



PROGRAMME GUIDE

FOR

**BACHELOR OF BUSINESS
ADMINISTRATION RETAIL (BBA)
(IST YEAR)**

**School of Management Studies
Indira Gandhi National Open University
Maidan Garhi, New Delhi-110068**

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Important Information

Please keep this Programme Guide safely till you complete the Programme. You will need to consult it while working on the Programme as the Programme Guide carry information pertaining to programme structure, courses and units course-wise, guidelines for operationalisation of the programme and formats required for different purposes to correspond with the University.

Printed material is our backbone. Study material is prepared by teams of experts keeping in view the interest of the learner groups. Each Course has a Course Expert Committee with distinguished academics and professionals involved in the course preparation. The course material is written in such a manner that you can study yourselves with little assistance from our Counsellors at the Study Centres. Further, you may also refer to text books and reference books available with libraries attached to the Study Centres and Regional Centres. Therefore, you do not need any condensed guides or any other form for any of the courses of IGNOU.

IGNOU Regional Centre, Delhi - I sends you study materials and assignments, wherever prescribed, to you by registered post/by hand. If you do not receive the same for any reason whatsoever, the University shall not be held responsible for that. However, you may write to the University specifying reasons as why you did not receive it for verification and necessary action.

In case you do not receive assignments, you may obtain a copy of the same from the Study Centre or Regional Centre with which you are attached or may download it from the IGNOU website – www.ignou.ac.in. or from the website of the Regional Centre, Delhi-I, www.ignoured1.ac.in.

Remember you are eligible for Term-end examination for June 2009 only as you are required to complete a minimum of one year duration from the date of your first registration i.e. July, 2008. Subsequently, you will be eligible for December and June every year till you have valid registration upto maximum period of 3 years.

You are required to send Examination Form to the Registrar, SRED, IGNOU(HQs.), New Delhi-110068 or any of the Regional Centres, IGNOU and to no other place.

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July, 2008

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Further information on the Indira Gandhi National Open University courses may be obtained from the University's office at Maidan Garhi, New Delhi - 110 068.

Printed and published on behalf of the Indira Gandhi National Open University, New Delhi by the Director, School of Management Studies.

Laser typeset by : Graphic Printers, Mayur Vihar, Phase-I, Delhi - 110091.

Printed at :

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1. ABOUT RETAILERS ASSOCIATION OF INDIA (rai)

Retailers Association of India (rai) is emerging as the unified voice of Indian retailers, working with all the stakeholders for creating the right environment for the growth of the modern retail industry in India. rai, is the body that encourages, develops, facilitates and supports retailers to become modern and adopt best practices that will delight customers.

The country's key retailers have been spearheading the growth of rai.rai's Governing Board comprises the following people who led the retail revolution in our country - Mr Kishore Biyani of Pantaloons, Mr B S Nagesh of Shoppers' Stop, Mr Noel Tata of Trent Ltd, Mr Vinay Nadkarni of Globus, Mr. T. Shantakumar of Kirtilal Kalidas Jewellers Pvt. Ltd., Mr Sumantra Banerjee of RPG Retail, Mr B A Kodandarama Setty of Viveks Mr Vikram Bakshi, of McDonalds India (North & East); Mr Ajit Joshi, of Infiniti Retail Ltd; Mr Rajiv Agarwal, of The MobileStore Ltd; Mr R C Agarwal, of Vishal Retail Ltd, Mr Gibson G Vedamani, of Kirtilal Kalidas Jewellery Pvt. Ltd. and Mr. Kumar Rajagopalan, CEO, rai

Vision

To develop, facilitate and propagate practices and processes that will grow the Indian retail industry, leading to increased consumption and growth of the economy.

Mission

- To establish growth of modern retail in India.
- To support retailers by providing the required knowledge and information.
- To lobby and liaise with the government for easier establishment and operations of retailing.
- To educate and train retailers to adopt modern retail practices.
- To work for customer delight by helping retailers create the right retail environment.
- To encourage adoption of the right values, transparency and code of conduct by retailers.

2. ABOUT IGNOU

2.1 Introduction

The Indira Gandhi National Open University was established by an Act of Parliament in 1985 to achieve the following objectives :

- democratizing higher education by taking it to the doorstep of the learners,
- providing access to high quality education to all those who seek it irrespective of age, region or formal qualifications,
- offering need-based academic programmes by giving professional and vocational orientation to the courses,
- promoting and developing distance education in India, and
- setting and maintaining standards in distance education in the country as an apex body for the purpose.

2.2 Prominent Features

IGNOU being the National Open University has certain unique features such as :

- national jurisdiction,
- flexible admission rules,
- individualized study : flexibility in terms of place, pace and duration of study,
- use of latest information and communication technologies,
- nationwide student support services network,
- cost-effective Programmes,
- modular Programmes ,

- socially and academically relevant programmes based on students' need analysis, and
- resource sharing, collaboration and networking with conventional universities, open universities and other institutes/organisations.

2.3 The Schools of Studies

With a view to developing inter-disciplinary studies, the University operates through Schools of Studies. Each School is headed by a Director, who arranges to plan, supervise, develop and organise its academic Programmes and courses in coordination with the School staff and different academic, administrative and service wings of the University. The emphasis is on providing a wide choice of courses at different levels. The Schools of Studies currently in operation are as follows :

- | | |
|--|--|
| 1. School of Humanities (SOH) | 14. School of Tourism and Hospitality Service Sectoral Management(SOTHSSM) |
| 2. School of Sciences (SOS) | 15. School of Inter-disciplinary and Trans-disciplinary Studies(SITS) |
| 3. School of Social Sciences (SOSS) | 16. School of Social Work(SOSW) |
| 4. School of Education (SOE) | 17. School of Vocational Education and Training(SOVET) |
| 5. School of Continuing Education (SOCE) | 18. School of Extension and Development Studies(SOEDS) |
| 6. School of Health Sciences (SOHS) | 19. School of Foreign Languages(SOFL) |
| 7. School of Engineering and Technology (SOET) | 20. School of Translation Studies and Training (SOTST) |
| 8. School of Management Studies (SOMS) | 21. School of Performing and Visual Arts(SOPVA) |
| 9. School of Computer & Information Science (SOCIS) | |
| 10. School of Agriculture (SOA) | |
| 11. School of Law (SOL) | |
| 12. School of Journalism and New Media Studies(SOJNMS) | |
| 13. School of Gender and Development Studies(SGDS) | |

2.4 Academic Programmes

The University offers a wide range of Programmes both short-term and long-term leading to Certificates, Diplomas, Undergraduate Degrees, Postgraduate Degrees and Doctoral Degrees, which are conventional as well as innovative. Most of these Programmes have been developed after an initial survey of the demand for such Programmes. They are launched with a view to fulfil the learner's needs for :

- certification,
- improvement of skills,
- acquisition of professional qualifications,
- continuing education and professional development at work place,
- self-enrichment, and
- diversification and updation of knowledge.

Details of academic programmes on offer are placed in the Programme Guide.

2.5 Course Preparation

Study material is specially prepared by teams of experts drawn from different universities and specialised, institutions in the area from all over the country as well as in-house faculty. This material is scrutinized by the content experts, supervised by the instructors/unit designers and edited by the language experts at IGNOU before they are finally sent for printing. Similarly, audio and video cassettes are produced in consultation with the course writers, in-house faculty and producers. The material is previewed and reviewed by the faculty as well as outside experts and edited/modified, wherever necessary, before they are finally printed and despatched to you and Study Centres.

2.6 Credit System

The University follows the 'Credit System' for most of its Programmes. Each credit is equivalent to 30 hours of learner study comprising all learning activities i.e. reading and comprehending the print material, listening to audio, watching video, attending to counselling sessions, teleconference and writing assignment responses. For example a four-credit course in the BBA Retailing involves 120 hours of study. Thus, a 32 credit Diploma

in Retailing may require from you 480 study hours (for BRL 001 to BRL 004) plus a six months Internship for course BRLT 005.

This helps you to know the academic effort you are required to put in, to successfully complete a course/ programme. Remember, BRLT-005 course on Internship is a compulsory practical based training which you will be taking with a retail company for a period of six months.

2.7 Support Services

In order to provide individualized support to you, the University has a large number of Study Centres and Programme Study Centres throughout the country. These are coordinated by Regional Centres. At the Study Centres, you will interact with the Academic Counsellors and other learners, refer to books in the library, watch/listen to audio/video cassettes and tele conferencing and interact with the staff of the Study Centre on administrative and academic matters. The list of Regional Centres and Study Centres activated for the programme are given in the Programme Guide.

2.8 Programme Delivery

The methodology of instruction in this University is different from that of the conventional universities. The Open University System is more learner-oriented and the learner is an active participant in the pedagogical (teaching and learning) process. Most of the instruction is imparted through distance education methodology rather than face-to-face communication. Thus, the University follows a multiple media approach for instruction, which comprises:

- i) **Self Learning Material:** The printed study material (written in self-learning style) for both theory and practical components of the programmes is supplied to you in the form of blocks/books for every course. Normally, Programme consists of courses (booklets), course consists of blocks and blocks consist of units. In the instant Diploma case you will have one single booklet, which consists of 10-13 units in each course.
- ii) **Audio-Visual Programmes:** The learning package of these audio-video Programmes will contain audio and video cassettes, which will be produced by the University to enhance the understanding of the course material given to you. The audio tapes are run and video cassettes are screened at the Study Centres during specific sessions, which will be duly notified by Study Centres for the benefit of the students. Audio and video Programmes are being developed/procured for the Diploma in Retailing and the same will be sent to Study Centres and Gyan Darshan/Gyan Vani as soon as they are ready for the programme.
- iii) **Academic Counselling:** Counselling sessions are held as per the schedule drawn by the Study Centres. These are mostly held during the non-working hours of the host institutions where the study centres are located. However, in the instant Diploma case counselling sessions shall be organised in the form of Contact sessions in two spells – 5 days between September and May every year. For details, see the Schedule of Operations supplied to Study Centres. However, for exact Counselling Schedules, you may contact the Study Centres with which you are attached.
- iv) **Internship:** You are required to complete an internship of minimum 6 months. During internship you are required to maintain a **Workbook** to record the performance and the same shall be authenticated with remarks by the Sponsor. A separate **Confidential Report** in a prescribed format shall be submitted by the Sponsor about your performance during the internship. Internship will have a two-time **viva-voce** to assess your skills and competencies acquired in the Programme.
- v) **Gyan Darshan Educational Channel :** A collaboration between MHRD, Prasar Bharti, IGNOU and other organisations has resulted in launching the Gyan Darshan (GD), the Educational Channel of India. The Channel is providing educational programmes from the Electronic Media Production Centre (EMPC) on a variety of subjects for 24 hours a day to enhance the learning process. Gyan Darshan has now expanded into a bouquet of channels namely GD-1, GD-2, GD-3 'Eklavya' and GD-4 'Vyas'. Educational Programmes are contributed by major educational institutions such as IGNOU, UGC/CEC, NCERT/CIET, Directorate of Adult education, IITs and other educational/development organisations in the country. These programmes are simultaneously broadcast on 'Edusat' national channel in which 2 way video-2 way audio teleconferencing facility is available.

- vi) Gyan Vani :** IGNOU manages FM Radio network in 40 cities and towns for education and development. EMPC is the nodal agency for implementing the project. As many as 26 FM Radio stations at Allahabad, Bangalore, Coimbatore, Vishakhapatnam, Mumbai, Lucknow, Bhopal, Kolkata, Chennai, Delhi, Jaipur, Nagpur, Hyderabad, Panaji, Kanpur, Mysore, Guwahati, Shillong, Ahmedabad, Rajkot, Indore, Jabalpur, Raipur, Patna, Varanasi and Aurangabad are broadcasting educational Programmes. The broadcasts in English, Hindi and the regional languages/dialects are conducted by local resource persons.
- vii) Interactive Radio-Counselling :** Interactive Radio counselling is provided on radio by experts in the discipline. You can ask questions right from your home/office or wherever you are over telephone. These sessions are conducted for an hour on all Sundays. What you need is a transistor/radio for listening and telephone/mobile for interaction. A toll-free telephone number 1800112345 has been provided for this purpose from selected cities. A detailed schedule for Gyan Darshan, Teleconferencing, Radio counselling, Gyan Vani, etc. can be accessed at IGNOU EMPC-Gyan Darshan website <http://www.ignou.ac.in/gyandarshan%scindex.html>.

3. RETAILING IN INDIA

The earliest retailing in India started with the 'pan shop' concept, a small shop, more often in a size ranging from 20 square feet selling betel leaves (pan), cigarettes and 'bidi'. A little larger version came into existence which is known as the 'Kirana' store and this store sells grocery also to the needs of the local people. These small stores are very large in number in India and are run by families. Hence, they are popularly known as 'mom and pop' stores.

Later, Departmental Stores and the government subsidized Super Stores selling clothing fabric, apparel and other life style products came into existence. Recently, corporate organizations realizing the significance of retailing are opening their stores nationally bringing in the 'Chain Store' concept. Alongside this retail growth we now see the evolution of many large Malls and Hypermarkets, which are a destination for happy shopping, dining and entertainment. Retailing in India is unique as even today all the forms mentioned above are coexisting.

The Key drivers of growth of organized retailing in India are the following:

Growth of consumerism, changing life style, availability of numerous brands - both national and international, increased media exposure and higher spending power of the consumer have increased the levels of domestic consumption in India. India has an enviable customer base with its vast 1 billion above population, which has 890 million people under 45 years of age and over 480 million classified as middle class population. India is a glorious market and the number of effective middle class consumer is expected to rise to over 600 million by 2011.

The positive attitude of the Government and its desire to further open up various sectors and privatize some viz. telecom, energy, aviation, insurance, infrastructure, etc. is resulting in the constant upgrading of products, processes and services for our customers.

It is expected that in the next two years modern retail will provide 2.2 million jobs and provide local employment opportunities. This will see a good proportion of 'first time' employment and 20% of organised retail employees will be tax payers. Of the total employees, 50% or more will be women and this will empower women more. To cater to this huge demand for personnel, many educational institutes have started offering specialized retail courses and training.

The retail infrastructure is developing fast as 100% FDI in real estate development projects is allowed. About 40 million square feet of retail space will be created over next 5 years by existing retailers and this growth will enable more retail stores to be established in India in future. Close to 2.2 billion dollars will be invested in warehousing and distribution, fine tuning supply chain management and this will enable faster reach of products to consumers at less expenses, reducing considerably wastages in the supply chain.

With its inherent technology strengths and advanced technology development in retail, India can look forward to becoming the backbone and backend management of global supply chain. Enterprise Resource Planning packages have been deployed in the top Indian retailing companies and soon Electronic Data Interchange

efficiencies will be achieved. Bar-coding all products following uniform standards will enable easier product identification, product tracking and product replenishment processes.

The status of the retail sector will depend a lot on external factors like government regulations and retail estate prices, besides the strategies and activities of the retailers and demands of the customers. Some other factors that will propel growth are increased investments, a faster pan-India spread, allowing retail to work 24 hours 7 days a week and creating a single-window for obtaining licenses to open and run stores in India.

Organised retail is poised to grow and see its boom time. For many, modern retailing in India is going to be the future as it has the capability to percolate into smaller towns and even villages. The opportunity for retailers to yet enjoy the first mover advantage is there for the taking and retailing will grow from strength to strength in India in all product categories.

4. DIPLOMA IN RETAILING (BBA 1ST YEAR)

4.1 Programme Details

The Indira Gandhi National Open University (IGNOU) is always a front-runner in identifying opportunities and designing suitable Programmes for the benefit of the society and economy of the country. IGNOU, in collaboration with Retailers Association of India (**rai**), has designed the Diploma in Retailing, an innovative Programme (the first of its kind) in the Open and Distance Learning System. The business and University relationships are perfected in the Programme and all the students who join the Programme are guaranteed an Internship of minimum of six months duration with an established retail company. Further, during the period of internship every student will be paid a stipend.

The Programme is of 32 credits which comprises of five compulsory courses and includes an Internship and Viva-voce. Each course is of 4 credits (BRL-001 to BRL-004). However, BRLT-005 Internship and Viva-voce is of 16 credits which has 6 months Internship. One credit is equivalent to 30 hours of students study time, which includes reading course materials, attending counselling sessions, and writing assignments. Courses and course-wise unitisation is given in this book.

The Programme is offered in English and you are expected to attempt assignments and examination in English only unless otherwise separate instructions you receive from the University.

The Programme fee is Rs. 5000/- including Rs. 100/- registration fee. The cost of the application form is Rs. 250/-. **The BBA Programme has minimum duration of three years and maximum duration of six years.** In case you cannot complete the programme within three years, you are required to take Re-admission for the courses you might not have completed. You can get Re-admission by filling up the Re-admission form by paying the prescribed fee per course.

Beyond this period (i.e. four years from the Admission, which includes Re-admission) you will have to seek fresh admission by paying full programme fee as applicable at that time. You may however, request for credit transfer subject to the credit transfer policy prevalent at that time for the courses. As and when it is necessary, the University can revise the re-admission fee and it shall be payable by the student as per schedule of payment notified by the University.

4.2 Programme Course Structure

<u>Course Codes</u>	<u>Courses</u>
BRL-001	: Overview of Retailing
BRL-002	: Retail Marketing and Communication
BRL-003	: Retail Management Perspectives and Communication
BRL-004	: Customer Service Management
BRLT-005	: Internship and Viva-Voce

4.3 Course-wise Unitisation

Course BRL-001: Overview of Retailing

Unit 1	:	Retail Scenario
Unit 2	:	Retail Consumer
Unit 3	:	Retail Formats
Unit 4	:	Sourcing and Merchandising
Unit 5	:	Visual Merchandise and Store Design
Unit 6	:	Retail Operations and Store Management
Unit 7	:	Legal Environment
Unit 8	:	Technology in Retailing
Unit 9	:	Rural Retailing and e-Tailing
Unit 10	:	Emerging Trends and Careers in Retail Industry
Unit 11	:	Business Ethics

Course BRL-002: Retail Marketing and Communication

Unit 1	:	Overview of Retail Marketing
Unit 2	:	Understanding Shoppers and Shoppers' Behaviour
Unit 3	:	Personal Selling
Unit 4	:	Customer and Customer's Needs
Unit 5	:	Steps of Selling-1
Unit 6	:	Steps of Selling-2
Unit 7	:	Overview of Retail Promotions
Unit 8	:	Advertisement and Promotions
Unit 9	:	In-store Sales Promotions Management
Unit 10	:	Objectives, Advantages, Limitations In-Store Promotions
Unit 11	:	In-store Promotions, Strategies, Budget, and Evaluations
Unit 12	:	Types and Techniques of Sales In-store Promotions

Course – BRL-003: Retail Management Perspectives and Communication

Unit 1	:	Management Perspectives in Retailing
Unit 2	:	Retail Planning Process
Unit 3	:	Retail Organisation Structure
Unit 4	:	Decision Making Process

Unit 5	:	Leadership and Team Work
Unit 6	:	Monitoring and Controlling Retail Operations
Unit 7	:	Accounting for Retailing
Unit 8	:	Introduction to Communication
Unit 9	:	Non-verbal Communication
Unit 10	:	Listening Skills
Unit 11	:	Cross Cultural Communication
Unit 12	:	Interactive Skills
Unit 13	:	Technology Enabled Business Communication

Course – BRL-004 : Customer Service Management

Unit 1	:	Introduction to Customer Service
Unit 2	:	Customer Service Classification
Unit 3	:	Steps in Selling
Unit 4	:	Retail Selling Skills
Unit 5	:	Customer Expectation
Unit 6	:	Service Quality
Unit 7	:	Customer Experience Management
Unit 8	:	Customer Loyalty
Unit 9	:	Grievance and Complaint Management
Unit 10	:	Service Recovery
Unit 11	:	Internal Marketing
Unit 12	:	Communication to the Customer

Course – BRLT 005 : Internship and Viva-voce

Module - 1	:	About the Company
Module - 2	:	Stock Deck
Module - 3	:	Building Product Knowledge
Module - 4	:	Up selling
Module - 5	:	Personal Performance Tracking
Module - 6	:	Consumer Buying Behaviour
Module-7	:	Functions of Various Departments
Module-8	:	Retail Formats
Module-9	:	Indian Retail Scenario
Module-10	:	Exceptional Sales Performance
Module-11	:	Customer Service
Module-12	:	Security Process of Retailers

Module-13	:	Flow of Goods in the Retail Store
Module-14	:	Visual Communication in the Store
Module-15	:	Cashiering Process in the Store

5. ADMISSION CRITERIA

Candidate will be admitted into the Diploma in Retailing in two ways viz., (a) Direct Admission, and (b) Sponsored Admission depending upon eligibility criteria given below:

5.1 Direct Admission

Candidates who have completed +2 shall be directly admitted based on merit. However, number of seats depends upon number of internships to be made available by the collaborating Agencies through Retailers Association of India (rai).

- Selection for a particular Regional Centre shall be based the availability of internships for the Region (Regional Centre).
- After selection, candidate will be posted for an internship (training) for a period of 3 months anywhere in the Region where internships are available. (See for details Regional Centres). However, exact internship locations/companies will be given to students once his/her admission is confirmed.

Selection Procedure for Direct Admission

- The selection is by merit, based on +2/equivalent, for physically fit candidates within 24 years of age.
- The University provides reservation of seats as per Government of India Rules.
- There will be a Personal Interview at the designated Regional Centre for selection of the candidate.
- The selected candidates will be sent an Admission Offer letter following which the programme fee of Rs. 5,000/- by means of Demand Draft in favour of IGNOU payable at New Delhi will have to be paid.

5.2 Sponsored Admission

A retail company (Sponsor) is allowed to nominate employees, who have passed +2/equivalent, from their retail units. The Sponsor will submit the Sponsorship Form along with the individual application form(s) of the candidate(s) nominated along with the Programme Fee of Rs. 5,000/- per candidate by means of a Demand Draft drawn in favour of IGNOU payable at New Delhi. There is no age limit for sponsored candidates.

6. INTERNSHIP & VIVA-VOCE

The Diploma Programme will provide you an opportunity to do Internship (training) for a period of three months. The terms and conditions for undertaking an Internship by you are given below.

- You will be interviewed by the Company and, if selected, you will be asked to pay the programme fee.
- The Company will allot you a store for compulsory practical training.
- You will be required to work for a minimum of 8 hours in a day, six days in a week, for a period of three months-including holidays announced by the Company.
- You will be required to attend five day block counselling between September to May.
- You are required to fill your Workbook periodically on the work you will be performing based on the Internship Schedules to be given to you. The Schedule will cover in such a way that you will be assigned to work in all the areas that are required to obtain knowledge and skills that would commensurate with the Diploma in Retailing. You are required to get your Workbook authenticated periodically by the Supervisor allotted to you in the unit/company.

- Submission of Workbook after completion of 3 months internship to the IGNOU Regional Centre is mandatory. While submitting the Workbook, you are required to enclose a certificate (Certificate of Originality of Workbook) signed by you authenticated by the Supervisor on the format prescribed by the University is must (see 14.4 in this book).
- A one time Viva-voce will be held. Dates will be announced in due course.
- Remember attending minimum of three months internship, submission of Workbook to the Regional Centre and attending Viva-voce is mandatory.

However, in case you do not attend internship or attend to partly internship and drop yourself without completing the mandatory requirement of three months or failed to secure 50% in the Workbook, Confidential Report, you are required to pay a fee for getting re-admitted in to BRLT 005 course as per University norms. **Remember, re-arranging internship will be possible subject to availability of internships in the particular year. Therefore, you are advised to attend Internship and complete the same in the very first year of the programme.**

6.2 Companies Offering Internships for July 2008 Cycle

Company	Company
Reliance Communicatin	GRT
Pantaloon Retail(India) Ltd	Nalli Silk Sarees
Max Hypermarkets	Reliance Digital Retail Ltd.
Manipal Cure & Care Pvt Ltd	Nuts n' Spices
WITCO(India) Pvt	The Chennai Silk
TCNS Clothing Company Pvt Ltd	Kalanjali Arts Craft
SPA	Adyar Ananda Bhavan Sweets & Snacks
Maspar Ind. Ltd.	Shoppers Stop
The Mobile Store	Wavetel (Wave Communications)
HAIKO	Arvind Brands
Pothys	Acron Retail
KUMARAN	Trent Ltd.
IIC	Biba



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6.3 Internship Affirmation (IA)

You are required to submit the following undertaking to the Retailers Association of India, concerned IGNOU Regional Centre and Retailing Unit/Company wherever you are enrolled/attached for training during Internship. The Internship Affirmation requires to be filled-in and submitted by you as specified below:

I Mr./Ms./Mrs. _____ have opted for the Internship Programme, which is a mandatory feature of the professional Retailing Skills Programme, for giving me the opportunity to train with an established retailer and learn the practical aspects of retail selling. I undertake that I will abide by the following commitments made by me, during the internship, and at the place of work (sponsoring Retailers' store), as assigned to me as given below:

- Do all work assigned as per the schedule given to me by IGNOU-rai as mentioned in the Workbook which is prescribed for BRLT-005 Course to the best of my knowledge and abilities.
- Abide by the rules, regulations, policies and practices followed by the Sponsoring Retailer.
- Be responsible for my behaviour, conduct and attitude.
- Be responsible for the safety of any merchandise, company property, equipment or cash entrusted to my care or over seeing, and make good of any loss caused by me.
- Be self disciplined and follow the retailers' timings, and standards on punctuality and grooming.
- Be respectful and responsive to both customer and company personnel.
- Not indulge in any activity subversive to discipline.
- Be a worthy representative of IGNOU-rai.

I will be working on all Saturdays, Sundays and Festival holidays and will be taking a weekly off as per the Company's rules prevalent in the city/location.

I understand that this Internship is a great responsibility and opportunity, and I am eager to use this time to absorb as much learning as possible.

.....
(Signature of the Student)
Name of the Student _____
Enrolment Number _____
Address of the Student _____

E-mail: _____
Telephone : _____; Mob. : _____

To,

1. The Programme Coordinator, BBA Retail 1st Year, IGNOU Research Unit, Maidan Garhi, New Delhi.
2. Mr. Lawrence Fernandes, Associate Director-Retail Learning (rai), Mumbai.
3. The Retail Unit/Company concerned with which student is attached.

Note: Student is advised to use original/photo copy of this form. An Internship Form is placed for your use in Section 14 (14.13).

7. SUPPORT SERVICES

In order to provide support services, the university has established a number of Regional Centres and Study Centres across the country. The Regional Centres and Study Centres will be providing you the following:

- Information, counselling and advice on your programme as well as other academic programmes offered by the University.
- Pre-admission, during admission and post-admission counselling.
- Induction for newly enrolled students.
- Supply of Academic Counselling Schedules and Internship Schedules.
- Provision of audio-video, tele-conferencing, radio-counselling facilities at the Study Centres for listening/viewing and interaction.
- Provide facilities for reference purposes at the Study Centres/Regional Centres and IGNOU HQs.
- Receipt and evaluate assignment responses and Workbook submitted by you and return of the same with marks and feedback on assignments and feedback on the Workbook you would be writing.
- Attend to academic and administrative queries pertaining to other than the above such as registration, examination, assessment, feedback etc.
- Organise two times Viva-voce for BRLT-005 on the work you write in the Workbook during internship.

7.1 Induction

The University will be organising an Induction Programme for you soon after your admission is confirmed. The induction Programme will be organised within a month of the Confirmation of Your Admission. Normally, Induction will be organised at the Study Centre with which you are attached. The Induction will be a day long programme where you will be interacting with academic experts, administrative staff of the Study Centre and officers/administrators from the Regional Centre, University and retail companies.

The main purpose of induction Programme is to orient you to the aims and objectives of the Programme, its structure, delivery mode, instructional system, role of academic counselling, methods and organisation of internship etc.. You will also be given assessment system being followed by the University with regard to Assignments, Workbook and Term-end Examination etc. The Induction Programme will cover the following:

- Provide you an overview of the different courses offered under the BBA Retailing, 1st Year and the inter-linkages among them.
- Facilitate and make you understand the best possible use of the Self Learning Material (SLM) so that you will be able to derive maximum academic benefit.
- Address the specific difficulties/queries you will be confronting in regard to any aspect of the programme.
- Apprise you the significance of academic counselling, internship and assignments and how you could extract the benefit of these areas.
- Apprise you about the internship modalities, guidelines and Workbook writing and assessment mechanisms for Workbook, Confidential Report and Viva-voce.
- Provide you information on evaluation and assessment system followed by the University including term-end examination system adopted for the programme.

Subject experts from Study Centre, professionals from retail companies and officials from the University, and rai will be invited for conduct of the Induction Programme. Please remember Induction Programme will be organised only once for you on your enrolling first time into the programme. Therefore, **you are required to attend the programme.**

7.2 Academic Counselling

Study Centre allotted to you will organise Academic Counselling sessions for a period of ten days in the academic cycle beginning from September-May in two spells (5 days in each spell). The Academic Counsellors and the Coordinator of the Study Centre may work out the Counselling Schedule of these sessions taking into consideration Internship and Term-End examination periods, which you are required to undertake compulsorily. These counselling sessions will be organised for all the theory courses BRL-001 to BRL-004 as well as for BRLT-005 Internship. While going through the study material supplied to you and while working with the retail unit/company for internship/training, you may write down specific difficulties which you encounter and discuss the same in counselling sessions with the Academic Counsellor of the Centre. Facilitators will be made available for BRLT-005 which is more of practical training based course. Professionals from retail companies will also be engaged for the purpose.

The time allocated to Counselling Sessions will be fairly distributed among all five courses. The Study Centre offering the programme at the local level will prepare detailed Counselling Schedule and the same will be made available to you well in advance before actual counselling sessions begins in both spells as specified above. In fact counselling shedule will guide you in preparing yourself before attending to course-wise academic counselling.

To derive maximum benefit out of counselling sessions, you should inform the Coordinator of your Centre in writing well in advance about the specific difficulties of which you would like to seek clarification during counselling sessions. This will help the organisers to invite specific Counsellors/Facilitator (specialists) on these dates if required who can better help and resolve difficulties.

7.3 Teleconferencing and Radio counselling

- **Teleconferencing :** Teleconferencing Sessions for BRL-001, BRL-002, BRL-003, BRL-004, and BRLT-005 are usually held between September-May. These sessions are held on the weekends as well as weekdays. You can attend teleconferencing sessions from the nearest IGNOU Regional Centre/ Study Centre where such facilities are available. In fact many of our Study Centres in general and Centres activated for the Diploma in Retailing have been given the Direct to Home (DTH) facility for arranging teleconferencing facility.
- **Radio Counselling :** IGNOU/IGNOU Regional Centres organises Radio Counselling through its FM Radio Stations located across the country. It also organises Interactive Radio Counselling (IRC) on every Sunday from 4:00 to 5:00 p.m. through its FM Radio Stations across the country. Similarly, it also organises IRC from 5:00 to 6:00 p.m. every Sunday and every Tuesday. through the FM Radio Station, Delhi located at EMPC, IGNOU Campus, New Delhi.

Teleconferencing Schedule, Radio Counselling and Interactive Radio Counselling Schedules are available on the IGNOU website (www.ignou.ac.in) for your use and information.

8. ASSIGNMENTS

Assignments constitute an essential component of the Instructional System in this programme. You are given certain problems/issues, course-wise for writing assignments. You are required to write your response for these assesments based on your understanding of Self Learning Material pertaining to courses, discussions and interactions you will have with counsellors, facilitators and fellow learners. Each course (other than BRLT-005) will have one assignment. You are required to submit assignment responses of every course at the Study Centre allotted to you. Every assignment marks will be counted for the final marking for each course.

(i) Types of Assignments

The assignment questions will be two/three types:

- **Essay/long answer type**
- **Short answer type**
- **Practical/reflective/application/ Activity oriented type**

Course-wise questions for assignments prepared by the faculty are sent to you. You are given enough time (see the assignment schedule/operation schedule supplied to you) to go through the study material, refer books, discuss/interact with Academic Counsellors and Facilitators and fellow learners to develop a deep insight and comprehending before you attempt actual assignment response preparation. After completing the assignments, you should submit the same to the Study Centre with which you are attached for assignment evaluation and feedback. The evaluator will carefully evaluate the assignment response and provide you feedback in the form of teaching comments on the strengths and weakness of each of the assignment response for your benefit. The assignments carry a weightage of 30 percent per course, which will be added to final grade in the concerned course.

(ii) Purpose of Assignments

The purpose of introducing an assignment system and giving assignments a weightage of 30 per cent per course is intended to test your capacity and capability of your theoretical and practical experiences. Therefore, you must allocate enough time for preparing and writing assignment responses as per the guidelines of the University and submit them to the Study Centre. Please make sure that you must **write assignment responses on your own which will improve your understanding, knowledge and skills about the course curriculum**. At the same time you are also advised not to get tempted to reproduce the course material given in the units or assignments responses of others. Any learner, which may indulge into such practices, may lose their valuable time in acquiring knowledge and skills in the subject. Further, if you reproduce the textual material from the course materials provided or any other source, you may be penalized by awarding “Zero marks”. Your sincere efforts in writing assignment responses will enable you to integrate your knowledge, understanding, and skills and provoke you to think on your own to test your comprehension of content and competencies in applying the concept.

(iii) Guidelines for Assignment Preparation

While preparing assignment responses you may keep the following points in mind, which may help you for preparing better assignment responses :

- read assignment question carefully and identify various sources of material,
- make your answer precise, concise and systematic, which is relevant to assessment question.
- supplement your response with examples, illustrations and real life situations with activities which will help you in acquiring better knowledge and skill.
- stick to the word limit if indicated in the assignment, by drafting, re-drafting assignment responses till you arrive a final draft response,
- write answer in your own handwriting, and do not send typed assignments.

Practical tips to write the assignments may be obtained from your Academic Counsellors and Facilitators attached with the Study Centre.

(iv) How and Where to Send Completed Assignment Responses

While sending the assignment responses the following points should be particularly taken care of:

- Write your Enrolment Number, Name and Full Address at the right hand corner of the 1st page of your assignment response.
- Send your assignment response to the Study Centre with which you are attached only. Please do not submit/forward your assignments to any other centre/institution.

- The Course for which the assignment has been done, its Course Code No. and Assignment Code should be written in capital letters in the centre of the top of the 1st page of the response sheets. The top left hand corner should be kept for office use. The top of the 1st page of your response(s) should look something like this.

Course Title:

Course Code:

Assignment Code:

Enrol. No.:

Name:

Address:

.....

.....

Telephone:

E-mail:

Date of Submission:

Instructions for sending Assignment Responses

- Send assignment responses complete in all respects. Partial or incomplete assignments will not carry any credit.
- Use A-4 size paper for writing your response and leave a margin of about 2^{1/2}" on the left side for writing tutor comments and providing feedback.
- **Always retain a copy of the assignment response with you as a precautionary measure. In case the assignment response submitted is lost in transit or otherwise, you may be asked to send another copy. Retain a photocopy of the assignment response till you successfully complete the Programme.**
- The assignment should be submitted to the Coordinator of the Study Centre on or before the last date indicated in the operation schedule of assignments given by the University.
- Procure a set of new assignment questions which are on offer if you have not cleared them in previous year(s).
- In case the last date for submission of an assignment falls on a holiday, the same may be submitted on the next working day.

Once you get the pass marks in an assignment, you cannot resubmit assignment responses, if any, for improvement of grade/mark. Assignments are not subject to re-evaluation except for factual errors, if any.

9. EVALUATION SYSTEM AND TERM-END EXAMINATION

9.1 Evaluation System

The evaluation system consists of two components:

- 1) Continuous Evaluation through Assignments for courses BRL-001 to BRL-004, and Workbook, Confidential Report from the Industry and Viva-voce for course BRLT-005.
- 2) Term-end Examination is organised twice a year i.e. June and December every year. In the final result, Assignment (continuous evaluation) carries 30% weightage for course BRL-001 to BRL-004 while Term-end Examination carries 70% weightage for the same.
- 3) Evaluation of BRLT-005 Internship consist 3 components viz., assessment of Workbook with 50%

To be eligible to appear at the term-end examination in any course, you are required to fulfill the following conditions:

- You should have submitted the assignment responses for the respective courses.
- You should have submitted the Examination Form in time in which you would like to write examination.
- You should have valid registration at the time of submission of Examination Form.
- You should have completed a minimum of one year from the date of registration (i.e. July 2008).

Examination Date Sheet and schedule which indicates the date and time of examination for each course is sent to all the Regional Centres approximately 5 months in advance. The same is also notified through IGNOU **News Letter** from time to time. Normally, the date sheet for June examinations are sent in the month of January and for December Examination in the month of July. The date sheet is also available on the IGNOU website www.ignou.ac.in.

It is an essential pre-requisite for you to submit the examination form for taking examination in any course. A copy of the examination form is enclosed here in this Programme guide (see section 14, Format for Learners' Use). You can take a photocopy of this form and use it. Only one form is to be submitted for all the courses in one term-end examination. **You are required to pay a fee of Rs. 50/- for each course as examination fee.** The filled in examination form is to be submitted to either **The Registrar, SED, Indira Gandhi National Open University, Maidan Garhi, New Delhi - 110068** or at the concerned Regional Centre, or any other IGNOU Regional Centre in the country.

- (i) **The date of submission** of examination form is 31st March for June Term-end Examination and 30th September for December Term-end Examination without late fee. **Examination Form without late fee** are accepted as given below:

for June TEE	1 st February to 31 st March
for December TEE.	1 st August to 30 th September

- (ii) **Examination forms with late fee** are accepted as given below:

i) For June TEE : **1st April to 20th April (Rs. 50 Examination fee per course + late fee of Rs. 300/-)**
 21st April–15th May (Rs. 50 Examination fee per course + late fee of Rs. 500/-*)
 16th May-28th May (Rs. 50 Examination fee per course + late fee of Rs. 1000/-*)

ii) For December TEE: **1st October to 20th October (Rs. 50 Examination fee per course + late fee of Rs. 300/-)**
 21st October–15th November (Rs. 50 Examination fee per course+ late fee of Rs. 500/-*)
 16th November–28th November (Rs. 50 Examination fee per course + late fee of Rs. 1000/-*)

* During the extended late fee period, the exam form along with requisite late fee should be submitted at the **Regional Centre only. Examinations for these students will be conducted in the city of Regional Centres only.**

Examination fee as well as late fee is payable in the form of a Demand Draft drawn from any nationalised bank or IPO in favour of IGNOU, New Delhi-110068. **The examination form received after due dates with or without late fee, wherever applicable, shall be rejected.**

- **Intimation Slip** will be sent to you by the University, once your examination form is received. If you do not get the intimation slip 15 days before the examinations begins, please **contact** your Regional Centre or Student Evaluation Division at the IGNOU Headquarters. You are advised to see the IGNOU website for Intimation Slip before you approach/write to University offices.

- The list of Examination Centers will be available on IGNOU's Website during February/March and August/September. Please note that the University will try to allot you the Examination Centre you opt for. However, in unforeseen circumstances, you may be allotted another nearby Examination Centre.
- Change of examination centre is permissible in exceptional cases for which you have to make a request to the Registrar, SRD at least one month before the commencement of the examination as per University norms.
- Your enrolment number is your Roll Number for the examination. Please exercise enough care in writing it. Any mistake in writing the Roll Number will result in non-declaration of result.
- **If you do not get** the intimation slip, check the list of students **registered for examinations** at the Examination Centre or on the IGNOU website www.ignou.ac.in .If your name is in the list, you shall be permitted in the examination by showing your Identity Card (Student Card)/downloaded Intimation Slip to the Examination Centre Superintendent.
- **There is a provision of retotalling of examination scripts** at IGNOU, Maidan Garhi, New Delhi - 110068 for **re-checking of term-end examination result**. For this, you will have to pay Rs.100/- per course by means of Demand Draft from any nationalised bank drawn in favour of IGNOU, New Delhi. **You must do this within two months of the date of declaration of result.**

Declaration of Result

It is your duty to check whether you are registered for that course, whether you have valid registration and whether you are eligible to appear for that examination or not. If you neglect this and take the examination without being eligible for it, your result will be cancelled. **Although all efforts are made to declare the result in time, there will be no binding on the University to declare the results of the last examination before commencement of next examination. You are, therefore, advised to fill up the form without unnecessarily waiting for the result and get it cancelled at a later date if so required.**

No student is allowed to reappear in an examination or submitting assignments for improving the marks/grade after successfully passing it.

Study Centre is the contact point for you. The University cannot send communication to all the students individually. All the important communications are sent to the Coordinators of the Study Centres and concerned Regional Directors. The Coordinators would display a copy of such important circular/notification on the notice board of the Study Centre for your benefit. You are, therefore, advised to get in touch with your Coordinator for day-to-day information about assignments, submission of examination forms, date-sheet, list of students admitted to a particular examination, declaration of result, etc.

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

Early Declaration of Results: You can apply for early declaration of term-end examination results with a fee of Rs. 500/- per course. **The application for early declaration of results shall be entertained only if you have been selected for any post or applied for further studies.** Mark-sheet/certificate for qualifying examination is required to be submitted to the institution by a particular date. You must compulsorily submit documentary evidence (proof) in support of the reason for early declaration of your result.

Early declaration of result is permissible in term-end examination for theory courses only. **This facility is not applicable for practical/lab courses, project, workshop, assignments, seminar, etc. based courses. The application for early declaration of results shall be entertained for final year courses or maximum of four backlog courses only.** Prescribed fee @ Rs. 500/- per course shall be payable by Demand Draft in favour of 'IGNOU' and payable at New Delhi. Application form along with required amount of fee must be submitted to the Registrar, SR&E, IGNOU, Maidan Garhi, New Delhi-110068 before the date of the commencement of term-end examination i.e., before 1st June and 1st December respectively. Application form for Early Declaration of Results is placed in this book. (See section 14 - Formats for Students use).

Re-evaluation of Term-end Examination: After the declaration of term-end examination results, if you are not satisfied with the marks awarded, you can request the University to re-evaluate your answer scripts on payment of Rs. 300/- per course. Application for re-evaluation shall be submitted in the prescribed format to the Registrar, SR&E, IGNOU, Maidan Garhi, New Delhi-110068 along with the fee of Rs. 300/- per course in the form of Demand Draft drawn in favour of IGNOU and payable at New Delhi.

Application for re-evaluation must be made before 31st March for the term-end examinations held in December, and 30th September for the term-end examinations held in June, or within one month of the declaration of results, whichever is later. The date of declaration of results will be calculated from the date on which the results of relevant course were placed on the IGNOU website.

After the re-evaluation, the better of the two scores of the original marks and re-evaluation marks will be considered. Marks so revised shall be incorporated in your record and the revised marks sheet shall be sent to you within one month from the receipt of the application.

While communicating with the University regarding examinations for that purpose for any matter, **please write your name, enrolment number, name of the programme and complete address.** In the absence of such details, we may not be able to attend to your problems. Application form for re-evaluation of Answer Scripts is placed in this book. (See section 14 - Formats for Students use).

Important: Remember, you will be eligible to appear for June 2009 Term-end examination. Subsequently you can appear in December/June Term-end examination till you complete the course successfully or till you have valid registration with the University.

10. UNIVERSITY RULES

Educational Qualifications Awarded By Private Institutions

Any educational qualification awarded by the Private Universities established under the provisions of the "Chhattisgarh Niji Kshetra Vishwavidyalaya (Sthapana Aur Viniyaman), Adhiniyam, 2002" are non-existent and cannot be made the basis of admission to higher studies with IGNOU.

Validity of Admission

Students offered admission have to join on or before the due dates specified by the University. In case they want to seek admission for the next session, they have to apply afresh and go through the admission procedure again.

Re-admission

The students who are not able to clear their Programme within the maximum duration shall be allowed to take Re-admission for additional one year for the Diploma Programme, in continuation of the earlier duration. The student has to make payment per course on pro-rata basis. The details of pro-rata fee and the Re-admission Form is available at the Regional Centres for the courses which student has not been able to complete.

Scholarships and Reimbursement of Fee

Reserved Categories, viz. Scheduled Castes, Scheduled Tribes, Physically Handicapped students and other regional categories are to pay full fee at the time of admission to the University along with other general category candidates. Physically Handicapped students admitted to IGNOU Programmes are eligible for Government of India scholarships. They are advised to collect Scholarship Forms from the respective State Government Directorate of Social Welfare or Office of the Social Welfare Officer and submit the filled-in form to them through the concerned Regional Centre of IGNOU.

Similarly, SC/ST students have to collect and subsequently submit their scholarship forms to the respective State's Directorate of Social Welfare or Office of the Social Welfare Officer, through the concerned Regional Centre of IGNOU for reimbursement of Programme fee.

Change/Correction of Address and Study Centres

Printed Cards Formats are placed in the Programme Guide for change/correction of address/change of Study

Centre, which is dispatched along with the study material. In case there is any correction/change in the address, the student is advised to make use of proformas provided in the Programme Guide and send it to the Regional Director, IGNOU Regional Centre, 52 Institutional Area, Tughlakabad, New Delhi - 110068 who will forward the request after verifying the student's signature to SR & E Division, Maidan Garhi, New Delhi-110068. Request for **change of Study Centre is normally accepted subject to availability of internship in a particular retail company/city and seat for the Programme at the new Study Centre asked for** as this programme has Internship of six months in a particular retail company and compulsory academic counselling of 10 days. Change of Address is not permitted until admissions are finalised.

Allotment of Study Centres for Students

Depending on actual number of students or due to other operational reasons, the University may deactivate a Study Centre/Programme Study Centre and the students of the deactivated Centre will be attached to another Centre. The Regional Centre will inform the concerned student about the change after admissions are finalized. **Similarly, the University will have the right to allot a particular Study Centre and retail company and location (city) under a particular Regional Centre taking into account the availability of the internships, infrastructure and other facility needed for operationalisation of the programme.**

Change of Regional Centres/Study Centres

Change of Regional Centre and Study Centre are allowed subject to availability of Internships and seats in a particular retail company and city/Study Centre to which a student seek.

However, change of Study Centre is permitted from one centre to another centre subject to availability of the following at the Study Centre/retail company.

- Vacant seat at a particular Study Centre.
- Availability of internships in retail companies and cities where students would be seeking for transfer..
- No Objection Certificate from the Study Centre to which he/she would like to get transferred.
- No Objection Certificate from the retail company offering internship to where a student would like to go.

Students who seek transfer are required to submit "No Objection Certificate" (NOCs) from the Study Centre and retail company to where the student wishes his/her transfer. Students are advised not to seek transfer in between of the academic year as this programme has number of compulsory components such as academic counselling, internship and Viva-voce. Seeking transfer in between may lead operational difficulties in arranging timely internship and seats in a particular study centre in the new location.

Official Transcripts

The University provides the facility of official transcripts on requests made by the students on plain paper addressed to Registrar (SRE), IGNOU, Maidan Garhi, New Delhi-110068. A fee of Rs. 100/- per transcript payable through DD in favour of IGNOU is charged for this purpose. The students are required to pay Rs. 300/- in case of request for sending transcript outside the Country.

Disputes on Admission & other University Matters

The Place of jurisdiction of filing of suit, if necessary, will be only at New Delhi/Delhi.

Recognition

IGNOU Degrees/Diplomas/Certificates are recognised by all member Universities of Association of Indian Universities (AIU) and are at par with Degrees/Diplomas/Certificates of all Indian Universities/Institutions, as per UGC Circular letter No. F.1-52/2000 (CPP-II) dated May 5, 2004, AIU Circular No. EV/B (449/94/176915-177115 dated January 14, 1994 and AICTE Circular No. AICTE/Academic/Nov-Dec/2005 dt. May 13, 2005. (see Annexure I, II & III).

IGNOU Newsletter

The University publishes newsletter two times in a year in English as well as in Hindi. It is mailed to you free of cost. All the important information relevant to you is published in the newsletter. You are advised to read the Newsletter for updating yourself.

Issue of Duplicate Marksheet

A Duplicate Grade card is issued after a request is made on the prescribed form alongwith a demand draft of Rs.100/- drawn in favour of IGNOU, New Delhi. The form for the purpose is given in this Programme Guide.

Simultaneous Registration

Students who are already enrolled in a programme of one year or longer duration can also simultaneously register themselves for any certificate programme of 6 months duration. However, if there is any clash of dates of counselling or examination schedule between the two programmes taken, University will not be in a position to make adjustment.

Refund of Fee

Fee once paid will not be refunded under any circumstances. It is also not adjustable against any other programme of this University. Programme fee may, however, be refunded if admission is not offered by IGNOU for any reason.

Migration Certificate

For migration certificate, requisition may be sent to the Regional Director (concerned) along with the following documents:

- i) Application can be obtained from the Headquarter or photocopy of the one given in Programme Guide can be used.
- ii) Attested copy of the mark-sheets
- iii) Fee of Rs. 200/- in the form of Demand Draft drawn in favour of IGNOU payable at the city where concerned Regional Centre is located.

Samples of various forms currently used in the University are provided in the Programme Guide. Whenever you need any of these, please take a photocopy, fill it and send it to us.

Walk in Admission

The University has introduced Walk-in-admission facility, with effect from July 2008 for all Programmes. The admission for these programmes will remain open round the year, therefore, the candidates may get/submit the application forms as per the following schedule to concerned Regional Centre.

For January Session : From 1st June
Upto 31st October (without late fee)
1st November to 30th November
(with late fee of Rs. 200/-)

For July Session : From 1st December
Upto 30th April (without late fee)
1st May to 31st May
(with late fee of Rs. 200/-)

How to approach the University

During the course of your study, you might require some further information or knowledge about rules and regulations. You must know whom to contact for a specific information. We are providing you information about these matters in Section 11 under the heading 'Whom to Contact for What'.

The information about the suitable forms for specific purpose is also provided in Section 14 'Formats for Students' of this Programme Guide. Whenever you need, take a copy of the relevant form and send it as per instructions given in the form.

11. WHOM TO CONTACT FOR WHAT

1. Admission, Change of Study Centre, Change of Regional Centre, Change of Address, Identity Card, Fee Receipt, Bonafide Certificate and Migration Certificate :

Concerned Regional Centre

2. Non-receipt of Study Material and Assignments :
Registrar, Material Production and Distribution Division, IGNOU, Maidan Garhi, New Delhi - 110 068.
3. Examination Date-sheet, Result Rechecking, Grade Card, Provisional Certificate, Transcripts and submission of Examination Form :
Deputy Registrar (Exam II), SR&E Division, IGNOU, Maidan Garhi, New Delhi -110 068.
4. Non-reflection of Assignments Grades :
Assistant Registrar (Exam III), SR&E Division, IGNOU, Maidan Garhi, New Delhi -110 068.
5. Original Degree/Diploma and Convocation matters:
AR (Exam I) SR&E Division, IGNOU, Maidan Garhi, New Delhi - 110068.
6. Purchase of Study Material :
Marketing Unit, MPDD, IGNOU, Maidan Garhi, New Delhi - 110 068.
7. Purchase of Audio/Video Tapes :
Marketing Unit, EMPC, IGNOU, Maidan Garhi, New Delhi – 110 068.
8. Other matters and issues that remain unresolved:

Dr. V. Venugopal Reddy

Programme Coordinator & Regional Director,
IGNOU Regional Centre, Delhi-1
52, Institutional Area, Tughlakabad Extn.
New Delhi - 110 062
Tel : 011-26058354, 011-26056831,
Fax : 011-29053172
Email : rcd1ignou@rediffmail.com

Mr. Lawrence Fernandes

Director Retail Learning
Retailers Association of India, (rai)
111/112, Ascot Centre
Next to Hotel Le Royal Meridien,
Sahar Road, Sahar, Andheri (E),
Mumbai – 400 099
Tel : 022-28269527-29,
Fax : 022-28269536
Email : lawrence@rai.net.in

Website :

IGNOU : www.ignou.ac.in

rai : www.rai.net.in

Dr. Madhulika

Programme Coordinator
Email : madhulikalal@gmail.com
&

Dr. Rashmi Bansal

Programme Coordinator
School of Management Studies, IGNOU,
Maidan Garhi, New Delhi - 110068.
Tel : 011-29532073, Fax : 011-29532078
Email : rashmibns71@yahoo.co.uk

Mr. Avijit Ganguli

Consultant - Retail Learning - rai (placed at)
IGNOU Regional Centre, Delhi-1
52, Institutional Area, Tughlakabad Extn.
New Delhi - 110062
Tel : 011-29958075 Fax : 011-29053172

12. REGIONAL CENTRES

IGNOU has 60 Regional Centres throughout the country. For the Diploma in Retail Programme, the following Regional Centres have been activated for July 2008 cycle admissions. However, more Regional Centres shall be added for January/July 2009 cycle admission.

S.NO.	Regional Centre	Code	Address of the Regional Centre
1.	HYDERABAD	01	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE RAHUL CHAMBER HOUSE, NO.3-5-909 HIMAYATNAGAR MAIN ROAD, HIMAYAT NAGAR, HYDERABAD-500 029, ANDHRA PRADESH Tel: 040-23221254, 23221255 Fax: 040-23221260 E-mail: hyd2_ignourch@sancharnet.in Website: http://ignouhyd.ap.nic.in/
2.	GUWAHATI	04	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NAVAGIRI ROAD 1 ST BYE-LINE CHANDMARI GUWAHATI – 781003 ASSAM Tel: 0361-2668409 / 2662831 / 2662834 Fax: 0361-2662879 E-mail: grcignou@sancharnet.in Website: http://www.grcignou.ac.in/
3.	DELHI-1	07	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE DELHI- “1” 52, TUGHLAKABAD INSTT. AREA NEAR BATRA HOSPITAL, NEW DELHI-110062 Tel: 011-29958078, 29956015, 26056834 Fax: 011-29053172 E-mail: rcd1ignou@rediffmail.com Website: http://www.ignourcd1.ac.in
4.	AHMEDABAD	09	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OPP. NIRMA INSTT. OF TECHNOLOGY SARKHEJ GANDHINAGAR, HIGHWAY, CHHARODI, AHMEDABAD – 382 481 GUJARAT Tel: 02717 – 242975 / 242976 Fax: 02717 – 241580 E-mail: rcignouahd@yahoo.com Website: http://www.ignougujarat.org
5.	KARNAL	10	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE OLD GOVT. COLLEGE CAMPUS RAILWAY STATION ROAD KARNAL- 132 001 HARYANA Tel: 0184-2271514 / 2260075 / 2254621 Fax: 0184-2255738 E-mail: ignourck10@sancharnet.in

6.	BANGALORE	13	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE NSSS KALYANA KENDRA 293, 39 TH CROSS, 8 TH BLOCK, JAYANAGAR, BANGALORE-560082, KARNATAKA Tel: 080-26654747 / 26657376 Fax: 080-26644848 E-mail: ignourcblr@eth.net Website: http://164.100.80.120/ignou/
7.	COCHIN	14	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE KALOOR, COCHIN- 682 017 KERALA Tel: 0484-2340203/ 2348189/ 2330891 Fax: 0484-2340204 E-mail: igrcl4@vsnl.net Website: http://www.ignourkochi14.net
8.	BHOPAL	15	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE SANCHI COMPLEX, 3 RD FLOOR OPP. BOARD OF SECONDARY EDN. SHIVAJI NAGAR, BHOPAL – 462016, MADHYA PRADESH Tel: 0755-2578455 Fax: 0755-2578454 E-mail: ignoubhopal@rediffmail.com Website: http://www.ignoubhopal.co.in/index.htm
9.	PUNE	16	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 1 ST FLOOR, MSFC BUILDING 270, SENAPATI BAPAT ROAD PUNE – 411 016, MAHARASHTRA Tel: 020-25651124 Fax: 020-25671864 E-mail: ignourcpune42@vsnl.net
10.	BHUBANESHWAR	21	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C-1, INSTITUTIONAL AREA BHUBANESHWAR – 751 013 ORISSA Tel: 0674-2301348 / 2301250 / 2301352 Fax: 0674 – 2300349 E-mail: igrd21@hotmail.com Website: http://www.ignoubbsr.org/
11.	KHANNA	22	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE I.T.I. BUILDING, BULEPUR (DISTRICT LUDHIANA) KHANNA – 141 401, PUNJAB Tel: 01628-229994/ 229993 Fax: 01628-238284 E-mail: ignoukhanna@yahoo.co.in

12.	JAIPUR	23	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE 70/79, SECTOR-7, PATEL MARG MANSAROVAR, JAIPUR – 302 020, RAJASTHAN Tel: 0141-2785750 Fax: 0141-2784043 E-mail: ignou@raj.nic.in
13.	CHENNAI	25	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE C.I.T. CAMPUS TARAMANI CHENNAI- 600 113 TAMILNADU Tel: 044-22541919 / 22542727 / 22542525 Fax: 044-22542828 E-mail: ignourcc@md3.vsnl.net.in Website: http://www.ignouchennai.ac.in/
14.	LUCKNOW	27	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE B-1/33, SECTOR- H, ALIGANJ LUCKNOW – 226 024, UTTAR PRADESH Tel: 0522-2364893 / 2762410 (RCL) Fax: 0522-2364889 E-mail: ignoulko@sancharnet.in Website: http://www.ignourclko27.in/
15.	KOLKATA	28	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE BIKAS BHAWAN, 4 TH FLOOR NORTH BLOCK, SALT LAKE, BIDHAN NAGAR KOLKATA – 700 091 WEST BENGAL Tel: 033-23349850, Fax: 033-23347576 E-mail: ignourcd28@yahoo.com Website: http://www.ignoukolkatarc.com/
16.	DELHI -2	29	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE GANDHI SMRITI & DARSHAN SAMITI RAJGHAT NEW DELHI-110002 Tel: 011- 23392374/ 23392376 / 23392377 Fax: 011-23392375 E-mail: ignourd2@bol.net.in Website: http://www.ignourcd2.ac.in
17.	MADURAI	43	REGIONAL DIRECTOR IGNOU REGIONAL CENTRE CSI INSTITUTIONAL CAMPUS P K ROAD (NH-7) PASUMALIMADURAI – 625004 TAMIL NADU Tel: 0452 -2380387 / 2370588 E-mail: ignoumadurai@yahoo.co.in

Note: The University proposes to activate every Regional Centre for January 2009 cycle for the DIR programme. However, Study Centres activation and Training/Internship arrangements will be made available subject to availability of infrastructure under those Regional Centres for Study Centres and Retail Stores for student support internship facility.

13. STUDY CENTRES

The students selected for the Diploma in Retailing will be attached with one of the Study Centre/Programme Study Centre under the purview of a particular Regional Centre. The Study Centre will be his/her college for utilizing academic and administrative support. The Study Centres will provide the following services:

- Sale of Student Handbook and Prospectus.
- Pre-admission counselling.
- Induction for newly enrolled learners.
- Counselling Schedules for organising two spells of academic counselling of 5 days each for a batch of 60 students each time.
- Organise theory and practical counselling sessions.
- Arrange audio and video programmes.
- Arrange schedules and organise Radio, TV and teleconferencing.
- Provide library facility for reference purposes.
- Handle students' assignments and provide marks/grades and feedback on assignments to learners within 30 days from the date of submission.
- Attend to learners' queries and maintain register for such queries.
- Maintain records of students' attendance, assignment submission and grades/marks for continuous assessment.
- Forward marks of assignments and Workbook and Viva-voce to the Regional Centre.
- Conduct Entrance and Terminal Examinations, in case the Centre has been allotted as an Examination Centre (subject to Centre's acceptance and University's notification).
- Conduct Term-End Exam/Practicals/Lab Practicals, in case the Centre has been allotted Examinations (theory/practical)(subject to Centre's acceptance and University's notification).

List of Study Centres/Programme Study Centres activated for the Diploma in Retailing are given below:

SL.NO.	REGIONAL CENTRE AND CODE	STUDY CENTRE CODE	NAME & ADDRESS OF THE IGNOU STUDY CENTRE
1	HYDERABAD (01)	1001 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE CRUX LEARNING CENTRE 5-8-525/D, 2 ND FLOOR, JAGDISH MARKET ABIDS, HYDERABAD. TEL: 040-66787000, MOB: 09948820171 EMAIL : training@cruxmanagement.com
2	HYDERABAD (01)	1002 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE SAITEJA COMPUTER SERVICES PVT. LTD. DOOR NO-50-50-33/2/1-A GURUDEARA JUNCTION, NH-5 ROAD, VISAKHAPATNAM- 530016 ANDHRA PRADESH MOB: 09393352535 TEL: 0891-3254323, 2528110 E-MAIL : tallymaster@gmail.com

3	DELHI-1 (07)	0747 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE CHIP PRIVATE LIMITED, LAXMAN PUBLIC SCHOOL, HAUZ KHAS ENCLAVE, NEW DELHI - 110016, TEL: 011- 26865129
4	DELHI-1 (07)	07109	THE COORDINATOR IGNOU STUDY CENTRE INSTITUTE OF PUBLIC HEALTH & HYGIENE RZ-A-44, MAHIPALPUR NEW DELHI-110037 TEL: 26782850/51/52/54//63 E-MAIL: ignou07109@rediffmail.com
5	DELHI-1 (07)	07126 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE K. R. MANGALAM INSTITUTE OF MANAGEMENT S- BLOCK, GREATER KAILASH-II NEW DELHI-110048 MOB: 9810468054 TEL: 011-29219271, 29219273 E-MAIL : director@kgim.org , centre_head@kgim.org
6	DELHI-1 (07)	1046 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE CAREER MATRIX INSTITUTE OF PROFESSIONAL STUDIES, M-3, 2ND FLOOR OLD DLF COLONY, SEC-14, GURGAON, HARYANA PH: 0124-4086247, 4086248, MOB: 9891744488 / 9999688479 E-MAIL: atul3001@yahoo.co.in
7	COCHIN (14)	1482 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE S. B. GLOBAL CORPORATION SCHOOL OF RETAIL MANAGEMENT G 129, PANAMPILLY NAGAR, COCHIN TEL: 0484 6580911/ 0484 2315617/618 E-MAIL : retail@sbglobal.in
8	COCHIN (14)	1483 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE KERALA RETAIL ACADEMY PVT. LTD., 5/2932, D-3, C D TOWER, NEAR BABY MEMORIAL HOSPITAL BY PASS ROAD, CALICUT - 673 004 TEL : 0495 - 2724320 MOB: 9961998822 E-MAIL: calicut@keralaretailacademy.com
9	BHOPAL (15)	15118 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE VIDYASAGAR INSTITUTE OF MANAGEMENT VALLABH NAGAR, B.H.E.L BHOPAL-462021 MADHYA PRADESH TEL: 0755-2621718
10	BHOPAL (15)	15119 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE CAREER COLLEGE, GOVINDPURA, BHEL, BHOPAL -462023 MADHYA PRADESH TEL: 0755-2586042

11	PUNE (16)	1601	THE COORDINATOR IGNOU STUDY CENTRE KJS COLLEGE OF EDUCATION T & R VIDYANAGAR, VIDYA VIHAR, GHATKOPAR (E) MAHARASHTRA -400077
12	PUNE (16)	1602	THE COORDINATOR IGNOU STUDY CENTRE SYMBIOSIS INTERNATIONAL CULTURAL & CENTRE SENAPATI BAPAT ROAD, PUNE MAHARASHTRA - 411004
13	PUNE (16)	1604	THE COORDINATOR IGNOU STUDY CENTRE KET'S V.G.VAZE COLLEGE MITHANAGAR ROAD, MULUND (E) MUMBAI – 400 081
14	PUNE (16)	1607	THE COORDINATOR IGNOU STUDY CENTRE RASHTRASANT TUKDOJI MAHARAJ NAGPUR UNIVERSITY GURU NANAK BHAWAN NAGPUR - 440 001 TEL: 0712 – 2556590
15	PUNE (16)	1689 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE MAGNUM ADEVENTS PVT. LTD. (MARKS) D-4/D-5, RENUKA CHAMBERS, OPP CROSSROADS, J.M.ROAD, DECCAN GYMKHANA PUNE-411004 TEL: 020-25510881 EMAIL : markspune@gmail.com
16	BHUBANESHWAR (21)	21136 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE ORETUS BUSINESS ACADEMY D-2/18, SECTOR-A , ZONE-D, MANCHESWAR INDUSTRIAL ESTATE BHUBANESWAR ORISSA - 751010 MOB: 09337171119, 09437171119 E-MAIL: pkmonhanty68@yahoo.com
17	KHANNA (22)	2247 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE CHITKARA EDUCATIONAL TRUST SARASWATI KENDRA SCO 160-161, SEC 9-C CHANDIGARH - 160 009 TEL: 0172-2746209,2747057 FAX: 0172- 2746154 E-MAIL: cavita.taragi@chitkara.edu.in
18	JAIPUR (23)	2301	THE COORDINATOR IGNOU STUDY CENTRE RAJASTHAN COLLEGE CAMPUS JAIPUR - 302 004 TEL: 0141 - 2702101 (D) 0141 - 2229212 (R) MOB: 09414228215 E-MAIL: ignou_sc@sancharnet.in

19	LUCKNOW (27)	2701	THE COORDINATOR IGNOU STUDY CENTRE JAI NARAIN DEGREE COLLEGE STATION ROAD, LUCKNOW TEL: 0522-263561 (O) 0522-2455160 (R) MOBILE: 09415104741
20	LUCKNOW (27)	2703	THE COORDINATOR IGNOU STUDY CENTRE ALLAHABAD DEGREE COLLEGE ALLAHABAD, UTTAR PARDESH TEL: 0532-2558650 (O) 0532-2645982 (R)
21	KOLKATA (28)	2899 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE THE GEORGE TELEGRAPH TRAINING INSTITUTE 136, B.B.GANGAULY STREET, KOLKATA- 700 012
22	DELHI-2 (29)	0776 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE UNIVERSIAL INSTITUTE OF COMPUTER AND TECHNOLOGY, BLOCK-A, UPS CAMPUS, PREET VIHAR, NEW DELHI-110092 TEL: 22440117, 55298815
23	DELHI-2 (29)	07128 (P)	THE PROGRAMME IN-CHARGE IGNOU PROGRAMME STUDY CENTRE SADANAND INSTITUTE OF RETAIL ANAGEMENT, 153 I & II FLOOR, KAPIL VIHAR (MAIN PITAMPURA ROAD) NEW DELHI
24	MADURAI (43)	2502	THE COORDINATOR IGNOU STUDY CENTRE GRD COLLEGE OF SCIENCE AVINASHI ROAD COIMBATORE-641014, TEL-04422-2592399

14. FORMATS FOR STUDENTS

- 14.1 Non-receipt of Study Material(s) / Assignment(s)
- 14.2 Change / Correction of Address
- 14.3 Assignment Remittance-cum-Acknowledgement Card
- 14.4 Certificate of Originality of Workbook
- 14.5 Term-end Examination Form
- 14.6 Application Form for Early Declaration of Result of Term-end Examination
- 14.7 Application Form for Re-checking of Result of Term-End Examination
- 14.8 Application Form for Re-evaluation of Answer Script
- 14.9 Application Form for Obtaining Duplicate Grade Card / Mark Sheet
- 14.10 Application Form for Issue of Provisional Certificate
- 14.11 Application Form for Issue of Migration Certificate
- 14.12 Course Re-Admission Form
- 14.13 Internship Form (4 copies)



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.1 Non Receipt of Study Material / Assignment

To

MPDD, IGNOU
Maidan Garhi
New Delhi - 110 068

Sir,

I have not received the study material / Assignment in respect of the following :-

Sl. No.	Course Code	Medium	Blocks/Course	Assignments
1.
2.
3.
4.
5.
6.
7.

Other Details

- (a) Enrolment No. :
- (b) Name & Address. :
- (c) Programme :
- (d) Medium :
- (e) Year/Semester of registration for the above courses

I hereby declare that the above mentioned study material have not been received by me from any office of IGNOU. In case, the above statement is found to be incorrect, I will accept any penalty imposed on me by the University. In case, I receive the material at a later date, I will return the same to IGNOU, MPD, Regional Centre, Delhi-110062 at my cost.

Signature of the Student

Contact No. (Mobile/Telephone): _____

FOR OFFICE USE ONLY

Date of despatch:

SO(MPDD)



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.2 Change/Correction of Address

To

The Regional Director
IGNOU Regional Centre,
(to the centre you belong)

1. DETAILS FOR CHANGE/CORRECTION OF MAILING ADDRESS

New Address

Old Address

City _____ **Pin** _____

City _____ **Pin** _____

State _____

State _____

Reasons for Change of Address/Correction of Address

Signature of the Student

Contact No. (Mobile/Telephone): _____



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY
REGIONAL CENTRE**

14.3 Assignment Remittance-cum-Acknowledgement Card

Enrol. No. _____ Programme Title: _____ Name : _____ Course Code: _____ Medium: _____ _____	INDIRA GANDHI NATIONAL OPEN UNIVERSITY ASSIGNMENTS REMITTANCE -CUM-ACKNOWLEDGEMENT CARD																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">S.No.</th> <th style="width: 15%;">Assignment No.</th> <th style="width: 70%;"></th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td style="text-align: center;">For Office Use Only</td> </tr> <tr> <td> </td> <td> </td> <td style="text-align: center;">S.No. _____</td> </tr> <tr> <td> </td> <td> </td> <td style="text-align: center;">Date of Receipt: _____</td> </tr> <tr> <td> </td> <td> </td> <td style="text-align: center;">Name of Evaluator: _____</td> </tr> </tbody> </table>	S.No.	Assignment No.				For Office Use Only			S.No. _____			Date of Receipt: _____			Name of Evaluator: _____	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Enrol. No. _____</td> <td style="width: 50%;">Programme Title: _____</td> </tr> <tr> <td>Name : _____</td> <td>Medium : _____</td> </tr> <tr> <td>Course Code: _____</td> <td style="text-align: center;">For Office Use Only</td> </tr> <tr> <td style="width: 50%;">S.No.</td> <td style="width: 50%;">S.No. _____</td> </tr> <tr> <td style="width: 50%;">Assignment No.</td> <td style="width: 50%;">Signature of the receiver _____</td> </tr> <tr> <td> </td> <td>Date : _____</td> </tr> <tr> <td> </td> <td style="text-align: right;">Seal</td> </tr> </table>	Enrol. No. _____	Programme Title: _____	Name : _____	Medium : _____	Course Code: _____	For Office Use Only	S.No.	S.No. _____	Assignment No.	Signature of the receiver _____		Date : _____		Seal
S.No.	Assignment No.																													
		For Office Use Only																												
		S.No. _____																												
		Date of Receipt: _____																												
		Name of Evaluator: _____																												
Enrol. No. _____	Programme Title: _____																													
Name : _____	Medium : _____																													
Course Code: _____	For Office Use Only																													
S.No.	S.No. _____																													
Assignment No.	Signature of the receiver _____																													
	Date : _____																													
	Seal																													
Signature of the Student Date : _____	Signature of the Student Name : _____ Address of the Student : _____ Date : _____ (Please write your complete address and affix adequate postal stamp on reverse)																													

**Affix
Stamp
Here**

From:

The Coordinator
Study Centre concerned

To

(ADDRESS OF THE STUDENT)

.....



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Regional Centre

14.4 Certificate of Originality of Workbook

This is to certify that the Workbook BRLT-005 submitted to Indira Gandhi National Open University, Regional Centre _____ (specify the Regional Centre name) in partial fulfillment of the requirement for the evaluation and Viva-voce for the award of Diploma in Retailing is an authentic and original work carried out by Mr. / Ms. _____ under my supervision at the _____ (specify company & location).

The matter presented in the Workbook is genuine and original work done by the student during his / her Internship from _____ to _____ (specify dates & months) and has not been submitted either to this University or to any other University / Institute for the fulfillment of the requirements of any course of study.

Enrolment No.
Programme : BBA Retail Ist Year

.....

.....

Signature of student

Signature of Supervisor

Date

Date

Name and Address of the student

Name, Designation and Address of the Supervisor (stamp with full address)

.....
.....
.....
.....

.....
.....
.....

Tel. No.

Tel. No.

Mobile No.

Mobile No.

Email.

Email.

DECLARATION

I hereby affirm that I have submitted/will submit all the required number of assignments as applicable for the above course(s) within the deadlines prescribed by the University to the appropriate authority for evaluation. I also affirm that my registration for the above course(s) is valid and not time barred. If any of my above statements are found to be untrue, I will have no claim for taking examination. I undertake that I shall abide by the rules and regulations of the University.

Date:

(Signature of the Student)

Dates for Submission of Exam Forms

FOR JUNE TEE	LATE FEE	FOR DEC TEE	LATE FEE
1 March to 31 March	NIL	1 Sept. to 30 Sept.	NIL
1 April to 20 April	Rs. 300/-	1 Oct. to 20 Oct.	Rs. 300/-
21 April to 15 May *	Rs. 500/-	21 Oct. to 15 Nov. *	Rs. 500/-
16 May to 28 May *	Rs. 1000/-	16 Nov. to 28 Nov. *	Rs. 1000/-

* During these dates submit the examination form with late fee to concerned Regional Centre (For outside Delhi); For Delhi, submit to the Registrar (SRE)

Exam for these students will be conducted at Regional Centre city only.

Examination form without late fee can be submitted by Regd. Post/Speed Post alongwith the requisite fee (in the form of demand draft) at SR&E Division, IGNOU, Maidan Garhi, New Delhi - 110 068 or at the concerned Regional Centre within the stipulated dates.

INSTRUCTION FOR FILLING UP THE EXAM FORM

1. Please send the examination form by Registered Post/Speed Post and retain the proof of its mailing till you receive the Hall Ticket.
2. Students should submit the examination form only once for each Term-end Examination
3. Examination fee @ Rs. 50/- per course in the form of demand draft drawn in favour of IGNOU and payable at New Delhi is required to be sent along with the Examination Form.
4. **It is advisable that students fill-up the examination form without waiting for the result of the previous examination. No examination fee is required to be paid for the courses for which the student appeared in the preceding TEE and the result has not been declared on the date of submission of the Examination form.**
5. Term-end Examination result is also available on the university website i.e. www.ignou.ac.in Please see the result status before filling examination form.
6. If you fail to receive Examination Intimation Slip one week before commencement of examination, you may visit our website www.ignou.ac.in and download Hall Ticket and report to Examination Centre with your Identity Card.
7. Normally the Study Centre is the Examination Centre. In case you wish to take examination at a particular centre, the code of your chosen centre may be filled up as Examination Centre Code. However, if Examination Centre chosen by you is not activated, you will be allotted another Examination Centre under the same Region.
8. Change of Examination Centre, once allotted, is not permissible under any circumstances.
9. Please write correct course code(s) as indicated in your Programme Guide, failing which the course(s) will not be included in Hall Ticket for taking examination. (For example ECO-01/MS-02).
10. In case wrong/invalid course code is mentioned in examination form, the course will not be included in the Hall Ticket and the examination fee paid will not be refunded.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

(Student Registration & Evaluation Division)

14.6 Application Form for Early Declaration of Result of Term-End Examination

1. Name : _____

2. Programme :

Enrolment No.:

3. Reasons for early declaration of result:

(Enclose a copy of the documentary evidence specifying the reason for early declaration)

4. Course(s) detail for early evaluation:

S.No.	Course Code	Date of Examination
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____

5. Exam. Centre details, from where you have to appear/appeared at Term-end Examination:

Exam Centre Code: _____ Address of Exam. Centre : _____

6. Total Amount paid Rs. : _____ Band DD No. _____ Date _____

(Rs. 500/- per course)

Issuing Bank _____

Signature _____

Name and Address of the Student

Date: _____

Note:-

1. Request for early declaration of result will be entertained for final semester/year or maximum of 4 backlog courses only.
2. Application without enclosing documentary evidence specifying the reason for early declaration will not be entertained.
3. Application form must reach at the following address before the date of the examination for the course(s) for which early evaluation is sought:

Registrar (SR&ED)

Indira Gandhi National Open University

Maidan Garhi, New Delhi - 110068.

4. The prescribed fee for early declaration of result is Rs. 500/- per course in the form of demand draft issued in favour of 'IGNOU' and payable at 'New Delhi'.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.7 Application Form for Re-Checking of Result of Term-End Examination

Name : _____

Enrolment No. _____

Address: _____

Pin Code :						
------------	--	--	--	--	--	--

Programme _____ Month and Year of the Exam _____

Name of Exam. Centre _____

Centre Code _____

Course(s) in which re-checking of the Term-end Exam. result is sought	Course Code	Name of the Course
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Total amount paid : Rs. _____

Bank/DD/IPO No. _____ Dated _____ Bank/P.O. _____

Signature

Note: There is no provision for re-evaluation. Checking is done with reference to the grade/marks given in the Answer book and the Award list. If there is any mistake on the part of the University, re-checking fee at the rate of Rs. 100/- per course paid by the candidate will be refunded. Application form for this purpose will normally be entertained within a period of 2 months of the declaration of result. Fee for re-checking at the rate of Rs. 100/- per course is to be paid through DD drawn from any nationalised bank in favour of Indira Gandhi National Open University payable at New Delhi. The filled in form with the requisite fee is to be sent to: The **Registrar (SR&ED), Indira Gandhi National Open University, Maidan Garhi, New Delhi-110 068.**



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.8 Application Form for Re-Evaluation of Answer Script

Name : _____

Programme : _____

Enrolment No.

--	--	--	--	--	--	--	--	--

Address: _____

Pin Code :

--	--	--	--	--	--	--	--

Month and Year of the Exam _____

Name of Exam. Centre _____

Centre Code _____

Course(s) in which re-evaluation is sought	Course Code	Title of the Course
	_____	_____
	_____	_____
	_____	_____
	_____	_____

Total amount paid : Rs. _____
(Rs. 300/- per course/paper)

Bank Draft No. _____ (Issuing Bank) _____

Date: _____

Signature of the Student

Note:

The request for re-evaluation by the students must be made before 31st March for December TEE and 30th September for June TEE or within one month of declaration of result whichever is later. The date of declaration of results will be calculated from the date on which the results are placed on the IGNOU website.

After re-evaluation, the better of the two scores of original marks grade and re-evaluated marks will be considered.

The revised marks after the re-evaluation shall be incorporated in the student record and the revised Grade card/Marks sheet shall be sent to the students within one month from the receipt of the application.

Re-evaluation is not permissible for the Projects, Practicals, Assignments, Seminar etc.

The filled in form with the requisite fee is to be sent to:

Dy. Registrar (Exam-III), (SR&E Division), IGNOU, Maidan Garhi, New Delhi - 110068



INDIRA GANDHINATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.9 Application Form for Obtaining Duplicate Grade Card/Mark-Sheet

Name of the Student : _____

Enrolment No.

--	--	--	--	--	--	--	--	--	--

Address: _____

Pin Code :

--	--	--	--	--	--	--	--

Programme : _____

Month and Year of the Exam _____

Centre from where appeared
the last examination _____

Bank Draft/IPO No. _____ dated _____ for Rs. 100/- in favour of IGNOU,
New Delhi.

Date: _____

Signature of the Student

Note: Fee for duplicate grade card is Rs. 100/-. The duplicate grade card/mark list will be sent by Registered Post.

The filled in form with the requisite fee is to be sent to:

The Registrar (S R & E)
Indira Gandhi National Open University
Block 12, Maidan Garhi
New Delhi - 110068



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.10 Application Form for Issue of Provisional Certificate

Enrolment No.

--	--	--	--	--	--	--	--	--

Programme Title :

Regional Centre :

Name :

Father's Name :

Month and year of last examination in which you have completed the Progoramme

Mailing Address :
.....
.....
.....

(Please Enclose a copy of your complete grade card)

Filled in application Form should be sent to:

The Registrar (S R & E)
Indira Gandhi National Open University
Block 12, Maidan Garhi
New Delhi - 110068

Date :

.....
Signature



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Regional Centre

14.11 Application Form for Issue of Migration Certificate

(To be filled in by the Applicant-before filling in the form, see instruction on reverse)

- 1. Name :.....
- 2. Father's/Husband's Name :.....
- 3. AddressPin
- 4. Particulars of last examination

Examination Passed (Programme)	Year of Passing	Enrolment No.	Marks Obtained	Grades Obtained

- 5. Name of the Regional Centre and Study Centre in which the Student is attached
- 6. Name of the University from which the Student wants to migrate

<p>Draft Details</p> <p>Amount Rs. _____ D.D. No. _____ Date _____</p> <p>Bank Name _____ Place of Issue _____</p>
--

- 1. I hereby declare that the information provided is correct to the best of my knowledge and I have paid all fee due to the University.
- 2. I have not taken any migration certificate from the University before this.
- 3. I further certify that I have not enrolled with any other University/Institution after passing out from IGNOU up to this date.
- 4. In the event of any of the above information being found incorrect, the Certificate shall be liable for cancellation by the University.

Date: _____ Signature of the Student _____

(To be filled in by the Admissions Division)

- 1. The information furnished by Mr./Ms./Mrs. _____ is correct as per scholar register.
 - 2. He/She may be issued the Migration Certificate applied for _____
- Date _____ Dealing Assistant _____ Section Officer _____

INSTRUCTIONS

1. A fee of Rs. 200/- should be remitted by way of a Demand Draft drawn in favour of IGNOU and payable at New Delhi.
2. At the time of submission of the application for issue of Migration Certificate the student should attach xerox copy of consolidated Statement of Marks of Provisional Certificate issued by this University (duly attested) for verification
3. Duplicate Migration Certificate can be issued on payment of Rs. 200/- only in case it has been lost, destroyed or mutilated on submission of an Affidavit drawn up on a non-judicial stamp paper of the value of Rs. 2/- to be sworn before a Magistrate on the following format.

“I, _____ Son/daughter/wife of _____
resident of _____
hereby solemnly declare that the Migration Certificate No. _____ dated _____
issued to me by the _____ to enable me to join _____
_____ University has been lost and I did not join any other University on the basis of the
same nor have I submitted the same for joining any other University. In case the lost Migration Certificate
is found, I shall deposit the same to the University”.



INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Maidan Garhi, New Delhi 110 068

14.12 Course Re-Admission Form

Enrolment No.

Period of sending the form:
1st August to 31st October
1st Feb. to 30th April

Name of Programme : _____

Regional Centre :

1. Name of the Student (In capital letters) : _____

2. Complete Address :

Details of fee paid:

i) Name of the Bank _____ Place _____

ii) Bank Draft No. _____ Date _____

iii) Amount Rs. _____ Rupees (in words) _____

The students are advised to fill in the boxes provided, indicating the details of courses they would like to re-register for:

Sl. No.	Course Code	Course Title	Fees
Total			

Please send the Course Re-admission Form to **Registrar, SR&E** alongwith a fee of Rs. 800/- per course. The fee is to be paid through demand draft drawn from any nationalised bank in favour of Indira Gandhi National Open University, New Delhi. Remember, re-admission fee is required to pay based on prevailing programme fee in which you are expected to submit re-admission form. Please see IGNOU website (www.ignou.ac.in) for details of re-admission fee)

Signature of the Student



**Indira Gandhi National
Open University**



14.13 Internship Form

You are required to submit the following undertaking to the Retailers Association of India, concerned IGNOU Regional Centre and Retailing Unit/Company wherever you are enrolled/attached for training during Internship. The Internship Affirmation requires to be filled-in and submitted by you as specified below:

I Mr./Ms./Mrs. _____ have opted for the Internship Programme, which is a mandatory feature of the professional Retailing Skills Programme, for giving me the opportunity to train with an established retailer and learn the practical aspects of retail selling. I undertake that I will abide by the following commitments made by me, during the internship, and at the place of work (sponsoring Retailers' store), as assigned to me as given below:

- Do all work assigned as per the schedule given to me by IGNOU-rai as mentioned in the Workbook which is prescribed for BRLT-005 Course to the best of my knowledge and abilities.
- Abide by the rules, regulations, policies and practices followed by the Sponsoring Retailer.
- Be responsible for my behaviour, conduct and attitude.
- Be responsible for the safety of any merchandise, company property, equipment or cash entrusted to my care or over seeing, and make good of any loss caused by me.
- Be self disciplined and follow the retailers' timings, and standards on punctuality and grooming.
- Be respectful and responsive to both customer and company personnel.
- Not indulge in any activity subversive to discipline.
- Be a worthy representative of IGNOU-rai.

I will be working on all Saturdays, Sundays and Festival holidays and will be taking a weekly off as per the Company's rules prevalent in the city/location.

I understand that this Internship is a great responsibility and opportunity, and I am eager to use this time to absorb as much learning as possible.

.....
 (Signature of the Student)
 Name of the Student _____
 Enrolment Number _____
 Address of the Student _____

 E-mail: _____
 Telephone : _____; Mob. : _____

To

1. The Programme Coordinator, BBA Retail 1st Year, IGNOU Research Unit, Maidan Garhi, New Delhi.
2. Mr. Lawrence Fernandes, Associate Director-Retail Learning (rai), Mumbai.
3. The Retail Unit/Company concerned with which student is attached.
4. For the student concerned.



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15. ACADEMIC PROGRAMMES OFFERED BY IGNOU

IGNOU offers number of academic programmes in a wide variety of disciplines viz., Humanities, Pure Sciences, Social Sciences, Education, Continuing Education, Health Sciences, Engineering and Technology, Management, Computer and Information Sciences, Agriculture, Law, Journalism and New Media Studies, Gender Development Studies, Tourism and Hospitality Services, Secretarial Management, Inter-disciplinary and trans-disciplinary Studies, Social Work, Vocational Education and Training, Extension and Development Studies, Foreign Languages, Translation Studies & Training and Performing & Visual Arts.

The programmes are offered at different levels viz. Doctoral Programmes, Post-graduate Degree Programmes, Under-graduate Degree Programmes, Post-graduate and Under-graduate Diploma Programmes, Certificate and Awareness Programmes.

Programmes offered level-wise are given below. However, you are advised to visit IGNOU website www.ignou.ac.in or respective Regional Centre website for more details such as eligibility, criteria, programme fee, duration etc.

Doctoral Programmes

1. Doctor of Philosophy (Ph.D.) in Education
2. Doctor of Philosophy (Ph.D.) in History
3. Doctor of Philosophy (Ph.D.) in Tourism Studies
4. Doctor of Philosophy (Ph.D.) in Pol. Science
5. Doctor of Philosophy (Ph.D.) in Economics
6. Doctor of Philosophy (Ph.D.) in Sociology
7. Doctor of Philosophy (Ph.D.) in Public Administration
8. Doctor of Philosophy (Ph.D.) in Library & Information Sciences
9. Doctor of Philosophy (Ph.D.) in Physics
10. Doctor of Philosophy (Ph.D.) in Hindi
11. Doctor of Philosophy (Ph.D.) in English
12. Doctor of Philosophy (Ph.D.) in Commerce
13. Doctor of Philosophy (Ph.D.) in Management
14. Doctor of Philosophy (Ph.D.) in Social Work
15. Doctor of Philosophy (Ph.D.) in Women's Studies
16. Doctor of Philosophy (Ph.D.) in Rural Development
17. Doctor of Philosophy (Ph.D.) in Child Development
18. Doctor of Philosophy (Ph.D.) in Distance Education
19. IGNOU- HRI Integrated Doctoral Programme in Mathematics
20. IGNOU- HRI Integrated Doctoral Programme in Physics
21. Doctor of Philosophy (Management)
22. Doctor of Philosophy (Engineering and Technology)

23. Doctor of Philosophy (Food and Nutrition)
24. Doctor of Philosophy (Agriculture Extension)
25. Doctor of Philosophy (Nursing)

Master's Degree Programmes

1. Master in English (MEG)
2. Master in Hindi (MHD)
3. Master in Political Science (MPS)
4. Master in History (MAH)
5. Master in Economics (MEC)
6. Master in Sociology (MSO)
7. Master in Public Administration (MPA)
8. Master in Public Policy (MPP)
9. Master of Commerce (MCOM)
10. Master of Science Degree in Dietetics and Food Service Management (MSc. DFSM)
11. Master in Computer Applications (MCA)
12. Master in Library and Information Science (MLIS)
13. Master of Science in Hospitality Administration (MHA)
14. Master of Arts in Distance Education (MADE)
15. Master in Tourism Management (MTM)
16. Master of Business Administration in HRD/ Finance/Operations/Marketing (MBA)
17. Master of Business Administration (Banking & Finance) (MBF)
18. M.A. in Rural Development, M.A.(RD)
19. M.Sc (Mathematics with Applications in Computer Science) (MACS)
20. Master in Education MA (EDU)
21. Master of Commerce (In Finance and Taxation) (MCOM, F&T)

Bachelor's Degree Programmes

1. Bachelor of Arts (BA)
2. Bachelor of Commerce (B.Com)
3. Bachelor of Science (B.Sc.)
4. Bachelor of Social Work (BSW)
5. Bachelor in Nautical Science leading to B.Sc. Nautical Science
6. Bachelor of Science in Nursing (B.Sc.N)
7. Bachelor in Library and Information Science (BLIS)
8. Bachelor in Computer Applications (BCA)
9. Bachelor of Education (B. Ed)

10. Bachelor in Technology in Civil (Construction Management) (BTCM)
11. Bachelor in Technology in Civil (Water Resource Engineering) (BTWRE)
12. Bachelor of Science in Hospitality & Hotel Admn. (BHA)
13. Bachelor in Tourism Studies (BTS)
14. Bachelor of Science (Honours) in Optometry and Ophthalmic Techniques
15. B.Tech. (Mechanical Engineering)
16. B.Com. (Accountance and Financing)

PG Diploma Programmes

1. P.G. Diploma in Library Automation & Networking (PGDLAN)
2. P. G. Diploma in Translation (PGDT)
3. P. G. Diploma in Journalism and Mass Communication (PGJMC)
4. P.G. Diploma in Radio Prasaran(PGDRP)
5. P.G. Diploma in Audio Programme Production (PGDAPP)
6. P.G. Diploma in Maternal and Child Health (PGDMCH)
7. P.G. Diploma in Hospital and Health Management (PGDHHM)
8. P.G. Diploma in Geriatric Medicine (PGDGM)
9. P.G. Diploma in Rural Development (PGDRD)
10. P.G. Diploma in Higher Education (PGDHE)
11. P.G. Diploma in Distance Education.(PGDDE)
12. P.G. Diploma in Management (PGDIM)
13. P.G. Diploma in Human Resource Management (PGDHRM)
14. P.G. Diploma in Financial Management (PGDFM)
15. P.G. Diploma in Operations Management (PGDOM)
16. P.G. Diploma in Marketing Management (PGDMM)
17. P.G. Diploma in International Business Operations (PGDIBO)
18. Post Graduate Diploma in Intellectual Property Rights (PGDIPR)
19. Post Graduate Diploma in Environment & Sustainable Development (PGDESD)
20. Post Graduate Diploma in Clinical Cardiology (PGDCC)
21. Post Graduate Diploma in Disaster Management (PGDDM)
22. P.G. Diploma in Participatory Management of Displacement Resettlement and Rehabilitation (PGDMRR)
23. P.G. Diploma in School Leadership and Management (PGDSLMM)

Diploma Programmes

1. Advanced Diploma in Construction Management (ADCM)
2. Advanced Diploma in Water Resources Engineering (ADWRE)
3. Advanced Diploma in Computer Integrated Manufacturing (ADCIM)

4. Advanced Certificate in Power Distribution Management (ACPDM)
5. Diploma in Creative Writing in English (DCE)
6. Diploma in Creative Writing in Hindi (DCH)
7. Diploma in Early Childhood Care and Education (DECE)
8. Diploma in Nutrition & Health Education (DNHE)
9. Diploma in HIV and Family Education (DAFE)
10. Diploma in Computer Integrated Manufacturing (DCIM) leading to B.Tech. Mechanical
11. Diploma in Primary Education (DPE)
12. Diploma in Management (DIM)
13. Diploma in Tourism Studies (DTS)
14. Diploma in Youth in Development Work (DCYP)
15. Diploma in Nautical Science (DNS)
16. Diploma in Women's Empowerment and Development (DWED)
17. Diploma in Civil Engineering (For Corporate Sector) (DCLE)
18. Diploma in Civil Engineering (Army Personnel only) (DCLE)
19. Diploma in Electrical & Mechanical Engineering (Army Personnel only) (DEME)
20. Diploma in Value Added Products from Fruits and Vegetables (DVAPFA)
21. Diploma in Dairy Technology (DDT)
22. Diploma in Meat Technology (DMT)
23. Diploma in Value Added Products from Cereals, Pulses and Oilseeds (DPVCPO)
24. Diploma in Nursing Administration (DNA)
25. Diploma in Retailing (DIR)

Certificate Programmes

1. Post Graduate Certificate in Cyber Law (PGCCL)
2. Post Graduate Certificate in Patents (PGCP)
3. P.G. Certificate in Professional Development of Teachers (PGCPDT)
4. Bachelor's Preparatory Programme (leading to BA, B.com for non 10+2)
5. Certificate in Computing (CIC).
6. Computer Literacy Programme (CLP)
7. Certificate in Primary Curriculum and Instruction (CPC)
8. Certificate in HIV and Family Education (CAFÉ)
9. Certificate in Nutrition and Child Care (CNCC)
10. Certificate in Food & Nutrition (CFN)
11. Certificate in Food & Safety (CFS), (online)
12. Certificate in Rural Development (CRD)

13. Certificate in Guidance (CIG)
14. Certificate in Teaching of Primary School Mathematics (CTPM)
15. Certificate in the Teaching of English (CTE)
16. Certificate in Primary Teaching (CPT)
17. Certificate in Primary Education (CPE)
18. Certificate in Shoe Upper Sticking (CSUS)
19. Certificate in Shoe Upper Cutting (CSUC)
20. Certificate in Shoe Lasting and Finishing (CSLY)
21. Certificate in Tourism Studies (CTS)
22. Certificate in Craft and Design (Pottery) (CCDP)
23. Certificate in Disaster Management (CDM)
24. Certificate in Environmental Studies (CES)
25. Certificate in Human Rights (CHR)
26. Certificate in Consumer Protection (CCP)
27. Certificate in Laboratory Techniques (CPLT)
28. Certificate in Competency Enhancement for ANM/FHW (CCEANM)
29. Certificate in Health Care Waste Management (CHCWM)
30. Certificate Programme in Motorcycle Service and Repair (CMSR)
31. Certificate Programme in German Language (CGL)
32. Certificate in Business Skills (CBS)
33. Certificate Programme in Newborn and Infant Care (CNIC)
34. Certificate Programme in Maternal and Child Health care (CMCHC)
35. Certificate in Elementary Teacher Education
36. Certificate in Sericulture (CIS)
37. Certificate in Organic Farming (COF)

Awareness Programmes

1. Awareness Course on Intellectual Property Rights
2. Appreciation Course on Environment