



महाराष्ट्र MAHARASHTRA

2025

EA 359977

अनुक्रमांक 768420
दिनांक 12-Aug-25
मुद्रांक शुल्क रक्कम 500/-
दस्ताचा प्रकार Agreement
दस्त नोंदणी करणार आहेत का ? YES/No
मुद्रांक विकत घेणाऱ्याचे नाव व पत्ता Tata Consultancy Services Ltd
Fort Mumbai
दुसऱ्या पक्षकाराचे नाव
हस्ते व्यक्तीचे नाव व पत्ता S. Mutalik, Pune 30
मुद्रांक विकत घेणाऱ्याची सही सौ. सुचेता सुहास देशपांडे
परवाना क्र . 2201118
५९२/२ बुधवार पेठ , पुणे - २.
ज्या कारणासाठी ज्यांनी मुद्रांक खरेदी केला आहे त्याच कामासाठी
मुद्रांक खरेदी केल्यापासून ६ महिन्यात वापरणे बंधनकारक आहे .



This stamp paper is an integral part of this Agreement for Services and SOW executed between Tata Consultancy Services Ltd. and Dr. B.R. Ambedkar Open University



AGREEMENT FOR SERVICES

THIS AGREEMENT FOR SERVICES (herein after referred as "Agreement") is made effective as of 22nd September 2025 by and between

Tata Consultancy Services Limited, a company incorporated under the Companies Act 1956, with its corporate office located at TCS House, Raveline Street, 21 D. S. Marg, Fort, Mumbai 400001, herein after referred as '**TCS**' (which expression shall include its successors and assigns) and the Customer entity named in the signature block below, with other details thereof set out in Schedule 1- Contract Details, herein after referred as a '**Dr. B. R. Ambedkar Open University**' (which expressions shall, unless the context requires otherwise, includes its successor in business and permitted assigns).

In this Agreement, TCS and Dr. B. R. Ambedkar Open University are collectively referred as "Parties" and individually as a "Party".

WHEREAS TCS has developed a proprietary business concept titled as 'IT-as-a-Service' aimed at delivering an integrated suite of end-to-end business solutions including updating data online and cloud services to small and medium businesses (SMB), involves use of shared software applications owned or licensed and hosted by TCS at a centralized TCS facilities.

AND WHEREAS Customer desires to avail of services of TCS as more fully described in the applicable Statement of Work and TCS agrees to provide such services in accordance with the terms and conditions set out in this Agreement and the applicable Statement of Work.

NOW THIS AGREEMENT WITNESSETH:

1. Definitions :

- a. **"Authorized Users"** means only those individuals (working for and on behalf of Customer, or for Customer's clients, students of the Customers or individual clients of the Customer) identified by the Customer who have a bona fide need to have access to TCS Application System in connection with the use of Services by Customer under this Agreement.
- b. **"Customer Data"** means all applicable information, data and materials furnished or made available to TCS and/or introduced in the Services Environment by or on behalf of Customer, using the TCS Application System and/or Services.
- c. **"Confidential Information"** means and include all business strategies, plans and procedures, proprietary information, software program, documentation, tools, processes, methodologies, data and trade secrets, information relating to customers, employees, or business partners, and any other designated confidential or proprietary information and materials of the Disclosing Party, its affiliates, clients or suppliers, that may be received or obtained by the Receiving Party as a result of this Agreement. The terms "Disclosing Party" and **"Receiving Party"** shall have the meaning assigned to each of them in Clause 10.
- d. **"Hosting Environment"** means TCS's servers within the facilities and environment managed and utilized by TCS to provide the Services to Customer, including all software, servers, hardware, networks, equipment, and telecommunications facilities and the technology installed within such environment.
- e. **"Intellectual Property Rights"** means any and all intellectual property rights and industrial rights of any kind, including without limitation, copyrights, patents, trademarks, design rights and trade secrets and any other form of related protection, statutory or otherwise, wherever in the world subsisting, whether registered or not.
- f. **"Personal Data"** means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person. Personal Data introduced in the Services Environment by or on behalf of Customer would also be Customer Data.



- g. **"Services"** means the services to be performed by or on behalf of TCS under this Agreement as specified in detail under applicable Statement of Work
- h. **"Services Commencement Date"** means the date as notified in writing by TCS to the Customer on which the Services are agreed to be commenced.
- i. **"Services Environment"** means collectively or severally (as the context may require) the Hosting Environment and TCS Link.
- j. **"Statement of Work"** means a statement of work as per the format prescribed in Schedule 2 and executed by the Parties pursuant to the terms of this Agreement (including any Schedule, Exhibit or Appendices to Statement of Work, whether now existing or subsequently executed by the Parties), describing the Services to be provided to the Customer.
- k. **"Taxes"** means any sales, use, value added tax, service tax or any other taxes of similar nature or any similar, additional or replacement duty, levy or tax applicable to or in connection with the charges payable or Services rendered under this Agreement, other than tax based on TCS's income.
- l. **"TCS Application System"** means the specific software applications/solutions whether owned or licensed by TCS in relevant Statement of Work, which TCS will host on its Services Environment for the provision of Services under this Agreement including Services related to updating data online in TCS Application System includes, without limitation, proprietary software programs, processes, algorithms, user interfaces, know-how, techniques and other tangible and intangible technical material or information and the technology installed within TCS Application System.
- m. **"TCS Link"** means a link either by way of a link located at a URL or a physical port prescribed by TCS established, provided and maintained by TCS, as part of the Services, for connecting to TCS Application System.
- n. **"Use"** means using and/or accessing the TCS Application System by the Authorised Users, for the purposes of executing, processing, transmitting, transferring, loading and storing of data in connection with the Services rendered by the TCS under this Agreement, in terms of this Use Terms.
- o. **"Use Terms"** means the terms and conditions applicable for use of the respective items of TCS Application System, as identified in Clause 5.

2. Scope of Services:

- a. Services: The scope of **Services** to be provided by TCS to Customer shall be as per the applicable Statement of Work and its Exhibits. TCS will host on TCS's **Services Environment** at TCS designated location(s), the **TCS Application System**, for provision of such Services. TCS reserves the right to modify the **Services Environment** without impacting the **Services**. The Services may commence on the Service Commencement Date. If the Parties desire to modify the Statement of Work in any manner, the Parties agree that such change, to **Statement of Work** and its corresponding change to other Schedules hereto shall be implemented in accordance with the Change Control Procedure as defined herein below. .
- b. Permitted Use of Services: Customer's use of TCS Applications System shall always be subject to the Use Terms stipulated in Clause 5. In case the TCS Application System includes a third party software (identified in **Statement of Work**), and where such third party licensor requires Customer to sign a license agreement, the Customer agrees to execute such third party software license agreement, which shall prevail upon any conflicting provisions herein. Such third party software license agreement shall become a part of this Agreement.

3. Obligations of Customer:

Customer undertakes to comply with all the access authorization and access controls for the Customer's and its Authorized Users access to the Services Environment as may be prescribed by TCS. Customer shall limit the access to Services Environment only to the Authorized Users. Customer shall have complete responsibility and liability for the acts and omission of its Authorized Users. Customer shall defend, indemnify and hold TCS

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harmless from and against any claim, proceeding, judgment, costs and expenses (including, reasonable attorney fees) to the extent based on the acts and omission of its Authorized Users.

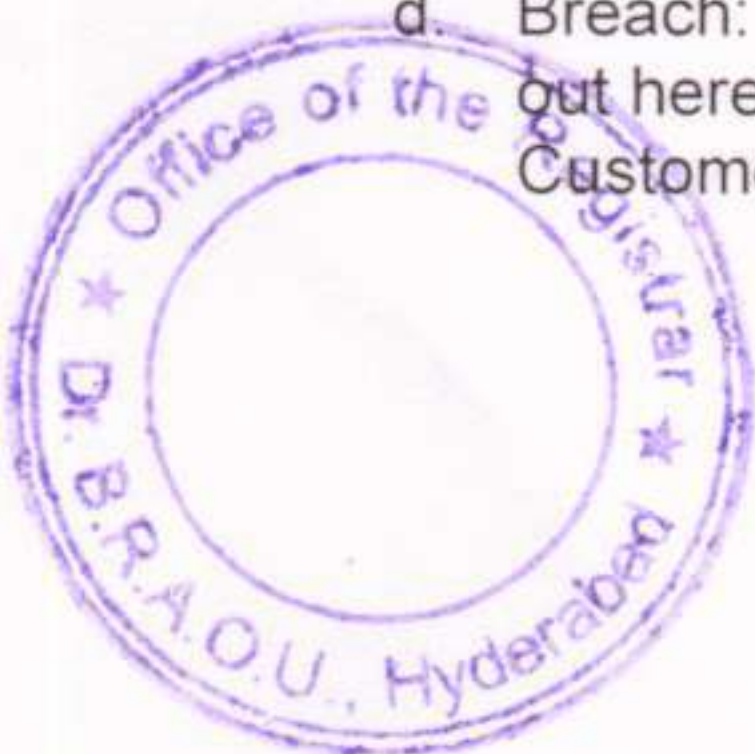
Further, Customer warrants that all the data uploaded by the Customer or its Authorized Users into TCS Application System, do not infringe, violate, or misappropriate any Intellectual Property Rights of any third party and the Customer shall be responsible and liable for posting, uploading, inputting, providing or submitting such data in to TCS Application System.

Each Authorized Users shall follow the security policies and rules as have been notified by TCS. Customer acknowledges that the Services offered by TCS under this Agreement are not the data processing services but are in the nature of information technology infrastructure and application services for Customer's own data processing and business use only and agrees that the Customer shall not, in any way, commercially exploit the Services otherwise. Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data. The Customer shall notify TCS immediately of any unauthorized use of the Services or Services Environment. Customer undertakes that all Customer Data will not infringe the intellectual property rights of any third party.

4. Proprietary Rights:

- a. Intellectual Property Rights: All rights, title and interests in and to the Services Environment, TCS Application System and any other material used by TCS in the provision of the Services shall exclusively belong to TCS or its licensors ("TCS Proprietary Material"). Any and all Intellectual Property Rights with respect to the Services and the TCS Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to TCS or its licensors and the Customer shall not be entitled to claim any rights therein. All rights, title and interests in the Customer Data shall always remain with Customer. However, TCS shall have the right and license to use the Customer data for support purposes. Customer agrees that TCS shall have the right to list Customer name in its marketing material and use Customer logo with respect to such listing and for reference purposes. The Customer acknowledges that the provision of the Services hereunder by TCS shall be on a non-exclusive basis and TCS shall be free at all times to provide the services or perform obligations same or similar to the Services and obligations envisaged hereunder to any of its other clients, either existing or future, and nothing herein shall preclude TCS from providing such services or performing such obligations to its other clients. Similarly Customer agreement is also non-exclusive., and the customer shall be free to avail any similar services from any other service provider.
- b. Restrictions on Copying: Copying of the TCS Application System is prohibited except with TCS's prior written consent and authorization. Neither Customer nor any Authorized User is authorized to sell, license, sublicense, distribute, assign, transfer or distribute or timeshare the TCS Application System or otherwise grant any right to any third party (other than Authorized Users). Any attempted sale, licensing, sublicensing, distribution, marketing, assignment or time sharing including by interactive cable or remote processing services or otherwise shall be null and void. Customer is not entitled to, and shall not make or permit others to, reverse engineer, disassemble, de-compile, recreate, enhance or modify the TCS Application System or any part thereof or to create enhancements to or derivative works of the TCS Application System or any portions thereof.
- c. Proprietary, Confidentiality Markings or Notices and Trademarks: Customer shall retain all of TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on the TCS Application System. Customer shall not, permit any Authorized Users or other persons to, remove, alter or otherwise render illegible any of TCS's Logo, Trademark, Copyright notice or other proprietary or confidentiality markings that may be placed on the TCS Application System or components thereof provided to Customer hereunder. Customer shall not remove or alter TCS's and/or its licensors' Logo, Trademark, Copyright notice and other proprietary markings or notice on all copies of the TCS Application System or any part thereof including the documentation. Customer will have no rights in any trademarks or service marks or trade names adopted by the TCS and/or its licensors for the TCS Application System or any part thereof. TCS shall also not use customer name, logo or any other material without formal consent/approval.
- d. Breach: Should the TCS Application System be Used beyond the Use rights by Authorized Users as set out herein, TCS shall notify Customer in writing requiring Customer to cure the breach of Use Terms and if Customer does not cure such breach within 10 days (or such other period that the TCS may permit upon

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Customer's request), of receipt of written notice from TCS then TCS shall be entitled to terminate the Use rights granted hereunder in respect of such TCS Application System, without prejudice to any other rights or remedies TCS may have under this Use Terms or otherwise.

5. Use Terms:

- a. Usage rights: (i) Subject to the terms and conditions set forth in this Use Terms, effective upon TCS permitting access to Customer of the TCS Application System through any means, TCS hereby grants to Customer the right to Use as specifically permitted under this Use Terms and to permit Authorized Users to Use the TCS Application System during the Term of this Agreement. The forgoing does not (a) authorize installation of the TCS Application System other than on Service Environment, (b) permit Use of the TCS Application System for any purpose other than as permitted under this Use Terms, or (c) permit Use of the TCS Application System to any Person other than Authorized User. Any extension or change of the contractual use of the TCS Application System requires TCS' prior written consent and authorization. Customer is responsible to ensure compliance with all usage restrictions and other applicable terms and conditions of this Use Terms by each Authorized User. Any breach or non-compliance of the terms and conditions of this Use Terms by any Authorized User shall be deemed to be a breach or non-compliance by Customer. Customer will indemnify and defend the TCS in respect of any breach of this Use Terms to the extent that such breach arises from any act (or failure to act) by the Authorized Users.
- b. The usage rights granted herein and the provisions of this Use Terms do not grant or convey to Customer any ownership rights and interest or title in or to the TCS Application System any Intellectual Property Rights therein nor do they permit Customer to make derivative works or to make copies of the TCS Application System. To the extent that TCS Application System consists of any software codes, such material, when delivered to Customer pursuant to this Use Terms, shall be delivered by TCS in Object Code form only and Customer shall not have any right or license with respect to the Source Code or data base design of the TCS Application System.

6. Compensation:

The payment terms will be defined in the respective Statement for Work(s) which shall be signed between TCS and the Customer for the services being provided to the Customer.

7. Processing Norms:

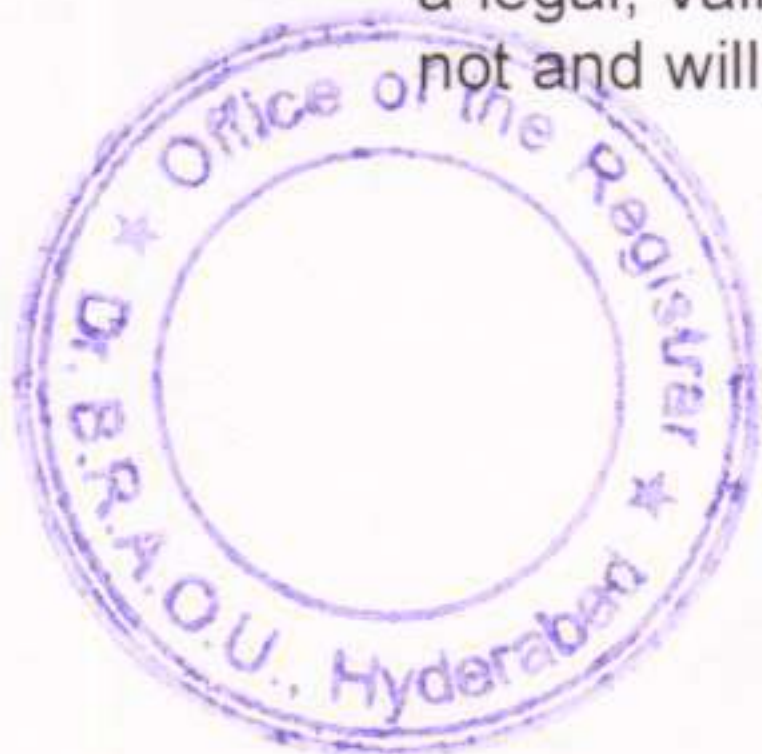
Both Parties acknowledge and agree that the provision of certain Services under this Agreement may require TCS to interact with the clients and suppliers of Customer relating to the Services as special agent for and on behalf of the Customer and/or to process transactions, in accordance with the general or special guidelines, norms and instructions ("Processing Norms") provided by Customer and agreed by the Parties. Candidate data including but not limited to Personal Data, images of the candidate shall belong to the Customer, with TCS being a data processor for the Customer. TCS shall be entitled to rely on and act in accordance with any such Processing Norms agreed by the parties and TCS shall incur no liability for claims, loss or damages arising as a result of TCS's compliance with the Processing Norms. Customer agrees to indemnify, defend and hold TCS and its affiliates, their officers and employees involved in the Services, harmless from any and all claims, actions, damages, liabilities, costs and expenses, including but not limited to reasonable attorney's fees and expenses, arising out of or resulting from TCS' compliance with Processing Norms and the Customer's liability arising out of this Clause shall be outside of the liability cap provided in Clause 9. Further, Customer shall be responsible for all activity occurring under its control and shall abide by all applicable local, state, national and foreign laws, treaties and regulations in connection with their use of the Service, including those related to data privacy, international communications and the transmission of technical or personal data

8. Representations And Warranties:

TCS warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in applicable Statement of Work. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract

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or other instrument to which it is a party. EXCEPT AS SET FORTH IN THIS CLAUSE, TCS MAKES NO WARRANTIES TO CUSTOMER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER OR UNDER SCOPE OF WORK, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY TCS.

9. Limitation of Liability:

- a. TCS shall not be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages.
- b. The total aggregate liability of TCS under this Agreement shall not exceed the amount paid to TCS by the Customer under the relevant Statement of Work that gives rise to such liability during the twelve month period immediately preceding such claim.
- c. TCS shall not be held liable for any delay or failure in its obligations, if and to the extent such delay or failure has resulted from a delay or failure by or on behalf of Customer to perform any of Customer's obligations. In such event, TCS shall be (a) allowed additional time as may be required to perform its obligations, and (b) entitled to charge the Customer for additional costs incurred, if any, as may be mutually agreed upon between the Parties. It is agreed between the Parties that TCS shall not be liable for any operational losses sustained or incurred by the Customer.

10. Confidential Information:

- a. Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this Clause 10.
- b. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

11. Term And Termination:

- a. Term: The term of this Agreement shall commence on the Effective Date and continue for period of six (06) year unless terminated earlier in accordance with the provisions herein. The Agreement may be renewed for further term(s) on mutual agreement between the Parties.



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- b. Termination for Material Breach: Either Party may terminate this Agreement immediately by a written notice to the other Party (i) in the event of a material breach by the other Party, by a written notice immediately, if the breach is not curable and by a written notice of 30 days, if the breach is curable and is not cured within the said notice period; or (ii) in the event of any proceedings in bankruptcy, insolvency or winding up filed by or against the other Party or for the appointment of an assignee or equivalent for the benefit of creditors or of a receiver or of any similar proceedings.
- c. Effect of Termination: In the event of termination or expiry of this Agreement, (A) Customer shall (i) forthwith cease to access and/ or use any of TCS Application Systems and Services Environment; (ii) return to TCS any of TCS confidential and proprietary information and material in its possession; and (B) TCS shall (i) return to Customer all confidential and proprietary information of Customer.

12. Change Control Procedure:

- a. Either Party may request a change in the scope of Services or deliverables but no such change shall be effective and binding unless such changes are documented in writing and signed by both Parties.
- b. If Customer desires to propose a change in Scope of Services, Customer shall deliver to TCS a change request in writing, describing the changes proposed. Promptly following TCS' receipt of Customer's change request, TCS shall submit a written change order proposal to Customer. If TCS desires to propose any change, TCS shall submit to the Customer a written description of the change for Customer's review and approval. Any change order document prepared by the Parties shall include, among other items, an estimate of additional charges to Customer, if applicable, for the modified Services, any additional software or other material required to implement the change and any expected impact on the time schedule or service levels (if any agreed) under the relevant Statement of Work.

13. Miscellaneous Provisions:

- a. Independent Contractors and assignment: Each Party to this contract is an independent contracting entity and shall not be deemed an agent, legal representative, joint venture partner or partner of the other. Neither Party is authorized to bind the other to any third person. Customer shall not assign or transfer this Agreement or any obligations hereunder to any third party, without the prior written consent of TCS.
- b. Governing Law and Dispute Resolution: This Agreement shall be governed by and interpreted in accordance with the laws of India. All disputes or differences whatsoever arising between the Parties, out of or in relation to the construction, meaning and operation or effect of this Agreement or breach thereof, shall be settled amicably. If, however, the Parties are not able to resolve such dispute or difference amicably, the same shall be referred for Arbitration to a sole Arbitrator to be mutually agreed upon, and failing such agreement to an Arbitration tribunal consisting of three arbitrators. Each Party will nominate an arbitrator and these two arbitrators by mutual agreement will appoint the third arbitrator to constitute the Arbitration tribunal. The Arbitration proceedings shall be governed by the provisions of the Arbitration and Conciliation Act 1996. The Arbitration proceedings will be carried out at Mumbai and the award made in pursuance thereof shall be binding on the Parties.
- c. Entire Agreement: This Agreement along with Statement of Work, Schedules and Exhibits thereunder sets forth the entire understanding of the Parties and supersedes all prior or simultaneous representations, discussions, negotiations, letters, proposals, agreements and understandings between the Parties hereto, with respect to the subject matter hereof. Each Party acknowledges that it has not relied on or been induced to enter into this Agreement by, and to the extent permitted by applicable law, a Party is not liable to another Party in contract or tort or in any other way for, a representation or warranty that is not set out in this Agreement. This Agreement may be amended only by a written instrument signed by a duly authorized representative of each of the Parties. If any provision of this Agreement be held invalid or unenforceable by a competent court, such provision shall be modified to the extent necessary to make it valid and enforceable whilst preserving the intent of the Parties and all other provisions of this Agreement shall remain fully valid and enforceable unless otherwise agreed between the Parties. No provision of this Agreement nor any breach thereof will be considered waived by either Party, unless such waiver is in writing signed on behalf of that Party and no such waiver will constitute a waiver of, or excuse for any other or subsequent breach of this Agreement. Certain provisions of this Agreement which by their very nature ought to survive, shall so survive the termination of this Agreement.



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- d. Force Majeure: Neither Party shall be liable for any failure or delay in the performance of its obligations under this Agreement to the extent such failure or delay is caused by any reason beyond its reasonable control, such as fire, flood, earthquake, elements of nature or acts of God, acts of state, strikes, acts of war, terrorism, riots, civil disorders, rebellions or revolutions; quarantines, embargoes and other similar governmental action (a "Force Majeure Event"). The affected Party will immediately notify the other by reasonable detail of the Force Majeure Event. If a Force Majeure Event continues for more than 30 days, either Party may, by a written notice to the other Party, terminate this Agreement, without liability.
- e. No Third Party Beneficiaries. Nothing in this Agreement or any Statement of Work shall confer any rights upon any person other than the parties hereto and their respective successors and permitted assigns.

14. Customer data handling:

- a. Customer can access the TCS iON Help Central for detailed information related to Services, security, data privacy, incident management, and business continuity. The TCS iON Help Central link is: <https://www.tcsion.com/dotcom/iONHelp/>

- b. Reporting Incidents

Customer can report incidents via email as well as other agreed channels of communication. Special email ids, created to report critical incidents, are as follows:

Sr. No.	Description	TCS Point of Contact
1	Services related issues	ion.servicedesk@tcs.com
2	Security breach incidents	tcsion.incidentmanager@tcs.com
3	Privacy breach incidents	tcsion.incidentmanager@tcs.com
4	Intellectual Property Right breach incidents	tcsion.incidentmanager@tcs.com

Changes in the TCS Point of Contact, shall be communicated to the Customer vide email.

- c. Customer Data Handling:

- I. Customer data entered/uploaded in application shall be stored in TCS Data centers in India. Data shared through portable media shall be stored in TCS location where the TCS team is operating from.
- II. Data exchange between TCS and Customer shall be encrypted.
- III. Customer allows TCS to access and use Customer Data to improve and enhance Services provided to Customer as well as to debug issues and problems reported by Customer.
- IV. Physical documents containing Personal Data will be due for destruction by the party holding these documents, once the purpose for collecting such documents is served.
- V. On contract expiry, or contract termination, or non-renewal of this contract, or any break in Services provided by TCS to Customer, all Customer Data including Personal Data would be due for deletion. In essence, Customer Data may be retained only as long as Services continue under a valid contract. In case of such a break in Services, Personal Data too would be due for deletion irrespective of its purpose being served or otherwise. TCS would provide to the Customer thirty (30) days from a break in Services during the contract term itself, to enable the Customer to download their data using data export, reports, and data download features available in TCS Application Systems; after thirty (30) days Customer Data would be due for deletion.
- VI. Periodic backups of the complete production environment, including Customer data, would be retained for at least one year from the date of such an aggregated production backup, after which the backup as a whole would be due for deletion. Such backups would be stored separately from data in production environment and would always be retained for this duration irrespective of any break in Services to the Customer. In essence, the parties agree that it is technically infeasible to delete Customer data from past backups, even when Customer data is deleted from the production environment.

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VII. TCS would adopt any technically efficient, safe, and practical means to destruct Physical documents, and to delete digital data such as Customer Data, Personal Data, data backups, and CCTV footage. Destruction of physical documents or deletion of digital data will be carefully scheduled, within a reasonable time of its due date.

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed by their duly authorized representatives on the date(s) mentioned below, effective as of the Effective Date.

Dr. B. R. Ambedkar Open University ("Customer")	Tata Consultancy Services Limited ("TCS")
By: 	By: 
Name: Dr. L. Vijay Krishna Reddy	Name: Venguswamy Ramaswamy
Title: Registrar of the University	Title: Global Head - TCS ION
Date: -	Date: - 24-10-2025

SIGN



SCHEDULE 1
CONTRACT DETAILS

<u>Customer Name and details of its constitution</u>	<u>Registered office address</u>	<u>Details of Contact person</u>
Dr. B. R. Ambedkar Open University	Dr.B.R.Ambedkar Open University Prof G Ram Reddy Marg, Road No:46, Jubilee Hills, Hyderabad- 500033,Telangana State, India	Name- Prof. Pallavi Kabde Designation- Coordinator Skill Development and Vocational Training Centre Contact No- 7073320885 Email Id- pallavikabde@gmail.com

<u>Contract Term</u>	<u>Effective Date</u>
Six (6) years	22 nd September 2025



SCHEDULE -2

Statement of Work Format:

This Statement of Work ('SOW') dated _____ between _____ having its registered office at _____ (hereinafter 'Customer') and Tata Consultancy Services Limited having its corporate office at TCS House, Raveline Street, 21 D.S. Marg, Fort, Mumbai 400 001 (hereinafter 'TCS') is pursuant to the Master Services Agreement ('Agreement') dated _____ executed between TCS and Dr. B. R. Ambedkar Open University.

WHEREAS:

The Parties agree with the following terms and conditions:

a) Description of iON Solution: <<<<< TCS internal team to insert agreed scope of service>>>>>

i. **Hosting Environment:**

ii. **TCS Link:**

iii. **Third Party Software:** (Pursuant to Clause 2(b) of the Agreement)

iv. **Contract Term :** (Pursuant to Clause 11(a) of the Agreement)

v. **Charges:** (Pursuant to Clause 6 of the Agreement)

vi. **Out of Scope/ Exclusions:**

vii. **Authorized Users:**

b) **Rate Structure:**

c) **Additional Terms and Conditions:** In addition to terms and condition stipulate in the Agreement, following additional terms and conditions are applicable to Customer use of TCS Application Systems fully described in this Statement of Work.

Except for the conditions set herein, this Sow shall be governed by the terms and conditions stated in the Agreement and shall be binding on both Parties.

TCS shall invoice Customer based upon the payment terms as mentioned in the Partnership Agreement.

By: _____

Name: _____

Title: _____

Tata Consultancy Services Limited

By: _____

Name: _____

Title: _____



(TCS Proprietary and Confidential)



Statement of Work

This Statement of Work ('SOW') dated _____ between **Dr. B. R. Ambedkar Open University** having its registered office at Prof G Ram Reddy Marg, Road No:46, Jubilee Hills, Hyderabad-500033, Telangana State, India (hereinafter 'Customer') and **Tata Consultancy Services Limited** having its corporate office at TCS House, Raveline Street, 21 D.S. Marg, Fort, Mumbai 400 001 (hereinafter 'TCS') is pursuant to the Master Services Agreement ('Agreement') dated _____ executed between TCS and Customer.

WHEREAS:

The Parties agree with the following terms and conditions:

A. Description of TCS iON Employment Program:

In the modern professional space, it is imperative to include industry relevant interventions, with a focus on application, in academic curriculum to improve the employability quotient of students.

TCS iON proposes learning interventions for following degree students:

- **TCS iON Employment Program - Support Executive:** Targeted at all streams – with learning coverage that can be done in 6 or 4 semesters, as Support Executives, focussed towards 'Customer Relationship Executive, Back Office Executive, Non-Voice Executive and similar' job roles

These 6 semester and 4 semester programs provide “**Job Offer**” as an outcome, for the eligible and certified learners.

TCS iON proposes learning interventions at 2 levels:

- a. **Industry Interventions**, that are learning interventions in chosen industry relevant topics related to specific job roles. These learning interventions will help students to understand the industry requirements for a job role better and answer questions confidently in interviews later.
- b. **Employability Preparation Program (EP Program):** To help the students improve their employability quotient, TCS iON proposes a set of learning programs as part of a “Finishing School” initiative. As part of this program, students undergo a focused learning path, across semesters, that includes:
 - ✓ Job role–specific training (aligned to their domain),
 - ✓ English communication
 - ✓ Campus-to-corporate readiness including interview preparation

Total learning hours across both the areas is ~ **395 hours** for the complete learning interventions for a 3-year intervention across 6 semesters and for 2 year / 4 semester intervention.

The proposed integrated program stacks: Please refer to Annexure C & D for program structures and details.

Program Pedagogy for this program:

Component type	Pedagogy	Mode of delivery
Industry Intervention	Case Study Discussion by Industry SME / Self-paced content	Recorded Lecture
	Industry Assignment	Do it Yourself



	Doubt Resolution	Live Chat
	Formative quiz (after every Module)	Remote - non proctored
EP Program	Self-Paced content	Recorded Lecture
	Assignment (practice package)	Do it Yourself
	Doubt Resolution	Live Chat
	Formative assessment (after every Module)	In Study Centre (Proctored)

A. Industry Intervention

Intervention Details

Industry Interventions include

- Case Study Discussion by Industry SME / Self-paced content – in recorded mode
- Do-It-Yourself Industry Assignment
- Doubt Resolution Session by Industry SME - through live chat on scheduled days and timings
- Formative Quiz will be conducted at the end of every module
- Industry interventions will be done in chosen industry relevant topics related to specific job roles. Industry Interventions that will be conducted 100% in digital Mode with a duration varying from 20 - 60 hours across various programs.
- Solution & evaluation rubrics for the 'Do-It-Yourself Industry Assignment' will be provided to institute faculty members, so that they can hand-hold their students and evaluate the assignments. Additionally, the solution can be uploaded in TCS iON course community for self-evaluation by students themselves.
- For industry assignments, students will be encouraged to use **student versions** of trending tools / software
- Post successful completion of the 'Formative Quiz', the students will be issued a digital course participation certificate from TCS iON

B. Employability Preparation Program (EP Program) – Finishing School

To help the students improve their employability and placement, TCS iON introduces this program for the students of the integrated program as part of the Finishing School initiative. As part of this program, students undergo a focused learning path that includes:

- Job role-specific training (aligned to their domain),
- English communication, and
- Campus-to-corporate readiness.

This approach enhances industry preparedness and equips students to excel in their professional journey. Our intent is to make sure that every student in the integrated program is gainfully employed. We want to augment the institute's efforts to support placement by working together.

TCS iON Employability Preparation Program is delivered in an online model (recorded sessions and self-paced videos), offering multiple interventions to reinforce job role specific skills and ensure a seamless learning experience. The program will span across the entire learning journey of the student with **Employability Preparation Program modules delivered each semester.**

Training pedagogy involves recorded video lectures, experiential learning through "learn by doing" assignments, case study discussions, and industry projects. There will be formative assessments and preparatory tests to reinforce the learning concepts. The formative assessments will be conducted at the end of each module.



Final certification of skills is through an invigilated Exit assessment of the skills needed for the job. Minimum 70% Eligible certified students in this program will be given "job offers" from partner companies of TCS iON.

This program will offer multi-component training in core skills, specialization skills, problem-solving, and campus-to-corporate skills, equipping job-ready graduates with the competencies needed to excel in the modern workforce.

On Successful completion of the program, the eligible and certified students will be supported with a job opportunity from our partner companies and will be provided with a "job offer". This includes any jobs that a student who is enrolled in TCS iON Employability Preparation Program may get on their own as well, as the program enhances their overall employability skills.

Please refer to Annexure A for details of the job roles being offered under EPP

Details of EP Program's Learning Engagement

There is a step-by-step approach to this program. Here are the five steps:

1. Baseline test
2. Application – Oriented Learning
3. Industry Project
4. Summative Exit Assessments through NQT, NPT and EPT
5. Job Support & Certification

1. Baseline test

Post admission of students into the program, TCS iON proposes a mandatory "baseline test" to assess current skill level of students with respect to the job role aspired. Test will assess the students on Domain specific skills. This shall be an online test in quiz format which the students can take at their home. This baseline test shall not restrict the admission to the program and can be taken at the start of learning program

2. Application Oriented Learning

A comprehensive training covering job specific domain and soft skills is provided to students, to enable them to ace interviews and acquire the desired job.

Training Details:

1. The program comprises digital self-led content, do-it-yourself assignments and formative quizzes proctored (remotely/physically) by institute representatives
2. The formative quizzes will be conducted after every module.
3. Community forum for peer Interaction and query resolution.
4. Instructors / trainers will guide students through scheduled community live chat sessions. Per semester, TCS iON will arrange minimum of 4 live chat sessions of 1 hour each.
5. Students shall have access to Self-paced learning modules and discussion forum in the TCS iON Digital Learning Platform using their login credentials throughout the program.

3. Industry Project

Industry projects provide hands-on experience and practical exposure to real-world scenarios. The projects are designed to enhance problem-solving skills, functional proficiency, and conceptual understanding.

- The industry project will be designed around the core domain specific concepts and will be do-it-yourself in nature.
- Detailed project orientation will be provided by TCS and made mandatory before project initiation
- Mentor support through scheduled community live chat sessions for query resolution will be available for enabling smooth implementation of projects
- This is expected to be completed in the last semester of the program

4. Summative Exit Assessments through NQT, NPT & EPT



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On completion of Application Oriented Learning and Industry Projects. Students are required to undertake the TCS iON National Qualifier Test (NQT), TCS iON National Proficiency Test (NPT) and English Proficiency Test (if applicable). These assessments will be conducted at the end of the program and as In-Centre, proctored by TCS invigilator.

- 1. **TCS iON National Qualifier Test (NQT):** NQT is a 75-minute test comprising Numerical Ability, Verbal Ability, and Reasoning Ability sections. Additionally, it includes a 30-minute Psychometric Test. The TCS iON NQT helps Learners prove their cognitive skills to top corporates.
- 2. **TCS iON National Proficiency Test (NPT):** NPT is a certification test. The duration of the test is 100 to 120 minutes. It assesses the students' knowledge on the application skills relevant to the chosen job role AND a test of English language readiness to clear the interviews.
- 3. **English Proficiency Test:** EPT is a proficiency test that assesses the level of English Communication of the student.

5. Job Support & Certification

Based on the Exit Assessments performance, and their profile the TCS will facilitate job opportunities for the students and ensure at least 70% of Eligible Learners receive a Job Offer. Refer "Criterion for consideration of job outcome" in Annexure A.

Additional student support by TCS iON:

- Resume preparation for interviews.
- Job connects webinars to orient students to the nuances of job environment
- Shortlisting job openings and providing interview opportunities to the students to get a job
- Dedicated TCS iON SPOC to facilitate job opportunities for the eligible students at the university

TCS also offers free employability preparation of learning content for all students. Refer Annexure E for more details.

B. **Contract Term:** Pursuant to Clause 11(a) of the Agreement shall be 6 years with effect from _____

C. Commercials

Pricing model : The following is the fees structure (price per student per year model)

Applicable Stream	Learning Intervention Duration	Charges per student (Tax Exclusive)
All Streams	3 Years / 6 Semesters	Fixed charges of INR 26 Lakhs per year for a student base of 500 (minimum commitment) For every additional learner beyond 500 count, INR 5,200 per student per year
	2 Years / 4 Semesters	INR 7,800 per student per year

The Total Sponsored Candidates by Customer will be only 500 students per year, for a period of 3 years for the same number of enrolled candidates every year which includes 1st year, 2nd year and 3rd year students put together.



Payment Terms:

1. Customer to purchase the required number of licenses for each semester as per the above tables online through TCS iON portal <https://learning.tcsionhub.in/iDH/India/>
2. Payment for the program to be done in advance, at the start of each academic year.
3. The commercials are applicable for a minimum enrollment as indicated on the table above. for the above-mentioned programs, for the next 3 years starting FY 25-26. Pricing for subsequent batches may vary and shall be discussed mutually between the Parties.
4. It is the responsibility of the students to complete the entire program.
5. Any scope of services, other than explicitly covered in this SOW, will be additionally chargeable, and needs to be mutually agreed upon between the parties.
6. Under no circumstances shall the Customer be entitled to any refund of fees paid to TCS whether in full or in part, for any reason whatsoever.

Billing Terms:

1. All payments made are final and non-refundable.
2. Invoicing for shortfall, if applicable, will be initiated through internal TCS systems based on confirmation from the Customer and the Project Manager.

Taxes and Duties:

1. Goods and Services Tax at the prevailing rate of 18% is included in the above pricing. In case of any rate change the published rates shall be applicable.
2. All the taxes as applicable shall be borne by the Customer.
3. The Customer shall be entitled to deduct from applicable payments to TCS, any tax on TCS' income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961. and provide TCS with evidence or certificate of payment of such tax to the taxing authorities.

Miscellaneous:

4. The TCS iON Training Content products offered under this Agreement would be continuously updated as per the emerging needs of the market forces and the seasonality. TCS iON Training Content products, its transfer price to the Customer and the maximum retail price to the end user (Price Catalogue) would be published by TCS on the TCS iON portal <https://learning.tcsionhub.in>
2. 100% payment needs to be made prior to the commencement of the program.
3. Any scope of services, other than explicitly covered in this scope of work, will be additionally chargeable, and needs to be mutually agreed upon between the parties.
4. "Services provided by third party vendors will be governed as per the T&Cs of the service provider and users need to agree to this in your (TCS")

D. General Terms & Conditions**Accuracy of information provided by Prospective User or Customer**

- Each EP training for a job has certain eligibility criterion. Screening Prospective Users for such eligibility is mandatory and must be adhered to by the Customer.
- It is expected that Customer and Prospective Users will provide all their required personal and academic details with 100% accuracy, as part of the application process with TCS. All information should be correctly entered.



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- Since corporates rely on the above-mentioned information for shortlisting and for Job Offers, our commitment of Job Offer will be valid only if the data provided by Prospective Users or Customer is fully accurate with supporting evidence.
- In case the Customer is uploading Prospective User's Personal Data, the Customer represents that the Customer has received consent to use such Personal Data of Prospective Users for purposes mentioned in this Statement of Work. Customer shall indemnify and keep TCS indemnified for any loss, damages, claims, penalties, cost and expenses including but not limited to reasonable attorney's fees, in the event TCS is exposed to any such investigation, enquiry or any similar proceedings in relation to misuse of Prospective User's Personal Data.
- Any expenses/facilities related to the students (like travelling, boarding, lodging, laptops/computers, etc) are out of the scope of TCS.
- This program does not assure or guarantee jobs with TCS or TATA group of companies. However, all the trained students can apply for such jobs at respective job portals. They will go through the standard recruitment process as applicable
- TCS iON will not be responsible for student registration. Student registration to be done by customer

Additional Terms and Conditions

In addition to terms and condition stipulate in the Agreement, following additional terms and conditions are applicable to Customer use of TCS iON Application Systems fully described in this Statement of Work.

Obligations of the Parties

The following are the obligations of the parties to be performed pursuant to this Agreement.

Obligations of TCS

- Design Industry Interventions and TCS iON Employability Preparation Program modules in detail
- Create content (case study discussions, study packages, practice packages, explainers, transcripts, quizzes, industry projects, assessments, etc.) as per the program pedagogy
- Provide the learning platform (Learning Management System) for hosting the program
- Provide helpdesk support (Level 2) to resolve queries from students related to platform usage and program navigation
- Provide faculty training for TCS iON content in a "Train the Trainer" model to assist the students in their queries and case studies / assignments. Such training is 2 hours per course and training will be digitally
- Arrange industry experts (typically with a total experience of 8 to 10 years) to support students during scheduled community live chat sessions
- Issue digital course participation certificate from TCS iON to each student post completion of every Industry Intervention
- Arrange industry mentors to support students during industry projects through community chat sessions
- Provide doubt resolution through scheduled live chats on discussion forum.
- Arrange 1 recap/guidance session at the end of every semester for the content covered by TCS iON. The recap/guidance session will be conducted in online mode,
- For the EP Program, provide assessment performance report, in digital format, on the student performance in the formative assessments done by TCS iON. This will cover student performance in the exam and generic guidelines on where they stand and how they can improve.
- Arrange one assessment supervisor per physical premise (that is arranged by the institute), to conduct NPT, NQT and EPT
- Arrange support to help students with resume preparation for interviews
- Conduct job-connect webinars to orient students to the nuances of job environment
- Shortlist job openings and schedule interviews for the students to get a job



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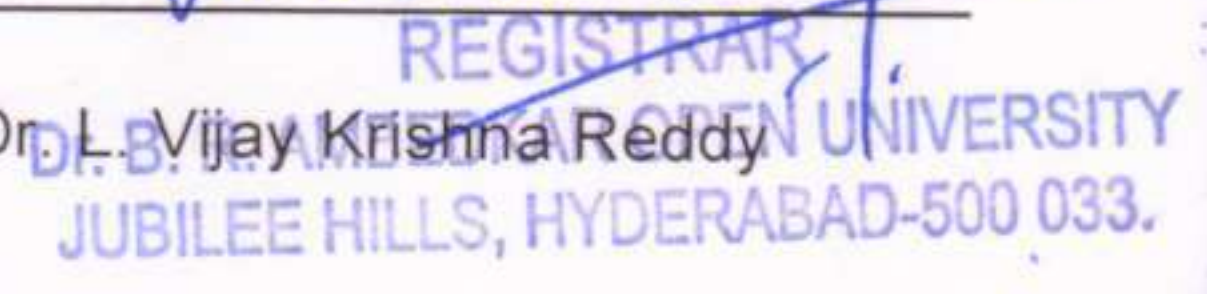
- Arrange "job offers" for certified and eligible students
- Provide applicable digital certificates to the learners, post completion of courses

Obligations of Customer

- Arranging all necessary approvals to integrate industry interventions and TCS iON Employability Preparation Program modules proposed by TCS through this proposal in the relevant degree program curriculum
- Arranging necessary approvals in case any credit is assigned in the degree for TCS delivered components
- Design artefacts and promote the integrated program through relevant channels; artefacts should be jointly reviewed by the institute and TCS for ensuring respective brand guidelines
- Registering students for the program
- Institute will purchase necessary licenses from TCS iON portal for the learning program
- Providing necessary infrastructure, if any, for imparting learning as applicable as per the program requirement and other support required to conduct the proctored quizzes and assessments
- The Institute needs to provide necessary experts to evaluate the industry assignments and projects submitted by students as part of the industry interventions and TCS iON Employability Preparation Program modules
- The Institute needs to provide necessary proctors to invigilate the formative quizzes at respective study centers; these quizzes are part of every TCS iON Employability Preparation Program module
- The institute needs to arrange internet connected computers in study centers, for conducting the above test. Computers to be of minimum configuration of 4 GB RAM and Windows Operating System with a good internet connection. Refer Annexure B for detailed infrastructure requirements
- The Institute needs to provide necessary proctors to invigilate the NPT, NQT and EPT at physical premises arranged by the institute
- Incorporating the marks obtained in the assessments and quizzes, and processing as per their existing rules, regulations to include it in the academic transcripts of students, if applicable
- The institute must nominate a dedicated SPOC for handholding the students throughout the TCS iON Integrated program till the placement support is completed
- The institute will provide base level (Level 1) learning support and query resolution support to the students; all student queries will be handled by the institute (*in case of any technical or platform related issues, these will be considered as Level 2 issues and will be informed to TCS iON team and TCS iON team will resolve them*)
- Since TCS iON content is to be consumed digitally, Students to ensure that they are having access to an internet connected device with a standard browser – desktop / laptop / tablet / smart phone – with standard configuration.

Except for the conditions set herein, this Sow shall be governed by the terms and conditions stated in the Agreement and shall be binding on both Parties.

TCS shall invoice Customer based upon the payment terms as mentioned in the Agreement.

Dr. B. R. Ambedkar Open University ("Customer")	Tata Consultancy Services Ltd. ("TCS")
By: 	By: 
Name: Dr. L. Vijay Krishna Reddy 	Name: Venguswamy Ramaswamy
Title: Registrar of Dr. B.R. Open University	Title: Global Head - TCS ION
Date: -	Date: - 24-10-2025



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SIGN

EXHIBIT A

DEFINITIONS

- "Prospective Users" shall mean students affiliated to the Customer who register for the Baseline Test.
- "Learners" shall mean students who enroll for EP
- "Institute" shall mean Customer
- "Eligible Learners" shall mean all learners who score 50% and more in TCS iON National Qualifier Test AND 60% and more in TCS iON National Proficiency Test AND English Proficiency Level and above in English Proficiency Test, prescribed for the job role.
- "Job Offer" shall mean first offer letter provided to the Eligible Learner for the specified job role by a corporate listed on TCS job portal.
- "Interview Opportunity" shall mean a call for a job interview by a corporate listed on TCS job portal wherein the learner has applied / accepted invitation by a corporate and the corporate has short-listed the candidate, inviting the candidate for the first round of interview.
- "Personal Data" shall mean any information relating to an identified or identifiable natural person.
- 'Mobilization' shall mean the effort to create awareness about the Learning Programs, onboard Prospective Users, Convert Prospective Users to Learners by collecting payments.



Annexure A
Criterion for the Job Roles

All Streams - TCS iON will offer **TCS iON Employability Preparation Program - Support Executive** to the students and it is focused on Customer Relationship Executive, Back Office Executive, Non-Voice Executive and similar job roles.

Student Profile Eligibility for Job Roles

Basis on the hiring criterion of the corporate partners and job roles, certain additional criterion may apply. This will be shared at the time of providing job support, considering the jobs open at that time.

Criterion for consideration of job outcome

Corporates listed on the job portal expect the students to have certain levels of proficiency on job role relevant skills. Performance of the student in the Exit Assessments done by TCS iON indicate their proficiency level post the training completion. Students getting such minimum scores are considered “certified” and will be supported to get job offers.

Where students not meeting the minimum score criteria, it is seen as either as lack of sufficient learning to acquire the needed skills or lack of ability to demonstrate them when assessed. Getting a job offer for such a student becomes challenging and hence TCS iON will provide certain number of interview opportunities as a commitment instead of a job offer.

Below table indicates different criterion and the supported job outcome

TCS iON National Qualifier Test**	TCS iON National Proficiency Test**	TCS iON English Proficiency Test**	Outcome Commitment
>=50%	>=60%	CEFR Level A2 ## and above	*Job Offer
>=50%	>=50% and <60%	CEFR Level A1	3 interview opportunities and additional attempt to improve score
>=50%	<50%	CEFR Level A1	Additional attempt to improve score

*Get job offers from partner corporate and not TCS
For CEFR guidelines, refer <https://www.coe.int/en/web/common-european-framework-reference-languages/table-1-cefr-3.3-common-reference-levels-global-scale>

Students would be allowed only one (1) attempt each to appear for the above-mentioned assessments.

In case any student requires additional attempts to improve their performance in any of the above-mentioned assessment, they may purchase it by paying an additional amount for the retake. EPT will cost 500 INR, NPT will cost 200 INR, NQT will cost 100 INR. Any subsequent attempt to improve scores has to be taken within 90 days of the first exam date, so that we have time to fulfill our job offer commitment

Terms and Conditions for Job Outcome support:

TCS commits to provide the possible Job Offer to a minimum of 70% of Eligible Learners.

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- They will be provided with a minimum of five (05) Interview Opportunities over a period of 6 Months from the last Exit Assessment.
 - In case Eligible Learner fails to respond to ten (10) communications of short-listed opportunities / invitation to an interview or fails to attend all five (5) scheduled interviews, the commitment for such learners shall be considered as fulfilled.
 - The commitment is considered as fulfilled once the Eligible student has been provided with 5 Interview Opportunities or a Job Offer is issued by the corporate; whichever is earlier, and is not dependent on the Eligible student accepting such Job Offer. The Exception will be only in cases where the corporate offer is different from the posted job description and the learner raises a concern with TCS:
 - Less than 90% of the salary committed on the job portal
 - Different job location from the job posting
 - TCS will issue free licenses to the Customer for the next batch of students, equivalent to the missed commitment gap (e.g; out of 100 students, if 94% of them are Eligible Learners, TCS iON is expected to place a minimum of 70% from eligible Learners. Which in turn comes to $70\% * 94 = 66$ Learners minimum. In case only 60 Eligible Learners get job offers, 6 ($66 - 60 = 6$) licenses will be issued at no charge to the Customer and Customers can use this for the subsequent batch)
 - Placement support will be enables in the last 11 months in the 3rd year.
- The decision to issue an offer letter to an Eligible Learner shall lie with the corporate listed on job portal. TCS shall have no influence on the selection criterion of the corporates. TCS shall not be part of the selection or decision-making process in any manner.



Annexure B

INFRASTRUCTURE

1. Facilities:
 - a. Availability of College SPOC / lab in charge
 - b. PC RAM should be 4GB and above
2. Networking Requirements:
 - a. Primary Internet should be minimum 10 Mbps speed wired/ broadband connection (1:1)



Annexure C
Program Structure

- I. **All Streams** - TCS iON will offer **TCS iON Employability Preparation Program - Support Executive** to the students and it is focused on Customer Relationship Executive, Back Office Executive, Non-Voice Executive and similar job roles.

A. **Learning interventions for all 3 years / 6 semesters**

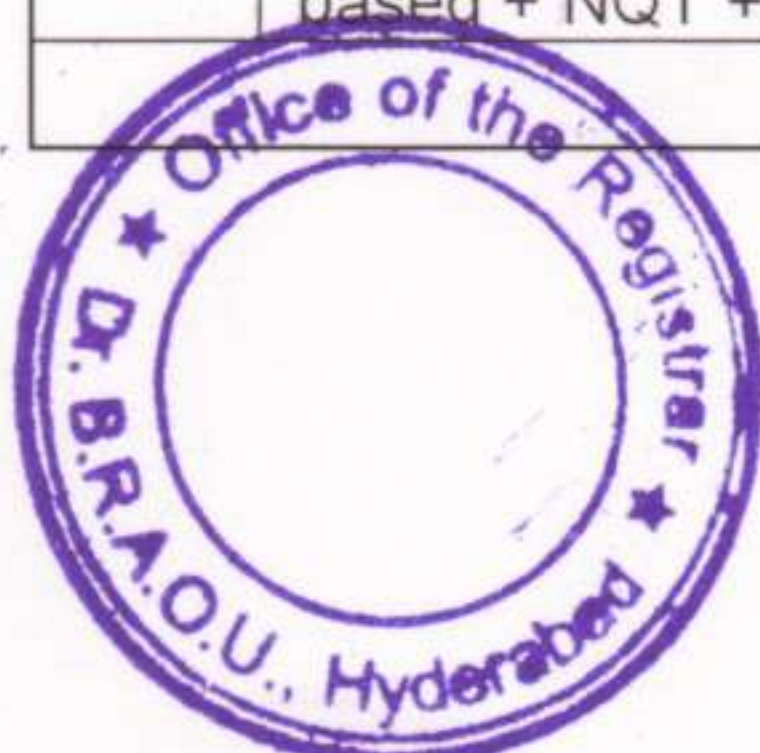
Semester #	Offering Type - Name	Duration in Hours
1	Industry intervention - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, OneNote)	60
2	Employability Preparation Program - Part 1: Customer Relationship Management + Problem Solving Skills + Negotiation Skills	40
3	Industry intervention - Internet, Web Chat, Messaging Tools, Security Tools, Accessing Cloud Drives, Remote Access	60
4	Employability Preparation Program - Part 2: Data Entry Operations + Understanding, Following & Improving Processes	80
	Employability Preparation Program - Part 3 - Campus to Corporate I (Workplace Readiness)	
5	Industry intervention - AI and Generative AI for all: Understanding AI and Generative AI, Exploring various Generative AI platforms, Writing meaningful prompts, Creating engaging content using Generative AI platforms	95
	Employability Preparation Program - Part 4 - Campus to Corporate II (Cognitive Prep + Interview Clinic) + English Speaking Skills	
6	Employability Preparation Program - Part 5: Conflict Management + Emotions - Awareness, Management & Control	60
	Employability Preparation Program - Part 6 - Industry Project (Case Study based + NQT + NPT + EPT)	
Total Duration in Hours		395

B. **Learning interventions for 2 years / 4 semesters**

Semester #	Offering Type - Name	Duration in Hours
3	Industry intervention - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, OneNote)	100
	Employability Preparation Program - Part 1: Customer Relationship Management + Problem Solving Skills + Negotiation Skills	
4	Industry intervention - Internet, Web Chat, Messaging Tools, Security Tools, Accessing Cloud Drives, Remote Access	105
	Employability Preparation Program - Part 2: Campus to Corporate I (Workplace Readiness)	
5	Industry intervention - AI and Generative AI for all - Understanding AI and Generative AI, Exploring various Generative AI platforms, Writing meaningful prompts, Creating engaging content using Generative AI platforms	95
	Employability Preparation Program - Part 3: Campus to Corporate II (Cognitive Prep + Interview Clinic) + English Speaking Skills	
6	Employability Preparation Program - Part 4: Data Entry Operations + Understanding, Following & Improving Processes	95
	Employability Preparation Program - Part 5: Conflict Management + Emotions - Awareness, Management & Control	
	Employability Preparation Program - Part 6: Industry Project (Case Study based + NQT + NPT + EPT)	
Total Duration in Hours		395

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Program Outcome

Learning Intervention Duration	Number of Semesters	Outcome
3 Years	6 Semesters	Job Offer
2 Years	4 Semesters	Job Offer

II. Credit Structure for TCS iON Employability Program:

All modules under the TCS iON Employability Program will be designed to align with the curriculum of B.Com., B.A., or B.Sc. programs. These modules will form part of the two program durations—three years and two years—offered under this initiative.

- Three-Year / Six-Semester Program for Generic streams: Suggested credit per course per semester is 2; total of 12 credits for the entire program.
- Two-Year / Four-Semester Program for Generic streams: Suggested credit per course per semester is 3; total of 12 credits for the entire program

III. Marketing for TCS iON Employability Program:

As mutually agreed by the Parties, TCS shall support the Customer in carrying out a few marketing activities required for promoting the Program. These marketing activities will be done towards creating awareness about the Program and TCS shall not be responsible for mobilization of students/Learners for the Program. Wherever applicable, the expenses required for such marketing activities shall be decided and borne by TCS.



Annexure E

FREE Learning Programs

For any student who is part of TCS iON program, additional learning programs from TCS iON at NO COST to the institute / student, are provided as value added services. These free programs can be taken by any student of any stream across all years of graduation.

TCS iON Career Edge - Young Professional

This self-paced online course is a free-to-access 15-day career preparedness course designed intentionally to equip the youth with core employability skills to take on the future. The students shall receive a Certificate of Achievement for completion of this course.

This course includes basic knowledge on Communication, Collaboration, Business etiquette, Financial and Digital literacy, basics of AI & accounting.

TCS iON Career Edge - IT for Non-IT

This self-paced online course is a free-to-access 15-day career preparedness course crafted to empower non-IT graduates with the essential technological competencies demanded by the workplace. This course is curated to bridge the gap between their existing skills and the growing IT landscape.

This course includes modules such as IT Industry overview, IT and business tools, Basics of research and design, Basics of programming, testing, and QA, Trending technologies know-how, Planning career and growth, etc.

Students will receive a personalized certificate on successful completion of the course. In addition, students will have access to a moderated digital discussion room that allows them to post queries and share their suggestions. The moderator will respond to questions posted within a short time. Moreover, the course can be accessed anytime, anywhere, and on any device enabling learning on the go.

