



RGCSM[®]
COMPUTER EDUCATION
Rajeev Gandhi Computer Saksharta Mission



OPERATION MANUAL



An ISO 9001 : 2008 Certified Organization

Rajeev Gandhi Computer Saksharta Mission

A National Programme of Information Technology Education & Development

(An Autonomous Instt. Regd. Under the Society & Public Trust Act-Govt. of India, N.C.T. New Delhi)

Head Office : "Rajrani Tower" H-1-6, IT Park, I.P. Industrial Area, Road No.-4, Jhalawar Road, Kota-324005 (Raj.)

Ph.: 0744-2410299, 2410399

Registered Office : New Delhi (India) Mob.: 09310030299, 09313228428

Website : www.rgcsmlco.in, www.rgcsmlorg • E-mail: director@rgcsmlorg

**Bank Accounts details of Rajeev Gandhi Computer Saksharta Mission
for Transactions**

1. Axis Bank



**Name of Account Holder :-
Rajeev Gandhi Computer Saksharta Mission or RGCSM
A/c Number - 228010100029564
IFS Code - UTIB0000228
Bank Address - Shopping Centre, Kota (Raj.)**

2. Bank of Baroda



**Name of Account Holder :-
Rajeev Gandhi Computer Saksharta Mission or RGCSM
A/c Number - 31920100001275
IFS Code - BARB0MAKOTA
Bank Address - Mahaveer Nagar, Kota (Raj.)**

INTERFACE

Possibilities of employment increases as the interference of the computer enter in our life. Computer education is beneficial when any course of computer is done by the recognized institution or university. Indian Government also gives the slogan "Information Technology for all ". For Development and extension of this programme 22 Lac Information Technology Experts requires within next five to six years. Other then I.T. field Ancillary Units and Industries requires demand of more then 10 Lac employee. The origin of computer in India was due to our former Prime Minister Late Shri Rajeev Gandhi, but it come in force in India before few years. Now by the help of internet whole world is in our computer screen. Due to which we can take any of information within few seconds through computer.

It is learning organization and is always willing to invent, innovate and renovate itself with the changing times. In continuation of it's education service to the nation, the RGCSM society has become a pioneer in providing the best IT education & training in collaboration with state and Govt. of India. Our the prime goal of providing quality IT education to its Students and the meeting the need for skilled IT Professionals in the country.

Our Institution has been decided to provide the Computer Education by the help of State & Indian Government planning & Programmes announces time to time in nominal charge for every person of our lower and middle class of society. I wish and try to success the dream of computer education in all India.

With best regards,



(Dr. K. P. Singh)

Chairman

INTRODUCTION

Rajeev Gandhi Computer Saksharta Mission has been registered under the Society & Public Trust Act 21,1860,(Reg. No. S/47172) & Public Charitable Trust Act 1882 under section 17 vide Reg. No. 4286/IV from Govt. of India N.C.T., Delhi, working in different fields of Programme & Commercial training conducted by the State Government & Central Government to approach every class of the society. Society is also certified by ISO 9001 : 2008 Org. The Institute is also registered from the Industrial Department to conduct the various technical programs under the Govt. schemes.

Since 18 years success, conducting various commercial training programs, our society decided to work in "Information & Technology for all" given the slogan by the Indian Govt. For formulating the dream of Indian Govt. and fulfil the requirement of employment of 22 Lac in I.T. Technologist and more than other 10 Lac ancillary requirement of computer operator / specialist in industrial development, small scale industries, our Trust make an important role in the mission. "Rajeev Gandhi Computer Saksharta Mission". Because the former Prime Minister Late Sh. Rajeev Gandhi was the introducer of computer revolution all over India, the mission is added by their name.

The main function of the society is to provide higher technical education in nominal charges for every group of society of Urban & Rural areas all over India and get success in computer revolution which is the main dream of Indian Govt.

In present time, some big Institution run their one-year or more than one-year programme in higher charges. Due to which the middle class families of our societies cannot afford the load of their charges. Our mission studied their theme properly and decided to provide better higher technical education in computer making a foundation of "Rajeev Gandhi Computer Saksharta Mission". This mission is run by the "Shri Rajeev Gandhi Computer Saksharta Society" all over India.

RGCSM is a leading Computer Education network of INDIA having over 2000 Affiliated Centres Essentially in training , servicing and production, specially in the field of computer education. The Organisation has its spread in 16 states of the country including Rajasthan, Madhya Pradesh, Uttar Pradesh, Uttrakhand, J&K, Himachal Pradesh, Haryana, Punjab, Gujrat, Bihar, Jharkhand, West Bengal, Assam, Meghalaya, Orisa, Andhra Pradesh, Karnatka, Kerala, Tamilnadu and Delhi. The uniqueness of the organisations lies in its reach to the grassroots level, which also provides excellent opportunity for placement and growth.

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CHAPTER -1

MANAGEMENT

1.1 BASIC PRINCIPLES

It is important to understand the basic nature of the organisation. Rajeev Gandhi Computer Saksharta Mission (An Autonomous Institution Registered Under the Society & Public Trust Act- Govt. of India, N.C.T. New Dehli.) committed to the spread of electronics, computer and new technology to every corner of the country. While it conducts its operation on self sustainable basis and generates its own resources, it has a definite social orientation. All the branches are expected to remember this and reflect this in their attitudes towards choice of work and its implementation.

RGCSM Centre Director are expected to understand the social needs of their area and mould their ASCs according to such needs. The premises should be selected so that they are approachable, their design and presentation should be decent and not such that students are distracted, and office timings should be regularly maintained. Attempts should be made to establish RGCSM image as a professional Organisation in the area.

1.2 CENTRE LAYOUT AND INFRASTRUCTURE

The requirement of space is defined in the affiliation scheme. Each ASC is expected to adhere to the norms. The furniture should be selected such that it is convenient for students to study. Modern type of (fiber glass) boards should be used for writing and audio-video set up should be employed in training. The office room machine room and class room should be separately laid out. They should be decorated with posters and display boards.

1.3 OFFICE MANAGEMENT

The following are important for a successful ASC :

- 1- Good location.
- 2- Decent and spacious accommodation.
- 3- Proper inquiry counter
- 4- Fixed and known office timings.
- 5- Proper machine room and class room.
- 6- Qualified and communicative faculty.
- 7- Polite and persuasive handling of students.
- 8- Proper publicity and social orientation/linkages.
- 9- Proper reporting and communication to the head office.

1.4 FACULTY

The ASCs are expected to keep qualified faculty which also has practicals orientation/experience. The proposed qualification are :

- i) B.E. (Computer Science), M.C.A. (for advance an university courses)
- ii) P.G.D.C.A. (for regular classes/Diploma in computers)

iii) D.C.A. (for practical) I.T.I. certificate in computer.

1.5 PUBLICITY

Publicity is of two types, One local and the other central. Local Publicity is undertaken by the ASCs themselves by means of advertisements, pamphlets, communication campaigns and popular Programmes. The H.O. also provides publicity to co-ordinated programmes. Finally certain regions undertake regional publicity on shared basis.

1.6 CODE OF ETHICS FOR CENTRE DIRECTOR

The Centre Director is the connecting link between RGCSM the organisation and the various individuals that become associated with it, be its the students. Govt. officials, Private individuals and others. There are certain ethics that have to be followed always keeping in mind the reputation of RGCSM and integrity of individuals:

1. Course should be conducted as per the norms laid down by the head office from time to time and in areas allotted to them.
2. Issue of certificate is done only by the head office and as such the Centre Director should keep in mind that they are in no way authorised to issue certificates.
3. The Centre Director should shoulder their own responsibility in running their ASC without creating any unwanted situation for the H.O.
4. The ASCs affiliated to RGCSM have to conduct only RGCSM course and cannot conduct similar courses for other computer organisations.
5. All the points in the ASC agreement have to be followed enabling smooth running of the organisation.

1.7 LIABILITIES OF CENTRE DIRECTOR

Although the liabilities of Centre Directors are mentioned in the branch agreement the important ones are also quoted here for your information :

1. To make all payments pertaining to proper operation at the ASC like rent of the premises, salary to staff, electricity and water bills and such other expenses in time. Any liability created by the Centre Director in this regard will be exclusive his/her own and will not be carried forward to the RGCSM H.O.
2. Liabilities created by the default of any Centre Director in the consumer forum of any other such body will be exclusively that of the branch manager and will be carried forward to the RGCSM H.O.
3. Closing down of branch without exclusive permission of the RGCSM head office is not allowed. If any Centre Director does so, the liabilities with regard to student certificates, cash collection, ASC expenses in previous years etc. will be exclusively that of the ASC and in no case shall be carried forward to the RGCSM H.O. in fact RGCSM H.O. can take legal action and can report the matter to the police on its own.
4. The responsibility of checking entry qualification and relevant certificate will be that of the Centre Director. If any dispute arises on this point, the Centre Director will be responsible.

CHAPTER -2

PROCEDURES

This section gives details of the procedures for handling the students and for sending reports/information to the Head office.

2.1. HANDLING STUDENTS ENQUIRY/COUNSELLING

Each ASC should have a person who should be trained to patiently answer all questions from the students designated as Counsellor, The students must also be advised about the nature of the course and its suitability to his needs. Each RGCSMASC is provided with one complete set of counselling material to guide the counsellor. Normally the enquiries are completed in the following steps :

- First Enquiry : During the first enquiry the student is given the Course information sheet, RGCSM profile, the PreApplication Form free of cost. This Pre Application Form is to be used later for followup in case the student does not enroll.
- Registration : After the first inquiry the student decides to register with RGCSM. At this time, he is given the RGCSM prospectus which is priced at Rs. 100/- and is available from the Head office at Rs. 60/-.
- Admission : When the student wants to take admission into the course he shall have to submit the registration form which is in the prospectus, alongwith registration fee as also the first installment of tuition fee as per the prospectus.
- Start of course : Start of course is accompanied by an introduction of RGCSM activities and courses and issue of I-card to each student. Which costs Rs. 50/- to be paid by the student. Each student is given a kit bag and a set of study material.

2.2. REGISTRATION

Regarding registration the following points should be made note of :

Registration will be valid for a period double the duration of course. If a student fails to clear his course within this timeframe, he would be required to re-register paying the registration fee of Rs. 350/- once again.

REGISTRATION AT THE HEAD OFFICE WILL BE IN THE FOLLOWING STAGES

1. At the time of registration of a student or a batch or students the Centre Director has to send
 - Registration information Report
 - Registration form in original from the prospectus with qualification certificates
 - Registration fees+Exam fees
2. On receipt of the items mentioned in point 1 above, the head office shall send the student's study material by post to the ASC in the name of the student, alongwith student registration number

FORMATS REQUIRED FOR REGISTRATION PROCEDURE
REGISTRATION INFORMATION REPORT (SAMPLE IN CHAPTER-3 Page No. 8)

2.3. TRANSFER OF STUDENTS

Ordinarily the transfer of students from one ASC to the other will be permitted. The student has to pay the tuition fee to the next ASC from the point of transfer onwards. The previous Centre Director will

have to transfer the candidate with certified fee record. The transfer certificate has to be filled by the ASC from which student is taking transfer in triplicate. One copy remains with the branch, one given to the student and one copy sent to the H.O.

**FORMATS REQUIRED FOR TRANSFER PROCEDURE
TRANSFER CERTIFICATE (SAMPLE IN CHAPTER-3 Page No. 9)**

2.4. DROP OUT

In case a student wishes to drop out or in case a student remains continuously absent for 2 months without information then he/she will be considered as dropout. information regarding dropout should be sent to the head office by way of Dropout information Report if this dropout information is not sent to the head office, it would be considered that the student is regular and his fees will be charged from the branch.

**FORMATS REQUIRED FOR DROP OUT PROCEDURE
DROP OUT INFORMATION REPORT (SAMPLE IN CHAPTER-3 Page No. 10)**

2.5. COURSE UPGRADATION

If students wants to upgrade the course he has to take prior permission from H.O. and fill up the new registration form, in case of long term courses

**FORMAT REQUIRED FOR COURSE UPGRADATION
COURSE UPGRADATION FORM (SAMPLE IN CHAPTER-3 Page No. 11)**

2.6. EXAMINATION/CERTIFICATE ISSUE

Examinations are basically of two types

1. Those of Long term courses
3. Those of short term courses

2.6.1. EXAMINATIONS OF RGCSM :

- Examination will be conducted as per dates mentioned in the year planner or as notified by the RGCSM head office. Examination Schedule will be sent to the ASCs 15 days before the starting of exam.
- Examination form has to be filled in and submitted at H.O. before the cut off date (examination form sample given Page No. 13)
- Question papers shall be set by the H.O. and sent to the particular ASC. according to the received information from the ASC.
- Examination should be conducted as per schedule and copies should be sent to head office for checking within 7 days of Exam completion.
- Student attendance sheet of theory exam & practical exam foil has to be filled & submitted at H.O. with exam copies.

**Format required for Students Attendance Sheet of Theory Exam &
Practical Exam Foil (Sample given in Page No. 14 & 15)**

- Hard copy of the project has to be submitted alongwith the result sheet
- Once the student completes both the semesters, the certificate/ marksheet would be issued preferably within 30 days of declaration of the result.

2.6.2. EXAMINATION PROCEDURE FOR SHORT TERM COURSES

- Question papers have to be set by the ASC itself and examination conducted on suitable dates
- Answer copies have to be checked by the ASC itself and result sheet submitted at the head office, alongwith certificate requisition form.

2.6.3. PROCEDURE OF CERTIFICATE ISSUE

Once the students completes the course the ASC will have to complete the following formalities to issue the certificate

- The ASC will have to send the certificate requisition form given on **page No 16**.
- Hard copy of the project
- Balance fee if any have to be deposited along with requisition form.

2.7.1. PROCEDURE FOR SHORT TERM COURSES OF LESS THAN SIX MONTH DURATION

- The short term courses booklet in the counselling material should be referred to for details of courses contents and fee structure.
- Registration fees and First Month tuition fees and Registration form have to be submitted together at the time of submission of certificate requisition form.

2.7.2. RECEIPT BOOK :

For the purpose of accounting, a receipt book has to be maintained at the branch which will have to be printed. The branch would be required to maintain its own account and receipt books. At the first time 5 book of 100 receipts each will provide by H.O. to ASC with Welcome Kit.

3. PROCEDURE OF MONTHLY REPORT :

A monthly progress report of each ASC should be sent to head office of RGCSM by ASC's directors in the format given at Page No. **22**

4. OTHER USEFULL FORMATS FOR CENTRE USE :

- A. Pre Application Form - Page No. 17
- B. Student Ledger - Page No. 18
- C. Student Attendance Register - Page No. 19
- D. Monthly Faculty Report - Page No. 20
- C. Monthly Fees Details Register - Page No. 21

CHAPTER -3

PROCEDURAL FORMATS

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1.	Registration Information Report	8
2.	Transfer Certificate	9
3.	Drop Out Information Report	10
4.	Course Upgration form	11
5.	Study Material Requisition Format	12
6.	Examination form	13
7.	Student Attendance Sheet of Theory Exam	14
8.	Practical Exam Foil	15
9.	Certificate Requisition form	16
10.	Pre Application Form	17
12.	Student Ledger	18
13.	Student Attendance Format	19
14.	Monthly Faculty report	20
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16.	Monthly Fact Report	22

ASC CODE

RAJEEV GANDHI COMPUTER SAKSHARTA MISSION

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Head Office : "Rajrani Tower" H-1-6, IT Park, I.P. Industrial Area, Road No.-4, Jhalawar Road, Kota-324005 (Raj.)

TRANSFER CERTIFICATE

Registration Number :
(allotted by Head office)

Name of the Student : _____

Course : _____ Course Medium :

Date of Joining :
(DD/MM/YY)

Reason of Transfer : _____

Transferred to Centre . : _____
(with code No)

Date of Transfer :
(DD/MM/YY)

	Regs.	Exam.	Tut. Fee	Total
Fee Status : Total Fees Collected				

Date :

Sign and seal of Centre Director

Copy of this certificate is to be sent to

1. Head office, RGCSM, Kota (Raj.)
2. Centre to which student is being transferred
3. The Student
4. One copy with centre from which the student is being tranferred (this is for office records only)

ASC CODE



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DROP OUT INFORMATION REPORT

Registration Number :
(allotted by Head office)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Name of the Student :

Course :

Date of Joining :
(DD/MM/YY)

--	--	--	--	--	--	--	--	--	--

Reason of Dropout :

Fee Status :
(Deposited at Head office)

Regs.	Exam.	Tut. Fee	Total

Date :

Sign and seal of Centre Director

Copy of this certificate is to be sent to

1. Head office, RGCSM, Kota
2. The Student
3. One copy with centre from which the student is being transferred (this is for office records only)

Note : The fees of the dropout student can not be adjusted in any circumstances.



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COURSE UPGRADATION FORM

1. ASC Code :

--	--	--	--	--	--

2. Registration Number :

--	--	--	--	--	--	--	--	--	--

(allotted by Head office)

3. Name of the Student :

4. Qualification :

5. Current Course Name :

6. Fees deposited at Head office :

Regs.	Exam.	Tut. Fee	Total

7. New Course Name :

8. New Course Fees in Student Prospectus :

Regs.	Exam.	Tut. Fee	Total

9. Difference Fees (To be deposited at :
Head office)

Regs.	Exam.	Tut. Fee	Total

10. D.D. Number :

11. D.D. Date :

DD		MM			YEAR		

Date :

Manager :

Location :

District :

Sign. and seal of Centre Director



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Attendance Sheet of Theory and Practical Exam

Name of Study Centre : _____ Study Centre Code No.: _____

Date of Exam. : _____ Name of Course : _____ Paper Name : _____

S. No.	Enrollment No.	Name of Student	Semester	Signature of Students (Absentees be marked in)	
				Theory Exam	Practical Exam
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Total No of Students = Present = Absent = Signature of Invigilator..... Signature of Examiner.....

Note:-

1. For different courses different sheets should be used.
2. The Attendance sheet should be filled in duplicate. One copy has to be sent to RGCSM Head Office, and the other copy is to be retained in the records of the Exam Centre.
3. Absentees should be marked in red ink.

Centre Director
Signature with seal

Head Office (Exam Section) use only



RAJEEV GANDHI COMPUTER SAKSHARTA MISSION

Head Office : "Rajrani Tower" H-1-6, IT Park, I.P. Industrial Area, Road No.-4, Jhalawar Road, Kota-324005 (Raj.)
Website : www.rgcsms.co.in • www.rgcsms.org

Exam Requisition Form & Fees Detail

Name of Study Centre : _____ Study Centre Code No. : _____

S. No.	Enrollment No.	Name of Student	Father's Name	Course	Semester	Exam Fees
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
TOTAL (In Words)						TOTAL (In Figure)

Note:-

1. This Sheet should be accompanied with fee deposit slip with desired total amount.
2. Multiple sheets should be used for more students.

Centre Director
Signature with seal

Head Office (Exam Section) use only



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Form No. **PRE APPLICATION FORM** Date :
 Centre Code : (To be used of Centre) Place :

STUDENTS INFO.

Name :
 Date of Birth: Category : Gen./SC/ST/OBC/ Other Sex : M/F
 Academic Qualification :

S.No.	Standard	Institution Name	Year	Subject	Div.
1.					
2.	Xth				
3.	XIth				
4.	Graduate				
5.	P.G.				

Technical / Professional Qualification :

FAMILY INFO.

Father's / Mother's Name : Age :
 Occupation : Designation :
 Nature of Job : Govt. / Self Employee/ Business/ Private /Any Other Annual Income :
 Working Address : Phone :
 No. of Family Members : Sisters : , Brothers : Others : Total :
 Total Family Income : No. of Literate members in family :
 Address For Correspondence :
 Phone No. :

Student Signature _____ Counselor Signature _____

FOR OFFICE USE ONLY

Suggested Course : Duration :
 Suggested Why :
 Fee Commitment : Form : Registration : Tuition : Exam. :
 Courseware : Any other :
 Any Other Commitments :
 Student's Response :
 Action Plan : 1. 2.

RAJEEV GHANDHI COMPUTER SAKSHARTA MISSION
MONTHLY FACULTY-REPORT
 (To be used of Centre)

NAME OF FACULTY ASC Code : MONTH

DT	BATCH 1	BATCH 2	BATCH 3	BATCH 4	BATCH 5	BATCH 6	BATCH 7	BATCH 8	SIGN,
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									
31									

**RAJEEV GHANDHI COMPUTER SAKSHARTA MISSION
MONTHLY FACT-REPORT**

PLACE: **ASC Code:** **MONTH:** **DT.**

COURSE NAME											TOTAL
NO.OF INQ.											
ADMISSION AT CENTER											
REGISTERED											
HAVE TO REGISTERED											
DROP OUT											
FEE COLLECTION											

MARKETING PLAN

COMPLANT OR SUGGESTIONS (if any)

Note : This Monthly Fact Report should be send to Head Office on last day of every month.

SIGNATURE OF CENTER DIRECTOR
With Rubber Stamp

CHAPTER -4

PUBLICITY/DISPLAY FORMATS

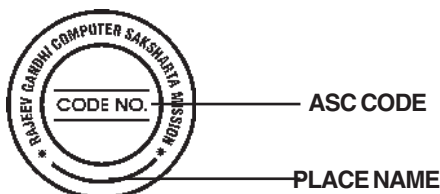
4.1 LOGO STANDARDS

1. Existing RGCSM Logo is as follows :-



2. Size of logo may vary depending on the overall size of item/material bearing the logo.
3. Use of the logo of height less than 1 cm is not advisable.
4. RGCSM logo or name to be used only in the horizontal format (as in the original logo) and never in the vertical formate.
5. The logo is a complete unit in itself. it is not to be broken up into sub-units or reformatted.
6. The colour of the logo should always be red.

4.2. CENTRE SEAL FORMATE



4.3. ADVERTISEMENT STANDARD

- 1 All advertisements created locally need to have approval from RGCSM head office prior to it's their release.
- 2 Standard position of advertisement in news paper should be third or last page.
- 3 In the advertisement, logo should be as per standard format.
- 4 Appropriate locations to be identified before putting up banners. Putting up of banners in places like milk dairies, dhabas, liquor boths, roadside tea stalls etc. may result in loss of image.
- 5 Poster/Banners to be put up at strategic locations, especially areas where students visit ofter/ in large number eg. college canteens, outside bookstalls, outside cultural centres, auditoriums etc.
- 6 The Co-ordinated courses advertisments are released centrally.

