

1. Strategies/Best Practices Adopted

- Printings of pamphlets on IGNOU Programmes run by Regional Centre are printed for distribution among prospective students, prominent Schools/Colleges and visitors of RC/LSCs.
- Arranging meet on the special occasion of Schools/Colleges/Institutions to Promote IGNOU Programmes.
- To issue press-note time-to-time in local news papers in regional language.
- All the coordinators/PICs have been addressed to set-up strategy for promotion of IGNOU Programmes using local media, with contact of concern schools and colleges.
- Using bulk SMS services to learners for RR/TEE/TEPE/Viva-Voce/Collection of SLMs.

2. Special Efforts made to reach out Rural, Remote and Disadvantaged Locations

- Visit in Jail inmates for spot Admission.
- Visit to Industrial Areas for Promoting of IGNOU Programmes and Spot Admission activities.
- Arranged meetings in backward locality areas with SC/ST Leading Peoples to make them aware about Provision of Exemption of fee in Bachelor's Degree Programmes.
- A meeting with the Local Panchayat Authority and villagers are arranged to aware of IGNOU Programmes.
- Addressed the Schools/Colleges with request letter & Pamphlets of IGNOU Programmes to aware Prospective Students about Programmes run by IGNOU.
- Arrange to participate in Special occasions organized by Rural Schools/Colleges/Institutions to promote IGNOU Programmes.
- Coordinators/PICs are addressed to make sincere efforts for Promoting IGNOU Programmes in rural/remote areas.

3. Student Queries and Grievances

- Over Phone – RC Rajkot receives more than 100 phone calls from students/public every day.
- By person - On an average of 50 students/visitors are approaching our RC with queries/grievances.
- By email/Post – RC Rajkot receives more than 20/10 emails/letters from the Students/Public every day as various grievances/queries.
- Developing Strategies for achieving “Zero Grievance Status” and the existing practices are as under:
 - i. Reception Counter attends Queries/ Grievances raised on telephone and are solved on the spot, further query if any the call is transfer to concern officials to solve the issue.
 - ii. The Queries/ Grievances received by e-mail/letters are attended on the same day by issuing suitable reply.
 - iii. Queries/Grievances if any required solving by Head Quarter level are forwarded to concern section of Head Quarter to solve accordingly.

4. Monitoring of Support Services

- While allotting students to LSCs, they are instructed to prepare programme wise counselling and submit to RC, after approval by RC the counselling schedules are updated on RC website.
- Monitoring over collection and evaluation of Assignments/Project Proposals/Project Reports.
- Ensuring that all the Evaluators (for Assignments, Practical Examinations and Viva-voce) are approved.
- Timely submission of Award lists to RC/HQ.

5. Use of Technology

- Maximum services of available computers are utilized with help of Broadband Network.
- Utilization of bulk SMS services for Learners to make aware them about RR/TEE/TEPE/Viva-Voce/Collection of SLMs/Celebration of Important days-Events organized by RC.
- Utilizing of EDUSAT system for Teleconferences.
- Utilizing of Internet services for Web Conferences.

6. Regional Centre Website

RC Rajkot updates the following information frequently:

- Academic Counseling Schedule (Theory & Practical)
- Practical Examination and Project Viva-voce Schedule
- Submission of TEE Form and related information
- Student Related Forms
- MCA-BCA-CIT Assignments and Project Guidelines
- Submission of Fresh & RR Forms
- Schedule of Induction Meeting of Fresh Admission

7. Efforts made under VAS and UBA

Village Adoption Scheme

- The village Munjka is adopted under Village Adoption Scheme.
- The Sarpanch Gram Panchayat, District Education Officer and Primary Education Officer were addressed to extend their cooperation in connection with adoption of Village.
- A meeting with Gram Panchayat Authority, School Teachers and Leading Village people was arranged and Pamphlets were distributed about programme run by IGNOU.
- House to house to aware IGNOU Programmes Pamphlets were distributed.

Unnat Bharat Abhiyan

- Spot visit was paid to backward village Nataliya in Junagadh District.
- Spot visit was Paid to Kukma and Bhujovadi in Kachchh District.
- During the visits, a meeting with Sarpanch and Leading weavers was organized about selected IGNOU Programmes offered fee free for them.
- Four Weavers have been enrolled so far in January 2017 session.

8. Press releases issued and published by the RC

Press released time to time in Local News Papers on following occasions:

- Fresh/RR Admission of each session
- Term End Examination/Entrance Tests
- Celebration of Important days
- Organizing Important events
- Fee Exemption to SC/ST

9. SLMs distributed in person and by post from the RC and LSCs

Year	Session	Total Registration Fresh & RR	Dispatch Mode by LSCs		Dispatch Mode by RC	
			In person	By post	In person	By post
2014	Jan-2014	4729	4729	NIL	NIL	NIL
	July-2014	5315	5315	NIL	NIL	NIL
2015	Jan-2015	3843	2926	NIL	917	NIL
	July-2015	3755	NIL	NIL	931*	2824*
2016	Jan-2016	2424	NIL	NIL	547*	1877*
	July-2016	3177	NIL	NIL	572*	2605*

* The learners who could not attend personally to collect SLM, were not dispatched by the Post by LSCs though LSCs were instructed time to time. Hence, from July 2015 SLM dispatched by Post directly to learners by RC which received speedily by learners and is economical viable also in comparison to the distribution through LSCs.