

MEMORANDUM OF UNDERSTANDING

(Regarding Organizational Responsibilities of the Learner Support Centre (LSC))

This MoU will be in effect for Academic Session 2022

(Valid Only Between 1st January, 2022 and 31st December, 2022)

Is entered on _____ Day of _____ and between:

- 1) **Directorate of Distance Education, Maulana Azad National Urdu University, Gachibowli,
Hyderabad - 500 032, represented here by its Director**

AND

- 2) _____
**(Host Institution to function as recognized Learner Support Centre (LSC) of MANUU and
represented herein by its _____)**

I Directorate of Distance Education, Maulana Azad National Urdu University will

1. Approve the nomination of Head of the Institution recommended by the Host Institution.
2. Appoint any one of the in-service staff members (who shall be a regular teacher not below the rank of a qualified assistance Professor) as Co-Ordinator 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 Co-Ordinator and Head of the Host Institution.
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 fixes 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 counselor of LSC on the basis of grievances received from the students regarding the performance of counselor and also seek a report form 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 Host institution will**

1. Ensure the availability of basic communication facilities such as telephone, internet one laptop or Desktop System etc, in additions to Office accommodation.
2. Provide Programme wise / Course wise sufficient rooms with exclusive space of approximately 800-1000 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 coordinator with Regional /sub Regional Director to enhance the Grass 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 include Act, statutes Ordinances and Regulation 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 conduct 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 and non-teaching staff as per the guidelines of new 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 nay 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 Host Institution (Acting as MANUU LSC) Shall

1. Recommend a panel of two in service teachers from the some 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, Co-ordinator, 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 form 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 LSCs.
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.

- V. 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 for a minimum strength of 50 students with good performance for its next renewal on 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 Host Institution

Head of the Institution

On behalf of

Maulana Azad National Urdu University

Director, DDE, MANUU

CONSENT LETTER

Form:

The Secretary / President / Principal

Of

MANUU Learner Support Centre

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To

The Director

Directorate of Distance Education

Maulana Azad National Urdu University

Gachibowli, Hyderabad - 500 032.

Sub: Memorandum of Understanding with Directorate of Distance Education,
Maulana Azad National Urdu University, -No Objection to provide services of staff for
LSC 2022 academic year- Reg.

Sir/Madam,

The Managing Committee of (Name of educational Institute) has agreed to provide physical facilities with the minimum charges of contingencies as fixed by the University for MANUU's Learner support Centre during the year 2022 at our Institute. To this effect, two copies of Memorandum of Understanding are signed and enclosed herewith. One copy of memorandum of Understanding may be returned to us for our office record after being duly signed by the Director, DDE.

1. The Institution shall abide by the Rules and Regulations of the University, in respect of the Learner Support Centre, as amended from time to time.
2. Further, it is agreed to provide the part time services of the officials and staff for the Year 2022.
3. Please find enclosed / the following have already been submitted.
 - a). Proposals for appointment of academic counselors for 1st /2nd /3rd years of B.A/B.Com/B.Sc/P.G with their Bio-Data attested & verified photo copies of their educational qualifications along with the passport size photographs.
 - b). The names of two in service staff of this institution for the nomination of one Part - time Coordinator, Clerk -cum Typist, Attendant and sweeper with their bio-data with passport size photographs are enclosed herewith.

Thanking you,

Your faithfully

Secretary/Principal

MANUU Learner Support Centre
(With stamp)

Date:

