

Response Report after PRT Visit (Annex Part)

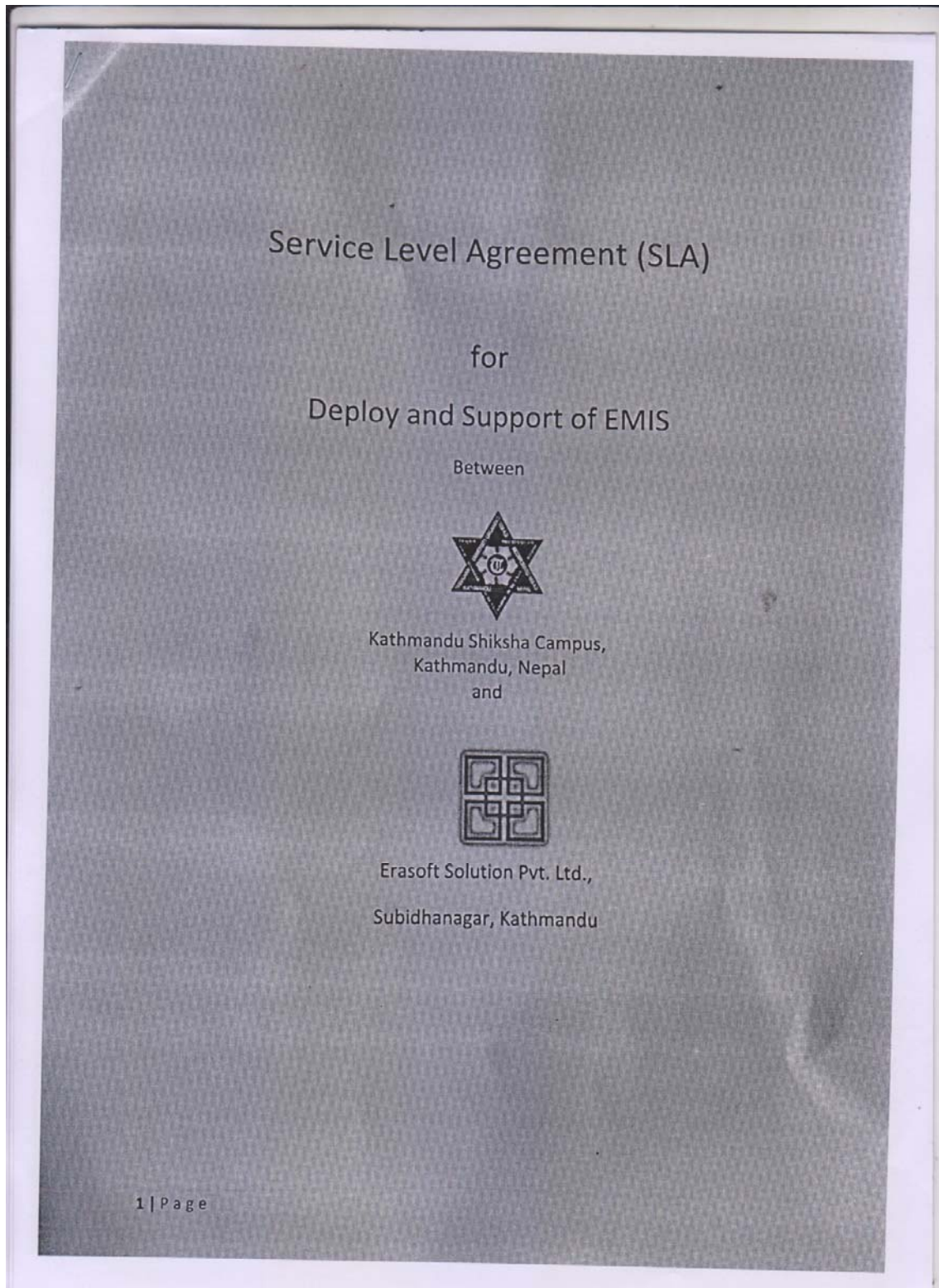
Volume 7:

(Criteria 6: Student Support and Guidance)



Kathmandu Shiksha Campus
Chandragiri 10, Satungal Kathmandu
2022

Criteria 7 Annex 1: Photos of Integrated EMIS



1. **Statement of Intent**

The aim of this agreement is to provide a basis for close co-operation between Kathmandu Shiksha Campus (will be called First Party hereinafter) and Erasoft Solution Pvt. Ltd. (will be called Second Party hereinafter), for support services to be provided by Second Party to First Party, thereby ensuring a timely and efficient support service is available to First Party end users. The objectives of this agreement are detailed in Section 2.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

2. **Objectives of Service Level Agreements**

- a) To create an environment which is conducive to a co-operative relationship between Second Party and First Party to ensure the effective support of end users
- b) To document the responsibilities of all parties taking part in the Agreement
- c) To ensure that First Party achieves the provision of a high quality of service for end users with the full support of Second Party.
- d) To define the commencement of the agreement, its initial term and the provision for reviews
- e) To define in detail the service to be delivered by Second Party and the level of service which can be expected by First Party, thereby reducing the risk of misunderstandings
- f) To detail via a question list, information Second Party requires First Party to extract from end users prior to Second Party involvement
- g) To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data
- h) To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels
- i) To provide for all parties to the Service Level Agreement a single, easily referenced document which caters for all objectives as listed above

3. **Period of Agreement**

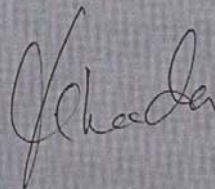
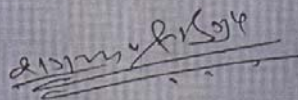
This agreement will commence on Sharwan 16, 2079 BS and will continue until terminated. The agreement will be terminated if:

- a) "Annual Maintenance Contract (AMC)" between the parties expires.

4. **Review Procedure**

This agreement will be reviewed on mutual consent of both First Party and Second Party. The review will cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

- a) This agreement may be review after 5 years.



5. **Representatives**

First Party and Second Party nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

First Party: Mr. Satrugan Prasad Gupta, Campus Chief, Kathmandu Shiksha Campus, Chandragiri-10, Kathmandu

Second Party: Mr. Om Khadka, Director, Erasoft Solution Pvt. Ltd.

6. **First Party Responsibilities**

- a) Hardware: First Party is responsible for maintaining all the hardware needed for implementation of the service provided by Second Party.
- b) Focal Person or Steering Committee: First Party will appoint a focal person or make a steering committee (details of which is given below) which is responsible for extracting information from end users as per Second Party specified list of questions regarding support of the service.

Name: Anita Bhandari

Telephone No: 01-4311843

Mobile No: 9849918480

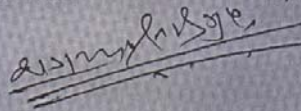
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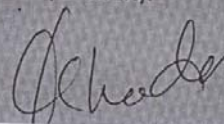
- c) Timely referral of faults: It is the responsibility of First Party to make timely referral of faults to Second Party. Second Party can't be deemed responsible to any loss or damage incurred by First Party due delay in the referrals.

7. **Second Party Responsibilities**

In exchange of First Party responsibilities, Second Party is liable to followings:

- a) Modules of Mitra ERP: Implementation of the following Additional modules of Mitra ERP on online.
 - a. Student Administration: Managing Student Profile, UGC Reports with Annual Profile and Comprehensive Profile.
 - b. Examination: Managing Internal and Board Exam, Board Exam back paper Management, Marks Ledger, Marks Sheet, Reports.
 - c. Library : Managing Library: Membership, Catalogue, Circulation, Fine , barcode
 - d. Account: Managing Student Income
 - e. HR: Managing employees records
- b) Support: Second Party is liable for regular support of the modules mentioned in Section 7a in case of faults referred by First Party as mentioned in Section 6b. The following is details of contact on behalf of Second Party to be contacted by First Party.





Contact Details:

Name: Om Khadka

Phone: 01-4111812

Mobile: 9851052404

Email: info@erasoft.com.np, okhadka@gmail.com

- Method of fault referral/ support call: Telephone contact or email by First Party nominee as mentioned in Section 6b.
- Method of support: Second Party take first priority to solve the issued by online means if and any issued nature is different and cannot solve by online method, Second Party will be available in the campus. In case of delaying the service from second party, the first party regularly inform regarding the matter of maintaining the problem mention, herewith, three times continuously during a three weeks period via email or Online Support Center of Company. If the second party violets the duration without responding to solve the problem of the first party, the first party will charge for Clarification
- Implementation: The responsibility of implementation of project will be first party in presence of Second party. All the activities like data entry, setup to implement project will be done by first party. If first party unable to do that, Second party will be done that work charging extra charge as follow.

c) Training and Knowledge Transfer:

For implementation of the modules of Mitra ERP, Second Party will provide training to end users nominated by First Party.

d) If any dispute between parties, we should solve the problem in mutual understanding.

Signature:

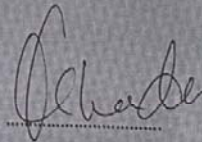


Mr. Shatrughan Prasad Gupta

On behalf of First Party

Witness

Seal



Mr. Om Khadka

On behalf of Second Party

Witness

Seal



Agreement between Kathmandu Shiksha Campus and Erasoft Solution Pvt. Ltd.

This Agreement between Kathmandu Shiksha Campus and Erasoft (the "Agreement") is effective from 2079-04-16

BETWEEN: KATHMANDU SHIKSH CAMPUS (the "First Party") a company organized and existing under the laws of the government of Nepal, with its office located at :
Chandragiri-10, Kathmandu, Nepal
Phone: 01-4311843
Post box No.:

AND: ERASOFT SOLUTION PVT. LTD. (the "Second Party") a company organized and existing under the laws of the government of Nepal, with its corporate office located at:
RudrajuddhaBhawan, Tinkune, Subidhanagar, Kathmandu Nepal,
Phone: 4111812
Post Box No. 9742

WHEREAS First party finds that the second party is qualified to perform the work all relevant factors considered, and that such performance will be in furtherance of First Party business.

NOW, THEREFORE, in consideration of the mutual covenants set forth herein and intending to be legally bound, the parties hereto agree as follows:

1. Support and Services

- i. The Second party agrees to provide the service and support as described in SLA.
- ii. Other work will be decided as per mutual understanding of the two parties.

2. Payment

- i. The First Party hereby agrees to pay the Second Party, for described as SLA, the sum of 2,00,000/- inwards (Two lakhs ~~Two Lakhs Six Thousand~~ only) excluding VAT. The Imbursement of 50% amount will be done along with agreement to second party.
- ii. 15% of software cost will be levied as support charge after the first year. Every Year 5% AMC charged will be added.

3. Period of Agreement

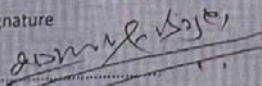
This agreement will continue until terminated as described in SLA

4. Governing Law

This agreement shall be interpreted under laws of the government of Nepal.

IN WITNESS WHEREOF, the parties hereto have executed this agreement as the day and year first above written.

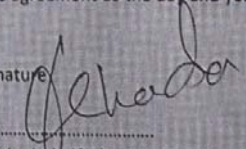
Signature


On behalf of First Party
Shatrughan Prasad Gupta
Campus Chief

Seal



Signature


On the behalf of second party
Om Khadka
Managing Director

Seal



Criteria 7 Annex 2: An report on the impact analysis on information system

Criteria 7 Annex 3: CMC Meeting Decision Regarding the Consideration of Stakeholders' Feedback

आज मिति २०६१।०५।०५ गते यस बाबमाडौं विद्या क्याम्पस
को सञ्चालक समितिबाटै यस सञ्चालक समितिबाटै
प्रो. डा. माधव अरुण्डिंको अध्यक्षतामा बस्यो । उक्त बैठकको
इपत्ति २ निर्णय यस प्रकार छन् -

इपत्ति:

१. प्रो. डा. माधव अरुण्डिं (अध्यक्ष)	हस्ताक्षर:
२. प्रो. डा. हुमाङ्गराज अधिकारी (उपाध्यक्ष)	माकन
३. प्रो. डा. प्रेम नारायण अग्रवाल (सदस्य)	
४. प्रो. हरि विमोद अधिकारी (सदस्य)	
५. प्रो. डा. वाशुदेव डाफ्ले (सदस्य)	
६. श्री गौरी पुलाद दवाडी (सदस्य)	
७. श्री राजेन्द्र विष्णु वनियाँ (सदस्य)	
८. प्रो. महेश्वर श्यामपात्रे (सदस्य)	
९. श्री वसन्त राज शर्मा (सदस्य)	
१०. श्री कान्ता अरुण्डिं (सदस्य)	कान्ता अरुण्डिं
११. डा. कुशुमला आचार्य (सदस्य)	
१२. श्री त्रि. वि. प्रतिनिधि (सदस्य)	
१३. श्री वसन्त कुमार बराल (सदस्य)	
१४. श्री शत्रुघ्न पुलाद गुप्ता (सदस्य सचिव)	
१५. मा. रमा आम्बे मगा (विशेष कामन्त्रि)	
१६. प्रा. व. विजया लक्ष्मी पन्त (कामन्त्रि)	
१७. प्रा. व. लक्ष्मण रञ्जन पन्त (कामन्त्रि)	
१८. मेजर श्री धनश्याम गिरी (सदस्य पदेन)	
१९. श्री अनिता अडारी (लेखा प्रमुख कामन्त्रि)	

निर्णय नं. १. विश्वविद्यालय अनुदान आयोग सानोडिमी गुरुपुर
२ यस बाबमाडौं विद्या क्याम्पसको विच क्याम्पसको पश्चात्ति
तथा पुस्तकालय भवनको प्रथम तल्लो २ दोस्रो तल्ला निर्माणको
लागि श्री चन्द्रागिरी नगरपालिका वडा नं १० को प्राविधिक इन्जिनियर
द्वारा पेश भएको जम्मा रकम रु ११,०८८,९३८.०६ (ग्यार सहित)
(अक्षरुपी रु शत्रुघ्न दशलाल आर्याली हजार नौ सय अक्षरुपैया र
पैसा सात मात्र) स्वीकृत गरियो ।

निर्णय नं. २. स्वीकृत रकम ११,०८८,९३८.०६ रुपैयाँ मिति
२०६१।०५।०६ गते राष्ट्रिय दैनिक नेपाल समाचार पत्रमा सार्वजनिक
गर्ने सूचनाको माध्यम समेत स्वीकृत गरियो सो हो वमोजिम सूचना
सम्प्रेषण गर्ने शत्रुघ्न दशलाल आर्याली जिम्मेवारी क्याम्पस
प्रमुखलाई दिइयो । सार्वजनिक सूचना प्रकाशन भएपछि यत
मा इन्टरको पछिल्लो भागमा टाँस गर्ने ।

सम्पन्न कर पश्चात कुट्टे अफिल बोर्ड उपलब्ध कराउने गरी हाललाई Alumni को प्रयोगका लागि Management Department को बोर्डलाई नै Alumni को सम्पन्न अफिल बोर्ड र उपमा प्रयोग गर्ने दिने ।

निर्णय नं. १४. यस क्याम्पसका एम-आइयापुड ङी मन्त्रहापुर शाही को नेतृत्वमा गठित पाठ्यक्रम पुनरावलोकन तथा युक्तियुक्त समिति द्वारा प्रस्तुत प्रतिवेदन अनुमोदन गरियो । उक्त प्रतिवेदनको सम्बन्धित सुझावको कार्यान्वयनका लागि सम्बन्धित डीन कार्यालय लाई अनुसन्धानका लागि पत्राचार गर्ने तथा प्रतिवेदन बुझाउने कार्यको जिम्मा क्याम्पस प्रमुखलाई दिने । साथै कार्यालय स्वयंसेवक विभागीय बहालहरूलाई प्रोत्साहन भन्ना निष्कर्षमा उपलब्ध कराउन क्याम्पस प्रमुखलाई जिम्मा दिने ।

निर्णय नं. १६. यस क्याम्पसको स्थित कृत सूचना सूचना व्यवस्थापन र सम्बन्धित कार्य गर्ने हब EMIS Focal Person नियुक्त गर्ने र सो Focal person को जिम्मा लेना प्रमुख को ज्ञानितो गराउनेलाई दिने । साथै EMIS जडान, Installation स्वयं सेवकरी प्रसिद्धिका लागि ङी Erassoft Solution Pvt. Ltd. सँग सम्झौता गर्ने क्याम्पस प्रमुख को बाबुहत पलाफ गुज्यालाई जिम्मा दिने ।

निर्णय नं. १६. विज्ञान विद्यालय अनुदान आयोगबाट सम्चालन हुने NEHEP को प्रावधान बमोजिम क्याम्पसको रणनीतिक योजना २०२०-२०२५ संशोधन सहित पारित गरियो ।

निर्णय नं. १८. क्याम्पसमा सुरोडारवाला हलमा राखेका गुनासो सुनुवाइ तथा निराकरणका लागि खोटा र यथार्थ स्वयंसेवक कार्यविधि स्वीकृत गरियो । गुनासो निराकरण तथा सुनुवाइको मुख्य प्राप्तिको जिम्मा क्याम्पस प्रमुखलाई दिने र कार्य विधि बमोजिम प्रावधानी गुनासो सुनुवाइ र निराकरणको जिम्मा क्याम्पस प्रमुख र मध्यम क्याम्पस सञ्चालक समिति सदस्य को गर्ने दवाडी र उच्चतम तह सञ्चालक समितिका कार्यहरूलाई जिम्मा दिने ।

निर्णय नं. १९. क्याम्पस परिसर आल पास खाली जग्गाको कृषि र तटवर्तन जग्गा छिन्ने परिस्थिति पनि नभएकोले भई रहेको स्पेसलाई उच्चतम उपभोग हुने गरी हाल सम्चालन भई रहेको क्याम्पस र वास्केट कल बोर्डमा Underground parking निर्माण गरी parking को चाप व्यवस्थापन गर्ने, Basket Ball court बन्नाका लागि रक्ती सो माथि भवन निर्माण गर्ने गरी DPR तयार् गर्ने परिणामा उच्चतम क-स-सूचना प्रा. लि. का प्राविधिक इन्जिनियर को तयार रणनीति दस्तावेज दिने ।

