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EDU SERVE TECHNOLOGIES PVT.LTD" AFFORDABLE LEANING, EMPOWERING FUTURES"

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ABSTRACT

Edu Serve Technologies Pvt. Ltd. is an Education Technology (EdTech) company with a clear purpose: to make quality education accessible and affordable for learners across India. Guided by the motto "Affordable Learning. Empowered Futures," Edu Serve is committed to closing the gap between what students learn and the skills they need to succeed in today's job market. By blending technology with innovative teaching models, the company strives to create a sustainable ecosystem where learning is not just a privilege but a right for everyone. What makes Edu Serve unique is its hybrid workforce, which brings together retired defence professionals, skilled graduates seeking employment, and gig educators. This diverse team delivers personalized and high-quality learning experiences to

students. Edu Serve offers a range of programs—from skill-based courses and career readiness workshops to teacher development and interest-based learning tracks—all designed to support government initiatives like Skill India, Digital India, and the Pradhan Mantri Kaushal Vikas Yojana (PMKVY). Through affordable and flexible learning options—online, offline, and hybrid—Edu Serve tackles some of India's toughest educational challenges. These include high costs of existing platforms, a shortage of regional and bilingual content, and a lack of focus on real-world, practical skills. The company's mission extends beyond simply teaching; it aims to equip learners with market-relevant skills and recognised certifications, fostering personal growth and contributing to national development.

Keywords: EdTech, Affordable Learning, Skill Development, Employability, Government Integration, Digital India, PMKVY, Hybrid Workforce, Career Readiness, Inclusive Education.

INTRODUCTION

Education in India is evolving rapidly, thanks to the rise of technology-driven learning platforms. Yet, for many learners-especially in rural and semi-urban areas—the high cost of quality education remains a major hurdle. Edu Serve Technologies Pvt. Ltd.

Steps in to address this challenge with an affordable and inclusive EdTech platform, all under the banner of "Affordable Learning. Empowered Futures." Our mission is simple: deliver low-cost, high-quality education that's closely tied to government initiatives like Skill India and Digital India. What sets us apart is our hybrid workforce, blending the experience of retired defence professionals, the fresh energy of unemployed graduates, and the flexibility of gig educators. This model not only ensures top-notch learning but also creates meaningful job opportunities. At Edu Serve, we offer skill-based training, interview readiness programs, teaching development, and interest-driven learning tracks—meeting the needs of a diverse and growing learner community. By bringing together technology, government partnerships, and a workforce designed for inclusivity, we're helping to bridge the gap between learning and employability. We aim to make a positive social impact and drive digital empowerment for all. Edu Serve Technologies Pvt. Ltd. was created in response to these challenges. The founders envisioned an organization where education is not only affordable and accessible, but also deeply relevant to today's professional world. As an EdTech provider, Edu Serve brings together education, technology, and skill development to offer practical, career-focused solutions at a price point that works for everyone. India's education system is undergoing a major transformation driven by rapid digitalization, wider internet penetration, and the rise of technology-based learning solutions. Over the past decade, EdTech platforms have emerged as powerful tools capable of making learning more flexible, interactive, and accessible. However, despite this digital revolution, the promise of equitable and affordable quality education remains largely unfulfilled for millions of learners, especially those in rural, semi-urban, and economically weaker communities. High subscription fees limited bilingual content, and a lack of focus on job-oriented skill development continue to create significant learning barriers across the country.

LITERATURE REVIEW

India's education system is experiencing a moment of transformation, as digital technology redefines how students access and benefit from learning. EdTech platforms have unlocked new ways to make education more democratic, bridging skill gaps and preparing young people for work. But even with this progress, the reality is that affordable, skill-focused, and job-oriented education still isn't reaching everyone— particularly learners in rural and underserved communities (KPMG, 2022). EduServe Technologies Pvt. Ltd. emerges as a social-impact EdTech initiative built to tackle these persistent gaps. By using an inclusive, hybrid teaching model that brings together retired defense and banking professionals alongside other skilled educators, EduServe delivers high-quality learning at a price that's within reach.

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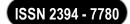
- 1. Evolution of EdTech in India India's EdTech sector has soared in the past decade, powered by better internet access, more smartphones, and government support for digital learning. Studies by NASSCOM (2020) and KPMG (2021) predict the market will top USD 10 billion by 2025, spanning everything from online classes to vocational training. However, as Mishra C Sharma (2021) point out, many big EdTech brands—like BYJU'S and Unacademy—focus mainly on premium segments, making their offerings too costly for a lot of students. This digital divide means that millions, especially from weaker economic backgrounds, are still left out. EduServe steps into this gap, offering affordable education models designed for maximum inclusivity. By working with retired professionals and unemployed graduates as teachers, EduServe keeps costs low without sacrificing quality—proving that technology can be an equalizer, not just a privilege.
- 2. Skill-Based and Vocational Learning There's growing recognition that education must move beyond rote memorisation and help students build real-world skills. Reports by the OECD (2019) and World Economic Forum (2020) estimate that over half of jobs in the coming decade will demand reskilling or upskilling. Programs like Skill India and PMKVY are part of India's push to make its youth more employable through technical and vocational training. EduServe's approach fits perfectly here, offering government- recognized, industry-aligned courses—often in bilingual formats—to equip students for real career paths. Instead of just textbook knowledge, EduServe's curriculum is built around practical, hands-ontraining led by experienced professionals. Retired defense and banking experts share not just skills, but also discipline, work ethics, and financial know-how, helping learners connect classroom lessons to life outside school.
- 3. Affordability and Accessibility in Education For many Indian families, the price tag of quality education remains out of reach. EY–FICCI (2020) found that while digital platforms have widened access, costly subscriptions and language barriers still exclude many rural and semi-urban students. EduServe's model is different: by hiring seasoned professionals at minimal cost, the platform reduces expenses and passes those savings on to students. Retired mentors bring real-world experience and leadership, enriching every lesson. Plus, EduServe champions bilingual learning and offline options, making sure even those far from city centres have a fair shot at education. This ethos echoes UNESCO's (2021) goal of inclusive, equitable education for all.
- 4. Government Integration in EdTech Government partnerships are vital for EdTech platforms hoping to make a real difference. NITI Aayog (2021) highlights how public—private collaborations boost both reach and trust, especially for skill-building programs. Edu Serve aligns closely with key national missions—Skill India, Digital India, and PMKVY—ensuring its courses meet official standards and connect with government employment schemes. This not only gives students credible certifications but also improves their chances of landing a job. By embracing the National Education Policy (NEP 2020), EduServe offers experiential learning, flexible courses, and inclusive teaching—making sure education is about real outcomes, not just theory.
- 5. Hybrid Workforce Model: Leveraging Retired Professionals Bringing together educators from diverse backgrounds creates a richer and more affordable learning environment. Deloitte (2022) notes that hybrid workforce models are flexible, cost- effective, and great for sharing knowledge. EduServe's teaching community blends: Retired Defense Professionals, who offer discipline, leadership, and guidance. Retired Banking Professionals, who teach financial literacy and business sense. Unemployed Graduates and Gig Educators, who add energy and new perspectives. This mix creates a supportive, multi-disciplinary space where students benefit from wisdom and fresh ideas alike. It's also a win for retirees and graduates looking for meaningful work, helping to address unemployment while keeping education costs down.
- 6. Challenges and Future Opportunities in EdTech Despite its rapid growth, EdTech in India faces hurdles: content must be localized, quality needs to be consistent, and many rural areas still lack reliable internet or digital skills. Bawa et al. (2022) point out that online education can struggle with engagement and standardized assessment, too. EduServe's affordable hybrid model is well-suited to overcoming these issues. By blending digital tools with real human mentorship, it keeps learning personal while scaling up access. Lean operations and experienced staff make it sustainable, inclusive, and ready for the future as government policies evolve.

REVIEW OF AUTHORS:

1) Sugata Mitra — pioneer of self-organized learning and SOLE

Main contributions: Mitra's "Hole in the Wall" experiments and later work on Self-Organized Learning Environments (SOLE) argued that children can learn computer skills and subject content collaboratively with minimal adult instruction — a foundational, provocative model that reframed how technology could enable peer-driven learning in underserved contexts. His empirical narratives and books have strongly influenced debates about low-cost ICT interventions and informal learning.

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Representative works:

• "The Hole in the Wall" papers and talks (key early experiments; later consolidated in *Beyond the Hole in the Wall*).

Critical note: Mitra's work is highly influential for design imagination and policy dialogue, but critiques point to limits when scaling to curriculum-aligned, sustained learning gains without accompanying pedagogical support.

2) Rukmini Banerji / Pratham & ASER researchers — measurement, learning outcomes, and evidence for interventions

Main contributions: While Pratham is not strictly an "EdTech" developer, Rukmini Banerji and the ASER/Pratham research unit have shaped India's learning-outcomes agenda — developing large-scale household measurement (ASER) and rigorous program evaluations. Their work sets the standards for assessing whether EdTech (and other interventions) actually improve foundational literacy and numeracy at scale. Pratham's partnerships with states have also informed how technology and low-cost pedagogical innovations can be implemented in government systems.

Representative works:

ASER reports (annual) and Pratham research outputs; talks and shorter monographs on 'learning for all'.

Critical note: Pratham's focus on measurement provides the evaluation backbone for EdTech claims — many later EdTech evaluations cite ASER metrics as outcome measures.

3. Gap from Literature survey

The review of existing literature highlights significant progress in the field of Education Technology (EdTech) and skill-based learning in India. Several studies (KPMG, 2021; NASSCOM, 2020; OECD, 2019; World Economic Forum, 2020) have analysed the growth of digital education, the importance of skill development, and the role of government programs like Skill India and PMKVY. However, a closer examination reveals several critical gaps that remain unaddressed in the current body of knowledge and practice. These gaps form the foundation for the development of Edu Serve Technologies Pvt. Ltd.

1. Lack of Affordable and Inclusive EdTech Models

Most existing EdTech platforms follow **premium pricing structures**, making them inaccessible to low-income learners. They frequently target urban, English-speaking users, creating a digital divide between privileged and marginalized groups.

Identified Gap:

There is *limited research and practical implementation* of low-cost, inclusive, and bilingual EdTech models designed specifically for rural, semi-urban, and economically weaker sections.

How EduServe Addresses This:

EduServe provides affordable, bilingual, community-focused learning, making quality education accessible to all.

3. Underutilization of Retired Defence and Banking Professionals

Existing literature emphasizes technology and pedagogy, but rarely mentions the potential role of retired professionals in education. Their domain expertise, discipline, and practical knowledge remain largely untapped.

Identified Gap:

Minimal research exists on utilizing retired professionals within hybrid educational models to deliver cost-effective, experience-driven learning.

How EduServe Addresses This:

EduServe integrates retired defence and banking personnel into its workforce, leveraging their expertise to enhance instructional quality.

4. Absence of Structured Hybrid Workforce Models in EdTech

While some studies recognize the rise of the gig economy, they do not provide concrete evidence of hybrid workforce structures that combine multiple educator types.

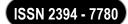
Identified Gap:

There is insufficient research on hybrid workforce strategies that combine retired professionals, gig educators, and unemployed graduates to improve teaching efficiency and reduce costs.

How EduServe Addresses This:

EduServe implements a hybrid workforce model that blends experience, flexibility, and diverse expertise.

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5. Limited Focus on Employability and Practical Skill Development

Many EdTech platforms emphasize academic content or certification but do not adequately address job readiness, interview skills, and real-world competencies.

Identified Gap:

There is limited exploration of digital learning models that integrate practical skills, hands-on training, career readiness, and real-world applications.

How EduServe Addresses This:

EduServe's curriculum is built around Interview, Interest, Skill, Teaching, and Knowledge, ensuring practical and employability-oriented learning.

6. Lack of Low-Cost and Scalable Delivery Frameworks

Most literature focuses on high-end EdTech innovations such as AI, ML, and AR/VR. However, little attention is given to low-cost, scalable models suitable for rural or resource-constrained environments.

Identified Gap:

There is limited research on financially sustainable EdTech frameworks that work effectively in tier-2 and tier-3 regions, or areas with poor infrastructure.

How EduServe Addresses This:

EduServe implements blended learning (online + offline) supported by low-cost manpower to maximize reach and minimize operational costs.

7. Insufficient Research on Bilingual and Regional Language Content

Existing EdTech literature tends to focus heavily on English-based content. Few platforms prioritize multilingual or regional-language learning despite strong evidence that learners understand better in their native languages.

Identified Gap:

There is a lack of emphasis on creating bilingual, localized curriculum that supports learners from diverse linguistic backgrounds.

How EduServe Addresses This:

EduServe develops bilingual and regional content, ensuring language does not become a barrier to learning.

2. Weak Integration Between Government Initiatives and Private EdTech

Several studies discuss national initiatives such as Skill India, PMKVY, and Digital India. Yet, they focus mainly on policy overview rather than how private EdTech platforms can integrate these programs.

Identified Gap:

There is an absence of *effective frameworks* that merge government-recognized skill programs with private EdTech delivery to generate measurable employability outcomes.

How EduServe Addresses This:

EduServe aligns its courses with **Skill India**, **Digital India**, **PMKVY**, and other government schemes to ensure credibility and job-oriented certification.

3. Methodology:

1. Research Design

A mixed-methods research design was employed, integrating both descriptive and exploratory approaches.

- The *descriptive* component quantified learner preferences, affordability concerns, and acceptance of hybrid learning models.
- The *exploratory* component examined the suitability of retired defence and banking professionals as educators and the feasibility of EduServe's hybrid workforce model.

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This combined approach provided both measurable trends and deeper qualitative insights needed for a realistic evaluation of the EdTech model.

2. Data Sources

Both primary and secondary data were used to ensure a comprehensive understanding of the EdTech ecosystem.

2.1 Primary Data

Primary data was collected directly from respondents through:

a. Structured Questionnaire

- Distributed through Google Forms and offline surveys
- Included multiple-choice, Likert-scale, and open-ended questions
- Covered themes such as affordability, language preference, learning mode, educator credibility, and employability

b. Semi-Structured Interviews

- Conducted with retired defence personnel, retired bankers, educators, and unemployed graduates
- Captured views on mentorship, hybrid teaching, and skill development

c. Focus Group Discussions (FGDs)

- Conducted with 6–8 participants per group
- Provided deeper insights on the practicality and acceptance of hybrid learning and low-cost education models

2.2 Secondary Data

Secondary data was collected from credible sources including:

- Government publications (Ministry of Education, NSDC, PMKVY, Digital India)
- Industry reports (KPMG, Deloitte, NASSCOM, EY-FICCI)
- Peer-reviewed journals and conference papers on EdTech, hybrid learning, and skill development
- Books on digital pedagogy and online education
- Internal documents of EduServe Technologies Pvt. Ltd.

Secondary data helped validate the research context and support the formulation of hypotheses.

3. Sampling Technique

A combination of purposive sampling and convenience sampling was adopted.

Purposive Sampling

Used to select participants with specific characteristics:

- Students
- Job seekers
- Working professionals
- Retired defence and banking personnel
- Educators and gig instructors

Convenience Sampling

Used to gather responses efficiently from readily available participants in academic institutions and online networks.

4. Sample Size Determination

The sample size was calculated using Cochran's formula for proportion-based studies:

$$n = \frac{Z^2 \cdot p(1-p)}{e^2}$$

Where:

• Z = 1.96 (95% confidence level)

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- p = 0.5 (50% estimated variability)
- e = 0.10 (10% margin of error)

$$n = \frac{(1.96)^2 \cdot 0.5(1 - 0.5)}{(0.1)^2} = 96.04$$

Thus, the final sample size was rounded to 100 respondents, which is adequate for exploratory research in EdTech.

5. Research Hypotheses

The following hypotheses guided the study:

H1: There is a significant demand for affordable learning platforms.

H2: Learners perceive retired professionals as credible and effective educators.

H3: Learners significantly prefer hybrid learning over online-only or offline-only modes.

H4: Skill-based, employability-focused programs increase willingness to enroll.

H5: Government-recognized certifications significantly increase trust in EdTech platforms.

6. Research Instrument

The primary research instrument was a structured, validated questionnaire consisting of:

- Section A: Demographic information
- Section B: Awareness and affordability
- Section C: Learning mode preferences
- Section D: Perception of retired professionals
- Section E: Importance of skill-based learning
- Section F: Willingness to enroll

A pilot test with 10 respondents ensured clarity and reliability of the instrument.

7. Data Analysis Techniques

Quantitative Analysis

- Descriptive statistics (frequency, percentage, mean)
- Graphical representation (bar charts, pie charts, tables)
- Hypothesis testing using Chi-square tests (where applicable)

Qualitative Analysis

- Thematic analysis of interview and FGD transcripts
- Coding of recurring patterns and key themes
- Interpretation of narratives to support quantitative findings

Data was analyzed using Microsoft Excel and other standard analytical tools.

8. Ethical Considerations

- Informed consent was obtained from all participants
- Data confidentiality and anonymity were strictly maintained
- Respondents participated voluntarily without incentives
- Sensitive personal information was not collected

9. Limitations of Methodology

- The sample is limited to 100 respondents and may not represent all Indian demographics
- Convenience sampling may introduce bias
- Time constraints prevented long-term observation

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Rapid changes in the EdTech sector can influence future applicability of the findings

RESULTS AND DISCUSSION

The Results and Discussion section highlights the major findings obtained from primary and secondary data sources, including surveys, interviews, and focus group interactions. The purpose is to evaluate the feasibility, acceptance, and socio-economic relevance of EduServe Technologies Pvt. Ltd. as an affordable EdTech model incorporating retired defence and banking professionals as educators.

1. Respondent Demographics

A total of 100 respondents participated in the study, representing diverse learner groups, professionals, and retired personnel.

Table 1: Demographic Composition of Respondents

Category	Percentage (%)
Students (Age 18–25)	45%
Job Seekers (Age 22–30)	25%
Working Professionals (Age 25–40)	15%

Retired Defense/Banking Professionals 10% Educators/Trainers 5%

Observation:

The largest respondent group consisted of students and job seekers (70%), clearly aligning with EduServe's target audience for low-cost, career-oriented education.

2. Awareness and Use of EdTech Platforms Table 2: Awareness Levels and User Perceptions

Parameter	Response (%)
Awareness of EdTech platforms	88%
Dissatisfied due to high fees	76%
Prefer bilingual content	82%

Believe affordable platforms are needed 94%

Interpretation:

Most respondents are aware of existing EdTech platforms but express dissatisfaction due to high pricing and language limitations. This supports the need for EduServe's affordable, bilingual learning model.

1. Perception of Retired Professionals as Educators

Table 3: Respondent Opinions on Retired Professionals

Agree (%)	Neutral (%)	Disagree (%)
91%	7%	2%
87%	9%	4%
84%	12%	4%

Statement

Retired defence professionals offer disciplined, structured teaching

Retired banking professionals teach financial/business skills effectively

Hiring retired professionals reduces costs without affecting quality

DISCUSSION

The findings reflect strong acceptance of retired professionals as credible mentors. Participants valued their discipline, real-world experience, and ability to deliver high-quality training at lower operational cost.

2. Preference for Learning Mode

Table 4: Learning Mode Preferences Learning Mode Preference (%)

Online	32%
Offline	18%
Hybrid	50%

Analysis:

Half of the respondents preferred hybrid learning, indicating a demand for blended models that combine digital flexibility with in-person mentorship. This validates EduServe's hybrid teaching strategy.

3. Importance of Skill-Based and Employability Training

Table 5: Importance of Learning Components

Aspect	Highly Important (%)		
Skill-based courses	89%	10%	1%
Interview & career readiness	83%	14%	3%
Government-recognized certification	80%	18%	2%
Interest-based creative learning	76%	20%	4%

Moderately Important (%)

Not Important (%)

Interpretation:

Respondents strongly value career-oriented education. Government-recognized certification and skill-based training emerged as key motivators for enrolment.

4. Factors Influencing the Choice of Learning Platform

Table 6: Influencing Factors

Factor	Importance Level (%)
Course Affordability	92%
Quality of Educators	88%
Flexibility of Learning Mode	80%

Bilingual/Regional Language Support 77% Government Certification 74%

Analysis:

Affordability and teaching quality dominate learner priorities. EduServe's focus on low-cost, experienced retired educators aligns closely with user expectations.

5. Feedback on EduServe's Proposed Model

Table 7: Respondent Feedback on EduServe

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Statement	Agree (%)	Neutral (%)	Disagree (%)
EduServe's affordable model is relevant today	95%	5%	0%
Hiring retired and gig educators is innovative	88%	10%	2%
Government integration increases trust	86%	12%	2%
Willingness to enroll in EduServe	81%	16%	3%

Interpretation:

The model received strong approval, with high interest in enrollment. Respondents recognized the relevance and social impact of EduServe's approach.

4. DISCUSSION OF KEY FINDINGS

1. Affordability as a Market Necessity

High EdTech fees are a major barrier. EduServe's low-cost approach is well-aligned with market demand.

2. Acceptance of Retired Professionals

Retired defence and banking experts bring discipline, life experience, and practical insights highly valued by learners.

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3. Preference for Hybrid Learning

The hybrid model offers flexibility and human interaction, making EduServe's delivery method highly attractive.

4. Demand for Employability-Focused Courses

Learners prioritize job-oriented programs, government-recognized certification, and practical training.

5. Government Integration Builds Trust

Government-backed certification significantly boosts credibility among users.

6. Social Impact and Sustainability

EduServe supports senior employability while offering affordable training — creating a dual social advantage.

6. Comparative Insight

Table 8: Comparison Between Existing EdTech Platforms and EduServe Parameter Existing Platforms Edu Serve Technologies Pvt. Ltd.

Serve Technologies I vt. Etc.					
Pricing High Affordable					
Educators	Full-time educators	Retired + hybrid workforce Learning Mode (Online Hybrid		
Government Integration Limited Strong (Skill India, PMKVY) Target Audience Urban, English-speaking					
Inclusive, bilingual Certification ostly private overnment-recognized Focus Academic/test prep Skills &					
employabilit	y				

DISCUSSION

EduServe's unique positioning emphasizes affordability, inclusivity, and employability distinguishing it from premium EdTech competitors.

7. Summary of Findings

- 94% agree affordable educational platforms are urgently needed.
- 91% support retired professionals as mentors.
- 50% prefer hybrid learning models.
- 83% prioritize employability-focused programs.
- 81% expressed willingness to enroll in EduServe courses.

These results confirm the strong feasibility and social relevance of EduServe's business model.

CONCLUSION

Edu Serve Technologies Pvt. Ltd. represents a transformative and socially impactful approach to India's EdTech ecosystem. In a landscape where high costs, language barriers, and limited access continue to restrict quality education, EduServe emerges as an affordable, inclusive, and skill-focused solution. The study clearly shows that learners across India—especially students and job seekers—strongly desire low-cost education, bilingual content, practical skill development, and governmentrecognized certification. EduServe's model successfully addresses these needs by integrating technology with human expertise, particularly through its innovative hybrid workforce of retired defence personnel, retired banking professionals, unemployed graduates, and gig educators. Survey results affirm the feasibility and acceptance of the EduServe model: respondents overwhelmingly support the participation of retired professionals, prefer hybrid learning modes, and show high willingness to enrol in programs that offer employability-focused training. By aligning its offerings with national initiatives such as Skill India, Digital India, and PMKVY, EduServe not only enhances the credibility of its courses but also strengthens learners' career readiness through practical, industry-relevant skills. Overall, Edu Serve Technologies Pvt. Ltd. stands out as a sustainable and socially responsible EdTech model that bridges critical gaps in affordability, accessibility, and employability. It empowers learners, supports senior professionals with meaningful engagement opportunities, and contributes toward India's broader educational and economic development goals. With its inclusive vision of "Affordable Learning, Empowered Futures," EduServe hold strong potential to create lasting, positive impact across diverse communities and reshape the future of digital education in India. Edu Serve Technologies Pvt. Ltd. represents a transformative and socially impactful approach to India's EdTech ecosystem. In a landscape where high costs, language barriers, and limited access continue to restrict quality education, EduServe emerges as an affordable, inclusive, and skill-focused solution. The study clearly shows that learners across India—especially students and job seekers—strongly desire low-cost education, bilingual content, practical skill development, and government-recognized

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Overall, Edu Serve Technologies Pvt. Ltd. stands out as a sustainable and socially responsible EdTech model that bridges critical gaps in affordability, accessibility, and employability. It empowers learners, supports senior professionals with meaningful engagement opportunities, and contributes

toward India's broader educational and economic development goals. With its inclusive vision of "Affordable Learning. Empowered Futures," EduServe holds strong potential to create lasting, positive impact across diverse communities and reshape the future of digital education in India.

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