



Code of Conduct/Obligations for Learner Support Centres as per the MOU with IGNOU

As per Section 2(o) of IGNOU Act, 1985, Study Centre means “a centre established, maintained or recognized by the University for the purpose of advising, counselling or for rendering any other assistance required by the students

- IGNOU establishes Learner Support Centres (LSC) in a college or institute (referred to as the ‘Host Institution’) affiliated to a recognized University (other than a Private University) or a Government recognized Higher Educational Institution offering conventional mode programmes of equivalent level in the same broad areas under the relevant faculty such as faculty of sciences or social science or humanities or commerce or management etc.
- The LSC is required to have all the necessary infrastructure and availability of appropriate number of qualified faculty not below the rank of qualified Assistant Professors of recognized Colleges or Institutes offering a similar programme for conducting theory counselling sessions and supervising practical sessions in laboratory or field.
- The LSC is headed by a Coordinator, who is a part-time functionary of IGNOU. The Coordinator is a regular teacher not below the rank of a qualified Assistant Professor of the host institution.
- The Coordinator of the LSC is assisted by Assistant Coordinators and other support staff in providing support services to the learners.

The Obligations of the “Host Institution” are as follows:

(i) Physical Infrastructure Requirements:

The Host Institution will:

- (a) Provide minimum three to four rooms with space of approx. 400-600 square feet with required furniture and equipment exclusively for office use of IGNOU (for office of Coordinator and for storing records, assignments, printed materials etc.) without charging any rent;

- (b) Provide class rooms with required furniture which can be used for holding academic counselling sessions as per academic calendar of IGNOU, without charging any rent;
- (c) Extend the use of Laboratory and Computer to IGNOU Learners for specialized programmes requiring use of institutional infrastructure facilities as per IGNOU norms;
- (d) Extend facilities for use of library to IGNOU learners for reference purposes;
- (e) Provide space at a prominent place for installing IGNOU signboard.

(ii) Digital / Online Requirements:

The Host Institution will:

- (a) Provide/Share adequate number of Computers, Printers, scanner, Internet facility, Web Cam, LCD Projector, high speed broadband, for office use and for facilitating processing of online assignment system and other online support activities of IGNOU;
- (b) Provide a full-fledged computer lab equipped with computers, internet, broadband facilities to facilitate processing of online assignment system and other online activities of IGNOU as per requirements of study for the university programmes;
- (c) Provide/Share Online / DTH facilities for access to Gyan Darshan / Gyan Vani transmissions.

(iii) Manpower Requirements:

The Head of the Host Institution will:

- (a) Recommend a panel of three names of senior-most academics from among the regular academics to IGNOU for engagement as part-time Coordinator, not below the rank of Assistant Professor, for coordinating and managing all the activities of IGNOU;
- (b) Allow the Coordinator to engage Assistant Coordinators and other part-time staff drawn from the regular staff of the host institution and as per IGNOU norms;
- (c) Assume the charge of Coordinator in case there is no Assistant Coordinator and Coordinator is unavailable during intermittent periods as an interim arrangement;
- (d) Allow its faculty for empanelment as Academic Counsellor of IGNOU;
- (e) Carry out distribution of study material provided by the Material Production and Distribution Division, IGNOU as per IGNOU norms.

(iv) Learner Grievance Redressal Mechanism:

The Host institution will have in place a dedicated helpdesk with a dedicated staff for addressing all learner grievances received at the LSC in person, by post or through email.