application (BCA) Programme, and
- v) Post-graduate Certificate Programme in Professional Development of Teachers working in Navodaya Vidyalayas, under a Project sanctioned by Navodaya Vidyalaya Samiti, MHRD.

In the period of report, School of Sciences developed an application-oriented course entitled 'Integrated Pest Management', and four elective courses for PGCPDT. Moreover, a course on 'Astronomy and Astrophysics' (PHE-15) for the Bachelor's Degree Programme, 6 video programmes in English and Hindi for the B.Sc. and CPLT were developed. An Appreciation Course on Environment under a project sponsored by MFE and an Awareness Course on IPR under a project of MHRD have been developed.

3.8.1 The School is working on the development of several new programmes namely,

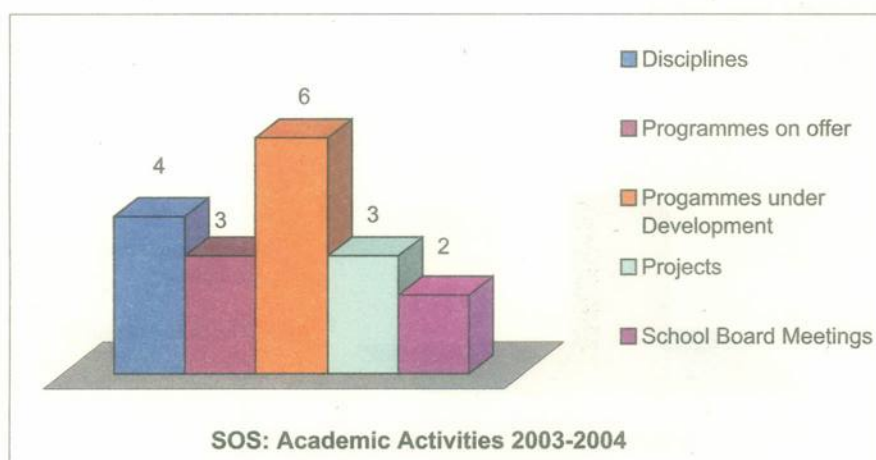
- i) Modular Programme in Science and Technology for Sustainable Development,
- ii) Diploma Programme in Aquaculture,
- iii) Certificate and Diploma Programmes in Micro-energy Generation and Distribution Systems: Installation, Operation and Maintenance under the North East project,
- iv) Post Graduate Diploma Programme in Environment and Sustainable Development,
- v) Post Graduate Diploma in Intellectual Property Rights, and
- vi) HRI - IGNOU Integrated Ph.D programme in Mathematics and Physics.

3.8.2 Apart from these, following modules were prepared in UNESCO projects, i) Teaching and Learning of Mathematics, ii) Environment Education, iii) Food and Nutrition, and iv) Understanding your Laws.

3.8.3 A Commonwealth Secretariat Project on the Role of Science and Technology in Conflict Resolution and Prevention is also being executed.

3.8.4 An extensive exercise has been initiated for revision of existing courses of B.Sc. Programme.

3.8.5 Two School Board meetings were held during the reporting period.



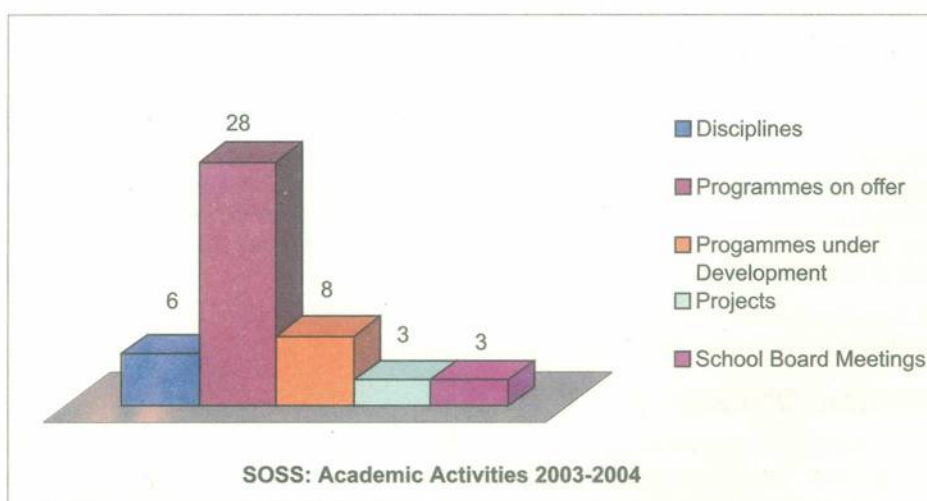
3.9 School of Social Sciences

The School of Social Sciences (SOSS) has six disciplines: Economics, History, Political Science, Library & Information Science, Sociology, and Public Administration. The programmes offered by the School are: (i) Doctor of Philosophy in Economics, History (including Tourism Studies), Library & Information Science, Public Administration, Sociology, and Political Science, (ii) Masters Degree in Library & Information Science (MLIS), (iii) Master's Degree in Tourism Management (MTM), (iv) Commonwealth Executive Masters of Public Administration (CEMPA), (v) M.Sc. in Hospitality Administration (in collaboration with National Council of Hotel Management and Catering Technology (NCHMCT), (vi) Post-Graduate Diploma in Library Automation and Networking (PGDLAN), (vii) Bachelor of Arts in Economics, History, Political Science, Public Administration and Sociology, (viii) Bachelors Degree in Tourism Studies (BTS), (ix) Bachelors Degree in Library and Information Science (BLIS), (x) B.Sc. in Hospitality and Hotel Administration (in collaboration with National Council of Hotel Management and Catering Technology (NCHMCT), (xi) Diploma in Tourism Studies (DTS), (xii) Post-Graduate Certificate Programme in Participatory Management of Displacement Resettlement & Rehabilitation (PGCMRR), (xiii) Certificate in Disaster Management (CDM), (xiv) Certificate in Environmental Studies (CES), (xv) Certificate in Human Rights (CHR), (xvi) Certificate in Labour Development (CLD), (xvii) Certificate Programme in Participatory Forest Management (CPFM), (xviii) Certificate in Consumer Protection (CCP), (xix) Certificate in Tourism Studies (CTS), (xx) Certificate in Women's Empowerment and Development (CWED), (xxi) Certificate Programme in Participatory Project Planning (SAVINI), and (xxii) Bachelor's Preparatory Programme (BPP).

3.9.1 The School is engaged in developing the course material for the following new programmes: (i) Masters Degree in Political Science, History, Sociology, Economics and Public Administration, in addition to Post Graduate Diploma in Disaster Management, Diploma in Women Development and Certificate in Applications in Libraries.

3.9.2 The School has three projects: (i) Labour in Development sponsored by V.V. Giri National Labour Institute, NOIDA, Ministry of Labour, (ii) Participatory Management of Displacement Resettlement & Rehabilitation, sponsored by World Bank, and (iii) Web Enhanced Training Programme on ISIS (Window Interface), sponsored by Department of Scientific & Industrial Research.

3.9.3 Three School Board meetings were held during the period under report.



4. DIVISIONS

The University has set up 15 Divisions to support and service quality programmes and improve distance education system, staff-development, student-support services, international collaborative activities, computerisation and inter/intra networking and smooth functioning of the University administration.

4.1 Academic Coordination Division

The responsibility of establishment and academic matters of teachers and academic staff is vested with the Academic Co-ordination Division. The major functions of the Division are: (i) Faculty Administration (ii) Faculty Development and (iii) Research.

4.1.1 The details of the teachers and the academic staff category wise are given in Table 4.1 as on 31.03.2004. Besides these, 27 full-time consultants were associated with the work relating to course development and preparation.

Table 4.1: Teachers and other Academic Staff Position as on 31.03.2004

Total sanctioned strength category-wise							In Position					
	Gen	SC	ST	OBC	Handi-capped	Total	Gen	SC	ST	OBC	Handi-capped	Total
Teaching												
Professor						33						23(*)
Reader						67	54	3				57(*)
Lecturer	76	15	7		3	101	70	9	4		1	84
Academic												
Director/ Equivalent	15					15	8					8(*)
Joint Director	2					2	1					1(*)
Regional Director/ Equivalent	32					32	21	2	1			24(*)
Assistant Director/ Equivalent	67	13	6		3	89	64	9	6			79

(*) There is no provision of reservation for SC and ST at the positions of Reader / equivalent and Professor / equivalent.

4.1.2 The teachers and academic staff are sanctioned study leave or sabbatical leave to enable them to pursue Doctoral degree programme or conduct research on a specific project and enhance their professional skills. During 2003-04, two teachers/academics have been sanctioned study leave and one teacher has been granted sabbatical leave. Nine faculty members were given travel grant to attend national and international conferences.

4.1.3 23 Academic Staff are in place in EMPC which comprise Joint Director, Deputy Directors, Senior Producers, Producers and Programme Officer.

4.2 Administration Division

The Administration Division provides administrative support to the University. The Division is spread over ten Sections/Units/Cells: Governance, Establishment, General Administration, Central Purchase Unit, Security, Public Information, Hindi Cell, Legal Cell, Scheduled Castes and Schedule Tribes Employees Cell and Coordination Section.

4.2.1 The staff position and the number of Scheduled Castes and Scheduled Tribes employees as on 31.03.2004 are given in Tables 4.2a and 4.2b :

Table 4.2a: Staff Strength as on 31.03.2004

Category	Technical Staff		Administrative Staff		Total in Position
	Sanctioned	In Position	Sanctioned	In Position	
Group-A	31	21	91	75	96
Group-B	24	17	113	110	127
Group-C	231	143	676	575	718
Group-D	-	-	210	133	133
Grand Total	286	181	1090	893	1074

Note: These figures do not include Technical and Professional staff of EMPC.

Table 4.2b: Number of SC/ST Employees in Different Cadres

Category	Technical	Administration	Total
Group-A	-	13	13
Group-B	04	21	25
Group-C	39	151	190
Group-D	-	42	42
Grand Total	43	227	270

4.2.2 Training sessions were arranged for a period of one month during March-April 2003 to help the newly appointed JATs to acquire necessary skills in typewriting. Sixty participants were benefited.

4.2.3 Two Section Officers were deputed for a training programme on Administrative Vigilance conducted by the ISTM New Delhi during 08.12.2003 to 10.12.2003 and 03.02.2004 to 13.02.2004, respectively.

4.3 Computer Division

Computer Division is the main IT Service Provider to the University. It covers the entire gamut of the requirements from the 9 Schools of Studies, 10 Service Divisions, International Cell, Distance Education Council, 30 Regional Centres, Study Centres, various Projects and Centres/Cell of the University. Following are the main achievements of the Computer Division:

4.3.1 During the reporting period a total of 319 computers and 43 network printers for the Headquarters, TLCs at Regional Centres, Study Centres, and NEO were installed at the various IGNOU's locations countrywide. Moreover, maintenance services for the entire hardware were provided through outsourcing services.

4.3.2 Local Area Network, which has approximately 700 computers/printers, at the IGNOU Headquarter was further extended in terms of more additional nodes, hubs, and switches.

4.3.3 Networking in the New Academic Complex was planned and optical fibre was laid to provide gigabit backbone. UTP cabling with CAT5e cable and other related jobs including installation of intelligent switches in four blocks of the complex was accomplished. These Blocks have been provided with internet and LAN connectivity.

4.3.4 Internet access, with a fast speed of 2Mbps given to almost every desktop through proxy server is being maintained by the Division. In order to reduce the budgetary load, the process for changing from RF to leased line was initiated and got commissioned by VSNL/MTNL. The main campus now has terrestrial link in place of the RF link.

4.3.5 IGNOU website has been enriched with the addition of facilities for students. The site is regularly updated based on the information received from different Schools and Divisions of the University. Virtual Data Base related applications for Student Support monitoring were integrated with IGNOU web site. The response from students was overwhelming.

4.3.6 Computer Division conducted six training programmes for IGNOU staff and faculty, including those from Regional Centres. ORACLE based ODLIMS was installed in Headquarters, Regional Centre-1, Regional Centre-2, and Karnal Regional Centre. Full testing of ADMISSION module was accomplished as per the requirement by SRE Division.

4.4 Construction and Maintenance Division

The Construction and Maintenance Division (CMD) of IGNOU looks after the construction activities of New Campus as well as the maintenance of temporary campus and residential flats at Maidan Garhi Complex (MGC) and Asian Games Village Complex (AGVC). As per University policy, most of the activities have been outsourced and are supervised by CMD officials. In the period of report, residents of three blocks at MGC were provided separate tanks for each flat. One Block in the Academic Complex building and Guest House building were taken over from CPWD.

4.5 Finance and Accounts Division

The Finance and Accounts Division is responsible for (a) collection of revenue receipt on behalf of the University (b) payment to staff members and to outside parties for supply of material and services rendered (c) preparation of Budget Estimates, review of realisation of receipts and expenditure to achieve the objective of management control and stimulation of the activities involved (d) preparation of Annual Accounts (e) maintenance of Provident Fund Accounts (f) prudent investment of the funds to generate additional resources for meeting the development needs of the organisation (g) internal Audit of the accounts of the Regional/Study Centres, Divisions and Schools at the Headquarter (h) co-ordination with the external auditors (i) management of the funds for the schemes sponsored by other organisations/government bodies and (j) maintenance of Employee's Welfare Fund accounts.

During the financial year 2003-2004, the total funds at the disposal of the University amounted to Rs.317.52 Crores. The details of the income and expenditure during the year are given in Table 4.3 and Table 4.4, respectively.

Table 4.3: Income Details for the financial year 2003-2004

(Rs. in Crores)

Sl. No.	Head of Income	Total
1.	Carried forward from previous year	165.60
2.	Grants-in-aid from Govt. of India (Plan grant)	21.99
3.	Grants from State Govt.	0.04
4.	Fees received from students	112.90
5.	Revenue from sale of forms	4.20
6.	Interest of bank deposits	8.00
7.	Miscellaneous Receipts	4.79
Total		317.52

Table 4.4: Expenditure Details for the financial year 2003-2004

(Rs. in Crores)

Sl. No.	Head of Expenditure	Plan	Non-Plan	Total
1.	Revenue Expenditure	11.00	120.70	131.70
2.	Capital Expenditure	8.90	1.10	10.00
3.	Advances/Deposits	5.50	5.26	10.76
4.	Closing Balance	3.40	161.66	165.06
Total		28.80	288.72	317.52

4.6 International Division

The International Division has following functions:

- i) Promoting the academic programmes of IGNOU outside India by establishing bilateral and multi-lateral cooperation and exchanges.
- ii) Licensing the course materials of IGNOU to foreign institutions.
- iii) Organising training programmes for distance educators and officials of Open Universities outside India.
- iv) Providing consultancies in distance and open learning systems to newly established/needful universities/institutions outside India.
- v) Co-ordinating international programmes with the regional and international agencies.

4.6.1 The academic programmes of IGNOU are currently under offer in 26 countries through partner institutions (**Appendix III**). In the year under report, Partner Institutions were established in Jeddah, Riyadh and Daman in Saudi Arabia and academic programmes of IGNOU have started in these institutions.

4.6.2 In collaboration with UNESCO's International Institute for Capacity Building in Africa (IICBA) Addis Ababa, distance education programmes are being offered in Ethiopia, Liberia, Madagascar and Ghana. Two new countries: Gambia and Sierra Leone have been added to this programme from this year. Through an agreement signed with COL, Vancouver, Canada, PGDDE and MADE programmes are being offered in Lesotho, Swaziland, Namibia, Seychelles, Jamaica, Malawi and Belize. A number of foreign delegations visited IGNOU to sign MOUs for course offerings.



4.6.3 The development of a Joint IGNOU-COL Certificate Programme in 'Business Skills' is being coordinated by the International Division. The Division also coordinates the offer of Commonwealth Executive Master of Business Administration (CEMBA) and Commonwealth Executive Master of Public Administration (CEMPA) programmes in India.

- 4.6.4 In order to improve the quality of service to international students, the International Division organised central evaluation of their answer scripts of Term End Examination.

4.7 Library & Documentation Division

The Library and Documentation Division is a network of the Central Library at the Headquarter and branch libraries located at the Regional Centres (RCL) and Study Centres (SCL). The Central Library caters to the needs of academic, administrative and support staff at the Headquarter, whereas the RCLs cater to the library requirements of RC staff, students, and academic counsellors. However, the SCLs are meant exclusively for students and counsellors.

- 4.7.1 The University maintains a well equipped Central Library and Documentation Division at the Headquarter. The Central Library has 84347 books. The Libraries at the Regional Centres and Study Centres have a total of 237525 books for providing reading and reference services to distance learners and counsellors. The University currently subscribes to 435 journals including 29 magazines and 21 newspapers. The Library has 101 CD-ROM databases, 199 microfilms and more than 1755 microfiches. During 2003-2004, the library procured 3626 books for the Central Library, 5975 books for the Regional and Study Centres and an on-line database with CD-ROM backup. 793 books worth Rs. 6,09,297.99 were received as gifts during the year 2003-2004.
- 4.7.2 The Library has computerized its housekeeping operations. The database have been created on CD-ROMs using the NETCLIP software. Important Office Orders issued by IGNOU administration, Important Newspapers Clippings related to IGNOU and Minutes of Academic Council Meetings of IGNOU were put in the database for the period of report. The databases of Question Papers of term-end examinations from 1999 to 2003 are now available online on IGNOU website.
- 4.7.3 Library has subscribed to J-Gate E-Journal Portal. It provides online access to more than 9000 journals. Readers can also have full text access to 59 journals subscribed by IGNOU library. Annotated Bibliography of Articles in Distance Education & Annotated Bibliography of Articles in American Journal of Distance Education have been published. CD-ROM database of Bibliography of Articles have also been prepared. The circulation services have been automated. Now Bar-coded Membership Cards are issued to the members. Bibliography of Encyclopaedias, Bibliography of Manuals and Bibliography of Advances have been prepared by the Library & Documentation Division. Library is contemplating to develop Electronic Library Databases for the academics. This is likely to be available from April 2004 onwards.
- 4.7.4 The Library provides training to Library Science Graduates from different Universities. 11 trainees received the training during the period 2003-2004.

4.8 Material Production and Distribution Division

The production and distribution of study material is one of the most important sub-systems in the Open Distance Learning (ODL). Material Production and Distribution Division (MPDD) is entrusted with the task of timely printing and despatch of study material, which includes course material, assignments, programme guides, newsletters, etc., to the learners. The necessary wherewithals are also procured by the Division.

- 4.8.1 The MPDD maintains the inventory of the paper, art card, packing material and study material, etc. The total volume of the print material stored as on 31.03.04 was 35,40,140 units. Further 1,67,34,104 books, assignments, programme guides, prospectuses and other publications were got printed and received in MPDD stores during the year 2003-2004 (Fig. 4.1). Complete print material is received, gathered and dispatched from four Stores (I to IV) at Headquarters with a total storage space of 3300 sq.mts. Printing paper is exclusively stored in the CWC warehouse at R.P.Bagh, New Delhi. 2250 MTs of offset printing paper and 200 MTs of Art Board were procured for the year 2003-2004 on DGS&D rate contract.

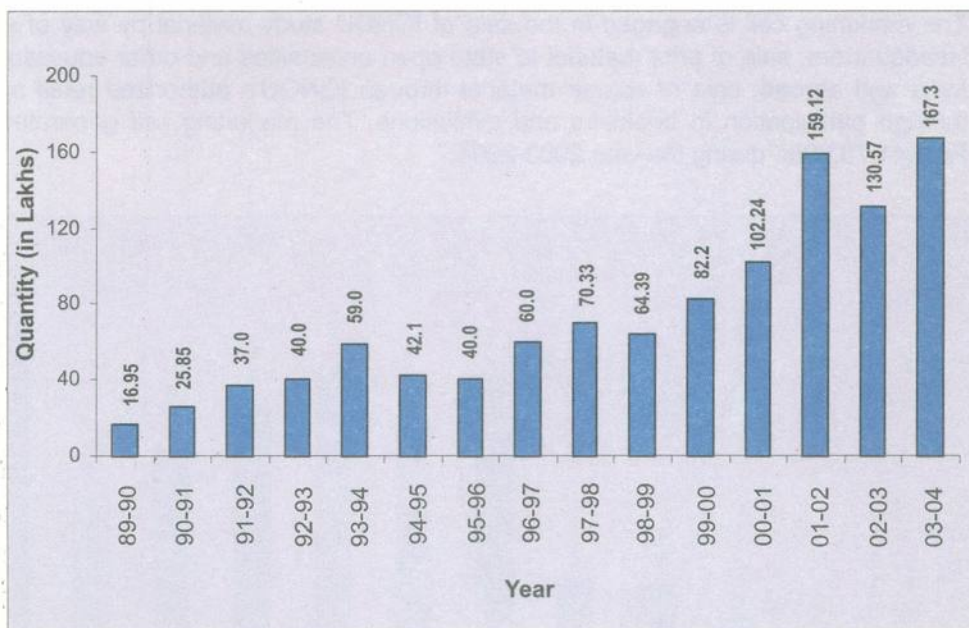


Fig.4.1: Volume of Study Material Printed

The Division undertakes printing requirements of functional Divisions and special occasions like IGNOU convocation, Newsletter, Open Channel, manuals, Open University Databases, seminars, etc.

- 4.8.2** The Division dispatched 10.01 lakh packets of study material to the students and Prospectus to the Regional centres and study centres during the year 2003-2004 (**Fig. 4.2**). A single window mechanism of Students Services Cell is functioning in the Division. The undelivered packets of study material are also monitored and re-dispatched to students with possible corrections and against the requests received from the students either through their letters, phone calls, e-mails etc. or when a student visits in person.

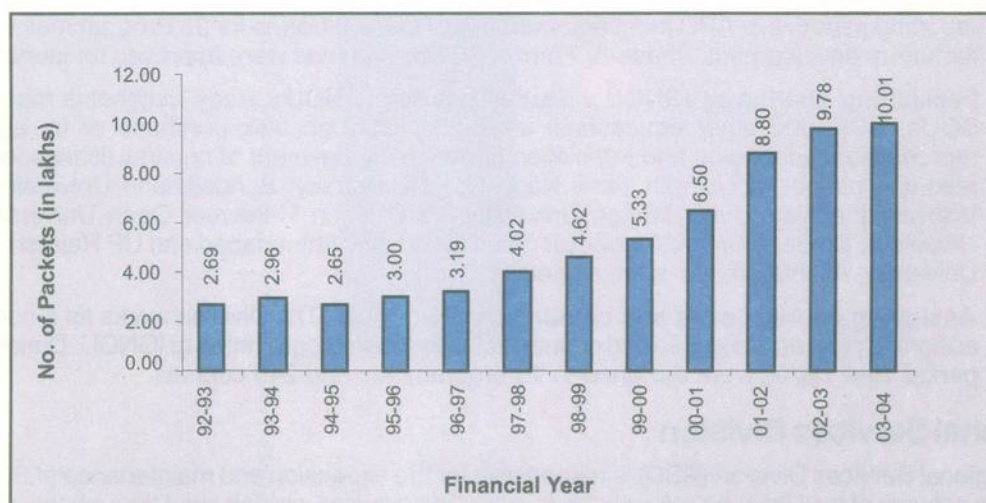
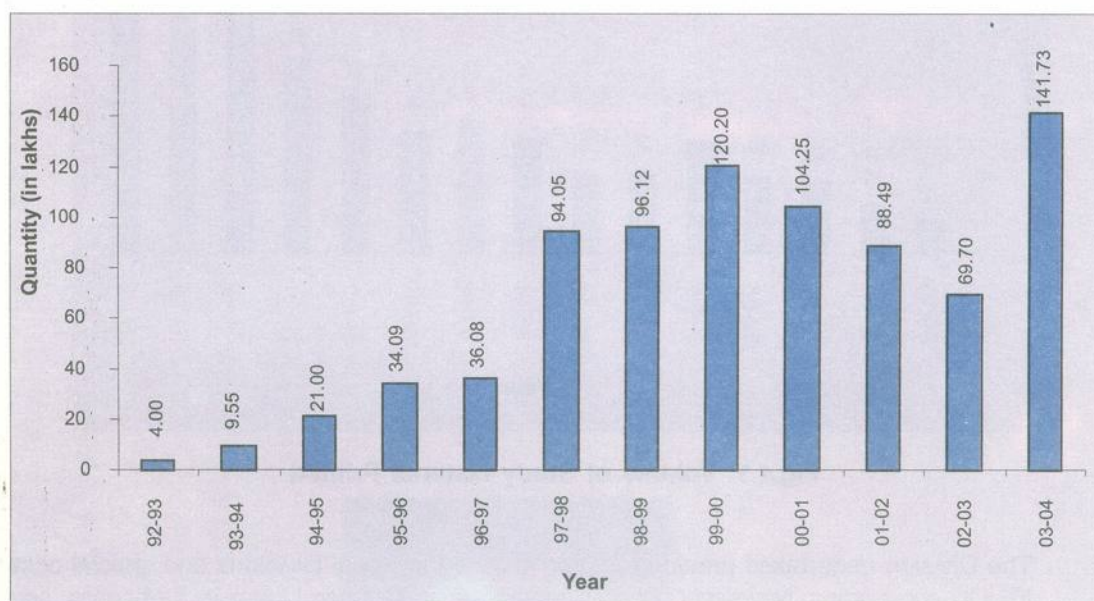


Fig.4.2: Packets Despatched

- 4.8.3** The marketing cell is engaged in the sale of IGNOU study material by way of spot sale at the Headquarters, sale of print material to state open universities and other educational institutes in India and abroad, sale of course material through IGNOU's authorized retail agents and sale through participation in bookfairs and exhibitions. The marketing cell generated a revenue of Rs.1,41,73,698/- during the year 2003-2004.



4.9 Planning & Development Division

The Planning and Development Division is responsible for the policy framework, formulation of Five Year Plans and other strategic plans for the University and Open Learning System in the country.

The major activities of the Division are:

- 4.9.1 Coordination of Academic Programme Committee:** The Division coordinates the work of the Academic Programme Committee (APC) which assesses new programme proposals. During the reporting period, five APC meetings were held. Phase-II Forms for 25 Programmes were approved for further development. Phase-IV Form of 10 Programmes were approved for launch.
- 4.9.2 Facilitating sharing of IGNOU's Study Material:** IGNOU's study material is made available to SOUs, CCIs and other educational institutions through bulk purchase or by agreements for reproduction, adaptation and translation rights on the payment of nominal license fee. During the reporting period, MoUs with Tamil Nadu Open University; Bundelkhand University; S.P. Mahila Vishwavidhalayam; Fakir Mohan University; Vardhaman Mahaveer Open University, Nagarjuna University, Dr. Baba Saheb Ambedkar Open University, Ahmedabad and UP Rajarshi Tandon Open University, Allahabad, etc. were signed.
- 4.9.3 Assigning course codes and colour scheme codes:** The Division works as a nodal agency for assigning programme codes and course codes to all the programmes of IGNOU. During the reporting period, new codes were assigned to 13 programmes and 249 courses.

4.10 Regional Services Division

The Regional Services Division (RSD) is responsible for the expansion and maintenance of Student Support Services network of the University all over the country. The services are delivered through the IGNOU network of Regional Centres and Study Centres. The Regional Centre network comprises 30 Regional Centres, 5 Army Recognized Regional Centres, 8 Air Force Recognized Regional Centre, 4 Navy Recognized Regional Centre and 1 Assam Rifles Recognized Regional Centre. The Study Centre network comprises

385 Regular Study Centres, 16 Recognized Centres, 3 Sub-Study Centres, 341 Programme Centres and 121 Centres for Disadvantaged Groups. In addition, the services to defence personnel are provided by 18 Recognized Army Study Centres, 4 Recognized Navy Study Centres, 5 Partner Institutions, 6 Centres under Institutional Collaboration at Chennai, 5 DLFs and 151 CWDL Down-linking Centres. The University also initiated a special project on the lines of North Bihar Project for Kerala. A summary of Student Support Services network as on 31.3.2004 is given in **Appendix IV**. A total 4961 new Academic Counsellors for different programmes were appointed during 2003-04. This brings the total number of conventional peers collaborating with IGNOU in the delivery of various programmes to 30745.

- 4.10.1** One hundred and twenty Study Centres have been added to and a few Study Centres/PSCs/SSCs were closed from the existing student support network during the reporting period (Table 1.1).
- 4.10.2** To reach the disadvantaged sections, six sub-Regional Centres were activated to cater to low literacy areas with pre-dominantly tribal and scheduled caste population.
- 4.10.3 Sub-Regional Centres :** In order to further diversify the support services network and cater to socially deprived and excluded, the University has established six Sub-Regional Centres at Koraput, Siliguri, Jabalpur, Madurai, Rajkot and Darbhanga.



4.11 Student Registration & Evaluation Division

Student Registration & Evaluation Division (SR&ED) is responsible for the registration of students in different programmes and monitoring of their performance in term-end examinations. The continuous evaluation of students' performance in tutor marked and computer-marked assignments is monitored regularly. In-house software has been developed and distributed to Regional Centres for processing Project Reports of Computer Programmes. Finally, Certification of students' performance by awarding degrees, diplomas or certificates to the successful students is also one of the major tasks of the Division.

The Division conducts Term-End-Examinations for various programmes twice a year. While educational institutions are exam centres in India, partner institutions and Indian Missions provide local facilities for the activity overseas.

4.11.1 Statistical details of work done by the Division during 2003-04 is tabulated below:

No. of Students registered	3,34,415
No. of Students on rolls	11,87,100
No. of Assignments evaluated	29,92,942
No. of Examination Centres	906
No. of Students registered for Term-end-exams. (June 2003)	2,69,229
No. of Students registered for Term-end-exams (Dec. 2003)	2,58,454
No. of Students registered for Entrance Tests	1,03,462
No. of Answer Books evaluated (June 2003 TEE)	6,12,113
No. of Answer Books evaluated (December 2003 TEE)	7,05,501
No. of Students awarded Degree/Diploma/Certificate	74,603
No. of Gold Medals awarded	41

4.11.2 In order to serve our widely spread diverse learner population of over one million, the Division has put the entire student database on the IGNOU website. The following information is made available on the website:

- Results of Entrance Tests for MP, CEMBA and CEMPA
- Term end results of all major programmes of the University
- Grade Card status of all the programmes
- Date Sheet for the TEE
- Assignments of the major programmes
- Re-registration Form
- Re-admission Form
- Interactive Online TEE Form
- Hall Ticket information

IGNOU Website also facilitates the prospective candidates to download the Student Handbook and Prospectus for different Programmes offered by the University.

4.11.3 2,69,229 students of different programmes registered for June, 2003 TEE and 6,12,113 answer scripts were processed by the Division. Similarly, 2,58,454 students of different programmes registered for the December 2003 Term-End Examination which was held at 906 Examination Centres (both for June and Dec.2003) across the country and 7,05,501 answer scripts were processed by the Division. The students were given the facility to submit their Term End Examinations Forms online through the IGNOU Website.

Assignments serve as a useful tool to pace the learning as well as continuous evaluation. In order to streamline the process of assignment evaluation, a software package developed in-house by SR&ED for entry of Assignment Grades of different programmes was distributed to all the Regional Centres and Study Centres. This has streamlined the work of the Cell established to monitor the whole activity and expeditiously process the Assignment Awards for incorporation in the Grade Cards for last one year.

During the year 2003-04, grades for a total of 29,92,942 evaluated assignments were received. The experience of decentralisation of various activities related to "Certificate in Computing" (CIC) have been very encouraging. The Division proposes to extend this facility to a few other Regional Centres in the near future for CIC and the teacher-training and other programmes offered in regional languages.

4.11.4 The Student Registration & Evaluation Division is responsible for overall coordination of activities pertaining to Annual Convocation. 74,603 Certificates, Diplomas and Degrees were conferred on successful students.

5. COUNCIL/INSTITUTE/CENTRES

5.1 Centre of Extension Education

The main objectives for Centre for Extension Education (CEE) were to extend educational opportunities to the disadvantaged groups of the society. During the period under report, the CEE has been focusing on academic and extension activities in the agriculture discipline which would form the base for the new School of Agriculture Sciences (SOAS) in the University.

- 5.1.1 The CEE organized a series of meetings with different Ministries for development of competent and productive human resource for the agriculture and allied sectors (such as Rural Development, Food Processing, etc.) through an array of customized open learning educational/ training packages using multi-media technologies. The collaboration and linkages also envisage development of specific need based education and training opportunities for continuous professional development and skill up-gradation for entrepreneurial development. In all, three projects have been sanctioned for development of programmes in agriculture, dairy farming and food processing by Gol.
- 5.1.2 The CEE provided academic support to the EMPC for Kisan Channel, which was launched on 21-01-2004 by Hon'ble Prime Minister as a free-to-air channel dedicated to educational and development programmes in agriculture. Programmes on agriculture and related areas available with IGNOU, ICAR, Doordarshan and various related ministries were telecast in one hour capsules with three repeats: Weekly news magazine comprising current agriculture related events and information based telecast every Tuesday in Khoj Khabar, weather and market news was telecast bi-weekly. Live teleconferencing on current agriculture topics was telecast every Friday. New programmes were commissioned by IGNOU.
- 5.1.3 The CEE focused on vocational and entrepreneurial modular Diploma programmes which were not being offered in the agriculture educational system. In the period of report, four programmes were initiated: i) Diploma in Production of Value added Products from Horticulture Produce (Fruits & Vegetables), ii) PG Diploma in Agriculture Policy, iii) Diploma in Watershed Management, and iv) Awareness Package on Dairy Farming.

In addition, collaborative projects in association with national and international agencies have been formulated.

5.2 Distance Education Council

The Distance Education Council (DEC) is an apex body responsible for promotion, coordination and maintenance of standards in Open and Distance Learning system (ODL) in the country. In pursuance of its objectives, DEC has taken a number of initiatives for providing support to State Open Universities (SOUs) and Correspondence Course Institutes (CCIs) of conventional universities and determination of standards in the system. During the reporting year the following tasks were accomplished:

5.2.1 Promotion of Distance Education

The Council extended financial support to distance education institutions, old and new, for development of infrastructure, institutional reforms, academic improvement, staff development and training, student support services, computerization and networking of institutions and improvement of quality of education. A sum of about 8 crore was sanctioned for SOUs and CCIs during 2003-04.

- Thirteen research projects for CCIs and SOUs worth Rs. 15.24 lakh were sanctioned for the improvement of distance education. In addition one teacher from CCI was sanctioned grant to participate in International Conference.
- The Council published a data-base on Open and Distance Learning. It was released on Teachers Day by the Hon'ble Human Resource Development Minister.
- A refresher programme was sponsored for History and Education faculty of SOUs and CCIs.

5.2.2 Co-ordination of Activities

- Joint development of programmes is being encouraged by bringing together institutions with interests in developing the programmes.
- Formation of a National Resource Centre for sharing of resources is being put in place, on the directions of the members.

5.2.3 Maintenance of Standards

- Nine State Open Universities have been visited for impact assessment of DEC grants sanctioned for the Ninth Five Year Plan. This helped enforcing financial discipline and stock verification.
- In the month of February, 2004 an advertisement was released in all national newspapers advising institutions offering education through DE mode to obtain approval of DEC for their programmes.
- Hand Book 'Recognition Process for Distance Education Institutions' published.

5.3 Electronic Media Production Centre

The Electronic Media Production Centre (EMPC) established in collaboration with Japan International Cooperation Agency (JICA), Government of Japan, was entrusted with the task of production of curriculum based audio-video materials. Over the period, EMPC has acquired the capability of broadcasting six full-fledged TV Channels. The sophisticated complex is equipped with state-of-the-art production facilities. There are two digital audio studios, two large video studios, Betacam SP Edit Suites, Non- Linear Video Editing, Audio Editing suites, a large duplication plant, graphic facilities, etc.

- 5.3.1 EMPC coordinates the functioning of a bouquet of educational channels under the banner of Gyan Darshan.

Gyan Darshan-1 provides educational programmes on a variety of subjects, including women empowerment, language, culture and discipline-based. Bhasha Mandakini was added as an important component of Gyan Darshan-1 on 5th Sept., 2003.



Gyan Darshan-2 is being used for induction, tele-counselling, tele-lecturing, tele-training of coordinators and counsellors and special seminars and virtual convocations. Teachers/ resource persons from the studio (teaching end) address 'live' through video and audio satellite links to the student groups assembled at learning ends. The students interact with the resource persons through a dedicated toll-free telephone line, or fax. During the reported period, about 422 hours of tele-conferencing activity was conducted. Of this about 281 hours were for 'Internal use' of IGNOU and about 141 hrs were for 'external institutions'.

Gyan Darshan-3 'Ekalavya' Channel has been exclusively devoted to technology education. It is to benefit students of IITs and all engineering colleges in India. GD-3 is coordinated by the IIT Delhi. The signals are sent through microwave to EMPC from where they are uplinked to the satellite.

Gyan Darshan-4 'Vyas' Channel brings curriculum-based quality higher education to the students pursuing higher education throughout the country. It is aimed to bridge the knowledge and information gap in the area of higher education and provide curriculum based programmes to the learners pursuing higher education under the conventional university and college system in the country. The programmes are telecast round-the-clock. This channel is coordinated by Consortium of Educational Communication of the UGC.

The **Kisan Channel** devoted to agriculture and rural information was operated from EMPC studios. The channel was intended to spread education and disseminate information on different topics in the field of agriculture and allied areas like rural development, animal husbandry, community welfare, environment, energy conservation, natural resource conservation and management etc. The target audience comprises farmers, extension workers, field-level functionaries, students who wish to enrol themselves for specific educational courses in agriculture and allied fields, and agriculture scientists, researchers and policy makers.

Interactive Radio Counselling

Every Sunday, Radio Counselling is being provided for 1 hour from the EMPC studio. Toll free Radio Counselling facility is available to learners to interact freely with experts.

Gyan Vani

EMPC is the nodal agency for the implementation of this MHRD initiative for using radio for educating masses. Ten FM Stations - Allahabad, Bhopal, Coimbatore, Bangalore, Mumbai, Lucknow, Vishakapatnam, Delhi, Chennai and Kolkata - have already become operational. In this reporting period, radio stations in four metro cities were made operational. For optimum utilisation of facilities, good programmes developed by each Gyan Vani station are exchanged/shared with other stations.

5.4 Staff Training and Research Institute of Distance Education

The Staff Training and Research Institute of Distance Education (STRIDE) has been entrusted with the responsibility of staff development, research and system development in distance education. Two academic programmes (PGDDE and MADE) developed by STRIDE faculty are offered through the SOE to develop human resources in distance education within India, and in Commonwealth developing countries. The faculty shares expertise with SOUs and CCIs for development of SIMs.

- 5.4.1 In order to address effectively the training needs of personnel involved in ODL, three Handbooks were revised and printed in the period of report. Five Handbooks were at different stages of development. Moreover, two refresher courses and one orientation programme were also coordinated, apart from workshops on Programme Evaluation and Revision.



6. OTHERS

6.1 Hindi Cell

The Hindi Cell of the University looks after the implementation work of the Official Language policy of the Government of India and make available all the necessary inputs/help to increase the use of Hindi in day to day work of the University. During the year, some of the major work done by the cell are as under:

- Organised Hindi Prabodh and Praveen classes in the University campus with the help of Hindi Teaching Scheme. Fourteen officials attended the classes and passed the examination.
- Organised "*Hindi Maas*" and a number of competitions were held on the occasion of *Hindi Diwas* to encourage and facilitate the officials of the University to work in Hindi.
- Organised several Hindi workshops to encourage the staff members to do their official day-to-day work in Hindi.
- Helped in translation, word processing, vetting and editing of IGNOU Profile, Annual Accounts, Annual Report, Office Orders, MOU, Circulars, Press Releases etc.
- Published "*Deepshikha*", an annual Hindi magazine.

6.2 Horticulture Cell

The University created the Horticulture Cell in August, 2002 which has been looking after the landscaping and horticulture work on the campus.

During the period 2003-04, about 1500 trees were planted in the Campus along with about 1000 bushy plants. These included both timber as well as fruit trees. The area around the Guest House was developed into greens and the lawns. During the winter and spring seasons, about 50 varieties of flowers were blooming. Organic vegetables grown in the campus worth about Rs. 1 lakh were sold to the employees. Work on the central hill in the residential complex was taken up during this period and is likely to be completed by September, 2004. More than 2000 flowerpots were made in the nursery during this period along with saplings of various varieties. Various new species were added through purchases from Bangalore, Kolkata, Guwahati, Allahabad, Meerut, Jaipur, Bhubaneshwar, Pune, Aurangabad, Agra etc. All areas developed during the previous years are being maintained. During this period, plans were finalised for landscaping around the newly built Academic Complex and Residences.



6.3 Malpractices Prevention Cell

The Malpractices Prevention Cell looks into complaints about malpractices reported from all its offices. During the period of report, two Programmes Centres were cancelled by the University on the recommendations of the Cell and the Coordinator of one Study Centre was changed. The Cell is managed by a three member Committee comprising of senior academics at IGNOU.

6.4 Public Information Unit

The Public Information Unit (PIU) at the University caters to the growing demand and need of public relation activities of the University. It reaches out to the prospective students of the University by providing advice, proper guidance and accurate information about academic programmes of the University, its instructional system and admission procedures. It also undertakes several activities to maintain a positive image and to enhance the popularity and outreach of the University as well as the ODL system in the country. It acts as a much needed bridge between the public and the University. The Unit prepares and disseminates media releases, various advertisements pertaining to admission and other notifications.

During the reporting period, the Unit issued a large number of media releases which were published in national dailies/ magazines/ news syndicates. The Unit apprised the media and provided publicity support for various events/ seminars/ talks organised by the University. Significant among these being the 15th Convocation, the Seventh Anuvrat Endowment Lecture, Eighth Annual Prof. G. Ram Reddy Memorial Lecture, Lecture on Leadership and Management of Research in Universities, Lecture on National Security and International Terrorism, Accreditation of Distance Learning Programmes by the DEC, MoUs with South Asia Foundation (SAF), Prasar Bharati, Khadi Village Industries Commission (KVIC), World Health Organisation (WHO), World Intellectual Property Organisation (WIPO), UNESCO, National Trust for the welfare of persons with disabilities, National Association for the Blind, Labour Ministry for skill development, Foreign Service Institute (FSI) of Ministry of External Affairs, Department of Information and Communication Technology of Govt. of India, Directorate General of Shipping (DGS), National Human Rights Commission and Canadian Human Rights Commission for disability, eight State Open Universities for Panchayati Raj Project, DPS Society, MoCs with Tamil Virtual University (TVU), Gandhi Smriti and Darshan Samiti (GS & DS), Footwear Design and Development Institute (FDDI), Jadavpur University, Kolkata.

It also reported the Launch of the Sanskrit Net under Bhasha Mandakini, the Vyas Channel, four Gyan Vani FM Radio Stations, Workshops on WebCT and eLearning, Self-Learning Material Development, Gender Training Resource Assessment and Design of Multimedia Gender Training Kit, Seminar on radio as a tool in distance learning, National level teleconference on Sarva Shikshya Abhiyan (SSA), Refresher Programme for Distance Educators, Visits of foreign delegations from Brazil, Eritrea and visits of Governors of Chhatisgarh, Uttar Pradesh, Andhra Pradesh and nation-wide Induction Programme for January 2004.

6.5 Scheduled Castes/Scheduled Tribes (SC/ST) Cell

The SC/ST Cell has been functioning since 1987 and monitors the reservation policy of the Govt. of India.

SC/ST Statistical Data from various quarters of the University is obtained and furnished to the Ministry of Human Resource Development, University Grants Commission, National Commission for Scheduled Castes and Scheduled Tribes, Parliamentary Committee for the welfare of SCs/STs and internal bodies of the University. The Cell assists the Administration in implementing the Reservation Policy of the Govt. of India.

6.6 Security Unit

Security Unit is responsible for the safety of the University property at the University Campus and other locations in Delhi and New Delhi. This includes supervision of security operations, fire safety operations, maintenance and installation of fire safety equipment.

To enhance security of official University vehicles and the residents, the token system with different type of stickers was introduced.

Security & Fire Orientation was imparted to University staff in general and specially to the security guards who are available to us as human resources to fight fire. There have been only a few small fire accidents mainly due to short circuits but all were dealt effectively without any financial loss.

A number of VVIP & VIP visitors came to the University and all the visits were conducted in safe and smooth manner.

6.7 Student Service Centre

Student service Centre (SSC) was established in 1999 at IGNOU Headquarters as a Single Window Nodal Agency for attending to students' queries with a view to resolve their difficulties pertaining to Admission, Registration, Evaluation, Examination, Non-receipt of Study material, and Regional Centre/Study Centre related issues.

Students who approach SSC are provided guidance and counselling, through five different modes of communication: through face-to-face, fax (91-011029535714, 295331290), telephonically (EPABX - 29535924 - 32, 29535062-65, 29533869, 29533870), electronically (ssc@ignou.ac.in), and through post.

On a normal working day, SSC receives, on an average, 300-400 students, 200-250 emails, 20-30 faxes, 40-50 letters and 250-300 telephone calls. These figures show significant increase as exam and/or new admission season approaches.

SSC is linked to all the major Service Divisions of the University, viz. SR&ED, MPDD, CD, and RSD through an excellent intra-net SGHS system which ensures accountability and quick and instant follow-up of needful actions for the benefit of students.

6.8 Vigilance Cell

Vigilance Cell was established in the University in 1998 and is headed by Chief Vigilance Officer (CVO). This Cell handles the vigilance matters to ensure probity and integrity in public administration. It is an extension of Central Vigilance Commission (CVC) for the purpose of exercising check and supervision on vigilance and anti-corruption work. During the reporting period, Preliminary Investigation was completed in 9 cases. 5 cases were referred to the Central Vigilance Commission for advice. The Cell also took

- Preventive Vigilance measures in sensitive areas like procurement, works, contracts and agreement.
- Steps to improve the Vigilance Administration in the University by sensitizing the officials about corruption.
- Steps to organise Vigilance Awareness Week in the University both at Headquarters and Regional Centres from 03rd November to 8th November 2003. On this occasion, Oath was administered to the officials of the University.

7. PROJECTS

7.1 DEP-Sarva Shiksha Abhiyan (DEP-SSA)

The erstwhile DEP-DPEP (Distance Education Programme-District Primary Education Programme), which had been in operation in 18 states during April 1997-June 2003, has been upgraded into DEP-SSA with effect from July 1, 2003 as an IGNOU-MHRD project. IGNOU is now the nodal agency for its implementation. DEP-SSA undertakes training of in-service teachers and other functionaries such as SCERT and DIET faculty, Block Resource Centre Coordinators (BRCCs), Cluster Resource Centre Coordinators (CRCCs), village education committees, etc., involved in elementary education programmes through distance mode. Under the DEP-SSA project, the State Resource Groups (SRGs) have been constituted to advise the State Project Offices in identifying training needs and addressing them through the distance mode. A Distance Education Coordinator (DEC) is being appointed in each State to coordinate the distance education component. Based on the deliberations in SRG, various activities have been planned and implemented. To provide effective support and guidance, an effective network of Direct Receiving Systems (DRSs) is being created.



7.2 Educational Development of North-Eastern States & Sikkim

North East Project (NEP) undertaken by IGNOU for the educational development of the North Eastern States funded by MHRD has contributed significantly to establishment of the network of open and distance learning. All the academic programmes of IGNOU are being offered through this network to enhance access to the people in rural and remote areas of North-East. The activities of NEP are monitored by the Prime Minister's Office. Some of the important Project achievements are listed below: