

SERVICE LEVEL AGREEMENT

This Service Level Agreement (“SLA”) is entered on 07th day of January, 2021 at New Delhi by and between:

National Skill Development Corporation (CIN: U85300DL2008NPL181612), a company, registered under the Companies Act, 1956, having its registered office at 301, West Wing, Worldmark I, Aerocity, New Delhi - 110037 (hereinafter called “NSDC” which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and assign) of the First Part;

AND

Mosaic WorkSkills Private Limited, a Private Limited Company (CIN No U80302MP2008PTC020874 registered under Companies Act, 1956, having its registered office at Mosaic WorkSkills Private Limited, M-9 Corporate House, Wing 'B' 169 R.N.T. Marg, Indore, Madhya Pradesh, India - 452001 (hereinafter called “Training Institute” which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assign) of the Second Part.

NSDC and Training Institute are individually referred to as “Party” and collectively referred to as “Parties”.

WHEREAS National Thermal Power Corporation Limited (hereinafter called “NTPC LTD.”), in discharge of its obligation towards Corporate Social Responsibility under Companies Act, 2013 and rules made thereunder, has agreed to contribute funds to National Skill Development Corporation (hereinafter called “NSDC”) to be used and utilised for the purposes of implementation of “Imparting Skill Development training to 2535 Indian youths through the skilling partner of NSDC in districts of Jammu & Kashmir, Leh & Ladakh (“Location”) (hereinafter referred to as the “Project”).

AND WHEREAS NSDC, NSDF and NTPC LTD. have entered into a Memorandum of Understanding dated 26th June 2015 and addendum dated on 4th March 2020 (“MOU”) thereby recording the various terms and conditions as agreed amongst the parties in this regard;


VS



AND WHEREAS under the said Project, NTPC LTD. shall contribute funds for the Project to NSDF which shall be further disbursed by NSDF to NSDC, and NSDC shall through its approved training partners, get the Project implemented by providing skill training and placement to youth and women, and work towards achievement of the aim of the Project to instil economic security and stability among youth through skill training and holistic development facilitating enhanced access to opportunities in Industry jobs and through self-employment;

AND WHEREAS in pursuance on the terms and conditions of the MOU, the "Training Institute" has also been identified as an "Approved Training Partner" of NSDC for the purposes of executing the Project as per the terms of the MOU;

AND WHEREAS the Training Institute has offered to provide the services / training, as detailed in Annexure I (hereinafter referred to as "Training Programme") attached to this SLA, and NSDC has accepted the offer subject to the terms and conditions hereinafter appearing.

NOW THIS AGREEMENT WITNESSES AND IT IS HEREBY MUTUALLY AGREED BETWEEN PARTIES HERETO AS FOLLOWS:

1. Objectives of SLA:

- 1.1 To create an environment which is conducive to a co-operative relationship between the parties to ensure the effective support for the implementation of the Project and Training Programme;
- 1.2 To document the responsibilities of all parties taking part in the SLA;
- 1.3 To ensure that the Training Institute delivers the provision of a high quality of service / training being imparted for the trainees in terms of the standards set by NTPC LTD. / NSDC as communicated to the Training Institute;
- 1.4 To define the commencement of the SLA, its initial term and the provision for reviews;
- 1.5 To define in detail the service to be delivered by the Training Institute and the level of service which can be expected by NTPC LTD. and NSDC, thereby reducing the risk of misunderstanding;


VS



- 1.6 To detail via a question list, information required from the Training Institute to extract from the students trained by the Training Institute;
- 1.7 To institute a formal system of objective service level monitoring ensuring that reviews of the SLA are based on factual data;
- 1.8 To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels;
- 1.9 To provide for all parties to the SLA a single, easily referenced document which caters for all objectives as listed above.

2. Period of Service Level Agreement

- 2.1 The SLA shall commence on the date of its signing by the Parties (in case of signing by the Parties at two different dates, the later date) and shall remain in force till 15th June 2021, which may be extended for a further period by mutual consent of all Parties in writing unless it is prematurely terminated in accordance with the terms of this SLA. The Parties shall strictly adhere to and follow the timelines as agreed between them under this SLA.

3. Roles and Responsibilities of the Parties

- 3.1 The Training Institute undertakes to provide all the required skills, knowledge, care and diligence in the provision of training to the trainees selected under the Project and Training Programme.
- 3.2 The Training Institute will establish contact with the [NTPC LTD.] Nodal Officer, (to be obtained from [NTPC LTD.] and intimated by NSDC) at the earliest for smooth co-ordination of implementation of the Project.
- 3.3 The Training Institute agrees to set up the skill development centres at such location which is near [NTPC LTD.] areas of operation as agreed upon between [NTPC LTD.] and NSDC.
- 3.4 The Training Institute undertakes that the training programmes shall adhere to QP/NOS standards set forth by the relevant Sector Skill Councils(SSCs) resulting in third-party assessment and certification as per SSC guidelines.
- 3.5 The Training Institute undertakes to provide NSDC and [NTPC LTD.], the monthly MIS containing the following details:
 - Training Calendar

- Training Programmes – completed, ongoing, commencing during the month
 - Completed – Candidate details (completed/dropout), assessment date, certification status
 - Ongoing – Trainee details, dropouts, etc.
 - Commencing – Selection date, location, local point of contact
 - Photographs of the current batch and videos of all important events like selection, assessment etc.
- 3.6 The Training Institute shall provide the mode of selection and list of trainees for approval by [NTPC LTD.] and NSDC before commencing any training.
- 3.7 The Training Institute shall ensure mobilization and counselling of candidates, and shall conduct the training program as per NSDC/SSCs standards in line with National Skills Qualification Framework (NSQF) for the execution of Project.
- 3.8 The Training Institute shall collect Aadhar Cards, and other relevant personal information as required, in accordance with the procedure laid down by law, of all the candidates enrolled for the course and the same has to be uploaded onto the Skill India Portal or any other candidate or training database, as required by NSDC.
- 3.9 The Training Institute shall include a representative of [NTPC LTD.] in the selection process of trainees.
- 3.10 The Training Institute shall, at its own cost, ensure wide publicity around the identified locations of [NTPC LTD.] so as to ensure that the information and benefits of the programme reach the people around the vicinity of [NTPC LTD.] establishments.
- 3.11 The Training Institute shall co-brand [NTPC LTD.] and NSDC in all Training Programme related displays, coverage and publicities. The Training Institute will at all times comply with branding guidelines of NSDC made available to them.
- 3.12 The Training Institute shall make available requisite infrastructure, qualified trainers, curriculum and delivery systems to provide training as per NSDC/Sector Skill Council Standards in line with National Skills Qualification Framework (NSQF) for implementation of skilling programs under the Project and Training Programme.

- 3.13 The Training Institute shall ensure timely submission of reports of the Training Programmes along with a consolidated dashboard.
- 3.14 The Training Institute shall keep informed the nodal officer of each location of NTPC LTD. of the progress regarding the Training Programme.
- 3.15 The Training Institute shall provide NSDC and NTPC LTD. Monthly Progress Report (MPR) along with centre contact details to facilitate involvement of NTPC LTD.'s officials in obtaining first hand feedback of selection process and conducting of the Training Programmes. These reports shall be submitted in electronic and hard copies to NSDC and any further advice of NTPC LTD. / NSDC thereon shall be binding upon the Training Institute.
- 3.16 The Training Institute shall ensure that the quality aspects, methodology of implementation of the Project and Training Programme complies with the comprehensive training as per industry requirement of the said region.
- 3.17 The Training Institute undertakes to submit additional report(s) to NSDC and / or NTPC LTD. on a regular basis including but not limited to financial information such as utilization certificate as per NSDC monitoring guidelines.
- 3.18 The Training Institute undertakes and represents that the amount disbursed by NSDC for this Project, shall be utilized only towards the purpose as per above and for no other activity and that the Training Institute shall alone be responsible for any irregularity in selection of trainees, organizing the programmes, maintenance of records, placement of trainees etc.
- 3.19 The Training Institute undertakes that it shall ensure that important events like selection process, conducting of training programmes etc. shall be photographed for record and NTPC LTD. / NSDC representatives shall be at the liberty to join such ceremonies. During the implementation of any activity, the expenditure on photographs and videography and for other related material to the Project and Training Programme shall be borne by the Training Institute.
- 3.20 The Training Institute shall be responsible for preparing all training material including occupational and training standards for the Project and Training Programme as per the terms of this SLA.
- 3.21 The Training Institute shall submit a comprehensive completion report of the Training being carried out by it under the Project to NSDC within 1 (one) month of completion of the training programme under the SLA. The said report should clearly state the activities undertaken, details of the number of beneficiaries under the Training Programme.

- 3.22 In the course of the Training Programme, the Training Institute shall ensure that adequate slot(s) are made available to [NTPC LTD.] and NSDC in the training module to enable them to share their views with the trainees.
- 3.23 The Training Institute shall be solely and exclusively responsible for all acts and omissions of its staff and any persons, associations, institutions engaged by it whether or not in the course of implementing the Training Programme under the Project and for the health, safety and security of such persons or entities and their property.
- 3.24 [NTPC LTD.] and NSDC shall have the absolute joint and several right to monitor the progress of the Training Programme undertaken by the Training Institute under the Project to ensure that the activities are being undertaken under the Project completely as per the agreed terms between the parties.
- 3.25 The Parties acknowledge and agree that the payment shall be made by [NTPC LTD.] to NSDC through NSDF in terms of the Project, and thereafter by NSDC to the Training Institute in the form and manner as provided under Annexure III to this SLA. Notwithstanding anything contained in SLA, any Annexure or any other document, the Training Institute hereby agrees unconditionally that this SLA and any obligation of NSDC is subject to disbursement of funds to NSDC by NSDF/ [NTPC LTD.]
- 3.26 NSDC shall coordinate Project monitoring and reporting, and make available resources for project coordination and reporting during the performance of Training Programme under the Project.
- 3.27 The Training Institute shall ensure that the training/skilling and other activities under the Training Programme is strictly completed within the budget ascribed for the Training Programme.
- 3.28 The Training Institute undertakes to implement the Training Programme and discharge its obligations under the present SLA as per the applicable laws.
- 3.29 The Training Institute shall ensure that at least 70% of the successful trainees shall be placed either on wage-employment or self-employment.
- 3.30 In case of self-employment, Training Institute is required to provide a self-declaration letter issued by the candidate on a stamp paper. In addition, the centre must provide a proof that candidates have been employed gainfully in livelihood enhancement occupations, which may include Trade license, Proof of enterprise set up, Proof authenticating that the candidate is part of the producer group, Proof of additional earnings (bank statement), Proof of the Mudra Loan availed, any other suitable and verifiable document.

- 3.31 In case of wage employment, offer letters issued by employers/companies would be accepted as proofs against achievement of the same.

4. Accounts, Records and Audit

- 4.1 The Training Institute agrees and undertake that the amount disbursed by NSDC shall be utilized only towards the purpose as said above and for no other activity and that the Training Institute shall alone be responsible for any irregularity in selection of trainees, organizing the training programmes, maintenance of records, placement of trainees, etc.
- 4.2 The Training Institute shall maintain all accounting records and documents for smooth and successful completion of the Training Programme under the Project. The Training Institute shall maintain and provide records showing the expenditure incurred, utilization of the drawdowns, and such records shall be open to examination and audit by [NTPC LTD.] and NSDC through their authorized representatives at any time during and after expiry / termination of SLA.
- 4.3 The Training Institute shall submit quarterly utilization certificate duly certified by the Chartered Accountant to NSDC, for the amounts released by NSDC as per Annexure III before the release of subsequent tranche. A consolidated utilization certificate, duly certified by the Chartered Accountant will also be submitted at the completion of the Project
- 4.4 [NTPC LTD.] and NSDC shall be entitled to monitor the various centres and their authorized representative may undertake planned / surprise visit to inspect the progress of the Training Programme under the Project and ensure proper implementation of the same.
- 4.5 NSDC shall be entitled to seek clarifications/information whatsoever from the Training Institute with respect to the Training Programme under the Project. Any such clarifications/information sought by NSDC shall be responded by the Training Institute within 10 (ten) working days.
- 4.6 [NTPC LTD.] and NSDC may, at their discretion, undertake inspection/evaluation of the impact/progress of the Project. Such inspection may be carried out anytime during or after the tenure of the Project. The Training Institute shall, as and when required, provide [NTPC LTD.] and NSDC representative(s) reasonable cooperation and access to their records for such inspection carried out in connection with the MOU and this SLA.

4.7 The Training Institute shall upon receipt of notice from NSDC/ NTPC LTD. permit and make suitable arrangements for the representatives of NTPC LTD. / NSDC and their representative, at such intervals as NTPC LTD. / NSDC may determine:

(i) to visit and inspect the site where the training is being imparted by the Training Institute under the Project / Training Programme, the skill development training assets to carry out technical, financial and legal inspections; and

(ii) to examine the Training Institute's books of records, account and documents relating to the Project / Training Programme; to make copies there from; at all times during and after the completion of Project / Training Programme.

5. Representations

5.1 NSDC confirms that all information provided to Training Institute or its representatives, in connection with the Project and Training Programme, whether before or after the execution of this SLA, by or on behalf of NSDC is true, correct and complete in all respects on the date thereof, and is not false or misleading in any respect nor incomplete by omitting to state any fact necessary to make such information not misleading in any respect.

5.2 The Training Institute confirms that all information provided to NSDC and NTPC LTD. or their respective representatives, in connection with the Training Programme to be conducted under the Project, whether before or after the execution of this SLA, by or on behalf of Training Institute is true, correct and complete in all respects on the date thereof, and is not false or misleading in any respect nor incomplete by omitting to state any fact necessary to make such information not misleading in any respect. The Training Institute also represents, confirms and affirms that it is in compliance of all applicable laws and possesses all statutory approvals and compliances for the execution of this SLA and for implementation of the Training Programme.

6. Performance Standards

6.1 The Training Institute undertakes to perform the service with highest standard of professional and ethical competency and integrity. The Training Institute shall promptly replace any employee or person assigned under this SLA whose performance is considered unsatisfactory by the monitoring team or for any

other reason. The Training Institute shall be responsible for quality of modules / material of training as per standards specified by the Industry standards/ Sector Skill Councils.

7. Conflict of Interest

- 7.1 Neither the Training Institute, nor its personnel shall engage in any personal business or professional activities, during the course of this SLA, which conflicts with or could potentially conflict with the object of the Project and Training Programme.
- 7.2 Subject to clause 7.1 above, Training Institute shall immediately inform NSDC of any such conflict and suggest/ take immediate remedial measures to ensure that the Training Programme under the Project is completed as per the terms and conditions agreed upon.

8. Disclosure of information & Publicity

- 8.1 The Training Institute and its personnel shall not, during or after the expiry / termination of the SLA, disclose to any third party, any provision of the SLA or any confidential information arising from the SLA, other than as required for the proper performance of its respective duties hereunder or as may be required by a court or arbitral tribunal of competent jurisdiction except as per the applicable laws.
- 8.2 The Training Institute shall appropriately publicize about the training programme and its schedule etc. by ways of pamphlets/banners in the location where the Training Programmes are to be conducted to ensure maximum turnout of beneficiaries.
- 8.3 NSDC and, NTPC LTD.'s signage shall be placed in bold letters on the pamphlets and banners (in the language understood by majority of the population) used during the Training Programmes, without any liability / cost overheads to NTPC LTD. or NSDC on this account.
- 8.4 Wherever possible, the Training Institute shall consider giving wide publicity to the assistance provided by, NTPC LTD. under NTPC LTD.'s Corporate Social Responsibility programme not only in their own internal publications, news-letters, but also in local dailies / any other mass communication channel

etc. without any liability/ cost overheads to [NTPC LTD.] or NSDC on this account.

9 **Force Majeure:**

- 9.1 If the performance of this SLA by either party is delayed, hindered or prevented or is otherwise frustrated by reason of "Force Majeure", which shall mean war/ hostilities, riot or civil commotion, fire, flood or earthquake, tempest, lightening or other natural physical disaster(s); restrictions imposed by the government or other statutory bodies which prevents or delays the execution of the Project, any event beyond the control of the parties to this SLA, then the party so affected shall promptly notify the other party in writing specifying the nature of the Force Majeure and of the anticipated delay in the performance of the SLA. From the date of the notification, NSDC may terminate the SLA forthwith or suspend the performance of the SLA for a period not exceeding 6 (six) months.
- 9.2 If at the expiry of the second period of suspension, the reasons for the suspension still remain, the parties shall treat the SLA as terminated due to Force Majeure.

10. **Processing Fee**

The Training Partner/ Institute shall strictly adhere to the timelines mentioned under this Agreement in completion of the training services. In the event, the Training Partner/Institute defaults/fails to adhere to the timelines under this Agreement and is unable to complete training/ raise invoices within the SLA period (end date of SLA) the Training Institute/ Partner shall be liable to pay a processing fee of Rs. 1,00,000 (Indian Rupees One lakh only) for extension of the time period by three (03) months i.e. from the SLA completion date, for NSDC to make required disbursements to the TP/ TI. If the Training Institute fails to complete the training/ raise invoices in such extended period also, it shall again be liable pay a processing fee of amount of Rs. 1,00,000 for procuring an extension of further three months.

11. **Termination**

- 11.1 In case of non-adherence to provisions of SLA by the Training Institute, NSDC may serve a written notice of 30 (thirty) days period to rectify the non-adherence to the provisions of SLA by Training Institute. In case of continuing unsatisfactory performance beyond 30 (thirty) days of notice period, NSDC shall have the right to terminate the SLA without any further notice or liability.

In this eventuality, the Training Institute shall be liable to refund all the payments made to it on the date of termination.

- 11.2 NSDC may terminate the SLA in the event, the Training Institute is found involved in any manner or form in corrupt practices or misappropriating the funds/ misutilization of funds, which have been marked for the Project.
- 11.3 Notwithstanding anything contained in this SLA or any other document, NSDC may terminate this SLA any time by giving 30 days written notice to Training Institute.

12. Settlement of Disputes

- 12.1 Parties shall endeavour to amicably resolve any dispute arising from this SLA. In the event the Parties are unable to amicably resolve the dispute arising out of the SLA, the dispute shall be referred to arbitration by a Sole Arbitrator to be conducted in accordance with the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be Delhi. The conduct of arbitration proceedings shall be in English and the award passed by the sole arbitrator shall be binding on all parties.
- 12.2 Subject to 12.1 above, all disputes arising between the parties shall be subject to the jurisdiction of the Courts in Delhi only.

13. Confidentiality:

- 13.1 The Training Institute shall not during the term of this SLA or after the expiration, thereof, disclose any proprietary or confidential information relating to this SLA or the business or operations of the SLA to the other parties.

14. General Conditions:

- 14.1 Nothing contained in this SLA shall be construed or have effect as constituting a relationship of employer and employee or principal and agent or trustee and agent amongst [NSDF, NTPC LTD.], NSDC and Training Institute.
- 14.2 The Training Institute shall indemnify and hold harmless [NTPC LTD.] and NSDC from any loss suffered by them on account of breach of this SLA by the Training Institute or any claim/action initiated by a third party, including any claim/damage to the beneficiaries arising out of the training or placement provided under the Training Programme or during the execution of Project.

The indemnity protection available to [NTPC LTD.] and NSDC under this SLA is independent of and in addition to such other rights and remedies as [NTPC LTD.] and NSDC may have at law or in equity or otherwise, including the rights to seek specific performance or other injunctive relief, none of which rights or remedies shall be affected or diminished thereby.

14.3 Notices:

- 14.3.1 Any notice or request to be given or made by a party to the other shall be in writing and posted, delivered personally or sent by courier, registered or certified mail. Such notice or request shall be deemed to have been duly received by the party to whom it is addressed if it is given or made at such party's address specified below:

NSDC

Office: 301, West Wing, Worldmark I, Aerocity, New Delhi – 110037

Kind Attn: The CEO, NSDC

Fax: +91 11 4656 0417

Training Institute: Mosaic WorkSkills Private Limited.

Office: M-9 Corporate House, Wing 'B' 169 R.N.T. Marg, Indore (MP) - 452001

Kind Attn: [Mr. Siddharth Gopawat, Executive Director]


Fax: [0731 4022441 2524043, 0731 2526090]

- 14.4 Without prejudice to the other provisions of this SLA, in the event the implementation of the Training Programme under Project is not as per the scope of work and targets, [NTPC LTD]/ NSDC shall reserve the right to withhold or reduce the amount/instalment amount or stop further disbursements of instalments, and release of the further instalment amount shall be made upon remedying of the unsatisfactory work and on resolution of the outstanding queries by [NTPC LTD] / NSDC to the satisfaction of [NTPC LTD] / NSDC. In the event the Training Institute fails to remedy the unsatisfactory work or resolve the outstanding queries, NSDC shall be entitled to seek recovery of the amounts already disbursed to the Training Institute under the SLA.
- 14.5 The Annexures attached to this SLA shall be deemed to be part of this SLA as if the provisions thereof were set out herein in extension. No modification or amendment of this SLA and no waiver of any of the terms or conditions hereof shall be valid or binding unless made in writing and duly executed and

mutually accepted by the parties. The amendments shall be documented and shall ipso facto become the integral part of this SLA.

14.6 This SLA may be executed in one or more counterparts each of which shall constitute an original, but all of which when taken together shall constitute but one instrument.

IN WITNESS WHEREOF THE PARTIES HERETO HAVE EXECUTED THESE PRESENTS ON THE DAY AND YEAR FIRST HERE IN ABOVE WRITTEN.

<p>For and on behalf of National Skill Development Corporation</p>  <p><u>Manish Kumar</u> Manish Kumar (Jan 14, 2021 15:21 GMT+5.5) Name: Manish Kumar Designation: MD & CEO</p>	<p>For and on behalf of Training Institute "Mosaic WorkSkills Private Limited"</p> <p><u>Tarun Anand</u> Tarun Anand (Jan 15, 2021 18:19 GMT+5.5) Name: Mr. Tarun Anand Designation: Head Operations</p>
<p>In the presence of witnesses:</p> <p><u>Ahinsa</u> Ahinsa (Jan 8, 2021 11:12 GMT+5.5) -----</p> <p>Name: Address: 301, West Wing, Worldmark I, Aerocity, New Delhi - 110037</p>	<p>In the presence of witnesses:</p> <p><u>Ahinsa</u> -----</p> <p>Name: Address:</p>

ANNEXURE I - PROJECT BRIEF

The Training Institute will provide NSQF-compliant training to 2535 candidates in select locations and trades as below:

Business Correspondent & Business Facilitator	Sector	QP ID	Training Duration (Hrs)	Target	Leh	Kargil
Mobile Phone Hardware Repair Technician	Electronics	ELE/Q8104	360	300	150	150
Business Correspondent & Business Facilitator	Banking, Financial Services and Insurance	BSC/Q0301	150	300	150	150
Domestic Data Entry Operator	IT/ITES	SSC/Q2212	400	290	145	145
Office Assistant	Management and Entrepreneurship & Professional	MEP/Q0202	180	835	417	418
Receptionist	Management and Entrepreneurship & Professional	MEP/Q0204	200	810	405	405

Job role	Sector	QP ID	Training Duration (Hrs)	Target	NSQF Level	Common Norms Category	Manufacturing Or Services	Base cost (₹) as per common norms	Training cost (₹)	Assessment Fee (₹)	Stipend to candidate (₹)	Per candidate Cost to TP (₹)	Total Training Cost to TP (₹)
Mobile Phone Hardware Repair Technician	Electronics	ELE/Q8104	360	300	4	2	services	40.0	14,400	1,000	1,500	16,900	50,70,000
Business Correspondent & Business Facilitator	Banking, Financial	BSC/Q0301	150	300	4	3	services	33.0	4,950	1,000	1,500	7,450	22,35,000
Domestic Data Entry Operator	IT/ITES	SSC/Q2212	400	290	4	2	Services	40.0	16,000	1,000	1,500	18,500	53,65,000
Office Assistant	Management and Entrepreneurship & Professional	MEP/Q0202	180	835	4	3	services	33.4	6,012	1,000	1,500	8,512	71,07,520
Receptionist	Management and Entrepreneurship & Professional	MEP/Q0204	200	810	4	3	services	33.0	6,600	1,000	1,500	9,100	73,71,000
				2535									2,71,48,520

Note: Training Institute to maintain record of receipts for all expenses incurred and/or any benefit provided to the candidates.

1. **Batch Strength:** The batch strength can be a maximum of 30.
2. **Selection of Candidates:** Selection of Candidates to be done in consultation with the local NTPC LTD officials.
3. **Minimum Duration:** The min training duration should be of Notional Hours as per NSQF guideline & may extend further based on requirement of the trade. The Training Institute shall provide adequate slot for NTPC LTD. and NSDC to provide their views on the topic.
4. **Assessment& Certification:** The Training Institute shall ensure assessments through the relevant Sector Skill Councils.
5. **Placement:** The Training Institute shall ensure at least 70% placement, including self-employment, of the trained candidates. The criteria for placement shall be in accordance with Clause 3.30 and Clause 3.31 of this SLA.
6. **Marketing:** The Training Institute to ensure adequate coverage of the program sponsor (NTPC LTD.) as elaborated in Clause 8 of this SLA. The coverage to be in-line with the guidelines provided by NTPC LTD.
7. **Reporting:** The Training Institute to comply with the reporting guidelines as mentioned in Clause 3 of this SLA.
8. **Attendance:** The Training Institute to capture proper attendance through biometric on everyday basis with time in and time out record.
9. **Further Allocations:** Any further allocations for training candidates under the Project will be done through an Addendum to this Service Level Agreement.

ANNEXURE II -BUDGET

The training budget will be **RUPEES 2,71,48,520 (Two crores Seventy-One Lacs Forty-Eight Thousand Five hundred and twenty only)** inclusive of all taxes.

Details of budget details provided below:

Job role	Training Duration (Hrs)	Target	Comm on Norms Category	Base cost (₹) as per comm on norms	Training cost (₹)	Assessment Fee (₹)	Stipend to candidate (₹)	Per candidate Cost to TP (₹)	Total Training Cost to TP (₹)
Mobile Phone Hardware Repair Technician	360	300	2	40.0	14,400	1,000	1,500	16,900	50,70,000
Business Correspondent & Business Facilitator	150	300	3	33.0	4,950	1,000	1,500	7,450	22,35,000
Domestic Data Entry Operator	400	290	2	40.0	16,000	1,000	1,500	18,500	53,65,000
Office Assistant	180	835	3	33.4	6,012	1,000	1,500	8,512	71,07,520
Receptionist	200	810	3	33.0	6,600	1,000	1,500	9,100	73,71,000
		2535							2,71,48,520

*Cost per candidate is inclusive of the stipend, assessment costs

Total Budget:

Total Cost	2,71,48,520
Incremental placement incentive for 30% of total target @ 3000/candidate	2281500
Total Cost (INR)	2,94,30,020

ANNEXURE III - DISBURSEMENT SCHEDULE

1.1 NSDC shall transfer the funds under this SLA to the Training Institute as per the schedule mentioned given herein under:

An amount of **RUPEES 2,94,30,020 (Two crores Ninety-Four Lacs Thirty Thousand and twenty only)** inclusive of all taxes, to be transferred in tranches as specified below:

Disbursement Schedule		
Instalment	Percentage	Disbursement schedule
1	30% of training cost*	On Certification of minimum 30% of target allocated.
2	70% of training cost*	Disbursement will be made on achievement of minimum of 90% Assessment & 70% placements of total target
	Placement Incentive	Placement incentive shall be disbursed only for the incremental candidates (i.e candidates placed over and above 70% of the total target allocated), if actual placement exceeds 70% placement criteria

Note:

1) Training cost is inclusive of Training, Assessment, conveyance cost, specialized cost, and Induction Kit as per SLA budget.

- 2) Disbursement for Training Cost is subject to raising maximum 2 invoices
- 3) All disbursements shall be on actuals, this is applicable only in cases where actual achievement is less than the eligibility criteria for disbursement and closure of project is on pro-rated basis (subject to Donor entity's approval wherever applicable)
- 4) The fund to Training Partner shall be disbursed upon receipt of the same from the funding organization/ NSDF.
- 5) Disbursement for Placement Incentive is subject to raising a maximum of 1 invoice

1.2 The fund disbursements shall be made in Indian Rupees.

2. All disbursements shall be deposited into the Bank account of the Training Institute of which the details are as follows:

Account Name: MOSAIC WorkSkills Pvt. Ltd.

Account Number: 60152797093

Bank Name: Bank of Maharashtra

Branch: Bhicholo Mardana, Indore (M.P.)

IFSC Code: MAHB0001616