

ANNEXURE XIII: Service Agreement

This AGREEMENT is signed between..... ECPF (*hereinafter referred to as “the firm”*)

AND

Mr./Ms.....(hereinafter referred to as “the student”)

1. Firm Details

Name: _____ ECPF
Address: _____
Contact No.: _____
Name of Proprietor: _____
CID No.: _____
Email: _____
Website: _____

2. Institution Details

Name of the institution: _____
Address: _____
Country: _____
Website: _____
Telephone No.: _____
Name of affiliating University (if applicable): _____

3. Student Details

Name: _____
CID No.: _____
Passport No.: _____
Highest Qualification: _____
Course/programme enrolled in: _____
Duration: _____
Contact No.: _____

Email: _____

4. Parents/Guardian Details (If the student is minor)

Name: _____

CID No.: _____

Relationship with student: _____

Occupation: _____

Address: _____

Contact Number: _____

Email: _____

5. Fee Details (sample table)

Sl/No	Particulars	Amount (Nu)					Remarks
		Year 1	Year 2	Year 3	Year 4	Year 5	
1.	Tuition fee						
2.	Accommodation/hostel fee						
3.	Food/Mess fee						
4.	Consultancy fee (if any):						
5.	Any other miscellaneous fee (<i>List & specify the amount</i>) a) _____ b) _____						
TOTAL							

NOTE:

1. The fees should be either mentioned semester-wise or annually, whichever is applicable.
2. If the fee payable is in any other currency other than Ngultrum, the exchange rate should be mentioned clearly.

3. *There should not be any hidden fee.*
4. *Wherever possible, provide the details for each fee in the remarks column (e.g. tuition fee includes teaching, library, books, and usage of lab-equipment; mess provides three meals – vegetarian/non-vegetarian; accommodation in AC/non-AC for 3-seaters; etc.).*

6. Student Obligations

- 6.1 Student is not allowed to be involved in any illegal activities against the Government of the host country. If the student is involved in any drug, alcohol, rape and any other criminal activities then the case shall be dealt as per the law of the host country.
- 6.2 The student should not involve in any disciplinary issue.
- 6.3 Student should conform to all rules and regulations of the institution and the Law of the host country at all times.
- 6.4 Student should ensure that he/she passes all modules/subjects every year to ensure timely graduation from the institution. If the student fails any module, he/she has to bear the re-module fee as per the set policies of the institution.
- 6.5 The student must consult ECPF to change the course and bear any additional financial implication if any.
- 6.6 Student must inform the firm of any issues that affect their study or their life in the institution.
- 6.7 Students should inform the firm before deciding to discontinue the course and before leaving the institution.
- 6.8 While the ECPF will support the students in collection of certificates and marksheet from the institutions, the students must bear the postage and other incidental costs wherever applicable.
- 6.9 *(list any other obligation which is not included in the above list)*

7. Firm Obligations

- 7.1 The firm shall ensure to provide complete information about the programme, fee structure, accommodation and other related information.
- 7.2 The firm should ensure that the institution and the course/programme is recognized in the host country and provide documentary proof of their recognition status.

- 7.3 The firm shall inform the clients on the issues and challenges related to recognition of qualification acquired through alternate modes of delivery.
- 7.4 The firm shall orient and brief the student on the programme and highlight the students' obligation while pursuing their course before leaving the country.
- 7.5 The firm shall charge the fees as mentioned in the "Fee details" table.
- 7.6 The firm shall make arrangements for the student to reach the college safely during initial travel.
- 7.8 The firm will provide all the necessary support in terms of administrative and all related matters to make the stay at the institution comfortable and conducive to learning.
- 7.9 The firm will assist the student for the entire duration of the course and until their return to the country, wherever applicable.
- 7.10 The firm shall ensure that in case of any issue including fees and accommodation, the dispute shall be resolved with the student or parents/guardian, if minor, without causing hassle to the student.
- 7.11 The firm shall sign an agreement with the student in presence of parents/guardian and their witness, if minor.
- 7.12 The firm shall reimburse partial or full cost incurred by the students in case of breach of terms and conditions of the agreement by the firm based on the severity.
- 7.13 (*List details of all other services provided and commitment made by the firm including travel arrangement, accommodation, monitoring of welfare whatever services promised etc. which is not included in the above listed obligations*)
8. (*Any other important points that need to be mentioned but does not feature under any one of the above clauses*)

This agreement is signed by both parties in presence of the respective witnesses. Both parties hereby agree to comply with the terms and conditions of this agreement. The agreement shall remain in force only until completion of the said course. In case of any dispute and breach of the agreement, either party may take up the case legally or with a relevant agency.

Signed on the day _____ in the month of _____ year _____ at _____ (location).

On Behalf the ECPF Student

(Affix legal stamp)

Name:.....

Designation:

(Affix legal stamp)

Name:.....

WITNESS:

WITNESS (Parent/Guardian):

(Affix legal stamp)

Name:.....

Relationship:

CID No.:.....

Contact No.:.....

(Affix legal stamp)

Name:.....

Relationship:

CID No.:.....

Contact No.: