

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**Regional Centre, Lucknow**  
**5-C/INS-1, Vrindavan Yojna, Telibagh, Lucknow – 226 029**

**Office Order No. – 002/2018**

**Work distribution of Academics and Non-Academic Staff**  
**(Except Staff related to Finance Accounts & Administration)**

**1. Dr. Anil Kumar Misra, Deputy Director [DD(M)]**

- a) Academic monitoring and facilitation of the following Learner Support Centres. It should be assured by the officer concerned that monitoring of at least two LSCs must be done in a month in terms of preparation of counseling schedule (as per norms), organization of counseling sessions (as per norms), submission of assignments, evaluation of assignments, timely transmission of marks/grades to Regional Centre and other matter regarding finance & accounts / administration should be addressed in consultation with finance and accounts section of Regional Centre. Finally, sending Academic Monitoring Report to the Director, Regional Services Division, IGNOU, Maidan Garhi, New Delhi : 2701, (Lucknow), 2704 (Bareilly), 2729 (Farrukhabad), 2797 (Pilibhit), 27103 (Shahjahanpur), 27129 (Sitapur), 27131 (Kheri Lakhimpur), 27177 (Bareilly), 27186 (Kanpur), 27213 (Kaushambi), 27224 (Sitapur), 27226 (Shahjahanpur), 27229 (Lakhimpur Kheri), 27236 (Bareilly), 27246 (Shahjahanpur), 27251 (Lucknow), 27253 (Farrukhabad)
- b) Monitoring of help desk of the Regional Centre and providing all relevant information at the help desk in form of brochures, pamphlets, posters etc. All recent information related to learners should be put at the notice board. Assuring that telephone line and internet connection is in working order. Maintenance of telephone call register and learners' query register at Helpdesk. Grievance of the candidate/learner should be addressed on priority basis.
- c) Legal matters of the Regional Centre, Liaison with Legal Council and headquarters. Timely submission of the reply in the respective courts through advocate.
- d) Admission related work of all offline admissions and online admission of Masters Degree programme. Pre and Post Admission support to the learners eg.:
  - (i) Issue of I.Card, Duplicate I Card.
  - (ii) Issue of Confirmation Letter.
  - (iii) Change of Regional Centre/Learner Support Centre/Elective/Medium/Address/Mobile Number etc.
  - (iv) Issue of Migration Certificate.
  - (v) Dispatch of list of students to Learner Support Centers alongwith counselling session planner, address labels.
  - (vi) Judicious distribution of learners to study centres.
- e) Supervision of submission and evaluation of Project Proposals/Reports/Dissertation including MCA/BCA/MSc(DFSM) and other programmes and conduct of viva-voce at Regional Centre like Deposition of Project Proposals/Reports; Data entry of the projects; Finalization of viva-voce dates, finalization of experts for viva-voce, preparing and managing database of experts, Informing students through letter/email/SMS about project viva.
- f) Monitoring of submission of assignments, its timely evaluation, promptly transmission of grades/awards to Regional Centre. Data entry of awards/marks at the Regional Centre and its transmission to headquarter.
- g) Activities to be undertaken in adopted villages (every officer has to adopt one village for this purpose).
- h) Organization of Coordinators' Meeting and briefing session of newly appointed Coordinators and Programme Incharges and sending report to HQs.
- i) Regular updation of IGNOU website (Counseling Schedule, Practical Schedule etc.).
- j) Any other work assigned by the Regional Director.

## 2. Dr. Kirti Vikram Singh, Assistant Regional Director [ARD (KVS)]

- a) Academic monitoring and facilitation of the following Learner Support Centres. It should be assured by the officer concerned that monitoring of at least two LSCs must be done in a month in terms of preparation of counseling schedule (as per norms), organization of counseling sessions (as per norms), submission of assignments, evaluation of assignments, timely transmission of marks/grades to Regional Centre and other matter regarding finance & accounts / administration should be addressed in consultation with finance and accounts section of Regional Centre. Finally, sending Academic Monitoring Report to the Director, Regional Services Division, IGNOU, Maidan Garhi, New Delhi : 2724 (Gonda), 2727 (Basti), 2735 (Lucknow), 2740 (Kanpur), 2755 (Lucknow), 2781 (Balrampur), 27118 (Barabanki), 27158 (Lucknow), 27162 (Lucknow), 27168 (Lucknow), 27187 (Lucknow), 27198 (Siddharthnagar), 27201 (Lucknow), 27204 (Barabanki), 27210 (Bahraich), 27212 (Shrawasti), 27218 (Faizabad), 27220 (Lucknow), 27228 (Lucknow), 27231 (Barabanki), 27233 (Balrampur), 27234 (Bahraich), 27238 (Basti), 27239 (Gonda), 27240 (Faizabad), 27241 (Balrampur), 27242 (Lucknow), 27243 (Bahraich), 27245 (Kanpur), 27247 (Lucknow), 27248 (Lucknow), 27249 (Sitapur), 27252 (Gonda)
- b) Supervision of Regional Ware House and addressing the mails received at [rclucknow@ignou.ac.in](mailto:rclucknow@ignou.ac.in), sending various reports as and when asked for material distribution from the headquarters.
- c) Coordination and Issue of advertisement in the news paper as per direction of headquarters.
- d) Optimal Utilization of MeLT Bus.
- e) Acquiring of Gyanvani Studio at All India Radio, Lucknow. Scheduling of programmes (Live)/ Scheduling of duties of anchors, scrutiny of bills received from Station Manager and their payments, coordination with AIR officials and EMPC, preparation of reports as and when asked by headquarters.
- f) Gyandarshan related work.
- g) Planning and executing the activities of NSS Unit allotted to Regional Centre by State Government.
- h) Maintaining data of IGNOU Alumni as per requirement of IGNOU HQs.
- i) Single window assistance to all Programme Study Centres of BPCCHN programme in consultation with the Academics of the Regional Centre.
- j) Maintenance of Regional Centre Library.
- k) Matter related to maintenance of Regional Centre building coordination and correspondence with CPWD and Liaison with headquarters.
- l) Nodal Officer at the Regional Centre regarding media coverage, media release (to be issued) and interacting with media person on behalf the Regional Centre.
- m) Campus placement related activity.
- n) All matters related to Finance, Accounts & Administration of the Regional Centre and liaison with HQs (Incharge – Assistant Registrar).
- o) Any other work assigned by the Regional Director.

## 4. Dr. Reena Kumari Assistant Regional Director [ARD (RK)]

- a) Academic monitoring and facilitation of the following Learner Support Centres. It should be assured by the officer concerned that monitoring of at least two LSCs must be done in a month in terms of preparation of counseling schedule (as per norms), organization of counseling sessions (as per norms), submission of assignments, evaluation of assignments, timely transmission of marks/grades to Regional Centre and other matter regarding finance & accounts / administration should be addressed in consultation with finance and accounts section of Regional Centre. Finally, sending Academic Monitoring Report to the Director, Regional Services Division, IGNOU, Maidan Garhi, New Delhi: 2700 (Lucknow), 2712 (Jhansi), 2720 (Lucknow), 2732 (Lucknow), 2757 (Kanpur), 27108 (Lucknow), 27142 (Jhansi), 27153 (Lalitpur), 27188 (Jalaun), 27192 (Hamirpur), 27197 (Kanpur), 27200 (Jhansi), 27203 (Kheri – Lakhimpur), 27223 (Kanpur Nagar), 27227 (Amethi), 48036 (Amethi), 27230 (Lucknow), 27235 (Jhansi), 27237 (Kanpur Nagar), 27244 (Lakhimpur Kheri), 27250 (Kanpur).
- b) Monitoring the various academic activity at IGNOU Study Centre at Regional Centre (2700)
  - Organization of Induction Meeting.
  - Preparation of Counselling Schedule.
  - Allotment of Counselling Schedule to academic counselors.
  - Maintaining database of academic counselors, at least five academic counselors per course.
  - Evaluation of assignment by approved counselors.
  - Monitoring of evaluated assignments as per norms of distance education.
  - Timely submission of grades/marks of evaluated assignments.
  - Updation of counselling schedule at Regional Centre website.

- Conduct of various practical examination at 2700 Eg. PGDLAN, CIT Programmes.
- a) Examination related matter
    - Making arrangements for conduct of Term End Examination / Entrance Examination.
    - Coordination with examination centre regarding any issue during examinations.
    - Providing Support to the students pre-examination & post examination.
    - Appointment of Observers – both Term End Examination & Entrance Examination.
    - Reply of the e-mails related to examination etc received on [rlkoexam@ignou.ac.in](mailto:rlkoexam@ignou.ac.in).
    - Liaison with examination centers and Registrar (SED) as and when required.
  - c) Supervision of examination cell at the Regional Centre and providing support to learners before, during and after examination.
  - d) Finalization of TEE Practical Examination Centres; Issuing Hall ticket for BCA/MCA Practical's, Appointment of the examiner in the TEE Practical examinations etc.
  - e) Single window assistance to all Jail Centres in coordination with academic of the Regional Centre and finance and accounts section.
  - f) Counselling of prospective learner both related to IGNOU/Career Guidance. Nodal officer of Counselling cell.
  - g) Updation of Photographs/Press Clippings of different activities undertaken by academics of the Regional Centre at different districts in coordination with officer concerned under supervision Regional Director at website of Regional Centre.
  - h) Any other work assigned by the Regional Director.

#### 5. Dr. Anamika Sinha, Assistant Regional Director [ARD (AS)]

- a) Academic monitoring and facilitation of the following Learner Support Centres. It should be assured by the officer concerned that monitoring of at least two LSCs must be done in a month in terms of preparation of counseling schedule (as per norms), organization of counseling sessions (as per norms), submission of assignments, evaluation of assignments, timely transmission of marks/grades to Regional Centre and other matter regarding finance & accounts / administration should be addressed in consultation with finance and accounts section of Regional Centre. Finally, sending Academic Monitoring Report to the Director, Regional Services Division, IGNOU, Maidan Garhi, New Delhi: 2747 (Raebareli), 2750 (Lucknow), 2775 (Lucknow), 27126 (Hardoi), 27195 (Lucknow), 27202 (Lucknow), 27211 (Kanpur Dehat), 27215 (Mahoba), 27216 (Chitrakoot Dham), 27217 (Lucknow), 27219 (Hardoi), 27221 (Unnao), 27222 (Lucknow), 27225 (Kanpur Dehat), 27232 (Raebareli),
- b) Processing of proposals of appointment of Academic Counsellors received from LSCs and forwarding it to headquarters.
  - Maintaining database of academic counselors.
  - Dispatching appointment letters to academic counselors with a copy to Coordinator/PIC of the centre.
  - Renewal of term of appointment of academic counselors.
- c) Making arrangements for celebration of various Diwas/Pakhwara/Activities as per directions of HQs and timely submission of report to HQs.
- d) Organizing Orientation Programme and sending reports to headquarter.
- e) Planning and Coordinator of NSS related work in coordination with Dr. Kirti Vikram Singh, ARD, Nodal Officer of NSS.
- f) Initiating process of closure of LSCs which are in abeyance since last five year under intimation to LSC. Forwarding proposals to HQs. Modalities of shifting of furniture and other equipments, closing of bank accounts and remittance of unspent balance to Regional Centre.
- g) Updation of List of LSCs at Regional Centre website along with programmes activated. Timely submission of various reports to headquarters as and when required.
- h) Providing assistance in organization of Regular Web Conferencing.
- i) Processing the proposals for activation of new programmes at LSCs.
- j) Regular updation of Regional Centre Face book account, Twitter account, I Gram and PG Portal etc.
- k) Online admission for all the programmes (except Masters Degree Programme). Judicious distributions of Learners of LSCs in coordination with Dr. Anil Kumar Misra, Deputy Director.
- l) Coordination with all Academics of Regional Centre for MMR (RC) and submission of the consolidated MMR by 10<sup>th</sup> of every month.
- m) Planning for Induction Meeting of respective centres and making necessary arrangements for it and sending report to Headquarters.
- n) Any other work assigned by the Regional Director.

#### **6. Mr. Arabinda Mishra, Executive DP**

- a) Matters related to computer work of Regional Centre under supervision of Dr. Anil Kumar Misra, DD.
- b) Timely transmission of admission data to headquarters on weekly basis as per the schedule of operation.
- c) Timely processing of Data entry for Term End Examination forms and offline admission forms.
- d) All types of maintenance of Computer/UPS/A.Cs./Fax machines etc under supervision of Assistant Registrar.
- e) Online updation, dispatch of letters to the student and maintenance of the record regarding change of Regional Centre and Study Centre.
- f) Online updation and handing over letters to concerned staff for dispatch to the student and information to ware house for material distribution,
- g) Timely printing of list of students counseling planner for study centres, confirmation-cum-fee receipt and handing it over to Dr. Anil Kumar Misra, DD for timely dispatch to the learners.
- h) Online and offline Updation, its communication to the students and maintenance of the record regarding change of course/ address/ mobile number.
- i) Online updation of the MMR on portal by 8<sup>th</sup> of every month under supervision of Dr. Anil Kumar Misra, DD.
- a) Time to time Updation of Regional Centre website like Counseling Schedule, Practical Schedule, Viva Voce Schedule etc. under supervision of Dr. Anil Kumar Misra, DD.
- b) Custodian of the all data related to students at Regional Centre.
- j) Any other work assigned by an officer.

#### **7. Mr. Rajesh Kumar Kushwaha, SPA**

- a) Providing support to Learners through Reception Counter of Regional Centre.
- b) Matter related to Library under supervision of Dr. Kirti Vikram Singh, ARD.
- c) Assisting Dr. Kirti Vikram Singh, ARD in the Regional Ware House related work like maintenance and updation of the stock register etc.
- d) Assisting Dr. Anil Kumar Misra, DD in organization of Convocation.
- e) Assisting Dr. Reena Kumari, ARD in B.Ed. Admission, Processing of forms and maintenance of the B.Ed. records.
- f) Maintaining Stock Verification Report of Library book of Regional Centre and Study Centers every year by 15<sup>th</sup> of April.
- g) Examination related matters under supervision of Dr. Reena Kumari, ARD.
- h) Assisting Dr. Anil Kumar Misra, DD for smooth and relevant information flow at Reception Counter of Regional Centre.
- i) Any other work assigned by an officer.

#### **8. Mr. Ravish Kumar Srivastava, Senior Assistant \***

- a) Mr. Ravish will assist in all the work assigned to Dr. Anil Kumar Misra, Deputy Director.
- b) Any other work assigned by an officer.

#### **9. Mr. Amarjeet Singh, Assistant Executive DP**

- a) Data entry and record keeping of grade/marks of projects, practical's, workshop etc and transmission of records along with hardcopy to HQ (Wherever applicable).
- b) Assisting Dr. Kirti Vikram Singh, ARD in technical utilization of MeLT and its accessories.
- c) Assisting Dr. Kirti Vikram Singh, ARD in maintaining records pertaining to material distribution.

- a) Entry of Assignments Grades received at the Regional Centre from various study centres under supervision of Dr. Anil Kumar Misra, DD.
- b) Maintaining of Assignment Award Lists at RC.
- d) All correspondence with study centre and students in regards to assignments.
- e) Any other work assigned by an officer.

**10. Mr. Manoj Kumar, PA \***

- a) Mr. Manoj will assist in all the work assigned to Dr. Anil Kumar Misra, Deputy Director.
- b) Any other work assigned by an officer.

**11. Ms. Rajshree Verma, SPA \***

- a) Ms. Rajshree will assist in all the work assigned to Dr. Anil Kumar Misra, Deputy Director.
- b) Any other work assigned by an officer.

**12. Mr. Brijesh Kumar Yadav, JAT \***

- a) Mr. Brijesh will assist in all the work assigned to Dr. Anil Kumar Misra, Deputy Director.
- b) Any other work assigned by an officer.

**13. Ms. Beena Yadav, JAT**

- a) Ms. Beena will assist in all the work assigned to Dr. Anamika Sinha, ARD.
- b) Any other work assigned by an officer.

**\* Dr. Anil Kumar Misra, Deputy Director will issue a separate work allocation to the staff attached with him.**

**(Dr. Manorama Singh)**  
Regional Director

## Annexure 1

### Activity to be performed by the facilitator officer at the allotted Study Centres

1. Organisation and Participation in the Induction meetings (In February/ August)
2. Academic Monitoring visits ( Minimum two per study centre in 6 months in addition to Induction meeting related visit)
3. Follow up with the concern officers of the Regional Centre regarding any issue raised by study centre functionaries over email/letter/phone and giving reply in 2-3 days
4. Facilitation to the study centre in the preparation of the counseling schedule for all programmes and providing it to Dr. Anil Kumar Misra, DD for its updation in IGNOU website(February/September)
5. Communication to students through SMS about first counselling session of each programme and other SMS to the students of the centre as desired by study centre coordinator from time to time.
6. Organization of the Grievance redressal/ feedback session of the previous sessions enrolled students after Induction meeting.
7. Liaisoning with study centre for promotional activities and ensuring availability of the promotional literature/banner.
8. Orientation of the Academic Counsellors
9. Preparation of the contact details of local media personnel, sending press release to them from time to time and interacting with them during study centre visit.
10. Resolving all financial issues of the LSC in coordination with the account section.
11. Initiating note for the promotional activity at the study centre and communicating financial approval of the same to the study centre in time.

Regional Director

#### **Note :**

Any officer can take initiative for arranging Career Counselling Camps, Campus Placement, Grievance Redressal Camps, Activities related to staff development at Regional Centre, Student Feedback Camp regarding support provided by RC/SC both academic/administrative. Activities under Unnat Bharat Abhiyaan every officer has to adopt one village in nearby area (10-15 kms. from Lucknow) for undertaking activities under Unnat Bharat Abhiyaan.