

₹100



# PROSPECTUS

with application form

NATIONAL INSTITUTE OF OPEN SCHOOLING (MHRD)  
AND  
ASHOK INSTITUTE OF HOSPITALITY & TOURISM MANAGEMENT (ITDC)  
LAUNCH  
HOSPITALITY MANAGEMENT COURSES IN JOINT COLLABORATION



National Institute  
of Open Schooling  
(Under MHRD)

## Unparallel Opportunities in Hospitality Industry

## I N T R O D U C T I O N

India has emerged as one of the top ten tourist destinations in the world. The India Tourism Development Corporation Ltd., ITDC, a Government of India undertaking, has been a pioneer towards the growth of tourism in the country. ITDC currently operates several star-category hotels, luxury resorts, lodges and restaurants across the country.

The National Institute of Open Schooling (NIOS) an autonomous organization under Ministry of Human Resource Development (MHRD) with international recognition and presence, provides access to sustainable and learner-centric quality education, skill up-gradation and training through open and distance learning. NIOS

is also an examining and certifying institution, with its certificates being recognized by all major boards and institutions for further education as well as for jobs.

As a part of social responsibility, and to bridge a wide gap between demand and supply of trained hospitality personnel, ITDC has made significant contribution to human resource development for the hospitality sector. It is presently handling multi-dimensional activities including hospitality related education and career oriented courses through Ashok Institute of Hospitality and Tourism Management, i.e. The HRD division of ITDC.

ITDC, in another pioneering effort, has partnered with NIOS to jointly create, administer and certify one year diploma courses in the following areas:

S. No.	Course Title	Eligibility	Duration of course
1	Diploma in Food Production	10 <sup>th</sup> Pass	1 Year
2	Diploma in Food and Beverage Operations	10 <sup>th</sup> Pass	1 Year
3	Diploma in Housekeeping and Maintenance	10 <sup>th</sup> Pass	1 Year
4	Diploma in Front Office Operations.	10 <sup>th</sup> Pass	1 Year
5	Diploma in Bakery and Confectionary Production	10 <sup>th</sup> Pass	1 Year

\*Commencement of course only on fulfillment of minimum batch size

## OBJECTIVES OF THE COURSES:

1. These courses will help the students in getting latest knowledge and exposure of the hotel industry where ample opportunities can be tapped in for employment purposes.
2. These programmes have been designed keeping in view the requirements of the Indian Hospitality Industry.
3. Along with the theory classes hands-on training will be provided in the Hotel Operational areas.
4. The students will have the advantage of joint certification and recognition from the National Institute of Open Schooling and India Tourism Development Corporation, which will empower them to take challenging assignments.

A bright future awaits the successful students in India and abroad.

## DURATION OF COURSE

Each of the Diploma course will be for duration of one year.

## FLEXI TIMINGS TO PURSUE THE COURSE

- Morning: Monday to Friday
- Evening :Monday to Friday

# Course wise Details

## 1. Diploma in Food Production

Duration: 1Year

Total Fee for the year: ₹60,000

Eligibility: 10th Pass



## MAIN FEATURES

- What is food production? Its importance in Hotel Industry?
- Manual and Mechanical kitchen tools usage and upkeep.
- Mechanical Equipments used in food Production
- Various sections of kitchen and their functioning.
- Inter and Intra departmental co-ordination.
- Organizational structure of food production department in a large, medium and small hotel.
- Job description and job specification of Kitchen staff.
- Cookery terms-Name of Ingredients, vegetables.
- What is cooking? Define various methods of cooking.
- Sauces: Basic Sauces with their Accompaniments and derivatives
- Salads: Salad dressings and derivatives
- Soups: Various types of Soups. Name of National/International soups famous soups
- Stock: Definition of stock. Basic things required to make stock.
- Methods o Cooking. Their advantages and disadvantages.
- Records and registers maintained in kitchen.
- Food preparation Standards and cost control.
- Importance of pest control in Food Production Areas

## 2. Diploma in Food and Beverage Operations

Duration: 1 Year

Total Fee for the year: ₹36,000

Eligibility: 10<sup>th</sup> Pass

### MAIN FEATURES

- What is Food and Beverage Service? Its importance and Significance in Hotel Industry.
- What are various outlets under Beverage Department Service? Give Description.
- Hierarchy of Food and Beverage Department in a Large, Medium and small hotel.
- Job description and job specification of Beverage Department staff.
- Inter and Intra departmental coordination.
- Equipments (with picture) size their usage. (Crockery/cutlery/glassware/Service ware-hollowware and flatware)
- Attributes of Beverage Department personnel.
- Define Mise-en- Place and Mise -en- Scene in a restaurant
- Menu classification- French classification menu. All courses with accompaniments garnishes and crockery, cutlery required.
- Table Laying-step by step procedure. What is cover and its size. Things required laying a cover.
- Various Napkin folds
- Necessary item at the side board.
- Types of Menu: 1.A la Carte 2 Table D Hote
- Types of Breakfast- English, American, Continental, Indian. Various Types of Tea and Coffee. And their Service.
- Room Service Operations
- Bar and bar Operations
- Menu Planning: points to be kept in mind while planning a menu.
- What is Inventory control? Its importance in bar and restaurant.
- Types of Banquet.
- Banquet menu planning

## 3. Diploma in Housekeeping and Maintenance

Duration: 1 Year

Total Fee for the year: ₹36,000

Eligibility: 10<sup>th</sup> Pass



### MAIN FEATURES

- House-Keeping-An Introduction & its importance. What is cleaning?
- Briefing: Do's and Don'ts in House-Keeping. Personal grooming. Schedule and duty roaster of various shifts in H.K.
- Hierarchy of H.K. Department in a large, medium and small hotel.
- Job Description, job specification and activity flow chart of H.K. staff. Inter and Intra Departmental Coordination.
- Equipments used in H.K.-Manual and Mechanical. (With Picture) their proper use and maintenance.
- Different cleaning agents and their use.
- Sections of H.K. (CHK, floor, public area, linen room, Laundry) and their functioning
- Records and registers maintained at CHK, floors, public areas, and linen room.
- Linen Room: functions of linen room, types of linen, standard size of linen. Storage of linen, par stock. Condemnation of linen.
- What is inventory control? Its importance.

- Step by step procedure of cleaning of a room and bathroom (departure/occupied/DND).
- Bed making Procedure and evening Service.
- Flower Arrangement: Different types of flowers their use. Different shapes.
- Key Control: different types of keys used in H.K. Importance of Key Control. Safety of keys.
- Pest Control. Various Pests in hotels and their control

#### 4. Diploma in Front Office Operations

Duration: 1Year

Total Fee for the year: ₹36,000

Eligibility: 10<sup>th</sup> Pass



##### MAIN FEATURES

- Front Office-Meaning, importance and significance.
- Section of Front Office and their functions.(Reception, Reservation, Lobby Manager Desk, Telephone, Front Office Cashier.
- Inter and Intra Departmental Co-ordination.
- Organizational Structure of Front Office department in Large, medium and small Hotel.
- Job Description and job specification of front office staff and activity flow chart.
- Attributes o Front Office Personnel. Do's and Don'ts at front office.
- Duties of various shifts at front office.
- Different Forms and Formats used at Front Office
- Different Types of rooms.
- Different types of Tariff Plans used in Hotels.
- Telephone Etiquettes. Handling of various situations.
- Handling Check-in for FIT'S and Groups
- Step by Step procedure of taking the check -in (Registration) and rooming the guest.
- Duties of Front Office Department before Guest Arrival, During Stay, at the time of check out and after check out.
- Define Night Auditing. Functions .Duties and responsibilities of night auditor.
- Use of Computer at various sections of Front Office.
- C' Form. Passport and VISA formalities.
- Foreign Exchange handling. Payment from cash and credit.
- What is Traveler's Cheque?

#### 5. Diploma in Bakery and Confectionary

Duration: 1Year

Total Fee for the year: ₹60,000

Eligibility: 10<sup>th</sup> Pass



##### MAIN FEATURES

- What do you mean by bakery and confectionary?  
What are the basics of bakery and confectionary?
- Classification of bakery products.
- What is dough, pastes and icings?
- Bakery terminology.
- Hierarchy of bakery department.
- What are various types of pastries
- Decoration of food, mixing food, preparing creams, preparing glazes, preparing sugar paste and short paste items, preparing puff paste items, preparing breads, buns and other yeast based items, preparing choux paste items, preparing pancakes and fritters, preparing different types of cakes.
- Various food items & their storage temperature.

## AGE LIMIT

There is no upper age limit for admission in any of the courses. However minimum age limit for getting admission is 15 years as on 31st December, 2011.

## SELECTION CRITERIA

Students meeting criteria of age and Qualification will be considered for admission on 'First come First serve' basis as per availability of seats per course.

# PROCEDURE FOR ADMISSION

- The application form and prospectus may be downloaded from the website [www.nios.ac.in](http://www.nios.ac.in) or [www.theashokgroup.com](http://www.theashokgroup.com). It can also be purchased from the concerned Accredited Vocational Institute on payment of ₹100 through Demand Draft. A receipt for the payment will be given, which the students should retain and attach with the form later.
- Application for admission must be filled in the prescribed form as given in the Annexure C.
- Duly filled in application form along with the fees and documents mentioned below is to be deposited at the Ashok Institute of Hospitality & Tourism Management, C-12/A, Qutub Institutional Area, New Delhi.
- If the form is downloaded from the website then a Demand Draft of ₹100 towards the cost of Prospectus drawn in favour of MPDC, ITDC, New Delhi payable at New Delhi, should be attached with the form

*Note: In case the prospectus is purchased in person from any Accredited Vocational Institute, cost of prospectus will have to be paid only once at the time of purchase of prospectus.*

### Documents to be attached with the form

1. School Leaving Certificate
2. Attested copy of 10th mark sheet.
3. Medical Fitness Certificate as per format given on Annexure D from a Government Hospital or a registered Medical Practitioner.
4. Requisite fee/demand draft drawn in favour of MPDC, ITDC, New Delhi should be submitted to the AIH&TM, ITDC, New Delhi.
5. A receipt of ₹100/- paid towards the cost of Prospectus.

**Application forms will NOT be accepted by NIOS directly either at its counter or by post or any of the regional centres**

## FEE STRUCTURE

S. No.	Course Title	Total Fee for the year
1	Diploma in Food Production	₹60,000
2	Diploma in Food and Beverage Operations	₹36,000
3	Diploma in Housekeeping and Maintenance	₹36,000
4	Diploma in Front Office Operations.	₹36,000
5	Diploma in Bakery and Confectionary Production	₹60,000

## HOW TO DEPOSIT COURSE FEE

- Students will be required to pay the fees one time or half yearly basis as per convenience in the beginning to AIH&TM through Demand draft drawn in favor of MPDC, ITDC, New Delhi.
- In case the fee is paid half yearly, the balance amount will have to be paid after 5 months after commencement of the course. The fee submission dates will be announced later by AIH&TM.
- A late fee of ₹100 per day will be charged to the students who fail to deposit the balance fee by the due date announced by AIH&TM.

## DATES FOR ADMISSION

- The last date for acceptance of filled in application forms along with all required documents will be accepted at AIH&TM, Delhi till 5.00 pm on 15th December, 2011.
- The classes for the students enrolled in the first batch of all the course will begin from the first week of January 2012.

## RULES FOR REFUND OF COURSE FEE

- Institute reserves the right to extend/postpone/cancel any course without giving prior notice/reason in cancellation of course.
- The fee shall be refunded 100% to the candidate in case of cancellation of the course.
- The course fee once deposited shall not be refunded under any circumstances except in case of cancellation/postponement of the course.
- However, 75% of the fee will be refunded in case the candidate gives an application for withdrawal within 10 days of admission on or before commencement of course.

## IMPORTANT DATES TO REMEMBER

- The last date for acceptance of filled in application forms along with all required documents will be 15th December, 2011 till 5.00 pm at AIH&TM, C-12 A, Qutub Institutional Area, New Delhi.
- Classes for students enrolled in first batch of all the courses will begin from the first week of January 2012.

## ATTENDANCE

Minimum attendance of 65% is required for all courses as eligibility criteria for sitting in the final examinations. In case of illness, medical certificate from a Government Hospital has to be submitted.

## MINIMUM PASSING PERCENTAGE

Minimum passing percentage is 40% for Theory and 50% for Practical for all the courses.

## ASSESSMENT

- Considering the practical nature of these vocational courses, more emphasis is on evaluation of skills acquired during the course of study. The component of internal assessment has also been introduced to ensure continuous evaluation. Thus, there will be three components of evaluation:
- Theory Examination - 30%
- Practical Examination - 70%
- Internal Assessment - Internal Assessment will be a part of practical and 30% weight age will be given to internal assessment

## EXAMINATION FEE

1. All candidates will have to pay the examination fees. The fees will have to be paid through a Demand draft of ₹150 drawn in favour of Secretary, National Institute of Open Schooling, payable at New Delhi.
2. A student will get total of 4 chances within 2 years to clear the exams conducted by NIOS. The examination fee has to be paid for every chance taken.

## GENERAL INSTRUCTIONS

1. Apply for admission only on the forms available in the Prospectus (or downloaded from the NIOS or ITDC website).
2. Ensure your eligibility before filling up the form. You will not get admission in case any of the eligibility criteria is not fulfilled and fee will be forfeited without any intimation.
3. Fill in the form legibly in CAPITAL letters. Avoid overwriting.
4. Leave space between parts of Name, Father's Name, etc. Do not write Mr., Mrs., Shri, Kum., etc. before any name.
5. List of available courses and centres are given in annexure A and B along with their code numbers. Fill up the course code and centre code carefully.
6. Incomplete admission forms without supporting documents will be rejected.



**Courses offered****ANNEXURE A**

List of courses offered	Code no.
1. Diploma in Food Production	725
2. Diploma in Food and Beverage Operations	726
3. Diploma in Housekeeping and Maintenance	727
4. Diploma in Front Office Operations	728
5. Diploma in Bakery and Confectionery Production	729

**Accredited Student Centres of NIOS****ANNEXURE B**

S. No.	List of centres	Location	Code no
1.	The Ashok	50 B Chanakyapuri, New Delhi	990267
2.	Hotel Samrat	Kautilya Marg, Chanakyapuri, New Delhi	990268
3.	Hotel Janpath	Janpath, New Delhi	990269
4.	Hotel Kalinga Ashok	Gautam Nagar, Bhubaneswar, Orissa	650036
5.	Hotel Jaipur Ashok	Jai Singh Circle, Bani Park, Jaipur, Rajasthan	670199
6.	Hotel Bharatpur, (Ashok (Forest Lodge))	Keoladeo National Park, Bharatpur, Rajasthan	670198
7.	Hotel Pondicherry Ashok	EastCoast Road, Kalapet Beach, Puducherry	810003
8.	Hotel Lalitha Mahal Palace	Mysore, Karnatka	580032
9.	Hotel Lake View Ashok	Shamla Hills, Bhopal, Madhya Pradesh	600143
10.	Hotel Jammu Ashok	Opposite Amar Mahal, PB:60Jammu Tawi, Jammu and Kashmir	570032
11.	Hotel Patliputra Ashok	Beer Chand Patel Path, Patna, Bihar	530087
12.	Hotel Ranchi Ashok	P.O. Hinno Doranda, Ranchi, Jharkhand	760028
13.	Hotel Brahmputra Ashok	MG Road, Guwahati, Asham	520012

**NATIONAL INSTITUTE OF OPEN SCHOOLING**  
(An autonomous organization under MHRD, GOVERNMENT OF INDIA)  
**AND**  
**ASHOK INSTITUTE OF HOSPITALITY AND TOURISM MANAGEMENT**  
(Division of India Tourism Development Corporation, Ministry of Tourism, Govt. of India)

**Admission Form**

(To be filled by the candidate)

Enrolment No. (to be given by AVI)

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**PLEASE FILL IN CAPITAL LETTERS**

1. NAME OF THE COURSE .....
2. COURSE CODE .....
3. DURATION OF THE COURSE ..... YEAR .....
4. CENTRE CODE NO. ....

**PROFILE OF CANDIDATE**

5. NAME OF THE CANDIDATE .....
6. NAME OF FATHER .....
7. NAME OF MOTHER .....
8. DATE OF BIRTH 

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 DD MM YEAR
9. AGE ..... SEX( MALE/FEMALE) .....
10. PERMANENT ADDRESS .....

Please affix one  
passport size,  
(attested  
photograph by a  
gazetted officer)

Signature of the student

TELEPHONE / MOBILE NUMBER .....

11. PRESENT ADDRESS ( If other than above) .....

TELEPHONE / MOBILE NUMBER ..... PIN CODE .....

12. NATIONALITY .....

**FATHER'S /GUARDIAN'S PARTICULARS**

- A) NAME .....
- B) OCCUPATION .....
- C) NATIONALITY .....
- D) ANNUAL HOUSEHOLD INCOME .....
- E) SIGNATURE OF FATHER/MOTHER / GUARDIAN .....

**ACADEMIC RECORD OF THE CANDIDATE:**

EXAM	BOARD	YEAR OF PASSING	SUBJECTS	MARKS OBTAINED	%AGE OF MARKS

13. PROFESSIONAL QUALIFICATION (if any) .....

.....

.....

14. PRESENT OCCUPATION (if employed, give details of the employer as mentioned below)

15. NAME OF COMPANY .....

16. ADDRESS .....

17. TELEPHONE NO. ....

18. CONTACT PERSON ..... PH .....

19. WHETHER SPONSORED BY THE EMPLOYER (PLEASE TICK) YES/ NO .....

20. IF YES, (please get signatures & seal of sponsoring authority)

NAME ..... SIGNATURE ..... SEAL OF COMPANY .....

21. DETAILS OF FEE

DEMAND DRAFT NO ..... DATE ..... AMOUNT .....

22. DRAWN ON BANK (Name and Branch of bank) .....

**DECLARATION BY APPLICANT:**

I declare that all the above details furnished by me are true in all respects. In case any information is found to be incorrect, my admission is liable to be rejected by the institution.

DATE .....

PLACE

.....  
(SIGNATURE OF THE CANDIDATE)



**NATIONAL INSTITUTE OF OPEN SCHOOLING  
AND**

**ASHOK INSTITUTE OF HOSPITALITY AND TOURISM MANAGEMENT**



**FORM OF MEDICAL CERTIFICATE  
(To be submitted at the time of admission)**

I certify that I have carefully examined Mr. / Ms. / Mrs. ....

son/ daughter/ wife of Mr. ....whose signature is given below. As a result of his/ her examination I certify that nothing has been found which may disqualify him/ her from submission to a course in a Technical Institute. I have further to report that:

1. His/ her eyes appear to be .....
2. His/ her heart & lungs are clear .....
3. His/ her chest measurement is normal .....expanded .....
4. His/ her weight is .....
5. His/ her height is .....
6. He/ she wear glass/ do not wear glass ..... vision .....
7. He/ she have no disease, mental and physical, which makes him/ her unfit in the near future for an active life and studies as well as practical.
8. He/ she does not suffer from:

- Infections skin diseases
- Psoriasis follicles
- Tuberculosis
- Trachoma
- STD
- Epilepsy
- Leucoderna/ Leprosy

.....  
**Medical Practitioner's Signature & Stamp**

Mark of Identification .....

Registration No .....

Signature of Candidate .....

Address

.....

.....

.....

Telephone No .....



**NATIONAL INSTITUTE OF OPEN SCHOOLING**

(An Autonomous Organization under MHRD, Government of India)

AND

**ASHOK INSTITUTE OF HOSPITALITY AND TOURISM MANAGEMENT**

(Division of India Tourism Development Corporation, Ministry of Tourism, Govt. of India)

**Application Form for Obtaining Duplicate Certificate/Marks Statement etc.**

1. Enrolment No. ....
2. Name of the student (in CAPITAL letters) .....
3. Father's/Mother's Name .....
4. Name of Certificate Required .....
5. Name and Year of Exam .....
6. Result .....
7. Mode of Payment : Cash/Bank Draft

B.D. No..... Amount..... Date .....

Bank .....

(N.B.: Bank Draft must be drawn in favour of Secretary, NIOS, NOIDA, payable at NOIDA.)

8. Address (in CAPITAL letters) .....
- ..... (PIN Code) .....

Place : .....

Date: .....

Signature of the Student

**FOR OFFICE USE ONLY**

Enrolment No .....

Name of the Student .....

Marks Obtained .....

	<b>Subject Code</b>	<b>TH</b>	<b>PR</b>	<b>INT</b>	<b>Total</b>
1.	.....	.....	.....	.....	.....
2.	.....	.....	.....	.....	.....
3.	.....	.....	.....	.....	.....

**RESULT :** .....

Signature of D.A.

## Important Notes

1. Read the Instructions carefully before filling the form
2. Use separate form for each certificate.
3. 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.
4. Triplicate copy of the passing certificate shall not be issued unless the Director (Eva.) is satisfied that duplicate copy has been actually lost/ destroyed.
5. 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. 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.
6. 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.

Fees prescribed for various certificates are as follows:

Duplicate copy of Certificate	: Rs. 100.00
Duplicate copy of the Statement of Marks	: Rs. 100.00
Postal Charges (if the documents is required by Regd. post)	: Rs. 40.00

**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.**

**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.**

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.

Roll No. .... Signature of the Student. ....

Date . .... Address. ....

.  
Place .....

**Court Seal : Sworn before me 1st Class Magistrate.**

## List of Regional Centres of NIOS

Sl. No.	Name of the Region	Address of the Regional Centre	States Covered
01.	Regional Centre - Delhi - I	Sh. S.K. Misra Regional Director, A 31, Institutional Area, NH 24, Sector - 62, NOIDA . Distt - Gautam Budh Nagar, Uttar Pradesh Ph(O) : 0120-2404915,2404914 Fax: 0120-2404916 E-mail : <a href="mailto:rcdelhi@nios.ac.in">rcdelhi@nios.ac.in</a>	East Delhi, North Delhi, North East Delhi, North West Delhi, Jhajjar, Gautam Budh Nagar, Ghaziabad
02.	Regional Centre - Delhi -II	Sh. S.K. Misra Regional Director, A 31, Institutional Area, Sector - 62, NOIDA . Distt - Gautam Budh Nagar, Uttar Pradesh Ph(O) : 0120-2404915,2404914 Fax: 0120-2404916 E-mail : <a href="mailto:rcdelhi@nios.ac.in">rcdelhi@nios.ac.in</a>	South Delhi, West Delhi, South West Delhi, Central Delhi, New Delhi, Gurgaon, Faridabad
03.	Regional Centre - Hyderabad	Regional Director, House No. 17-26, Sree Nagar Colony, Road No. 5, Dilsukh Nagar, Hyderabad (AP) Ph.: (O) 040-24162859, Fax : 091-040-24060712 E-mail : <a href="mailto:rchyderabad@nios.ac.in">rchyderabad@nios.ac.in</a>	Andhra Pradesh except the districts Vishakhapatnam, Srikakulam, Vizianagram, East & West Godavari, Krishana and Khammam
03a.	Sub-Regional Centre - Vishakhapatnam	Sh. Badagala Vara Prasada Rao Regional Director, 5th Floor, B Block, VUDA Complex, Siripuram, Visakhapatnam, Andhra Pradesh Ph.: 0891-2564584, Fax : 0891 - 2792713 E-mail : <a href="mailto:srcvisakhapatnam@nios.ac.in">srcvisakhapatnam@nios.ac.in</a>	Vishakhapatnam, Srikakulam, Vizianagram, East & West Godavari, Krishana and Khammam Districts of Andhrapradesh
04.	Regional Centre - Guwahati	Sh. K.L Gupta Regional Director, Building of Assam Publication Board, I Floor, Near Board of Secondary Education Assam, Bamunimaidam, Guwahati-781021 (Assam) Ph.: (O) 0361-2650541, 2651201, Fax : 0361-2650542 E-mail: <a href="mailto:rcguwahati@nios.ac.in">rcguwahati@nios.ac.in</a>	Nagaland, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram and Tripura
05.	Regional Centre - Pune	Sh. Sanjay Sinha Regional Director, C/o. Indian Institute of Education, 128/2, J.P. Naik Road, Kothrud, Pune-411029 (Maharashtra) Ph.: (O) 020-25444667, 25439763 Fax: 020-25444667 E-mail: <a href="mailto:rcpune@nios.ac.in">rcpune@nios.ac.in</a>	Maharashtra, Goa Daman & Diu

06.	Regional Centre - Chandigarh	Dr. Rajesh Kumar Regional Director, YMCA Complex, Sector-11C, Chandigarh - 160011, Ph.: (O) 0172-2744915, 3950979, Fax : 0172-2744952 E-mail: <a href="mailto:rcchandigarh@nios.ac.in">rcchandigarh@nios.ac.in</a>	Haryana (excluding Faridabad, Gurgaon & Jhajjar), Himachal Pradesh, Punjab, Jammu and Kashmir and Chandigarh
07.	Regional Centre - Kolkata	Sh. Aditi Ranjan Rout Regional Director, 10/1/H, Diamond Harbour Road, Kolkata -700027 (WB) Ph.: (O) 033-24797714, Fax.: 033-24797707 E-mail: <a href="mailto:rc Kolkata@nios.ac.in">rc Kolkata@nios.ac.in</a>	Sikkim, West Bengal and Andaman & Nicobar Islands
08.	Regional Centre - Bhubaneswar ,	Sh. Rushi Kumar Rath Regional Director, Adivasi Exhibition Ground Unit 1, Bhubneswar -751 009, Orissa Ph: 0674-2740208, Fax : 0674-2597287, E-mail: <a href="mailto:rcbbsr@nios.ac.in">rcbbsr@nios.ac.in</a>	Orissa
09.	Regional Centre - Patna	Dr. T.N. Giri Regional Director, Lalit Bhawan, Ground Floor, Patna -800001 (Bihar) Ph.: (O) 0612-2545051, Fax: 0612-2545470 E-mail: <a href="mailto:rcpatna@nios.ac.in">rcpatna@nios.ac.in</a>	Bihar & Jharkhand
09A	Sub Centre Darbhanga,	Regional Centre Moh-Khan Chowk, Near Main Khan Chowk, PO Lal Bagh Distt - Darbhanga - 846004 Ph : 0627-2250628	North Bihar
10.	Regional Centre - Kochi	Sh V.S. Raveendran Regional Director, 34/2470 C, 2nd floor, Mamangalam, Palarivattom PO, Kochi- 682025, Kerala Ph.: (O) 0484-2335714, Fax: 0484-2335533 E-mail: <a href="mailto:rc Kochi@nios.ac.in">rc Kochi@nios.ac.in</a>	Tamilnadu, Kerala and Puduchery
11.	Regional Centre - Jaipur	Smt. Bhawna Dhyani Regional Director, D-11,12, Roop Vihar colony, Mohan Marg, Opp. Karali Garden, New Sangner Road, Sodala, Jaipur, Rajasthan - 302006 Ph.: (O) 0141 - 2292818, 2290057 Fax: 0141-2292819 E-mail: <a href="mailto:rcjaipur@nios.ac.in">rcjaipur@nios.ac.in</a>	Rajasthan

12.	Regional Centre - Bhopal	Dr. A.K. Sharma Regional Director, Manas Bhavan, Shymla Hills, Bhopal, Madhya Pradesh Ph : 0755-2660331,2661842 Fax: 0755-2661842 E-mail: <a href="mailto:rcbhopal@nios.ac.in">rcbhopal@nios.ac.in</a>	Madhya Pradesh, Chhatisgarh
13.	Regional Centre - Allahabad	Sh. Anil Kumar Regional Director, 19/17 Kasturba Gandhi Marg, Allahabad - 211002 Ph : (O) 0532-2548154, Fax : 0532-2548149 E-mail: <a href="mailto:rcallahabad@nios.ac.in">rcallahabad@nios.ac.in</a>	UttarPradesh
14.	Regional Centre - Dehradun,	Regional Director, 69/106, Niranjapur, Opp. I.T.I., Dehradun - 248001 Ph: 0135-2629166, 2623929 E-mail: <a href="mailto:rcdehradun@nios.ac.in">rcdehradun@nios.ac.in</a>	Uttrakhand, Meerut, Bagpat, Saharanpur, Muzzafarnagar, Moradabad & JP Nagar (Amroha), distt. of UP
15.	Regional Centre - Gandhi Nagar	Sh. Pradeep Kumar Office of the Gujarat Secondary & Higher Secondary Education Board, 2nd Floor, Sector 10/B, Near Old Sachivalaya, Gandhi Nagar -382010, Gujarat Ph : (O) 079-23220410 Fax Number :- 079-23220411 E-mail: <a href="mailto:rcgandhinagar@nios.ac.in">rcgandhinagar@nios.ac.in</a>	Gujarat
16.	Regional Centre - Bengaluru	Sh. S. Chandra Sekhar Regional Director, Office of the Director(Vocational Education), 3rd Floor, PUE Bhawan, 18th Cross, Sampige Road, Malleswaram, Bengaluru, Karnataka -560012 Ph : (O) 080-23464223, Telefax : 080- 23464222 E-mail: <a href="mailto:rcbengaluru@nios.ac.in">rcbengaluru@nios.ac.in</a>	Karnataka

**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.

Published in part I Sec. OF No. 42 of the Gazette of India on Saturday the 20th October, 1990

## **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 (list available at Annexure G)
2. For any Information, Contact on Toll Free No. 1800 180 9393

### **For non-receipt of I-Card**

Your AVI will issue the I-Card. If the AVI does not respond then contact the concerned Regional Center.

### **For Date-sheet and Examination Intimation Card**

Your AVI 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 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 Annexure F) 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](http://www.nios.ac.in)**



For details, please contact:

DGM (HRD)

Ashok Institute of Hospitality & Tourism Management

C-12 A, Qutub Institutional Area, New Delhi

Phone: 011-26602346/26602347/26602348

Fax: 011-26961844

Director (Vocational Education)

National Institute of Open Schooling

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

Phone: 0120-4089835

Fax: 0120 4089819