

AUTHORISED LEARNING CENTRE TERMS & CONDITIONS**Applicant Details:**

Sl. No.	Details	Description
1	Name of the Centre	
2	AO/ ALC Code	
3	Centre Status	☐ I am applying for new centre. (Applying For New Centre) ----- ☐ I am applying for Centre Renewal. (Renewing the Existing Centre) a. ☐ I have done the required no of admission to be eligible for centre renewal. b. ☐ I have failed to meet the admission criteria for centre renewal.
4	Centre Owner Name	
5	Email ID	
6	Owner Mobile No.	
7	Father/ Spouse Name	
8	Date of Birth of Applicant	
9	District	
10	Block	
11	Pin code	
12	Address with nearest landmark	
13	Status of the Organization	☐ Proprietorship, ☐ Partnership, ☐ Company, ☐ Trust, ☐ Other, _____
14	Designation	☐ Proprietor, ☐ Partner, ☐ Director, ☐ Trustee, ☐ Other, _____
15	PAN Number of Organization/Applicant	
16	Aadhaar Number of Applicant	

I (as per above) have agreed to the terms and conditions as stated in this document to establish an Authorized Learning Centre “ALC” of Odisha Knowledge Corporation Limited – “OKCL” for the year **2027**.

(Centre Owner Signature with Date)

SECTION 1: DEFINITIONS

The following words/ phrases used in these Terms and Conditions shall mean and be defined nearest to the meaning given below:

- **OKCL** means Odisha Knowledge Corporation Limited, which is a public limited company under the administration of E & IT department Government of Odisha.
- **COURSES** means different computer proficiency and advanced Skill development courses offered by OKCL for the learners viz., OS-CIT (Odisha State - Certificate in Information Technology), OS-CIT-A, OS-CIT A+, OCOC (OKCL Career Oriented courses), e-School content for the students from Class I to Class XI, OKCL's Achievers Series for national and state level competitive examinations, iLike Courses, OKCL Olympiad etc.. OKCL reserves its rights to modify, cancel or add to the number and nature of courses. However, this will not include prescribing the revision of syllabus and all other allied aspects regarding the conduct of the courses, which can be done unilaterally by OKCL.
- **ALC** means the Authorized Learning Centre established by OKCL.
- **DLC** means District Lead Coordinator as authorized by OKCL.
- **RM** means Regional Manager of the District.
- **IT** means "Information Technology".
- **Learner** means the individual registered at the ALC with a valid learner code generated by the application handling learner data for the courses as per OKCL norms.
- **OSOU** stands for Odisha State Open University.

SECTION 2: DUTIES, RIGHTS AND RESPONSIBILITIES OF THE ALC

I do hereby undertake that:

- i. I have read and understood all the guidelines and communications issued by OKCL and will ensure strict adherence to and full compliance for smooth conduct of OKCL courses and programs.
- ii. I shall adhere to all the guidelines/communications as may be received from time to time from OKCL with respect to my association with OKCL.
- iii. I shall invest in and maintain the necessary infrastructure, equipment, and facilities for the ALC.
- iv. **Use of OKCL logo and OS-CIT name and logo:**
 - I understand that the logo of OKCL, OS-CIT, OS-CIT A, OS-CIT A+ and OCOC (as below) are registered Trademark of OKCL, and any unauthorized use of the logos will attract penal provisions under the Court of Law as per provisions of infringement of Trademark under 'The Trademarks Act, 1999'.



- I understand that the OKCL, OS-CIT, OS-CIT A, OS-CIT A+ and OCOC name and logo are to be used exclusively for the promotion of OKCL products and services only as per instructions /guidelines of OKCL in this regard. Any material/document that includes the OKCL, OS-CIT, OS-CIT A, OS-CIT A+ and OCOC name and logo, and/or use of OKCL, OS-CIT, OS-CIT A, OS-CIT A+ and OCOC name and Logo for any purpose other than as much as authorized by OKCL, will be treated as unauthorized use of registered logo, which is strictly prohibited, and may attract legal action by OKCL.

- I understand that OKCL logo can only be used on participation or felicitation certificates that are designed and provided by OKCL. Authorized Learning Centers are **not permitted to create or print any kind of design using OKCL logo or any of its product's name and/or logo in any manner**, on any material without explicit approval from OKCL.
 - I understand that **I am not authorized to design or issue any certificates bearing the OKCL's name and OS-CIT, OS-CIT A, OS-CIT A+ and OCOC, or use Odisha State Open University (OSOU) name and/or logo** without explicit approval from OKCL. Any such use will be considered as unauthorized use as well as will be treated as violation of our trademark rights, wherever applicable, and may attract legal implications.
- v. I shall provide and maintain the required infrastructure, including classrooms, labs, and utilities, as per OKCL specifications. *(Refer Section 3)*
 - vi. I shall establish and upgrade a computing facility with a LAN, server, and at least ten PCs, as required by OKCL.
 - vii. I shall comply with OKCL's Quality, Information Security, and Service Management Policies, understanding that non-compliance may result in cancellation of my authorization as ALC of OKCL.
 - viii. I shall implement the technical and operational requirements as specified by OKCL, including system installation, staff availability, course scheduling, etc.
 - ix. I shall ensure proper training for staff to maintain IT infrastructure and minimize downtime.
 - x. I shall deliver the syllabus of courses effectively, ensuring learners achieve the desired competencies.
 - xi. I shall monitor learner progress according to OKCL's activity calendar, addressing any issues promptly.
 - xii. I shall prioritize learner satisfaction, addressing complaints promptly and escalating as necessary.
 - xiii. I shall maintain attendance records of learners and uphold cleanliness standards in my center.
 - xiv. I shall provide up-to-date contact information and regularly check communications from OKCL.
 - xv. I shall ensure the safety and insurance of assets and personnel at my ALC.
 - xvi. I shall submit requisitions to DLC for admission materials 15 days before each batch starts.
 - xvii. I shall manage learner enrolments, including data entry, fee collection, and issuing receipts, as per OKCL procedures.
 - xviii. I shall ensure timely and regular supervision and confirm to OKCL each Learner's progression through the OKCL's Learning Management System (LMS) which provides evidence-based learning of the Learning.
 - xix. **I shall confirm learner admissions and transfer OKCL share of fees to OKCL in a timely manner.**
 - xx. **I shall distribute course materials to registered learners before the start of their batch.**
 - xxi. I shall maintain the required facilitator-to-learner ratios in classrooms and labs.
 - xxii. I shall adjust academic activities to ensure learners have sufficient access to classrooms and labs.
 - xxiii. I shall ensure courses run smoothly according to OKCL guidelines.
 - xxiv. I shall promote the courses and finalize admissions before OKCL deadlines, allowing OKCL/DLC access to students for information sharing.
 - xxv. I shall create and maintain official social media accounts and pages for the Authorized Learning Centre (ALC) on the following platforms: **Facebook, Instagram, and Google Business Profile (Google My Business)**, as may be prescribed by OKCL from time to time.

- xxvi. I shall ensure that the official social media accounts of the ALC remain active and are regularly updated with content pertaining to OKCL-related activities, events, achievements, announcements, and promotional material, in accordance with the guidelines prescribed by OKCL.
- xxvii. I shall follow all official social media platforms and accounts of Odisha Knowledge Corporation Limited (OKCL) and shall actively engage with and promote the content shared through such platforms.
- xxviii. I shall comply with all social media guidelines, branding standards, communication policies, and such other instructions as may be issued by OKCL from time to time with respect to the conduct and management of the ALC's social media presence.
- xxix. I shall verify each learner's identity before submitting admission forms online.
- xxx. I shall ensure regular updates to learner data and report any irregularities, understanding that my authorization may be revoked if issues are not resolved in timely manner.
- xxxi. I shall keep records of study material distribution, signed by the learners.
- xxxii. I shall collect learner feedback and testimonials as required by OKCL.
- xxxiii. **I shall ensure the effective facilitation of learning and provide comprehensive support to all learners enrolled in the online mode. Furthermore, I commit to regularly following up and tracking their learning progression to ensure timely course completion.**
- xxxiv. I shall appoint a single point of contact for all communications with DLC/OKCL and provide their details at registration/renewal.
- xxxv. I shall submit all required information, reports, and clarifications to OKCL/DLC promptly.
- xxxvi. I shall attend all DLC/OKCL meetings and provide necessary updates, including book stock and performance evaluations.
- xxxvii. I will attend all the training held at OKCL headquarters or regional levels at my own expense.
- xxxviii. I will send the Counsellor/Learning Facilitator for training conducted at OKCL headquarters or regional levels at least twice, at my own expense.
- xxxix. **I, or one of my Learning Facilitators, will enroll in the OS-CIT course within 7 days of completing the ALC registration process, and we commit to completing the course within the next three months.**
- xl. I understand that non-cooperation may result in my disengagement as an ALC per OKCL's decision.

SECTION 3: INFRASTRUCTURE SAFETY, SECURITY & DISASTER PREPAREDNESS

I do hereby undertake that:

- i. I shall obtain and maintain a valid Fire Safety Certificate or any other statutory fire safety approval, and comply with all fire safety requirements prescribed by the competent authority.
- ii. I shall take all necessary preventive measures to protect the Centre, its infrastructure, equipment, study materials, and learner records from natural calamities such as cyclones, floods, fire, lightning, and other disasters.
- iii. I shall regularly monitor advisories issued by the India Meteorological Department (IMD) and other Government authorities and take timely precautionary and preparedness measures whenever required.
- iv. I shall maintain proper cleanliness, hygiene, sanitation, and a safe learning environment within the Centre premises at all times.

(Centre Owner Signature with Date)

- v. I shall obtain and maintain adequate insurance coverage for the Centre, covering risks such as fire, theft, burglary, natural calamities, and other insurable risks, wherever feasible.
- vi. I shall ensure that all electrical wiring, equipment, UPS systems, and power installations are properly maintained and inspected periodically to minimize the risk of electrical accidents and fire hazards.
- vii. I shall maintain functional fire extinguishers, first-aid facilities, emergency exits, and emergency contact information at the Centre and ensure that they remain readily accessible.
- viii. I shall ensure that all computer systems, networking equipment, and other infrastructure are adequately protected from power fluctuations, water ingress, dust, and other environmental hazards.
- ix. I shall ensure that the Centre remains fit, safe, and operational for conducting training and examinations, and shall promptly restore normal operations after any disruption.

SECTION 3: RECOMMENDED IT INFRASTRUCTURE

I do hereby undertake that the following infrastructure shall be made available as per the guidelines given in OKCL's Website in this regard:

3.1 Centre Setup:

- 3.1.1. **Central Server and Network:** One server with 10 to 50 workstations connected via LAN, UPS, optional DG set and Power Distribution Network, Network Switch, Modem, peripherals, licensed software (OS, MS Office), and Internet connectivity (ISDN, Leased line, Dial-up, Cable, DSL).
- 3.1.2. **Lecture Room:** Adequate ventilation, comfortable seating, writing board, and optional air conditioning.
- 3.1.3. **Computer Laboratory:** Optional air conditioning, suitable furniture, and ergonomic chairs.
- 3.1.4. **Miscellaneous Areas and Facilities:** Internet access, staff room, drinking water, capacity for 24 to 48 students, adequate lighting, and UPS for all workstations.

3.2 Computing Resources:

- 3.2.1. **Server Configuration:** Intel Core i5 or Above Processor, 16GB RAM, 1TB+ HDD, 10/100 Mbps Ethernet, Windows 10/11, or Server 2012, Antivirus. One server per center, supporting up to 10 clients; increase CPU and RAM if more clients are needed.
- 3.2.2. **Client Configuration:** Intel Core i3 or Above Processor, 8GB RAM, 160GB HDD, 10/100 BaseT PCI Ethernet, Keyboard, Mouse, Headphones per desktop, Webcam Windows 10/11, antivirus. Minimum 10 clients per center.

3.3 Common Requirements:

- 3.3.1. **LAN:** 10/100 Mbps Network Switch (D-Link, Linksys recommended); electrical and LAN wiring perpendicular or 2 feet apart.
- 3.3.2. **Internet:** 1 Mbps Broadband connection for all desktops via shared or proxy server.
- 3.3.3. **Peripherals:** Headphones with mic, web camera (1 per client), printer (600 dpi recommended), scanner (600 dpi recommended).
- 3.3.4. **Power Backup:** UPS, Inverter with battery backup or generator.

SECTION 4: USE OF SOFTWARE

I do hereby undertake that:

- i. I shall only use legally licensed software.
- ii. I shall adhere to all software licensing terms for the products I use and install.
- iii. I understand that OKCL will not provide any type of course related software license.
- iv. I understand that unauthorized or illegal software use is prohibited, and OKCL shall not be responsible for any consequences if these rules are violated.

SECTION 5: EXAMINATION CLAUSES

I do hereby undertake that:

- i. I undertake to conduct the examination only on WORM-approved and authorized machines as per the prescribed guidelines.
- ii. I shall ensure that the examination is conducted in a fair, transparent, and malpractice-free manner.
- iii. I shall immediately report any technical issues or irregularities to the concerned authority through the prescribed support mechanism.
- iv. I understand that any violation of the examination guidelines may result in disciplinary action, including cancellation of the learner's examination result.
- v. I shall ensure that the examination lab, systems, internet connectivity, power backup, and other required infrastructure are fully functional before the commencement of the examination.

SECTION 6: GENERAL CLAUSES

I do hereby undertake that:

1. I understand that the terms and conditions are effective from January 01, 2027 or once my registration as an ALC is completed with OKCL, whichever is earlier. In case of completion of New Centre Registration in calendar year 2026 shall be entitled for Centre Renewal without any additional fee for calendar year 2027 till December 31, 2027; unless earlier terminated. Renewal is subject to OKCL authorization, barring circumstances like withdrawal, unsatisfactory performance, natural calamities, or closure.
2. I shall ensure a minimum of 75 admissions during the year and commit to achieving the additional admissions target jointly set by the DLC and RM of my district. I understand and accept that **if I fail to meet this assigned target, my ALC shall not be eligible for renewal** in the next calendar year.
3. If I am applying for renewal of my existing centre, in the event that I am found ineligible for renewal due to a shortfall in admissions in 2026, I hereby strictly commit to completing _____ **(number) additional admissions by 31st January 2027**. I understand and accept that failure to meet this commitment will result in **the immediate blocking of my Centre**. My Centre shall only be unblocked subject to the consideration and **approval of the RM/ Network Head/ Managing Director (MD) of OKCL**. Furthermore, I acknowledge that these specific admissions are for backlog clearance only and shall **not be counted** towards the **current year's admission count for renewal, nor for any awards, schemes, or rewards**.
4. I understand that achievement of the admission target is not the sole criterion for the renewal of my Centre. I further acknowledge that any misconduct, misbehavior, unethical conduct, or any inappropriate behaviour towards OKCL officials or any action detrimental to the interests, reputation, or policies of OKCL

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may result in the suspension, blocking, or discontinuation of my Centre at any time. Such action shall be communicated through an official email issued by OKCL. I understand that my **ALC Authorization Certificate** will be issued only upon the **successful completion of the registration/renewal process**. In the event that I am found ineligible for renewal due to a shortfall in admissions, I acknowledge that the Certificate will be withheld and issued only after I have successfully completed the required backlog admissions.

5. I understand and acknowledge that this is a performance-based relationship, and maintaining minimum standards is essential for my continuation as an ALC. My performance shall be **evaluated jointly by OKCL and the DLC**, and I accept that failure to meet expectations may result in the **suspension or termination of my Centre at any time**. Accordingly, I strictly commit to achieving the month-wise admission targets and the total annual admission commitment as defined in the table below:

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total

6. I understand that, in the event I fail to renew my Centre for the next academic year, I shall not be permitted to use any promotional materials, logos, trademarks, designs, branding, or any products, services, or intellectual property of OKCL for the promotion, advertisement, or operation of my Centre.

7. **Fee Structure:** I have understood the Fee Structure and its break up as detailed below:

a) New Center Registration Fee: Rs. 22,500/-, break up of which is the following:

- Annual Registration fee: Rs. 6,000/-
- Processing fee: Rs. 500/-
- Application Software to deliver the e-Content based Course: Rs. 11,000/-
- Security deposit in the form of study material: Rs. 5,000/-

b) Center Renewal Fees (Payable Annually starting from 2nd Year onwards): Rs. 6,500/-, break up of which is the following:

- Annual Registration fee: Rs. 6,000/-
- Processing fee: Rs. 500/-

c) Course Fee Sharing Pattern:

Name of Course	Gross Amount to be Collected from Learner	Gross Amount to be Remitted to OKCL	Gross Amount to be Retained by ALC
OS-CIT (Odisha State Certificate in Information Technology)	Rs. 4,000/-	Rs. 1,400/-	Rs. 2,600/-
OCOC (OKCL Career Oriented Courses)	Rs. 5,000/-	Rs. 1,000/-	Rs. 4,000/-

Note: I understand that the above Fee Structure for above courses is applicable w.e.f the date of signing of this document. In case of any revision of Fee Structure or Launching of New Courses, the revised/New Course Fee details shall be notified by OKCL.

8. I strictly undertake to adhere to the Course Fee structure as prescribed by OKCL. I shall **never deviate** from the official fee, nor shall I charge any amount **more or less** than the prescribed Gross Amount from the learners under any circumstances. I understand that collecting extra charges or offering unauthorized discounts is strictly prohibited and may lead to disciplinary action against my ALC.
9. I shall ensure that all wallet recharges are completed **exclusively from my own bank account**. I strictly undertake not to use any third-party accounts or unauthorized sources for recharging the ALC wallet.
10. I understand that the application fees are not refundable under any circumstances after approval of the ALC application for establishment of Centre.
11. I understand that, after one year, I shall undergo a renewal process by paying the renewal fees as per OKCL's terms.
12. I understand and acknowledge that this is a performance-based relationship, and maintaining minimum standards is essential for continuation as an ALC. My performance shall be evaluated by OKCL based on learner feedback and all other responsibilities parameters as set up by OKCL for this association.
13. I understand that OKCL and DLC reserve the right to inspect ALC activities without prior notice.
14. I understand that study material provided to the ALC is strictly for distribution among registered learners at no extra cost and must not be sold, exploited, copied, or used for any other purpose.
15. I understand that, if any provision is found to be illegal or invalid, only that part shall be treated as null and void; the remaining provisions shall remain enforceable.
16. I understand that OKCL may unilaterally amend or revise any terms and conditions in writing or by email.
17. I strictly understand that **promoting, combining, or infringing** upon the proprietary courses of OKCL (such as OS-CIT, OCOC, OS-CIT 'A', OS-CIT 'A+', etc.) with any other unauthorized content or programs is prohibited. I acknowledge and accept that any such violation will result in the **direct and immediate termination** of my Centre, as well as legal course of action may be initiated by OKCL.
18. Code of Conduct: I understand that as an ALC, I need to abide by the code of conduct envisaged by OKCL and:
 - a) Shall adhere to all standards of professional & academic excellence set by OKCL.
 - b) Should I avoid any practice deemed unethical by OKCL.
 - c) Shall maintain the brand reputation of OKCL by not indulging in activities that hurt the general goodwill of OKCL.
 - d) Shall maintain the unique brand value of OKCL's services and not dilute them with any other brand.
19. **Confidentiality:** I undertake to maintain the highest level of integrity and confidentiality related to the documents/information I come across, related to OKCL at all times and will take all necessary precautions to prevent inadvertent or accidental disclosure of all such Confidential information such as learner data, OKCL's operational procedures, marketing methodology, etc., which I may gain access to, regardless of whether I am inside the Premises of OKCL or outside its premises, and whether directly, or through its authorized representatives/ associates. I also undertake to keep confidential all information (written or oral) concerning the business and affairs of the other, which has been obtained or received during the association under this agreement.
20. I understand that, OKCL reserves the right to disengage me as an ALC if I fail to meet my duties or for any other reason, including unethical or undesirable behaviour.
21. Exit Formalities: I understand that, in case of disengagement by OKCL or by myself, I shall follow the Exit Formalities of OKCL, including:
 - i. Handover of OS-CIT study materials (Books)
 - ii. Handover of all promotional materials issued by OKCL

- iii. Handover of Biometric Device, if any.
- iv. Handover of Webcams, if any.
- v. Submission of SMD Refund Format
- vi. Completion of Pending Learner Life Cycle
- vii. Handover of any other material issued by OKCL

22. I understand that any disputes arising from these terms shall first be referred to mutual settlement. If not resolved, decision of Managing Director of OKCL shall be final in this regard.
23. I understand that my authorization is valid as long as I comply with OKCL's rules and regulations; otherwise, it may be cancelled without notice.
24. As ALC's duly Authorized representative, I have thoroughly read, understood, agreed and acknowledge to abide by all the above Terms & Conditions mentioned in the ALC Undertaking.

N.B. Please take special note of the following critical points: (Please tick the checkboxes below after reading)

- i. ☐ **Applicant Details:** Please fill in the applicant details correctly.
- ii. ☐ **Logo Policy:** See **Section 2 (iv)** on the proper use of OKCL/OS-CIT logos.
- iii. ☐ **Exams:** See **Section 5** regarding the conduction of online learner exams at the Centre.
- iv. ☐ **Renewal:** See **Section 6 (Clauses 2 & 3)** for renewal eligibility requirements.
- v. ☐ **Certificate:** See **Section 6 (Clause 4)** for details on the Authorization Certificate.
- vi. ☐ **Performance:** See **Section 6 (Clause 5)** regarding annual performance targets.

DECLARATION

I hereby declare that I have carefully read and understood the critical points listed in the "N.B." section above. I have ticked the respective checkboxes to indicate my explicit acknowledgement and understanding of these specific clauses. I agree to strictly adhere to the guidelines and policies referenced therein as part of my obligations under the ALC Undertaking for the year 2027.

For, Odisha Knowledge Corporation Limited (OKCL) Dr. Manoranjan Puthal Designation: Managing Director Address: Plot no 108/3607, Jayadev Vihar, Behind Pal Heights, Bhubaneswar, Odisha - 751013. Tel.: +91 674 - 2361584 / 2361594 Email: md@okcl.org	For, _____ Shri./ Smt. _____ Designation: _____ Address: _____ Mobile: +91- _____ Email ID - _____
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Applicant's Signature with Seal:

Date:

(Centre Owner Signature with Date)