

Achievements of Gyan Vani during 2011-12

1. Recently a collaborative partnership has been set up by signing an MoU between IGNOU and the University of Kashmir. As per this MoU, Gyan Vani Srinagar will be operationalised using studios of EMMRC of Kashmir University.
2. Gyan Vani, Chandigarh operating from the studios of NITTTR has now started its own Gyan Vani station of 8 hours with educational programme generation with local content.
3. A monthly teleconferencing for the benefit of all the Gyan Vani stations across the country has been started for monitoring and sharing information on various administrative and policy issues.
4. Gyan Vani Delhi has now started live phone-in-programmes on all the seven days of the week. These IRC programmes cover broad spectrum of education related content and also training of the teachers.
5. Gyan Vani, Delhi has also introduced a programme titled 'Shiksha Jagat ki Halchal' which broadcasts live educational news (based on various activities like Seminars, conferences, admissions, convocations, workshops etc.)
6. Gyan Vani, Delhi has introduced the Live Interaction-through mobile for interviewing /reporting of various educational events such as 'World Book Exhibition' held in Delhi.



MoU being exchanged at EMPC with Japanese officials

7. Gyan Vani Delhi has introduced a 15 minutes programme 'Job. GVD'. (Job. Gyan Vani Delhi) on employment news in which information about various job openings is provided (based on information/ vacancies published in News papers, Rozgar Samachar etc.).

Other Initiatives

The third Japanese Grant for the Project "**Strengthening of Electronic Media Production Centre in Indira Gandhi National Open University**" at an outlay of 787 Million Yen was received this year.

EDUSAT Studio becomes operational - This compact studio which caters to the requirement of recording small group discussions and tele-lectures became operational in

January 2012. This studio is being utilised for generation of video content for IGNOU's e-content projects funded by NME-ICT, MHRD.

Live phone-in-programmes launched - "Kanooni Salah", started in 2011, is a phone-in radio programme, being broadcast every 2nd and 4th Wednesday from 5 to 6 pm on Gyan Vani network. This is a bilingual programme (English and Hindi). The listeners from all over the country ask their legal queries. The programme is very well received. This programme "legal awareness for common people" on Gyan Darshan is again a bilingual programme telecast on 1st and 3rd Saturday of every month (on bi-monthly basis) from 4 pm to 5 pm. Though the programme has been recently started, it is already gaining popularity.

Workshops: A 3-day orientation workshop regarding the role of audio/video media in ODL system was organised by EMPC from 9th to 11th January 2012 in which 11 producers and 8 teachers from different IGNOU Schools participated.

Rajiv Gandhi Project

The Rajiv Gandhi Project for EduSat Supported Elementary Education (RGPEEE) is a collaborative project of MHRD, ISRO, IGNOU and the State Governments of Madhya Pradesh, Bihar, Chhattisgarh and Uttar Pradesh. The network has a provision of one teaching-end with sub-hub at Jabalpur connected to 850 schools in the Sidhi District and 50 schools each in Sonbhadra in U.P., Koria in Chhattisgarh and Vaishali in Bihar. The ISRO has set up 1082 Receive Only Terminals (RoTs) and 33 Satellite Interactive Terminals (SITs) in seven Hindi speaking states i.e. Madhya Pradesh, Bihar, Chhattisgarh, Uttar Pradesh, Jharkhand, Rajasthan and Uttarakhand. RGPEEE is producing and transmitting tele-lessons on regular basis from its HUB (studio) at Jabalpur. Two hours live programme from 10 a.m. to 12 noon and repeat programme from 2 to 4 p.m. are being telecast from this network.

Virtual Classroom Network

Edusat is a collaborative project of ISRO, MHRD, IGNOU and State Departments of Education. This satellite provides interactive distance education system through audio-video streaming and data exchange facilitated through a computer network. IGNOU is up-linking its Edusat programmes in KU band transponder on the satellite INSAT 4CR using the DVS-RCS (Digital Video Broadcast Return Channel through Satellite) technology. IGNOU has already established 182 SITs (Satellite Interactive Terminals) across the country to facilitate regular two-way video conferences. The teaching end is co-located with the Hub (earth station) at EMPC, IGNOU, New Delhi. The Hub serves the IGNOU network as well as seven other networks of other institutions.

E-GyanKosh: A National Digital Repository of learning resources

IGNOU initiated the development of a knowledge repository in October 2005 to store, index, preserve, distribute and share the digital learning resources developed by the ODL institutions in the country. This is named *e-GyanKosh* (www.egyankosh.ac.in).

Today e-GyanKosh has emerged as one of the world's largest educational resource repositories. *e-GyanKosh* is open and available to the world as a free resource

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repository to facilitate self learners and empower educators. Anyone can register free of cost and access learning resources available in print and video formats.

More than 2300 courses and 2100 video lectures are available online in the repository. Video programmes are being provided through a special channel of IGNOU in *YouTube* with the metadata link in the repository. The repository also has a wiki for collaborative content generation.

After its public launch in June 9, 2008, *e-GyanKosh* has already received over 1.5 million hits, with an average of 400 visits per day from all over the world. There are 1,25,000 active registered users of the repository. The statistics clearly indicate the growing popularity of *e-GyanKosh*.

Education Broadcast (Live Webcasting)

Live educational programmes are available through the webcasting platform (www.ignouonline.ac.in/Broadcast), which at present provides access to broadcast channels Gyan Darshan-1, Gyan Darshan-2 and Gyan Vani (Delhi).

The platform supports multiple operating systems, processors and devices. The user has options to select from Windows Media or Flash players with a multiple bandwidth support ranging from 100 Kbps to 256 Kbps.

Online Programmes

Twenty seven major online programmes have been launched by the University using in-house developed e-learning platform. At present there are more than 5000 registered students for online programmes. The platform provides a complete Virtual Learning Environment (VLE) covering all the activities, from registration to certification.

Following online programmes are available on the Virtual Classroom platform (<http://www.ignouonline.ac.in/VirtualClass.htm>) :

1. Post Graduate Certificate in Acupuncture (PGCACP)
2. Appreciation Programme on Sustainability Science (APSS)
3. Leadership Programme on Nutrition Security and Sustainable Development (LPNSSD)
4. Appreciation Programme on Sustainable Management of Wetlands (APSMW)
5. Master in Intellectual Property Law (MIPL)
6. PG Diploma in Legal Process Outsourcing (PGDLPO)
7. PG Certificate in Cyber Law (PGCCL)
8. PG Diploma in Food Safety and Quality Management (PGDFSQM)
9. PG Certificate in Agriculture Policy (PGCAP)
10. Certificate Programme in Spanish Language (CPSL)
11. Academic Counsellors' Training online (ACT online)
12. MA in Distance Education (MADE)
13. PG Diploma in E-learning (PGDEL)

14. Master in Library and Information Science (MLIS)
15. PG Diploma in Participatory Management of Displacement, Resettlement and Rehabilitation (PGDMRR)
16. PG Certificate in Medical Informatics (PGCMINF)
17. PG Certificate in Health Insurance (PGCHINS)
18. PG Certificate in Medical Laws Practice (PGCML)
19. PG Certificate in Quality Management in Health Care (PGCQMH)
20. Diploma in Business Process Outsourcing - Finance & Accounting
21. PG Diploma in Sustainability Science (PGDSS)
22. Appreciation Programme on Sustainable Management of Ganga - A Scientific Approach (APSMG)
23. Leadership Programme on Himalayan Ecosystems (LPHECO)
24. Doctor of Philosophy in Library & Information Science (Ph.D in Library & Information Sc.)
25. PG Diploma Programme in Bio-Ethics (ICMR Project)
26. IGNOU- NHRC Human Rights Training Programme for Police Personnel

The online programmes have the following features:

- Walk in admission (Cohort based)
- Integrated multimedia courseware (personalised learning space)
- Online counseling and mentoring (web conferencing, text based chatting)
- 24x7 learner support
- Assignment Management System
- E-tutor based practical
- Group based online seminar
- Online Project platform
- Online Term End Examination (proctored)

FlexiLearn: Open Course Portal

The FlexiLearn website (<http://www.ignouflexilearn.ac.in>) is an open course portal where one can register and explore courses free of cost. It provides a personal learning space, where free learning resources are integrated with a learning management system for anyone who wants to learn, whatever their educational needs and experience are.

After its public launch on November 19, 2009, the FlexiLearn platform received tremendous response. It was launched with the objective to offer 'open courses' free of cost with course wise registration and assessment. The platform has been built on multiple open source applications with single sign on facility. In the frontend we have Content Management System (Drupal) and in the backend, Learning

Management System (Moodle) and E-Portfolio System (Mahara). The applications have been integrated with large number of third party plug-ins to provide Personal Learning Environment (PLE) for the Learners. The idea is to promote self-learning through community based interactions with built in Web 2.0 tools. The courses are offered as open courses wherein, anyone can register free of cost to access online courses. For certification, however, requisite fees have to be paid through online payment gateway. To earn a degree or diploma, the learner will have to fulfil requisite qualification and complete the programme as per laid down norms. Special application has to be made by the applicant for consideration of awarding degree/ diploma.

FlexiLearn facilitates informed learning wherein, anyone can register and explore courses free of cost to gain knowledge and skill in a particular area of interest. Certification for courses will be based on payment of the requisite fees. Under the FlexiLearn Platform, in collaboration with VMOCK, IGNOU launched Virtual Platform to practice for job interviews and enhance employability skills. More than 850 open courses are now available on the FlexiLearn Platform.

At present the students take up the examinations as per their desire and preparation. This venture provides a completely flexible system of examination independent of the traditional fixed time frame. Under the scheme of On-Demand Term End Examinations, around 24 programmes are being offered through 15 examination centres spread across country.

Under this system, IGNOU students can walk into the designated On-Demand Term End Exam Centre of the University on the prescribed days and time as per their choice. After registering for On Demand Exam, they appear for the examination in the course in which they are eligible to appear in the term end Exam. They may not require waiting for the six monthly term end examination. The relevant question papers are generated by the computer picking up the questions randomly from the question bank as per the blue print and design specific to the courses on the day of examination.

Pan Africa e-Network

Pan Africa e-network was started on 11th February 2010 with induction programme of MBA and DECE for the students of four African countries viz . Egypt, Rwanda, Botswana and Malawi. In July 2010 Ghana and Ethiopia joined the project for MBA programme. Students from Botswana, Malawi and Rwanda also joined for DAFE programme. IGNOU has signed MOUs with 30 institutes and universities in 28 countries viz, Benin, Botswana, Burkina Faso, Cameroon, Cape Verde, Democratic Republic of Congo (DRC), Ethiopia (Addis Ababa University, Harmaya University), Egypt, Eritrea, Gabon, Ghana, Guinea, Ivory Coast, Lesotho, Madagascar, Malawi, Mali, Mauritius, Mozambique, Rwanda, Seychelles, Senegal, Sierra Leone, Somalia, Sudan, Tanzania, Uganda, and Zambia. Approximately 2997 students have been enrolled in 18 Learning Centres under the Pan Africa e-Network project for MBA, MTM, BTS, DTS, DAFE, CNCC CTS and CES.

Student Support Activities

Indira Gandhi National Open University has made remarkable contribution in offering higher education and training in various fields of study with a nation-wide network of student support services, both face-to-face and technology enabled. Keeping in tune with its objectives of social inclusiveness and democratisation of education, the profile of IGNOU learners is diverse in nature comprising of all age groups, communities and social background.

The support services to students are extended by certain operational divisions located at the headquarters such as the Student Registration Division (SRD), Student Evaluation Division (SED), Material Production and Distribution Division (MPDD), Electronic Media Production Centre (EMPC) and by the regional centres (RCs)/ learning support centres (LSCs)/ partner institution (PI) network, operating under the Regional Services Division (RSD), EDNERU, International Division (ID), Convergence Unit and the Community Colleges Unit.

The Regional Services Division (RSD) was established in February 1986 to operationalise the Regional Centres, Study Centres and student support services of the university across the length and breadth of the country. The responsibilities and functions assigned to the RSD are as follows:

- Develop policies, systems and procedures in respect of establishment and management of regional centres and study centres,
- Organise and administer the national network of regional centres and study centres,
- Negotiate with Government departments, educational institutions, other organisations, including voluntary organisations for establishment of new regional centres and study centres,
- Identify and appoint suitable persons as academic counsellors for counselling, practicals and evaluation of assignments,
- Organise orientation programmes for part-time functionaries of study centres, and
- Funding and expenditure control of regional centres and study centres.

Activities during the period 2011-2012

- Four new regional centres i.e. Jodhpur (Rajasthan), Saharsa (Bihar), Jorhat (Assam) and Deoghar (Jharkhand) were added to the network of regional centres of IGNOU during the period 2011-12, making a total of 56 RCs.
- Apart from these RCs, 11 RRCs (Recognised Regional Centres) are functional (six with Army, four with the Navy and one with Assam Rifles), thus taking total number of IGNOU RCs to 67.
- Construction of office building for three regional centres i.e. Lucknow, Bangalore and Karnal was initiated during 2011-12.
- Establishment of 30 new regular study centres (SCs) elevated the total number of IGNOU SCs to 642.
- Number of programme study centres (PSCs) increased to 1719 with the establishment of 111 new programme study centres.

- 89 new special study centres (SSCs) were established under various categories (6 SSCs for Rural Area, 3 for SC/ST, 7 for Jail Inmates, 2 for Women, 6 for minorities, 61 for Physically Handicapped, one for CNRI, 7 for Vocational Training and 3 for Educationally and Economically Backward Blocks) during 2011-12. Now the university has a total number of 837 Special Study Centres (Rural Areas-170, SC/ST-71, Jail Inmates-59, Women-41, Blind-05, Physically Handicapped-311, Minorities-48, JSS-18, CNRI-87, Vocational-31 and EE&BB-27) across the country.
- Initiated offering of BPP programmes in Bengali, Gujarati, Malayalam, Marathi, Tamil and Telugu from July 2011 session.

The focus of IGNOU's support services has been on providing opportunities to the learners for face to face interaction with academic counsellors and among peer groups. The support activities included establishing LSCs, identifying, appointing and training personnel, providing and ensuring appropriate use of resources, monitoring theory/practical counselling and feedback on learner-progress, identifying exam centers and administering term-end theory and practical exams and extending logistics support to the schools and divisions at the headquarters. During the year of report 46,134 academic counsellors were on the rolls across the country. The RCs have organised orientation programmes for academic counsellors of various programmes of the university. Quality monitoring workshops for B.Ed. were held at selected RCs. Orientation programmes and workshops for functionaries at the learner support centres were conducted periodically to provide training on administrative, academic and financial matters. These were conducted through the face to face and teleconferencing modes. Induction programmes were held for newly admitted students of various programmes at the beginning of the academic sessions. Some of the RCs have organised silver jubilee meet/Alumni meet, seminars/conferences on various important issues and conducted short term training programmes as per the need of the region. The RCs also organised and participated in book fairs, career counselling and guidance programmes and other related activities. The regional centre wise report is provided in Chapter-VII of the Report.

With regard to examinations, decentralisation of the evaluation of answer scripts to the seven evaluation centres at Delhi, Kolkata, Patna, Lucknow, Guwahati, Pune and Chennai has led to early declaration of results for the benefit of the learners.

Several RCs conducted practical examinations, as per the national schedule provided by SED, and organised the evaluation of project proposals (PP) and project reports (PR) of the BCA, MCA, MA (Education) and M.Ed. programmes.

In a marked shift towards student friendly services, decentralisation of material dispatch to regional centres has enabled study material to reach students in time. To further facilitate student friendly services initiatives were also taken for online admissions, SMS alerts and on-demand exams.

In the coming year emphasis will be on co-ordination among operational divisions at head quarters, monitoring of regional centers and study centres, training programmes and several other areas to take the connectivity to the remotest corners of the country without compromising with quality.

a) CATEGORY-WISE DISTRIBUTION OF STUDY CENTRES AS ON 31/03/2012

REGULAR SCs	:	642	IGNOU RCs	:	47
RECOGNIZED SCs	:	20	IGNOU NORTH EAST RCs	:	9
SUB SCs	:	3	RECOG. ARMY RCs	:	6
PROGRAMME SCs	:	1719	RECOG. NAVY RCs	:	4
SPECIAL SCs (D.GROUP)	:	837	RECOG. ASSAM RIFLES RCs	:	1
POVERTY INDEX PATTERN	:	25			
COMMUNITY COLLEGE SCs	:	11			67
SUB TOTAL STUDY CENTRES	:	3257			
RECOG. ARMY SCs	:	28	SPECIAL GROUP: RURAL AREA	:	170
RECOG. NAVY SCs	:	4	SPECIAL GROUP: SC/ST	:	71
RECOG. ASSAM RIFLES SCs	:	30	SPECIAL GROUP: INMATES	:	59
			SPECIAL GROUP: WOMEN	:	41
			SPECIAL GROUP: BLIND	:	5
			SPECIAL GROUP: MINORITIES	:	48
			SPECIAL GROUP: PHY. HAND.	:	311
			SPECIAL GROUP: JSS :	:	18
			SPECIAL GROUP: EEBC	:	27
SUB TOTAL OTHER CENTRES	:	62	SPECIAL GROUP: CNRI	:	87
GRAND TOTAL CENTRES	:	3319			

b) STUDY CENTRES ESTABLISHED FROM 01/04/2011 TO 31/3/2012

REGULAR SCs	:	30	IGNOU REGIONAL CENTRES	:	4
PROGRAMME SCs	:	111			
SPECIAL SCs (D.GROUP)	:	89			
COMMUNITY COLLEGE SCs	:	11			
SUB TOTAL STUDY CENTRES	:	241			
			SPECIAL GROUP: RURAL AREA	:	6
			SPECIAL GROUP: SC/ST	:	3
			SPECIAL GROUP: INMATES	:	7
			SPECIAL GROUP: WOMEN	:	2
			SPECIAL GROUP: MINORITIES	:	6
			SPECIAL GROUP: PHY. HAND.	:	61
			SPECIAL GROUP: EEBC	:	3
			SPECIAL GROUP: CNRI	:	1
GRAND TOTAL CENTRES	:	241			89

The Educational Development of North East Region

Presently, there is a provision for allocation of 10% of the plan grant of the University for the educational development of the North East Region (NER). IGNOU, through its unit,

EDNERU has taken initiatives for the development of NE states. The unit was initially sanctioned as the North East Project (NEP) in 2000 by MHRD out of the Prime Minister's non-lapsable fund to create educational access and to equalise the opportunities of education and vocational training to the hitherto unreached in the NER cutting across physical

and geographical barriers. Since then, it has contributed significantly to the establishment of a network of open and distance learning in the region, supplementing the conventional forms of education.

Today, EDNERU comprises of 9 regional centres (RCs) with 406 study centres (SCs) and 5 Institutes, covering all the 8 states in the NER, to cater to the needs of more than 40,000 students in the region, who desire to pursue higher education or enhance their skills in vocational and technical fields. EDNERU facilitates the activities of the RCs and Institutes in the NER by successful coordination and regular review. In the NE Regional Directors' Meet organised by EDNERU on 16/02/2012, chaired by the Vice-Chancellor, the initiatives and efforts of the NE-RCs in the overall development of NER were revisited.

Students have benefited tremendously from the initiatives of the University in the region. Unemployed youth and domestic workers have been helped, educated and trained in many trades and vocational skills. This has enhanced their self-reliance and employability. Several students of the trainings/programmes have been offered placements. Many more guided and facilitated to grow into entrepreneurs. Thus, the aim has been to empower the uneducated and needy belonging to the BCs, SCs, STs (the tribal population being nearly 32 million, which constitute 3.73% of the country's total) and other minority groups, who form the major chunk of the NE population.

In order to bring about sensitisation about the NER and the issues therein and to bring the achievements of the University in the NER to the notice of all concerned, EDNERU has initiated monthly teleconferencing (from March 2012) which is now a regular feature of the unit. It provides a common platform, for interaction, debate and discussion on relevant issues of the region.

During the round table discussion at the World Education Summit on July 13, 2011, renowned academicians, media persons, activists, entrepreneurs and social workers from North East India actively participated in the discussion on the topic, 'Emerging scenario of educational development in the NER of India'.



The RDs of North East Centres with the VC, Prof. M. Aslam & EDNERU officers & staff

Student Services Centre

The Student Service Centre (SSC) at IGNOU Hqs. and IGNOU City Centre at YMCA, New Delhi are responsible for providing support to learners in their learning and related issues by attending to learners' queries, grievances and providing them guidance and counselling.

The SSC Counter at IGNOU Hqs. acts as the first point of contact for advice on a wide range of general enquiries. The Student Services Centre (SSC) continued to provide access to

students, both distance learners and regular full-time students, to a range of services and advice related to admissions, registration, fees, financial support, course choice, exams and results, graduation, and much more. The Centre helped learners by providing timely and proper academic support by coordinating with Regional and Study Centres for redressal of the problems and grievances of the learners.

It is estimated that each month about 14,000 telephone calls, 7000 sms/emails, 8000 face-to-face and 200 postal enquiries and grievances are received at SSC.

In order to nurture and promote talent in pursuing higher studies, the Post-Graduate Merit Scholarships are being distributed by the Centre.

IGNOU City Centre established in 2008, is a Nodal Centre for providing Student Support Services at the heart of the city. It is working as a promotional unit of the University. The City Centre is an important hub for major learner-centric activities of the University. The Centre is offering pre-admission and post admission Support Services including Sale of Students Handbook & Prospectus for all the programmes of the University, subsequent receipt of Admission Forms for different Regional Centres of NCR, Re-Registration Forms, Term-end Examination Forms and other Application Forms from students for specific support. The Centre also provides support on different academic issues to learners/prospective learners including career counselling and guidance. It is well connected by Delhi Metro and DTC.

Community College Scheme

The IGNOU Community College Scheme is an attempt to channelise the academic path primarily for the underprivileged sections of society leading to gainful employment. So far 517 Community Colleges are registered with IGNOU. The total number of students who have taken admission so far is 43000. The Community College Scheme has also been extended to the Indian Army, Air Force and Navy.

The Scheme is at present under review to make it more meaningful and serve the community better while maintaining the academic standards of the University.

Campus Placement Cell

The University has a Campus Placement Cell to look after the placement of our students. During the reporting period, all activities of the Campus Placement Cell (CPC) were geared towards sensitising job aspirants to transform themselves into being job worthy. Through career mapping exercises, structured attempts were made to help all registered job aspirants explore alternate career options and avenues. Our learners were made aware of available employability enhancement methods within and outside the university.

During 2011-12, IGNOU has signed MoUs with Aspiring Minds Pvt. Ltd and Integrated Learning Solutions for enhancing employability under the Finishing School Employability Initiative of CPC. IGNOU-Aspiring Minds are trying to bring together job seekers and campuses across India on a national standardised platform. Aspiring Minds' flagship test, AMCAT is India's largest Employability Test for job opportunities in top corporate houses. IGNOU-Integrated Learning Solutions has a platform called 'WHEEBOX' which is a research-based instructional design innovation of Integrated Learning Solution (ILS). WHEEBOX is a great tool that provides students and educators the best means to manage and promote learning. The user can assess

domain skills in the field of Information Technology, Aptitude Skills and English Communication Skills.

Soft Skills Workshop with 'Campus and Beyond' was also conducted. This is a training institute which imparts real-time training, with regular industry visits and lectures by market experts, leading aspiring young professionals to a world of opportunities. Workshops were conducted for our students at IGNOU Regional Centres namely Delhi 1, Delhi 2, Delhi 3 and Noida.

The current year was relatively good for placement and placement related activities as many renowned national as well as multi national organisations showed interest in our students. The companies who sent us their vacant job positions were: Campus and Beyond, Net Ambit Infosource Pvt. Ltd, Integrated Learning Solution, National Institute of Malaria Eradication, Corascent, WNS, Money Matter Marketing, HCL Technologies Ltd, Amadeus India Pvt. Ltd., Bajaj Capital, Synergy Envirionics Ltd, Flipkart.com, Career Launcher, Muthoot Finance, Vertex Customer Service India Ltd and Unique Infoways Pvt. Ltd.

International Network

On the International front, the IGNOU has focused on collaboration with foreign institutions, licensing of course material, undertaking research projects, facilitating students exchange through web casting and teleconferencing, capacity building of ODL and operational matters. IGNOU at present has its reach in about 43 countries through 80 partner institutes in GULF countries, Africa, Asia and Europe. The Gulf countries where partner institutes offer our courses include UAE, Kuwait, Qatar, Saudi Arabia, Oman and Bahrain. Our partners in African countries are in Mauritius, Kenya, Ethiopia and Ivory Coast. In Africa, IGNOU's Academic programmes are being offered in Ghana, Ethiopia, Zambia, Sierra Leone, Madagascar and Liberia in collaboration with the International Institute of Capacity Building (IICBA) and UNESCO. In collaboration with Commonwealth of Learning (COL) and Southern African Development Community (SADC), IGNOU offers COL-

IGNOU Rajiv Gandhi Fellowship to offer PGDDE and MADE Programmes in Malawi, Jamaica, Samoa, Namibia, Seychelles, Swaziland, Nigeria, Botswana, Zambia and Lesotho. In Europe, IGNOU's academic programmes have been on offer in London and in collaboration with Germany and France during this period. Other collaborators in Europe are Spain and Austria. IGNOU also offers its educational programmes in other countries like Afghanistan, Sri Lanka, Nepal, Malaysia and Singapore. In addition to offering course through partner institutions, it has collaborated with organisation/universities in Canada, Eritrea, Fiji, UAE, Papua New Guinea, and Ivory Coast. The cumulative gross enrollment of overseas students was about 48,499. A Coordinators' meet for its overseas Partner Institutions was also organised from 12th to 15th July 2011.

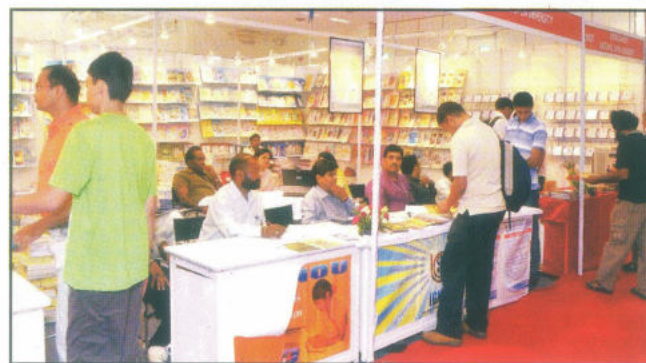
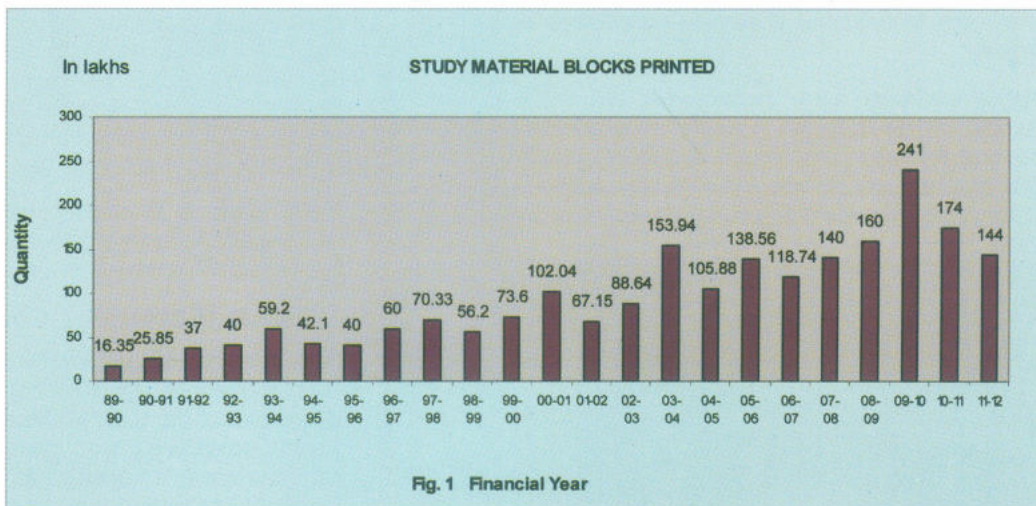
Activities and Initiatives

- i) The state of art studio for the tele-education for the SAARC countries was launched in early January 2012. Interactive session was arranged between NCED, Nepal and Schools of IGNOU.
- ii) PAN ASEAN (CLMV countries): feasibility study was conducted in CLMV countries by delegates from MEA, TCIL and IGNOU. Details are being worked out for launch of the project.
- iii) India Africa Virtual University (IAVU) – A concept paper was developed and forwarded to MEA/MHRD. Subsequently, Hon'ble Prime Minister, Dr. Manmohan Singh announced the launch of IAVU during his visit to Ethiopia. The modalities of the establishing the IAVU are being worked out by ACIIL.
- iv) PAN Gulf - TCIL have given a demonstration for conceptualising tele-education network for Gulf Countries. Inputs were given to TCIL for improving tele-education through e-Network which is proposed to be launched in IGNOU by MEA/TCIL.

Material Production and Distribution

Material production and distribution is one of the most important activities of the University. The Material Production and Distribution Division (MPDD) has been entrusted with the responsibility of production and distribution of print material. It coordinates the printing of study material of all the Schools of Studies and meets all the print material needs of students as well as the regional and study centres of IGNOU. The Division also looks after special requirements of printing.

Figure 1 shows the course material printed over the years.



IGNOU Participation in 17th Delhi Book Fair (21st August, 2011- 4th September, 2011)

CHAPTER - V

Administration and Infrastructure

Administration

The Administration leverages its support to all the academic and non-academic activities of the University. The main responsibility of the Administration inter-alia is to provide support to all functional and operational Divisions, Centres, Units including Schools of Studies/Centres/Institutes/Chairs and Regional Centres by providing logistical support in terms of the manpower and infrastructural facilities.

The functions and tasks accomplished by various sections/units of the Administration are given below.

Governance

The matters related to the IGNOU Act, the Statutes, the Ordinance and Regulations framed under the Act, including the amendments additions/modifications thereto for approval of the BOM and the Visitor are looked after by dedicated unit called Governance Section.

During the year under Report, the Section has undertaken and accomplished the following major time bound activities.

- i) Coordinated 5 meetings of the BOM
- ii) Coordinated meetings of the Standing Committees (Nine)
- iii) Coordinated the responses to the Parliament Questions (58 Questionnaires)
- iv) Besides, the Section also leveraged its support to other Sections, Divisions, in providing the key papers/Minutes/Decisions, etc. facilitating their work, particularly in policy matters.

The Administrative Staff

The staff in position and its category-wise distribution as on March 31, 2012 are given in the table.

Recruitment

During the period 2011-12 the Recruitment Section conducted interviews, written tests and skill test at Regional Centres Shillong & Guwahati for 71 posts of non-academic staff

Staff strength as on 31.03.2012

NON-TEACHING POSTS (2011-12)

Category	Administrative Staff			Technical staff			Total staff			Local Rectt.	
	Sanc-tioned	In Position		Sanc-tioned	In Posion		Sanc-tioned	In Position		Sanc-tioned	In Posi-tion
		SC/ST	General		SC/ST	General		SC/ST	General		
1	2	3	4	5	6	7	8 (2+5)	9 (3+6)	10 (4+7)	11	12
Group-A	185	30	119	91	3	52	276	33	171	0	0
Group-B SOs/SPAs & equivalent	186	27	135	122	23	80	308	50	215	15	9
Group-B (Others)	275	35	134	223	25	107	498	60	241	46	4
Group-C	770	92	191	168	27	86	938	119	277	66	12
Group-C (earlier Group-D now-re- designated as Group-C)	281	39	76	0	0	0	281	39	76	30	11
Grand Total	1697	223	655	604	78	325	2301	301	980	157	36
		878			403			1281			36

pertaining to Regional Centres/Institutions located in North East Region under local recruitment quota during the month June, 2011. The Recruitment Section also conducted the interview for the post of Registrar (MPDD) in the month of October, 2011.

General Administration

The General Administration deals with the matters related to Sports and Cultural activities, IGNOU Crèche, releasing of advances and their Adjustment, Canteen hospitality, lease and rent matters, house allotment, receipt of license fee/ house rent, Bus/ RTV Services, Employee Welfare Fund, processing of T.A. advances/ claims, Central dispatch/receipt, booking of conference room, space allotment, Payment of Electricity/ Water/ Telephone bills, reimbursement of Telephone bills, property tax, arrangement of meetings/conferences, maintenance of Telephone Exchange and Telephone/ Intercom lines, liaisoning with Government agencies/ local bodies.

The Administration has a number of small units and cells to take care of important activities like legal matters, security, SC/ST policy implementation and Rajbhasha implementation.

RTI Act

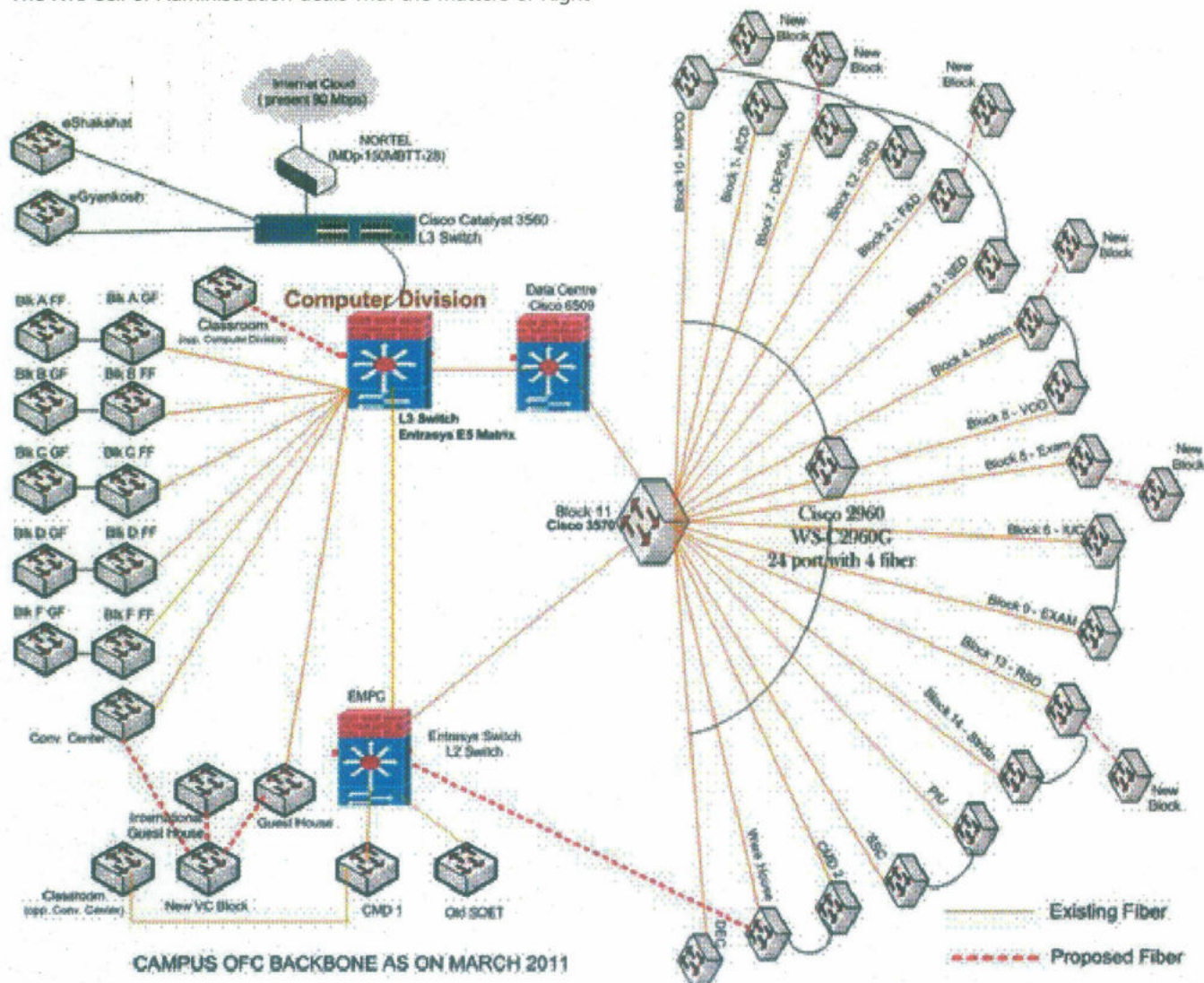
The University has a separate cell to take care of RTI queries. The RTI Cell of Administration deals with the matters of Right

to Information Act, 2005. For proper implementation of the RTI Act, the University has designated 113 Public Information Officers at its Headquarters and Regional Centres. During the year 2011 to 2012, the RTI Cell has disposed of 160 RTI matters and forwarded 590 matters to the concerned PIOs of IGNOU and transferred 4 matters to other public authority (outside) for further action. Online Annual Reports for RTI have been uploaded on CIC's website after consolidating the annual reports from Headquarters and Regional Centres.

ERP for the Back Office Automation

By implementing ERP for the back office processes, IGNOU, has become the first central university to automate and improve the effectiveness and the management of related functionalities. The university adopted it way back in the year 2007 when ERP concept of process integration had just begun in the universities and offices like IGNOU. Popularly known as "ODLSOFT" in IGNOU, the project has been successfully implemented to automate processes like Human Resources, Payroll, Purchasing, Finance & Accounting, Supply Chain Management etc to cater to the requirements of the Head Quarter.

HR Self services modules, like Leave, Medical, Travelling allowances, LTC, Loan & Advances, on line Pay slips etc are commonly used by each of IGNOU officials, which have



reduced the use of paper and follow up time, considerably. The ODL-Soft training imparted to IGNOU officials have instilled much needed self-confidence in using the system. Almost every employee at the Head Quarter has been trained to operate up on the integrated system and derive the direct and indirect benefits out of it.

The IT Infrastructure and related services created for the ERP (ODLSoft), through the Data Centre and 500 network nodes added (connected with OFC and CAT6 cables), fully integrated with other existing network of more than 2000 nodes are operational 24x7 on all 365 days in the year.

Necessary training sessions for ODLSoft were organised through the Master trainers trained by TCS on various operational modules of the ERP package.

IGNOU Student Management System

The Computer Division has in house developed an integrated system, in ORACLE environment, to support On Line delivery of information by creating the facility through IGNOU website www.ignou.ac.in for

- Compilation of Admission and Re-Registration in all the IGNOU academic programmes
- Assignment Submission and Management
- Registration Data Transfer System
- Examination form submission for Term-End Examination (TEE)
- Pre and post examination management and monitoring which is still in progress to cover all the academic programmes on offer from the university
- Dynamic dash board facility and so on.

Internet & Networking Set Up and Hardware

Further addition in network nodes in the different buildings including the Block 15 for all the newly created Schools of Studies was accomplished. Extended WiFi connectivity covering major places, on the main campus was also achieved. The internet bandwidth of 100 Mbps was configured for load balancing and disaster recovery in auto mode. By this facility internet connectivity is being provided uninterruptedly to everybody.

Launch of Academic Programme

The six month duration academic programme on Certificate Programme in PC Hardware and Networking (CPHN) was continued for the second session in October 2011 in association with HCL. The programme, which is full time on campus, was offered initially at two centres - Computer Division, IGNOU and Career Development Centre, HCL Noida.

Library & Documentation

Library & Documentation Division is responsible for developing and maintaining the library system of IGNOU, which comprises the Central Library at the headquarters and libraries at the regional centres (RCs) and learner support centres (LSCs). The central library caters to the needs of



academics, administrative and support staff at the Headquarters, all students and visiting faculty.

The RC libraries take care of the library requirements of the staff, academic counsellors, and academic coordinators in the region concerned. The study centre libraries are primarily meant for students.

The Library has introduced the virtual learning environment under NOIDLINET Programme for the benefit of students and faculty for accessing the e-resources. Now library has started extending the Remote Access facility to its E-Resources (RATE) to students and faculty. Another achievement was E-Library, developed to make licensed electronic resources and IGNOU developed databases accessible to all sections of the ODL community on the Internet, 24x7 from anywhere, irrespective of their place of location. This facility saves the time of users for searching and delivering the desired information. Users are now able to download the desired information at any time from anywhere.

Library Holdings as on 31.3.2012

Number of books	142060
Number of books at RCs and SCs	251543
Number of microfiches	17558
Number of microfilms	199
Number of journals	495
Number of CD-ROMs	4040
Number of newspapers	40
Number of magazines	58
Number of e-books	1711
Number of e-journals	75000

Achievements

The following are the achievements of the Library & Documentation Division:

1. Library & Documentation Division successfully organised the "Exhibition of the archival material on the occasion of 16th Prof. G. Ram Reddy Memorial Lecture" on July 2, 2011 at Convention Hall of IGNOU, New Delhi.

- Hon'ble Union Minister of Road Transport & Highways, Prof. C.P. Joshi launched the RATE Facility in IGNOU on July 2, 2011. The E-Library makes licensed electronic resources and IGNOU developed databases accessible online to all sections of the ODL community 24x7 from anywhere, irrespective of their place of location.



Prof. C.P. Joshi launching the RATE facility

- Library & Documentation Division organised four orientation programmes on Information Literacy for the benefit of students.
- The Library offers library internship to select students of library and information science who had passed the CLIS/DLIS/BLIS/MLIS examination from recognised library schools in India. Under this Internship programme, 35 trainees were offered internship during the reporting period.

Crèche

The Crèche of the University was established in 1990 with a view to facilitate the children of the staff members working in this University. The crèche functions under Staff Children Development Society which is a registered body under the Society Registration Act, 1956 with the help of contractual staff in Block No. 10 of the semi-permanent structure of the University. On an average the strength of the children in the crèche is 30.

Initially children up to age of 5 years were allowed, consequent upon the amendment made from time to time and as per the requirement of the IGNOU staff, the children up to the age of 12 years were permitted to be registered in the creche. The creche used to receive an annual grant of Rs.1,25,000 from IGNOU, which was raised to Rs. 3 Lakh with effect from the financial year 2010-11.

Horticulture

The Horticulture cell of the university maintains greenery of university campus spread in an area of 120 acres. Round the year, the cell grows a variety of flower and vegetable crops on the campus. During the past few years, the cell has focused on massive plantations of fruit crops in the campus. Also official buildings in the campus are decorated with indoor avenue plants. The cell plants trees, develops lawns, grows avenue and flowering plants to make the campus environment soothing.

During 2011-12, the cell developed and maintained 12 gardens (3.5 ha) of different sizes on the campus. Many

ornamental plants have been artistically trained using physical plant supporters and through pruning to beautify the campus. The cell further planted around 2250 fruit plants comprising of Aonla, Phalsa Banana, Bael, Carambola, Lasoda, Papaya and strawberry; 3000 Bottle brush 150 *Ficus retusa*, 35 Fox tail palm, 10 Pine, 30 Plumeria, 120 *Ficus* and 100 variegated Chandani. High value flowers such as Tulip and Lilium, Ranunculus, Hybrid Petunia and Hybrid Dahlia were also grown in pots and beds. This year as well, the cell continues growing of vegetables crops without any chemicals during different seasons in an area of about one hectare.

The Horticulture cell participated in flower exhibitions cum competition organised by Delhi Agri-Hort. Society (DAHS) and Indian Agriculture Research Institute (IARI, Pusa, New Delhi), held on 25-26 February 2012 at IARI, Pusa. The cell won 07 trophies in the categories of public garden, vegetable garden, vegetable stall and in floral pots in Govt. institutions category. Besides these trophies the cell received 23 appreciation prizes for display of potted flower and vegetables in various categories.

The cell decomposes all types of agro-wastes available in the campus through the NADEP and vermicomposting units. The cell has designed three NADEP structures in the campus. The compost generated through these units is being used for cultivating the vegetable and also for the nutrient supply to other plant species in the campus. It maintains the ecology of the campus besides curtailing the cost of production.



Trophies won by the Horticulture Cell

Campus Development

Headquarters

Various extensive campus development activities were initiated which include construction of Vice-Chancellor's office and VIP Guest House. The work has been completed for the same and buildings are being used for functioning of offices. The work of design, fabricating, supply and erection of pre-engineering steel building (steel structure work) for temporary classrooms has been completed and civil works started. Construction of underground water tank and allied work of Plumbing etc. have also been completed. The drinking water from Sonia Water Project is available to IGNOU. Setting up of Life Sciences lab in "D" Block at Academic Complex has also been completed and handed over for use to the school. The work on pre-engineering building (at temporary campus being executed under the supervision of M/s RITES Ltd. for ground plus 2 floors) was completed. Seven schools were shifted to