



National Institute of Open Schooling

(An autonomous organization under Ministry of HRD, Govt. of India)

A-24-25, Institutional Area, Sector-62, NOIDA – 201309, Distt. Gautam Buddha Nagar, UP

DUE DATE EXTENSION NOTICE OF EXPRESSION OF INTEREST (EOI) FOR ISO 9001:2008 CERTIFICATION

The **due date** for submission of Eoi under two bid system from interested ISO 9001 consultants/consulting firms for providing consultancy services to the NIOS for obtaining ISO 9001:2008 is hereby extended upto **22.05.2013**.

The Processing Fee as mentioned at point 6 of the Eoi published on 04.04.2013 should be Read as Refundable instead of non-Refundable. The Eoi may be purchased / downloaded from the NIOS official website www.nios.ac.in.

(Secretary)



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EXPRESSION OF INTEREST (EOI) NOTICE FOR ISO 9001:2008 CERTIFICATION

The National Institute of Open Schooling (NIOS), an autonomous organization under MHRD, Govt. of India invites Expression of Interest (Eoi), under two bid system, from interested ISO 9001 consultants/consulting firms for providing consultancy services to the NIOS for obtaining ISO 9001:2008 certification.

Interested consultants/consulting firms may quote their rates on the prescribed Eoi Document form in two bid system which can be obtained from Section Officer (Purchase), from the above mentioned address on payment of a non-refundable fee of **Rs. 500/- upto 2.00 p.m. on or before 29.04.2013**. The Eoi can also be downloaded from the NIOS website www.nios.ac.in for which a non-refundable fee of **Rs. 500/- must** be remitted through a bank draft in favour of the **Secretary, NIOS payable at NOIDA**. This bank draft is to be submitted with the technical bid in addition to the Eoi Processing Fee of Rs.5000/-. Sealed bid should be submitted in the tender box placed at the mentioned address latest by **29.04.2013 by 2.30 P.M.** The technical bids will be opened on the **same day at 3.00 P.M.** in the presence of representatives of the consultants/consulting firms who wish to be present.

NATIONAL INSTITUTE OF OPEN SCHOOLING (NIOS)

(formerly National Open School (NOS))

(An Autonomous organization of the Department. of Education, MHRD, Govt. of India),
A 24/25, Sector 62, NOIDA, U.P - 201309

INVITATION FOR EXPRESSION OF INTEREST TO IMPLEMENT A PROJECT FOR ISO 9001:2008 CERTIFICATION

National Institute of Open Schooling, an autonomous organization of the Deptt. of School Education & Literacy, MHRD, Government of India, invites Expression of Interest from interested ISO 9001 consultants/consulting firms for providing consultancy services to National Institute of Open Schooling for obtaining ISO 9001:2008 certification. This document provides the scope, pre-qualification criteria, bidding terms and conditions and suggested response formats.

PART I : GENERAL TERMS

1. OBJECTIVE OF THIS EXPRESSION OF INTEREST (EOI)

The objective of this Eoi is to solicit proposals from the interested bidders for participation in a bid process for selection of suitable consultants/consulting firms to assist the NIOS for obtaining ISO 9001 certification.

2. EOI ISSUING AUTHORITY

This Expression of Interest (Eoi) is issued by the National Institute of Open Schooling, an Autonomous institution of the Deptt. of School Education & Literacy, MHRD, Government of India, to short-list potential bidders. NIOS decision with regard to the short-listing of bidders through this Eoi shall be final and NIOS reserves the right to reject any or all the bids without assigning any reason.

1.	Project Title	Selection of suitable consultants/consulting firms to assist NIOS for obtaining ISO 9001:2008 certification.
2.	Project Initiator Details	National Institute of Open Schooling, an

		Autonomous Institution of the Deptt. of School Education & Literacy, MHRD, Government of India
3.	Contact Person	Shri S K Prasad System Analyst NIOS Phone: 0120-4089873
4.	Contact Person (Alternate)	Sh. U N Khaware Secretary NIOS Phone: 0120-4089809
5.	Contact address	National Institute of Open Schooling A 24/25, Institutional Area, Secto 62, NOIDA Gautam Budh Nagar Uttar Pradesh -
6.	Website	http://www.nios.ac.in

3. TENTATIVE CALENDAR OF EVENTS

The following table enlists important milestones and timelines for completion of bidding activities:

S.No.	Milestone	Date and time (dd-mm-yyyy; hh:mm)
1.	Release of Expression of Interest(EoI)	T (04.04.2013)
2.	Bidders Conference	T+10 (15.04.2013)
3.	Last date for submission of written questions by bidders	T+15
4.	Response to the Queries	T+20
5.	Last date for Submission of EoI Response	T+25 (29.04.2013)
6.	Opening of EoI Responses	T+ 25 (29.04.2013)
7.	Declaration of Short listed Firms	To be informed later

4. AVAILABILITY OF THE EOI DOCUMENTS

Eoi can also be downloaded from the NIOS website. The bidders are expected to examine all instructions, forms, terms, project requirements and other details in the Eoi document. Failure to furnish complete information as mentioned in the Eoi documents or submission of a proposal not substantially responsive to the Eoi documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

5. BIDDERS' CONFERENCE

NIOS will host a bidder's Conference in the office of NIOS, NOIDA at the address given under Contact Address above. The Conference is tentatively scheduled as per the schedule given in Section 3 above. The representatives of the interested organizations (restricted to two persons) may attend the bidders with any clarifications regarding the Eoi. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the Eoi and the project. The venue for the bid conference will be at the Conference Hall, Chairman Block address given in the contact address.

6. EOI PROCESSING FEES

A refundable processing fee for Rs. 5,000 (Five Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favour of **"Secretary, NIOS"**, payable at NOIDA has to be submitted along with the Eoi Response.

Bids received without or with inadequate Eoi Processing fees are liable to get rejected.

7. VENUE & DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals, in its complete form in all respects as specified in the Eoi, must be submitted to NIOS at the address specified in Section 2.

NIOS in exceptional circumstances and at its discretion, extend the deadline for submission of proposals by issuing an addendum to be made available on the NIOS website, in this case all rights and obligations of NIOS and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

PART I I: SCOPE OF SERVICES of consultants/consulting firms

8. GENERAL BACKGROUND

Under the Performance Monitoring and Evaluation System (PMES) for Government Departments, each Government Department is required to prepare a **Results Framework Document (RFD)**. An RFD provides a summary of the most important results that a department/ministry expects to achieve during a financial year. Under RFD, there is a set of mandatory indicators that are common to all departments preparing RFDs. One such important mandatory indicator is obtaining ISO 9001:2008 certification. Accordingly government departments have to start the work of implementing ISO 9001:2008 requirements. It is envisaged that government departments will need the services of competent consultants to implement the requirements of ISO 9001:2008.

9. TERMS OF REFERENCE:

The terms of reference for the consultant will include the following:

- a. To determine the scope of ISO 9001:2008 implementation under the first phase. The consultant should define such a scope for which ISO 9001:2008 requirements may be implemented within a time period of five months.
- b. To perform gap analysis of the existing documentation of the department against the requirements of ISO 9001:2008 and produce a gap analysis report.
- c. To plan together with the ISO project team of the department on the ways to address the gaps in order to develop the necessary documentation for ISO 9001:2008 certification.
- d. To develop all mandatory procedures as required in ISO 9001:2008 and guide the ISO project team on implementing the same.
- e. To develop customised training course material in soft copy (as well as hard copy) for conduct of all necessary trainings.
- f. To conduct required trainings that will include (i)top/senior management briefing; (ii)planning, documentation and implementation workshop for ISO project team and, (iii) awareness programme for all employees in including the Employees of all the Regional Centre .
- g. To advise the ISO steering committee on change management and the success factors to support effective implementation of ISO 9001:2008.
- h. To conduct Internal Auditors training and guide the Internal Auditor team in conducting required numbers of internal audits.

- i. To assist in evaluation of implemented ISO 9001:2008 quality management system through internal audits including closure actions.
- j. To offer close guidance in the preparation and review of final documents prior to certification.
- k. To assist in coordination of required management reviews prior to certification.
- l. To guide the ISO project team to take the necessary corrective actions on identified non-conformities and final review of documents.
- m. To guide the ISO Project team in making an application for certification.
- n. To co-ordinate during final certification of the department and ensure the department is certified by a select certification body.
- o. Any other task to ensure the certification of the department.
- p. Submit weekly MIS report to Top Management of NIOS.

10. TIME FRAME:

The ISO 9001:2008 will be implemented in 2 phases. The time period for the first phase covering in this EoI will be 5 months from the date of award of the contract.

PART III: BIDDING TERMS AND PRE-QUALIFICATION CRITERIA

11. CONDITIONS UNDER WHICH THIS EOI IS ISSUED

- i. This EoI is not an offer and is issued with no commitment. NIOS reserves the right to withdraw the EoI and change or vary any part thereof at any stage. NIOS also reserves the right to disqualify any bidder, should it be so necessary at any stage.
- ii. NIOS reserves the right to withdraw this EoI if NIOS determines that such action is in the best interest of the Government of India.
- iii. Timing and sequence of events resulting from this EoI shall ultimately be determined by NIOS.
- iv. No oral conversations or agreements with any official, agent, or employee of NIOS shall affect or modify any terms of this EoI and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of NIOS shall be superseded by the definitive agreement that results from this EoI process. Oral communications by NIOS to bidders shall not be considered binding on NIOS, nor shall any written materials provided by any person other than NIOS.

- v. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against NIOS or any of their respective officials, agents, or employees arising out of, or relating to this EoI or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).
- vi. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- vii. Each applicant shall submit only one Pre-qualification requirements proposal.

12. RIGHTS TO THE CONTENT OF THE PROPOSAL

For all the bids received before the last date and time of bid submission, the proposals and accompanying documentation of the Pre-Qualification proposal will become the property of NIOS and will not be returned after opening of the pre-qualification proposals. NIOS is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidders. NIOS shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

13. ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS

By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EoI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

14. EVALUATION OF PROPOSALS

The bidders' Proposals in the bid document will be evaluated as per the requirements specified in the EoI and adopting the qualification criteria spelt out in this EoI. The Bidders are required to submit all required documentation in support of the qualification criteria specified (e.g., detailed project citations and completion certificates, client contact information for verification, profiles of project resources and all others) as required for evaluation.

15. LANGUAGE OF PROPOSALS

The proposal and all correspondence and documents shall be written in English.

16. ELIGIBILITY CRITERIA

The Consultant/Consulting Firm who will be engaged should have extensive and proven expertise in the field of ISO 9001:2008 certification. Previous experience of similar work is essential. The consultant must meet the following minimum criteria:

- a) The Consultant/Firm should have executed minimum five (5) ISO 9000 projects in the government/PSU sector/large public limited organizations.
- b) Consultant/Firm should have a minimum of 10 years of professional experience in ISO 9000 consulting
- c) The team members of the Consultant/Firm will be qualified lead assessors for ISO 9001:2008 QMS with at least 5 Years Experience
- d) Preference will be given to those consultant/consulting firms having the Experience of implementing ISO 9001:2208 in Educational Institutions.

The consulting organizations can also be allowed to bid as a consortium for this project. However in such a situation consultants in individual partner organizations need to have an active role. In such case evidence towards existence and rationale for consortium needs to be furnished.

17. DOCUMENTARY EVIDENCE TO BE SUBMITTED TO SUPPORT ELIGIBILITY

- a) Contract/work orders indicating the details of assignment, client, value of assignment, date and year of award.
- b) Detailed resume of the team leader and team members indicating the details of qualifications and professional experience.
- c) Certificate of lead assessor course undergone by the team leader and team member(s).
- d) Completion certificates of previous projects undertaken (Desirable). In case the organization is not able to submit completion certificates, submission of complete contact details (Telephone no, address, organization name) of the contact person where the work has been done is mandatory.

18. PROPOSAL SUBMISSION

Interested consultant should submit both technical and financial proposals in two parts namely.

a. Technical

b. Financial

The technical and financial proposal must be submitted in two separate sealed envelopes indicating clearly on envelopes as **“TECHNICAL PROPOSAL”** and **“FINANCIAL PROPOSAL”**.

Financial proposal to indicate a warning **“DO NOT OPEN WITH THE TECHNICAL PROPOSAL”**. The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed.

This outer envelope shall bear the title of the assignment *“Engagement of Consultant for providing consultancy services for obtaining ISO 9001: 2008 certification of Government Departments”*.

i. TECHNICAL PROPOSAL CONTENT

Technical Proposal should be prepared considering the Terms of Reference, Detailed Approach & Methodology, Activity Schedule & Deliverables, time period and any other information to highlight the capability of the consultant.

Technical Proposal must include (but not limited to):

- a. Brief description about the Consultant.
- b. **Consultants experience:** In addition to overall experience of the consultant/consulting firm, details of specific consultancy projects/studies undertaken may be provided including Assignment/project name, description of services provided, appx. Value of assignment, country & location, duration of assignment, name of client, starting & completion dates, names of associates(other than employees), if any. Consultancy experience of helping government departments/PSUs/large public limited organizations obtain ISO 9001:2008 may be specifically mentioned.
- c. Approach
- d. Methodology
- e. Work Plan and Schedule
- f. Team Size
- g. Detailed Resume of the Team leader and team members of the consultant(with copies of certificates to support qualifications)

ii. FINANCIAL PROPOSAL CONTENT

- Financial proposal (In Indian Rupees) should be in the form of a lump sum amount inclusive of all taxes for the entire *Scope of Services*.
- The lump sum quote should be inclusive of all expenses which the consultant may incur while executing the assignment including Travel, Boarding & Lodging as required.
- The quoted amount should not exceed the approved Rate of Govt. of India.

19. THE EVALUATION OF PROPOSAL

The technical proposal will be evaluated as per the following criteria.

S. No.	Description	Break up of marks
1	Past Experience in work of similar nature(Govt./PSU/Large public limited organizations)	50 Marks
1.1	Past experience of similar nature in terms of no of assignments (facilitation in ISO Implementation projects) • Number of assignments: Minimum 5 (20 Marks) • Number of assignments: greater than 5 and less than or equal to 10 (30 Marks) • Number of assignments: greater than 10 and less than or equal to 20 (40 Marks) • Number of assignments: above 20 (50 Marks) <i>Marks will be awarded based on work order of assignments of similar nature, enclosed along with the Technical proposal</i>	
2	Skills & competencies	40 Marks
2.1	Professional Experience • Between 10 and 15 yrs (10 Marks) • 1 Mark for each additional Year subject to Max. of 20 Marks.	
2.2	Team leader qualification • Graduation and qualified lead assessor(10 Marks) • Post-graduation/Engineering qualification and qualified lead assessor (20 Marks)	
3	Team Size	10 Marks
3.1	Team size including team leader Up to 4 (5 Marks) More than 4 (10 Marks)	
Total		100 Marks

- Evaluations will be based on documentary evidence submitted by the applicant with respect to evaluation/selection criteria.
- The technically qualified consultants will be ranked based upon their marks.
- The financial proposals of consultants getting above **70% marks ONLY will be opened and the final selection will be made based upon the lowest cost quoted.**

20. PAYMENT SCHEDULE AND CONDITIONS

Payments shall be made according to the following schedules

1. **25% - After the Following**
 - first workshop and briefing to the top management of the department,
 - completion of conduct of all scheduled trainings
2. **50% - After completion of documentation and internal audits**
3. **25% - After certification of the department**

21. SCOPE OF WORK

The scope of work and responsibilities of the Consultant/ consulting firms shall include (but not limited to):

- Carry out all the activities as specified in the terms of reference so as to help the **NIOS Head Quarter located at NOIDA and one of its Regional Centre (Delhi) also located at NOIDA** in obtaining ISO 9001:2008 certification. Detail about the NIOS and the functions of NIOS and Regional Centre is given at **Annexure - I** to be covered in the scope of work for this EoI.
- Depute trainer(s)/expert(s) to assist and guide the NIOS and one of its Regional Centre Delhi in all the activities and facilitate submission of application to Certification Body for ISO9001:2008 certification.
- To submit the progress report to the top management of NIOS on weekly basis or as and when required.

22. PENALTY/LIABILITIES CLAUSE

1. **The work plan with the help of the selected consultant/consulting firm will be finalized after award of the work order. This shall be binding on both NIOS & consultants/consulting firms.**

2. In case a delay occurs because of any reason on behalf of NIOS the project shall be rescheduled to mutual agreement between NIOS and the consultants/consulting firms.
3. **In case of any delay because of consultants/consulting firms then the Bank Guarantee will be forfeited and suitable penalty will be imposed as decided by the NIOS.**
4. **All Disputes and differences arising out or in any way touching or concerning this shall be referred to “Chairman, NIOS”.**

23. DATE FOR SUBMISSION OF PROPOSAL

The last date for submission of proposal is **29th April, 2013**

Submission of proposals should be addressed to:

The Secretary

National Institute of Open Schooling
A 24/25, Institutional Area,
Secto 62, NOIDA
Gautam Budh Nagar
Uttar Pradesh -

Annexure – I

The National Institute of Open Schooling (NIOS) formerly known as National Open School (NOS) was established in November, 1989 as an autonomous organisation in pursuance of National Policy on Education 1986 by the Ministry of Human Resource Development (MHRD), Government of India. NIOS is providing a number of Vocational, Life Enrichment and community oriented courses besides General and Academic Courses at Secondary and Senior Secondary level. It also offers Elementary level Courses through its Open Basic Education Programmes (OBE). Government of India through a gazette notification vested NIOS with the authority to examine and certify learners registered with it upto pre degree level courses.

The National Institute of Open Schooling (NIOS) provides opportunities to interested learners by making available the following Courses/Programmes of Study through open and distance learning (ODL) mode.

- Open Basic Education (OBE) Programme for 14+ years age group, adolescents and adults at A, B and C levels that are equivalent to classes III, V and VIII of the formal school system.
- Secondary Education Course
- Senior Secondary Education Course
- Vocational Education Courses/Programmes
- Life Enrichment Programmes

The organisational setup of NIOS.

National Open School Society/General Body is at the topmost position, followed by the Executive board. The Executive Board comprises of:

1. Finance Committee
2. Chairman
3. Academic Council.
4. Establishment Committee

The Executive board comprises of a Chairman at the top, who looks after 5 different departments and a computer unit:

1. Academic Department
2. Vocational Education Department
3. Evaluation Department
4. Administration Department.
5. Student Support Services Department

The Academic Department is further sub-divided into:

1. Media Unit
2. Capacity Building
3. Research and Development Cell

The Administration Department is further sub-divided into:

1. Purchase & maintenance Branch
2. Accounts and Audit
3. Personnel Branch
4. Recruitment Cell
5. Printing Unit
6. Distribution Unit
7. Legal Cell
8. Hindi Cell
9. Public Relations Unit

Functions

- To take steps for developing strategy plans for promoting and up scaling the Open Schooling programme in India;
- To provide technical and financial support to State Governments in India for setting up and up scaling of State Open Schools (SOSs);
- To develop needed action plan for making education equitable and inclusive for the marginalized and disadvantaged groups like girl/women, minorities, differently- able (physically and mentally challenged) etc.;
- To offer a wide spectrum of courses of study in general, vocational and continuing education and life enrichment courses up to pre-degree level;
- To develop need based Curricula and Self Learning Materials for (I) Open Basic Education (OBE), (II) Secondary and Senior Secondary Education, and (III) Vocational Education and Training (VET) Programmes with focus on skill development;
- To develop multi-media and multi-channel delivery modes for effective transaction of courseware to support courses and programmes;
- To provide effective student support services for facilitating learners by establishing study centres in agencies, organizations and institutions in India abroad;
- To conduct examinations and issue certificates to successful learners;
- To partner with National Literacy Mission under the Equivalency Programme for providing education/certification to neo-literates;
- To promote quality of learning in ODL through Monitoring, Supervision and Evaluation, maintaining equivalence of standards with the formal education system, while retaining its own distinct character;

- To undertake research, innovation and development activities in the area of Open Schooling and disseminate the findings to all stakeholders;
- To establish a data base on Open Schooling;
- To act as Resource Organization and Capacity Building Centre in open schooling at national as well as international level;
- To collaborate with national and international organizations for promotion of Open schooling;
- To partner with Government schemes and programmes at school sector for achieving the national goals and objectives;
- To provide professional/technical consultation in field of ODL to institutions/organizations/agencies in India and abroad.

The Academic Department and the Vocational Education Department can be said to be the two most important departments of the NIOS. These two departments develop education programmes and/or courses to give opportunity to the learners to pursue the course of learning of their choice. Both the departments collaborate with each other to develop functional and need/based courses to benefit the learners.

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
- Research and Development Cell
- Capacity Building Cell
- NCOS Secretariat
- COMOSA Secretariat
- Graphic Unit
- Library and Documentation Services

Student Support Services

Under the Open and Distance Learning System, learner support is of paramount importance. 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 learners

Administration Department

The function of administration department

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.

Evaluation System

Evaluation and Assessment is an integral component of any teaching-learning system. The Government of India in 1990 vested NIOS with the authority to examine and certify students up

to pre-degree level, and thus, NIOS became one of the National Boards of Examination. It is the only Board which conducts two full-fledged examinations every year during April/May and October/November. NIOS has been conducting its public examinations since 1991.

Unique Features of the NIOS Examination System

- NIOS does not have the infrastructure of its own. It shares the infrastructure and human resources of the institutions established by the public sector and private sector to conduct its examinations without disturbing their academic schedule.
- NIOS gives a lot of flexibility to the students in matters related to examination such as (no compulsion of appearing in all the subjects at the same examination) appearing in one or more subjects in the examination as per the convenience, credit accumulation of the passed subjects, nine chances to appear in the public examinations over a period of five years, and transfer of credit of two subjects passed from other selected boards and up to four subjects in the case of ex-NIOS learners.
- A student is allowed to write answers in the examination in any of the scheduled languages of India except language papers even if he/she has not opted for that medium.
- A student can appear in On Demand Examination at Secondary level and Senior Secondary level examination any number of times as per his/her convenience.

Computer Unit

The NIOS has come a long way in the forefront of ICT since it made a small beginning with only two personal computers in 1989. Over the years all necessary hardware and software infrastructure were installed for computerization of NIOS activities.

Starting with a small Computer Unit with few numbers of computers, it has reached to the level of full fledged Computer Division with five units within it namely

- EDP Unit
- Internet & On-line Application Unit
- Software Development and Implementation Unit
- Networking & Maintenance Unit
- On-Demand Examination Unit.

Online Facility for NIOS learners under NIOS Online (Ni-On)

1. Online Admission for Secondary and Sr. Secondary
 - Under NIOS Online new streams of admission were opened in order to expand the access to various category of learners.
 - o Online Admission - Stream 1 - For all learners.
 - o Online Admission - Stream 2 - For unsuccessful/failures of recognised boards to appear in Oct- exam to save precious one year.

- o Online Admission - Stream 3 - For unsuccessful/failures of recognised boards to appear through On-Demand Examination System (ODES) at Secondary Level.
 - o Online Admission - Stream 4 - For unsuccessful/failures of recognised boards to appear through On-Demand Examination System (ODES) at Sr. Secondary Level.
2. Online Admission for Vocational Education - offering about 80-85 vocational courses.
 3. Online Submission of Examination Fees.
 4. Online Payment Gateway through all credit cards (Master/Visa) of fees for various services of NIOS (Admission/ Examination/ Duplicate documents/ requisition for study materials)
 5. Online Registration for On-Demand Examination
 6. Online status of dispatch of Identity cards/study materials
 7. Online availability of NIOS course materials
 8. Online availability of NIOS prospectus
 9. Online availability of Study Centre Information
 10. Support through Learner Support Centre with toll free no. 18001809393, lsc(at)nos[dot]org
 11. On Line Student Information System
 - Admission details
 - Tutor Mark Assignment
 - Online Course Material
 - Syllabus & Sample Question Paper
 - Performance chart
 - Study Centre wise list
 12. Online Accreditation of Schools/Institutions/Agencies for becoming the Accredited Institution of NIOS for Academic, Vocational or Open Basic Education Programme.

NIOS on the Web

Internet and Web technology have proved effective in the teaching and learning process especially in the field of Open and Distance Education. With the help of Internet, one has access to information around the world at one's fingertips.

The NIOS has its own web site as www.nios.ac.in and has been developed as per the Guidelines of Indian Government Website (GIGW) for dissemination of information about NIOS.

