



**INDIRA GANDHI NATIONAL OPEN UNIVERSITY**  
**NAAC Accredited A++ Grade**  
**REGIONAL CENTRE BANGALORE**

**Guidelines to Access the Student Support Services**

Dear Learners (ODL),  
Greetings.

Please refer to the following guidelines related to study for easy access of student support services.

**I. Website URLs:**

1. IGNOU: <http://www.ignou.ac.in/>
2. RC Bangalore: <http://rcbangalore.ignou.ac.in/>

**III. Address of the Regional Centre:**

IGNOU Regional Centre Bangalore,  
No. 70-46-30/11, Ward No. 117, Ground Floor  
BTS Bus Depot Road, (Below Auto RTO 57 Permit Office),  
Shanti Nagar, Bangalore 560027.  
Phone No.: 080-29607272 (general enquiries)  
& 08029601235 study material enquiries)  
WhatsApp No.: 9449337272

**III. Learner Support Center contact details link:** [http://rcbangalore.ignou.ac.in/Ignou-RC-Bangalore/userfiles/file/LSC-21-03-2022\(2\).pdf](http://rcbangalore.ignou.ac.in/Ignou-RC-Bangalore/userfiles/file/LSC-21-03-2022(2).pdf)

**IV. Other Links:**

1. **Identity Card:** Learners can download Identity Card from IGNOU student portal <https://ignou.samarth.edu.in/index.php/site/login>. Please refer the YouTube video for guidance: <https://youtu.be/BNshcpGDt1A>
2. **Registration Status:** Learners can check your Registration Status in IGNOU website under students zone. Please contact the Regional Centre for any changes in name, surname, address, email id & contact number etc., Please refer the YouTube video for guidance Video <https://youtu.be/iABDTjaw9s8>
3. **Programme Guide/Project Guide:** Learners can download Programme & Project Guide from IGNOU website to know Programme structure.
4. **Study Materials:**
  - a) **Printed Study Material:** The MPDD, IGNOU, New Delhi will dispatch the study material to your registered address, who opted printed study material. You may check the study material dispatch status in IGNOU website or click on the link: <http://ignou.ac.in/ignou/aboutignou/division/mpdd/material>
  - b) **Digital Study Material:** You may download the digital study material form the IGNOU website or click on link <https://egyankosh.ac.in/> . Refer the YouTube Video for guidance: <https://youtu.be/v0AEQxCT7DQ>
5. **Assignments:** The learners can directly download the assignments from IGNOU website-students zone or from student portal as per your admission session. Assignments may be written either on a A4 Size Plain sheet or on ruled paper, further mentioning page numbers on the assignments. Main page should contain the details of your Programme, Name, Enrolment No, Course Code and title. Please submit the assignments as per instructions to the LSC before appearing for the Term End

Examination. Please refer to the submission deadlines notification in the IGNOU website.

Please refer You Tube Video for guidance <https://youtu.be/mJP0rTmJwPc>

6. **Re-Registration:** The bachelor and master degree learners have to re-register for further semester/year in IGNOU website or click on link <https://onlinerr.ignou.ac.in/> Please refer the re-register dead lines notifications in the IGNOU website. Please refer YouTube Video for guidance [https://youtu.be/4\\_U\\_xnbsJbQ](https://youtu.be/4_U_xnbsJbQ)
7. **Counselling Sessions:** The LSC will arrange both theory and practical counselling sessions. The schedules will be intimated by email and the same will be uploaded in the RC Bangalore website and social media.
8. **Term End Examination:** The learners can apply online for TEE in the IGNOU website or click on the link <https://exam.ignou.ac.in/> Please refer to the exam form deadlines notification in the IGNOU website. The learner can download the previous year question papers in the Website. The learner can appear the examinations in any examination center as per your convenience. Please refer the YouTube video for guidance, Link for Video <https://youtu.be/mFf9W6ITcy4>
9. **Download Grade Card:** The learners can download Grade Card from IGNOU website to know the results after TEE. Please refer the YouTube video for guidance, link for Video <https://youtu.be/q5npA97a8So>
10. **The Marks Card and Provisional Certificate** will be dispatched by the SED, IGNOU, New Delhi to the registered address of the learner directly.
11. **Revaluation:** The learner may apply for revaluation in IGNOU website or click on the link <https://onlineservices.ignou.ac.in/reevaluation/>
12. **Convocation:** The learner can apply for Convocation in IGNOU website or click on link <https://onlineservices.ignou.ac.in/idms/> The learner can apply & attend the Convocation ceremony in any Regional Centre as per your convenience.
13. **Swayam Prabha Educational TV Channel:** The learner can refer to the IGNOU Swayam Prabha Educational TV Channels' for live and recorded videos related to your study. Please refer the YouTube Video for guidance <https://youtu.be/4rJyMBeZ92A>
14. **Library Membership:** The learner may refer the e-resources from IGNOU Library through remote access. Please refer the YouTube video 'How to access the Central Library in IGNOU Website' for guidance. Link for Video <https://youtu.be/U52v1Cwv6gM>
15. **Online Learning Support:** Learners can study with the help of several online services like e-GyanKosh, Gyan darshan TV channel, Gyan Vani (An education FM radio), Gyandhara (Internet audio), IGNOU's library & Podcast services etc.,
16. **Online/Offline Payment of Miscellaneous Fees:** The fees for Duplicate Grade Sheet, Result Improvement, Migration Certificate, Transcript fee, Cert Verf. Charges, Early Declaration Result, Medium Change, Name Change, Course Change, Credit Transfer etc. can be paid in IGNOU website or click on link: <http://ignou.ac.in/ignou/studentzone/download/payments>
17. **Scholarships and Reimbursement of Fees:** University provides scholarship to Physically Challenged and OBC Category students. The learner can apply online in the concerned department portal.
18. **Merit Scholarships:** The learners enrolled in IGNOU are eligible for Government of India Scholarships. They are advised to visit the National Scholarship Portal of the Government of India <https://scholarships.gov.in/> and submit their application online.
19. **Education Loan Facility:** Vidya Lakshmi Portal is a single window electronic platform for students to avail Educational Loans. The link to apply for education loan <https://www.vidyalakshmi.co.in/Students/>

#### **V.Dedicated Email Ids:**

Please send your queries to the following email ids for timely support.

- a. For Admission/ re-registration related queries: [admissionrc13@ignou.ac.in](mailto:admissionrc13@ignou.ac.in)
- b. For Assignment related queries: [assignmentrc13@ignou.ac.in](mailto:assignmentrc13@ignou.ac.in)
- c. For Exam related queries: [examrc13@ignou.ac.in](mailto:examrc13@ignou.ac.in)
- d. For Project related queries: [projectrc13@ignou.ac.in](mailto:projectrc13@ignou.ac.in)
- e. For study material related queries: [mdsrc13@ignou.ac.in](mailto:mdsrc13@ignou.ac.in)
- f. For Convocation Certificate related queries: [convocationrc13@ignou.ac.in](mailto:convocationrc13@ignou.ac.in)
- g. For other enquiries: [rclangalore@ignou.ac.in](mailto:rclangalore@ignou.ac.in)

Wish you All the Best

With Best Wishes,  
Dr S Radha  
Sr Regional Director