

**Government of India**  
**Ministry of Electronics & Information Technology**  
**National Informatics Centre**  
**Application for Data Governance Services of CDG, NIC**

1	Service Request Id	
2	Name	
3	Id Number :	
4	Mobile Number :	
5	Email Address *	
6	Telephone Number(O) *	
7	Telephone Number(R)	
8	Designation *	
9	Official Address *	
10	City/ Town Name *	
11	District Name	
12	State Name *	
13	Pin Code *	
14	Second Email	
15	Organization Category :	Central / State / Autonomous
16	Reporting Officer Email *	
17	Reporting Officer Name *	
18	Reporting Officer Mobile *	
19	Reporting Officer Telephone *	
20	Project Id :	
21	Project Name:	
22	Description:	
23	Number of Instances	
24	Data Size :	
25	Number of Users :	
26	Amount Paid (if any):	
27	Payment Transaction Id	
28	Agency To Amount Paid	NICSI / GeM/
29	Payment Date	

(Entries marked with asterik (\*) are mandatory)

## NCDG ERP Services

Sl.No	Services
1	Data Governance Policy Definition and management
2	Data Standards compliance
3	Meta Data Management
4	Data Quality management
5	Enterprise Data Catalogue
6	Data Transformation
7	Data Life Cycle Management
8	Data Integration & Synchronization
9	Data Archiving
10	Data Governance Audit
11	Data Lineage
12	Data Governance Maturity Modeling
13	Data Protection
14	Data Preservation for Analytics and Intelligence
15	DR Readiness Indexing
16	Governing Data Generating Actions & Schedules
17	Data Breach Incidents Management
18	Others (Specify)

## **Important Terms and Conditions for Providing NIC – CDG Services**

1. **Technical Decisions:** All decisions in technical matters to deliver Data Governance and e-Governance systems shall be taken by NIC, and User department interference in such technical matters, not solicited.
2. **Written Communication:** User department has to specify its requirements in writing in detail. User department has to provide feedback to the models, documents, demonstrative systems, and presentations etc., made by NIC, within a week.
3. **No Feedback is Acceptance :** In the absence of written feedback, in a week, it shall be presumed that user accepts the system designed by NIC.
4. **Effect of Delayed Feedback :** Under special circumstances if any delayed feedback or modifications to already finalized model or released system are requested, the user department has to spend extra amount for the additional work, besides shall automatically agree to the revised project schedules .
5. **Intellectual Property of NIC:** The software design and development, data schema, data-warehousing, are highly technically intensive activities, the intellectual property ownership of the system artifacts (the architecture, software, source code, database schema etc.,) belongs the CDG, NIC, MeitY, Govt of India. Due to security reasons, CDG, NIC do not share those details. NIC has the full rights to claim any\award(s) for its intellectual property and activities.
6. **System Usage:** The user department has to use systems delivered by NIC, for the purpose and scope defined, and cannot misuse or share the system artifacts with others without NIC's written permission.
7. **Intellectual Property of User Department:** The ownership of entire transaction data, validations and business rules/ functional requirements specified in writing by the user department belongs to the user department. User Department has the full rights to claim any award(s) for its intellectual property and activities.
8. **Data Governance Authority of User Department:** The authorized functionary of the department to function as Data Governance Authority who shall perform data governance and administrative functions. NIC shall not have any role in managing the data.
9. **Data Ownership :** The ownership of data lies with the user department.
10. **Training:** The user department/ organisation has nominate representative stakeholders to undergo training for operation, usage of the system.

11. **Queries from investigating, auditing and Regulatory Functionaries:** It is the responsibility of the User Department to answer all queries related to RTI or from regulatory, investigating, and auditing etc., functionaries. The functionaries of the department authorised to perform various tasks digitally/manually are responsible to answer the queries. The user department should envisage the reports and output required from the e-Governance system, NIC may develop software to generate reports to answer such queries by the respective functionaries of the department. Without obtaining written permission from NIC, user department shouldn't direct any agency or officer to NIC. If any technical queries are there, NIC may provide inputs to the designated officer of the department.
12. **De-sensitization of Sample Data:** The NIC uses sample data for software engineering activities, it is the responsibility of the user to de-sensitize the sample data so that there will not be any harm or legal issues related to sample data. So NIC should be indemnified from all legal and associated problems for using and sharing the sample data provided by the user.
13. **Annual Subscription or Usage Charges :** User Department has to pay nominal pre-determined annual subscription or usage charges of (Rs.10,000/-) rupees ten thousand only, per user per annum for base version and rupees twenty thousand only (Rs.20,000/-) per user per annum for premium version to the Government agencies providing input resources to NIC for availing services. NIC owns and manages the input resources to produce and provide Digital services. Usage charges/ Subscription fee once paid cannot be re-funded.
14. **Disputes :** NIC cannot be sued in any court of law. NIC stand indemnified, in all cases related to non-usage or wrong usage of the systems. Disputes if any to be settled through mutual consultations amicably.
15. **Help-Desk:** Technical issues if any to be reported either online or through mobile app, and obtain ticket number. Normally, response shall be provided by next working day.

Signature of Officer of User Department

Signature of Head of User Department

Name

Name

Designation

Designation

Address

Address ( Stamp)

Date

Date