

PROGRAMME GUIDE

Post Graduate Diploma In Rehabilitation Psychology (PGDRPC)



School of Social Sciences
Indira Gandhi National Open University
New Delhi

Programme Guide

PGDRPC

Discipline of Psychology
School of Social Sciences
Indira Gandhi National Open University

June 2024

© *Indira Gandhi National Open University, 2024*

Cover Design: Yamini Baba, Research Scholar, Discipline of Psychology, School of Social Sciences, IGNOU, New Delhi

All rights reserved by the University. No part of this work may be reproduced in any form by mimeograph or any other means without permission in writing from the Indira Gandhi National Open University.

Further information on the Indira Gandhi National Open University courses may be obtained from the University office at Maidan Garhi, New Delhi - 110 068 or visit the University Website at <http://www.ignou.ac.in>

Dear Learner,

Welcome to IGNOU and the Postgraduate Diploma in Rehabilitation Psychology (PGDRPC). The programme is in accordance with the Rehabilitation Council of India (RCI) norms and guidelines, March 2017. As you have joined the world's largest University that imparts education through Open and Distance mode, it is necessary that you are aware of the university system and its functions. You will also be keen to know some details about the programme that you have joined and the way in which the university imparts instructions. This Programme Guide gives the necessary information that will help you in knowing the university and pursuing the programme. It also gives the syllabus of the courses that are offered in the programme. We therefore advice you to keep this Programme Guide safely till you complete the Programme.

When you are selected for the programme, you will be allotted a Work Centre (WC). While pursuing PGDRPC, you will receive support from IGNOU through the Regional Centre and WC allotted to you.

As a distance learner, you may have several queries while pursuing the programme. We expect you to be directly in contact with the programme coordinator/ course coordinator, academic counsellor at the WC, your Regional Centre, and your peers. For any queries or doubts, please write to us at the Email pgdrpc@ignou.ac.in. While the University makes every effort to ensure that you pursue the programme of study without any difficulty, occasionally you might face problems. Please use the iGRAM platform (<http://igram.ignou.ac.in>) for quick resolution to such problems.

Also, we advise you to be in touch with the WC/LSC allotted to you for advice / timely day-to-day information related to this programme and also visit the university website www.ignou.ac.in at regular intervals. We wish you all the success in pursuing Postgraduate Diploma in Rehabilitation Psychology.

Programme Coordinator(s)
Postgraduate Diploma in Rehabilitation Psychology
Ashwini Kumar & Monika Misra
pgdrpc@ignou.ac.in

1. THE UNIVERSITY

The Indira Gandhi National Open University (IGNOU) is the world's largest Open University. It is a Central University established by an Act of Parliament in 1985, to advance and disseminate learning and knowledge by diverse means, including information communication technology. The objective is to provide opportunities for higher education to a large segment of the population and promote educational wellbeing of the larger society.

In a relatively short time, IGNOU has made a significant contribution in the areas of higher education, community education, extension activities and continual professional development. As a world leader in distance education, it has been conferred with an Award of Excellence by the Commonwealth of Learning (COL), Canada. IGNOU offers its academic programmes through its 21 Schools of Studies, with a network of 69 Regional Centres and about 2005 Learner Support Centres (LSCs). The University also has 12 Recognized RCs with Army, Navy and Assam Rifles. The University is offering a special skill-based Bachelor's Degree Programme under the "Agnipath" Scheme, since August 2023. The scheme is meant for Jawans, Sailors and Airman of the three services joining as Agniveer in the Indian Defence Forces. The University also has a network of 25 Overseas Study Centres (OSC) in 15 countries.

The University offers over two hundred academic, professional, vocational, awareness and skill-oriented programmes at the level of Certificate, Diploma, Bachelor's Degree, Master's Degree and Doctoral Degree. Currently the emphasis is being laid the University on developing interactive multimedia supported online learning as well, adding value to the traditional distance education delivery mode with modern technology enabled education within the framework of blended learning. It has decided to make the learning material available in digital format. Presently, the University is offering 44 online programmes. As a national coordinator for SWAYAM (online learning initiative by the Ministry of Education, Government of India), the university is offering 214 MOOCs through the SWAYAM platform. IGNOU manages six SWAYAM PRABHA channels as part of the national policy's implementation for the integration of ICT in education.

2. SCHOOL OF SOCIAL SCIENCES

The School of Social Sciences (SOSS) is among the larger schools of studies at the University. SOSS offers academic programmes in eight disciplines: Anthropology, Economics, History, Library and Information Science, Political Science, Psychology, Public Administration and Sociology. The School offers a number of certificate, diploma and degree programmes at the Bachelor and Master levels. It has also expanded its academic activities through research degree

programmes that apply newer methodologies to elicit a more creative response, both from within a discipline and from inter-disciplinary interactions.

3. POSTGRADUATE DIPLOMA IN REHABILITATION PSYCHOLOGY (PGDRPC)

The area of psychology is concerned with the study of behaviour and mental operations. It enriches society and improves our lives. In other words, it helps us understand and better our world. Psychology has established itself as a scientific discipline, and its application encompasses wide settings. Because of the varied scope, psychologists have been working on emerging areas to participate and lead on these and other new themes. The COVID-19 pandemic has changed our attitude towards mental health and has made us realize that many of our most pressing concerns are rooted in human behaviour. The application of psychological principles has helped find solutions to many of the challenges and help achieve the Sustainable Development Goals, which aim for global peace, prosperity, and well-being.

Rehabilitation Psychology is a subfield of psychology that applies psychological principles in understanding disability. A Rehabilitation Psychologist/Counsellor is engaged in the evaluation and treatment of people with disability; the disability maybe due to injury or illness. They also delve into overcoming barriers in participation in daily life activities of the person with disability, and helps in positive adaptation to disability. It is a specialized field that focuses on disabling conditions, family dynamics, behaviour related to prejudice and stigma, and also policies and laws related to disability and rehabilitation. This specialty area within professional psychology is focused on training rehabilitation counselors. The rehabilitation counselors assist individuals with injuries or illnesses—whether chronic, traumatic, or congenital—as well as their families, to achieve optimal physical, psychological, and interpersonal functioning. The focus is on providing services tailored to the individual's impairment, disability, and handicap, while considering personal preferences, needs, and resources. Rehabilitation counseling involves interdisciplinary teamwork within a network of biological, psychological, social, environmental, and political considerations to achieve optimal rehabilitation goals.

The Postgraduate Diploma in Rehabilitation Psychology (PGDRPC), offers an excellent opportunity to understand disability and rehabilitation. The programme provides a rich background for those of you who plan to work in settings like, healthcare set-up, and rehabilitation centres, to improve the overall quality of life of people with disability. Rehabilitation psychologists may specialize their work according to chronic health conditions or disability. They may also work in academia, policy-making and advocacy.

PGDRPC is an intensive and engaging programme. Practical is an important component in the of the programme and there are two courses related to the Practical exposure, like assessment and intervention. We hope that the theoretical foundations and the Practical training will encourage you to be curious about the domain. We also hope that you will contact the programme coordinators/ course coordinator for any questions or clarification related to the courses.

Aims and Objectives of Postgraduate Diploma in Rehabilitation Psychology

Despite continuous efforts by the Rehabilitation Council of India (RCI), trained and qualified human resources in the area of disability and rehabilitation remain limited. As per the 35th Annual Report of RCI, approximately 75,000 professionals across various disabilities are registered with RCI. According to the 2011 Census, 2.21% of India's population had some form of disability, highlighting the inadequacy of available human resources. Rehabilitation professionals often work on a one-to-one basis due to the need for close supervision and the chronic nature of many disabilities, which require lifelong professional help. The Manpower Report by RCI estimated that at least 363,000 professionals are needed to serve 10% of the disabled population nationwide (Report on Manpower Development, RCI, 1996). Therefore, augmenting the manpower in rehabilitation psychology through distance education is essential to create a trained workforce to deliver services to individuals with disabilities. According to the RCI Act (1992, amended in 2000), any professional working in this field must register with the RCI. The RCI Expert Committee has recommended that individuals aspiring to work in rehabilitation, including psychologists, counselors, and social workers, should possess at least a Diploma in Rehabilitation Psychology, even if they hold a Bachelor's or Master's degree in psychology, to ensure quality service provision.

The Postgraduate Diploma in Rehabilitation Psychology (PGDRPC) Programme, thus, intends to develop an understanding of the different aspects of disability and rehabilitation. It aims to develop professional skills and competencies in light of assessment, identification, evaluation and intervention in rehabilitation psychology. The trained students have the scope to contribute in the area of mental health, academic/research institutes, NGOs, government organisations and rehabilitation centres. The programme will equip with a strong foundation for your career goals.

Programme Outcome

By choosing to study PGDRPC, you should be able to:

- Develop an understanding of different domains of human behaviour
- Get acquainted with the subfield of rehabilitation psychology
- Broaden the understanding to recognize psychological problems and needs of a person with disability for rehabilitation
- Develop skills and competencies for identification, assessment, and evaluation, of disabilities, and
- Develop abilities to carry out intervention and counselling for issues in person with disability
- Identify strategies to promote quality of life and well-being

4. MOU BETWEEN IGNOU AND RCI

IGNOU is offering the Post Graduate Diploma in Rehabilitation Psychology Programme through Open and Distance Learning (ODL) Mode within the framework of the Memorandum of Understanding (MoU) signed between IGNOU and RCI (Rehabilitation Council of India) on 24 April 2023. The University will design and develop the self-learning material of the programme

and deliver it through ODL mode in line with RCI norms and regulations. The RCI will facilitate in the delivery (delivered with the support of WCs which are recognized by RCI) and certification of the programme.

5. ABOUT THE PROGRAMME

The minimum educational requirements for admission to this programme are:

- A Bachelor's degree (regular mode) with general psychology courses in all three years, or
- A Master's degree in any branch of psychology in either regular or distance mode, or
- A Master's degree in counseling psychology in either regular or distance mode

A minimum of 55% marks in aggregate is required. For SC/ST/OBC categories, a minimum of 50% marks in aggregate is essential. The entry qualification must be from a UGC recognized university.

Medium of Instruction

The medium of programme delivery and instruction is English.

Duration

The programme can be completed in a minimum period of 1 year and 6 months and a maximum period of 3 years. It is offered in July admission cycle.

Number of Seats:

The programme has a fixed limited intake of learners. The total number of seats offered for the programme is 200, with a minimum of 10 learners and a maximum of 25 learners per WC.

6. CREDIT SYSTEM

IGNOU has been one of the earliest universities to introduce credit based academic programmes. One credit is equal to 30 hours of learner's study time. To successfully complete the PG Diploma in Rehabilitation Psychology, a learner must complete 32 credits over 1 year and 6 months. Initially, the learner must opt for all 32 credits. One credit equates to 30 hours of learner's study time (that includes the study of Self-Learning Material, assignment writing, attending counseling sessions and practical sessions). For instance, completing a 4-credit course requires approximately 120 hours of study.

Programme Structure Template for Postgraduate Diploma in Rehabilitation Psychology Programme (One and half years)

| Course Code | Course Name | Nature of Course | Credits |
|--------------------|--|-------------------------|----------------|
| MPC-071 | Disability and Rehabilitation | Theory | 4 |
| MPC-072 | Psychosocial Issues in Disability | Theory | 4 |
| MPC-073 | Rehabilitation Assessment and Counseling | Theory | 4 |
| MPC-074 | Community Based Rehabilitation | Theory | 4 |
| MPCL-075 | Practical-I: Identification and Assessment | Practical | 8 |
| MPCL-076 | Practical II: Intervention | Practical | 8 |

Detailed Syllabus

MPC-071: Disability and Rehabilitation

Block 1: Disability Studies and Rehabilitation: An Overview

Unit 1: Introduction to Disability Studies and Rehabilitation

Unit 2: Concepts of Impairment and Disability

Unit 3: Disability: Incidence Prevalence and Severity

Unit 4: Disability: Quality of Life and Well-being

Block 2: Models and Theories

Unit 5: Disability and Environment

Unit 6: Models in Disability and Rehabilitation

Unit 7: Strategies for Psychosocial Adjustment

Block 3: Disability: A Developmental Perspective

Unit 8: Human Growth and Development

Unit 9: Disability Concepts and Developmental Theories

Unit 10: Developmental Disabilities

Unit 11: Health Illness and Disability during Adolescence

Unit 12: Disability and Coping during Adulthood

Block 4: Professional Ethics Policies and Acts

Unit 13: Professional Ethics

Unit 14: Acts and Policies

Unit 15: Services and Schemes for Disability

MPC-072: Psychosocial Issues in Disability

Block 1: Disability and Developmental Issues

- Unit 1: Human Growth and Development
- Unit 2: Theories of Human Development
- Unit 3: Lifespan Development of Persons with Disability
- Unit 4: Self and Identity
- Unit 5: Personality Development

Block 2: Stress and Coping Styles

- Unit 6: Stress in Disability
- Unit 7: Coping Styles and Strategies

Block 3: Mental Health and Disability

- Unit 8: Psychological Reactions to Disability
- Unit 9: Psychopathology in Disability

Block 4: Family and Social Issues

- Unit 10: Family Issues
- Unit 11: Societal Issues
- Unit 12: Vocational Issues
- Unit 13: Needs and Issues related to different disabilities
- Unit 14: Psychosocial Issues and Policy Intervention

MPC-073: Rehabilitation Assessment and Counseling

Block 1: Assessment in Disability and Rehabilitation

- Unit 1: Assessment of Disability
- Unit 2: Assessment for Counseling Needs
- Unit 3: Assessing Intervention Efficacy

Block 2: Rehabilitation Counseling: Concepts and Theories

- Unit 4: Rehabilitation Counseling
- Unit 5: Models of Counseling
- Unit 6: Ethical Issues and Concerns

Block 3: Intervention Approaches

- Unit 7: Introduction to Intervention Approaches
- Unit 8: Behavioural and Cognitive Approaches
- Unit 9: Remedial Training

Block 4: Specific Interventions

- Unit 10: Life-skill Development
- Unit 11: Psychotherapeutic Interventions

Unit 12: Family Level Interventions

Block 5: Vocational Counseling

Unit 13: Vocational Counseling

Unit 14: Career Counseling

MPC-074: Community Based Rehabilitation

Block 1: Introduction to Community Based Rehabilitation (CBR)

Unit 1: Introduction to CBR

Unit 2: Community Based Rehabilitation in Different Contexts

Unit 3: Sustainable Community Based Rehabilitation

Unit 4: Components of Community Based Rehabilitation

Block 2: Community Based Rehabilitation for Prevention of Disabilities

Unit 5: Inclusion and Community Support

Unit 6: Disabilities and Prevention

Block 3: Initiatives of Community Based Rehabilitation Programmes

Unit 7: Community Organization in CBR

Unit 8: Organization and Sustainability of Self Help Groups

Unit 9: CBR Initiatives

Unit 10: Utilizing Local Resources for Income Generating Activities

Block 4: Applications of Community Based Rehabilitation

Unit 11: Role of CBR Professionals

Unit 12: Role of Stakeholders in CBR

Unit 13: Role of Voluntary Organizations

Unit 14: Role of Media

Unit 15: Empowering People with Disabilities

MPCL-075: Identification and Assessment

Part I: Screening and Early Identification of Persons with Disabilities

1. Developmental Assessment
 - o Case history taking
 - o Observation and clinical interview
 - o Screening tests and tools: Developmental Screening Test, NIMH Developmental Screening Schedule, Gesell's Developmental Schedules
 - o Submission of two case reports based on actual work on cases using the above-mentioned techniques and tests.

Part II: Psychological Assessment – Intellectual assessment, Assessment of Adaptive Behaviour, Neuropsychological, and Vocational assessment

1. Intellectual Assessment

- o Seguin Form Board
 - o Binet – Kamat Test of Intelligence
 - o Malin’s Intelligence Scale for Indian Children
2. Assessment of Adaptive Behaviour
 - o Vineland Social Maturity Scale
 - o Behavioural Assessment Scale for Adult Living - Mental Retardation developed at NIMH.
 3. Neuropsychological and Vocational Assessment
 - o Bender Gestalt Test
 - o PGI battery for brain dysfunction
 - o Vocational Assessment Checklist
 - o Psychomotor Tests – Finger Dexterity Test, Steadiness Test

The practical should be conducted in the laboratory at the Work Centre. Complete assessments as mentioned in the Part I and Part II have to be completed and to be written in a proper format (as given in the Handbook for Identification and Assessment MPCL 075). The learner is required to submit psychological test records comprising of five cases using the above-mentioned tests. The psychological test records will be assessed by the academic counsellor which carries 100% weightage in the Term End Examination. You may keep a photocopy of your Practicum Record before submitting it at your Work Centre. There will be NO viva-voce for MPCL 075.

MPCL-076: Intervention

Behaviour Modification

1. Behaviour Analysis
2. Behaviour Management Techniques for:
 - o Decreasing undesirable behaviours
 - o Increasing undesirable behaviours
 - o Developing new adaptive behaviours
3. Counselling Skills based on:
 - o Egan’s model of counselling
 - o Roger’s client-centered therapy
 - o Individual and family counselling

The learner is required to submit five fully worked-out Rehabilitation Counseling Records which include case formulation, problem areas elicited, type and technique(s) employed to resolve the problems, and the processes of counseling. Complete assessments as mentioned in the course MPCL 076 have to be completed and to be written in a proper format (as given in the Handbook for Intervention MPCL 076). The Rehabilitation Counselling Records will be assessed by the academic counsellor which will have 30% weightage (**Internal Assessment**) in the Term End Examination; and 70% weightage will be for to the Viva-voce (**External Assessment**) in this course. Out of five records, two shall be related to child cases including one from multiple disabilities.

7. PLANNING YOUR STUDIES

As mentioned earlier, each credit of this programme is equivalent to 30 hours of learner study comprising all learning activities (i.e. reading and comprehending the print material, listening to audios, watching videos, attending counselling sessions, teleconferencing and writing assignments responses). This means that you will have to devote approximately 120 hours of study for a four-credit course (30 x 4) and 240 study hours for an eight-credit course (30 x 8). Since you have four courses of four credits and two courses of eight credits, you need to put in a total of 960 hours of study in one and a half year. This means that you will have to **devote approximately around at least two hours of study every day**. You are therefore advised to adjust your reading schedule keeping this workload in view. With this schedule, you will be able to complete all courses in the minimum duration of the programme. The University offers a lot of flexibility and openness in the courses and duration for the completion of programme. You should **take full advantage of this flexibility**. As indicated earlier you can finish this programme in one and a half year by earning 32 credits. If you are not able to complete it within this period, you can take a maximum of three years to complete the programme. It would be better if you plan it in a systematic way. The University will make available self-learning materials and assignments according to the scheme of study. Completion of a course would involve studying the course, completing the assignments and obtaining pass marks in both assignments and the term end examination. There will be no assignment in Practical courses. If you are busy elsewhere and not able to fully devote yourself to the programme, you should plan accordingly so that you may complete the programme timely. Download the assignment from www.ignou.ac.in/Downloads/Assignments, ensuring the correct validity and the course code. Submit the completed assignment according to the schedule mentioned on the cover note, and take the term end examination (For details see Section 10 of this Programme Guide). Through a proper planning you can finish this programme according to your convenience.

8. FEE STRUCTURE AND SCHEDULE OF PAYMENT

A prescribed fee (total fee Rs. 20,000/- at present) is to be paid for the Postgraduate Diploma in Rehabilitation Psychology. A prescribed Registration fee (which is Rs. 300/- at present) (non-refundable) and University Development fee (which is Rs 200/- at present) also has to be paid. After the final list of selected candidates is declared on www.ignou.ac.in, the programme fee should be paid only by means of Debit Card/Credit Card through online mode only. **Fee once paid is not refundable.**

According to the University policy, the programme fees is subject to revision. In that case, the revised fee shall be payable.

Timely payment of programme fees is the responsibility of the learner. The learner is expected to remit the fees as early as possible without waiting for the last date. Non-payment of fee would result in the withdrawal of access to self-learning material and permission to write the examinations. It may also result in the cancellation of your admission. If any learner willfully appears in an examination without proper registration for a course, disciplinary action shall be taken against them as per rules of the University.

9. INSTRUCTIONAL SYSTEM

The learning methodology for distance learning is self-directed learning, which is a learner-centric rather than a teacher-centric approach. Your primary responsibility is to plan your studies and implement and evaluate your efforts. Thus, you will have a better scope to reflect and deal with the learning process independently. Self-learning material developed by the faculty members and the lectures provided by the academic counsellors will encourage critical thinking and foster creativity. You will also be subject to summative assessment in the form of assignments. So, as a distance learner, you will need to actively participate and take the onus of your learning process.

The methodology of instruction adopted by the University is different from that in the conventional universities. The Open University system is more learner-oriented in which the learner is an active participant in the teaching-learning process. Most of the instruction is imparted through distance rather than face-to-face communication.

The University follows a multi-media approach for instruction. It comprises of:

- Self-Learning Material
- Audio-video programmes transmitted through radio and television
- Teleconferencing sessions
- Face-to-face counselling at Work Centre by the Academic Counsellors
- Assignment/ Practical

9.1 Course Material

The self-learning material (SLM) of each Course, in print or eBook format, is the primary form of instruction. You should concentrate mainly on the SLM that are sent to you in the form of printed books or eBooks. The course material would be sufficient to write assignment responses and prepare for the Term End Examination (TEE). We would, however, suggest you to read additional material, especially those given in the Suggested Reading section of the course material.

The course material prepared by the University is self-learning in nature. Each course is printed in the form of a single book or eBook. The course is divided into a number of **Blocks**. A six-credit course generally has four to five Blocks. Each Block consists of Units (minimum two

to maximum five units). Normally, the **Units** covered in a Block are thematically arranged. The introduction section of the book provides an overview of the course, its objectives, guidelines for studying the material, and related aspects. The Block introduction explains the coverage of the Block as a whole as well as the coverage of each Unit in that Block.

Each Unit is structured in a way to facilitate self-study. Each Unit begins with **Learning Objectives** which will give you an idea on what you are expected to learn from the Unit. The **Introduction** provides an overview of the major theme of the unit. An attempt is made to forge a link with the topics of the previous Units and the topic to be covered in the Unit. This is followed by the main text, which is divided, into various sections and subsections. At the end of each section, we have provided questions for self-evaluation under the heading of **Check Your Progress**. You should attempt this part, as it will help you in assessing the immediate absorption and check your understanding of the topic. Questions in Check Your Progress are for your practice only, and you should NOT submit answers to these questions to the University for assessment. We have not provided the full-length answers, as we would like to encourage you to write in your own words and not rely on memorizing the course material.

The section **Summary** gives a brief account of what has been discussed in the Unit. This summary enables you to recall the main points covered in the Unit. Each unit ends with **References** which gives the list of books and articles that have been consulted to prepare the unit. In addition, at the end of each Unit, a list of **Suggested Readings** is given. Some of these books listed in this section will be available in the libraries at the Regional Centre. There is also a section on weblinks for online resources, which might be helpful.

In order to comprehend the SLMs, read the Units carefully and note down the important points. You can use the space in the margin of the printed pages for making notes and writing your comments. While reading the Units, you may mark the difficult words and look for the meaning of such words in a dictionary. If you still do not understand something, consult your counsellor during the face-to-face sessions at the WC for clarification. Alternatively, you may write to the course coordinator/programme coordinator for clarification.

Dispatch of Study Material

The dispatch of material will start once the online process of registration is complete and the admission is confirmed. You can expect to receive your study material within one month of closing of the registration for the programme. If any course material is missing or you receive wrong or defective material, please address your query to the Regional Centre or write to Material Production & Distribution Division at mpdd@ignou.ac.in. For the students who have applied for digitized version, the SLM maybe accessed from www.ignou.ac.in/eGyankosh.

9.2 Academic Counselling

In distance education, face-to-face contact between the learners and their academic counsellors is an important activity. The purpose of such an interaction is to answer some of your questions and

clarify your doubts, which may not be possible through any other means of communication. It is also intended to provide you an opportunity to meet fellow learners.

There are experienced academic counsellors at the WC to provide academic counselling and guidance to you in the courses that you have selected for study. The academic counselling sessions for each of the courses are held at suitable intervals throughout the academic session. Attendance in the academic counselling sessions for theory courses is not compulsory, but we would suggest you to attend these sessions as they may be useful in certain respects, such as to share your views on the subject with teachers and fellow learners, comprehend some of the complex ideas or difficult issues, and get clarifications for any doubts which you would not otherwise try to raise.

Face-to-face counselling will be provided to you at the WC assigned to you. You should note that the academic counselling sessions will be very different from the usual classroom teaching or lectures. Academic counsellors will not be delivering lectures. They will try to help you to overcome difficulties, which you face while studying for this programme. The sessions will be according to the University norms. In these sessions, you must look into the subject-based difficulties and any other issues arising out of such difficulties. The University normally organizes four academic counselling sessions for a 4 Credits and eight sessions for an 8 Credits course. One theory session is of two hours. Thus, for an 8 Credits Practical course, there will be at least eight counselling sessions, each session will be of three hours. These sessions are MANDATORY.

| Course | Credits | No. of Sessions | Duration |
|-----------------|----------------|------------------------|---------------------------------------|
| MPC 071 | 4 | 4 | Each session is of two hours |
| MPC 072 | 4 | 4 | |
| MPC 073 | 4 | 4 | |
| MPC 074 | 4 | 4 | |
| MPCL 075 | 8 | 8 | Each session is of three hours |
| MPCL 076 | 8 | 8 | |

Before you attend the academic counselling sessions, please go through the SLM and note down the points to be discussed. Unless you have gone through the Units, there may not be much to discuss. Try to concentrate on relevant and important issues. Try also to understand each other's points of view. You may also establish personal contact with your fellow participants to get mutual help for academic purposes. Try to get the maximum possible help from your academic counsellors.

9.3 Role of an Academic Counsellor

The academic counsellor plays a very crucial role by being the link between the learner and the University. Knowledgeable and experienced faculty of colleges/universities/institutions function as the academic counsellors of the University (Academic Counsellors are recommended by the Course Coordinator). These academic counsellors provide help, support, and advice to the learners in their academic progress. In the open distance learning system, learning is a self-directed activity. Many a times, the learner is engaged in a career or in other activities, and this may interfere with the studies. The learner may feel at a loss about going through the study material and doing the assignments. Time management in view of the family and work responsibilities becomes a challenging task. The learner finds himself or herself alone without any/less contact with the peer group. Thus, the learner needs guidance and counselling of the academic counsellor to overcome this feeling of isolation, get the required support, clarify doubts, and get feedback about their progress. Academic counsellors provide the needed face-to-face support to the learners in achieving their academic goals. For this, the academic counsellors need to have certain personal attributes required for effective counselling:

1. **Warmth:** to make the learners feel welcome and valued as individuals
2. **Acceptance:** conveying unconditional acceptance and regard to the learner, and respecting their right to make their own choices and decisions
3. **Genuineness:** being genuine, honest, and natural in your relationship with the learner
4. **Empathy:** being sensitive and understanding to the feelings of the learners and ensuring that this understanding is communicated to them.

9.4 Work Centre

To provide effective student support, you will be allotted a Work Centre (WC), as per the merit and availability of the seat at the WC. These WCs are institutes recognized by RCI. However, the seats available with each WC is minimum 10 and maximum 25. The particulars regarding the WC to which you are assigned, will be communicated to you (for reference, the Regional Centres where the Work Centres are activated, are mentioned at end of the programme guide).

Every Work Centre will:

- Be directly coordinated by the Regional Centre Director.
- Academic Counsellors in different courses to provide counselling and guidance to you in the courses you have chosen.

WC will have six major functions:

Counselling: Face-to-face counselling for the courses will be provided at the WC. Online sessions might also be conducted by the academic counsellor for theory. However, Practical sessions will be conducted in the face -to face- mode at the allotted WC. As mentioned earlier, there will be four academic counselling sessions for a 4-credit theory component, and eight

sessions for each Practical course. The schedule of the counselling sessions will be communicated to you by the Work Centre/ Regional Centre on your registered mail.

Evaluation of Assignments/ Practical: Tutor Marked Assignments (TMA) will be evaluated by the Academic Counsellors appointed for different courses at the WC. These assignments will be returned to you with tutor's comments and marks obtained. These comments will help you in your studies. Separate passing marks (40%) must be obtained in both the components separately.

Practical will be conducted at WC in the physical mode. Practical will also have a separate TEE, the details of which are explained in the self-learning material.

Library: For each course, some of the text books or the books suggested under 'Suggested Readings' will be available in Library at the Regional Centre. Many a times, WC also has a library facility. Also, the Central Library, IGNOU has a facility for all its learners, to remotely access the e-resources of the library. To avail the facility, the learner must request for a password at librarian@ignou.ac.in.

Information and Advice: At the WC and Regional Centre, you will get relevant information regarding the academic counselling schedules and the also the various programmes/ courses offered by the University.

Audio-Video Facilities: The WC is equipped with audio-video facilities to help you make use of the audio and video materials prepared for different courses.

Interaction with Fellow-learners: The WC gives you an opportunity to interact with fellow learners. It is the contact point for you. All important information is communicated to the Coordinators of the WC and Regional Director. The Coordinator would display a copy of such important circular/notification on the notice board of the WC for the benefit of all IGNOU learners. You are, therefore, advised to get in touch with your WC for day-to-day information about counselling schedule, assignment submission, practical submission, and practical conduction.

9.5 Interactive Radio Counselling

The University has the facility of interactive counselling through All India Radio network all over India. You can participate in it by tuning in to your area Radio station. Experts from various discipline areas are available for this counselling. Learners can put across their questions to these experts by using the telephone. The telephone numbers are announced by the respective Radio Stations. This counselling is available on all days. The topic for each session of the interactive radio programme is available in the *Gyanvani* section of the University website.

9.6 GyanDarshan

IGNOU in collaboration with Doordarshan has an exclusive Educational TV Channel called *Gyan Darshan*. It is available through cable TV network. The channel telecasts educational programmes for 24 hours every day. Live telecast is from 3-5 P.M. and repeat from 8-10 P.M. Apart from programmes of IGNOU, it will have educational programmes produced by various

national education institutions. You should try to get access to it through your cable operator. The schedule of programmes and live sessions is available at the study centres one month in advance. You can also get the schedule of programmes and live sessions from the University website.

9.7 GyanVani

Gyan Vani is an educational FM Radio network providing programmes covering different aspects and levels of education including Primary and Secondary Education, Adult Education, Technical and Vocational Education, Higher Education and Extension Education. There will be programmes on various aspects and courses of PGDRPC. The schedule of the programmes is uploaded on the University website.

9.8 Teleconference /EDUSAT

To reach our learners spread in different parts of the country, we take the help of teleconferencing. These sessions are conducted from University Campus, Delhi. The learners can attend these at their Regional Centre and specified WCs of IGNOU. It is a one-way video and two-way audio facility. The teleconferencing is available on Gyan Darshan-2 and Edusat. The faculty members of the University, and other experts as resource persons participate in these sessions. You can write your problems and questions to the programme coordinator/ course coordinator through emails; or may also contact over telephone. These will help in resolving your queries related to courses and other general information pertaining to the PGDRPC programme.

10. EVALUATION

The system of evaluation followed by the University is also different from that of conventional universities. IGNOU has a multi-tier system of evaluation.

- Self-assessment exercises within each unit of study.
- Continuous evaluation mainly through assignments which are tutor-marked, and practical evaluation, depending on the nature of the course opted for.
- The Term End Examination.
- Practical work and Viva-voce depending upon the requirement of the course.

The evaluation consists of two parts: i) continuous evaluation through assignments, and ii) term end examination. In the final result, all the assignments of a course carry 30% weightage while 70% weightage is given for the Term End Examination (TEE). University follows a grading system for continuous evaluation as well as term-end examination. It is done on a ten-point scale using the letter grades as given below: The University has decided to provide numerical marking also in the grade card and award of division for the Postgraduate Diploma in Rehabilitation Psychology.

The following is the scheme of awarding divisions:

| | | |
|----------------|---|---------------------|
| Ist Division | - | 60% and above |
| IInd Division | - | 50% but below 59.9% |
| IIIRD Division | - | 40% but below 49.9% |
| Unsuccessful | - | Below 40% |

You are required to score at least 40% marks in both continuous evaluation (assignment) as well as the term-end examination of each course. You are also required to obtain 40% in the Practical course. In the overall computation also, you must get at least 40% marks in each course to obtain Postgraduate Diploma. The scores of continuous evaluation and term-end examination are not complementary to each other for qualifying a course. Learner who does not qualify in the term-end examination is allowed to take up the Term End Examination after six months but within the maximum validity of the programme (the learner has to successfully complete all the courses within three years). For the next TEE, the learner must fill the exam form and pay the exam fee.

10.1 Assignments

Assignments constitute the continuous evaluation. **The marks that you secure in the assignments will be counted in your final result.** As mentioned earlier, an assignment of a course carries 30% weightage. You are therefore advised to take your assignment seriously. A simple omission on your part may put you in great inconvenience later.

For each course of this programme, you have to do two to three Tutor Marked Assignments (TMA) depending upon the nature of the course. The TMA for each semester can be downloaded from the www.ignou.ac.in/downloads/assignments/PostGraduateDiploma.

You have to complete the assignment within the due dates specified in the assignment booklet. You will not be allowed to appear for the term-end examination for any course if you do not submit the assignment in time for that course. If you appear in term-end examination, without submitting the assignments, the result of the term-end examination is liable to be cancelled.

Ensure that your assignment responses are complete in all respects. Before submission you should ensure that you have answered all the questions in all assignments. Incomplete assignment responses may affect your grades adversely.

The main purpose of TMA is to test your comprehension of the learning materials you receive from us and also to help you get through the courses. The academic counsellors after correcting the assignments return them back to you with their comments and marks. The comments will guide you in your study and help in improving it. It is therefore important that you collect the evaluated TMA along with a copy of the assessment sheet containing the comments of the academic counsellor on your performance.

The content provided in the printed course materials should be sufficient for answering the assignments. However, if you have access to other books, you may make use of them. The assignments are designed in such a way as to help you concentrate mainly on the course material and fairly use your personal experience.

You have to submit your assignment response sheets to the Coordinator of the Work Centre assigned to you. For your own record, retain a copy of all the responses which you submit to the Coordinator. If you do not get back your duly evaluated tutor marked assignments along with a copy of the assessment sheet containing comments of the evaluator on your assignment within a month after submission, please try to get it personally from your WC. This may help you to improve upon future assignments.

Keep duplicate copies of assignment responses of TMAs submitted to WC. They may be required to be produced at Student Evaluation Division on demand. Also maintain an account of the corrected assignment responses received by you after evaluation. This will help you to represent your case to the University in case any problem arises.

You must complete the Practical component in the interactive face- to- face sessions at the allotted WC. The counseling sessions for the Practical (8 Credits) are **mandatory**. The TEE of Practical will also be conducted at the WC (the details of the evaluation scheme is mentioned in the SLM).

If you do not get a pass grade in any assignment, you have to submit it again. Get fresh assignments from the Student Zone tab of the University website. However, once you get the pass grade in an assignment, you cannot re-submit it for improvement of grade. Assignments are not subject to re-evaluation except for factual errors, if any, committed by the evaluator. The discrepancy noticed by you in the evaluated assignments should be brought to the notice of the Coordinator of the WC, so that the correct score is forwarded by him/her to the Student Evaluation Division at Headquarters.

In case you find that the score indicated in the assignment sheet of your Tutor Marked Assignment has not been correctly reflected or is not entered in your grade card, you are advised to contact the **Coordinator of your WC** with a request to forward the correct award list to the Student Evaluation Division at the Headquarters.

Do not enclose or express doubts for clarification, if any, about study material or assignment along with the assignment. **Send your doubts in a separate cover to the Director, School of Social Sciences, IGNOU, Maidan Garhi, New Delhi-110068.** Give your complete enrolment number, name, address, title of the Course, Course Code, LSC name, and attach the assignment questions on top of your letter. If you have any specific grievances, you use the iGRAM (<http://igram.ignou.ac.in>) platform for an early response from the University.

SPECIFIC INSTRUCTIONS FOR TUTOR MARKED ASSIGNMENT (TMA)

- 1) Write your Enrolment Number, Name, Full Address, Signature and Date on the top right hand corner of the first page of your response sheet.
- 2) Write the Programme Title, Course Code, Course Title, Assignment Code and Name of your WC on the left hand corner of the first page of your response sheet. **Course Code and Assignment Code may be reproduced from the assignment.** The top of the first page of your response sheet should look like this:

| | | | |
|-----------------|---------|------------|---------|
| ENROLMENT NO. | : | NAME | : |
| PROGRAMME CODE: | | ADDRESS: | |
| COURSE CODE | : | | |
| COURSE TITLE | : | | |
| ASSIGNMENT CODE | : | SIGNATURE: | |
| WORK CENTRE | : | DAT | : |

- 3) Read the assignments carefully and follow the specific instructions, if any, given on the assignment itself about the subject matter or its presentation.
- 4) Go through the Units on which the assignments are based. Make some points regarding the question and then rearrange those points in a logical order and draw up a rough outline of your answer. While answering an essay type question, give adequate attention to introduction and conclusion. The introduction must provide a brief interpretation of the question and how you propose to develop it. The conclusion must summarise your response to the question. Make sure that the answer is logical and coherent, and has clear connections between sentences and paragraphs. The answer should be relevant to the question given in the assignment. Make sure that you have attempted all the main points of the question. Once you are satisfied with your answer, write down the final version neatly and underline the points you wish to emphasise. While solving numerical problems, use proper format and give working notes wherever necessary.
- 5) Use only foolscap size paper for your response and tie all the pages carefully. Avoid using very thin paper. Allow a 4 cm margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments in the margin at appropriate places.

- 6) Write the responses in your own hand. Do not print or type the answers. **Do not copy your answers from the Units/Blocks sent to you by the University.** It is advised to write your answers in your own words as it will help in grasping the study material.
- 7) Do not copy from the response sheets of other students. If copying is noticed, the assignment will be rejected.
- 8) Write each assignment separately. All the assignments should not be written in continuity.
- 9) Write the question number with each answer.
- 10) The completed assignment should be submitted to the Coordinator of the Work Centre allotted to you. TMAs submitted at any other place will not be evaluated.
- 11) After submitting the TMA, get the acknowledgement from the Coordinator on the prescribed assignment remittance-cum-acknowledgement card.
- 12) You should submit your TMA only to the Work Centre allotted to you by the University.
- 13) If you find that there is any factual error in evaluation of your assignments e.g. any portion of your assignment response has not been evaluated or the total of score recorded on your assignment response is incorrect, you should approach the Coordinator of your work centre for correction and transmission of correct score to headquarters.
- 14) There is NO re-evaluation for TMA/ Practical and 40 is the minimum pass marks for both.

10.2 Term End Examination

As stated earlier, the term-end examination is the major component of the evaluation system and it carries 70% weightage in the final result. You must fill the Term End Examination (TEE) form online before the last dates i.e. 31st March for June exam and 30th September for December exam. **Plase visit IGNOU website for latest updated information.**

The University conducts TEE twice a year i.e., in June and December. You can, however, take the examination only after completing the minimum duration of the programme. This means that **the Term End Examination for your programme will be after one and half years.** If you miss taking any examination, you may take those courses in next TEE conducted in June or December.

A learner is permitted to appear in the TEE, subject to the following conditions: -

- Registration for the courses is valid and not time barred.
- Required assignment in the course has been submitted by the due date.
- Minimum time to pursue these courses as per the provision of the programme has been completed.
- Examination fee is paid for all the courses in which the learner is writing the examination.

In the case of non-compliance of any of the above conditions, the result of all such courses is liable to be withheld by the University. In case you fail to get a pass score (40% marks) in the

Term End Examination, you will have to reappear at the next Term End Examination for that course within the total span of the programme i.e. three years.

Submission of Online Examination Form

The learners are required to fill in the Examination form to appear in the TEE each time i.e. for every exam (December/June) a learner has to apply a fresh. Fill-in the exam form online for all the courses that a learner plans to take in a TEE. The learner also to submit separate exam form for Practical component. **The course codes for theory and Practical will reflect in the exam form.** To avoid discrepancies in filling up examination forms and avoid hardship in appearing in the TEE, you are advised to:

- 1) Remain in touch with the Regional Centre/ Student Evaluation Division, IGNOU, for change in schedule of submission of examination form.
- 2) Fill-up all the particulars carefully and properly in the examination form to avoid rejection/ delay in processing of the form
- 3) Retain proof of submission of examination form till you download your Hall Ticket.

Examination Fee and Mode of Payment

The schedule for submission of TEE Form is available at the IGNOU website during each session. The prescribed fee (which is Rs. 200/- at present) is payable per course. The **mode of payment** of examination fee is only through Credit Card/Debit Card/Net Banking. Examination fee once paid is neither refundable nor adjustable even if the learner fails to appear in the examination.

Hall Ticket for Term End Examination

No hall ticket shall be dispatched to the examinees. Hall Tickets of all examinees are uploaded on the University website 7 to 10 days before the commencement of the Term End Examinations.

Learner is advised to take **the printout of the Hall Ticket from the University** website after entering the enrolment number and name of the programme of study, and report at the examination centre **along with the Identity Card issued by the University at tested by the Director of the Regional Centre.** Without a valid IGNOU Student ID Card issued by the Regional Centre/ University, examinees will NOT be permitted to appear in the examination.

Every learner must bring his/her identity card for appearing in the TEE along with the Hall Ticket. Learner will be allowed to appear in the TEE for those courses only for which registration is valid and the prescribed minimum duration of study is completed. In case, any learner has misplaced the Identity Card issued by the University, it is mandatory to apply for a duplicate Identity Card to the Regional Centre concerned well before commencement of the examinations. **The learner without valid ID Card will not be allowed to enter the Examination Centre premises.**

Examination Date Sheet

Examination date sheet (i.e., schedule which indicates the date and time of examination for each course) is uploaded on the University website at least fifteen days from the commencement of the TEE. You are advised to check the dates of all the theory courses. Practical TEE dates will not reflect in the date sheet. Your WC will not be the exam centre. You may take the exam from any IGNOU exam centre. **However, TEE for the Practical course, will be conducted at your WC and exam schedule will be communicated by the RC/WC.**

Declaration of Result

It is your duty to check whether you are registered for a course and whether you are eligible to appear for that examination. If you neglect this and take the examination without being eligible for it, your result will be cancelled.

All efforts are made to declare the results well before the deadline for submission of Examination Form for the next TEE. In case, result for a course is not declared you should fill the Examination Form for that course without Examination Fee. In case, you appear in the TEE of that course, you have to send a demand draft (drawn in favour of IGNOU, New Delhi) of requisite amount to the Registrar, Student Evaluation Division (SED) Division, New Delhi failing which your result of that course will not be declared.

Early Declaration of Result

In order to facilitate learners who have secured admission for higher studies or got selected for employment, etc. and are required to produce statement of marks/grade cards by a specified date, the University provides for early declaration of result. The learner can apply for early processing of his/her answer scripts and declaration of result. Such a student is required to apply in prescribed form (available on the University website) along with i) fee of ₹ 1000/- per course through demand draft drawn in favour of IGNOU and payable at New Delhi, and ii) attested photocopy of the admission/employment offer. You must submit the request for early declaration of result before the commencement of TEE, that is, before June 1st or December 1st for June and December TEE respectively. The University in such cases will make arrangement for early processing of answer scripts and declare the result as a special case possibly within a month's time from the conduct of examination.

Re-Evaluation of Examination Scripts

Learner who is not satisfied with the marks/grade awarded to them in the TEE may apply in prescribed form for re-evaluation within one month from the date of declaration of results, i.e. the date on which results are made available on the University website on payment of prescribed fee (which is Rs. 750/- at present) per course is payable online. The better of the two scores of original marks/grade and marks/grade after re-evaluation will be considered and updated in the student's record. Re-evaluation is permissible in TEE (theory course) only and NOT in practical, and assignment. A sample application form with rules and regulations for this purpose is available at the University's website.

Improvement in Division/Class

Learner who has completed the programme and wish to improve their Division / Class may do so by appearing in TEE. Only those students of the programme who fall short of less than 2% marks to secure 2nd and 1st division are eligible for reexamination. Learner may apply in the prescribed form from 1st to 30th April for June TEE and from 1st to 31st October for December TEE along with prescribed fee (which is ₹ 750/- at present) per course by means of a demand draft drawn in favour of IGNOU and payable at New Delhi.

PLEASE VERIFY THE DATES ON IGNOU WEBSITE.

Learner wishing to improve their marks will have to apply within six-months from the date of issue of final statement of marks/grade card to them, subject to the condition that their registration for the programme/course being applied for improvement, is valid till the next TEE in which they wish to appear for improvement. Rules and regulations in detail for this purpose are available at the University's website.







Obtaining Photocopy of Answer Scripts

After the declaration of result, if the learner is not satisfied with the marks awarded, they may request for a Photocopy of Answer Scripts. The request for obtaining Photocopy of Answer Scripts by the learner must be made within 45 days from the date of declaration of result to the Student Evaluation Division, IGNOU, New Delhi in the prescribed format along with prescribed fee to be paid online.

While communicating with the University regarding examinations, please write your enrolment number and complete address clearly. In the absence of such details, the Student Evaluation Division will not be able to attend to your problems.

11. OTHER USEFUL INFORMATION

Please visit the University website at regular intervals for all the updates at www.ignou.ac.in. IGNOU Web Site offers relevant information to the general public and student support facilities to the learners through the Single Window Information and Student Support (SWISS). These include:

-  Online registration for fresh admission of various programmes
-  Online Re-Registration
-  Online submission of Term-End Examination Form
-  Results of the Term End Examinations
-  Checking status of study materiel
-  Downloads Assignments/Question papers/Forms

- 📺 Catalogue of audio/video programmes
- 📺 Schedule of Gyan Darshan/Gyan Vani/ programmes
- 📺 Admission announcements
- 📺 Addresses of regional and study centres
- 📺 Update on the latest happenings at the University
- 📺 Checking of student's mailing address
- 📺 Entrance test results
- 📺 TEE date-sheet
- 📺 Examination Hall Ticket
- 📺 Course Completion Status
- 📺 Accessing e-GyanKosh: using this web site you can download your course material and view video related to your courses.



Change or Correction of Address

There is a printed form for the change/correction of address/name. A copy of the same is available online on the university websites under Student Zone. In case there is any correction or change in your address, you are directed to make use of that form addressed to the Registrar, Student Registration Division (through concerned Regional Director). You are advised not to write letters to any other officer in the University in this regard. Normally, it takes four to six weeks to effect the change. Therefore, you are advised to make your own arrangements to redirect the mail to the changed address during this period.

Change of Work Centre

PGDRPC programme is activated in RCI recognized institutes and only a few cities across India are delivering the programme. The WC is allotted considering the merit (selection criteria may change in the future) and the options filled by the learner. As far as possible the university will allot the work centre opted for by the learner. However, the university may change the WC at its convenience without concurrence of the learner at any time. PGDRPC being a practical-based programme, change of Work Centre is not allowed in the programme.

Issue of Duplicate Grade Card/Mark sheet

A duplicate Grade Card is issued after a request is made on the prescribed form along with a draft of prescribed fee (which is ₹ 200/- at present) to be paid in favour of IGNOU, New Delhi. The form for the purpose is available on the IGNOU website.

Issue of Duplicate Degree Certificate

A duplicate degree certificate can be issued after a request is made on the prescribed form along with a demand draft of prescribed fee (which is 750/- at present) in favour of IGNOU, New Delhi. The following documents are required to be attached with the requests for issue of duplicate degree certificate:

- 1) Affidavit on non-judicial stamp paper of prescribed amount (which is ₹ 10/- at present).
- 2) Copy of FIR lodged with the police station regarding loss of Degree Certificate.
- 3) Demand Draft/IPO for requisite fee.

The form and the format for the purpose are given on the University website.

Simultaneous Registration

Guidelines for Pursuing Two Academic Programmes Simultaneously

[5729348 Guidelines-for-pursuing-two-academic-programmes-simultaneously.pdf \(ugc.gov.in\)](#)

According to UGC Guidelines (2022), “A student can pursue two full time academic programmes in physical mode provided that in such cases, class timings for one programme do not overlap with the class timings of the other programme. 2. A student can pursue two academic programmes, one in full time physical mode and another in Open and Distance Learning (ODL)/Online mode; or up to two ODL/Online programmes simultaneously. 3. Degree or diploma programmes under ODL/Online mode shall be pursued with only such HEIs which are recognized by UGC/Statutory Council/Govt. of India for running such programmes. 4. Degree or diploma programmes under these guidelines shall be governed by the Regulations notified by the UGC and also the respective statutory/professional councils, wherever applicable.”

Violation of the above guidelines will result in cancellation of admission to all the programmes and forfeiture of the programme fees.

<http://www.ignou.ac.in/userfiles/Notification%20Simultaneous%20programs%20202-9-2022.pdf>

Migration Certificate

For Migration Certificate, requisition may be sent to the Regional Director along with the following documents:

- 1) Application (can be obtained from the IGNOU website)
- 2) Attested copy of the mark sheet.
- 3) Prescribed Fee (which is ₹ 500/- at present) in the form of demand draft drawn in favour of IGNOU payable at the city where the Regional Centre is located.

Refund of Fees

The refund request will be considered as under:

- a) Before the last date for submission of admission form Programme fee will be refunded after deduction of prescribed amount.
- b) Within 15 days from the last date for submission of admission form-Programme fee will be refunded after deduction of prescribed amount.
- c) Within 30 days from the last date for submission of admission form-Programme fee will be refunded after deduction of prescribed amount.
- d) After 30 days from the closure of the last date- No refund will be allowed.

The last dates for submission of admission form will be considered separately i.e., last date without late fee and last date with late fee. However, late fee, if any, will not be refunded.

In cases of (a) to (c) above, the candidate will make a written request to the Regional Director (RD) concerned for such a refund. The Regional Centre (RC) will process the cases as soon as possible after ascertaining the credit of the same in IGNOU Accounts.

Disputes on Admission and other University Matters

The place of jurisdiction for filing of a Suit, if necessary, will be only at New Delhi/Delhi.

12. SOME USEFUL ADDRESSES

During the course of your study, you might require some additional information about rules and regulations as well as how to resolve some of the issues in completing your studies at IGNOU. You must know whom to contact for specific information. Here is a list of addresses and contact numbers and emails of offices in the University to contact for specific information or problem.

| | |
|--|---|
| Programme Coordinator(s): Dr. Ashwini Kumar, Room No. 105, Block-F, School of Social Sciences, IGNOU, Maidan Garhi, New Delhi-110068. O: 011-29572705 Dr. Monika Misra, Room No.31, Block-F, School of Social Sciences, IGNOU, Maidan Garhi, New Delhi-110068. O: 011-29572781 E: pgdrpc@ignou.ac.in | |
| Identity Card, Fee receipt, Bonafide Certificate, Migration, Scholarship forms | Concerned Regional Centre |
| Non-receipt of study material | Material Production and Distribution Division |

| | |
|--|---|
| Schedule/information regarding Exam form, Entrance test, Date-sheet, IGNOU Hall ticket | Asst. Registrar (Exam-II), SED, Block-12, IGNOU, Maidan Garhi, New Delhi-110068 E-mail: evaluationised@ignou.ac.in Ph. 29536743, 29535924-32 / Extn-2202, 2209 |
| Result, Re-evaluation, Grade Card, Provisional Certificate, Early declaration of Result, Transcript | Dy. Registrar (Exam.III), SED, Block-12, IGNOU, Maidan Garhi, NewDelhi-110068 E-mail sedgrievance@ignou.ac.in Ph. 29536103, 29535924-32/Extn. 2201, 2211, 1316 |
| Non- reflection of Assignment Grades/Marks | Asst. Registrar (Assignment), SED, Block-3, Room No-12, IGNOU, Maidan Garhi, New Delhi-110068 E-mail : assignments@ignou.ac.in Ph. 29535924, Extn-1312, 1319, 1325 |
| Original Degree/ Diploma/ Verification of Degree/Diploma | Dy. Registrar (Exam.I), SED, Block-9, IGNOU, Maidan Garhi, New Delhi-110068 E-mail evaluationised@ignou.ac.in Ph.29535438, 29535924-32/Extn-2224, 2213 |
| Student Grievances related to Evaluation | Asst. Registrar (Student Grievance), SED, Block-3, IGNOU, Maidan Garhi, New Delhi-110068 E-mail sedgrievance@ignou.ac.in Ph. 29532294, 29535924-32/Extn-1313 |
| Academic Content | pgdrpc@ignou.ac.in/ or to the Course Coordinator/ Programme Coordinators |
| Student Support Services and Student Grievances, Pre-admission inquiry of various courses in IGNOU | Regional Director, Student Service Centre, IGNOU, Maidan Garhi, New Delhi-110068 E-mail ssc@ignou.ac.in Ph. 29535714,29533869, 2953380 Fax-29533129 |

13. LIST OF REGIONAL CENTRES (where the programmme is offered)

1. IGNOU Regional Centre Bhopal
12, Arera Hills, Near Old District Jail. Bhopal, MP 462011
E: rcbhopal@ignou.ac.in
Phone : 0755-2570517, 2578455, 2578452
Twitter: [@ignou_rcbhopal](https://twitter.com/ignou_rcbhopal)
Instagram:[ignou_bhopal](https://www.instagram.com/ignou_bhopal)
IGNOU RC Bhopal Facebook [IGNOU Facebook Page](#)
2. IGNOU Regional Centre Chandigarh
Urban Estate, Karnal 132001 (Haryana)
Phone: 0184-2989777 (Karnal) 0172-2997699 (Chandigarh)

E: rcchandigarh@ignou.ac.in
Website: <http://rcchandigarh.ignou.ac.in>
Facebook: <https://www.facebook.com/RCCHD>
Instagram: <https://www.instagram.com/06chandigarh/>
X: https://twitter.com/chandigarh_rc

3. IGNOU Regional Centre Delhi-1
J-2/1, Block B-1, Mohan Cooperative Industrial Estate,
Mathura Road, New Delhi- 110044
Phone: 011-46552431
E: rcdelhi1@ignou.ac.in
Website: www.rcdelhi1.ignou.ac.in
4. IGNOU Regional Centre Dehradun
Nanoor Khera, Tapovan, Raipur Road,
Dehradun- 248008, Uttarakhand
E: rcdehradun@ignou.ac.in
Phone: 0135-2789200/2789205
Telegram: ignouddn
You Tube Channel https://www.youtube.com/channel/UCYr2p0BoA-OSaJPPWtT_qnA
X: DehradunIgnou
Facebook IGNOU-RC-Dehradun
Instagram: ignouredehradun
5. IGNOU Regional Centre Jaipur
70/80, Sector-7, IGNOU Path,
Patel Marg Mansarovar,
Jaipur-302020 (Rajasthan)
E: rcjaipur@ignou.ac.in
Phone: 0141-2785730/ 2781079
Mobile No. 75974-54843
6. IGNOU Regional Centre Karnal
Plot No. 5, Sector-12 (Part-1),
Urban Estate, Karnal-132001 Haryana
Phone: 0184-2271514
E: rckarnal@ignou.ac.in
Website: <http://rckarnal.ignou.ac.in/>
X: https://twitter.com/karnal_rc
Facebook: <http://facebook.com/rckarnal10/>
Instagram: ignoukarnal

7. IGNOU Regional Centre Srinagar
Saida Kadal, Rainawari, Srinagar, Jammu and Kashmir (UT)- 190003
Website: www.rcsrinagar.ignou.ac.in
E: rcsrinagar@ignou.ac.in
Facebook: ignousrinagar
X:IGNOURCSRINAGAR
Telegram: ignoucrsrinagar
Instagram: ignoucrsrinagar

8. IGNOU Regional Centre Varanasi
Gandhi Bhawan, BHU Campus,
Varanasi – 221005 (Uttar Pradesh)
Website : www.ignou.ac.in
<http://rcvaranasi.ignou.ac.in>
E: rcvaranasi@ignou.ac.in

Most of the operations of the University are online. Wherever you are required to submit a hard copy, the University has made available different application forms on its website. Download the forms from the Student Zone of the University website. You should also visit the website of your Regional Centre for information related to induction meeting, counselling sessions, Assignment/Practical submission and other related information.