

**MEMORANDUM OF UNDERSTANDING  
(MOU)**

**BETWEEN**

**THE CSC e-GOVERNANCE SERVICES INDIA LIMITED**

**AND**

**THE NATIONAL INSTITUTE OF OPEN SCHOOLING**

PLACE: *New Delhi*

DATE: *29/08/2013*





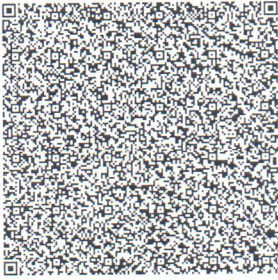
सत्यमेव जयते

## INDIA NON JUDICIAL

### Government of National Capital Territory of Delhi

#### e-Stamp

Certificate No. : IN-DL78692321598718L  
Certificate Issued Date : 13-Feb-2013 03:20 PM  
Account Reference : IMPACC (IV)/ dl815803/ DELHI/ DL-DLH  
Unique Doc. Reference : SUBIN-DL81580357029752330867L  
Purchased by : CSC E Governance Services India Limited  
Description of Document : Article 58 Memorandum of Settlement  
Property Description : NA  
Consideration Price (Rs.) : 0  
(Zero)  
First Party : CSC E Governance Services India Limited  
Second Party : National Institute of Open Schooling  
Stamp Duty Paid By : CSC E Governance Services India Limited  
Stamp Duty Amount(Rs.) : 100  
(One Hundred only)



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This MEMORANDUM OF UNDERSTANDING is entered into this 29<sup>th</sup> day of August, 2013  
**BETWEEN**

The CSC e-Governance Services India Limited, a Company incorporated under the Companies Act 1956, having its Registered Office at Electronics Niketan, 4<sup>th</sup> Floor, DeitY, Programme Management Unit, 6, CGO Complex, Lodhi Road, New Delhi-110003 (hereinafter referred to as "CSC SPV") of the ONE PART.

**AND**

The National Institute of Open Schooling formerly known as National Open School (NOS) was established in November, 1989 as an autonomous organisation in pursuance of National Policy on Education 1986 by the Ministry of Human Resource Development (MHRD), Government of India, having its Registered Office at A-24/25, Institutional Area, Sector - 62, Noida - 201309, Uttar Pradesh, India (hereinafter referred to as NIOS) of the OTHER PART.

#### Statutory Alert:

1. The authenticity of the Stamp Certificate can be verified at Authorised Collection Centers (ACCs), SHCIL Offices and Sub-registrar Offices (SROs).
2. The Contact Details of ACCs, SHCIL Offices and SROs are available on the Web site "www.shcilestamp.com"

## RECITALS

1. WHEREAS NIOS's objective is to achieve widening education access for all sections of the society and providing a number of Vocational, Life Enrichment and Community oriented courses besides General and Academic Courses at Secondary and Senior Secondary level. It also offers Elementary courses through its Open Basic Education programmes.
2. WHEREAS CSC SPV has been incorporated to enable a range of services to support the network of Common Services Centers (CSC), which are broadband enabled rural service delivery points established by Service Centre Agencies (SCAs), who are private parties selected by the State Governments, for aggregating content and offering relevant Government to Citizen (G2C), Business to Customers (B2C), Business to Business (B2B) and other services to rural citizens;
3. WHEREAS CSC SPV has been tasked to be the facilitator of public services and information aimed at enhancing the overall value of the Common Services Centers to the rural citizen through institutional arrangements with diverse stakeholders from the Government, Business and Civil Society.
4. WHEREAS both NIOS and CSC SPV recognise that they share common goals and are desirous to establish a cooperative agreement towards promoting NIOS courses and make CSCs as NIOS' Facilitation Counters for enrolling students from across India with special reference to rural India.
5. WHEREAS both organisations are desirous to associate in all other related areas as may be agreed upon for furtherance of CSCs in the country and agree to engage other like minded partners in this endeavour.
6. NOW THE PARTIES HEREBY ACKNOWLEDGE AND DECLARE as follows:

NIOS and the CSC SPV (herein after referred to as 'the Parties') agree to promote NIOS services through the CSC network, especially through the following:

6.1. Objectives: To offer various NIOS Online Services that can be offered through the CSCs. To begin with, the parties agree to offer Awareness Campaigns, Online Student Registration, Examination Form Submission, Results Announcement, etc. The parties shall identify best practice models for implementing these services.

6.2 CSC SPV will lay down the minimum infrastructure requirements for becoming the NIOS' Facilitation Counters and will make the jointly identified services available for the CSCs to offer.

6.3 NIOS will add CSC user login in their weblink for user ID authentication and CSC SPV will help creating interface to authenticate each VLE through Online Monitoring Tool.

6.4 CSC SPV will provide the link to all the SCAs/ VLEs through [www.csc.gov.in](http://www.csc.gov.in), facebook, newsletter and emails. CSC SPV will encourage the CSC operators to promote NIOS courses to the rural citizens.

6.5 Steps to be followed and terms and conditions of the VLEs to avail NIOS services will be circulated in the weblink ([www.csc.gov.in](http://www.csc.gov.in) and [www.nios.ac.in](http://www.nios.ac.in)). CSC SPV will ensure the Activation of CSCs as per NIOS rules applicable from time to time.



- 6.6 NIOS will jointly train selected representatives of Service Centre Agencies on the NIOS's Open and Distance Learning System. These representatives can in turn train the VLEs.
- 6.7 CSC SPV will instruct the CSCs to advertise the courses offered, submit the application online, collect the application fee, and submit the same to NIOS for the admission process.
- 6.8 NIOS will provide the Student Registration Cards, Study Materials, Assign Study Centers, Conduct Examinations, etc.
- 6.9 CSC SPV will ensure the implementation and monitoring of programmes offered as per NIOS norms.
- 6.10 NIOS will conduct the term-end examination, declaration of results, and issue of certificates.
7. This Memorandum shall commence from the date of its signing and shall continue for a period of two (2) years from the date thereof and be automatically renewed for successive period of two (2) years, unless either Party notifies in writing to the other Party of its intention to terminate this MOU ninety (90) days in advance.
8. This Memorandum is not a legally binding contract and under no circumstances does this Memorandum subject either of the Parties to liability for breach, whether material or any other applicable law.
9. The Parties hereby agree that they are not bound exclusively by this Memorandum and shall be at liberty to enter into any other agreements or arrangements with any third party without reference to the other party.
10. The Parties shall establish a 'Joint Coordination Committee' to provide strategic guidance and execute the cooperative activities mentioned in this MOU. The Parties will endeavour to ensure that the Joint Coordination Committee is composed of the representatives of the DeitY, NIOS, and CSC SPV. Each Party will nominate appropriate personnel to discuss and promote detailed co-operation activities for the implementation of this MOU.
11. The fee for offering each of the above mentioned services shall be as per the details given in the Annexure- I (A, B, C & D). The charges for the services would be paid by the candidate without any liability on NIOS.
12. The fee sharing amongst the CSC SPV, SCAs and VLEs shall be decided by the Joint Coordination Committee.
13. Where contents, resource materials have been developed by NIOS, the copyright shall be exclusively of NIOS.
14. During the currency of this MOU, if circumstances arise which call for amendment by way of addition, deletion or other modification to this MOU, the same shall be made by the parties hereto with consensus. However, no amendment or change hereto shall be effective between the parties unless set in writing and signed by them.



15. Each of the parties agrees to execute & deliver all such further instruments and to do and perform all such further acts, things as shall be necessary and required to carry out the provisions of this MOU and to commensurate the transactions contemplated hereby.
16. Both the parties shall keep confidential, and shall not use for any other purpose, each other's information save and except such as is required by the law to be disclosed/ divulged.
17. The parties agree to indemnify and keep each other protected and harmless against any claim or action made by any third party and/or any loss/ damage caused to either party as a result of failure on the part of the other party to discharge an obligation arising out of or in relation to this MOU.
18. The parties are not liable for failure to perform the party's obligations if such failure is a result of force majeure.
19. The agreement shall be governed and interpreted by, and construed by accordance with the laws of India.
20. Any notices, approval, consent and/ or other notifications requires or permitted to be given hereunder shall be in writing, in English and shall be personally delivered or sent by registered speed post with postage fully paid, transmitted through fax to the address specified below or such other addresses notified from time to time by each party in writing and in the manner herein before provided to:

NIOS: Secretary, NIOS, A-24/25, Institutional Area, Sector – 62, Noida - 201309

CSC SPV: Chief Executive Officer, CSC SPV, 3<sup>rd</sup> Floor, Electronics Niketan, Lodhi Road, New Delhi - 110003

For CSC SPV



For NIOS

*[Signature]*  
29/8

Witnesses:

1.

2.

*[Signature]*  
29/8/13  
*[Signature]*  
29/8/13

**यू. एन. खवाड़े/U. N. Khaware**  
सचिव/Secretary  
राष्ट्रीय मुक्त विद्यालय शिक्षा संस्थान  
**NATIONAL INSTITUTE OF OPEN SCHOOLING**  
एन.स.वि.न., भारत सरकार/M.H.R.D, Govt. of India  
A-24-25, सेक्टर-62, नोएडा-201309/A-24-25, Sector-62, Noida-201309

Cost for Student Admission Form Submission						
No	Name of Service	Type of Services	Effort	Amount	Justification	
1	Application form download, registration and online form filling	Essential	20 minutes	10	15 minutes of Internet bandwidth/ time	
2	Submission and print of confirmation of registration receipt and address sheet	Essential	5 minutes	15	at the rate of Rs. 5 per page (3 pages)	
3	Actual Cost for Form Submission	Essential	25 minutes	25		
4	Service Margin			8	at the rate of 30 per cent	
I	<b>Total Cost for Online Form Submission Only (Fee collection is not included)</b>	<b>Essential</b>	<b>25 minutes</b>	<b>33</b>		<b>30</b>
5	Payment gateway charges for course fee*	Optional	5 minutes	10		
6	Photo attachment and signature scan	Optional	10 minutes	7	at the rate of Rs. 5 per soft copy of photo and Rs. 2 per scan	
7	Actual cost for online submission	Optional	40 Minutes	42		
8	Service Margin	Optional		13	at the rate of 30 per cent	
II	<b>Total Cost for Online Submission (Including fee collection)</b>	<b>Optional</b>	<b>40 Minutes</b>	<b>55</b>		<b>55</b>
9	Photocopy of supporting Documents	Optional	5 minutes / 4 pages	4	at the rate of Re. 1 per page	
10	Actual cost for offline submission	Optional		39	at the rate of 30 per cent	
11	Service margin	Optional		11.7		
12	Envelope and Postal Charges**				Cost of Envelopes is calculated at the rate of Rs. 5. Postal charges calculated at the rate of Rs. 15. But it may be charged as per actuals	
III	<b>Total Cost for Offline Submission (Including fee collection and dispatch of registration form)</b>	<b>Optional</b>		<b>71</b>	<b>The cost may vary as per the actual postal charges</b>	<b>70</b>

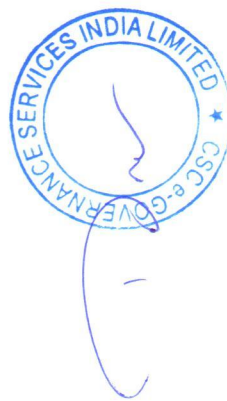
\* Actual course fee to be paid by the candidate to CSC Operator

\*\* Actual postal charges to be paid by the candidate



Cost for Examination Form Submission						
No	Service	Type of Services	Effort	Amount	Justification	
1	Application Examination Form Download, Registration and Online Form Filling	Essential	10 minute	5	15 minutes of Internet time	
2	Printing of Acknowledgement Receipt	Essential	5 minute	5	5 at the rate of Rs.5 per page	
	Service Margin			3		
<b>I</b>	<b>Total Cost for Examination for Submission and Printing of Acknowledgement Receipt only</b>	<b>Essential</b>		<b>13</b>		<b>15</b>
3	Payment Gateway Charges for Examination Fee*	Optional	5 minute	10	CSC e-Wallet charges	
4	Printing of Acknowledgement Receipt	Optional	5 minute	5	5 at the rate of Rs.5 per page	
5	Download/ Printing of Exam Admit Card	Optional	5 minute	5	5 at the rate of Rs.5 per page	
	<b>Actual Cost for Examination Form Submission</b>					
	Service Margin		<b>25 Minute</b>	<b>30</b>		
	<b>Total Cost to the Candidate for Online Submission of Examination Form</b>	Optional		<b>9</b>	at the rate of 30 per cent	
<b>II</b>				<b>39</b>		<b>30</b>

\* Actual examination fee to be paid to the CSC Operator by the candidate



## Cost for Result Declaration and Pring of Marksheets

No	Service	Type of Service	Effort	Amount	Justification
1	Download of marksheet	Optional	10 minute	5	5 minute of Internet bandwidth/ 5 time
2	Printing of marksheet	Optional	5 minute	5	5 at the rate of Rs.5 per page
	<b>Actual Cost for Result Declaration</b>		<b>15 Minute</b>	<b>10</b>	
	Service Margin			3	3 at the rate of 30 per cent
I	<b>Total Cost to the Candidate for Results</b>			<b>13</b>	
					<b>10</b>



Other NIOS Related Services					
No	Service	Type of Service	Effort	Amount	Justification
1	For any status enquiry/ application tracking	Optional	5 minute	5	5 minute of Internet bandwidth/ time
2	Digital photography and printing of passport size photograph	Optional	10 minute	10	at the rate of Rs. 10 per photograph
3	Printing of student identity card in colour	Optional	5 minute	10	at the rate of Rs. 10 per page
4	Lamination of student identity card	Optional	10 minute	10	at the rate of Rs. 10 per card
5	For any black and white printing	Optional	5 minute	5	at the rate of Rs. 5 per page
6	For any colour printing	Optional	5 minute	10	at the rate of Rs. 10 per page

