

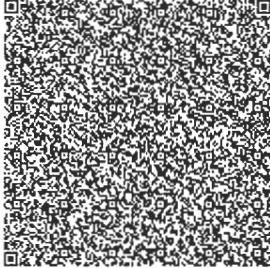


सत्यमेव जयते

**INDIA NON JUDICIAL**  
**Government of Karnataka**

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Certificate No. : IN-KA57725542549563L  
Certificate Issued Date : 19-Mar-2013 11:42 AM  
Account Reference : SHCIL (FI)/ ka-shcil/ JC ROAD/ KA-BA  
Unique Doc. Reference : SUBIN-KAKA-SHCIL81662995369976L  
Purchased by : BRUHAT BENGALURU MAHANAGARA PALIKE  
Description of Document : Article 37 Note or Memorandum  
Description : M O U  
Consideration Price (Rs.) : 0  
(Zero)  
First Party : BRUHAT BENGALURU MAHANAGARA PALIKE  
Second Party : INDIAN CENTRE FOR SOCIAL TRANSFORMATION INDIAN CST  
Stamp Duty Paid By : BRUHAT BENGALURU MAHANAGARA PALIKE  
Stamp Duty Amount(Rs.) : 200  
(Two Hundred only)



Authorised Signatory  
for Stock Holding Corporation of India Ltd.

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**MEMORANDUM OF UNDERSTANDING**

**This Memorandum of Understanding is entered in to on the 19<sup>th</sup> day March, Two Thousand and Thirteen (19/03/2013) by and between:**

1

**Statutory Alert:**

1. The authenticity of the Stamp Certificate can be verified at Authorised Collection Centers (ACCs), SHCIL Offices and Sub-registrar Offices (SROs).
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**Bruhuth Bangalore Mahangara Palike**, is a civic service provider and ensure that the range of services which it offers are with the quality and meet with the expectations of the public i.e., by improving service delivery, project effectiveness and new initiatives designed to ease the burden of the public., having its office at 2<sup>nd</sup> Floor, N R Square, Bangalore 560 022, **represented herein by it's Commissioner of the ONE PART** (hereinafter referred to as "**BBMP**" which expression shall wherever the context also admits, mean and include, its successors-in-interest and administrators)

**AND**

**Indian Centre for Social Transformation**, a registered public charitable Trust (Registration No. HLS-4-00228-2009-10 dated 26/12/2009) and having its registered office No. #13/A, Shrungar Shopping Complex, 80 Feet Road, M.G. Road, Bengaluru-560001, formed with the Object of making each Citizen aware that the Constitution under Article 51 AJ demands that excellence is rendered to the Country by each Citizen. **Represented by Mr. Raja Seevan, Founder Trustee** (hereinafter referred to as "**INDIAN CST**", which expression shall include its successors, executors and permitted assigns). expression shall wherever the context so admits, mean and include, its successors-in-interest and administrators)

WHEREAS with the above objective the **INDIAN CST** has done pioneering work in putting in place a technology to bring transparency and efficiency in the functioning of the various Public Utility Organisation like Bangalore University, BBMP, CSIR, CVC etc.,

WHEREAS the pioneering work now carried on by **INDIAN CST** has been recognized by the World Bank, United Nations etc.

WHEREAS for some time **INDIAN CST** has been supporting **BBMP** in monitoring projects, GPMS-FMS General Receipts, Payments modules, property tax payments, has to done by hand holding, training all the BBMP officers, staff at their respective zones, maintaining the systems online and ensuring updating the GPMS-FMS BBMP's official portal with the up to date information, enabling the seamless operation of **BBMP** departments, multiple applications integrations as services is been addressed by **INDIAN CST** in this work and bringing transparency and accountability in monitoring real time collections and payments.

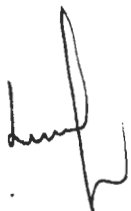


WHEREAS due to the systems put in by **INDIAN CST**, **BBMP** engineers, officers, staffs have been able to instantly monitor projects, collections, payments on an hourly and daily in real time basis.

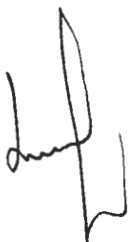
After all the work so far done **BBMP** and **INDIAN CST** have decided to put down in writing this MOU to formalize this association.

**THEREFORE this MOU WITNESSETH:**

1. **INDIAN CST** will be offering the following Services:
  - a) Project related management and monitoring activities
  - b) Global Project Management Systems (GPMS)
  - c) GPMS along with Financial Management Solution (FMS)
  - d) Provide onsite manpower as and when asked for depending on the availability of trained technical resources at Indian CST
  - e) Municipality related platform, software services will be provided based on the mutual discussions and agreements
  - f) Support services for technical trained manpower resources will be provided as support services
  - g) For any new development Indian CST can make use of available IT infrastructure at BBMP
  - h) Various Data Base – Integrations with GPMS-FMS and BBMP Data would be thoroughly analysed, half yearly MIS reports for each zone, ward, office will be prepared and submitted to BBMP.
  - i) Providing Online Help Desk.
  - j) GPMS for Birth & Death Monitoring.
  - k) Integration with Property Tax information System.
  - l) Bank Payment gateway integration.
  - m) Citizen Services Monitoring.
  - n) Providing Cloud Computing solutions.

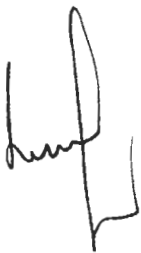


- o) Human Resource development Training Programmes.
  - p) Providing On Site man power for observing and overseeing of works.
  - q) Capacity building for BBMP officers, staff, officials basic computer training programs on how to use and operate GPMS-FMS solutions will be conducted
2. BBMP on its part hereby agrees that it may avail of the technical man power and expertise of Indian CST in all the required sectors.
  3. BBMP hereby agrees that it will reimburse such of the costs to Indian CST as may be previously discussed and mutually agreed upon.
  4. INDIAN CST shall make periodical Bills or Invoices for reimbursement of cost associated related to the BBMP works in relation to the works services offered both in terms of manpower resources, support services which are mutually agreed upon before the services rendered by Indian CST.
  5. BBMP further confirms that it will work along with Indian CST to make proposals/ applications to the World Bank and other foundations for grant for carrying on various initiatives aimed at bringing about transparency and accountability in services rendered by BBMP.
  6. BBMP further confirms that Indian CST will set up a dedicated GPMS-FMS Monitoring Cell at its BBMP Head Quarters in Bengaluru for the effective implementation of the terms of reference. The PMO cell consists of a team of Indian CST consultants, support staff and external resources persons with the necessary infrastructure facilities. The Indian CST will work towards resolving the complaints / grievances within the same working day to improve upon the operational quality and effectiveness. A dedicated email and online help line will also be provided.




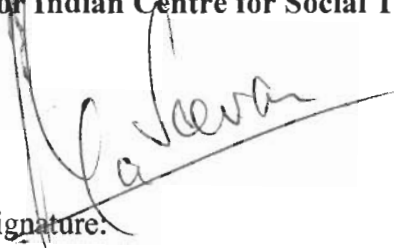
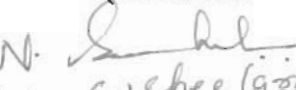
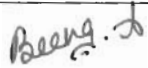
7. Initial training programme about the monitoring of the projects and technology to be used (orientation cum training work shop) will be organized at different locations / zones / wards /offices for the BBMP by Indian CST along with BBMP team. Review will be done at regular intervals and, if required, further training will be provided to BBMP officials also.
8. BBMP will be responsible for identifying and providing necessary information regarding key individuals/agencies to be contacted and also facilitate necessary meetings and field visits. BBMP will provide or arrange access to all necessary information for conduct of Services.
9. Both the parties agree that before BBMP avails any of the services both parties will define the nature of service / support required / deliverables and costs associated with them so that the process will be transparent and accountable.

The tenure of the MOU shall be for one year from the date of signing the MOU. Unless opted otherwise by either of the signatory parties to this MOU, the tenure shall be renewed automatically for another two years from the date of expiry of the first tenure.

A handwritten signature in black ink, appearing to be a stylized 'H' or similar character.A handwritten signature in black ink, appearing to be 'Hachera'.

In witness whereof the undersigned, duly authorized thereto, have signed this MOU on this day, 19th March 2013.

IN WITNESS WHEREOF THE PARTIES. ABOVE NAMED HAVE EXECUTED THESE PRESENTS ON THE DATE, MONTH AND YEAR MENTIONED ABOVE IN THE PRESENCE OF THE WITNESSES ATTESTING HEREUNDER

<p><b>For Bruhuth Bangalore Mahangara Palike</b></p> <p>Signature:   Name: (KR NIRANJAN) 19/3/2013  Designation: <b>BBMP-Special Commissioner-Projects / Finance</b>  Special Commissioner (Project)  Bruhat Bangalore Mahanagara Palike</p>	<p><b>For Indian Centre for Social Transformation</b></p> <p>Signature:   Name: <b>Raja Seevan</b>  Designation: Founder Trustee</p>
<p>Witnesses : (Name &amp; Address)</p> <p>N.   (N. Sushree (Girrona).  deputy controller (F).  Bruhat Bangalore Mahanagara  Palike. B'lore.</p>	<p>Witnesses : (Name &amp; Address) </p> <p>BEENA.A  #252/6, "MEGHANA",  13<sup>th</sup> CROSS, WILSON GARDEN,  BENGALURU-560 027</p>