



SREENARAYANAGURU
OPEN UNIVERSITY

SGOU

Higher
Education
for All

SREENARAYANAGURU OPEN UNIVERSITY KOLLAM

(Established by Government of Kerala in 2020 & Approved by UGC)

SGOU LEARNERS' HANDBOOK

A Step-by-Step Guide to Your Academic Journey & Beyond

HIGHER EDUCATION FOR ALL

LEARN. GROW. SUCCEED.



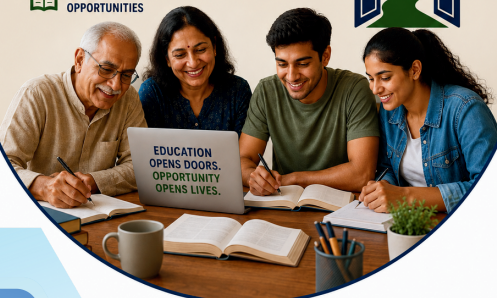
NO AGE LIMIT



NO BARRIERS



EQUAL
OPPORTUNITIES



Public Relations Division

Access and Quality define Equity

Governance

Chancellor

**Shri. Rajendra Vishwanath Arlekar
(The Hon'ble Governor of Kerala)**

Pro Chancellor

Vice Chancellor

Prof. (Dr.) Jagathy Raj V. P.

Registrar

Prof. (Dr.) Abhilash Babu

Finance Officer

Smt. Saranya M. S.

Controller of Examinations

Prof. (Dr.) Ananda Resmi S.

Cyber Controller

Shri. Bijumon T.

Follow us on Facebook

Scan QR code



Purpose of the Handbook

Sreenarayanaguru Open University proudly introduces the Learners' Handbook, a comprehensive guide developed with the aim of supporting every learner throughout their academic journey. As a learner-centered institution committed to inclusive and flexible education, the University recognizes the importance of clear communication and easy access to information. The Learners' Handbook has been thoughtfully designed to serve as a single point of reference for all essential aspects of university life.

This Learners' Handbook is a single-window guide which includes detailed information on:

- Academic programmes of the University
- Admission procedures and programme structure
- Semester registration
- Evaluation and examination methods
- Guidelines for assignment submission and project work
- Learner support services, including access to study centres, digital resources, academic counselling, and grievance redressal
- Rules & Regulations
- Scholarships & Financial Aids
- Procedures related to programme completion, re-registration, and certificate issuance
- Frequently asked Questions

This initiative aims to ensure that learners are well-informed about every stage of their academic life at SGOU—from admission to graduation and beyond - enabling them to make informed decisions, stay compliant with university procedures, and make full use of the support services provided.

The Learners' Handbook reflects the University's broader objective of fostering a learner-centric ecosystem rooted in inclusivity, accessibility, and continuous support. It serves not merely as a manual but as a reliable academic companion, guiding learners step-by-step as they progress through their chosen programmes.

We believe this initiative marks a significant step forward in enhancing the academic experience and operational efficiency at Sreenarayanaguru Open University.

Message from the Vice Chancellor



Dear Learners,

Prof. (Dr.) Jagathy Raj V. P.

It gives me immense pleasure to introduce the SGOU Learner's Handbook—a comprehensive and thoughtfully designed guide to support you at every step of your academic journey at Sreenarayanaguru Open University (SGOU).

As Kerala's only State Government Open University, SGOU is founded on the principles of inclusivity, accessibility, and learner empowerment. We are committed to providing flexible and quality education to a diverse community of learners—many of whom balance studies with work, family, and other responsibilities. In such a setting, access to timely, accurate, and relevant information is not just helpful—it is essential.

This handbook is our effort to ensure that every learner, regardless of background or location, has a single-window reference to steer through university life with clarity and confidence. From admission and programme structure to examinations, support services, and completion formalities, this guide is designed to walk alongside you—offering direction, clarity, and reassurance.

I encourage each of you to make full use of this resource. Let it be your first point of reference for queries, and a steady companion as you pursue your academic goals. The handbook is a reflection of our vision: to foster a learner-centric ecosystem rooted in mutual respect, transparency, and lifelong learning.

On behalf of the University, I wish you a meaningful and enriching learning experience. May your time at SGOU be marked by growth, discovery, and transformation.

Warm regards,

Prof. (Dr.) Jagathy Raj V. P.
Vice Chancellor




സർവകലാശാലാഗീതം

വിദ്യായാൽ സ്വതന്ത്രരാകണം
വിശ്വപൗരരായി മാറണം
ഗ്രഹപ്രസാദമായ് വിളങ്ങണം
ഗുരുപ്രകാശമേ നയിക്കണേ

കൂരിരുട്ടിൽ നിന്നു ഞങ്ങളെ
സൂര്യവീഥിയിൽ തെളിക്കണം
സ്നേഹദീപ്തിയായ് വിളങ്ങണം
നീതിവൈജയന്തി പാറണം

ശാസ്ത്ര വ്യാപ്തിയെന്നുമേകണം
ജാതിഭേദമാകെ മാറണം
ബോധരശ്മിയിൽ തിളങ്ങുവാൻ
ജ്ഞാനകേന്ദ്രമേ ജ്വലിക്കണേ



രചന : ശ്രീ. കുരീപ്പുഴ ശ്രീകുമാർ
സംഗീതം : ശ്രീ. എം. ജയചന്ദ്രൻ



Contents

01	Profile of the University	8
02	Programme Highlights	9
03	Unique Features	9
04	Why Choose SGOU	10
05	Our Comprehensive Learning package	10
06	Dual Degree Option	10
07	UG & PG Programmes	11
08	Short term Certificate /Diploma Programmes	11
09	List of Regional Centers & Learner Support Centers	12
10	Admission Process	13
	<ul style="list-style-type: none">• Eligibility Criteria• Documents Required• Fee Structure• Step-by-Step Online Application Process	
11	Programme Semester wise Registration	15
	<ul style="list-style-type: none">• How to do semester wise Registration	
12	How to access Online Learning Platform, Study Materials & Library Access	18
	<ul style="list-style-type: none">• Contacting Faculty & Support	



Contents

13	How to Register for Exams and all other exam related activities	21
	<ul style="list-style-type: none">• Exam Registration Process• Exam Guidelines & Hall Ticket Download• Grading System & Reevaluation Process• Results & Certificates	
14	Scholarships & Financial Aid)	25
	<ul style="list-style-type: none">• Scholarship Options & Eligibility• How to Apply for Financial Aid	
15	Learner Support & Services)	31
	<ul style="list-style-type: none">• Contacting Learner Support Centers• Grievance Redressal Mechanism• Mentorship & Career Guidance	
16	Alumni	33
	<ul style="list-style-type: none">• Alumni Registration Process	
17	FAQ Section	34
	<ul style="list-style-type: none">• Commonly asked questions and answers.	
18	Contact Information & QR Codes	37
	<ul style="list-style-type: none">• SGOU's website, helpline, email, and social media.	



01 : Profile of the University

Pathway Access and Quality define Equity

Vision

To increase access of potential learners of all categories to higher education, research and training, and ensure equity through delivery of high quality processes and outcomes fostering inclusive educational empowerment for social advancement.

Mission

To be benchmarked as a model for conservation and dissemination of knowledge and skill on blended and virtual mode in education, training and research for normal, continuing and adult learners.

Profile of the University

Sreenarayanaguru Open University was established by the Government of Kerala in September 2020 vide the Government Ordinance No. 45 of 2020. The University is named after Sreenarayanaguru, the great sage, philosopher, poet and social reformer of modern India. Having been established as the 15th State University in Kerala, the Sreenarayanaguru Open University aims at strengthening the structural dynamics of academic operations for ensuring quality inclusive education in open and distance learning mode for all, regardless of age, creed, gender and religion. The territorial limit of the University shall extent to the whole of the State.

The University was officially dedicated by **Shri. Pinarayi Vijayan**, the Hon'ble Chief Minister of Kerala on 2nd of October, 2020. In pursuance of the legal procedures, the Sreenarayanaguru Open University was accorded recognition under section 2(f) of the University Grant Commission Act of 1956. The State Legislature of Kerala unanimously enacted the Sreenarayanaguru Open University Act in January 2021. The Ordinance and Act scheme out the governance of the University with the Chancellor as its head. By virtue of the office of Hon'ble Governor of Kerala, **Shri. Rajendra Vishwanath Arlekar** acts as the Hon'ble Chancellor of the University.

Prof. (Dr.) Jagathy Raj V. P. acts as the Hon'ble Vice Chancellor. Prof.(Dr.) Abhilash Babu is the Registrar of the University. Ms. Saranya M. S. is the Finance officer and Dr. Ananda Resmi S. is the Controller of Examinations. Shri. Bijumon T. is the Cyber Controller.

Adv. V. P. Prasanth, Prof. (Dr.) P. P. Ajayakumar, Dr. Balakrishnan A., Adv. G. Sugunan, Dr. M. Jayaprakas, Shri. Haridas P., Dr. C. Udayakala, Dr. Reni Sebastian, Shri. Adarsh S. K. are the members of Syndicate of the University .

The Campuses of the University consist of its headquarters at Kollam including Academic Block at BSNL Buildings, Vellaitambalam, 5 Regional Centers and 44 Learner Support Centers across the state.

To promote interdisciplinary learning, the University has organized its academic programmes under the School System. As of this date, the University has five Schools of Studies under which 15 Academic Departments are functioning.

02 : Programme Highlights

Sreenarayanaguru Open University; the first State Open University in Kerala offers a unique learning experience to the learners in open and distance mode. This is a pioneer attempt by the state government to provide quality education to those who could not access education through regular mode. Another feature of this institution is the range of choice it allows the learners to engage in subjects that he/she could not pursue due to different reasons. While ensuring equity, the University also guarantee quality education. The pedagogy stresses blended learning methods- which involve direct counselling sessions, Virtual Classes, Self Learning Materials and e- content. The basket of programmes offered by the university is in accordance with the requirements of the present-day job profiles. This is realized through the specially designed curriculum and syllabus that are exclusively branded for SGOU learners. In tune with the UGC regulations, the University has adopted the semester pattern in all its UG and PG programmes. Each academic year consists of two semesters. For the UG Programmes there are Six semesters (Three academic years) and PG Programmes have four semesters (Two academic years). The University now offers six UG programmes in **Four Year UG Format(FYUGP)** aligning with NEP 2020; offering a comprehensive and specialized education in various disciplines, with the opportunity to study multidisciplinary courses and interdisciplinary options. Learners who opt for **FYUGP** have the freedom to **exit after 3 years** and they will be awarded UG Degree in the relevant discipline/subject upon securing **132 credits**. Learners are granted the opportunity to engage in internships and to enroll in MOOCs offered by National Institutes. All Programmes offered by the university are approved by **UGC-DEB**.

Stepping ahead, the University offers job oriented diploma courses, establishing tie-ups with various Government agencies like **Keltron, ASAP, ICT Academy, KILA, KYLA, Kerala Start-Up Mission** etc and the learners will soon have the privilege of obtaining dual certifications; one conferred by the University and other by **NCVET**.

The assessment method involves Continuous Internal Evaluation (30%) and End semester Evaluation(70%).

03 : Unique Features

The University has adopted a blended pedagogy for the delivery of its Academic Programmes. The University has the provision for two intakes in a year : June-July session & January-February session

- Delivery of Quality Academic Programmes at UG and PG levels
- Impressive spread of 30 UG/PG Programmes (16 UG, 14 PG)
- Internally developed quality format for the Self Learning Materials
- Open ended format for reaching out to people

04 : Why Choose SGOU?

Transfer Certificate is not mandatory

No Equivalency / Eligibility Certificate required for admission

No Upper Age limit for admission

Innovative curriculum and SLMs developed in-house

Flexible and inclusive education for all age groups

Blended pedagogy combining classroom and digital modes

Open-ended learning pathways reaching every corner of society

Life Long learning pathways

Freedom to choose any UG & PG irrespective of academic background

All academic programmes of SGOU are approved by UGC-DEB, ensuring national credibility, mobility and recognition. As per Regulation 22 of the UGC Regulations 2020, the degrees awarded through Open and Distance Learning Modes are recognized as equivalent to the degrees awarded for Programmes offered through the conventional mode and carry equal weightage for higher studies, PSC, UPSC and all levels of employment.

05 : Our Comprehensive Learning package

Experience a holistic approach to education with our all inclusive learning package at open university. Tailored to meet the diverse needs of our Learners, our comprehensive learning package combines flexible learning options and extensive support services.

- Self Learning Materials in Printed & PDF form
- Interactive Virtual Classrooms
- Live counselling classes on weekend and holidays (as per DEB rules)
- Live Online Classes
- Recorded Classes
- Virtual Content
- L-Desk App (All inclusive learning app specially designed for SGOU learners)
- Flip Book
- Doubt clearance section weekly once

06 : Dual Degree Option

Sreenarayanaguru Open University facilitates the provisions for pursuing double degree at UG/PG levels in sync with the UGC guidelines. It implies that a learner can get enrolled for a regular programme in any of the affiliated universities/colleges in the state while pursuing a programme of the Sreenarayanaguru Open University and vice versa.

07 : UG & PG Programmes

4 Year UG Honours Degree (8 Semesters) (with exit option after 3rd year with UG Degree)

3 Year UG Degree (6 Semesters)

- | | |
|---|---------------------------------|
| 1. BBA
(HR, Marketing, Logistics & Supply Chain Management) | 1. BSc Data Science & Analytics |
| 2. B.Com
(Finance, Cooperation, Logistics & Supply Chain Management) | 2. BA Nano Entrepreneurship |
| 3. BA English | 3. BCA |
| 4. BA Malayalam | 4. BA Hindi |
| 5. BA History | 5. BA Arabic |
| 6. BA Sociology | 6. BA Sanskrit |
| | 7. BA Afsal-UI-Ulama |
| | 8. BA Economics |
| | 9. BA Philosophy |
| | 10. BA Political Science |

2 Year PG Degree (4 Semesters)

- | | |
|-----------------|------------------------------|
| 1. MCA | 8. MA Hindi |
| 2. MBA | 9. MA History |
| 3. M.Com | 10. MA Sociology |
| 4. MA English | 11. MA Economics |
| 5. MA Malayalam | 12. MA Philosophy |
| 6. MA Sanskrit | 13. MA Political Science |
| 7. MA Arabic | 14. MA Public Administration |

08 : Short term Certificate/Diploma Programmes offered by SGOU

1. Certificate in Decentralization and Local Self Governance
2. Certified Cyber Security Analyst (in collaboration with ICT Academy)
3. Certificate in Applied Machine Learning (in collaboration with TKM College of Engineering)
4. Communication skills and foundation course for IELTS and OET (in collaboration with Cambridge University)
5. One Year Diploma Programme in Sree Narayana Guru's Life and Philosophy

09 : List of Regional Centers & Learner Support Centers

1. Regional Centre Kollam

(Headquarters of Sreenarayanaguru Open University, Kureepuzha, Kollam - 691601. Ph: 0474-2966841)

1. Mar Ivanios College, Nalanchira, TVM - 695015
2. National College, Kallattumukku, Manacaud, TVM - 695009
3. St. Xavier's College, Thumba, Perumathura Road, TVPM-695586
4. Govt. Sanskrit College, Palayam, Thiruvananthapuram
5. Kerala Hindi Prachar Sabha, Vazhuthacaud, Thiruvananthapuram
6. College of Engineering Attingal (IHRD), Thiruvananthapuram
7. Fatima Mata National College, Kollam - 691001
8. TKM College Of Arts & Science, Kollam - 691005
9. College of Engineering, Kottarakkara, (IHRD), Kollam
10. College of Applied Science, Adoor, Pathanamthitta - 691523
11. College of Engineering Aranmula, (CAPE), Pathanamthitta

5. Regional Centre Thalasseri

(Govt. Brennen College, Thalasseri- 670106, Ph: 0490 2990494)

1. NMSM Govt. College, Wayanad - 673122
2. Govt. College Mananthavady, Wayanad
3. St. Mary's College, Sulthan Bathery, Wayanad
4. Govt. Brennen College, Kannur - 670106
5. St. Joseph's College, Pilathara, Kannur - 670504
6. College of Engineering, Thalassery, (CAPE), Kannur
7. Govt. College, Vidyanager, Kasargod - 670142
8. Nehru Arts & Science College, Kanhangad, Kasargod

2. Regional Centre Thrrippunithura

(Govt. Arts College, Thrrippunithura- 682301, Ph: 0484-2927436)

1. M.S.M College, Kayamkulam, Alappuzha - 690502
2. College of Engineering & Management, Punnapra, (CAPE), Alappuzha
3. Govt. College, Nattakom, Kottayam - 686013
4. Deva Matha College, Kuravilangad, Kottayam
5. Govt. College, Kattappana PO, Idukki - 685508
6. Maharajas College, Kochi, Ernakulam - 682011
7. Sree Sankara Vidyapeetom College, Sree Sankarapuram, Perumbavoor - 683556
8. Govt. Model Engineering College, Thrikkakkara, (IHRD), Ernakulam

3. Regional Centre Pattambi

(Sree Neelakanta Government Sanskrit College, Pattambi - 679306, Ph: 0466-2912009)

1. Sri. C Achutha Menon Govt. College, Thrissur-682014
2. Paramakkavu College of Arts & Science, Punkunnam, Thrissur
3. Sree Neelakanta Govt. Sanskrit College, Pattambi, Palakkad-679303
4. Govt. Victoria College, Palakkad - 678001
5. Mount Seena College of Arts & Science, Akalur, Palakkad
6. MES Arts and Science College, Pattambi, Palakkad

4. Regional Centre Kozhikode

(Govt. Arts and Science College, Kozhikode-673018, Ph: 0495 -2920228)

1. Farook College, Kozhikode -673632
2. PTM Govt. College, Perinthalmanna - 679322
3. Govt. College Malappuram - 676509
4. MES Ponnani College, Ponnani, Malappuram
5. GEMS Arts & Science College, Ramapuram, Malappuram
6. Amal College of Advanced Studies, Nilambur, Malappuram
7. CKGM Govt. College, Perambra, Kozhikode - 673525
8. Govt. Arts and Science College, Meenchanda, Kozhikode - 673018
9. College of Applied Science, Kiliyanad, (IHRD), Kozhikode
10. JDT Islam College of Arts & Science, Vellimadukunnu, Kozhikode
11. MES College of Arts and Sciences, Chathamangalam, Kozhikode



10 : Admission Process

Mode of Submitting Application:

Candidates seeking admission can apply online only. Online application facility for admission is provided through the Admission Portal of the University Website www.sgou.ac.in or <https://erp.sgou.ac.in>

The step-wise instructions assisting the applicants to do the online submission are made available in the website (sgou.ac.in) and admission portal (erp.sgou.ac.in) of the University.

Eligibility Criteria

The minimum educational qualifications for admission to the above academic programmes are enumerated below.

UG Programmes of both 4 year duration and 3 year duration:

A pass in the higher secondary examination conducted by a Board/University at a plus 2 level of schooling either through formal education or through the open system or its equivalent/Government- AICTE recognized two / three year diploma course.

PG Programmes:

Any degree from a recognised University in India.

The degree obtained from the universities disqualified or not permitted by the UGC for offering programmes shall not be eligible for admission to this university.

Documents Required

The candidate can upload a passport-size photograph and a scanned copy of their signature. Other admission-related documents include Pass Certificate of qualifying examination, identification documents, transfer certificates, caste certificates and Aadhaar details.

Maximum Duration for Programme Completion

A learner is allowed a maximum duration of N + N years to complete a programme. Accordingly, a 3-year degree programme may be completed within 6 years, a 4-year degree programme within 8 years, and a PG programme within 4 years.

Fee Structure at a Glance (2025-26)

Programme	First Semester Fee	Subsequent Semester Fee	Duration
BA / BCom (3 Year)	4530	2860	6 Semesters
BBA Honours	5330	3660	8 Semesters
BA / BCom Honours	4530	2860	8 Semesters
BCA	6330	4660	6 Semesters
BSc Data Science	9670	8000	6 Semesters
MA / MCom	5270	3500	4 Semesters
MBA/MCA	11170	10000	4 Semesters

Additional Fees (If Applicable)

- Lab Fee – As applicable
- Printed SLM optional concession available in selected programmes.

Fee Concession

Eligible SC/ST/OBC-H & PwD learners may avail concessions as per Government/ University norms.

Steps Involved in Online Application Submission for Various Programmes Offered by SGOU

1. New User Registration (ABC & DEB IDs are mandatory)
2. Applicant Login
3. Detailed Profile Information
4. Add Qualification
5. Document Upload
6. Email & Mobile Verification
7. Apply for the Programme
8. Learner Support Centre Selection
9. Fee payment
10. Application Final Submission
11. Application Status
12. Application Withdrawal
13. Application Cancel

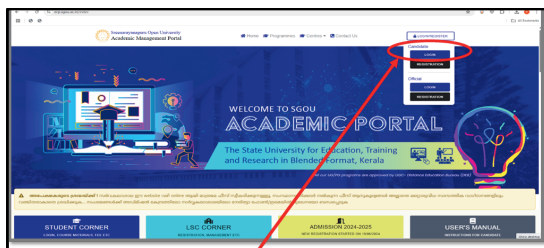
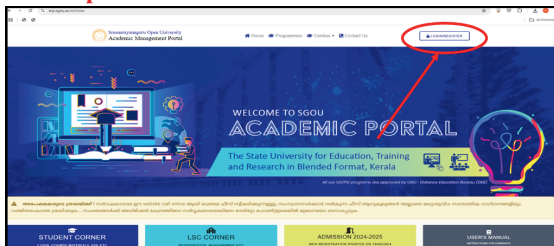
For step-by-step guidance on the admission process, visit erp.sgou.ac.in and click the User Manual – Instructions for Candidates tab.

11 : How to do Semester Registration:

Semester registration is mandatory at the beginning of every semester, even if the learner chooses to skip the examination for that particular semester.

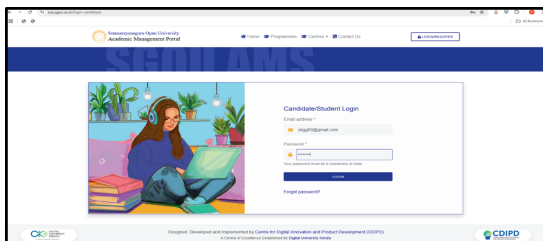
Step 1: Visit <https://erp.sgou.ac.in/>

Step 2: Click on Login/Register Button



Step 3: Choose Candidate Login from the drop-down menu.

Step 4: Enter your Registered Email ID and Password

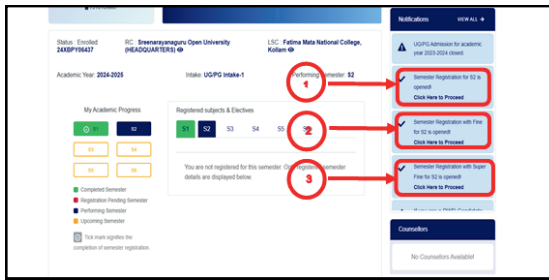


Step 5: From the notification bar, select the option for Semester Registration.

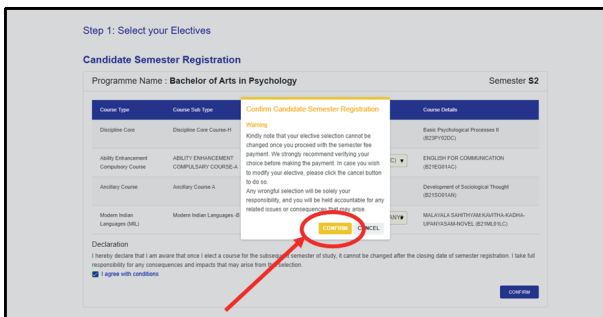
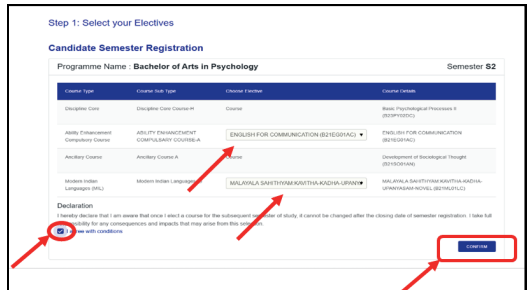
There are three available options:

1. Semester Registration without Fine – Register within the designated time frame without any additional charges.
2. Semester Registration with Fine – Register after the deadline with a standard late fee.
3. Semester Registration with Super Fine – Register after an extended delay with a significantly higher late fee. **Please note that the semester registration link is active for a limited period of time.**

"Semester Registration without Fine" is the best choice, as registering on time ensures a smooth process without any additional charges. It helps avoid unnecessary penalties and ensures that all academic and administrative procedures are completed on schedule.



Step 6: Choose the "Semester Registration" option, which is the first option. A new window will appear, allowing you to select your elective courses. Please note that you should carefully select your elective subject. After selecting the elective courses, put a check mark on "I agree with the conditions" and click the Confirm button.



Step 7: After clicking the Confirm button, a new pop-up window will appear containing instructions regarding the selection of elective courses. Read the passage carefully, then click the Confirm button. (Elective Courses must be selected with utmost caution)

Step 8: After that, a new window will appear containing a declaration regarding fee concession eligibility:

The system determines fee concession eligibility based on your profile information. If you are not eligible, the university will not be responsible for any financial losses due to false or misleading information.

You will be required to respond to the following:

Are you a sponsored candidate? (Select Yes or No)

Do you need a printed copy of the self-learning material (textbook)? (Select Yes or No)

Read the declaration carefully, make your selections, and click confirm button.

Step 2: Pay Semester Fee & Submit

Fee Details

You need to pay the \$2 fee to complete the semester registration.

Programme Name : Bachelor of Arts in Psychology

Semester S2

Based on your profile information, you are not eligible for any fee concession.

Declaration: Fee concession eligibility is determined by the system based on the candidate profile information. Hence the university will not be liable for further financial losses and damages due to false or misleading information.

Are you a sponsored candidate? Yes No

Do you need a certified copy of the self-learning material (textbook)? Yes No

CONTINUE

Step 9: The next step is payment. Before proceeding, carefully read the instructions regarding your LSC center, the semester for which you are registering, the amount to be paid, and any other relevant information. Ensure that all details are correct before making the payment.

After reading the instructions, click the Pay Now button.

The screenshot shows a 'Payment' page with the following details: Programme Name: Bachelor of Arts in Psychology; Semester: S2; LSC Center: Palana Mahila National College, Kollam. It lists fees: 2023 അപ്രിലിന്റെ രജിസ്ട്രേഷൻ ചെലവ് (2023 April Registration Fee) ₹ 300 and ബുക്ക് & മാനുവൽ (Book & Manual) ₹ 200. A total fee of ₹ 500 is shown. A 'PAY NOW' button is circled in red with an arrow pointing to it.

Step 10: The next window will display different payment methods, such as debit card, credit card, and UPI, along with the amount to be paid. Choose your preferred payment method and click the Pay Now button. After the payment, a payment success message will be displayed.

The screenshot shows a 'Payment Details' window with a 'Select payment method' dropdown menu. The options are 'Cards', 'Net Banking', and 'UPI'. A 'Pay Now' button is visible at the bottom right of the window.

After the payment, a Semester Registration Success message will be displayed

If the payment is unsuccessful, please wait for some time and then click the “**Check and Update**” button before attempting another payment. If a double payment occurs, you may request a refund through this portal .

Sl. No.	Transaction ID	Amount	Transaction Date	Payment Status	Check & Update Payment Status
1	1032401775814901941	4530	2026-04-10 15:25:01	--	Inquired earlier and found failed. You can recheck CHECK & UPDATE
2	1032401776059718158	4530	2026-04-13 11:25:18	--	CHECKING...

12 : How to access Online Learning Platform, Study Materials & Library Access

1. Regional Centres (RCs)

(Details of RCs available in Page no: 10 &n 11)

- The University has five Regional Centres that oversee Learner Support Centres (LSCs).
- RCs serve as administrative and academic hubs for effective programme delivery.
- They coordinate with LSCs to ensure proper counselling, academic assistance, and grievance redressal.
- Learners can approach RCs for academic guidance, certificate requests, and administrative support.

2. Learner Support Centres (LSC)

- LSCs serve as the hubs for academic support.
- Recognised platforms for teaching, learning, and counselling.
- Counselling sessions will be provided on Saturdays, Sundays or on public holidays.
- Facilities include libraries, computer labs, and classrooms.
- Each LSC has a designated Coordinator who schedules classes, receives grievances, and ensures smooth operation.

3. Academic Counselling Sessions

- Designed to help learners with self-directed study and concept clarification.
- Conducted by qualified counsellors, often faculty members of LSCs or nearby institutions.
- Includes classroom counselling, self-learning materials discussions, and virtual support.
- Learners should read the Self Learning Materials (SLM) before attending the counselling sessions.
- Academic counselling is provided as offline counselling sessions, online centralised counselling sessions, and as recorded videos through official YouTube channel.

4. Self Learning Materials (SLM)

- Primary mode of learning for learners.
- Available in both print and digital formats.
- Designed to be self-explanatory, self-contained, and self-directed.
- Includes exercises, self-assessment questions, and model question papers.

5. Library Facilities

- University provides access to libraries at LSCs.
- Learners can utilise e-resources, reference materials, and academic journals.
- Library access is available during counselling and engagement days.
- Identity cards are mandatory for library use.

6. Learning Management System (LMS) and Learners' Portal

- Website: <https://sgou.ac.in>
- Learners' Portal: <https://erp.sgou.ac.in>
- Facilitates course registration, assignment submission, and academic updates.
- Allows learners to track assignment marks and examination schedules.
- Official Youtube channel:
<https://www.youtube.com/@sreenarayanaguruopenuniversity>

7. L Desk - Learners' Desk (Mobile App)

- Mobile application for easy access to academic resources.
- Features include e-content, notifications, contact details, and learning support materials.
- Available for download from the Google playstore-
<https://play.google.com/store/apps/details?id=in.ac.sgou.ldesk>
- Provides seamless connectivity between learners and academic services.
- Recorded videos

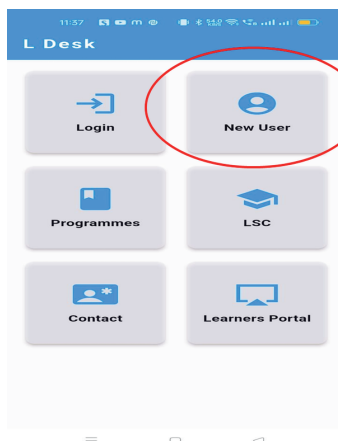
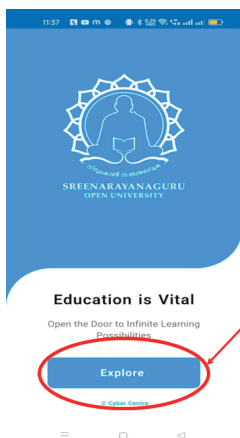
Steps to Create an L Desk Account - Available only on Android Devices

1. Download the L Desk App

Visit Google Playstore and download the L Desk mobile application.-
https://play.google.com/store/apps/details?id=in.ac.sgou.ldesk&pcampaignid=web_share

2. Open the App & Start Registration

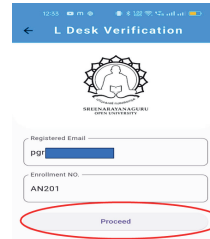
Launch the L Desk app and click on "Explore" to continue.
Tap on "New User" to begin the registration process.



3. Enter Registration Details

Provide your registered email ID and enrollment number as per university records.

Click "Proceed" to validate your details.

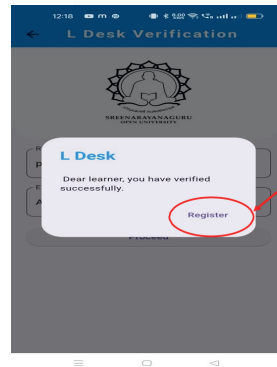


The screenshot shows the 'L Desk Verification' screen. At the top is the university logo and name. Below it are two input fields: 'Registered Email' with 'pgrf' entered and 'Enrollment NO.' with 'AN201' entered. A red circle highlights the 'Proceed' button at the bottom.

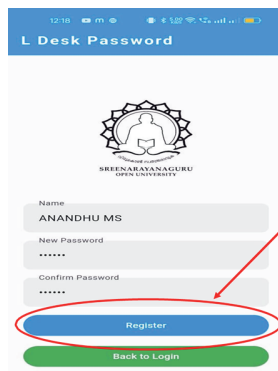
4. Confirm Registration

If the details entered are correct, a confirmation message will be displayed.

Click "**Register**" to continue.



The screenshot shows a confirmation message box on the 'L Desk Verification' screen. The message reads: 'Dear learner, you have verified successfully.' A red circle highlights the 'Register' button at the bottom right of the message box.



The screenshot shows the 'L Desk Password' screen. It displays the user's name 'ANANDHU MS' and three password fields: 'New Password' and 'Confirm Password', both containing six dots. A red circle highlights the 'Register' button at the bottom.

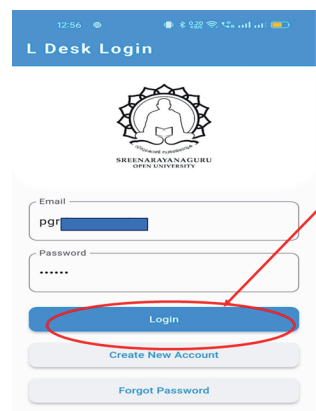
5. Set a Login Password

Enter a secure password for your L Desk account.

Click "**Register**" to save your credentials.

6. Log in to L Desk

Use your registered **email ID** and **password** to log in. After successful login, you will be directed to the Learner Dashboard. Access **E-content, Notifications, Resources, Contact Details,** and **Profile**. Select your **active semester** and **course** to view relevant materials.



The screenshot shows the 'L Desk Login' screen. It features the university logo and name at the top. Below are two input fields: 'Email' with 'pgrf' entered and 'Password' with six dots. A red circle highlights the 'Login' button at the bottom.

13 : How to Register for Examination and all other examination related activities

Introduction

The evaluation of all UG and PG programmes offered by the University will be based on two aspects, namely, Continuous Internal Evaluation (CIE) and End Semester Evaluation (ESE). CIE and ESE will be in the ratio 30:70. There shall be End Semester Evaluation(ESE) at the end of every semester for all courses as prescribed under the respective curriculum. (For the Academic year 2023-24, there will be an ESE of the first and second semesters together at the end of the Academic year). The End Semester Evaluations shall be conducted at Examination Centres approved by the University. The Continuous Internal Evaluation (CIE) carries 30% marks and the End Semester Evaluation (ESE) carries 70% marks unless otherwise specified in the curriculum.

1.Examination Notification

It consists of examination registration deadlines, application fee details, examination time table, instructions for learners regarding examination registration, examination centre list etc. The examination notification will be available to the learners via University website, Learner Support Centres, Regional Centres and the University Office. It will also be circulated online through their respective LSC Whatsapp groups.

2. Examination Registration

In order to register for end semester evaluation, the learner has to complete the semester registration. Exam registration is possible only through Learners Portal (erp@sgou.ac.in). Exam registration link is available in the Notification Panel in the Learners dashboard.

2.1 General Instructions for Examination Registration

- Learners can register for examinations only after completing semester registration.
- Examination registration can be done only for the courses for which semester registration has been completed.
- If a learner has not registered for a course in a previous semester, registration for that course can also be completed later.

2.2 Examination Registration

- Login to the SGOU Academic Management Portal using the registered login ID and password.
- Portal link: erp.sgou.ac.in/login-candidate
- If the password is forgotten, use the “Forgot Password” option and reset it using the OTP sent to the registered mobile number.

Important Instructions

- Learners can select examination centres only from the centres available under their respective Learner Support Centre (LSC) / Regional Centre (RC). Details of Regional Centres are available on the university website under Academics → Regional Centres.
- Only the courses for which semester registration is completed will be shown in the examination registration dashboard.
- Courses without semester registration will appear disabled and cannot be selected.
- After selecting the required courses, click “Save & Proceed”.
- Verify the selected options carefully in the “Preview & Exam Centre Selection” section before proceeding.
- Choose the examination centre and click “Proceed to Exam Centre Selection”.
- Candidates who avail scholarships are instructed to submit an updated copy of their passbook before registering for semester-wise examinations. Submission of the same is mandatory for further processing of examination registration.

Fee Concession

- After clicking “Save & Proceed to Payment”, the “Fee Details” page will appear.
- Learners eligible for fee concession should select “Yes” in the “Do you avail fee concession?” option.
- After verifying all details, click “Confirm” and proceed with payment.

Note

- Fee concession is not available for Supplementary/Improvement examinations.

3.Examination Centres

Examination centres are available in all the districts of Kerala. The learners can choose their desired exam centre based on their ease of accessibility. Seats are filled in a First Come, First Served basis.

4.Examination Admit Card

The university will inform the learners regarding the commencement date to download the Examination Admit Card (EAC) through Examination Notification. The learners can download the EAC through the link available in the Notification Panel from the Learners dashboard.

5.Examination Malpractices And Prevention

Any deliberate act of wrong doing, contrary to the rules of examinations, designed to give an undue advantage to a candidate is considered as Malpractice. Every learner appearing for the CIE & ESE is liable to be charged with committing malpractice(s), if he/she is observed as committing any of the malpractices stated in the “REGULATION FOR THE PREVENTION OF MALPRACTICES IN THE UNIVERSITY EXAMINATIONS –2023 (Embodying amendments up to 13 March 2024)”, which is available in the university website.

6.Continuous Internal Evaluation (CIE)

Assignments are a mandatory part of continuous evaluation. Submit within the notified schedule. Assignment questions are available in the learner’s Portal and through LSCs. Submission can be done Online by accessing their Dashboard.

Login to the portal, open Assignment section, choose Programme/Semester, upload PDF, and complete Final Submission.

Maximum upload size: 10 MB. File name should contain Course Name and Set Number. Ensure the correct course assignment is uploaded/submitted. Wrong or incomplete submission may not be valued.

Learners Assignment marks will be published in the learner Dashboard on the notified date. can check submission date, mode, and status in the portal. If dissatisfied with marks, eligible Learners may submit Assignment Appeal through the portal within the notified period.

Non-submission of assignments may adversely affect semester examination results.

If any one of the learners fail to submit the assignments in a semester within the stipulated date, then the learner can submit it with a late fee of Rs.50/- only per assignment up to the Programme Completion Period after that with a super fine of Rs.100/- only per assignment.

7. Open Book Examination

An Open Book Examination in restricted mode is currently being conducted for the course Foundational Skills for Research and Writing (M21UC01AC) during the second semester for all PG programmes.

8. End Semester Evaluation (ESE)

End Semester Evaluations are conducted for each semesters of all programmes in accordance with the Examination Calendar. ESE accounts for 70% of the total marks. Minimum marks to pass the examination will be 30% of total marks. Thus the total pass mark will be 35% of total marks i.e. CIE+ESE.

Those learners who failed the ESE and those who couldn’t register for the ESE can apply for their corresponding Supplementary examination once notified.

9. Grade Point

Grade and Grade Points			
Letter Grade	Grade Point (GP)	% of Total Marks obtained	Class
O(Outstanding)	10	90% and above	First Class with Distinction
A+ (Excellent)	9	80% and above but less than 90%	
A (Very Good)	8	70% and above but less than 80%	
B+ (Good)	7	60% and above but less than 70%	First Class
B(Above average)	6	50% and above but less than 60%	
C (Average)	5	40% and above but less than 50%	
P (Pass)	4	35% and above but less than 40%. Having 30% or above for ESE is a necessary and sufficient condition for a pass↓	
F (Fail)	0	Below 35%(CIE + ESE) or Below 30 % for ESE	
I	0	Could not register for the end semester examination but fulfills the eligibility criteria or cancellation of the examination.	
Ab	0	Absent	
FE	0	Failed due to lack of eligibility criteria (R6.6)	

Equivalent percentage mark shall be = $10 * CGPA$

10. Results and Grade card

The link to get the results, mark sheet/ Grade card is available in the Notification Panel through the Learners Dashboard. Results and grade cards are also available in the Examination Tab of University website. The learners can apply for the consolidated Grade card through the Examination Tab of University website after remitting the prescribed fee.

11. Provisional Certificate

The learners can apply for the Provisional Certificates through the Examination Tab of University website after remitting the prescribed fee.

Special Attention

Before submitting applications for the Consolidated Grade Card, Provisional Certificate and Degree Certificate, candidates must ensure that all dues payable to the University, including e-grants and all other applicable fees, have been fully cleared and that no liabilities remain. If any outstanding dues or liabilities exist in any form, the University will not issue the Certificates.

14 : Scholarships and Financial Assistance

1. Sree Narayana Guru Merit Scholarship

Sree Narayana Guru Merit Scholarship is a newly introduced University Merit Scholarship approved by resolution of the University Syndicate. An allocation has been made in the Annual Budget 2026–27 for its implementation. Detailed guidelines regarding the scholarship will be issued shortly.

2. E-Grants

Eligibility: SC/ST/OEC candidates eligible for fee concession through E-Grantz.

Exclusions: Other fees like Admission Fee and Affiliation Fee must be paid as per the admission portal's notification.

Learners who are eligible to receive e-grants from the government department must hold an Aadhaar- and a new PAN-linked zero-balance bank account, exclusively for the transactions of E-grantz. No other transactions should be carried out through this account. At the end of each semester the learner has to produce a copy of the bank statement for the period. Applications for e-grants submitted without such a dedicated zero-balance account may not be considered by the E-grantz department for processing. Existing bank accounts will not be considered for this purpose. A new separate bank account as specified above is mandatory.

Step 1: Online Registration

Visit the E-Grantz Portal: <https://egrantz.kerala.gov.in>

Complete the registration process.

Step 2: Document Upload

Upload the required documents, such as:

Community Certificate

Income Certificate (if applicable)

Step 3: Submission

Submit a printout of the E-Grantz application at the regional center.

Step 4: Verification

Ensure all details and uploaded documents are accurate.

Quote your E-Grantz application number in the university's learner portal.

Important: Learners cannot register for subsequent semesters unless they submit their E-Grantz application.

If E-Grantz rejects the application, the learner must pay all pending tuition and other fees.

SC candidates will receive the grant directly in their Aadhaar-linked bank account.

Payment Deadline: Learners must clear pending dues within 14 days of receiving the grant.

Failure to Pay:

- No semester registration.
- No examination eligibility.

Learners already enrolled in another program are not eligible for the fee concession.
Stay updated with the admission portal for notifications and deadlines.

3. How to Apply for the e-Grants Fisheries Scholarship

Follow these steps carefully to apply for the scholarship:

Step 1: One-Time Registration

1. **Visit the Official Website:** <https://scholarship.fisheries.kerala.gov.in/>
2. **Register** using:
 - Aadhaar number
 - Name (as per Aadhaar)
 - Mobile number
 - Date of birth
 - Email address
 - Create a password
3. **Login** with your registered mobile number/email and password.

Step 2: Online Application

- Fill in all required details in the online form.
- Review and submit your application through the portal.

Step 3: Document Submission

Prepare the following documents:

- Aadhaar card (copy)
- Fishermen's Welfare Board testimony certificate (original + copy)
- Income certificate (original + copy)
- Bank passbook (front page, 2 copies)
- Allotment memo (2 copies)
- Hostel inmate certificate (if applicable)
- 10th and HSC qualification documents (2 copies)

Submit these to:

The head of your institution, who will forward them to the district fisheries director.

Step 4: Important Notes

Akshaya Centers: You can apply online for free via Akshaya E-centers and Common Service Centers.

Bank Account: Ensure you have a zero-balance savings account linked to Aadhaar and your registered phone number is the same for both the bank and e-Grantz.

Contact for Queries:

Toll-Free Number: 1800 425 3183

Email: fisheriesscholarship@gmail.com

4. Vidya Samunnathi Scholarship

Kerala State Welfare Corporation for Forward Communities Ltd. (KSWCFC) was started by the Government of Kerala on November 8, 2012. It aims to support the growth and welfare of economically weaker sections among forward communities in Kerala. Later renamed *Samunnathi*, the corporation focuses on improving education, employment, and skill development for these communities. Kerala is the first state in India to create a welfare corporation for forward caste communities.

How to Apply for the Samunnathi Scholarship

Follow these simple steps to apply for the Samunnathi Scholarship on the KSWCFC website (www.kswcfc.org).

Step 1: Registration

1. **Visit the Website** – Go to www.kswcfc.org.
2. **Create an Account** – Register with your details (one-time registration).
3. **Receive Login Details** – You will get a **username and password via SMS** after registration.
4. **Create Your Profile** – Log in and complete your profile.

Required Details for Registration:

- **Name** (as per Aadhaar Card)
- **Email ID** (this will be your username)
- **Phone Number**
- **Aadhaar Number**
- **Password** (Must be at least 8 characters, including one uppercase, one lowercase, one digit, and '@' as the special character.)

Step 2: Application Submission

1. **Log in** – Use your registered email ID and password to log in.
2. **Choose Scholarship** – Select the specific scholarship you are applying for.
3. **Submit the Application** – Fill in the details and submit online.
4. **Upload Required Documents** – Scan and upload the following:
 - **Income Certificate** (should be in the name of the applicant, father, or mother, and should include the applicant's name in the ration card).

- Ration Card (Pages 1 & 2).
- Bank Details – Ensure you have an active account in a nationalized or private bank.

Step 3: Scholarship Disbursement

- The scholarship amount will be credited to the applicant's bank account mentioned in the application.

Important Notes:

- Keep your login details safe for future use.
- Ensure all documents are clear and valid before uploading.
- Check your email/SMS for updates on your application status.

5. National Scholarship Portal

The National Scholarship Portal (NSP) is an online platform created by the Government of India to help Learners apply for scholarships. It makes the process of applying, verifying, and approving scholarships simple and transparent. The NSP brings together many scholarships from both state and central governments in one place, making it easier for Learners to find and apply for them. It is part of the Digital India initiative and the National e-Governance Plan, aimed at making government services accessible online.

How to Apply for a Scholarship on the National Scholarship Portal (NSP)

Eligibility Checker: Before the application, visit <https://scholarships.gov.in/scholarship-eligibility/> and use eligibility checker to determine which scholarship schemes you are eligible for before starting the application process. If you are eligible, follow the steps given below:

Step 1: One Time Registration (OTR)

1. **Visit the NSP Website** – Go to scholarships.gov.in.
2. **Click on "New Registration"** – Find and select the "New Registration" button.
3. **Read the Guidelines** – Carefully review the instructions.
4. **Agree to Terms** – Tick the checkboxes to agree and proceed.
5. **Fill in the Form** – Enter your personal details and other required information.
6. **Consent & Register** – Tick the checkboxes for:

- Aadhaar consent
- Bank account details
- Application form

Then, click "Register."

1. OTR Application –

- Download & install the NSP OTR app and Aadhaar Face RD services (for Android devices).
- Perform Face Authentication using the reference number sent to your mobile.

2. **OTR Generation** – After successful Face Authentication, your OTR will be generated.

Step 2: Login and Apply

1. Go to NSP – Visit scholarships.gov.in.
2. Log in – Use your OTR details to sign in.
3. Select Scholarship Scheme – Choose the scholarship you want to apply for.
4. Fill the Application Form – Enter all required details accurately.
5. Submit Application – Review and submit your form.

Important Notes

OTR is Mandatory –

- One Time Registration (OTR) is a unique number linked to your Aadhaar/Enrolment ID (EID).
- It remains valid throughout your academic career.

Check Eligibility –

- Use the Scholarship Eligibility Checker on the portal to find scholarships you qualify for.

Use the UMANG App –

- You can also access NSP through the UMANG app for convenience.

5. Suneethi Portal: Distance Education Scholarship–Scholarship for Disabled Learners Pursuing Degree, PG Courses

The scheme “Distance Education Scholarship–Scholarship for Disabled Learners Pursuing Degree, PG Courses” was launched by the Department of Social Justice, Government of Kerala. Under the scheme, differently abled Learners pursuing Degrees, and PG courses through Open Universities, distance education, or Private registration (Universities inside Kerala) are eligible to apply for scholarships.

The scholarship is being provided for meeting the expenses of Registration fee, Course fee, Tuition fee, Exam fee, Purchase of books, study materials, etc. Further, financial assistance will be granted only for the duration of the course concerned.

Benefits

The scholarship provides financial assistance for:

- Registration fees, Course fees, Tuition fees, Exam fees
- Purchase of books and study materials

Maximum assistance: ₹10,000/-

Financial assistance is granted only for the duration of the course

Eligibility Criteria

Permanent resident of Kerala

Differently abled learner

Pursuing Degree/PG courses through:

- Open universities
- Distance education
- Private registration (Universities inside Kerala)

Annual family income should not exceed ₹1,00,000/-

Learners must appear for exams each year to continue receiving financial assistance

Important Notes:

Further scholarships depend on academic progress.

If the course is discontinued, the scholarship will be stopped.

If there are more applicants, priority will be given based on qualifying marks.

Exclusion: Learners already receiving financial assistance from any other Central or State Government scheme are not eligible.

Application Process

You can apply online through the SUNEETHI - Online Service Application Portal.

Step 1: Registration

1. Visit SUNEETHI Portal.
2. Click on "One Time Registration."
3. Enter details: Name, Email ID, Mobile Number → Click "Register."
4. Verify mobile number using OTP received via SMS.
5. Fill in profile details and complete registration.

Step 2: Login & Application

1. Go to SUNEETHI Portal → Click "Citizen Login."
2. Enter Username (Mobile Number) & Password → Click "Sign In."
3. Update Profile: Personal details, Contact info, Identity cards & Bank details.
4. Select Scholarship Scheme → Click "Apply Now."
5. Fill in the application form → Click "Submit."

Application must be submitted within 3 months of course registration.

Documents Required

1. Identity Proof: Aadhaar Card, Parent's Identity Document
2. Contact Details: Mobile Number, Email ID
3. Photo: Passport Size Photograph
4. Disability Certificate: Issued by the Medical Board / Disability Identity Card
5. Educational Certificates: Copies of previous and current course certificates
6. Income Certificate: Issued by Revenue Officer
7. Fee Receipts & Bills: Registration fee, course fee, tuition fee, study materials (signed by CDPOs)
8. Exam Proof: If applying from the second year onwards, proof of appearing in the previous year's exam
9. Bank Details: Copy of Bank Passbook
10. Other relevant documents (if any)

15 : Learner Support & Services

Arts Festival

Sreenarayanaguru Open University successfully hosts Arts Festival every year. This vibrant cultural festival provides a unique platform for learners of diverse age groups to showcase their artistic talents and creative expressions. With enthusiastic participation across various events, Kalotsavam highlights the spirit of lifelong learning and inclusivity, reinforcing the University's commitment to holistic education.



Sports Meet

Sreenarayanaguru Open University successfully hosts Sports Meet every year as a vibrant platform for learners of diverse age groups to participate in various sporting events and showcase their skills. The meet promotes physical fitness, teamwork, discipline, and competitive spirit while fostering camaraderie and determination among learners. It reflects the University's commitment to holistic education by encouraging excellence in both academics and sports. Winners below the age of 26 are eligible to participate in Inter-University and National Level Sports Meets representing the University.



Sreenarayanaguru Literary and Cultural Festival

Sreenarayanaguru Open University successfully hosts the Sreenarayanaguru International Literary and Cultural Fest every year as a cultural platform for intellectual exchange, artistic expression, and academic dialogue. Bringing together literary minds, scholars, artists, and cultural icons, the fest features a variety of programmes including seminars, book festivals, film exhibitions, and cultural performances. The event celebrates the transformative power of literature and the arts while reflecting the University's commitment to knowledge, creativity, and social progress.



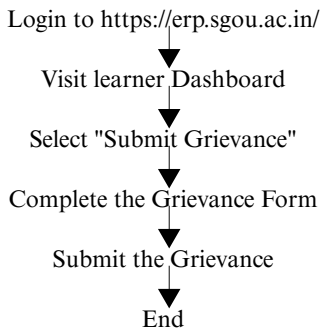
Earn While You Learn (EWYL)

EWYL is designed to provide learners with meaningful work opportunities alongside their academic journey. Project aims to support learners financially while engaging them in various University Support Services.

Oppam Housing Project

Oppam Housing Project is a noble initiative of Sreenarayanaguru Open University aimed at supporting houseless learners by constructing homes through the Learners' Welfare Fund. Application has to be submitted in the prescribed format as and when notified by the University

1. Grievance Redressal Mechanism



2. Helpdesk

04742966841, 9188909901 (General Enquiry)
9188909902(Academics) 9188909903 (IT Help desk),
9188920013, 9188920014 (Exams)
helpdesk@sgou.ac.in

3. Mentorship & Career Guidance

Our university has a structured mentorship system in place to ensure a smooth academic and administrative experience for learners across all Learning Support Centres (LSCs). While LSC Coordinators and assistant staff handle day-to-day academic and administrative functions, mentors play a supervisory and facilitative role and ensure that the system operates effectively.

4.Role of Mentors in Learning Support Centres

- Ensuring System Efficiency: Mentors visit LSCs periodically to oversee the academic and administrative mechanisms, ensuring that learners receive the necessary support.
- Guidance & Facilitation: They provide guidance on university processes and help resolve academic or administrative concerns by coordinating with LSC staff when needed.
- Academic Monitoring: Mentors assess the overall learning environment and suggest improvements to enhance learner engagement and academic success.

16 : Alumni

The Alumni Network of Sreenarayanaguru Open University reflects the University's commitment to lifelong learning and lasting relationships beyond graduation. Every learner remains a valued member of the SGOU family. Our alumni serve as ambassadors of the University's vision, inspiring current learners through their achievements and experiences, while strengthening a lifelong bond built on growth, support, and shared values.

Alumni Registration Process

Membership in the SGOU Alumni Association is open to all learners who have successfully completed their programme at Sreenarayanaguru Open University. Eligible graduates can register through the official Alumni Portal, which is activated during the convocation registration period and shared directly with learners. Graduates are also encouraged to join the dedicated Alumni WhatsApp Group, with the link provided at the convocation venue, to stay connected and benefit from alumni initiatives.

17 : SGOU- Frequently Asked Questions

1. How can I reset my learner login password?
You can reset your password by visiting the Learner Portal and selecting Forgot Password. A reset link will be sent to your registered mobile number or email ID.
2. How can I change my registered mobile number or email ID?
You may update your contact details through Profile Settings in the Learner Portal. If you are unable to do so, contact your Learner Support Centre (LSC).
3. Can I change my programme after admission?
Yes. Programme change requests can be submitted through the Learner Portal / L Desk within the prescribed period.
4. Can I change my Learner Support Centre (LSC) after admission?
Yes. Requests for change of LSC can be submitted through the Learner Portal within the notified period.
5. What is the last date for programme change or LSC change?
Normally, such requests shall be submitted within one month from the date of admission or within the period notified by the University.
6. Is semester registration compulsory for every semester?
Yes. Semester registration is compulsory at the beginning of each semester, even if you do not appear for the examination.
7. What should I do if I miss semester registration for a semester?
You may complete semester registration during the next notified period with applicable late fee, subject to University regulations.
8. How much time is allowed to complete my programme?
You are permitted to complete the programme within the maximum duration prescribed by the University.
9. Can I pursue two programmes simultaneously?
Yes, subject to UGC and University regulations. However, simultaneous admission to two open degree programmes may not be permitted.
10. What should I do if my fee payment is not reflected in the portal?
You may wait for 24 to 48 hours. If the payment is still not updated, contact the Helpdesk with your payment receipt and transaction details.
11. Am I eligible for E-Grantz or other scholarships?
Eligible learners may apply for E-Grantz and other Government scholarships as per prevailing rules.
12. Where should I submit hard copies of scholarship documents?
Required documents shall be submitted to the concerned Regional Centre within the prescribed time.
13. Can I get a refund if I discontinue my programme?
Refund, if any, shall be governed by the University refund policy in force.

14. Where can I obtain assignment questions?
Assignment questions are available in the Learner Portal and at Learner Support Centres.
15. How should I submit assignments?
Assignments shall be submitted through online or offline mode as notified by the University.
16. Is assignment submission compulsory?
Yes. Assignment submission is compulsory wherever prescribed under the programme regulations.
17. What happens if I do not submit assignments?
Non-submission of assignments may affect your eligibility or results as per University regulations.
18. When should I register for examinations?
Examination registration must be completed within the dates notified by the University.
19. Can I change my examination centre?
Yes. Examination centre change may be requested by remitting the prescribed fee within the notified period.
20. What should I do if I miss an examination?
You may appear for the supplementary examination when it is notified by the University.
21. Can I apply for revaluation of answer scripts?
Yes. Revaluation applications can be submitted through the Learner Portal within the prescribed time after publication of results.
22. How can I obtain a copy of my answer script?
A soft copy of the answer script may be obtained by applying online and remitting the prescribed fee.
23. How can I apply for a Provisional Certificate?
You may apply online through the Learner Portal or through the concerned office as notified.
24. How can I apply for a Degree Certificate?
You may apply online through the Learner Portal after successful completion of your programme.
25. Can certificates be sent by post?
Yes. Certificates may be sent by post subject to availability of postal dispatch option and payment of applicable charges.
26. How can I apply for a Migration Certificate?
Download the application form from the University website, fill it in, take a printout, remit ₹265 to the University bank account through online payment, and submit the completed application with payment details to the concerned Regional Centre.
27. How can I obtain a Consolidated Mark List?
You may apply online through the Learner Portal after completion of the programme by remitting the prescribed fee.

28. What is the role of a Learner Support Centre (LSC)?
The Learner Support Centre provides academic support, contact classes, assignment, assistance, and learner guidance.
29. What is the role of a Regional Centre?
The Regional Centre handles administrative matters such as certificates, grievances, scholarships, and special requests.
30. Whom should I contact if my issue is not resolved at the LSC?
You may contact the concerned Regional Centre or the University Helpdesk. You can also submit grievances through learner's grievance portal.
31. What should I do if the Learner Portal is not opening?
You may try again later, clear your browser cache, or use another browser/device. If unresolved, contact IT Support.
32. How can I access digital learning resources?
You can access study materials, e-books, and recorded classes using your learner login credentials.
33. Does the University have an official YouTube channel?
Yes. The University maintains an official YouTube channel for academic and informational videos.
34. Can I access nearby libraries through SGOU support centres?
Library access facilities may be available through approved centres or partner institutions as notified by the University.
35. What support is available for visually impaired learners?
Accessible learning materials, scribes, and examination support may be provided as per University rules.
36. What support is available for hearing impaired learners?
Appropriate academic support facilities may be provided as per availability and University norms.
37. Are special facilities available for differently abled learners during examinations?
Yes. Eligible learners may apply for approved facilities in accordance with University rules.
38. Is an SGOU degree valid for employment and higher studies?
Yes. Degrees awarded by SGOU are valid for all employment and higher studies similar to regular degrees
39. Does the University have an alumni network?
Yes. Eligible graduates may join the University alumni network as notified.
40. Can I apply for multiple certificates at the same time?
Yes. You may apply for eligible certificates simultaneously by remitting the prescribed fee for each certificate.

18 : Contact Information & QR Codes

Administrative Block	: Kureepuzha, Kollam-691601
Academic Block	: BSNL Building, Vellayittambalam, Kollam – 691012
University	: info@sgou.ac.in
Web	: www.sgou.ac.in
Facebook	: www.facebook.com/sreenarayanguruopenuniversity
Instagram	: www.instagram.com/sreenarayanaguruopenuniversity/
Youtube	: sreenarayanaguruopenuniversity (official)
Help Desk (General Enquiry)	: 0474-2966841, 9188909901, 9188909902
IT Help Desk	: 9188909903
Exam Help Desk	: 9188920013, 9188920014
Grievance Cell e- mail ID	: grievance@sgou.ac.in



facebook.com/sreenarayanguruopenuniversity



instagram.com/sreenarayanaguruopenuniversity



youtube.com/@sreenarayanaguruopenuniversity




www.sgou.ac.in



whatsapp.com/channel/0029VaBDSEY1iUxWwgCFpG2h

Scan the QR Code for directions to the
Headquarters of Sreenarayanaguru Open University.





Acknowledgement

- Chairman** : Dr. M. Jayaprakas (Member Syndicate)
Convenor : Prof. (Dr.) Abhilash Babu (Registrar)
Coordination : Smt. Salini K.S. (Public Relations Officer)
Core Committee Members :
 Shri. Stalin P. S. (Assistant Registrar)
 Dr. Nisar A. C. (Assistant Professor)
 Shri. Yedu T. Dharan (Assistant Professor)
 Dr. Ahammadu Zirajudeen (Assistant Professor)
 Smt. Aswathy (Computer Programmer)
 Shri. Azeem Babu T. A. (Virtual Programme Manager)
 Shri. Vinceth J. Krishnan (Assistant)
 Shri. Rejilal B. R. (Assistant)
 Kum. Sithara T. (Computer Assistant)

7000+

2022

50000+

2024

80000+

2026



*Approved Master Plan of
Sreenarayanaguru Open University Campus, Kollam*