

**MEMORANDUM OF UNDERSTANDING**  
(Regarding Organizational Responsibilities of the Learner Support Centre (LSC))

This MoU will be in effect for Academic Session 2019  
(Valid Only Between 1<sup>st</sup> January, 2019 and 31<sup>st</sup> December, 2019)

DDE/OW/648  
10/5/19

Is entered on \_\_\_\_\_ Day of \_\_\_\_\_ and between:

- 1) Directorate of Distance Education, Maulana Azad National Urdu University, Gachibowli, Hyderabad – 500 032, represented herein by its Director  
**NATIONAL SENIOR COLLEGE AND**  
"National Campus" Maulana Azad Road,  
Sarda Circle, Nashik-422 001
- 2) " \_\_\_\_\_ "  
(Host Institution to function as recognized Learner Support Centre (LSC) of MANUU) and represented herein by its Mrs. Ranjana Digambar Mahajan

- i Directorate of Distance Education, Maulana Azad National Urdu University will
1. Approve the nomination of Head of the Institution recommended by the Learner Support Centre / Study Centre
  2. Appoint any one of the in-service staff members (who shall be a regular teacher not below the rank of a qualified Assistant Professor) as Coordinator out of two names recommended by the Head of the Institution on Part-Time basis.
  3. Approve the engagement of providing academic as well as administrative support to its learners including supporting class III and IV staff and other functionaries purely on part-time and temporary basis at the LSC on the recommendation of the Coordinator and Head of the Learner Support Centre / Study Centre
  4. The DDE, MANUU extends to pay the honorarium and remuneration to all the approved personnel and engaged purely on temporary and part-time basis for services of the MANUU LSC at the rates fixed by the University as per the admissibility.
  5. Pay contingent charges and other entitled honorarium/remuneration for conducting counseling sessions and also holding examinations in accordance with University norms.
  6. The DDE, MANUU will directly credit the remuneration or honorarium amount payable to all the entitled staff in their respective individual bank account through RTGS.
  7. The DDE, MANUU has the right to replace or remove the counselors of LSC on the basis of grievances received from the students regarding the performance of counselors and also seek a report from the Coordinator and Head of the Host Institution. Further directs the Regional/Sub-Regional Director of respective jurisdiction to enquire the case and cause of grievance and report to the University.
  8. The DDE, MANUU have the right to inspect the facilities of host institution, which is functioning as a LSC of DDE, MANUU as and when situation demands so.

9. The DDE, MANUU will finalize the admission of students for various distance education programs and communicate the list to respective MANUU LSC.
10. The DDE, MANUU may also send mass / group messages to the learners and coordinators of LSCs on all academic activities.

## II. The Learner Support Centre / Study Centre will

1. Ensure the availability of basic communication facilities such as telephone, internet one laptop or Desktop System etc., in addition to Office accommodation.
2. Provide programme wise/ course wise sufficient rooms with exclusive space of approximately 800-1000 sq.ft for the day's use of MANUU LSC.
3. Provide halls / classrooms along with infrastructure and should ensure the security of the furniture, equipment & books or any other items provided by the DDE, MANUU.
4. Extend Library, Laboratory, Computer facilities and infrastructure to MANUU students for specialized programmes on mutually agreed terms.
5. Organize Pre admission entry counseling sessions for prospective learners to promote information about the courses in coordination with Regional/Sub-Regional Directors to enhance the Gross Enrolment Ratio (GER) in Distance Education Programs.
6. The LSC need to conduct the induction meetings for distance education learners prior to the start of academic session.
7. Organize and conduct counseling sessions as schedule by the DDE, MANUU and also ensure fair conduct of examinations, strictly adhering to the examination rules.
8. Return back all the assets to the University on closure of the LSC like furniture equipment, Library books or any other items and records provided by the University.
9. An institution intends to be a MANUU LSC and shall comply with the Act, Statutes, Ordinances and Regulations of the Maulana Azad National Urdu University.
10. Guidelines of MANUU LSC shall comply with the new UGC (ODL) Regulations, 2017.
11. LSC shall provide necessary learners support services which include support for all admissions related matters additional learning resources through online mode contact schedule of contact classes, assignments, lab practices and all other learner related queries.
12. The LSC should be located only within the jurisdiction of the MANUU, Regional Centre or Sub-Regional Center.
13. The MANUU LSC shall ensure the availability of the required number of qualified and competent counselors to teach in Urdu medium as per the guidelines of new UGC regulations 2017

14. No facilities of the MANUU LSC shall be used for running programs of other institutions or private providers.
15. The host institution is not entitled to make any franchise arrangements with other institutions for MANUU – DDE programs.
16. It is mandatory for every LSC to submit a self-disclosure report to the DDE, MANUU periodically as prescribed by MANUU.
17. No Money shall be collected by the MANUU LSC from Distance Education Students for any kind of services provided by the DDE, MANUU.
18. The host institution mandatorily to be operated by the Government Department / Higher Education Institution or affiliated college or an Registered body of a Recognized society offering educational programs.
19. The coordinator in consultation with the Head of the Institution shall have to identify the list of counselors of different subjects / disciplines who are qualified and competent in conducting contact classes.
20. The coordinator of LSC shall have to maintain the learners data related to conduct of counseling sessions, assignments, examination and grievance redressal in hard and soft formats.

**III. The Head of the Learner Support Centre / Study Centre) shall**

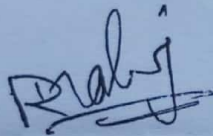
1. Recommend a panel of two in service teachers from the same institution for the appointment of part time Coordinator, along with one Clerk, one Attender & one Safai Karamchari. The University reserves the right to nominate any one of the staff among the recommended as part-time Coordinator along with supporting staff.
2. Provide the details of Aadhar Card/ PAN No. of Head of the Institutions, coordinators or other part-time employees and academic counselors.
3. Propose the panel of part-time academic counselors along with their Bio-Data and attested photocopies of academic qualification for consideration and appointment on temporary basis, for that academic year only.
4. Supervise the activities of MANUU LSC and advise the Coordinator if necessary and also correspond with the Director, Directorate of Distance Education (DDE), Maulana Azad National Urdu University, Gachibowli, Hyderabad – 500 032.
5. Shall be responsible for running the LSC strictly as per the guidelines, academic schedule and standard operating procedures issued by the DDE-MANUU from time to time.
6. He shall be the custodian of all documents/records of cashbook/pass book/cheque book and reconciliation with bank and assets pertaining to MANUU LSC.

7. Monitor to process and countersign all the bills, manage bank accounts and maintain concerned records of payment and receipts of the MANUU LSC.
  8. Maintain the record of database and attendance of enrolled students visiting for counseling sessions of each program offered at MANUU LSC
- IV. The MANUU LSC shall follow the Rules and Regulations / Directions issued by the University from time to time.
  - V. The MANUU LSC should be able to maintain infrastructural facilities students with good performance for its next renewal of MoU.
  - VI. The University reserves the right to terminate this Memorandum of Understanding at any time in the best interests of the University without assigning any reason thereof.
  - VII. The MANUU LSC on the formats provided by the University should provide feedbacks from the stakeholders regularly to improve the quality of delivery / programmes and the support services rendered.
  - VIII. All disputes are subject to Hyderabad jurisdiction only.

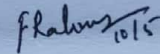
**Agreed upon and signed**

On behalf of  
The Learner Support Centre / Study Centre

On behalf of  
Maulana Azad national Urdu University



Head of the Institution  
**PRINCIPAL**  
National Senior College,  
Nashik



Director, DDE, MANUU  
**DIRECTOR**  
Directorate of Distance Education  
Maulana Azad National Urdu University  
Gachibowli, Hyderabad-500 032.

