



National Institute of Open Schooling

(An autonomous organization under MHRD, Govt. Of India)

Vocational Education Department

In collaboration with



Where the World Learns to Succeed

McGraw-Hill Education Services Pvt. Ltd.



Certificate in Retail Sales Service

Course Code: 629

National Institute of Open Schooling
A-24/25 Institutional Area
Sector-62 Noida
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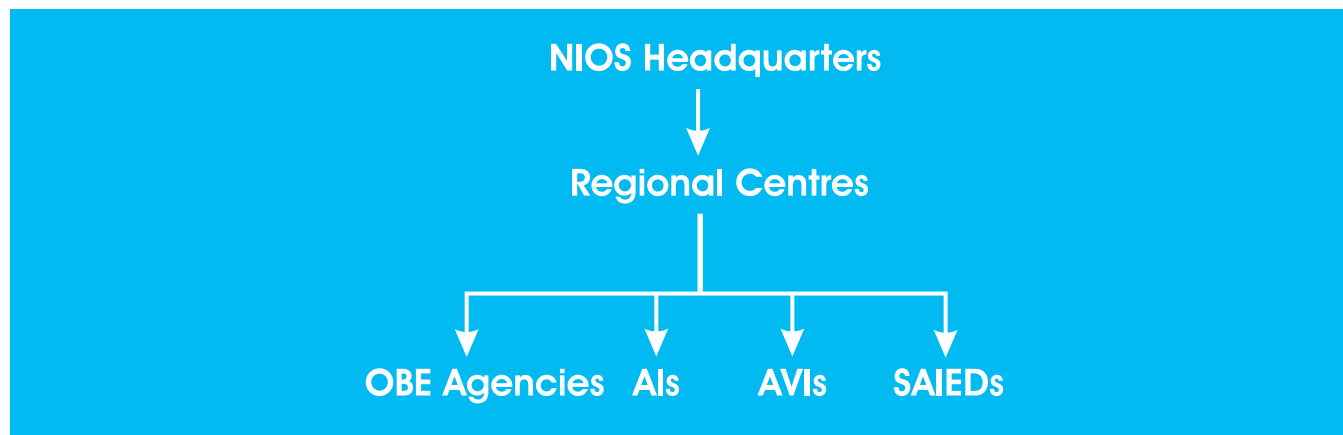
NIOS

The National Institute of Open Schooling (NIOS) was set up by the Ministry of Human Resource Development, Government of India, as an autonomous organization in 1989 by amalgamating Open School project of CBSE started in 1979. It was known as National Open School till 2002. NIOS provides educational opportunities using distance and open learning methods to persons who wish to study and qualify for a better tomorrow.

Mission of NIOS is to provide education for all, especially for girls and women, rural youth, working people, SC/ST, physically and mentally disabled and other disadvantaged groups.

1.1 Functioning of NIOS

- ❖ NIOS operates through a network of 16 Regional centres, 2 Regional Sub-centres, 5 departments at Headquarter and more than 4425 study centres in India, Nepal and Middle East.
- ❖ NIOS has some Special Accredited Institutions for Education of the Disadvantaged (SAIED) to cater to the needs of physically and mentally disabled people, socially and geographically isolated, and disadvantaged sections of society such as street children, working children, rural women and SC/ST.
- ❖ Admission in vocational education courses is open round the year. One can seek admission in Vocational Courses through AVI or can directly register one self through On-line mode.
- ❖ Self Learning package including printed material, audio and video programmes are provided to learners.
- ❖ Selected Vocational Education programmes are telecast nationwide on Doordarshan Channel.



1.2 McGraw Hill Education-an introduction

Founded in 1888, McGraw-Hill is a global information and education company providing knowledge, insight and analysis in the field of financial, education and business information through leading brands. These brands include Standard & Poor's, McGraw-Hill Education, Platt's and J.D. Power and Associates. The Corporation has more than 280 offices in 40 countries. It is a premier provider of teaching and learning solutions for 21st century post-secondary education markets worldwide. Through a comprehensive range of traditional and digital education content and tools, McGraw-Hill Education empowers and prepares professionals and students of all ages



2.1 Course of Study

In India, McGraw-Hill Education along with NIOS is jointly offering the Certificate Course in Retail Sales & Service. The course has been designed in consultation with Subject Matter Experts, Training Managers and HR Managers from the Retail industry. The course is designed to provide industry-specific, job-oriented content in a blended learning environment that gives students the knowledge, skills and attitudes required to secure entry-level positions.

Retailing is a vital part of the business industry that involves selling products and services to consumers for their individual or family use. Retail business in India boomed in the 80's and within a short span of time, Indian retail sector has been rated as the fifth most attractive, emerging retail market in the world. Indian retail sector which account for over 10 percent of the country's GDP (gross domestic product) and around eight percent of employment, is expected to grow at a compound rate of 30 per cent over the next five years.

Objective of the course is to cater to the growing demand and employment avenues in the retail sector. After studying this course, learners will get acquainted with the following:

- i. Retail Scenario in the market
- ii. Retail Distribution channel & importance of retailers in economy
- iii. Strategies to create & promote positive customer service environment
- iv. Practice customer focused responses for various retail situations
- v. Opportunities available after completion of this course

2.2 Course Outline

Lesson Name

- | | |
|--------------------------------|---------------------------------------|
| I. Welcome to retailing | VI. Retail roles and responsibilities |
| II. Building success skills | VII. Retail challenges |
| III. Customer buying behaviour | VIII. Visual Merchandising |
| IV. Asking the right questions | IX. Building your brand |
| V. Customer service | X. Getting your first retail job |

Contact/Study Hrs.	Eligibility	Duration	Course fee
100 hrs i.e. Either 2.5 hrs a day & 2 days a week OR 5 hrs a day, 1 day a week	12th Pass	6 months	7500 (4500+1000+2000)

Placement Assistance will be provided by McGraw hill Education Pvt. Ltd., to the successful learners (who clear the course through a pass out score as defined by NIOS) to take up jobs in the **R e t a i l i n d u s t r y**. MHES shall recommend successful students to its placement partners. However the selection or rejection of these candidates/ students shall be the sole discretion of the placement partner.



Admission fee payable for the course includes charges for registration, Identity Card, cost of study material, contact classes, practical training/assistance etc. The Admission fee should be paid to the AVI/SAIED either in cash or through a Bank Draft drawn in favour of "Coordinator (Name of AVI/SAIED)", where you are seeking admission. The AVI/SAIED will issue you a receipt for this.

Fee for On-line Admission: The fee for on-line admission to be deposited through Credit Card (Master/Visa)/Bank draft. Once the application is submitted for processing to NIOS, an Acknowledgement Receipt is generated and sent back to the candidate's email ID indicating his unique Reference Number, his personal details, fees details etc.

The learner will be required to send a printout of the internet filled in application form (not the acknowledgement receipt) after pasting his/her recent photograph and putting his/her signature at the relevant space and the bank draft of requisite amount if the fee is not paid online in favour of Secretary, NIOS payable at Noida alongwith required document to the address mentioned in the acknowledgement receipt within 10 days of the admission of the online form.

Confirmation of admission of On-line learners will be subject to the receipt of the Application Form along with the required documents and requisite fees.

Other Miscellaneous Fee

❖ Duplicate copy of the certificate	Rs. 100
❖ Duplicate Marks statement	Rs. 100
❖ Duplicate identity card	Rs. 100
❖ Rechecking of marks	Rs. 200
❖ Verification of NIOS certificate	Rs. 300 per candidate
❖ Issue of urgent duplicate Provisional Certificate/Migration certificate & Statement of Marks	Rs. 200

2.4 Age Requirements

The minimum age for enrolment in Certificate Course in Retail Sales & Service is 18 years (completed on or before 31st July of the year of admission). No Upper age limit is there.



3.1 Admission Procedure

Application for admission must be made in the prescribed form in duplicate given in Annexure A. Photocopy of the form cannot be used. However, you may download a form from NIOS website at www.nios.ac.in. The completed form along with relevant documents and requisite fee must be submitted to the AVI/SAIED in which admission is desired. List of Regional Centres is at Annexure 'B'. List of study centres are mentioned at Annexure 'E'.

Documents required for Admission

Educational Qualifications

10+2 certificate issued by a recognized Board of Education.

Age Proof

Attested copy of Birth Certificate from the admission register of the school last attended (school leaving certificate/transfer certificate) or from Registrar of Births and Deaths or from a recognized hospital.

Proof of Permanent Address

(Ration Card/Election I-Card/ Certificate from Gram Panchayat Officer/ Zilla Parishad/Block Development Officer/SDM/Gazetted Officer or Competent Government Functionary)

*A student who possesses a High School/Secondary Certificate from a Foreign Board/University, seeking admission to NIOS Vocational Education courses will be required to produce a certificate stating that the examination passed by him/her is equivalent to the Indian High School/Secondary School Examination. Equivalency certificate may be obtained from the Association of Indian Universities, Kofla Road, New Delhi 110002.

3.2 Cut-off Dates

The Prospectus and the Admission Form will be available at all the AVIs/SAIEDs and NIOS Regional Centres throughout the year. The student will be permitted to appear in the next or subsequent examinations on completion of requisite study period of a course. To regulate the eligibility for the purpose of examination, the cut-off dates will be: 30th June 2012 and 31st January 2013. This means that the students admitted till these dates will be eligible to take the forthcoming examinations as per their eligibility.

3.3 Confirmation of admission

The AVI/SAIED will give you provisional admission, which will be confirmed by NIOS by issue of Identity Card through your AVI/SAIED. Please check your admission particulars carefully. Mistakes, if any, may be brought to the notice of your AVI/SAIED immediately. You should keep your Identity Card under safe custody as it also serves as "Hall Ticket" during Examinations.

3.4 Cancellation of Admission

Your admission will be cancelled & fee will be forfeited on the following grounds:

- Incomplete application form
- Shortage of fee
- Age below the prescribed limit
- Lack of required educational qualification
- Required document of age, qualification and experience are not attached
- Any other discrepancy



Note : Admission once cancelled will not be reconsidered and fee will not be refunded back.

3.5 Duplicate I-cards

You may get a duplicate identity card if the original card is lost. Lodge an FIR in this regard with the concerned Police Station. Apply to the concerned Head of the Regional Centre on a plain paper through your AVI/SAIED and attach:

1. Copy of FIR ,
2. A Bank Draft of Rs.100/- (Rs. hundred only) drawn in favour of Secretary, NIOS payable at the city of concerned Regional Centre,
3. A photograph, and your specimen signatures on the Application Form which have to be attested by the Coordinator of your AVI/SAIED.

4.1 Instruction & Training Process

i. Study Material

NIOS will provide you Self Instructional Study Material specially designed by McGraw-Hill Education Services Ltd. It will help you learn on your own. The study material include Activity, Dialogue, Field Trip and Role-Play.

- You will receive the study material from your AVI.
- Do not pay for the study material.

ii. Personal Contact & Practical Training Program

Your AVI/SAIED will organize required number of Personal Contact Programmes and Practical Training Programmes for you to develop your skill. In these programmes, you are required to:

- perform practicals to develop required skills and competencies;
- clear your doubts and problems that you face while learning on your own;
- get your Practical Portfolios/Jobs corrected by the AVI/SAIED Instructors;
- discuss your study problems with other students;
- view relevant video films and CDs if available at your AVI/SAIED;
- explore possibilities for on the job training or apprenticeship facilities.

You are advised to attend all the contact programmes and training programmes to develop your skill. Number of essential hours to be devoted for the course are 100 hours.

iii. Audio-video Material

Study material includes a video CD on the retail Sector which will be provided to each learner along with material.

4.2 Examination: Examinations are held twice a year

For those admitted from 1st Jan 2012 to 30th June 2012; exams will held in Oct.-Nov. 2012

For those admitted from 1st July 2012 to 31st Dec. 2012; exams will held in Apr.-May 2013

a. Registration for Examination

To appear for examinations, candidate must register himself by filling up the Examination Form (Annexure-C) and paying fee of Rs. 150/- (including Theory, Practical, Internal assessment) as per



schedule mentioned below.

For April–May Examination: up to 15th January

For October–November Examination: up to 15th July . There will be no registration for examination after the prescribed dates.

b. Examination and other Fees

You have to contact your AVI/SAIED within the specified time to register for the public examination and pay the examination fee. Examination fee for Retail Sale Service courses is Rs. 150 per subject.

c. Validity of Registration

You can complete the course in maximum period of one year from the year of registration.

d. Flexibility in Examination

You can avail maximum of two chances to appear in public examinations spread over a period of one year.

5.1 Evaluation

Medium of Evaluation will be English only.

Evaluation shall be on the performance during the course and detailed assessment through written examination after completion of the course. A suitable method of evaluation considering the practical nature of vocational courses where more emphasis is on evaluation of skills acquired during the course of study is in place.

Both the Practical and the Theory Examinations are conducted twice in a year in April–May and in October–November. Practical/Internal Examinations are organized at your AVI/SAIED only.

5.2 Pass Criteria

Aggregate Passing criteria is 50% (in each theory and practical 25% respectively.)

5.3 Scrutiny of Marks

If you are not satisfied with your result of a public examination, you may apply for Scrutiny of marks within 30 days from the date of declaration of result. You may apply in the prescribed performa or on a plain paper with prescribed fees (through a bank draft) to the concerned Regional Centre of NIOS.

5.4 Issue of Certificate



Retail Sales and Services (Infrastructure norms for institutions to run this course)

The institution having the following requisite infrastructure, may apply for accreditation:

A. Class Room

Class room for 25 students (minimum area 250 sq. ft.) should have proper ventilation, well-illuminated black board/white board and availability of adequate furniture and ceiling fans.

B. Computer Lab

A computer Lab for 25 students is required with minimum 5 computers and availability of adequate lighting, exhaust & ceiling fans.

For a batch size of 25 students, the following requirements are there :

Hardware Requirement

- ❖ Five computers (Pentium IV) with at least one CD writer
- ❖ One Printer –Inkjet or Laser Jet
- ❖ Internet connection and UPS
- ❖ LCD projector
- ❖ Sound card and speakers for audio-video learning

Software Requirement : Licensed versions of following Soft

- ❖ Window 98/XP or higher version
- ❖ MS Office
- ❖ Antivirus



RETAIL SERVICES

C. Qualification of Faculty

Two permanent faculty is required for taking theory as well as practical class.MBA/M.Com from recognized University/Institute. Proficiency in written and spoken English Or

PGDM or equivalent with one year experience from any recognized University or institute. Proficiency in written and spoken English.

In Addition, following Qualification is desired:

- ❖ Should have at least 2-3 years of experience in training and development
- ❖ Should have experience training soft skills related training modules
- ❖ Should have experience giving coaching and feedback
- ❖ Should have basic computer knowledge
- ❖ Excellent communication skills

D. Batch size

A centre will admit 25 students in a batch and maximum intake should be 2 batches.



E. Size of class room

The institute should have three class rooms one for practical –audio visual and two for theory. Rooms should be well ventilated and properly lighted. The size of practical room should be 225sq. feet and theory room should be 250 sq. feet.

F. Classroom Equipments

LCD projector with screen and 1 computer

The training course require frequent use of audio-visual aids to facilitate knowledge dissemination. Therefore, the classroom must be equipped with an LCD projector, screen and one computer for PowerPoint presentations and other demonstrations.



Instructions for filling up the Application form for Admission 2012–13

Learners seeking Online admission through AI/AVI (Study Centre)/Regional Centre may fill the particulars such as Name, Father's Name, Address etc. in the form and give it to Study Centre/Regional Centre for On-line registration as per instructions given below.

General Instructions:

1. Before filling up the application form, please ensure your eligibility for admission as given in Table-3 in the prospectus, otherwise the application form will be cancelled and the fee paid by you will not be refunded. Neither any intimation will be sent to you, nor any correspondence will be entertained in this regard.
2. One application form for admission has been given at the end of this prospectus.
3. Information in the admission form should be filled in **English** only.
4. Please put your signature and paste passport size photograph on original form. Attach the attested documents with form and get the photographs attested on the photocopies from Principal/Co-ordinator or Gazatted Officer/Tehsildar/District Magistrate.
5. You should ensure that the particulars filled in the Application Forms are correct. **Don't leave any column blank** in the Admission Form. **You have to submit original form photographs and signatures on form for admission at the AI (Study Centre) along with the duly filled in Provisional Admission Letter cum Receipt.**
6. Writing should be legible. Any cutting should be attested.

Other Instructions:

Your Reference Number: It will be given by the Accredited Institution (AI)/ Study Center where you have deposited the admission form.

1. Name of Candidate: Write your name in **block letters, in English**. Each letter should be written in a separate column, as per specimen given below, leaving one space between name, middle name and surname.

S	U	S	H	I	L		C	H	A	N	D	E	R		J	O	S	H	I
---	---	---	---	---	---	--	---	---	---	---	---	---	---	--	---	---	---	---	---

You should mention your name as already recorded in your previous school or Board certificate.

- 2 and 3. Father's and Mother's Name: Write your father's and mother's names in **block letters, in English** as per specimen given below. Do not write Shri, Smt., Mr. or Mrs. before the name.

S	U	N	I	L		C	H	A	N	D	E	R		J	O	S	H	I
---	---	---	---	---	--	---	---	---	---	---	---	---	--	---	---	---	---	---

Your father's and mother's name should tally with your previous records. This will be recorded in the Certificate. No change will be permitted later on. **The students who don't want their father's/mother's name to be printed on the certificate, kindly put cross ××××× upto 15 boxes given for father's or mother's name.**

4. Guardian's/Institution's Name : Write Guardian's/Institution's **name in case of Orphan**.
5. Postal Address : Please write your complete address **in block letters in English** with e-mail Id, telephone number and the mobile number for SMS alerts. Please do not give the AI or Coaching Centre address.
6. Date of Birth: Mention your Date of Birth correctly. Attach the attested copies of documents in proof of date of birth as per the table-3 in the prospectus. If, for example, your Date of Birth is 17th April 1986, it should be written as under.

1	7		0	4		1	9	8	6
Date			Month			Year			

7. **Gender:** Write 1 for Male and 2 for Female in the box provided.
8. Category: Write 1 for General, 2 for SC, 3 for ST, 4 for Ex-Servicemen and 5 for Handicapped, 6 for OBCs (Others Backward Classes) in the box provided.
9. Disability: Write 1 for Locomotor Disability, 2 for Visually Impaired, 3 for Hearing Impaired, 4 for Leprosy Cured, 5 for Mentally Retardation, 6 for Mental Illness, 7 for Multiple Disabilities, 8 for Cerebral Palsy, 9 for Learning Disabilities and 10 for Not Applicable, in the box provided.
10. Disadvantaged Group: Write 1 for Street Children, 2 for Working Children, 3 for Rural Women, 4 for Slum Dwellers and 5 for Not applicable, in the box provided.
- 10a. **Orphan** Write 1 for Orphan, 2 for Institute for Orphan, 3 for Not Applicable.
11. Medium of Study: Write 1 for Hindi Medium and 2 for English Medium in the box provided.



12. Mother Tongue : Write 1 for Hindi, 2 for Urdu, 3 for Assamese/Asomiya, 4 for Bengali/Bangla, 5 for Bodo, 6 for Dogri, 7 for Gujarati, 8 for Kannada, 9 for Kashmiri, 10 for Konkani, 11 for Maithili, 12 for Malayalam, 13 for Manipuri, 14 for Marathi, 15 for Nepali, 16 for Oriya, 17 for Punjabi, 18 for Sanskrit, 19 for Santhali, 20 for Sindhi, 21 for Tamil, 22 for Telugu, 23 for any other language.
13. Nationality: Write 1 for Indian and 2 for any other, in the box provided.
14. Religion : Write 1 for Hindu, 2 for Muslim, 3 for Christian, 4 for Sikh, 5 for Jain, 6 for Buddhist, 7 for Parsi, 8 for Jews.
15. Your previous qualification: Write XII and above in the column. If you have not gone to the school write N in the box.
16. Father's Educational Qualification : Write 1 for No Education, 2 for upto Primary, 3 for upto Middle, 4 for upto Secondary and 5 for Graduate, 6 for Post Graduate.
17. Mother's Educational Qualification : Write 1 for No Education, 2 for upto Primary, 3 for upto Middle, 4 for upto Secondary and 5 for Graduate, 6 for Post Graduate.
18. Where do you live: Write 1 for Metropolitan City (Mumbai, Kolkata, Chennai, Delhi), 2 for other Cities, 3 for Rural and 4 for Semi-rural in the box provided.
19. Your Geographical Area : Write 1 for Hill Area, 2 for Remote Locality, 3 for Border Area, 4 for Tribal Area, 5 for Island, 6 for North-Eastern Region including Sikkim and 7 for Not Applicable, in the box provided.
- 20a. Employment : Write 1 for Employed and 2 for Unemployed in the box provided.
- 20b. Extra Curricular Activities : Write 1 for Fine Arts, 2 for Performing Arts, 3 for Sports and 4 for any other cultural activities in the box provided.
21. Annual family income : Write 1 for upto 50,000, 2 for upto Rs. 1, 00,000, 3 for upto Rs. 1,50,000 and 4 for Above 1,50,000.
- 21a. Economically Backward Class (EBC) : Write 1 for EBC for those whose family Annual income from all sources does not exceed Rs. 1.5 lakh per year. 2 for Not Applicable.
22. Details of XIIth **board examination**: You should mention the following
 - a) the year when you have passed the Secondary Examination,
 - b) the Roll Number of the Board,
23. Amount of Fee paid: The admission fee is to be paid as per Table 4 & 6 through Bank draft only in favour of the Secretary, NIOS payable at the concerned Regional Centre. No fee should be paid through cash.
 - a) Write the amount of admission fee, additional subject fee, TOC fee and total fee paid
 - b) Write Bank Draft No.
 - c) Write date of Bank Draft, d) Write the name of Bank for issuing Bank Draft

Note:

Signature of the learner and Counter Signature of Parent/Guardian: Learner and Parent/Guardian are requested to sign the Declaration with date as per column provided on back of the Application Form for admission.

Photograph: You should paste Passport size (4 cm × 3 cm) photographs on all the Forms. Photograph pasted on the photocopies for Regional Centre and the Study Centre should be duly attested by any one of the following:

- | | |
|---------------------------------------|--|
| (a) Co-ordinator of NIOS Study Centre | (b) Principal of recognised School/College |
| (c) District Magistrate | (d) Gazetted Officer |
| (e) Tehsildar | |



NATIONAL INSTITUTE OF OPEN SCHOOLING

A-24/25, Institutional Area, Sector-62, NOIDA, U.P.

In collaboration with

McGraw-Hill Education Services Pvt. Ltd.

Application Form for Admission in **Retail Sale Service 2012-13 (Course Code-629)**

ANNEXURE-A

फॉर्म संख्या

Form No.....

संदर्भ संख्या

(जो प्रत्याथित संस्था (एआई) द्वारा ऑन-लाईन पंजीकरण के बाद दिया जाएगा)

Reference Number (to be given by the Accredited Institution/AVI after the On-line registration)

IMPORTANT INSTRUCTIONS

- Please fill in the Form **ONLY AFTER** reading the instructions / कृपया दिए गए निर्देशों को पढ़ने के बाद ही फॉर्म भरें।
- Follow these steps: (i) Fill in the form but do not sign it yet; (ii) Paste your photograph; (iii) Then sign the form and submit through Online or to the AI/AVI (Study Centre)/concerned Regional Centre of NIOS. / इन बातों का पालन करें (i) फॉर्म भरें किन्तु अभी हस्ताक्षर नहीं करें, (ii) मूल प्रति पर फोटो चिपकाएँ (iii) फॉर्म पर हस्ताक्षर करें और ऑनलाइन अथवा एनआईओएस के एआई (अध्ययन केन्द्र) / संबंधित क्षेत्रीय केन्द्र पर जमा करें।
- Use Blue/Black Ball Point Pen Only for filling up the form/फॉर्म भरने के लिए केवल नीला / काला बॉल पेन का प्रयोग करें।

केवल कार्यालयी उपयोग के लिए / For office use only.
जाँच की गई और सही पाया गया / Checked and verified.

दिनांक

Dated:

हस्ताक्षर

Signature

कर्मचारी का नाम

(with name of the official

1. विद्यार्थी का पूरा नाम / Name of Candidate in CAPITAL Letters

2. पिता का पूरा नाम / Father's Name in CAPITAL Letters

3. माता का पूरा नाम / Mother's Name in CAPITAL Letters

4. अभिभावक / संस्था का पूरा नाम / Guardian's/Institution's Name in CAPITAL Letters for Orphan

5. पत्र-व्यवहार / अनाथालय के लिए पता / Postal Address in CAPITAL Letters/Orphan Homes

Address

जिला / District

राज्य / State

पिन कोड Pin Code

E-mail

← यहाँ से मोड़ें / FOLD FROM HERE →

6. जन्मतिथि / Date of Birth

दिन / Day

मास / Month

वर्ष / Year

दूरभाष / Telephone

मोबाइल / Mobile

7. लिंग / Gender

8. वर्ग / Category

9. विकलांगता / Disability

10. वंचित वर्ग / Disadvantaged Group

10a. अनाथ / Orphan

11. अध्ययन का माध्यम / Medium of Study

12. मातृभाषा

Mother Tongue

13. राष्ट्रियता / Nationality

14. धर्म / Religion

15. आपकी पूर्व योग्यता / Your Previous Qualification

16. पिता की शैक्षिक योग्यता
Father's Edu.
Qualification

17. माता की शैक्षिक योग्यता
Mother's Edu.
Qualification

18. रहने का स्थान

Place of Residence

19. आपका भौगोलिक क्षेत्र

Your Geographical Area

20a. रोजगार / Employment

20b. अन्य पाठ्य सहाय्यता क्रियाएं

Extra curricular activities

21. परिवार की वार्षिक आय

Annual family income

21a. आर्थिक रूप से पिछड़ी
श्रेणी / Economically
Backward Class

यहाँ अपना 4 x 3 सेमी आकार का फोटो चिपकाएँ।
पिन अथवा स्टेपलर का प्रयोग न करें।
PASTE HERE PHOTOGRAPH OF THE STUDENT OF 4 x 3cm
IN THIS BOX ONLY DO NOT USE PIN OR STAPLER.

विद्यार्थी के हस्ताक्षर
Signature of the Student

22. माध्यमिक परीक्षा / Xth Board Exam

(क) उत्तीर्ण होने का वर्ष / (a) Year of Passing

(ख) अनुक्रमांक सं. / (b) Roll No.

23. कुल देय शुल्क की राशि / Total amount of fee paid

(a) प्रवेश शुल्क

Admission Fee

+ अतिरिक्त विषय शुल्क

Additional Subject Fee

+ टीओसी शुल्क

TOC Fee

= कुल शुल्क

Total Fee

(b) बैंक ड्राफ्ट सं. / Bank Draft No.

(c) बैंक ड्राफ्ट की तिथि / Date of Bank Draft

(d) बैंक ड्राफ्ट जारी करने वाले बैंक का नाम व स्थान / Name of the Bank & Place of issuing Bank Draft

(e) Unique number of Syndicate/Indian Bank

(If fees paid through Challan)

आवेदक की घोषणा (सभी आवेदकों द्वारा भरा जाएगा) / DECLARATION BY APPLICANT (TO BE FILLED BY ALL APPLICANT)

I hereby declare that I have read and understood the conditions of eligibility and I fulfill the criteria for the course for which I seek admission. I have furnished all the necessary documents and information correctly. I have filled this form in my own handwriting. I understand that my candidature is liable to be cancelled by NIOS in the event of any information or document is to be found misleading or incorrect at any stage. I accept the rules as laid down in the Prospectus. मैं घोषणा करता हूँ कि मैंने वे सभी योग्यता शर्तें पढ़कर समझ ली हैं जिस पाठ्यक्रम के लिए मैं आवेदन कर रहा हूँ। मैंने सारी जरूरी सूचनाएं और दस्तावेज सही-सही दिए हैं। मैंने खुद आवेदन पत्र भरा है। मैं जानता हूँ कि यदि ये सूचनाएं गलत या भ्रम में डालने वाली होती हैं तो राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान द्वारा मेरी उम्मीदवारी समाप्त की जा सकती है। मैं विवरणिका में दिए गए सभी नियमों का पालन करूँगा।

तिथि / Date.....

माता-पिता / अभिभावक के प्रतिहस्ताक्षर / Countersignature of Parent/Guardian _____

विद्यार्थी के हस्ताक्षर / Signature of Candidate _____

स्थायी पता / Permanent Address _____

बैंक का नाम / Bank Name : _____

बैंक का पता / Bank Address : _____

पिन / Pin _____

समन्वयक का प्रमाण पत्र / Certificate From Coordinator

उपरोक्त तथ्यों को एनआईओएस/सी.बी.एस.ई./सी.आई.एस.सी.ई./संबंधित राज्य बोर्ड/राज्य मुक्त विद्यालय द्वारा जारी मूल अंकसूची/प्रमाणपत्र से सत्यापित कर लिया गया है।

Above Statements have been verified with the original Marksheet/Certificate issued by NIOS/CBSE/CISCE/concerned State Board/SOS.

संलग्नकों की जांच कीजिए, सही का निशान () लगाएँ / CHECK THE ENCLOSURES, Please Tick ()

- | | | | |
|---|--------------------------|---|--------------------------|
| 1. मूल प्रवेश-पत्र
Original Admission Form | <input type="checkbox"/> | 7. शैक्षिक योग्यता संबंधी स्व-प्रमाणपत्र
Self Certificate regarding educational qualifications | <input type="checkbox"/> |
| 2. प्रवेश पत्र की दो प्रतियाँ दस्तावेजों के साथ
Two photocopies of Admission Form alongwith enclosures | <input type="checkbox"/> | 8. दसवीं परीक्षा उत्तीर्ण करने की अंक तालिका की प्रतिलिपि
Photocopy of Marksheet of Class X Board Examination | <input type="checkbox"/> |
| 3. जन्म तिथि प्रमाणपत्र
Certificate of Date of Birth | <input type="checkbox"/> | 9. भूतपूर्व सैनिकों के लिए नियोजता से प्रमाण पत्र
Certificate from the Employer for Ex-Servicemen | <input type="checkbox"/> |
| 4. अनुसूचित जाति / अनुसूचित जनजाति प्रमाणपत्र
Certificate for SC/ST | <input type="checkbox"/> | 10. विकलांग व्यक्ति के लिए सरकारी अस्पताल से प्रमाण पत्र
Certificate from a Government Hospital for a handicapped person | <input type="checkbox"/> |
| 5. पिछले विद्यालय का स्थानांतरण प्रमाणपत्र
Transfer Certificate from the last school attended | <input type="checkbox"/> | 11. टी ओ सी के लिए कक्षा दसवीं या बारहवीं बोर्ड फेल / कम्पार्टमेंट की मूल अंक तालिका और लेमिनेट की गयी अंक तालिका स्वीकार नहीं की जायेगी
Original failure/compartement Marksheet of class X or XII for TOC and Laminated Marksheet is not acceptable | <input type="checkbox"/> |
| 6. निवास स्थान के पते का प्रमाण-पत्र
Proof of Residence | <input type="checkbox"/> | | |

प्रमाणित किया जाता है कि उपर्युक्त संलग्नकों सहित शुल्क के साथ आवेदन पत्र सीधे विद्यार्थी से प्राप्त हुआ है। / It is certified that Application Form with fee is received directly from the learner alongwith the above mentioned enclosures.

समन्वयक के मुहर सहित हस्ताक्षर
Signature with seal of Co-ordinator
पूरा नाम / Full Name _____



List of the Regional Centres of NIOS

Name of the Region	Address of the Regional Centre	States Covered
Allahabad	National Institute of Open Schooling Regional Centre 19/17, Kasturba Gandhi Marg, Kachahari Road Allahabad - 211002 (Uttar Pradesh) Ph.: (O) 0532-2548154 (Fax) 0532-2548149 e-mail: rcallahabad@nios.ac.in	Uttar Pradesh
Bengaluru	National Institute of Open Schooling Regional Centre Office of the Director (Vocational Education) 3rd Floor, PUE Bhawan, 18th Cross Sampige Road, Malleswaram, Bangluru - 560012, Karnataka Ph.: 23464223 Fax: 23464222 Email: rcbengaluru@nios.ac.in	Karnataka
BHOPAL	National Institute of Open Schooling Regional Centre Manas Bhawan, Shyamla Hills, Bhopal - 462002 (M.P.) Ph.: 0755-2661842, 2660331 Fax : 0755-2661842 e-mail: rcbhopal@nios.ac.in	Madhya Pradesh and Chhatisgarh
Bhubaneshwar	National Institute of Open Schooling Regional Centre Adiwasi Exhibition Groupd Unit-I Bhubaneshwar-751009 Phone : 0674-2740208 Email.: rcbbbsr@nios.ac.in	Orissa
Chandigarh	National Institute of Open Schooling Regional Centre YMCA Complex, Sector-11C, Chandigarh-160011 Ph.: (O) 0172-2744915, 3950979 Fax : 0172-2744952 e-mail: rcchandigarh@nios.ac.in	Haryana (Excluding Gurgaon, Faridabad & Jhajjar) Himachal Pradesh, Punjab, Jammu & Kashmir and Chandigarh
Dehradun	National Institute of Open Schooling Regional Centre Asst. Director & Regional Director (I/C), R.C., NIOS, 69/106, Niranjanpur, Opp. ITI Dehradun Dehradun - 248001 Ph.: (O) 0135-2629166, 2623929; Fax : 0135-2629166 e-mail: rcdehradun@nios.ac.in	Uttrakhand, Meerut, Bagpat Saharanpur , Muzaffar Nagar, Moradabad and J.P. Nagar (Amroha) districts of U.P.
Delhi	National Institute of Open Schooling Regional Centre A-31, Institutional Area, NH-24, Sector-62, NOIDA- 201309 Distt. - Gautam Buddha Nagar (U.P.) Ph: (O) 0120-2404914-15, Fax : 0120-2404916 e-mail: rcdelhi@nios.ac.in	NCT of Delhi and bordering Distts. of NCT in Uttar Pradesh and Haryana comprising of Distts. of Gautam Buddha Nagar (Noida and Greater Noida), Ghaziabad, Gurgaon Faridabad and Jhajjar.
Gandhi Nagar	National Institute of Open Schooling Regional Centre Office of the Gujarat Secondary and Higher Secondary Education Board 2nd floor, Sector-10/B, Near Old Sachivalaya Gandhi Nagar-382010, Gujarat Ph.: 079-23220410, Fax: 079-23220411 Email: rcgandhinagar@nios.ac.in	Gujarat

**Guwahati****National Institute of Open Schooling**

Regional Centre
Building of Assam Publication Board,
(Near Assam Board of Secondary Education)
1st Floor, Bamunimaidan, Guwahati-781021 (Assam)
Ph. (O): 0361-2650541, 2651201 (Fax) 0361-2650542
e-mail: rcguwahati@nios.ac.in

Nagaland, Arunachal Pradesh,
Assam, Manipur, Meghalaya,
Mizoram and Tripura

Hyderabad**National Institute of Open Schooling**

Regional Centre
House No. 17-26, Sree Nagar Colony, Rd. No. 5
Dilsukh Nagar, Hyderabad - 500060, Andhra Pradesh
Ph.: (O) 040-24162859, Fax : 040-24060712

Andhra Pradesh except
the districts Vishakhapatnam,
Srikakulam, Vizianagram, East & West
Godavari, Krishana and Khammam

**Sub-Centre
Visakapatnam****National Institute of Open Schooling**

Regional Centre
Sub-Regional Centre - Vishakhapatnam
5th Floor, B Block, VUDA Complex,
Siripuram, Visakapatnam, Andhra Pradesh
Ph.: 0891-2564584,
E-mail : srevisakhapatnam@nios.ac.in

Siripuram, Visakhapatnam, Andhra Pradesh
Vishakhapatnam, Srikakulam, Vizianagram,
East & West Godavari, Krishana and
Khammam Districts of Andhra Pradesh

Jaipur**National Institute of Open Schooling**

Regional Centre
D-11-12 Roop Vihar Colony, Mohan Marg,
Opp. Karoli Garden, New Sangamer Road,
Sodala, Jaipur (Rajasthan) – 302006
Ph.: (O) 0141-2292818, 2290057 Fax.: 0141-2292819
e-mail: rcjaipur@nios.ac.in

Rajasthan

Kochi**National Institute of Open Schooling**

Regional Centre
34/2740 Mamangalam, P.O. - Palarivatton,
Kochi-682025 (Kerala)
Ph.: 0484-2335714, (T/F) 0484-2335533
e-mail: rckochi@nios.ac.in

Pondicherry, Tamilnadu,
Kerala

KOLKATA**National Institute of Open Schooling**

Regional Centre
10/1/H, Diamond Harbour Road, Kolkata-700 027 (W.B.)
Ph.: (O) 033-24797714, Fax : 033-24797707
e-mail: rckolkata@nios.ac.in

Sikkim, West Bengal and
Andaman and Nicobar Island

Patna**National Institute of Open Schooling**

Regional Centre
Lalit Bhawan, Ground Floor, Jawahar Lal Nehru Marg,
Bailey Road, Patna - 800001 (Bihar)
Ph.: (O) 0612-2545051, 0612-2545470
e-mail: rcpatna@nios.ac.in

Bihar, Jharkhand

**Sub-Centre
Darbhanga**

Moh- Khan Chowk
Near Main Khan Chowk
PO Lal Bagh
Distt. Darbhanga-846004
Phone : 0627-2250628

Pune**National Institute of Open Schooling**

Regional Centre
C/o Indian Institute of Education Campus,
128/2 JP Naik Road, Sriniketan Society,
(Near Solaris Club)
Kothrud, Pune-411029 (Maharashtra)
Ph. (O) 020-25444667, 25439763 (Fax) 020-25444667
e-mail: rcpune@nios.ac.in

Maharashtra, Goa
and Daman & Diu

National Institute of Open Schooling

ए-24/25, इंस्टीट्यूशनल एरिया, सेक्टर-62, नोएडा-201309 /
A-24/25, Institutional Area, Sector-62, NOIDA-201309

अंकतालिका और मूल प्रमाणपत्र की दूसरी प्रति प्राप्त करने हेतु आवेदन फॉर्म
Application Form for Obtaining Duplicate Certificate/Marks Statements etc.

1. अनुक्रमांक / Enrolment No.
 2. शिक्षार्थी का नाम (साफ अक्षरों में)
Name of the student (in Capital letters)
 3. पिता/माता का नाम
Father's/Mother's Name
 4. उस प्रमाणपत्र का नाम जो चाहिए
Name of Certificate Required
 5. परीक्षा का नाम और वर्ष
Name and Year of Exam
 6. परीक्षा परिणाम/Result
 7. शुल्क का स्वरूप : नकद/बैंक ड्राफ्ट
बैंक ड्राफ्ट संख्या रकम दिनांक बैंक का नाम
- Mode of Payment : Cash/Bank Draft
- B.D. No. Amount Date Bank
- (निर्देश: बैंक ड्राफ्ट सचिव, राष्ट्रीय मुक्त विद्यालयी शिक्षा संस्थान, नोएडा के पक्ष में तथा नोएडा में देय होना चाहिए।)
(N.B.: Bank Draft Must be drawn in favour of Secretary, NIOS, NOIDA, payable at NOIDA.)
8. पता / Address (in Capital letters)
- पिन कोड (PIN Code)
- स्थान / Place :
- दिनांक / Date: शिक्षार्थी के हस्ताक्षर / Signature of the Student

केवल कार्यालय प्रयोग के लिए
For office use only

- अनुक्रमांक / Enrolment No.
- विद्यार्थी का नाम / Name of the Student
- प्राप्तांक विवरण / Marks Obtained
- | | विषय कोड
Subject Code | सिद्धांत
TH | प्रयोग
PR | आंतरिक
INT | योग
Total |
|----|--------------------------|----------------|--------------|---------------|--------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
- परिणाम / Result :

कार्यालय सहायक के हस्ताक्षर / Signature of D.A.

आवश्यक निर्देश/Important Notes

आवेदन फॉर्म को भरने से पहले निर्देशों को सावधानी से पढ़ें : / Read the Instructions carefully before filling the form

1. प्रत्येक प्रमाणपत्र के लिए अलग-अलग फार्म का प्रयोग करें | Use separate form for each certificate.
2. प्रमाणपत्र की दूसरी प्रति के लिए आवेदन फॉर्म नीचे दिए गए निर्देशानुसार प्रथम श्रेणी मजिस्ट्रेट द्वारा सत्यापित शपथ पत्र के साथ प्रस्तुत करें | The application for duplicate passing certificate must be accompanied with an affidavit executed in front of a 1st class Magistrate in the format given below.
3. मूल प्रमाणपत्र की तृतीय प्रतिलिपि तब तक जारी नहीं की जाएगी, जब तक निदेशक, मूल्यांकन प्रमाण पत्र की द्वितीय प्रतिलिपि के वास्तव में खोने/ नष्ट होने की पुष्टि से पूर्णतः संतुष्ट न हो। Triplicate copy of the passing certificate shall not be issued unless the Director (Eva.) is satisfied that duplicate copy has been actually lost/destroyed.
4. साधारणतः पूर्ण और ठीक तरह से भरे गए आवेदन फॉर्म के आधार पर माँगे गए प्रमाणपत्र दो हफ्तों के बाद जारी किए जाएँगे | The documents applied for will ordinarily be issued after two weeks (excluding holidays) from the date of receipt of the application form and fee, provided the application is found complete in all respects.
5. यदि आवेदक शुल्क जमा करने के बाद तीन महीने के भीतर भी प्रमाणपत्र प्राप्त नहीं करता है, तो उसे दिए गए पते पर साधारण डाक से भेज दिया जाएगा। आवेदन फॉर्म में पता न लिखने की स्थिति में प्रमाणपत्र निरस्त कर दिया जाएगा और शिक्षार्थी को उसके लिए पुनः आवेदन करना होगा। In case the documents is not collected by the applicant within three months from the date of depositing the fee it will be sent by-ordinary post at the address given. In case the address is not given the documents will be cancelled and the student will have to apply afresh.

सभी प्रमाणपत्र किसी भी कार्य-दिवस में अपराह्न 3 बजे से 5 बजे तक शुल्क की रसीद एवं अनुक्रमांक को दिखाने के बाद जारी किए जाएँगे। शुल्क सभी कार्य-दिवसों में प्रातः 10 बजे से अपराह्न 4 बजे तक जमा किया जा सकता है। All Certificates will be delivered on the production of receipt of payment with Enrolment No. between 3.00 P.M. to 5.00 P.M. on working days. The fee can be deposited between 10.00 A.M. to 4.00 P.M. on all working days.

प्रमाणपत्रों के लिए निर्धारित शुल्क निम्न प्रकार हैं : / Fees prescribed for various certificates are as follows :

1. प्रमाणपत्र की दूसरी प्रति/Duplicate copy of Certificate : Rs. 100.00
2. अंकतालिका की दूसरी प्रति/Duplicate copy of the Statement of Marks : Rs. 100.00
3. डाक शुल्क (यदि प्रमाणपत्र पंजीकृत डाक द्वारा चाहिए)/Postal Charges (if the documents is required by Regd. post) : Rs. 40.00

टिप्पणी : अंकतालिका की दूसरी प्रति तुरन्त प्राप्त करने का शुल्क 200 रु. है तथा यह दस्तावेज़ आवेदन प्राप्त होने से 48 घंटे के अंदर उपलब्ध करा दिया जाता है।

Note : Prescribed fee for the issue of urgent Duplicate Marksheet is Rs. 200/- and these documents will be issued within 48 hours from the date of receipt of application.

शपथ पत्र 2.00 रुपए के स्टाम्प पेपर पर प्रथम श्रेणी मजिस्ट्रेट द्वारा सत्यापित होना चाहिए। (केवल उन विद्यार्थियों के लिए जिन्हें मूल प्रमाणपत्र की दूसरी प्रति के लिए आवेदन करना है) ओथ कमिश्नर/नोटरी द्वारा हस्ताक्षरित/सत्यापित शपथ-पत्र स्वीकार नहीं किया जाएगा। Form of Affidavit to be executed on Non-judicial Stamp Paper of Rs. 2.00 (For Candidate applying for duplicate copy of qualifying certificate) The affidavit attested by oath Commissioner/Notary is not acceptable.

मैं पुत्र/पुत्री शपथपूर्वक घोषणा करता हूँ कि मेरा राष्ट्रीय मुक्त विद्यालय शिक्षा संस्थान (इससे पूर्व राष्ट्रीय मुक्त विद्यालय) दिल्ली की परीक्षा मई/नवम्बर का मूल प्रमाण-पत्र नष्ट हो गया/खो गया है। उपर्युक्त दिए गए सभी तथ्य मेरी जानकारी में पूर्णतः सही हैं।

I Son/Daughter of declare on oath that my certificate of having passed the Exam. of May/Nov. from National Institute of Open Schooling, (Formerly National Open School) Delhi, has been lost/destroyed certified that the fact stated above is true to the best of my knowledge and belief.

अनुक्रमांक/Roll No. शिक्षार्थी के हस्ताक्षर/Signature of the Student.
दिनांक/Date पता/Address.
स्थान/Place

न्यायालय की मोहर : प्रथम श्रेणी मजिस्ट्रेट/Court Seal : Sworn before me 1st Class Magistrate.

List of Study Centres

AVI No. 990158

Exe Solutions

B-21, Chander nagar (West)

Delhi

Ph: 011-22448778, 22432156

email: exesolutions@rediffmail.com

AVI No.990185

Shiv Modern school

A-3, Paschim Vihar

Delhi

Ph: 011-25279955

Email: shiv_modern@hotmail.com

AVI No. 710016

Mahila Polytechnic

Delhi Meerut Road

Kadradabad, Modinagar-201301

Ph: 01232-247311

AVI No. 710030

Sushila Devi polytechnic for women

531 Jaiprakash Enclave

Seva Nagar, Meerut Road

Ghaziabad

Ph: 3023561, 2732952, 2713387

Email:premlata.mullick@gmail.com

AVI No. 580038

Regional Institute of Coop. Management,

67, Padmanabhanagar, Banashankari,

II Stage, Bangalore-560070.

www.ricmbangalore.com, rdpaban@yahoo.co.in

AVI No. 600166

Institute of Cooperative Management,

E-8/77, Shahpura, Trilanga Road,

Bhopal-462039

www.icmbpl.nic.in icmbpl@sancharnet.in

AVI No. 650037

Madhusudan Institute of Cooperative Management,

Unit-VIII,

Bhubaneswar-751012

www.icmbhubaneswar.nic.in,

micm_bhubaneswar@yahoo.co.in

AVI No. 520014

Institute of Cooperative Management,

Chachal, VIP Road, P.O. Hengrabari

Guwahati-781036.

www.icmguwahati.gov.in, icmghy@sancharnet.in

AVI No. 510029

Institute of Cooperative Management,

Rajendranagar, Hyderabad -500030.

icmhyd.ap.nic.in, icmhyderabad@yahoo.co.in

AVI No. 670223

Institute of Cooperative Management,

Block-A, Jhalana Dungari,

Near Doordarshan Kendra,

Jaipur - 302004.

www.icmjpr.com icmjpr@rediffmail.com

AVI No. 590131

Institute of Cooperative Management,

Parassinikkadavu (P.O.)

Kannur – 670 563 (Kerala)

www.icmkannur.org , icmkannur@dataone.in

AVI No. 690076

Institute of Cooperative Management,

Postal Training Centre, Post Chinnai Udaippu,

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MINISTRY OF HUMAN RESOURCE DEVELOPMENT
(Department of Education)
New Delhi, the 14th September 1990

RESOLUTION

Subject: Vesting of authority in the National Open School Society for holding certain examinations through distance and open learning system at the school stage and for certification thereof.

No. F5.24/90 Sch.3 -The Government of India had setup the National Open School Society, an autonomous and registered body on 23rd November, 1989 to cater to the educational needs of school dropouts, working adults, housewives and socially disadvantaged sections, through distance education at the school stage. The Society runs the management of the National Open School which, through distance and open learning system, has been offering courses, preparing students for the Secondary and Senior Secondary School Examinations and also offers Bridge (Preparatory) Courses

It has now been decided that in pursuance of Section 3 (ii) of the Memorandum of Association of the National Open School Society, the Society shall conduct the above examinations at the school stage of education upto predegree level, whether academic, technical or vocational, which are developed either by the National Open School itself or in collaboration with other agencies, subject to the approval of the Society's Executive Board or as it may be called upon to conduct by the Government of India, Ministry of Human Resource Development, Department of Education. The Society shall also be the certifying authority for such courses and programmes and do such acts ancillary to these objects as may be necessary. The Central Board of Secondary Education which was the certifying and examining authority on behalf of the National Open School Society, will cease to be so with effect from the date of issue of this Notification in the Gazette of India.

ORDER

Ordered that a copy of the Resolution be sent to all State Governments, Union Territory Administrations, all Ministries Departments of the Government of India, University Grants Commission, Prime Minister's Office, National Council of Educational Research and Training, Council of Boards of Secondary Education, Association of Indian Universities, Central Board of Secondary Education, Council for the Indian School Certificate Examinations and the State Boards of Education.

Ordered also that the Resolution be published in the Gazette of India for general information.

D.M.DE. REBELLO
Jt. Secy.



CONTACT ADDRESSES FOR GRIEVANCES/PROBLEMS/COMPLAINTS

We sincerely believe and hope that during your studies at NIOS, you will not face any problem or grievance. However, in case you do face a problem, you may contact the following.

For Suggestion or Clarification to Vocational Education Programme

1. Regional Director (as per Appendix F)
2. For any Information, Contact on Toll Free No. 1800 180 9393

For non-receipt of I-Card

Your AVI/SAIED will issue the ICard. If the AVI/SAIED does not respond then contact the concerned Regional Center. (List given in Appendix - F).

For non-receipt of Study Material

Vocational Department

National Institute of Open Schooling
A-24-25, Institutional Area,
Sector-62, NOIDA, U.P.
Ph. No. 0120-4089852

For Academic/Study related problems

Director

Student Support Services (SSS)
National Institute of Open Schooling
A-24/25, Institutional Area, Sector-62
NOIDA - 201309 (U.P.)

For Date-sheet and Examination Intimation Card

Your AVI/SAIED will provide you information about the examination schedule and the examination center. In case of no response from it, you may contact the concerned Regional Director.

For issue of Marks Statement and Certificate

Your AVI/SAIED will issue the marks statement and the certificate. For obtaining duplicate copy of marks statement or the certificate, please apply on the prescribed form (available at Appendix-E) with requisite fee to:

The Section Officer (M&M)

Evaluation Department
National Institute of Open Schooling
A-24/25, Institutional Area, Sector-62
NOIDA - 201309 (U.P.)

In case any of your problem/grievance is not redressed
related to Vocational Courses,
please write to:

Director, Student Support Services (SSS)

National Institute of Open Schooling

A-24/25, Institutional Area, Sector-62, NOIDA - 201309 (Uttar Pradesh)

E-mail: dirsss@nios.ac.in Ph. no. 0120-4089895

Fax: 0120-4089858

Most of the information you may need during course of your
studies is available on our Website. Please make full use
of the same at: www.nios.ac.in

