

QUALITY MANUAL

(As per ISO 9001:2008)

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NATIONAL INSTITUTE OF OPEN SCHOOLING

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Approved by:

SECRETARY

Issued by:

Management Representative (MR)



S.No.	Document No.	Title	ISO 9001:2008 Clause	Rev No.	Revision Date	Page No.	Applicable to
1	QM.00	Quality Manual Title Page	4.2.3	00		1	All
2	QM.01	Contents	4.2.3	00		2	All
3	QM.02a	Authorization Sheet	5.1	00		3	All
4	QM.02b	Statement of Commitment	5.1	00		4	All
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6	QM.04	Amendment Record Sheet	4.2.3	00		7	All
7	QM.05	Distribution List	4.2.3	00		8	All
8	QM.06	About NIOS	1	00		9	All
9	QM.07	Scope, Normative References, Terms & Definitions	1	00		12	All
10	QM.08	Quality Policy	5.3	00		14	All
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Note:

- ❖ This Contents sheet is revised whenever changes (Addition, Revision or Deletion) are made in the Quality Manual.
- ❖ Whenever a revision/ addition is made to any part of this manual, the revision number is incremented and number of pages is amended in the contents accordingly.

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NATIONAL INSTITUTE OF OPEN SCHOOLING

AUTHORIZATION SHEET

This Quality System Manual addresses all the related clauses of ISO 9001: 2008 (Quality Management System) and is the main structural part of the QMS activities, carried out at the NIOS.

This Quality System Manual depicts the Policies and Objectives, Responsibilities and Authorities of personnel and provides the references to the Process Documents of the 5 Departments and one Regional centre of Delhi and Quality System Procedures for maintaining Quality Management System, implemented in the Organization.

The Management is committed to meet all the statutory and regulatory requirements and requirements of the Client/Users through strict maintenance of the Quality Management System as described in the Quality System Manual and the Procedures Manual.

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Date: 22.08.2014

SECRETARY

References:

- ◆ ISO 9000: 2005 – Fundamental and vocabulary
- ◆ ISO 9001: 2008 – Quality Management System Requirements

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NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

STATEMENT OF COMMITMENT

We at NIOS firmly believe in achieving, maintaining and improving quality in all our activities conforming to **ISO 9001: 2008**.

Each Department is responsible for implementing prevention-oriented procedures covering all the Processes, so that we collectively can deliver services that satisfy our Internal and External Client/Users. This is our strategy to achieve the Quality Objectives, adhere to the Quality Policy and provide value addition to the Organization.

We are dedicated to achieve excellence in all services & Support to learners provided by NIOS. We shall ensure that each employee of NIOS, conforms to the requirements of the Quality Management System as per **ISO 9001: 2008**, as well as the applicable Statutory and Regulatory requirements.

We hereby, jointly declare our commitment to attain this through active and full participation of all personnel, in letter and spirit.

Date: 22.08.2014

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LIST OF ABBREVIATIONS

AAs	Accredited Agencies
AAC	Accreditation Advisory Committee
AI	Accredited Institutions
AORC	Assured Opportunity for Research Career
APAR	Annual Performance Appraisal Reports
ATR	Action Taken Report
AVI	Accredited Vocational Institution
CAPA	Corrective and Preventive Action
CEC	Central Empowered Committee
CMAS	Compliance Monitoring Authorities
COL	Commonwealth of Learning
COMOSA	Commonwealth Open Schooling Association
CPIO	Central Public Information Officers
CV	Curriculum Vitae
DABs	Advisory Board of Departments of NIOS
DOC	Document
DOPT	Department of Personnel & Training
EB	Executive Board
ECS	Electronic Clearance Service
FC	Finance Committee
FTS	File Tracking System
GB	General Body
GOI	Government of India
GOVT	Government
SECRETARY	Head of the Department
ICT	Information & Communication Technology
IFD	Integrated Finance Division
IFW	Information Framework
ISO	International Organization for Standardization
JA	Junior Assistant
LSC	Learner Support Centre
MAD	Mutual Acceptance of Data
MDG	Millennium Development Goal
MHRD	Ministry of Human Resource Development
MIS	Management Information System
MM	Multimedia Material
MOM	Minutes of Meeting
MOP	Manual of Office Procedure
MOU	Memorandum of Understanding
MR	Management Representative
MRM	Management Review Meeting

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MOS	Minister of State
NCF	National Curriculum Framework
NCOS	National Consortium of Open Schools
NGO	Non Government Organization
NIC	National Information Centre
NLMA	National Literacy Mission Authority
NPE	National Policy on Education
O&M	Operations & Maintenance
OBC	Other Backward Classes
OBE	Open Basic Education
OBE(A)P	Open Basic Education (Adult) Programme
ODL	Open Distance Learning
ODES	On Demand Examination System
OER	Open Educational Resources
PCP	Personal Contact Programme
PMD	Performance Management Division
QA	Quality Assurance
QAU	Quality Assurance Unit
QCI	Quality Council of India
QM	Quality Manual
QMS	Quality Management System
QP	Quality Procedure
RA	Regulatory Authority
R&D	Research & Development
RTE	Right to Education
RTI	Right to Information
SA	Study Audit
S&T	Science & Technology
SC	Scheduled Caste
SHE	Scholarship for Higher Education
SIM	Self-Instructional Material
SOP	Standard Operating Procedure
SOS	State Open School
ST	Scheduled Tribe
TMA	Tutor Marked Assignments
UT	Union Territory
VET	Vocational Education & Training
VIP	Very Important Person
VOS	Virtual Open Schooling
ZSS	Zila Saksharta Samities

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AMENDMENT RECORD SHEET

Sl. No.	Document No.	Para No.	Changes Incorporated	Reasons for change	New Revision No.	Date	Remarks, if any
1							
2							
3							
4							
5							
6							

Note: This Amendment Record Sheet is filled up whenever changes are made in the Quality Manual.

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DISTRIBUTION LIST

FOR QUALITY MANUAL OF NIOS

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- ❖ MR maintains records of distribution in format QF.01, given in Procedure Manual.

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ABOUT THE NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS):

National Institute of Open School is an Organization that caters to the needs of a heterogeneous group of learners up to pre-degree level. In 1979, it was started as a project with in-built flexibilities by the Central Board of Secondary Education (CBSE). In 1986, the National Policy on Education suggested strengthening of Open School System for extending open learning facilities in a phased manner at secondary level all over the country as an independent system with its own curriculum and examination leading to certification.

In November 1989, the Ministry of Human Resource Development (MHRD), Government of India set up the National Open School (NOS). The NOS was vested with the authority to examine and certify learners registered with it upto pre-degree level courses through a Resolution dated 14th September, 1990 of the Government of India.

The National Open School (NOS) was rechristened as the National Institute of Open Schooling (NIOS) by the Government of India in July 2002 in order to extend its scope and functioning.

NIOS operates through a network of five Departments, 2 units, Regional Centres, Sub centres and Accredited Institutions (Study Centres) in India and abroad. It has a current enrolment of about 2.59 million students at Secondary, Senior Secondary & Vocational levels which makes it the largest Open Schooling System in the world.

VISION

“Sustainable inclusive learning with universal and flexible access to quality school education and skill development.”

MISSION

- ❖ Providing relevant, continuing and holistic education up to pre-degree level through Open and Distance Learning System.
- ❖ Contributing to the Universalisation of School Education.
- ❖ Catering to the educational needs of the prioritized target groups for equity and social justice.

EVALUATION DEPARTMENT :

This Department is responsible for conducting evaluation and assessment of Learners as per the Examination bye laws twice a year based on their performance in public examinations. Besides the department also conducts and evaluates the learners appearing through On Demand Examination System (ODES).

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STUDENT SUPPORT SERVICE (SSS) DEPARTMENT:

The Student Support Services (SSS) Department is responsible for providing support to learners in their learning and related issues. The main functions of the Student Support Services (SSS) Department of NIOS are as follows:

- ❖ Formulation of policy and planning related to student enrollment and registration
- ❖ Advocacy and publicity of NIOS programmes
- ❖ Identification and establishment of study centres for accreditation from amongst recognized and reputed academic institutions all over the country, thereby building a network of Accredited Institutions (AIs), Accredited Vocational Institutions (AVIs) and Accredited Agencies (AAs)
- ❖ Enrolment and registration of secondary and senior secondary learners of NIOS
- ❖ Monitoring of the functioning of study centres and conduct of Personal Contact Programmes
- ❖ Development of policy for continuous assessment of the learners through Tutor Marked Assignments (TMA)
- ❖ Coordination with the Regional Centres for timely and effective support to the learners.
- ❖ Redressal of the problems and grievances of the learner.

ADMINISTRATION DEPARTMENT:

The administration department of NIOS is headed by the Secretary and takes care of all matters related to,

1. Memorandum of association of NOS Society,
2. Constitution of various committees of NIOS and organization of Meetings of apex committees,
3. Matters related to personnel,
4. Legal matters,
5. Budgets/accounts,
6. Production and Distribution of Materials,
7. Purchase and supply of Equipment,
8. Maintenance,
9. Promotion of Hindi (Raj Bhasha),
10. Parliament Questions etc.

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ACADEMIC DEPARTMENT:

The Academic Department takes care of academic courses which encompasses the entire school education continuum from primary to predegree level. The Academic Department is engaged in development of curriculum and self learning materials, revision of learning materials, together with research and development activities and also provides support in the area of evaluation of learners.

The NIOS Academic Department has the following units.

- ❖ Open Basic Education (OBE)
- ❖ Secondary and Senior Secondary Education
- ❖ Capacity Building Cell
- ❖ NCOS Secretariat
- ❖ COMOSA Secretariat
- ❖ Graphic Unit
- ❖ Library and Documentation Services

VOCATIONAL EDUCATIONAL DEPARTMENT:

This Department controls the Vocational Educational Programmes of NIOS, so as to meet the need for skilled and middle-level manpower for the growing sectors of economy, both organized and unorganized.

REGIONAL CENTRE, DELHI

The Regional Centre, Delhi of NIOS was established for the purpose of providing effective support to the learners of the Region. The Regional centre is also responsible for coordinating and supervising the work of the Study Centres in the NCR region and to facilitate the academic and administrative support to learners.

This Centre was established in the year 1994. Regional Centre Delhi is the largest and oldest Regional Centre with annual enrolment of over one lakh students every year which is 20% of the total annual enrolment of NIOS.

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SCOPE

STATEMENT :

Head Office : “ Provision of Education and Skill Development upto Pre-Degree level through Open and Distance Learning Mode.”
Regional Centre : Implementation of Educational Programmes and Monitoring.

APPLICATION:

The Quality Management System of NIOS, described in this Manual, is based on the requirements specified in:

- ❖ ISO 9001:2008 Quality Management System.

Following 5 Departments, Regional Centre Delhi are included under the Scope:

- 1) Evaluation Department;
- 2) Student Support Service Department;
- 3) Administration Department;
- 4) Academic Department;
- 5) Vocational Department;
- 6) Regional Centre, Delhi.

Following Locations are covered under the Scope:

1. A-24-25, Institutional Area, Sector 62, NOIDA-201309, Uttar Pradesh, India;
2. A-31, Institutional Area, Sector – 62, N oida - 201309, Uttar Pradesh, India

Permissible Exclusions (Clause 1.2 & 4.2.2a):

ISO9001:2008 Clause No.	Description of clause	Justification for permissible exclusions
7.6	Control of Monitoring and Measuring equipments.	No monitoring and measuring device is used at the concerned Departments/Division/Centre of NIOS. Hence, this clause is not applicable and so excluded from the Scope.

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NORMATIVE REFERENCES

ISO 9000:2005 is referred to, for Fundamentals & Vocabulary, related to the Quality Management System.

TERMS & DEFINITIONS

1. The Terms & Definitions given in ISO9000:2005 shall be applied for NIOS;
2. For NIOS, the term "Product" signifies "Service";
3. Terms & Definitions used in this Quality Manual are included in: QM 16.

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राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान (एनआईओएस) की गुणवत्ता नीति

“राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान (एनआईओएस) में हम मुक्त एवं दूर शिक्षा पद्धति (ओडीएल) द्वारा पूर्व-स्नातक स्तर तक सर्वोत्कृष्ट, चिरस्थायी, समावेशी और सुविधापूर्ण शिक्षा प्रदान करने तथा शिक्षार्थियों की संतुष्टि एवं हमारी गुणवत्ता प्रबंधन प्रणाली में निरंतर सुधार सुनिश्चित करने के लिए अपेक्षाओं के अनुपालन के लिए संकल्पबद्ध हैं।”

दिनांक: 22.08.2014

सचिव

QUALITY POLICY OF NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

“We at National Institute of Open Schooling (NIOS) are committed to provide Excellent, Sustainable, Inclusive and Flexible Education upto Pre-Degree level through Open & Distance Learning (ODL) mode & Compliance of requirements to ensure satisfaction of Learners and continual improvement of our Quality Management System “

Date: 22.08.2014

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QUALITY OBJECTIVES OF NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

- ❖ To provide access to school level education & skill development through Open Distance Learning by providing Accreditation to Study Centre for Academic and Vocational Course .
- ❖ To provide quality school education & skill development through Open Distance Learning by Enrolling Learners.
- ❖ Collaboration with National and International Organizations Such as NLMA,NDML at National Level COL-CEMCA .
- ❖ To identify, design and implement new courses.
- ❖ Integration of Technology (Audio Video, Interactive World wide WEB, Mobile Technology, Radio Tutoring etc.)
- ❖ Capacity Building of Personnel.
- ❖ Learners Complaints and Satisfaction Index.

Refer Annexure-IV for Status Report for Quality Objectives.

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PROCESSES OF NIOS

All the processes of NIOS are allocated under the departments/ divisions/ sections for effective operations. Following SOPs (standard operating procedures) are established, documented & followed at NIOS for all processes:

S.No.	List of Processes	Reference
1.	Process of Academic Department	Ref. to respective SOP of Academic Department.
2.	Process of Administration Department	Ref. to respective SOP of Administration Department.
3.	Process of Evaluation Department	Ref. to respective SOP of Evaluation Department.
4.	Process of Vocational Department	Ref. to respective SOP of Vocational Department.
5.	Process of Student Support Services Department (SSS)	Ref. to respective SOP of SSS Department.
6.	Process of Computer Unit	Ref. to respective SOP of Computer Unit.
7.	Process of Media Unit	Ref. to respective SOP of Media Unit.
8.	Process of Regional Centre	Ref. to respective Regional Centre

SUB PROCESSES

ACADEMIC DEPARTMENT

1. Development of Curriculum and Learning Outcomes (LOs)
2. New Course
3. Revision of Existing Course
4. Maintenance of Existing Course
Translation of SLM in National & Regional Medium

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5. Development of Question Bank
6. Development of TMA (Tutor Mark Assignment)
7. Standardization of Marking Scheme
8. Media Support
9. Development of Audio Programmes for Mukta Vidya Vani
10. Audio Programme Capsuling
11. Video Programme Capsuling
12. Collaborations with National and International Bodies, NGOs, and Agencies
13. Memorandum of Understanding (MOU)
14. Workshops/ Seminar/ Conferences/ Trainings : Organising and Participation
15. Project in Academic Department
16. COMOSA Journal
17. Publications
18. Open Learning Magazine

VOCATIONAL EDUCATION DEPARTMENT

1. Development of Curriculum and Learning , Outcomes, New courses, Revision of existing courses, Maintenance of existing courses
2. Development of Self learning Material.
3. Translation of SLM IN Hindi /English and regional medium
4. Development of Accreditation Norms and fee structure for a course.
5. Standardization of Marking Scheme.
6. Development of Supplementary Programmes
7. Mukta Vidya Vani (Live PCP)
8. Audio Programme/ Video Programme
9. Multimedia Programme

ADMINISTRATION DEPARTMENT

1. Tender of Security Services.
2. Tender for Housekeeping Services.
3. Tender for packing, handling, loading and unloading of study materials.
4. Tender for Courier Services for international destinations.
5. Limited Tender for making functional fire fighting and fire alarm system.
6. Tender for space requirement for the establishment of Regional Centre, Delhi Zone-II.-
Preparation of tender document;
7. Limited Tender for disposal of waste materials.
8. Refilling of Fire Extenguishers

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9. Tender for hiring of commercial taxi services.
10. Tender for AMC of Network Management, Computer, Printer and Scanner Maintenance.
11. Tender for photocopying work.
12. Tender for Canteen Services.
13. AMC for newly procured 05 nos. of Photocopying Machines
14. AMC of Air Conditioners
15. Insurance of stock of Books lying at MPDD -To obtain rates from Insurance Company;
16. Insurance of Paper stock.
17. Insurance of three owned vehicles of NIOS
18. Extension/Renewal of Lease of Regional Centres of NIOS.
19. Upgradation work of Conference Halls, Guest House and Multipurpose Hall through CPWD.
20. Contract with Postal Department to avail services for dispatch of letters through Speed Post, Express Parcel Post(EPP)
21. Maintenance of Generator Sets.-To constitute a Committee;
22. Maintenance of Govt. owned vehicles -To send the vehicles for repair to authorized workshop;
23. Release of payments to all the contracted agencies for availing their services:
24. Physical verification of Consumable and Non-Consumable items of Store

ACCOUNTS

1. Work related to the National Open School Society (NOSS)
2. Preparation & finalization of Annual Accounts Finance and laying it before Committee and Executive Board for approving of Annual Accounts
3. Receipts & Payments Account and Statement of Liabilities & Assets as prescribed by the Govt. of India
4. Internal audit of various proposals having administrative & financial implications, financial vetting of MoU, Agreements, Tenders, RFP, EoI, Personnel matters including pre-audit of Printing bills/TA, LTC, Medical bills etc
5. CAG Audit by AG, Allahabad -Audit of Autonomous Bodies under Section 14 of the Comptroller and Auditor General's
6. Admission fee, examination fee reconciliation of Regional Centres
7. Reconciliation of NIOS banks accounts with banks which are maintaining our SB A/Cs
8. Planning of Investments of surplus NIOS Funds, GPF Funds & Pension Funds
9. Preparation of Salary of Regular/Deputation Staff of NIOS Pension contribution, Payment of quarterly medical claims Issue of form 16, Preparation of Pension, NPS subscription of NIOS staff to NSDL, Filing of Income Tax Return (Quarterly & Annually)
10. Preparation of Salary Bill in respect of Contractual Staff/Daily Wage of NIOS on monthly basis
11. Depositing of Income Tax and TDS deducted from firms on monthly basis

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12. Preparation & forwarding of Utilization Certificate & carry forward of Unspent Plan Grant.
13. Actuarial Valuation of liabilities as per the Accounting Standard 15 (AS-15) on a/c of Retirement benefits like Gratuity, Pension, Leave Encashment, Medical etc
14. Preparation of all vouchers, cheques through Tally and subsequent Data Synchronization of NIOS HQs & Regional Centres
15. Maintenance to GPF Ledger, BROADSHEET & Issue of GPF Statement, provides inputs on applications for GPF withdrawal/advances
16. Processing of Chargeback cases
17. Maintenance of Cash Book, Bank Book etc
18. Reply of applications received under RTI Act-2005
19. Furnishing of reply to the controlling Ministry i.e. M.H.R.D, Parliament questions, Cabinet Secretariat/DPG in the matter concerning Finance Deptt
20. Cash Handling Allowance fidelity Bond furnishing
21. Appointment of signatories for operation of Bank Account at Headquarter & Regional Centres, opening of new Bank accounts at Regional Centres
22. Processing & release of budget to Regional Centres of NIOS on quarterly basis

PRINTING

1. Process Details for Printing and supply of Answer Books
2. Process Details for Printing and supply of Marksheets, Migration, Provisional Certificates and Passing Certificates
3. Process Details for Printing and supply of Almanac
4. Process Details for Printing and supply of Blank Award list
5. Process Details for Empanelment of Printers in NIOS
6. Process Details for Empanelment of Typesetters in NIOS
7. Process Details for Procurement of Paper
8. Process Detail for Printing and supply of NIOS: A Profile
9. Process Detail for Printing and supply of COMOSA Journal
10. Process Detail for Printing and supply of Examination Forms
11. Process Detail for Printing and supply of Black Sticker
12. Process Detail for Printing and supply of D.El.Ed. Certificate
13. Process Detail for Printing and supply of different proformas for RC, Delhi
14. Process Detail for Printing and supply of Wall Calendar
15. Process Detail for Printing and supply of Table Calendar

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16. Process Detail for Printing and supply of Miscellaneous Items
17. Process Detail for Printing and supply of Academic and Vocational Prospectus
18. Process Detail for Printing and supply of Study materials for Secondary & Sr. Secondary courses
19. Process Detail for Printing and supply of D.El.Ed. Course Materials
20. Process Detail for Printing and supply of Vocational Education Courses for HUNAR
21. Process Detail for Printing and supply of Annual Report /Annual Accounts in Bi-Lingual
22. Process Detail for Printing and supply of Open Learning Magazine and NIOS News Bulletin

EVALUATION DEPARTMENT

1. Preparation & Finalization of schedule of activities
2. Preparation of Date Sheet
3. Registration for Examination
4. Establishment of Examination Centre
5. Preparation of printing of pre-exam materials
6. Despatch of pre-examination materials to the Examination Centre
7. Change of Examination Centre
8. Permission of Amanuenses
9. Monitoring of the Examination
10. Establishment of Control Room
11. Conduct of Practical Examinations
12. Dealing with UFM Cases
13. Declaration of Result
14. Correction in the Result
15. Re Checking of Result
16. Re-evaluation of Answer Books
17. Arrangement of opening of Post Offices for dispatch of Answer Books
18. Secrecy of Answer Books
19. Advertisement and Press Release
20. Hall Tickets/Intimation Letter
21. Printing of Answer Books
22. Printing of Date Sheets
23. Printing of other Guidelines & SOP
24. Spot Evaluation
25. Conduct of Exam under Huner Project
26. Conduct of Vocational Examination

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27. Conduct of On-Demand Examination
28. Conduct of NLMA-NIOS BLP Assessment under Saakshar Bharat
29. Conduct of NIOS-SLMA BLP Assessment for Non-Saakshar Bharat Area

STUDENT SUPPORT SERVICES DEPARTMENT

1. Grant of Accreditation of Academic courses
2. Grant of Accreditation of Vocational courses
3. Grant of Accreditation of Open Basic Education courses
4. Grant of Accreditation to Minority Institutions including Madrassa (Academic/Vocational/OBE)
5. Co-ordinating with 21 Regional Centres of NIOS for various issues.
6. Drafting policy and controlling On-line Admission of all Regional Centres
7. Preparation of Academic Prospectus
8. Preparation of Annual Report pertaining to SSS Dept.
9. Promotion & Publicity of NIOS & its Programmes:
10. To compile the Activity calendar for all the Regional Centres for the year
11. Work related to signing of Memorandum of Understanding (MOU) with all the Study Centres
12. Organising and Participation in Workshops/ Seminar/ Conferences/ Training Programmes
13. Publications
14. Teleorientation programme to stakeholders
15. Hunar
16. Coordination with Evaluation Department
17. Coordination with Academic Dept
18. Coordination with Vocational Department
19. Coordination with Administration Department
20. Coordination with Regional Centres

COMPUTER UNIT

1. Development, Implementation and Maintenance of NIOS Web Portal, Online Facility for NIOS learners right from Registration till certification.
2. Process for Registration and conduct for On Demand Examination both for the existing and New Learner.
3. Process of Student Database Management System.
4. Process of Student Information System.
5. Open Educational Resource
6. Virtual Open schooling System
7. Online course Materials
8. Learner Support Centre (LSC)

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9. Mobile Technology (M-Support) :
10. Online submission of NIOS Examination Centre Acceptance
11. Video conferencing facility with A-VIEW

MEDIA UNIT

1. Development of Video Programmes
2. Development of Mukta Vidya Vani Audio Programmes
3. Development of Multi Media Programmes
4. Duplication of Media and Multimedia Programmes
5. Video Coverage of National and International Programmes
6. Evaluation and Selection Criteria for Hiring of Editors, Cameraman, Production Assistant, Engineering Assistant, Anchors and Presenters.

PROCESS INTERACTIONS MATRIX OF NIOS

The interactions of the various processes are shown in the following matrix:



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RESOURCES FOR EXECUTION & MONITORING OF PROCESSES (CLAUSE 4.1 D)

Necessary resources and information needed to support the execution and monitoring of the processes are available at NIOS.

MONITORING, MEASUREMENT (WHERE APPLICABLE), AND IMPROVEMENT (CLAUSE 4.1 E, F)

- ❖ All activities are monitored at appropriate points/stages through collection of appropriate data and review. Evaluation and analysis of this data are carried out to identify problems, make corrections and take appropriate corrective actions & preventive actions leading to Continual Improvement.
- ❖ Continual Improvement is an important part of the Quality Management System in NIOS.
- ❖ Appropriate records and documents are maintained.
- ❖ The effectiveness of the QMS is monitored by the MR and reviewed in the Management Review Meeting by the SECRETARY.

STATUTORY AND REGULATORY REQUIREMENTS (CLAUSE 1.1 & 5.1)

- ❖ Following Rules & Regulations are applicable in the NIOS:

As per the Memorandum of Association and Rules and Regulations of National Open School Society.

DOCUMENTATION STRUCTURE (CLAUSE 4.2.1)

- ❖ A three-tier documentation system has been adopted for NIOS. It comprises of the Quality Manual and the Procedure Manual. The Quality Manual and the Procedure Manual are applicable to all the Departments.
- ❖ The detailing in Quality Manual and Procedure Manual is based on the expertise available in the organisation and the complexity of individual processes.
- ❖ Master copies of all the documents are kept as hard copies but most of the records and files are kept in electronic media, so as to make the same accessible to the concerned ones.
- ❖ The SECRETARY approves both the Procedure Manual and the Quality Manual and the MR issues the same to the concerned ones.

QUALITY MANUAL OF NIOS (CLAUSE 4.2.2)

NIOS has established and is maintaining a Quality Manual that includes:

- ❖ The basic policy of the Organization with respect to the various elements/ clauses of ISO 9001: 2008.
- ❖ The scope of the Quality Management System (Refer QM.11 Para 4.2) including details and justification of all exclusions.

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- ❖ List of the SOPs of all the Departments (Refer QM 11)
- ❖ References of each documented procedure (Refer QM.11 to QM.15 Para 5).
- ❖ Interactions of the processes included in QMS (QM. 11).
- ❖ List of Organizational Procedures (Refer QM.17).

The Quality Manual is divided in Divisions, generally modelled on the basis of the clauses/ elements of ISO 9001:2008 as detailed in the contents sheet QM.01.

PROCEDURE MANUAL (CLAUSE 4.2.1)

- ❖ The Procedure Manual contains the six mandatory procedures and other procedures required for functions, as required by the QMS.
- ❖ Formats and Templates are included in the Procedure Manual or developed as a part of the System. Other Templates required for the QMS are available in MOP.
- ❖ Before using the manuals, procedures and forms, it is ensured that all the employees are properly aware and trained to use these and can perform the tasks assigned to them.

FIELD OF APPLICATION (CLAUSE 4.2.2)

- ❖ The Quality Manual and the Procedure Manual have been prepared to serve the following functions:
 - As a policy document for implementation by all personnel of NIOS, .
 - As a base document for internal and external quality audits, for verification of the adequacy, suitability, effectiveness and compliance of the system.
 - As a reference document for confidence in the ability of NIOS to meet quality requirements for the Departments.
 - All employees can refer to the Quality Manual and the Procedure Manual by borrowing from the copyholders or referring to the copy hosted on the intranet, whenever it is done.

CONTROL OF DOCUMENTS (CLAUSE 4.2.3)

All the documents required by the QMS shall be controlled.

- ❖ The Quality Management System documents are controlled, as per procedure No. QP.03.
- ❖ The Quality Manual and the Procedure Manual have been approved for adequacy, by the SECRETARY and issued by the MR.
- ❖ All documents and data maintained on the electronic media are kept secured and under control.
- ❖ Each document is assigned a unique identification number.

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- ❖ All obsolete documents are either destroyed or returned to MR or marked in red boldly as “Obsolete”, if they are retained for any purpose.
- ❖ The documents of external origin are identified and their distribution controlled especially through ISO standard, that are necessary for the planning and operation of QMS in NIOS.
- ❖ The MR ensures that the documents remain legible and readily identifiable by storing them properly in files. A file numbering system is adopted.

CONTROL OF RECORDS (CLAUSE 4.2.4)

- ❖ Records are a special type of document maintained to provide evidence of conformity to requirements and effective operation of the Quality Management System.
- ❖ Records are kept as a part of contractual obligations with Client/Users and also as the evidence of fulfilment of statutory and regulatory requirements.
- ❖ The records are controlled as per details given in Procedure No. QP.04.
- ❖ All records are kept in the form of Hard Copy or Soft Copy in the Server.
- ❖ Records are retained and disposed off as per the Record Retention Time indicated in each procedure. (Refer QP.04).
- ❖ Records are made available to Client/Users, regulatory authorities etc. However, if they are of sensitive nature, they are made available after specific approval of SECRETARY or MR.

AWARENESS OF QMS (CLAUSE 4.2.1)

The SECRETARY along with the ISO Management Committee members of NIOS ensures that the relevant portions of Quality Manual and Procedure Manual are read by or explained to all personnel of the 2 Divisions, for effective implementation. Awareness sessions for QMS are conducted for the core teams of all departments and also for all the members of each department separately by the respective directors.

REFERENCES (CLAUSE 4.2.2B)

1. ISO 9001:2008 Clause 1.1, 1.2, 4.1 & 4.2
2. Quality Manual containing Quality Policy and Quality Objectives.
3. Procedure for Control of Documents QP.03.
4. Procedure for Control of Records QP.04.
5. All Procedures as given in Procedure Manual.

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MANAGEMENT RESPONSIBILITY SECRETARY, MR

1. **Policy:** To ensure and give evidence of commitment of Top Management of NIOS for the QMS; focus on the Client/Users of NIOS and determine and fulfil Client/User requirements with the aim of enhancing Client/User satisfaction; formulate and implement Quality Policy; establish measurable Quality Objectives; carry out Quality Planning; define and communicate Responsibility, Authority and inter-relationship of various personnel, appoint a Management Representative, have an effective internal communication system and review the QMS Half Yearly, at Top Management level.
2. **Scope:** Responsibility of the Top Management of NIOS for Quality Management System.
3. **Responsibility:** Heads of the Departments & the Management Representative.
4. **Action & Methods:**
 - 4.1 **Management Commitment (Clause 5.1)**
 - 4.1.1 The Top Management of NIOS consists of Chairman and Head of the Respective Department. They are committed to the development, implementation, and continual improvement of effectiveness of Quality Management System. (Refer QM.02).
 - 4.1.2 **As a part of this commitment, the SECRETARY,**
 - ❖ Communicates to all concerned the need and importance of meeting functional as well as statutory and regulatory requirements (This communication is made during formal and informal interactions, through circulars and Management Review Meetings).
 - ❖ Formulates the Quality Policy (included in Quality Manual at QM.07).
 - ❖ Establishes measurable Quality Objectives (included in Quality Manual at QM.08).
 - ❖ Conducts a Management Review at least once in 6 months along with MR. (Refer Para 4.10 and QP.05 also).
 - ❖ Ensures that resources required are identified and adequate resources are made available for the various activities or processes.
 - ❖ Ensures that the processes are implemented efficiently and effectively.
 - 4.2 **Client/User Focus (Clause 5.2)**
 - 4.2.1 The Client/User requirements are taken into consideration by way of proper planning of activity and NIOS has the capacity to meet the Client/User requirement.
 - 4.2.2 The main Client/Users of NIOS are students, parents and study centres.
 - 4.2.3 The requirements of the Client/Users are determined with the aim to fulfil them.
 - 4.2.4 The matters which are not clear are resolved by means of interaction with the Client/User. Amendments to Client/Users requirements are reviewed and informed to the concerned personal. Information relating to Client/User perception like timely supply of product/service, proper documentation etc. are evaluated for Client/User satisfaction.
 - 4.3 **Quality Planning (Clause 5.4.2)**

NIOS has ensured that:

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- 4.3.1 The quality planning is done to meet the requirements of QMS as well as the product/service. Accordingly objectives are established that are measurable and consistent with the policies.
- 4.3.2 Whenever changes are planned and are still to be implemented, the existing procedures are followed till the changes are implemented so that the integrity of the system is maintained. This ensures that there is no gap of time between the current (existing) and revised (futuristic improvement) procedures.
- 4.3.3 The quality related activities are clearly defined and documented in procedures and process documents.

4.4 Organisation Chart (Clause 5.5.1)

- 4.4.1 The organisation chart of the Organization is included in the Quality Manual of NIOS. This chart shows the reporting relationship within the concerned divisions.
- 4.4.2 Whenever there is a change of the organisation structure, the detailed organisation chart is revised and again communicated within the Organization.

4.5 Responsibility and Authority (Clause 5.5.1)

- 4.5.1 The Responsibility and Authority of the Secretary and MR are given hereafter. For other Positions, refer to the “RESPONSIBILITY & AUTHORITY”, available in respective SOPs of the concerned department.
- 4.5.2 Whenever there is a change of Responsibility and Authority, this is revised and again communicated within the Organization.

S.No.	Designation	Responsibility	Authority
1.	Secretary	<ul style="list-style-type: none"> ❖ Head of the Administration Department ❖ Responsible for implimentation of all the matters related to MoA, Constitution of Committees of NIOS, Matters related to Personnel, Legal, Finance, Production and Distribution of Materials, Purchase and Maintenance and Promotion of Hindi. ❖ To ensure that approved Quality and Procedure Manual are implemented in the organisation. ❖ To review and take suitable action of the performance of the QMS. 	<ul style="list-style-type: none"> ❖ To approve the quality policy. ❖ To approve the quality and procedure manual ❖ To approve internal and external audit schedule ❖ To approve the necessary orders and circulars initiated by MR in respect of ISO 9001:2008
2.	Management Representative	<ul style="list-style-type: none"> ❖ To ensure that processes of the QMS are established, implemented and maintained. ❖ To issue all QMS documents and their subsequent revisions. ❖ To implement the QMS. ❖ To organise the management review meeting and conduct internal quality audits. ❖ To report to SECRETARY on the performance of the QMS and the needs for changes and improvements at least once in 6 months. ❖ To promote awareness of Client/User requirements in the organisation along with the SECRETARY. ❖ Responsible for liaison of all activities with certification body w.r.t. Certification as per ISO 9001: 2008. ❖ Responsible and authorised for utilising services of trained internal quality auditors and related activities. 	<ul style="list-style-type: none"> ❖ Authorized to enforce establishment, implementation and maintenance of the QMS of NIOS. ❖ Authorized to send report to the SECRETARY on the performance of the QMS, of NIOS. ❖ Authorized to conduct internal audits ❖ Authorized to call Management Review Meeting on need basis. ❖ Authorized to liaise with the certification body ❖ Authorized to keep controls on the Documents and Quality Records of NIOS.

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4.8 Management Representative (Clause 5.5.2)

Secretary of NIOS has nominated Sh. S.K. Prasad, as the Management Representative through a notification. The MR, in addition to his normal duties, is responsible for:

- 4.8.1 Ensuring that the QMS is established, implemented and maintained in accordance with ISO 9001: 2008.
- 4.8.2 Reporting to the SECRETARY with regards to the performance of quality System for review and as a basis for improvement of the Quality System.
- 4.8.3 Ensuring the promotion of awareness of Client/User requirements throughout the Organization.

4.9 Internal Communication (Clause 5.5.3)

- 4.9.1 Top Management considers that effective internal communication is vital for efficient functioning of NIOS i.e. Communication with all employees both upwards & down wards as well as with service providers (e.g. suppliers, coordinators etc.).
- 4.9.2 The system for internal communication is well established through internal circulars, email, telephone, Fax, letters, interactions, consultations and meetings between personnel as well as through the intranet wherever provided.
- 4.9.3 Internal communication needs to be established for ensuring the effectiveness of the Quality Management System.
- 4.9.4 All changes in policies and new policies are communicated to all concerned within the Department.
- 4.9.5 As appropriate, the circulars may be displayed on the notice boards as decided by SECRETARY/MR wherever required.

4.10 Management Review (Clause 5.6)

- 4.10.1 The SECRETARY reviews the quality system at least once in 6 months along with MR in NIOS, NOIDA as per process and agenda given in QF.02. Other concerned ones are invited as required. This review can be done earlier, if found essential, by the MR/Top Management.
- 4.10.2 The objective of the review is to ensure the continued suitability, adequacy and effectiveness of QMS in meeting functional requirements as per ISO 9001:2008 i.e. to monitor the achievement of Quality Objectives, to analyse current activities that may require change and to consider opportunities for improvement of the system.
- 4.10.3 The minutes of the Management Review Meeting are recorded by the MR and is communicated to all the concerned.

4.11 Monthly Review by the Management Committee in the Organization

- 4.11.1 The Management Committee reviews the Quality Management System in the Review Meeting for the Organization, at least once in every six months, as per QP.08, of the Procedure Manual.
- 4.11.2 This review can be done earlier, if decided by the SECRETARY.
- 4.11.3 The Minute of the Meeting is made and circulated to the concerned ones.

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4.12 Review Input (Clause 5.6.2)

The concerned Departments of NIOS, NOIDA have ensured that the inputs of MRM may include information on (but not limited to):

- ❖ Results of audits (Internal and External).
- ❖ Client/User feedbacks (including Client/User complaint).
- ❖ Process performance and product /service conformity.
- ❖ Status of corrective and preventive action.
- ❖ Follow up action from previous MRM.
- ❖ Quality policy and quality objectives.
- ❖ Changes that could affect the management system.
- ❖ Recommendations for improvement.

4.13 Review Output (Clause 5.6.3)

Review output is in form of Minutes of Meeting for each and every Management Review.

Such output includes:

- ❖ Improvement of the effectiveness of the Management.
- ❖ Improvement of services related to Client/User requirements.
- ❖ Resource needed for implementing and maintaining the management system.

5. References

- 5.1 ISO 9001:2008 Clause 5
- 5.2 Procedure on Management Review No. QP.08
- 5.3 Procedure on Corrective Actions and Preventive Actions no QP.07

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PROVISION OF RESOURCES SECRETARY

1. **Policy:** To ensure that adequate and essential resources required to implement, maintain and improve the various processes of the Quality Management System are identified and made available; personnel assigned for various tasks are competent based on education, training, skills and experience; identify competency needs of personnel and provide suitable training to satisfy these needs; identify, provide and maintain the facilities needed to achieve conformity of service and identify and manage the human and physical factors of the work environment needed to achieve conformity of product provided.
2. **Scope:** All resources like Human Resources (including assignment of personnel, competence and training), infrastructure/equipment & facilities and work environment including sites.
3. **Responsibility:** SECRETARY along with MR
4. **Action & Methods:**
 - 4.1 **Provision of resources (Clause 6.1)**
NIOS has determined and provided required resources (including human and financial):
 - 4.1.1 Needed for all the activities, especially for implementing and maintaining the QMS and continually improving its effectiveness and to enhance Client/User satisfaction.
 - 4.1.2 The typical resources needed, besides competent personnel, for implementing the activities mentioned in the SOPs of the concerned Departments.
 - 4.1.3 The objective is to have optimum utilisation of all forms of resources.
 - 4.2 **Assignment of Personnel (Competence of Human Resources) (Clause 6.2.1)**
 - 4.2.1 Personnel performing work effecting conformity to product requirements are competent on the basis of appropriate education, training, skill and experience.
 - 4.2.2 All personnel who are assigned the various activities or sub-activities are qualified to perform the task based on their competency.
 - 4.2.3 The competency of each individual is assessed on the basis of his or her education, training, experience and skills at the time of recruitment in NIOS.
 - 4.2 **Competence and Training (Clause 6.2.2 a, b, c & e)**
 - 4.2.2 NIOS has a team of competent officers performing work that affects the conformity of Service requirements. The NIOS, ensures that its personnel are aware of the relevance and importance of their activities and how they can contribute towards the achievement of the objectives.
 - 4.2.3 Training is arranged based on the needs as per the training calendar. It is planned and implemented. After the training, the effectiveness of the training provided is evaluated. All new employees joining NIOS are provided orientation /familiarisation training for the different procedure as per the requirement depending upon the individual and earlier experience.

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4.2.4 The records of educational qualifications, skills, experience and training of each employee are kept by the Personnel Section.

4.4 Awareness (Clause 6.2.2d)

4.4.1 The concerned Divisional Officer/Reporting Officer explains the relevance and importance of the activities carried out by the employees for achieving the quality objectives.

4.5 Facilities at NIOS (Clause 6.3)

NIOS has determined and provides and maintains the infrastructure needed to achieve conformity to product requirements.

4.5.1 Adequate buildings, work space, office equipment, IT hardware and software including servers, communication facilities (telephone, Fax), Printing, Transport facilities, etc have been provided in the Office along with the associated facilities like furniture, stationary, storage space, filing racks etc.

4.5.2 All facilities needed for each office activity have been assessed and provided. e.g. furniture, stationary, storage space, PCs, software, printer, scanners, paper shredders, telecommunication facilities, servers, etc.

4.5.3 Supporting services are also provided as required e.g. Security, receipt, & dispatch of mail, first aid box, fire extinguishers, building maintenance, lighting, water supply etc.

4.5.4 Maintenance of the facilities is carried out to ensure that they are maintained in good condition. e.g. PCs, elevators, air conditioning, DG sets, IT equipment, Telecom facilities, etc. This is generally done through AMC.

4.6 Maintenance of Office Facilities (Clause 6.3)

4.6.1 Maintenance of the office facilities is carried out to ensure that they are in good working condition. This is generally outsourced through AMCs or on call basis.

4.6.2 The focus is on prevention of breakdowns. It is ensured that facilities are spared for maintenance as per schedule.

4.7 Work Environment (Clause 6.4)

NIOS, NOIDA has ensured and maintained safe environmental friendly working conditions within the Organization which are needed to achieve conformity to product requirements.

4.7.1 Work environment is maintained to be conducive for efficiency and productivity especially in the Office.

4.7.2 Physical factors have been identified and are maintained e.g. adequate lighting, adequate ventilation/ air conditioning, safety provision like fire extinguisher, first aid box, elevators, vehicles wherever required, medical facilities etc.

4.7.3 Good teamwork is encouraged. Effective communication is maintained at all levels.

4.7.4 The effort is to motivate all employees so as to ensure their full involvement and contribution in making NIOS, as the pioneer in terms of quality of the services provided, cost effectiveness, Client/User satisfaction and discipline.

5. Reference:

5.1 ISO 9001:2008 Clause 6

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PRODUCT REALISATION

1. Policy: To ensure that the various activities of the processes are planned so that they are consistent with the processes of the QMS, to ensure that all the requirements of Client/Users are determined, adequately understood and reviewed prior to commitment and a proper & effective communication system is implemented & maintained with the Client/User, to ensure that development of various policies are planned, reviewed, verified and validated before release for implementation, to ensure that all services procured conform to specifications and requirements, to ensure that control over processes is maintained effectively so that the processes are executed as per the Client/Users.

2. Scope: All processes.

3. Responsibility: SECRETARY and MR .

4. Actions & Methods

4.1 Planning (Clause 7.1)

NIOS, NOIDA has planned and developed various processes needed for product/service realization.

4.1.1 All processes involved in these activities are planned to ensure compatibility with other processes.

4.1.2 Process/Quality System Procedure Documents are available for reference for all processes.

4.1.5 As a part of this planning, the following have been done:

- ❖ Quality objectives have been determined.
- ❖ Processes have been established along with requirement of documents and resources for each type of service as given in the Procedure Manual.
- ❖ Requirements for each service are defined.
- ❖ Targets are finalised by SECRETARY/MR.
- ❖ Adequate measures are planned for safety, security and discipline, while carrying out activities.

4.1.6 The thrust of each process is to achieve the desired results and not merely implement various steps of the procedures. The ultimate objective is Client/User satisfaction through completion of the process/activity within the time frame for each milestone of activity and agreed /approved quality parameters.

4.2 Client/User Related Processes (Clause 7.2.1, 7.2.2 & 7.2.3)

4.2.1 NIOS, NOIDA, aims to provide all services, on time, meeting Client/User's (statutory bodies and various other Departments) needs as well as all statutory requirements.

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- 4.2.2 Client/User requirements are determined by way of interaction and resolving any miscommunication. The matters relating to timely supply of services are evaluated for Client / User satisfaction, thereof.
- 4.2.3 A comprehensive annual report of feedbacks received and implementation of the schemes is analysed and put up to the board every year. If a target date for resolving the complaint is crossed / missed, the next target date is fixed. All feedbacks from clients including client complaints are recorded and analysed for corrective and preventive actions. The salient features are discussed in the Management Review Meeting.
- 4.2.5 All suggestions received are analysed and actions taken wherever appropriate.

4.3 Design and Development (Clause 7.3)

- 4.3.1 The design and development activity at NIOS is related to curriculum development. For this, the academic and vocational departments define the stages viz. Design & Development planning, inputs, outputs, review, verification, validation and control of design & development changes in their respective procedural document. (Refer Standard Operation Procedures- Academic & Vocational)

4.4 Purchasing (Clause 7.4)

- 4.4.1 The purchasing requirements are technical expertise related to curriculum development, Evaluation of answer sheets, inspections of study centres and office stationery, furniture and various consumable items and the outsourcing services e.g. the services of Consultants, as and when required.
- 4.4.2 All suppliers are evaluated and selected on the basis of their ability to meet the requirements for the item to be procured (quality, quantity, delivery & cost). This is done prior to or along with the placement of order by the user department. While selecting a vendor, conditions are specified and documented by the user department.
- 4.4.3 The performance of the supplier is evaluated after each supply and on yearly basis for services as per prevalent procedures wherever applicable.

4.5 Control of Processes for Service Provision (Clause 7.5.1)

- 4.5.1 All activities are planned and carried out under controlled conditions in each Department.
- 4.5.2 The plan for the year is made in the form of budget.
- 4.5.3 Procedures have been made as per current requirements and given in the Procedure Manual. In case, there is a new process, appropriate action is taken based on details and expertise available.
- 4.5.4 Post delivery services are as specified in the Scheme/Project.

4.6 Validation of Processes for Product Provision. (Clause 7.5.2) (Exclusion)

4.7 Identification & Traceability (Clause 7.5.3)

- 4.7.1 It is ensured that correct identification of the various items and materials during all stages is done especially identification of each scheme, proposal, project, chapter, topic, course notes etc.

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- 4.7.2 All documents and records are uniquely identified. Every quality system document has a unique document number. For every Record/Document/File, there is a nomenclature method.
- 4.7.3 Every other document, letter, memo, circular etc. has an identification number given by the originating Department.
- 4.7.4 All files are uniquely numbered.
- 4.7.5 All correspondence, orders, office orders etc. are dated for traceability purposes.
- 4.7.6 For traceability purposes, every proposal has a unique identification and refer to the concerned Client/User.
- 4.7.7 All the Files are traceable online in the File Tracking System (FTS) of NIOS. All the QMS documents are traceable with the help of the Master List of Documents, maintained by the MR.

Division level Documents & Records are traceable by the Head of the concerned Department, with the help of List of Documents & Records.

4.8 Client/User Property (Clause 7.5.4)

- 4.8.1 NIOS has established various procedures for keeping/ safeguarding Client/User files and data and samples for day to day working. The List of Client/User's property is maintained by the officials of the concerned Department.

4.9 Preservation of service (Clause 7.5.5)

- 4.9.1 All data and documents relating to services are preserved during all stages of the process to ensure that the service continues to conform to client requirements.
- 4.9.2 Adequate back up of data & database on PCs is maintained. Adequate anti-virus software is loaded on PCs for safety of the data on PCs.

4.10 Monitoring and measuring equipments (Clause 7.6) (Exclusion)

- 4.10.1 No monitoring and measuring equipments are required in NIOS.
- 4.10.2 Hence this clause is not applicable. Refer QM.11 Para 4.2.3 also.

5. References

- 5.1 ISO 9001:2008 Clause 7
- 5.2 Procedure on Statutory and Regulatory Requirements QP.11
- 5.3 All Procedures in Procedure Manual

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MONITORING, MEASUREMENT, ANALYSIS AND IMPROVEMENT

1. Purpose

To define, plan and implement the measurement and monitoring activities needed to ensure conformity to QMS & ISO 9001:2008 i.e. Monitoring Client/User satisfaction; monitoring compliance to planned arrangements through internal audits; monitoring the processes and products at various stages; controlling the nonconforming services, so that they are segregated and suitably dealt with; identifying, collecting and analysing the data; continually seek and plan for improvement of the processes of Quality Management Systems and to take corrective and preventive actions in case of non-conformities (actual/ potential) in service, process and system.

2. Scope

Monitoring, measurement, analysis and improvement of all processes and products.

3. Responsibility

SECRETARY and Management Representative.

4. Actions & Methods:

4.1 Measurement, Monitoring, Analysis and Improvement Processes (Clause 8.1)

4.1.1 Information or data is the basis for making fact-based decisions. The data is collected and analysed for effective changes, leading to continual improvement.

4.1.1 The activities identified for measurement and monitoring, to ensure conformity and achieve improvement are: Client/User Satisfaction, Client/User Complaints, Internal Quality Audits, Measurement and Monitoring of process and Measurement and Monitoring of Services provided.

4.1.2 The activities identified for continual improvement are Control of Non-conforming Services, Analysis of Data, Corrective Actions, Preventive Actions and Decisions for Improvement.

4.2 Measurement & Monitoring of Client/User Satisfaction (Clause 8.2.1)

4.2.1 The satisfaction of the Client/User(s) is monitored as one of the basis for measuring and evaluating the effectiveness of the quality management system.

4.2.2 The information on Client/User satisfaction is collected and monitored by NIOS, along with MR and discussed during the MRM. This is also supplemented with interactions with Client/User when a Meeting with Client/User is organised.

4.3 Internal (Quality) Audit (Clause 8.2.2)

4.3.1 Internal quality audits for all functions covered in the scope of the QMS are conducted at least once in 6 months.

4.3.2 The objective of this audit is to ensure conformance to the requirements of ISO 9001:2008, the Quality Management System established as documented in the Quality Manual, Procedure Manual and the statutory and regulatory requirements (or legal framework) to determine effective implementation and maintenance of the QMS.

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- 4.3.3 The internal quality audit is scheduled on the basis of the status and importance of the activities and areas to be audited and the results of previous internal and external quality audits. An annual schedule is prepared which can be modified by MR as per need. Refer QP.05
- 4.3.4 For each audit, the audit plan is prepared by the MR, in which the auditors are identified. Competent and certified internal quality auditors conduct these internal quality audits. Auditors cannot audit the department or Department in which they are working. If required, the internal quality audit can be outsourced from external contracted auditors within or external to NIOS. The competence of the internal auditors is ensured by the MR and reviewed every year.
- 4.3.5 Based on the plan, each internal quality auditor carries out the audit. At the end of the audit, the audit report is prepared and jointly signed by the auditor and auditee.
- 4.3.6 Based on the audit report, the auditee makes corrections and takes corrective action on each non-conformity. The effectiveness of corrective action taken is verified in a follow-up audit by the same auditor or any other auditor and recorded in the audit report. MR then close the non-conformity report.
- 4.3.7 The results of internal and external quality audits are presented by the MR and reviewed in the Management Review Meeting.

4.4 Measurement and Monitoring of Processes (Clause 8.2.3)

- 4.4.1 Each process is monitored and measured at appropriate stage to verify that planned results are being achieved and client’s requirements have been met leading to enhancement of client satisfaction.
- 4.4.2 The focus is on achieving planned results as well as the objectives utilising the ability of individual processes.
- 4.4.3 When planned results are not achieved, appropriate corrections and corrective actions are taken to ensure conformity of product requirements.
- 4.4.4 The Purchase process is monitored to ensure that the correct & specified items are received in required quantity and on time.
- 4.4.5 MR monitors the processes of QMS to ensure that internal audits and management reviews are carried out on time and corrective actions are taken on all non-conformities detected. Internal audits help to monitor the implementation and effectiveness of the system.

4.5 Measurement and Monitoring of Products and Services (Clause 8.2.4)

- 4.5.1 NIOS, New Delhi has monitored and measured the characteristics of product/ service to verify that the product/ service requirements are met. Such monitoring is carried out at appropriated stage of process work in accordance with the planned arrangements.

4.6 Control of Non-Conforming Services (Clause 8.3)

- 4.6.1 The non-conforming services, are: delays in the completion of work or non completion of work or faulty work..

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- 4.6.2 Non-conformity is identified in the service and this is monitored at each stage.
- 4.6.3 If non-conformity/ delay is detected, it is re-processed and expedited. If it cannot be processed or approved, it is communicated to the concerned department/higher authority, as expeditiously as possible.
- 4.6.4 All Client/User complaints are considered as non-conformity.
- 4.6.5 A documented procedure has been made for control of non-conforming products/ service.

4.7 Analysis of Data (Clause 8.4)

- 4.7.1 Appropriate data is collected and analysed to determine the suitability and effectiveness of the QMS and to identify improvements that can be made. Refer QP.09 of the Procedure Manual.
- 4.7.2 This includes analysing the achievement of the quality objectives of the Organization, Client/ User feedback, evaluation of suppliers, trends of processes and quality of services provided etc.. The variances from plan or specifications or procedure are recorded and corrective and preventive action taken.
- 4.7.2 The analysis of data is done by the Director of the respective Divisions as well as the Heads of the concerned Departments and reviewed in Management Review Meeting.

4.8 Continual Improvement (Clause 8.5.1)

- 4.8.1 NIOS continually seeks to improve all processes, services and the effectiveness of its Quality Management System. System improvements based on industry best practices are suggested to counter problems faced.
- 4.8.2 The continual improvement process is planned by defining the Quality Policy and Quality Objectives and reviewing the same in Management Review Meetings every 6 months. The areas for improvement are identified based on internal and external quality audit results, analysis of data including objectives, Client/User feedback and suggestions. These data are analysed, corrective and preventive actions taken and then reviewed in the Management Review Meeting where decisions for improvement actions are identified.

4.9 Corrective Actions (Clause 8.5.2)

- 4.9.1 Corrective actions are taken to eliminate the cause of non-conformity, so that the non-conformity does not occur again. The corrective action taken is appropriate to the extent of the actual non-conformity encountered.
- 4.9.2 Investigate the source of non-conformity or problem and establish the cause.
- 4.9.3 Determine the corrective action and implement it to eradicate the non conformity.
- 4.9.4 Records of the Corrective actions are kept. Corrective Actions taken are reviewed in the Management Review Meeting.

4.10 Preventive Actions (Clause 8.5.3)

- 4.10.1 Preventive actions are taken to eliminate the cause of a potential non-conformity in order to prevent its reoccurrence (i.e. first time occurrence). The preventive action taken is appropriate to the effects of the potential problems.

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- 4.10.2 The potential non-conformity is analysed for cause and the cause is identified. Then the appropriate preventive actions are identified to eliminate the cause.
- 4.10.3 The preventive actions taken are recorded and reviewed for effectiveness in Management Review Meeting.
- 4.10.4 The preventive actions taken are appropriate to the effects of the potential problems.

5. References

- 5.1 ISO 9001:2008 Clause 8
 - 5.2 Procedure on Internal Quality Audit no QP.05
 - 5.3 Procedure on Corrective Action and Preventive Action (CAPA) QP.07
 - 5.4 Procedure on Control of Non-Conforming Products QP.06
 - 5.5 Procedure on Management Review QP.08
 - 5.6 Procedure on Analysis of data QP.09
- ❖ The other procedures are given in the Procedure Manual. Refer to contents page of Procedure Manual for details.
 - ❖ For the forms, refer to Procedure Manual.

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DEFINITIONS

Audit Programme	Set of one or more audits planned for a specific time frame and directed towards a specific purpose.
Audit Scope:	Extent and range of a given audit.
Audit	Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.
Auditee	Individual/ Group/ Organisation being audited.
Auditor	Person with the competence to conduct an audit (includes trained internal auditors).
Competent Authority	Authority empowered by the Board of Directors to discharge the function or use the powers specified in the rule or order.
Continual Improvement	Recurring activity to increase the ability to fulfil requirements.
Correction	Action to eliminate a detected non-conformity.
Corrective Action	Action taken to eliminate the cause of a detected non-conformity or other undesirable situation in order to ensure that the non-conformity does not occur again i.e. prevent recurrence.
Client/User Dissatisfaction	Client/User's opinion of the degree to which a transaction has failed to meet the Client/User's needs and expectations.
Client/User Satisfaction	Client/User's perception of the degree to which the client's requirements have been fulfilled. Client/User complaints are a common indicator of low Client/User satisfaction but their absence does not necessarily imply high Client/User satisfaction.
Document	Information and its supporting medium. Reference material prepared before the activity and is subject to revision.
Effectiveness	Extent to which planned activities are realised and planned results achieved.
Efficiency	Relationship between the result achieved and the resources used.

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Inspection	Conformity evaluation by observation and judgement accompanied as appropriate by measurement testing or gauging.
Management	Coordinated activities to direct and control an organisation (as per ISO 9000:2008).
Non-Conformity	Non-fulfilment of a requirement.
Organisation	Group of people and facilities with an arrangement of responsibilities, authorities and relationships e.g. Company, firm, institution, Unit, Division or Department covered under the scope of a particular ISO 9001:2008 Quality Management System and Certification.
Organisational Structure	Arrangement of responsibilities, authorities and relationships between people.
Preservation Period	The period of retention of records to ensure that records are retained while justified and destroyed when no longer required. Also called retention period of records.
Preventive Action	Action taken to eliminate the cause of a potential non-conformity or other potential undesirable situation in order to ensure that the non-conformity does not occur at all i.e. prevent occurrence.
Procedure	Specified way to carry out an activity or a process.
Process	Set of interrelated or interacting activities, which transforms inputs into outputs. The objective of a process is to achieve the desired results. A procedure merely defines the various steps to be followed.
Product	Result of a process (services, software, hardware, processed materials). Product includes service.
Quality Assurance	Part of quality management, focused on providing confidence that quality requirements will be fulfilled.
Quality Control	Part of quality management, focused on fulfilling quality requirements.
Quality Improvement	Part of quality management, focused on increasing the ability to fulfil quality requirements.
Quality Management System	Management System to direct and control an organization with regard to quality.
Quality Manual	Document specifying the Quality Management System of an organisation.

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Quality Objectives	Something sought, or aimed for, related to quality.
Quality Plan	Document specifying which procedures and associated resources shall be applied by whom and when to a specific project, product, process or contract.
Quality Planning	Part of quality management, focused on setting quality objectives and specifying necessary operational processes and related resources to fulfil the quality objectives.
Quality Policy	Overall intentions and direction of an organisation related to quality as formally expressed by top management.
Quality	Degree to which a set of inherent characteristics fulfils requirements.
Record	Document stating results achieved or providing evidence of activities performed. (Records are all papers, books, maps, photographs, or other documentary material regardless of their physical form or characteristics created within or received by the organisation form records).
Requirement	Need or expectation that is stated, generally implied or obligatory.
Review	Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives.
Scope	Range or extent of action, main purpose and intention.
Service	Intangible product that is the result of at least one activity necessarily performed at the interface between the supplier and client.
Skill:	Ability to do something well (especially manual or physical).
Special Process	A process where the conformity of the resulting output/product cannot be readily or economically verified by subsequent monitoring or measurement.
Supplier	Organisation or person that provides a product. A supplier can be internal or external.
Test	Determination of one or more characteristics according to a procedure.
Top Management	Person or group of people who direct and control an organisation at the highest level.
Traceability	Ability to trace the history, application or location of that which is under consideration.

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Validation	Confirmation through the provision of objective evidence that the requirements for a specific intended use or application have been fulfilled through real or simulated conditions.
Verification	Confirmation through the provision of objective evidence that specified requirements has been fulfilled.
Work Environment	Set of conditions under which work is performed.(e.g. temperature, recognition schemes, ergonomics, atmospheric composition).

N.B.:

- ❖ Words in the singular include the plural and vice versa.
- ❖ Words using the masculine gender shall be taken to include the feminine gender.

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LIST OF ORGANIZATION LEVEL PROCEDURES

Document No.	Title	ISO 9001:2008 Clause Reference
QP.03	Control of Documents	4.2.3
QP.04	Control of Records	4.2.4
QP.08	Management Review	5.6
QP.05	Internal Quality audits	8.2.2
QP.06	Control of non-conforming products/services	8.3
QP.07	Corrective and Preventive Actions	8.5.2, 8.5.3
QP.09	Analysis of data	8.4
QP.10	Client/User Feedback	7.2.3, 8.2.1
QP.11	Statutory and Regulatory Requirements	1.1, 5.1

Note:

- ❖ The procedures are given in the Procedure Manual.
- ❖ For the forms, refer to Procedure Manual
- ❖ The procedures QP.03, QP.04, QP. 05, QP.06 and QP.07 are mandatory as per ISO 9001:2008 clause 4.2.1.
- ❖ For the processes, refer to the List of Processes given in QM.

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LIST OF EXTERNAL OUTSOURCE ACTIVITIES

S.No.	Activities	Control Mechanism
1.	Security Services (M/s Black Securities) performance of the agency as	Annual appraisal based on per the Terms and Conditions of the tender document/contract
2.	Hoousekeeping Services (M/s Alert Enterprises)	Annual appraisal based on per the Terms and Conditions of the tender document/contract
3.	Operation of D.G. Sets, Lifts and Maintenance of Building Operation	Annual appraisal based on per the Terms and Conditions of the tender document/contract
4.	Technical and Professional Work for Media Unit (M/s Broadcast Engineering Consultants India Limited)	Annual appraisal based on per the Terms and Conditions of the tender document/contract
5.	Horticulture Work (M/s A.A. Enterprises)	Annual appraisal based on per the Terms and Conditions of the tender document/contract
6.	Printing of Answer Book and other pre-Examination material	Refer to Terms and Conditions of the Tender Document/Contract
7.	Post Examination Result Procesing Work	Refer to Terms and Conditions of the Tender Document/Contract
8.	Printing of Stationery for Certificate	Refer to Terms and Conditions of the Tender Document/Contract
9.	Printing and Despatch of Question Paper	Refer to Terms and Conditions of the Tender Document/Contract
10.	AMC of Computer Systems (M/s Value Point Systems Pvt. Ltd.)	Refer to Terms and Conditions of the Tender Document/Contract
11.	Courier Services Domestic/International	Refer to Terms and Conditions of the Tender Document/Contract

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S.No.	Activities	Control Mechanism
12.	Transportation of Study Material	Refer to Terms and Conditions of the Tender Document/Contract
13.	Canteen Services	Refer to Terms and Conditions of the Tender Document/Contract
14.	DTP of Study Material	Refer to Terms and Conditions of the Tender Document/Contract
15.	Graphics Designing	Refer to Terms and Conditions of the Tender Document/Contract
16.	Empanelment of Printers and Finalization of Rates	Refer GFR 2005
17.	Printing of Marksheet, Migration, Provisional and Passing Certificate for Secondary, Sr. Secondary and Vocational courses for October-November and March-May Public Examination	Refer GFR 2005
18.	Printing of Answer Books for Secondary, Sr. Secondary and Vocational courses for October-November and March-May Public Examination	Refer GFR 2005
19.	Printing of Almanac	Refer GFR 2005
20.	Printing of Study Material for Secondary, Sr. Secondary, Vocational courses and Open Basic Education (OBE)	Through Schedule of Rates
21.	Printing of NIOS: A Profile	Refer GFR 2005
22.	Printing of Prospectus for Academic and Vocational courses	Through Schedule of Rates
23.	Printing of Annual Report and Annual Accounts	Through Schedule of Rates
24.	Printing of News Bulletin and Open Learning Magazine	Through Schedule of Rates
25.	Printing of Study Material for D.El.Ed. course	Through Schedule of Rates
26.	Printing of Study Material for Department of Post (DoP)	Through Schedule of Rates
27.	Printing of Marksheet, and Passing Certificate for D.El.Ed. course	Refer GFR 2005

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S.No.	Activities	Control Mechanism
28.	Printing of Award List for Secondary, Sr. Secondary and Vocational courses for October-November and March-May Public Examination	Refer GFR 2005
29.	Printing of various Guidelines for Student Support Services (SSS), Vocational and Evaluation Department	Through Schedule of Rates
30.	Printing of Stationery like Letter Head, Visiting Cards of NIOS officials	Refer GFR 2005
31.	Printing of Exam Related stationeries for Regional Centre, Delhi	Refer GFR 2005
32.	Printing of Wall and Table Calendar for NIOS	Refer GFR 2005
33.	Printing of COMOSA Journal	Refer GFR 2005
34.	Printing of Exam Related stationeries for Evaluation Department	Refer GFR 2005
35.	Printing of different MOUs	Refer GFR 2005
36.	Printing of APAR document	Refer GFR 2005

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LIST OF EXTERNAL DOCUMENTS

S.No.	Name of the Document
1.	GFR - 2005
2.	RTI Act
3.	National Curicullum Framework 2005
4.	Swami Handbook

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QUALITY OBJECTIVES - STATUS

S.No.	Quality Objectives	Year (2013-14)	Target for 2014-15	Achieved till 16.09.2014
1.	Increase in Enrolment	528000	560000	330439
2.	Increase in Studu Centres	6116	200	301
3.	Course in Academic	51	4	2
4.	Courses in Vocational Edu.		6	3
5.	Capacity Building		9	4
6.	Development of Audio Video		160	83
7.	Increase in ODE Centre		4	3
8.	Increase in Regional Centre		6	4
9.	Research Project		11	4
10.	Use of ICT		4 Projects	2 Projects

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