

PROGRAMME GUIDE

FOR
CIT STUDENTS

CERTIFICATE IN INFORMATION TECHNOLOGY

January, 2020



**SCHOOL OF COMPUTER AND INFORMATION SCIENCES
INDIRA GANDHI NATIONAL OPEN UNIVERSITY
C-BLOCK NEW ACADEMIC COMPLEX
MAIDAN GARHI, NEW DELHI – 110 068**

eProgramme Guide:

2020. There is no programme related change. Thus, there is no change in Programme Structure, Syllabus, counselling sessions, evaluation methodology etc.

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Further information on the Indira Gandhi National Open University courses can be obtained from the University's office at Maidan Garhi, New Delhi-110 068 or from its Regional Centres spread across the length and breadth of the country.

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MESSAGE FROM PROGRAMME COORDINATOR

Program Objectives-In today's world, digital technology is becoming an integral part of our daily life, be it using smart phones, buying plane tickets online using credit/debit cards, booking cabs through Apps, cash withdrawal from ATM machines, searching online, posting video online etc. Therefore, there is a need that everyone must be familiar with basic skills to use the digital technology effectively., i.e., one should be digitally literate.. Digital Literacy may be defined as one's ability to search, organize, understand, evaluate, and create information using various types of digital technologies. Posting video on line displays someone's digital literacy's skill. The broad objective of CIT(Certificate in Information Technology) program is to impart digital literacy skills covering four major topics: Computer hardware, software, multimedia and internet.

Program Duration, Passing Criteria and Attendance Requirement: (A) Minimum Duration: 6 months, Maximum Duration : 2 years, Readmission Period : 6 months. There is a provision for readmission after two years in case the program is not successfully completed. The candidate will get 6 more months to complete the program after readmission but one has to pay the requisite fee (B) Passing Criteria : 40%. In order to successfully complete CIT, one has to secure 40% in each academic component separately: (i) Assignment (ii) Term End Theory examination and (iii) Term End Practical examination (C) 70% compulsory attendance is required to attend term end practical examination however attendance to theory session is not compulsory (D) Submission of assignments is required to appear for term end theory examinations.

Credit System and Program Structure : CIT is a certificate program of 18 credits. The term credit defines the total workload to be taken by a distance learner. In terms of number of hours, one credit is equivalent to 30 hours of study time which includes all academic activities: reading self learning materials, listening to live interactive radio counseling and recorded audios, watching the live Gyan Darshan channel and recorded videos, attending counseling sessions at study centers(theory as well as practicals) and doing the assignments.

CIT program consists of three theory courses and one practical course: (i) CIT-001: Fundamentals of Computer Systems(4 credits)(ii) CIT-002 : Introduction to Information Technology(4 credits) (iii) CIT-003: Web based Technologies and Multimedia Application (4 credits) and a CITL-001: Laboratory course(6 credits)

Structure of the Program Guide : Program guide is a very useful document for a student. It provides all the relevant information pertaining to CIT program. You need to refer to this document very frequently, hence you need to preserve it. It is organized in a number of sections related to basic information, instructional system, program structure and contents and schedules and guidelines for submission of assignments

Some Useful Addresses and Links: Please refer to section 6 for useful addresses and links related to old question papers, term end examinations and forms for issuing duplicate grade card/marksheet, official transcript and migration certificate.

Wishing you all the best,

CIT program Coordinator

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1. BASIC INFORMATION

1.1 Introduction

The recent rapid availability of computers in a large range of configurations has thrown open the need for trained manpower in the areas. Many investigations and studies have indicated an alarming shortage of manpower in the 90s and beyond. This vacuum was filled up rapidly by proliferation of a large number of computer training institutions. However, it was restricted to the four walls of the classroom, and failed to quench the educational thirst of all. With a view to democratize education, so that it covers large segments of population, vocations and professions. IGNOU stepped in to play an active role in the development of appropriate manpower to relate to the national development plans.

This programme aims to introduce the concept of Hardware, Software, Multimedia and Internet technologies. Also, includes is a laboratory course where the student gets hands on experience.

1.2 Credit System

The University follows the 'Credit System' for its programmes. Each credit is of 30 hours of study and comprises all learning activities. Thus, a four-credit course involves 120 study hours. This helps the student to understand the academic effort one has to put in to successfully complete a course. Completion of CIT programme requires successful clearing of the Assignments Term-end Examination of each course in the programme.

1.3 Student Support Services

In order to provide individualised support to its learners the University has created a number of study centres throughout the country. As on date, these are administratively co-ordinated by (48 Regional Centres, 8 North-East Regional Centres and 19 Recognised Regional centres including Army, Navy, Air force and Assam rifles).

The Study Centres are the contact points for the students on all major aspects of this programme. These include Counselling sessions, practicals, library facilities, disseminating information and facilities for audio-visual training aids. The Study Centres are also equipped with some useful books on the subjects of this programme. These will be accessible to the students during their visits to the Study Centre. The University may not always be able to send communication to all the students individually. All the important communications are sent to the Regional The Registrars and Coordinators of the Study Centre. The Coordinators would display a copy of such important circulars/notifications on the notice board of the study centre for the benefit of all the students. You are, therefore, advised to keep in touch with your Co-ordinator on a more or less regular basis so as to get advance information about assignments, submission of examination forms, list of students admitted to a particular examination, declaration of results, etc.

1.4 Duration of the Programme

The minimum duration of the programme is **six months**. However, a learner may be permitted to stretch it over a period of **two years**. To fulfill the requirements for acquiring the CIT, a student may clear all the courses in six months. If a student fails to clear all the courses in six months, the student will be permitted a maximum period of **two years** to clear the programme.

The facilities for Theory Counselling and Practical, will, however, not automatically be extended. Theory and Practical sessions during extended period are at the discretion of the University and subject to payment for the same.

If any student fails to complete all the requirements for successful completion of the programme within the maximum period prescribed, s/he can seek 'Re-admission' as per rules. Re-admission Form along with guidelines are annexed to this programme guide.

1.5 Medium of Instruction

The medium of instruction that is followed is **English**.

1.6 Programme Fee

The programme fee is Rs.4800/- and is to be paid in lump sum at the time of registration to the programme.

1.7 Study Plan

The exact date of commencement of the programme will be notified separately. On that day the students will assemble in this respective study centre. The Co-ordinator will give a thorough briefing on the content, conduct and schedule of the programme and clarify the queries from the students. The instructional counselling sessions will commence during the following week-end which should be treated as session no. 1 of the study plan.

2. INSTRUCTIONAL SYSTEM

The methodology of instruction in this university is different from that in the conventional universities. The Open University system is more learner-oriented, and the student has to be an active student in the teaching- learning process. Most of the instruction is imparted through distance rather than face-to-face communication.

The University follows a multi-channel approach for instruction. It comprises a suitable mix of:

- self-instructional printed material
- audio and video cassettes
- audio-video programmes transmitted through Radio and Doordarshan
- face-to-face counselling at study centres by academic counsellors
- one-way video two way audio satellite based counselling
- gyan darshan channel
- gyan vani
- practicals

CIT may or may not include all of the above mentioned support services.

2.1 Print Material

Printed materials are the primary form of instructional materials. These are supplied to the students in the form of Blocks. A block, which comes in the form of a booklet, comprises several units. The size of a unit is such that the material given therein may be expected to be study by a student in a session of about 6 to 8 hours of study. Therefore, you have to draw upon mainly the printed materials, which we send to you.

2.2 Theory Counselling Sessions

In distance education, face- to-face contact between the learners and their Tutors/Counsellors is relatively less and therefore is an important activity. The purpose of such a contact is to answer some of your questions and clarify your doubts, which may not be possible through any other means of communication. It is also intended to provide you an opportunity to meet your fellow students. There are experienced academic counsellors at the Study Centres to provide counselling and guidance to you in the courses that you have chosen for study. Normally, these sessions will be held at the Study

Centres during week-ends (Saturday and Sundays). The student will be informed of the session schedule details by their study centre co-ordinator.

You should note that the counselling sessions would be very different from the classroom teaching or lectures. Counsellors will not be delivering lectures as in conventional teaching.

They will try to help you to overcome difficulties (academic as well as personal), which you face while studying for the CIT programme. In these sessions, you must try to resolve your subject-based difficulties and any other related problems. Besides, some of the audio-video cassettes that are available at that time may be played in the counselling sessions.

Before you go to attend the counselling sessions, please go through your course materials and make a plan of the points to be discussed. Unless, you have gone through the Units, there may not be much to discuss.

The Coordinator of your Study Centre will make the detailed schedule of the counselling sessions known to you.

2.3 Practical Counselling Sessions

Practical sessions will be held in Computer Centres, which may or may not be co-located with the study centres. In these Computer Centres, the student will have the facility to use the computer and software packages relevant to the syllabus. There are total 18 practical sessions each of 3 hours duration.

Practical Sessions	
Total number of sessions :	18 (Each of 3 hours duration)
MS-Windows :	1 session
Linux :	1 session
Programming in 'C' language :	3 sessions
Microsoft Word :	4 sessions
Microsoft Excel :	3 sessions
Microsoft Power Point :	1 session
Microsoft Access :	2 sessions
Internet Programming :	2 sessions
Web Page Design :	1 session

i.e. a total of 54 hours of computer time is allotted for each student of CIT. 1 Machine will be allotted for 2 students. A student needs to attend at least 12 out of 18 practical counselling sessions to become eligible to appear in term end practical exam in CITL- 001. In case, s/he appears without sufficient attendance for exam, the result may be withheld by the University and the student may be asked to take exam again after fulfilling the attendance requirements.

3. STUDENT SUPPORT

In the traditional model of distance education, student support is provided through Counselling sessions and typically there are **19 theory sessions** and **18 practical sessions**. Each theory session is of 2 hour duration. Each practical session is of 3 hours duration.

It is possible that apart from such structured questions in terms of the content of the specific blocks or units, a student may have questions of very general nature, cutting across several concepts, which s/he could have raised, in a normal lecture or counselling session.

4 PROGRAMME OBJECTIVES, STRUCTURE AND CONTENTS

4.1 Objectives

This programme aims to introduce the concepts of Hardware, Software, Multimedia and Internet technologies. Also, included is a laboratory course where the student gets hands on experience.

The following are the objectives of CIT:

- Develop algorithms and flowcharts for problem solving
- Introduce programming concepts
- Introduce various aspects of Computer communication
- Introduce the concept of Networking
- Introduce social, legal and ethical aspects of IT
- Discuss the role of IT in various fields such as Business, Governance, Education and Medicine
- Introduce the concept of Information System
- Discuss the latest trends in IT
- Discuss the basic principles of Internet
- Search for information on Internet
- Discuss various applications of Internet
- Discuss the issue related to design of a web page
- Introduce the concept of Multimedia
- Introduce the process of working with MS-Windows and Linux
- Develop and execute programs using C language
- Create databases
- Create Web Pages

4.2 Programme and course Structures

The programme for ‘Certificate in Information Technology’ consists of four courses. The code for this programme is CIT and the courses are identified as CIT-001, CIT-002, CIT-003, CITL-001. The following are the programme structure:

Course Code	Course Title	No. of credits
CIT-001	Fundamentals of Computer Systems	4
CIT-002	Introduction to Information Technology	4
CIT-003	Web based Technologies and Multimedia Applications	4
CITL-001	Laboratory Course	6
Total Credits		18

Programme Structures, Course Structures & number of theory counselling

The following are the course structure of CIT. It also indicates the number of theory counselling sessions for CIT-001, CIT-002, CIT-003 and the number of practical counselling sessions for CITL-001. Each theory counselling session is of 2 hours duration and each practical counselling session is of 3 hours duration.

CIT-001: Fundamentals of Computer Systems

- Block-1 Hardware and Software: An Introduction (1 theory session)
- Block-2 Problem Solving Techniques (2 theory sessions)
- Block-3 Networking and Communication (2 theory sessions)
- Block-4 Information Security (2 theory sessions)

CIT-002 Introduction to Information Technology

- Block-1 Elements of Information Technology (2 theory sessions)
- Block-2 IT in Action (1 theory session)
- Block-3 Information Systems (2 theory sessions)
- Block-4 State of the art practices in Information Technology (1 theory Session)

CIT-003 Web based Technologies and Multimedia Applications

- Block-1 Internet Concepts (2 theory sessions)
- Block-2 Web Page Design (2 theory sessions)
- Block-3 Introduction to Multimedia (2 theory sessions)

CITL-001 Laboratory Course

- **Lab Manual-1**

- Unit-1: Introduction to Operating System features and utilities of MS-Windows and Linux (2 practical sessions)
- Unit-2: Programming in 'C' (3 practical sessions)
- Unit-3: Word Processing (4 practical sessions)
- Unit-4: Spread Sheets (3 practical sessions)

- **Lab Manual-2**

- Unit-1: Presentation tools (1 practical session)
- Unit-2: Databases (2 practical sessions)
- Unit-3: Internet Programming (2 practical sessions)
- Unit-4: Web Page Design (1 practical session)

4.3 Course Details

The following are the details of CIT courses.

CIT-001: Fundamentals of Computer Systems (4 Credits)

This course mainly deals with the technology part of Computer. The basic Computer terminologies, namely; Hardware, Software and Communication are discussed in this course.

The course also deals with the development of logic for problem solving and the elementary programming concepts. After studying this course, the students would be able to understand the basics of Computer Hardware and Software, develop flowcharts and algorithms for problem solving, understand the concept of Programming, understand various aspects of Communication, understand the concept of Networking, have an exposure to Software security concerns and Software vulnerabilities.

CIT-002: Introduction to Information Technology (4 Credits)

The basic objective of this course is to make the student aware that we are living in an information age. The course begins with the basics of Information Technology and touches various aspects of Information Systems. In this course, Information is dealt in a qualitative manner and some recent trends in the area are discussed. After studying this course, the students will be able to understand the meaning and attributes of information, understand the social, legal, ethical aspects of Information Technology, understand the role of IT in various fields like; business, governance, education & medicine and understand the latest trends in IT.

CIT-003: Web based Technologies and Multimedia Applications (4 Credits)

The basic objective of this course is to make the student aware about the concept of Internet. It deals with the working and technical aspects of Internet. It discusses the functioning of web browsers. After studying this course, the students would be able to understand the basic principles of Internet, search for information on the Internet, learn various applications of Internet, design web pages and know the meaning and applications of Multimedia.

CITL-001: Laboratory Course (6 Credits)

The basic objective of this course is to develop the skills so that the student can use the Computer in day to day applications. It covers the aspects of loading the Operating System as well as writing small 'C' programs. After studying this Course, the learners would be able to install Windows & Linux, develop and run basic 'C' programs, do word processing, develop presentations, work with databases, create small programs using HTML and design web pages.

5. EVALUATION METHODOLOGY

This section describes the evaluation methodology for TEE & Assignment a student of CIT needs to secure atleast 40% marks in continuous assessment (assignment) and term end examination separately in a course to be declared successful in that particular course. This requirement is applicable for all the courses of CIT.

5.1 Evaluation Pattern for Theory & Practical Examination CIT-001, CIT-002 and CIT-003 Courses

Term End Examination : Max. Marks 50 (Weightage: 75%)

Duration of Term End Examination : 2 hours

Pattern of Term End Examination:

- 10 Objective Type Questions (10 X 1 mark)
- 2 Short Answer Type Questions (2 X 5 marks)
- 3 out of 4 Questions (3 X 10 marks)

Assignment : Max. Marks 25

• Evaluation Pattern for CITL-001 Course

Term End Practical Examination : Max Marks 50 (Weightage : 75%)

Duration : 3 hours

Pattern of Term End Practical Examination : 2 Questions. The first question will cover the areas under Lab Manual-1 and the second question will cover areas under Lab Manual-2.

Assignment : Max. Marks 25

“A student needs to attend atleast 12 out of 18 practical counselling sessions (each session is of 3 hours duration) to become eligible to appear for Term End Practical Examination in CITL-001. Attendance is not compulsory for Theory Counselling sessions.”

- In order to be able to appear for Term End Examination (Theory and Practical), it is required that the student submit all assignments according to the prescribed schedule.

All students are required to give an undertaking to this effect, and should it be later found that they had in fact not submitted the assignments as prescribed, the results of the Term End Examination (Theory and Practical) may be withheld/cancelled.

Depending on the percentage of marks secured by a candidate who has passed, the divisions will be awarded as follows:

First Division with Distinction	75% and above	A
First Division	60% or more but less than 75%	B
Second Division	50% or more but less than 60%	C
Third Division	40% or more but less than 50%	D

The University has adopted, a letter grading system on a five-point scale for reporting the students' performance in a programme. The letter grades and their qualitative levels are as under:

Letter Grade	Qualitative Level	Point Grade	% of Raw Marks
A	Excellent	5	75% and above
B	Very Good	4	60% but less than 75%
C	Good	3	50% but less than 60%
D	Satisfactory	2	40% but less than 50%
E	Unsatisfactory	1	Below 40%

Assignments

The main purpose of assignments is to test student's comprehension of the learning materials they receive from the University and also to help them better comprehend the courses by providing feedback to them. The information given in the printed course materials should be sufficient for answering the assignments. The students should not worry about the non-availability of extra reading material for working on the assignments. However, if they have easy access to other books, they may make use of them. But the assignments are designed in such a way as to help them concentrate mainly on the printed course material and exploit their personal experience.

- The students are required to submit their assignments to the co-ordinator of their study center.
- Assignments received after due dates will be summarily rejected.

Tips for assignments

The word limits for answering most of the questions are mentioned with them. If no word limit is prescribed, then assume it to be about 300 words. You will find it useful to keep the following points in mind:

- **Planning:** Read the assignment carefully. Go through the units on which they are based. Make some points regarding each question and rearrange these in logical order.

- **Organisation:** Be a little more selective and analytical before drawing up a rough outline of your answer. In an essay-type question give adequate attention to your introduction and conclusion. The introduction must offer brief interpretation of the question and how you propose to develop it. The conclusion must summarize your response to the question. Make sure that your answer:
 - is logical and coherent;
 - has clear connection between sentences and paragraphs;
 - is written correctly giving adequate consideration to your expression, style and presentation;
 - does not exceed the number of words indicated (if any) in your questions.
- **Presentation:** Once you are satisfied with your answers, you can write down the final version for submission, writing each answer neatly and underlining the points you want to emphasize.
- The following format is to be followed for submission of the assignment:

The top of the first page of your response sheet for each assignment should look like this:

PROGRAMME TITLE :	ENROLMENT No. :
COURSE CODE :	NAME :
COURSE TITLE :	ADDRESS:.....
ASSIGNMENT CODE :	SIGNATURE :
STUDY CENTRE :	DATE :

- Read instructions for submission of assignments given here. The assignments response sheets should be hand written. However the s/w coding, snapshots, test cases, etc. can be in the printed form. **Students should not reproduce their answers from the units sent to them by the University. If they reproduce from the units, they will get poor marks for the respective question.**
- The students should write each assignment separately. All the assignments should not be written in continuity.
- The students should write the question number with each answer. Photocopy of the submitted assignment is to be retained by the student for his or her own record and **future reference, if any.**
- The students should use only A4 size paper for their response and tag all the pages carefully. Avoid using very thin paper. They should allow a 4-cm. margin on the left and at least 4 lines in between each answer. This may facilitate the evaluator to write useful comments on the margins at appropriate places.
- ***The students should not copy the assignments from others. If copying is noticed, the assignments of such students will be rejected, and disciplinary action will be taken against the students as per rules of the University.***
- **The completed assignment response should be sent to the Coordinator of the Study Centre. Under no circumstances should they be sent to the SED Division or the School at Headquarters,** for evaluation. After submitting the assignment at the Study Centre in person, the students should get the acknowledgement from the Co-ordinator on the prescribed assignment-cum-acknowledgement card (**Form No. 1**); otherwise, the assignment response should be sent under certificate of posting

through post. The students should get back evaluated assignments from their Study Centres within one month of its submission for the feedback and for their future guidance.

- In case the student has requested for a change of Study Centre, s/he should submit her/his assignments only to the original Study Centre until the University effects the change of Study Centre.

5.2 Guidelines for Submission of Assignments

- It is compulsory for the students to submit all the prescribed assignments. They will not be allowed to appear for the term-end examination of a course if they do not submit the specified number of assignments in time for that course.
- Whenever the students receive a set of assignments, they should check them immediately and ask for missing pages, if any, from Registrar (MPDD), IGNOU, Maidan Garhi, New Delhi-110 068 or the Co-ordinator of the Study Centre or else download them from the website.
- The assignment responses should be complete in all respects. Before submission, the students should ensure that they have answered all the questions in all assignments. Incomplete answer sheets bring poor grades.
- The Coordinator of the Study Centre has the right to reject the assignments received after the due date. Therefore, the students are advised to submit their assignments before the due date.
- Students should enclose a self-addressed stamped assignment remittance-cum-acknowledgement card (**Form No. 2**) with each assignment response to ensure the delivery of assignments before the last dates prescribed for submission of assignments.
- In case any student fails to submit the assignments or fails to score minimum qualifying marks, s/he has to wait for fresh assignments meant for the current batch of students. The request for the new assignments in the prescribed form (**Form No. 2**) is to be addressed to the Registrar, MPDD, Indira Gandhi National Open University, Maidan Garhi, New Delhi-110068.
- For their own record, students should retain a photocopy of all the assignment responses, which they submit to the Co-ordinator of their Study Centre. If they do not get back their duly evaluated assignment within a month after submission, they should try to get it from their Study Centre personally. This may help them to improve upon future assignments.
- As per the University norms, once the student's scores pass marks in an assignment, they can not re-submit it for improvement of marks.
- Assignments are not subject to re-evaluation except for factual errors, if any. The discrepancy noticed by the students in the evaluated assignments should be brought to the notice of the Co-ordinator of the Study Centre, so that he forwards the correct score to the SED at the Headquarters.
- The students should not enclose or express doubts for clarification, if any, along with the assignments. They should send their doubts in a separate cover to the Registrar, SED, Indira Gandhi National Open University, Maidan Garhi, New Delhi - 110 068. While doing so they should give their complete Enrolment number, name, address, programme code.

Note : Please submit your Assignments on or before the due date at your study centre.

- In case of not successfully completed or missed; the assignments should be demanded only if your registration for that course is valid.

- Assignments should not be demanded to improve your score if you have secured minimum qualifying score in a course.
- Please do not submit your assignment responses twice either at the same Study Centre or at different Study Centres for evaluation.

5.3 Term-end Examination

- To be eligible to appear the Term-end Examination in any course, the students are required to fulfil the following conditions:
 - they should have paid the fee due for that course, if any.
 - they should submit the examination form in time.
 - they should submit the assignments.
 - they have submitted the online examination form of IGNOU and have paid the requisite examination fees.
- The University conducts term-end examinations twice a year, in June and December. The student can take the examination only after the minimum period prescribed for the course of study has elapsed.
- Examination schedule indicating the date and time of examination for each course is sent to all the Regional Centres/ Study Centres in advance. The same is also notified through IGNOU Newsletter from time to time and displays on the website of IGNOU www.ignou.ac.in.
- The online examination form is to be filled up from IGNOU website, in general, as per the following schedule (You MUST visit IGNOU website for actual cutoff dates. The details of late fee are displayed on the website. For June 2020 Term-end examination is INR 1000/-):

Term-End Examination	Dates for filling up examination form	
	(without Late Fee)	(With Late Fee)
June Term-End Examination	1st March to 31st March	1st April to 10th April
December Term-End Examination	1st September to 30th September	1st October to 10th October

You are required to pay examination fee per course at the time of filling up of the form. Currently this fee is @150/- per course for theory courses and @150/- per course for practical courses. You can pay online using Credit Card / Debit Card /Net Banking while filling up the form. It may also be noted that in case, examination fee needs to be returned to student due to technical reasons, the fee will be refunded to the same account (Credit card/ Debit card/ Net Banking) from which the payment was made.

The link to online Examination form, in general, is put on the HOME page of IGNOU website. For example, For June 2020 term-end examination, you can fill up the form (provided you are filling up the form as per cutoff dates) from the link: <https://exam.ignou.ac.in/>

YOU MUST READ and FOLLOW all the instructions very carefully.
You can save these instructions for any future reference. These instructions relates to:

- **Dates for the Submission of Online Term End Examination form**
- **Prerequisite for the submission of the Term End Examination Form:**
- **Process to submit Term End Examination Form**

- Examination fee and Mode of Payment
- Un-successful Submission of Exam Form
- Related to Refund excess ₹ Examination Fee
- Hall Ticket for Term End Examination
- Contact Details

Important Guidelines ₹ and instructions for submission of Term End Examination form and other forms (Please note that guidelines and fee for forms may change, therefore, you are advised to read guidelines and fee details as per latest forms available online or on the IGNOU website)

- Please ensure that you have already submitted the assignments as applicable for the courses you are filling in the Examination Form. You are required to pay examination fee for every course of theory as well as practical.
- Students are requested to check the result status before filling examination form.
- Select and enter Programme code and Examination Centre Code from the options available. If the centre opted by the student is not activated as examination centre or not allotted for any other reason, alternative examination centre will be allotted.
- Select courses carefully. Courses for theory as well as practical need to be selected separately from the list appearing on the screen.
- Students will be allowed to appear in Term-end Examination for the course(s) for which registration is valid and not time-barred and assignment(s) is/are submitted. Examination Fee once submitted will not be refunded.
- Students should carry their **Identity Card and intimation slip** (download hall ticket from IGNOU website indicating Centre & Date of Examination) to the Examination Centre.
- In case a student fails to receive the intimation slip/Hall ticket may please contact at SED (SE-II) <http://www.ignou.ac.in/ignou/aboutignou/division/sed/contact> branch.
- Students must carry IGNOU Identity-Card in the Examination Hall for writing Examination. In case, students do not have IGNOU Identity card due to various reasons, they must get it issued (i.e. duplicate copy of IGNOU Identity card) from Regional Centre concerned well before the start of the Examination. Students are required to contact the RC in person (by post) and get the duplicate Identity card for attending Examination.
- The students will be entitled to appear for the examination only at the examination centre allotted to them and **NOT** at any other centre without specific permission from the University. The Examination Centre once opted for in a form shall not be changed.
- Although all efforts will be made to declare the results in time, there will be no binding on the University to declare the results of the last examination before the commencement of next examination. The students may, therefore, fill up the examination form without necessarily waiting for the result and get it cancelled at a later date, if so desired. In case the student gets result after filling up the exam form, s/he should not re-appear in the course qualified by her/ him with a view to improve the qualified score.
- Students who fail to complete the minimum required number of course(s) prescribed for the Programme within the allotted period of study shall cease to be on the rolls of this University for that programme till they re-enroll themselves, if they wish to do so. Such students are advised to get in touch with the Regional Director concerned.
- **Obtaining Photocopy of Answer Scripts:** After the declaration of result, if the students

are not satisfied with the marks awarded, they can request the University for Photocopy of Answer Scripts on payment of 100/- per course. The request for obtaining Photocopy of Answer Scripts by the student must be made within 45 days from the date of declaration of result to the Evaluation Centre concerned in the prescribed format along with the fee of 100/- per course in the form of Demand Draft in favour of IGNOU payable at the city where submitting the request for Photocopy. Format is available on the IGNOU website: www.ignou.ac.in

- Early Declaration of Results:** In order to facilitate the students who have got offer of admission and or selected for employment etc and are required to produce marks-sheet/grade card by a specified given date may apply for early process of their answer-scripts and declaration of the results for this purpose. The students are required to apply in the specified format available on the University website with a fee of 1000/- per course through Bank Draft drawn in favour of IGNOU along with the ₹ attested photocopy of the offer of admission/employment offer. The students can submit their requests for early declaration before the commencement of the Term-end Examination i.e., before 1st June and 1st December respectively. The University in such cases will make arrangements for processing the answer-scripts and declare the results as a special case.
- Re-evaluation of Answer-script(s):** The University has replaced the scheme of rechecking with the re-evaluation whereby the answer-scripts will be re-evaluated by another Evaluator in case the students are not satisfied with the marks/grades secured by them in Term-end Examination. Such students can apply for re-evaluation within one month from the date declaration i.e. the date on which the results are made available on the University Website on payment of 750/- per course in the prescribed application form available on the University Website. The ₹ better of the two courses or original marks/grades and re-evaluated marks/grades will be considered and the revised marks/grades shall be incorporated in the students' record as applicable and the revised grade card/marks sheet will be sent to the students within one month from the receipt of application. Re-evaluation is not permissible for Projects, Practical, Assignments and Seminars etc.
- Improvement of Division/Class:** Keeping the interest of students who have completed their Bachelors Degree and Masters Degree Programmes, but falling short of 2% marks for securing 1st Division/2nd Division the university has made a provision for allowing such students to improve their performance. The improvement is permissible only in theory papers and the students may apply for improvement of their performance on the prescribed application format along with a fee of 750/- per course through a Bank Draft drawn in favour of IGNOU payable at Delhi and ₹ submit the application and fee to the Registrar, SRE Division, IGNOU, Maidan Garhi, New Delhi. The improvement is not permitted to those students who have completed their maximum duration of the programme including the re-admission period has expired. The students will be given only one opportunity to improve the marks/grades and they can apply for improvement a maximum of 25% of the credits for successful completion of the respective programme. However, the sealing for the number of courses in which the student can improve is five courses. The better of the two examinations i.e., marks already awarded and the marks secured in the improvement examination will be considered.

6. USEFUL INFORMATION

Reservation of Seats

The University provides reservation of seats for Scheduled Castes, Scheduled Tribes and Physically Handicapped students as per the Government of India rules.

Scholarships and Reimbursement of Fee

Reserved Categories, viz., Scheduled Castes, Scheduled Tribes and Physically Handicapped students etc. have to pay the fee at the time of admission to the University along with other students. Physically Handicapped students admitted to IGNOU are eligible for Government of India scholarships.

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 forms to them **through the Regional Director of IGNOU concerned.**

Similarly, SC/ST students have to submit their scholarship forms to the respective State Directorate of Social Welfare or Office of the Social Welfare Officer, **through the Regional Director of IGNOU concerned for suitable reimbursement.**

The Application for reimbursement of Programme Fee to SC/ST students can be downloaded from the link:

<http://ignou.ac.in/userfiles/Application%20form%20for%20Reimbursement%20of%20fee.pdf>

Change/Correction of Address

There is a proforma (**Form No. 1**) for change/correction of address available in this programme guide. This form duly filled in is to be submitted to the **Regional Director concerned**. Students are advised not to write letters to any other officer in the University in this regard. Normally, it takes 4-6 weeks to effect the change. Therefore, the students are advised to make their own arrangements to redirect the mail to the changed address during this period.

Change of Regional Centre and Study Centre

Counselling facilities are not available for all the programmes at all the Study Centres. As such, students are advised to make sure that counselling facilities are available, for the subject s/he has chosen, at the new centre opted for. Request for change of Study Centre is acceded to subject to availability of seats for the programme at the new centre asked for only on compelling grounds. Students are required to get a NOC from the Regional center where they are willing to get themselves transferred in view of the practical sessions involved in MCA.

When a student wants transfer from one region to another, s/he has to write to that effect to the Regional Centre from where s/he is seeking a transfer marking copies to the Regional Centre where s/he would like to be transferred to and also to Registrar, Student Registration Division (SRD) , IGNOU, Maidan Garhi, New Delhi-110 068. Further, s/he has to obtain a certificate from the Co-ordinator of the Study Centre from where s/he is seeking transfer from, regarding the number of assignments submitted. The Regional Director from where the student is seeking the transfer will transfer all records including details of fee payment to the Regional Centre where the student is going, under intimation to the Registrar, SRD and the student. The transfer will be permitted only if seats are available at the new Study Centre.

Procurement of Official Transcripts

The University provides the facility of obtaining official transcripts on request, made by the learners in prescribed application form for official transcript, which provides details of fee, where to apply etc. Link to this form is given in the Section 9.

Duplicate Grade Card

The learner can apply for obtaining duplicate Grade Card in case the same has been lost/misplaced/damaged, by making a request in prescribed application form for Duplicate Grade card, which provides details of fee, where to apply etc. Link to this form is given in the Section 9.

Study Materials for Your Programme of Study

- After confirmation of admission, study materials are dispatched to the student's registered address by speed/ registered post.
- Keep checking status of dispatch of study materials on the IGNOU website using the weblink, www.ignou.ac.in/ignou/aboutignou/division/mpdd/material, provided by MPDD.
- You should visit Learner Support Centre (LSC) concerned with ID card for schedule of classes/lab
- If you not received Study Material then visit Regional Centre concerned only or write to mpdd@ignou.ac.in

Disputes on Admission and other University Matters

In case of any dispute, the place of jurisdiction for filing of a suit/plaint/petition will be only at New Delhi / Delhi.

7. Some Useful Address

Telephone numbers of the Divisions/Schools are provided on the website under the “Contact Us” option.

Students are advised to be in touch with their Study Centres for advance / timely / day-to-day information or visit the website with URL www.ignou.in

For your information, the following officers deal with different educational aspects:

(i) Student Registration Related issues	Registrar, SRD, Indira Gandhi National Open University , Maidan Garhi, New Delhi -110068, 011-29532741 (SRD), 1302/1316 (SRD), Email: : registrarsrd@ignou.ac.in
(ii) Exam Centres, Results, Re-checking of answer-scripts, Discrepancies in Result, marks update, etc.	Registrar, SED, Indira Gandhi National Open University , Maidan Garhi, New Delhi -110068, Phone No: 011-29535828/2482 (SED), 011-29572204/2205(SED), FAX No.011-29534429 068

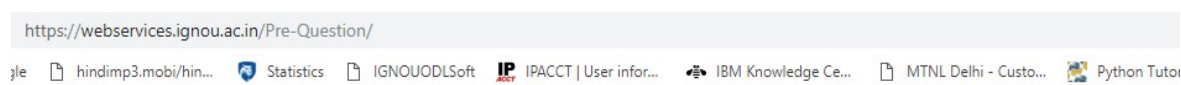
(iii) Study materials and Assignments, Admission , Fees, Scholarship, Change of Address/Study Centre/Regional Centre, Change of Course/Programme, Issuance of Bonafide Certificate, Migration Certificate, Duplicate Identity Card	Regional Director of the Regional Centre concerned.
(iv) Academic Matters	CIT Programme Coordinator SOCIS, C-Block, New Academic Complex IGNOU, Maidan Garhi, New Delhi - 110 068 Phone: 011-29572913 Email: CIT@ignou.ac.in
(v) Administrative and counselling matters missing score of TMAs/Project assignments/Practical assignments, Assessment Sheets	Co-coordinator of your Study Centre/Regional Director of the Regional Centre concerned
(vi) Issue of Degree/ Diploma/ Certificate, Dispatch of returned Degrees, Verification of Degree	Dy. Registrar (Exam-1) Examination –1 Indira Gandhi National Open University, Maidan Garhi New Delhi -110068, Phone No.011-29535438 011-29572224/2213 e-mail exam1@ignou.ac.in
vii) Issue of Provisional Certificates and Grade Cards	Dy Registrar (Exam-3) Phone No: 011-29536743; Intercom No. 2201
(iix) Declaration of pending results of TEE, Incorporation of practical marks, Verification of provisional certificate and grade card, Issue of transcripts	Dy. Registrar (Exam-3) Phone No: 011-29536103/6743 011-29572201/2211
(ix) Non incorporation of assignment marks	Assistant Registrar (Assignment) Phone No: 011-29532294 Intercom No. 1312/1319/1325 E-mail: assignments@ignou.ac.in
(x) Online students grievances Portal	http://igram.ignou.ac.in/
(xi) Students' General Enquiries	Student Support Centre Indira Gandhi National Open University, Maidan Garhi New Delhi -110068, Phone: 011-29535714, 29572512, 29572514, 29533869 and 29533870 e-mail : ssc@ignou.ac.in

8. LINK TO OLD QUESTION PAPERS

The first CIT exam was held in December 2009. You can download the previous year's question papers from IGNOU website. The following is the process of Downloading the question papers from IGNOU website:

Visit the IGNOU website at URL: <http://www.ignou.ac.in> and select the Download Button on IGNOU web site. On this Download Page select *Question Papers* link. The following page will be displayed (please note that URL of this page is:

<https://webservices.ignou.ac.in/Pre-Question/>



Previous Year Question Papers

2005	2007
2006	2009
2008	June2011 December2011
June2010 December2010	June2013 December2013
June2012 December2012	June2014 December2014
June2015 December 2015	June2016 December 2016
June 2017 December 2017 & Entrance Test 2018	June2018

The Previous Year Question papers of IGNOU

Select the year of Question paper, this will display School wise list of Question papers, as the list is large you may use *find on page* option of your browser to find CIT old question papers (please note that you can search CIT old question papers by searching *CIT*).

9. USEFUL LINKS & FORMS

In this section, we are enclosing the IGNOU website links to various forms, which are useful for you. Whenever you have to correspond with the university, please download the form from the Website and fill it carefully and send as per instructions therein. The detailed instructions for all these-forms are provided in form itself. Some of these links may change, in those cases please use search option to find the desired link.

Note: You must Download the Forms from the Website

Useful links & Forms

- 1) *Change of Address (Form No. 1)*
- 2) *Assignments Remittance-Cum-Acknowledgement Card (Form No.2)*
- 3) *Link to Latest Assignment(s)*
- 4) *Link to Re-admission form for CIT programme*
- 5) *Link to Online Term end Examination form*
- 6) *Link to Offline term end Examination form*
- 7) *Link to form for early declaration of result*
- 8) *Link to form for obtaining photocopy of the answer script*
- 9) *Link to form for Re-evaluation of Answer script*
- 10) *Link to Application form for improvement in Division/Class*
- 11) *Link to form for obtaining Duplicate Grade Card / Mark-sheet*
- 12) *Link to form for issue of Official Transcript*
- 13) *Link to form for issue of Migration Certificate*

- (1) Change of Address (Form 1)
(It is attached on page No. 22)

Assignments related links

- (2) Assignment Remittance-cum-Acknowledgement (Form 2)
(It is attached on page No. 23)
- (3) Link to Latest Assignment(s)
<https://webservices.ignou.ac.in/assignments/>

Re-admission link

- (4) Link to Re-admission form for CIT Programme
<http://ignou.ac.in/userfiles/Re-admission%20form.pdf>

Term end Examination and related links

- (5) Link to online Term End Examination form
<https://exam.ignou.ac.in/>
- (6) Link to Offline Term end Examination form
<http://www.ignou.ac.in/userfiles/TEE%20FORM.pdf>
- (7) Link to form for Early Declaration of Result
<http://www.ignou.ac.in/userfiles/APPLICATION%20FORM%20FOR%20EARLY%20DECLARATION%20OF%20RESULT%20OF%20TERM-END%20EXAMINATION.pdf>
- (8) Link to Application Form for Obtaining Photocopy of the Answer Script
[http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts\(1\).pdf](http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts(1).pdf)
- (9) Link to form for Re-evaluation of Answer script
[http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts\(1\).pdf](http://www.ignou.ac.in/userfiles/Application%20form%20for%20Reevaluation%20of%20Answer%20Scripts(1).pdf)
- (10) Link to Application form for Improvement of Division/Class
<http://www.ignou.ac.in/userfiles/Improvement%20form.pdf>
- (11) Link to form for Duplicate Grade Card/Mark-sheet
<http://www.ignou.ac.in/userfiles/Duplicate%20mark%20sheet%20form.pdf>
- (12) Link to form for Issue of Official Transcript
<http://www.ignou.ac.in/userfiles/Official%20Transcript%20form.pdf>
- (13) Link to form for Issue of Migration Certificate
<http://ignou.ac.in/userfiles/Migration%20Certificate.pdf>

(For Change of Address, send it duly filled-in to the concerned Regional Director, who will forward it to the Registrar (SRD), Maidan Garhi, New Delhi after verification)

Application for Change of Address

Date: _____

To

The Registrar, SRD
IGNOU
Maidan Garhi
New Delhi-110 068.

THROUGH THE REGIONAL DIRECTOR CONCERNED

Enrolment No. _____

Programme _____

Name (in caps) _____

1. DETAILS FOR CHANGE/CORRECTION OF MAILING ADDRESS

New Address

Old Address

_____	_____
_____	_____
_____	_____
_____	_____

City _____ Pin _____

State _____

City _____ Pin _____

State _____

Signature of the Student

Please retain a photocopy of any matter that you submit to the University.

ASSIGNMENTS REMITTANCE -CUM-ACKNOWLEDGEMENTCARD

Enrol. No. _____ Programme Title: _____ Name : _____ Course Code: _____ Medium: _____ <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 15%;">S.No.</th> <th style="width: 35%;">Assignment No.</th> <th style="width: 50%;">For Office Use Only</th> </tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </table> Signature of the Student Date : _____	S.No.	Assignment No.	For Office Use Only													INDIRA GANDHI NATIONAL OPEN UNIVERSITY ASSIGNMENTS REMITTANCE -CUM-ACKNOWLEDGEMENT CARD <table style="width: 100%;"> <tr> <td style="width: 60%;">Enrol. No. _____</td> <td style="width: 40%;">Programme Title: _____</td> </tr> <tr> <td>Name : _____</td> <td>Medium : _____</td> </tr> <tr> <td colspan="2">Course Code: _____</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 15%;">S.No.</th> <th style="width: 35%;">Assignment No.</th> <th style="width: 50%;">For Office Use Only</th> </tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </table> Signature of the Student Name : _____ Address of the Student : _____ Date : _____ (Please write your complete address and affix adequate postal stamp on reverse)	Enrol. No. _____	Programme Title: _____	Name : _____	Medium : _____	Course Code: _____		S.No.	Assignment No.	For Office Use Only												
S.No.	Assignment No.	For Office Use Only																																			
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Name : _____	Medium : _____																																				
Course Code: _____																																					
S.No.	Assignment No.	For Office Use Only																																			

Affix
Stamp
Here

From:

 The Coordinator
 Study Centre concerned

To

(ADDRESS OF THE STUDENT)

QR Code of Some of the Useful Web Links



EGYankosh
(for Online Course Materials)



Online Re-Registration Form



iGRAM
(IGNOU Grievance control Room)



To Watch Live Telecast/
To listen live Broadcast

Note: The above QR Codes can be scanned and open through and QR Code Scanner Application/App.