PROCESS MANUAL
FOR
PRADHAN MANTRI KAUSHAL VIKAS YOJANA (PMKVY)

N·S·D·C
National
Skill Development
Corporation

NATIONAL SKILL DEVELOPMENT CORPORATION

Version History

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Note:

NSDC on the recommendation of the Steering Committee has the right to change the contents of this Process Manual at any given point of time. The updated version will be available on the PMKVY Scheme website (www.nscsindia.org).

Glossary

S.No.	Acronyms	Particulars
1	AA	Assessment Agency
2	AUA	Authentication User Agency
3	CAM	Cryptographic and Accounting Module
4	CEO	Chief Executive Officer
5	CIDR	Central Identities Data Repository
6	CMS	Consequence Management System
7	CSC	Common Services Center
8	EID	Enrolment Identification
9	ID	Identification
10	IFSC	Indian Financial System Code
11	KYC	Know Your Customer
12	LFA	Logical Framework Approach
13	MIS	Management Information System
14	MoU	Memorandum of Understanding
15	MSDE	Ministry of Skill Development and Entrepreneurship
16	NEFT	National Electronic Funds Transfer
17	NOS	National Occupational Standards
18	NSDC	National Skill Development Corporation
19	NSQF	National Skills Qualification Framework
20	OJT	On the Job Training
21	OTP	One Time Password
22	PAN	Permanent Account Number
23	PB	Pitney Bowes
24	PMKVY	Pradhan Mantri Kaushal Vikas Yojana
25	PMU	Project Management Unit
26	PoA	Proof of Address
27	PoI	Proof of Identity
28	PPP	Public Private Partnership
29	PRI	Panchayati Raj Institution
30	QP	Qualification Pack
31	QRC	Qualification Ratification Committee
32	RPL	Recognition of Prior Learning
33	SDMS	Skill Development Management System
34	SLA	Service Level Agreement
35	SMS	Short Message Service
36	SPOC	Single Point of Contact
37	SQA	Standard Quality Assurance

38	SSC	Sector Skill Council
39	SSDM	State Skill Development Mission
40	TP	Training Providers
41	UGC	University Grants Commission
42	UID	Unique Identification
43	UIDAI	Unique Identification Authority of India
44	UT	Union Territory
45	VLE	Village Level Entrepreneurship
46	VTP	Vocational Training Provider

Table of Contents

1. Process Manual for PMKVY

1.1. Purpose of the Document

Each stakeholder under the PMKVY Scheme has a critical role in mobilizing, motivating, counseling, training, assessment and reward distribution under the scheme. The quality of training provided to each trainee will position them as employment ready for industry-recognized roles. The assessment by an independent third-party assessment agency will provide for standardization of skills and make them industry-ready.

NSDC, as the implementing agency of the PMKVY Scheme, is expected to ensure that the spirit and essence of the PMKVY Scheme is maintained at all times. In view of this, this document lays down the detailed Process Manual for stakeholders in the PMKVY Scheme to help in achieving the Scheme outcomes. The Process Manual cover the following areas: affiliation, target allocation, mobilization, training, assessments, marketing promotion, awareness campaign, monetary reward disbursement and with other stakeholders in the PMKVY Scheme.

This Document, supplements, and is to be read in conjunction with PMKVY Scheme Document available on PMKVY website.

1.2. Stakeholders of the scheme

Following are the key stakeholders in PMKVY scheme
1. MSDE;
2. NSDC;
3. SSC;
4. Training Providers;
5. Assessment Agencies, Assessors;
6. State Government
    a. State Skill Missions,
    b. Local Administration (District magistrate, PRIs etc.);
7. Non-Governmental Organizations;
8. UIDAI;
9. Banks; and
10. Individuals.

1.3. Implementation Mechanism for PMKVY

Institutional arrangements comprising of the National Skill Development Corporation (NSDC), Sector Skill Councils (SSCs), Assessing Agencies (AA) and Training Providers (TP) are in place for implementation of the Scheme. The tenets of institutional arrangement are the following:

- NSDC to be the implementing agency for PMKVY;
- SSCs to identify job roles for which training could take place under PMKVY;
- SSCs to affiliate TPs to impart training under PMKVY;
- SSCs to register third party AAsn1` to conduct assessments;
- State Governments to facilitate mobilization of the candidates; and
- NSDC to disburse reward money to the eligible candidates post certification.

Based on the above mentioned institutional arrangements, implementation could be divided in two key phases; preparatory phase and operational stage. Preparatory phase mainly includes on-boarding of important stakeholders- SSCs, TPs and AAs and finalization of job roles under which training and assessment could take place whereas operational stages include target allocation, mobilization, enrolments, training, assessment, certification and reward money disbursement. The stages are described below:

Preparatory Phase:

i. **Onboarding of SSCs:** All the SSCs interested in conducting training and assessments under PMKVY will submit a letter to this effect to NSDC; (Refer: Process 3.1)

ii. **Finalization of Job Roles:** All the SSCs will finalize job roles and related parameters, such as QP-NOSs, their assessment criteria, maximum marks under each of them and QP-NOS wise passing marks; (Refer: Process 3.3)

iii. **Affiliation of TPs:** All the SSCs will affiliate Training Providers eligible to undertake training for job roles; (Refer: Process 3.2.1)

iv. **Registration of AAs:** All the SSCs will register third party. Assessment Agencies eligible to undertake assessment for the job roles; (Refer: Process 3.2.2)

v. **Monitoring Plan:** All the SSCs to develop monitoring plan for TPs and AAs for PMKVY (Refer: Annexure C).

Operational Phase:

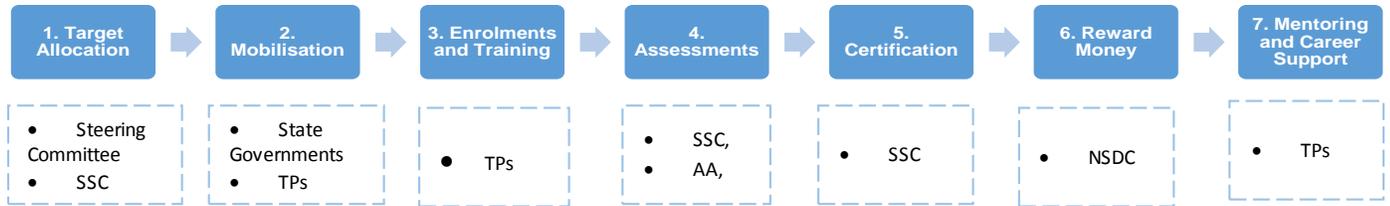i. **Target Allocation:** Job role wise target to be allocated to SSCs and TPs; (Refer: Process 3.4)
   Responsibility: Steering Committee or any specially appointed committee (s) for allocating target to SSCs. SSCs would be responsible for allocating target to the TPs

ii. **Mobilization: TPs to mobilize candidates wherein mobilization to be facilitated by the** State governments; (Refer: Process 3.5)

Responsibility: State Governments (Training Provider)

iii. **Enrolments:** TPs to enroll candidates and upload the data on SDMS; (Refer: Process 3.6.1)
Responsibility: Training Providers

Figure 1: Operational Phase of PMKVY& Stakeholders

1. Target Allocation	2. Mobilisation	3. Enrolments and Training	4. Assessments	5. Certification	6. Reward Money	7. Mentoring and Career Support
• Steering Committee • SSC	• State Governments • TPs	• TPs	• SSC, • AA,	• SSC	• NSDC	• TPs

iv. **Training:** Training Providers to provide trainings under designated job roles in alignment with QP-NOSs; (Refer: Process 3.6.2)
Responsibility: Training Providers

v. **Assessments:** Assessment agencies to conduct assessment and upload result on SDMS. SSC to approve the final results;(Refer: Processes 3.7.1, 3.7.2, 3.7.3)
Responsibility: Assessment Agencies, SSC

vi. **Certifications:** SSCs to certify the candidates after successful completion of the assessment and validation of identity of the candidate based on Aadhaar Authentication;(Refer: Process 3.9)
Responsibility: SSC

vii. **Reward Disbursement:** NSDC to disburse reward money to the candidate in their bank account under the scheme as per the following rule. Aadhaar and bank account details are mandatory for disbursal under the Scheme. (Refer: Process 3.10)
Responsibility: NSDC

Table 1: Reward Amount

NSQF Levels	Reward (in Rs.)	
	Manufacturing Plumbing & Construction sectors	**Other sectors**
Level 1 & 2	7,500	5,000
Level 3 & 4	10,000	7,500
Level 5 & 6	12,500	10,000

1.4. Preparatory Phase

1.4.1. Onboarding of SSCs
   i. All the SSCs participating in PMKVY must submit a signed copy of the letter of acceptance to NSDC. (Refer: Process 3.1)

1.4.2. Finalization of job roles by SSCs (Refer: Process 3.3)
   i. All the SSCs must identify job roles, QP-NOS, assessment criteria, maximum marks for each QP –NOS and pass marks prior to uploading of data on SDMS by the TPs.
   ii. The job roles identified by SSCs for Level 1 to level 4 are aligned with NSQF and aim to target students who drop out after class 10 and 12.
   iii. The job roles for Level 5 and Level 6 are aligned with NSQF to target trainers and assessors for the sector.

1.4.3. Affiliation of Training Providers (Refer: Process 3.2.1)
   i. SSCs to follow robust regime for affiliation of TPs;
   ii. All the documents pertaining to TP affiliation to be made available on SDMS;
   iii. All the TPs interested in participating in PMKVY are required to get affiliated with relevant SSCs (one of multiple as per the job roles)
      a) NSDC TPs are to be auto-affiliated in the sectors they are operating under NSDC;
      b) All others must follow the affiliation process of the respective SSCs;
   iv. No affiliation fee to be charged by the SSCs from NSDC TP's;
   v. SSCs to sign PMKVY specific Undertaking with appropriate annexures and submit the same to NSDC; (Refer: Annexure A – Letter to SSCs)
   vi. Franchising Guidelines:
      a) Every center must be registered on SDMS and approved by SSC(s) before any enrolments can happen at these centers;
      b) All relevant documents of the registered centers must be shared with the concerned SSCs prior to the start of the enrollments;
      c) No subcontracting shall be allowed. Any TP found to be violating this mandate will be dealt with highest level of disciplinary action as per the Consequence Management System (Refer: Annexure H – Consequence Management System)
      d) The list of all the TPs with approved centers will be made available on the PMKVY Scheme website and updated from time to time;
      e) In case of any deviation in this case, the batches at the unlisted centers will be cancelled, and the affiliated TPs will be held responsible for the cancellation; and

f) It may be noted that Assessment Agency will not conduct assessment at any other centers unless and otherwise listed on SDMS.

1.4.4. Registration of Assessment Agencies (Refer: Process 3.2.2)
i. SSCs to register AAs for conducting assessments of job roles;
ii. SSCs to ensure that the registered AAs are not affiliated as TPs with the same SSCs. It is essential to rule out any conflict of interest and maintain independent nature of the third party assessment(s);
iii. All the documents pertaining to AA registration to be made available on SDMS; and
iv. All the assessors of AAs should be certified by the SSCs.

1.4.5. Monitoring Plan for TPs and AAs (Refer: Annexure C – Monitoring Guidelines)
i. SSCs to have monitoring plan for TPs and AAs;
ii. SSCs to develop PMKVY reporting in consultation with NSDC and provide monitoring report to NSDC every month; and
iii. SSCs to develop Consequence Management mechanism for TPs and AAs.

1.5. Operational Phase

1.5.1. Target Allocation (Refer: Process 3.4)
The targets allocated to SSCs under PMKVY scheme will be subject to following guidelines to ensure skilling of candidates as per the skill gap existing in the country:

i. Demand Driven Target Allocation
a) SSCs to allocate job role wise targets to all the TPs affiliated under PMKVY Scheme. The targets allocated would be for fresh trainings as well as RPL;
b) Every SSC to develop a standard methodology in consultation with NSDC for allocating the targets to the TPs.

ii. Targets Aligned to National Flagship Programmes and Regions
Targets for skill trainings would be aligned to the demand from some of the Government of India's flagship programmes, such as 'Swachh Bharat', 'Make in India', 'Digital India', 'National Solar Mission' and so on. It will take into account skill gaps existing in different states in the country.

iii. Supply Side Perspective in Targets Finalisation
Focus on North Eastern states with reserved allocation of Rs. 150 crores.

1.5.2. Mobilization (Refer: Process 3.5)
i. Focussed Awareness Building and Mobilisation Activities
a) State Government- Local Skill Development Missions will conduct awareness building and mobilization activities with the involvement of State Government and

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National
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Transforming the skill landscape

Skill India
कौशल भारत-कुशल भारत

PMKVY
प्रधानमंत्री कौशल विकास योजना

District Administration as well as Members of Parliament in the locality, to ensure greater outreach and ownership;

b) SSDM to have a calendar of the upcoming 'Kaushal Melas' in the state. SSDM to organize Kaushal Melas, preferably at the parliamentary constituency level. The SSDM to upload this data on SDMS;

c) NSDC to facilitate Kaushal Melas by SSDMs by the following:
- Content creation would be centralized to ensure uniformity of messaging for better brand recall of the scheme
- Standardized advertisement campaign would be run in regional languages with focus on target group;

d) The budget to conduct Kaushal Melas will be provided to SSDMs from the mobilization fund of PMKVY. The SSDMs must share the Utilization Certificates with NSDC on half yearly basis to ensure efficient utilization of the allocated funds;

e) SSDMs to adopt a 'camp-based' approach by organizing Kaushal Melas for disseminating information about various skill training options, outline possible career paths and income generation potential together with State Governments;

f) Efforts will be made to ensure that the coverage of the Scheme is across all the 543 constituencies in India. Skill Yatras will be explored to generate awareness in the hinterlands and include live demonstration of skills in mobile vans/ buses/ centers; and

g) TPs must not undertake any activity or marketing initiative to mobilize candidates for any other sector that they are not affiliated with, on the pretext of training them in that sector. They are allowed to mobilize candidates only after they receive the affiliation letter from the particular SSC.

ii. Marketing Promotion, Messaging and logo usages

a) NSDC will provide the following:
- Branding and promotion content developed for multi-media campaign including radio jingles, print and TV advertisements, flyers, brochures etc.
- Soft copies of poster templates and messaging to be used will be available on PMKVY Scheme website for usage by the TPs
- NSDC will run national level campaigns in radio, print and TV advertisements;

b) TPs must ensure that the posters of the PMKVY Scheme are on display at all their training centers. The posters must be clearly displayed in the classrooms where trainings for the PMKVY Scheme are being conducted and the counseling rooms, if any; (Refer: Annexure J – Marketing Guidelines)

c) Use of any other poster/flyer/text messages/e-mails or any document (electronic or physical) contradicting the message and outcomes of the PMKVY Scheme will be considered as a violation of the PMKVY Scheme process and appropriate action(s) shall be taken against the defaulter, including de-affiliation from participating in

PMKVY Scheme in future as per the applicable Consequence Management Guidelines. (Refer: Annexure J – Marketing Guidelines)

1.5.3. Enrolments (Refer: Process 3.6.1)

TPs are the owners of the Enrolment Process and will be subject to the following guidelines:

i. Enrolments will happen in a cyclical manner for the Scheme;
ii. TPs that are affiliated to any of the SSC under the PMKVY Scheme are allowed to enroll candidates and conduct training at any of their own centers or their affiliated centers strictly as per the list of centers shared by them with respective SSC(s) and NSDC;
iii. TPs need to ensure that candidates meet the eligibility criteria to undertake training for the relevant Qualification Pack (QP);
iv. Candidates eligible for reward money under PMKVY will not include candidates who have already been benefitted under STAR under fresh trainings.
v. All batches must be uploaded on SDMS by the respective TPs;
vi. Affiliated TPs are required to upload the batch on Day 1 of the batch start date;
vii. The assessment fees is to be deposited to the SSC before uploading the data;
viii. In no circumstance, there can be delay of more than 5 days from batch start date from the day of uploading the data on SDMS;
ix. TPs must fulfill all the responsibilities including providing training/reading/study material to the trainees as per the SSCs curriculum; and
x. The affiliated TPs will nominate/hire a Single Point of Contact (SPOC) for all MIS activities. Only the identified SPOC will interact with NSDC and/or PMKVY PMU for issues related to the PMKVY Scheme.

1.5.4. Training (Refer: Process 3.6.2)

i. TPs must ensure that candidates are provided with standard booklet/ pamphlet consisting of information of PMKVY Scheme before beginning of the training;
ii. TPs must ensure that the duration of training of the batch is as per the requirement of the job role shared by SSCs;
iii. TPs must mention preferred language of assessment on SDMS for every batch, prior to the start of the training of batch;
iv. TPs will be encouraged to upload all the Aadhaar and bank related details of the candidates before the end of the training; and
v. All the Training Centers will maintain day-wise attendance record for the batch and provide the same to the Assessor during the Assessments. The attendance record should be signed by respective candidates in the batch or maintained through an electronic/biometric attendance system

1.5.5. Assessments (Refer: Processes 3.7.1, 3.7.2, 3.7.3)

Following guidelines on Assessments under PMKVY Scheme must be adhered to by all the concerned stakeholders:

i. **Assessment Criteria:**
  a) Assessments will happen strictly as per the assessment criteria mentioned by the SSCs for the job roles, in the language (as available) preferred by the candidates and on the date assigned for assessment;
  b) AAs must ensure that the relevant Assessor is made available on the proposed date of assessment. In case of lack of assessor on the particular date, the same must be communicated to the concerned TP, through the affiliated SSC, at least 1 week prior to the proposed date, and an alternate date must be finalized through mutual consent. This change of date should be reflected on SDMS.

ii. **Language of Assessment:**
  a) AAs must ensure that the assessor assigned to a batch is as per the language preference of the batch;
  b) In case the assessment is conducted online or through a digital system (such as tablet), efforts must be made available to have the language preferences given by the trainees of the batch to be assessed.

iii. **Identity of Assessors:**
  a) AAs will upload the details of the approved assessors on SDMS;
  b) At the time of assessment, Assessor will mandatorily carry his/her photo identity issued by AA that must be validated by the concerned TP.

iv. **Candidate's ID proof at the Time of Assessment:**
  a) Assessor will mandatorily check the photo-IDs of the trainees before the Assessment is conducted;
  b) The permissible photo-IDs that a candidate can carry for the assessment are voter ID card, passport, driving license, PAN card, Aadhaar card, identity card provided by school/college etc. The Assessor may choose to not conduct the assessment for a particular candidate in case of absence of a valid photo-ID proof during the assessment; and
  c) Training provider must keep a copy of the ID proof provided by the candidate at the time of assessment for any check later on.

v. **Candidate Feedback:**
  a) TPs to take candidate feedback on a standard format;
  b) Assessors to check that the candidate feedback is available for the batch and assessor must provide the declaration on SDMS; and
  c) TPs must store candidate feedback form for the batch.

vi. **Training Center Validation**
   a) AAs must ensure that the assessor validates the training center as per the memorandum signed with the SSCs.

vii. **Result upload for the batch and changes in result:**
   a) Assessor will upload QP-NOS wise marks of candidates on SDMS;
   b) AA needs to upload the result of the assessed batch on SDMS as per the marks shared by the assessor and the assessment criteria of the SSC;
   c) SSC must validate the result uploaded by the AA. Two level result validation to be done by the SSCs- SPOC and CEO. After CEO's approval no further changes would be allowed for the result;
   d) Prior to approval of result by SSCs, any discrepancy in results can be considered for re-evaluation or re-assessments as decided by the SSCs; and
   e) Post validation of the result by the SSC, no change in the result of the concerned batch will be acceptable.

viii. **Reassessment:**
   The cost of reassessments or revaluation shall be borne by the AA or the TP as decided by the SSC.

ix. In case it is found that an Assessor is looking to enter into any undue arrangements during the assessment process, he/she may be blacklisted and debarred from conducting any future assessments under the PMKVY Scheme;

x. In case it is found that the designated certified Assessor deputes a non-certified Assessor to conduct an Assessment on his/her behalf, the certified Assessor may be blacklisted and debarred from conducting any future assessments. Reassessment will be conducted at the Training Center at no additional cost to the TP. The AA will be required to bear the costs for reassessment; and

xi. Any non-compliance to the above guidelines or any malpractice during assessments will be placed before the respective SSC Grievance Committee and/or NSDC, and may result in strict action against the defaulting agency/individual, with potential case for de-affiliation/blacklisting from participating under the PMKVY Scheme.

1.5.6. Certifications (Refer: Process 3.9)
   i. TPs to facilitate Aadhaar number generation for candidates without an Aadhaar number;
   ii. TPs to upload Aadhaar details of the candidates on SDMS;

iii.   SSCs to certify candidates post Aadhaar validation as per defined SLA in the Schedule to Process Manual;

iv.   SSCs to ensure that candidates' certificates are dispatched/ sent online to the TPs within the defined time frame as per SLA in the Schedule to Process Manual; and

v.   SSCs are encouraged to keep records of soft copies of Certificates. Duplicate certificates can be issued for candidates/ batch due to loss of certificate / errors in entries, only after one month of issuing original certificates.

1.5.7. **Reward Disbursement** (Refer: Process 3.10)

i.   TPs to ensure that the candidate's bank account details are correctly uploaded on SDMS;

ii.   TPs to facilitate bank account opening for the candidates who do not have a bank account. TPs are encouraged that the bank account is opened before the completion of training;

iii.   TPs are further required to ensure that the candidate's name and Aadhaar number uploaded on the SDMS matches with the bank records so that the reward money is transferred as per banking guidelines;

iv.   NSDC will initiate and complete the monetary reward transfer process as per defined SLAs in the Schedule to Process Manual;

v.   Status of reward transfer- success/ failure to be made available on SDMS upon receipt of reconciliation statement(s) from banks according to the defined SLA in the Schedule to Process Manual. The reason for failure is also to be provided along with further action required from TPs' end;

vi.   NSDC to re-process reward amount for candidates with failed transaction as per defined SLAs in the Schedule to Process Manual; and

vii.   Any non-compliance to the above guidelines or any malpractice related to bank account details will result in firm action against the defaulting TPs as per Consequence Management of PMKVY Scheme.

1.5.8. **Mentoring Support to the Trained Candidates** (Refer: Process 3.11.1 and 3.11.2)

i.   TPs to assign mentors for the candidates who will help the trained candidates with counseling and career guidance; and

ii.   TPs will be responsible for facilitating placement of trainees and will be incentivized as per the Schedule to Process Manual.

1.6. Non-Compliance to the Guidelines

Any non-compliance to the guidelines mentioned in Section 3 of this document and/ or any malpractice during different stages of PMKVY Scheme- affiliation, mobilization, communication

on the PMKVY Scheme by the TPs or their franchisee center representatives, enrolments, conduct of training, assessment, will be placed before the SSC Grievance Committee and or Steering Committee as per severity level. The action against such stakeholders will result in consequences defined in the Consequence Management Guidelines of PMKVY Scheme.

2. PMKVY Implementation Process Overview

The overall process of the PMKVY Scheme is as represented below:

Figure 2: Overall Process of PMKVY Scheme
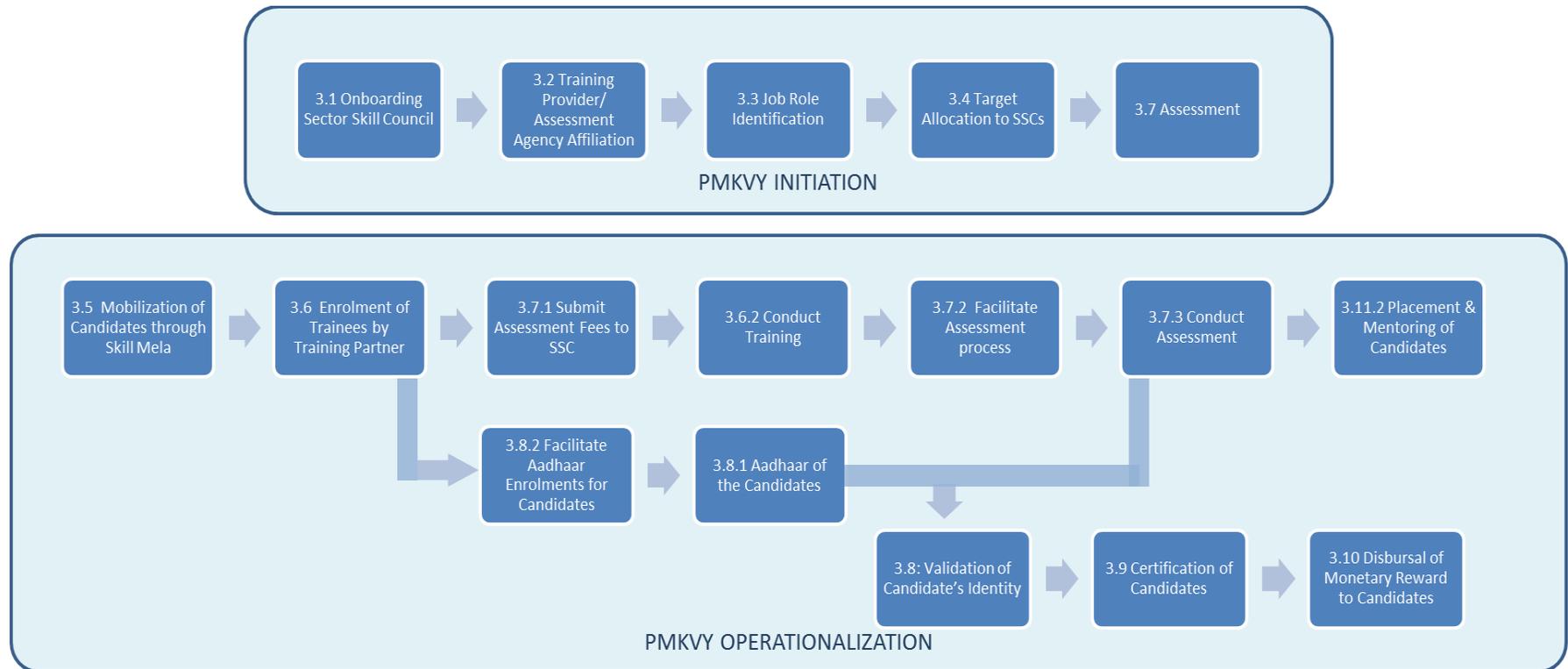
The details of the activities are provided in the subsequent sections of this Process Manual.

3. Processes

3.1. Onboarding Sector Skill Councils

Step No.	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Draft letter to be signed by the SSCs and given to NSDC	PMKVY PMU in consultation with SQA-NSDC		• Letter may have the following Annexures and be shared by NSDC with the SSCs: 1. Annexure E – Affiliation Guidelines for TPs 2. Annexure F – Registration Guidelines for AAs 3. Annexure K - List of all the Sector Skill Councils and Job Roles (As shared by the SSCs) • Please note that the list of SSCs and Job Roles may be updated from time to time and will be available on the PMKVY scheme website (www.nscsindia.org or as amended later for the PMKVY Scheme)
2.	Share the soft copy of the letter with all participating SSCs	PMKVY PMU with SQA consultation		
3.	SSCs to sign letter (along with all Annexure) and share with NSDC	SSC		• Please note that the letter needs to be signed by either the SSC Chairman or any Member of SSC Governing Council.
4.	Signed letter to be submitted to NSDC	SSC		

Refer:
Annexure A – Letter from NSDC to SSC

3.2. Training Provider/ Assessment Agency Affiliation

3.2.1. Affiliation of Training Providers

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC to share identified QPs (Levels 1-6) in the NSQF that they want to include under PMKVY to the PMKVY PMU	SSC		The details to be made available on PMKVY website as well as SSC websites
2.	NSDC will upload the identified QRC approved NOS and QPs (Levels 1-6) on SDMS	SDMS team/ PMKVY PMU		TPs can access the NOS and QPs (Level 1-6) before expressing interest in affiliation for the Scheme
3.	SSC to make available identified QRC approved NOS and QPs (Levels 1-6) for the Scheme on SSC websites	SSC		TPs can access the NOS and QPs (Level 1-6) before expressing interest in affiliation for the Scheme
4.	TPs will access the NOS and QPs and assess their readiness to offer courses based on their existing infrastructure, trainers, lab facilities etc.	TP		All the TPs interested in PMKVY to get affiliated with the respective SSC. NSDC TPs would be auto affiliated for the sectors defined in their term sheets, and the subsequent sector additions
5.	TPs will submit a hard copy of the application form along with hard copies of the relevant documents to the concerned SSC or as per SSC's affiliation process. The TP needs to declare upfront all training centers where training would be conducted during the scheme duration. The	TP		Affiliation of the TP will be for specific job roles

	TP may update this from time to time and will require approval from SSC.			
6.	SSC to revert to the TP with award of affiliation document and a signed undertaking	SSC	Within 5 working days from receipt of application from TP	SSC is required to clarify any queries with TPs within the stipulated timelines Please note that the affiliation is only for the implementation of PMKVY and is valid only for the currency/ tenure of the Scheme SSC not to charge any affiliation fee from the NSDC TPs
7.	In case an application has been rejected by the SSC, a regret mail should be sent out to the TP notifying them of the same	SSC	Within 5 working days from receipt of application from TP	SSC to mention reason for rejecting an application in the regret mail
8.	TP to sign an undertaking with the SSC	TP		An MoU as prescribed by the concerned SSC in line with the scheme requirements to be initialized and stamped by the TP Refer: Annexure E (Affiliation Guidelines for Training Providers)
9.	SSC to share information on TPs with NSDC (PMKVY team) through their respective work spaces on SDMS. An auto generated email would go to NSDC and PMKVY PMU	SSC	Within 5 working days from date of TP affiliation	SSC to upload the affiliation documents on SDMS
10.	Details of the TPs will be updated on the Scheme website and SDMS	PMKVY PMU - NSDC	Within 2 days after completion of Step 9	
11.	Login details will be created and shared with TPs to access SDMS (if not created	SDMS team, PMKVY PMU	Within 2 days after receiving details from	

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	already)		SSC	
12.	TPs will upload the information of all training centers to be used for conducting trainings	TP	At least 1 week before the target allocation for the next quarter	The infrastructure available at the training center to be updated on SDMS, along with the contact details
13.	SSC to approve the training center as per its affiliation guidelines	SSC	At least 2 days before the target allocation of the next quarter	
14.	The list of all SSC affiliated TPs and approved training centers to be uploaded on the SSC website	SSC	Before the start of every quarter of the Scheme duration	

Refer:
Annexure E – Affiliation Guidelines for Training Providers

3.2.2. Affiliation of Assessment Agencies

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Identification of the eligible AAs for affiliation and undertaking assessments under the Scheme	SSC		Eligible AAs include : • AAs with national presence and having demonstrated ability to assess the eligible training content with respect to NOS and QPs • AAs formed by SSC or affiliated TPs of the Scheme , but operating independent of SSCs • AAs participating in assessments of training programs under other government schemes • Trade associations

				• Industry bodies
2.	Interested AAs approach SSCs, pay the necessary registration fee (prescribed by SSC) through electronic means and get affiliated through a standard registration process set by SSC	AA		Please note that the payment cannot be made in cash
3.	NSDC shares inputs with SSCs on SLA to be signed between SSC and AAs	NSDC		Refer: Annexure F – Registration Guidelines for AAs
4.	Develop the SLA for AAs to sign covering aspects related to delivery, revenue sharing and non-conflict activities etc.	SSC		SLA must take into account the penalties if assessments are not conducted on stipulated date or in case of improper conduct by the AA
5.	Sign SLA with AA	SSC	5 days before the start of the Operational phase of the Scheme	
6.	SSC shares copy of SLA signed with AA with PMKVY PMU for generation of system logins	SSC	5 days before the start of the Operational phase of the Scheme	
7.	PMKVY PMU uploads details of AA on PMKVY Scheme website	PMKVY PMU		Please note that the list of assessment agencies updated on website can be appended during the course of the scheme
8.	SSC to affiliate more than 1 AA, if target allocated to SSC is more than 5,000	SSC		

Refer: Annexure F – Registration Guidelines for Assessment Agencies

3.2.3. Creation of Pool of Assessors

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Invite potential assessors for training and certification by reaching out to the relevant industry bodies and associations, and by publishing on the SSC website	SSC		
2.	Interested assessors can also reach out to SSC for certification	Assessor		Please note that individual assessors have to be contracted by AAs to conduct assessments
3.	Pre-screen assessors to ensure relevant industry experience and integrity	SSC		
4.	AAs will identify and sign contracts with selected assessors	AA	Before the start of the trainings in the Scheme	
5.	AAs to enter the relevant details of all SSC approved assessors on SDMS	AA	Before the start of trainings in the Scheme	SDMS will generate a unique code for every assessor.
6.	AA to share details of Assessors along with the SDMS generate unique code with the concerned SSCs for their reference	AA	2 working days, post the signing of contract	
7.	SDMS to upload and approve a list of all Assessors job role wise that would be used to allocate the assessments. Any	SSC	5 days of start of Scheme	

	assessor which is not updated on SDMS would not be allocated any assessments			
8.	SSCs to approve assessors on SDMS	SSC	2 days after AA uploads assessor data on SDMS	

3.3. Job Role Identification

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Identify the QPs and NOS for the scheme from level 1- 6	SSC		Preference in allocation of targets will be given by SSCs having approved QP-NOSs for all levels before the launch of the Scheme
2.	QPs identified must be QRC cleared	SSC		
3.	All QRC approved QPs and NOS to be uploaded on NSDC website for the Scheme	PMKVY PMU - NSDC		Please note that the list of job roles can be altered during the Scheme
4.	Assessment criteria to be submitted to NSDC for the identified QPs	SSC	5 working days from date of notification of the QP to NSDC	• A time interval will be provided by NSDC to a particular SSC, who fails to meet the deadline • Incapacity of SSCs to submit the assessment criteria by the revised date, will cause the removal of that particular QP from the website • Refer: Annexure D – Format for Assessment Criteria

3.4. Target Allocation to SSCs

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSCs in consultation with their respective Chairman/ Governing Councils would request the targets and communicate to NSDC along with the job roles and states	SSC		Skill Gap Study conducted by NSDC may be referred to by the SSCs while submitting the demand. Reports of the same are available on NSDC website.
2.	NSDC will share the final award numbers for the first quarter with all the SSCs and may seek their concurrence and alignment before making it public. The first quarter numbers would be based on moderation of targets sought by SSC, the capabilities of the SSC, and the skill gap reports	SSC	2 working days from the start of the scheme	After receiving the inputs from the SSCs and subsequent discussions with them, NSDC will finalize the award numbers in 2 working days Refer: Annexure B - Format for Distribution of Award Numbers
3.	The award numbers once finalized will not be altered. If an SSC adds additional QPs, they will have to manage the inclusion within the allocated award numbers	SSC		NSDC will have the right to reallocate any non-performing SSC numbers to allocate them to a better performing SSC.
4.	If additional SSC gets added, they will be allocated numbers from the award numbers reserved with NSDC, subject to the SSC being ready with the QP and assessment	NSDC		

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	criteria			
5.	The finalized award numbers would be updated on the SDMS for each of the participating SSCs	NSDC	2 working days from the start of the scheme	
6.	From the allocated award numbers, SSC will distribute target numbers to all its' affiliated TPs	SSC		SSC to devise criteria for allocating targets to their TPs.
7.	PMKVY PMU to seek demand from states and ministries for skill trainings	PMKVY PMU		
8.	Inputs from states and ministries to be incorporated into the quarterly target allocation, in addition to the SLA adherence by the SSCs for assessments and certifications	PMKVY PMU	1 week before the start of subsequent quarters	

Note: The exercise of awarding numbers would be dynamic under PMKVY. Award numbers would be revised at the beginning of each quarter based on related parameters.

Refer:
Annexure B – Format for Distribution of Award Numbers to SSCs

3.5. Mobilization

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	PMKVY PMU to co-ordinate with SSDMs/ local government representatives in	PMKVY PMU		

	different constituencies to develop a calendar of Skill Melas across the districts			
2.	The Skill Melas' calendar to be published on the PMKVY website	PMKVY PMU	One week before the date of the Mela	
3.	TPs affiliated to various SSCs to intimate their willingness to attend the Mela as per the calendars available on SDMS	TP	2 days before the date of the Mela	
4.	PMKVY PMU to advertise locally about the Mela in the district catchment area, with assistance from the local elected representatives, Local government bodies	PMKVY PMU	2 days before the Mela	The Mela to be driven by the local authorities/TP, while the PMKVY PMU acts as a coordinator for all stakeholders
5.	PMKVY PMU to operate the citizen portal where interested candidates could enroll with their information. Information of interested candidates to be also collated from CSC registrations, and using the Digital India Platform	Candidates and CSC VLE	Anytime during the scheme	
6.	PMKVY PMU to contact the enrolled candidates through the website about the upcoming Skill Mela in the vicinity of their	PMKVY PMU using digital India platform	2 days before the Mela	

	location via SMS/ Digital India Platform			
7.	In case there are no planned Skill Melas for the enrolled candidates on the website, PMKVY PMU to intimate the candidates about the nearest TP centers	PMKVY PMU using Digital India Platform	Within one week of website enrolment	
8.	TP to conduct the counseling of walk in candidates at the time of the Mela, and promote the courses that are being offered	TP		
9.	TP to collect the enrolment information/ lead information of the interested candidates at the time of the Mela. TP to upload the enrolment information on SDMS	TP	Within 7 days after Skill Mela	

3.6. Enrolments and Training

3.6.1. Enrolments

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TPs will be allocated targets from SSC to plan training schedules for affiliated job roles	SSC		• Please note that NSDC will allocate the target numbers to all SSCs • SSCs will further distribute the award numbers amongst the TPs affiliated to the SSC
2.	TPs to develop a quarterly schedule and share with SSC through SDMS	TP		TPs need to strictly follow Annexure J: Marketing and Communications Guidelines for PMKVY
3.	TPs to publicize the scheme and the	TP		

	batch details to mobilize trainees			
4.	TPs to check PMKVY website/ SDMS calendars for mobilisation drives/ schedules	TP		
5.	TP to begin enrolment in the approved course by: • Creating batch • Completing batch level details such as trainer's details, languages, etc.	TP		Refer: Process 1.5.3 The permissible batch size is 30.
6.	TP to fill in the Trainee contact details on SDMS: • Aadhaar number/ EID (If Aadhaar number is not available) • Alternate IDs (Voter's Card No. and PAN) • Bank account details (including Bank Name & branch or IFSC Code) • Mobile number • Demographic details • Course details, job role, sector • Training fee for course • Assessment fee for course • Fee paid by trainee • Prior experience Other key details as required may be captured and will be made available on	TP		• Course Fee will be decided by TP • Assessment Fee will be decided by SSC • Service tax is exempted for the PMKVY Scheme • TP can provide credit to a trainee at their discretion • No updation of fees paid by Trainee will be allowed • TPs to enter amount collected from the candidate and the amount outstanding as credit amount • NSDC may use a One Time Password(OTP)/SMS for authentication using the registered mobile number of the candidate

	SDMS			
7.	In case, SDMS is not available on the day of entry, TPs are to enter details of trainees in an excel sheet and upload the same later when system becomes available	TP		• Format will be shared with TP along with SDMS login credentials once they are affiliated with a SSC • The responsibility of uploading data on SDMS still remains with the TP when SDMS is available
8.	TP to mention the preferred language for assessment on SDMS	TP		
9.	If Aadhaar number for a trainee is not available, TP to register citizen with his mobile number for the training batch	TP		• TP to facilitate enrolment of candidate for Aadhaar (It is necessary for the candidate to have the Aadhaar number to avail the monetary rewards of the scheme. The certification will only be issued to trainees who have successfully completed the assessment and have a valid Adhaar number) • In the event of Adhaar number/UID not with the candidate, the same will be facilitated by the TP under the understanding that NSDC will leverage the CSC for issuing the Aadhaar number within 1 month of the trainee application • TP to update the Aadhaar number on SDMS if received during the course duration
10.	TPs to initiate the training of the batch on the day of creating the batch on SDMS	TP	Within 1 week of uploading the batch on SDMS	
11.	TPs to transfer the cumulative assessment fee to	TP	1st day of batch commencem	• Refer: Process 3.7.1

	the SSC on first day of commencement of batch through electronic bank transfer/ DD or cheque		ent	
12.	TPs to update the SDMS with NEFT transaction number/ DD details/ cheque number and the date of transfer along with other details such as batch details, etc.	TP	at	

Use of any poster/ flyer/ text messages/ e-mails or any document (electronic or physical) contradicting the message and outcomes of the PMKVY Scheme/media guidelines will be considered as a violation of the PMKVY Scheme process and appropriate actions shall be taken against the defaulter, including de-affiliation from participating in the PMKVY Scheme in future as per the applicable Consequence Management Guidelines.

3.6.2. Conduct Training

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TPs to update SDMS about batch start date and end date	TP		
2.	TPs to mobilize/identify trainers for batch at the training center	TP		The details of the Trainer to be uploaded on SDMS alongwith trainer contact details and Aadhaar number
3.	TPs (at training center location) to mobilize trainees for the batch	TP		Refer: Process 3.5
4.	TPs to brief the batch about the PMKVY scheme, the training, assessment and monetary reward process and the certification. TP will	TP	Day of commence ment of the batch	The brief should be in line with the media guidelines for PMKVY. (Reference) Any media guideline violations may lead to the TP getting de-affiliated/barred from the scheme

	ensure that standard scheme booklet/information pamphlet is provided to all trainees			
5.	TPs shall provide training in accordance with the QP. The training duration should be as per the requirement of the job role, subject to a minimum of 30 days	TP		
6.	At the end of training, TP confirms the list of students who have completed their training program through SDMS	TP	2 days after completion of the training	
7.	SSC views the information of students who are ready for assessment on SDMS and intimates AA accordingly	SSC	On the day of acceptance of the assessment fees	
8.	The TP needs to have the PMKVY branding at the training centers during all training classes	TP		The branding material should adhere to the PMKVY media scheme (Refer: Annexure J – Marketing Guidelines)

3.7. Assessment

3.7.1. Submission of Assessment Fees to the SSCs

The Assessment Fee to be collected by SSCs per candidate is given below:

Type of Job Role	Assessment Fee
Services Sector	Rs 800/-
Manufacturing Sector	Rs 1200/-

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TPs to collect total fee, comprising of course fee and assessment fee, for the training program	TP		• Course fee will be decided by TP • Assessment fee will be decided by SSC
2.	TPs can provide credit to a trainee at their discretion; however it is recommended that the Trainee has to pay a minimum of assessment fee	TP		• TPs can provide credit to a trainee at their discretion; • Fees paid by trainee will be entered by TPs on SDMS at the time of enrolment • No updation of fees paid by Trainee will be allowed at a later stage *Refer to 'Examples 1 and 2' appended below*
3.	TPs to share information on training batches with SSC through SDMS on the batch start date	TP	1st day of batch commencement	• SSC can view this information on SDMS after TP submits the trainee information for a batch
4.	TPs to transfer the cumulative assessment fee to the SSC through electronic bank transfer	TP	1 day of batch commencement	• Only assessment fees is required to be transferred to SSC
5.	TP to update the SDMS with assessment fee transferred, NEFT	TP	1 day of batch commencement	• SSC can verify these details based on the actual bank transfer

transaction number and the date of transfer or details of DD/ Cheque through which remittance has been made			made and acceptance of the assessment fees

Example 1: Minimum Fee to be collected

For example, if training is being conducted with the following details:

Training fee per trainee for the course (as decided by TP)	Assessment fee per trainee (Assuming Services type Job Role)	Total amount communicated to the trainee as training fee	Minimum fee to be collected from each trainee (Assessment fee)
Rs. 5,000	Rs. 800	Rs. 5,800	Rs. 800

Example 2: Cumulative Assessment Fee to be transferred to SSC

For example, if training is being conducted with the following details:

Number of students in a batch	Training fee per trainee for the course (as decided by TP)	Assessment fee per trainee (Assuming Services type Job Role)	Total amount communicated to the trainee as training fee	Minimum fee to be collected from each trainee (Assessment fee)*
10	Rs. 5,000	Rs. 800	Rs. 5,800	Rs. 800

The TP is required to submit the cumulative amount collected for Assessment Fees of Rs. 8,000 (number of students * assessment fee per trainee) to the SSC within 5 working day of the batch creation date.

3.7.2. Facilitate Assessment Process

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC allocates AAs and date of assessment for each batch	SSC	5 days from Batch start date	
2.	AA allocates Assessor(s) to conduct assessment at the training center location	AA	5 days before the assessment date	

3.	AA makes all arrangements for travel and logistics for Assessor	AA		
4.	On day of assessment, Assessor(s) reaches the training center location to conduct assessment at scheduled time	Assessor(s)		Assessor only brings along Assessment sheets for the Assessment
5.	TP makes all arrangements (raw material, lab facilities, infrastructure setup) for the Assessor to conduct the assessment	TP		
6.	TP extends necessary courtesies to Assessor(s) and facilitates conduct of assessment	TP		
7.	Assessor(s) conducts the assessment in accordance with the Assessment guidelines and question bank prepared by SSC	Assessor		Refer: Process 1.5.5
8.	TP validates the authenticity of the assessor with the help of the unique code on his Identification proof	TP		
9.	In case the assessor is unable to prove his identity, the assessment of the batch should be halted and the concerned AA and SSC should be informed about the same at the earliest and vice versa	TP		TPs can contact SSCs and provide feedback on SDMS
10.	Disciplinary action should be taken against the assessor/	SSC	5 working days from the receipt	In case of no action from the side of SSC, the Consequence Management

	AA as per the Consequence Management System of the SSC		of the complaint by SSC	System of the Scheme shall be followed to resolve the concern of the aggrieved
11.	In case an assessor finds discrepancies at the assessment center, the same needs to be reported to the AA, SSC and PMKVY PMU	Assessor		

Refer:
Annexure D – Format for Assessment Criteria

3.7.3. Conduct Assessment

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	All assessor information needs to be uploaded on the SDMS system	AA	Within 7 days of affiliation with the SSC	The assessor details need to include the contact details, address and Aadhaar number of the assessor.

Only those assessors could conduct assessments whose details have been uploaded on the SDMS |
2.	Each batch will be assigned to the relevant assessment agency	SSC	5 days from the batch creation date	
3.	Respond with the acceptance or non-acceptance for conducting assessments	AA	2 working days	
4.	If the AA does not accept, another AA needs to be identified	SSC	2 working days	
5.	Respond with the acceptance or non-	SSC	2 working days	

	acceptance of the system generated date for conducting assessment, post consultation with the AA			
6.	In case of non-acceptance of the system generated date of assessment, a new date for assessment should be provided	SSC	2 working days	
7.	Post acceptance, the AA will assign an Assessor as per the language preference of the batch from its contracted pool on SDMS	AA	2 working days	The AA must ensure that they enter the unique code of the Assessor against the assigned batch, which will be validated by TP at the time of Assessment
8.	Details of the concerned training center and the assigned assessors should be shared with the SSC	AA	2 working days	
9.	The assessor will report at the TP location at the designated date and time, conduct assessment as per the guidelines, and complete the assessment sheet	Assessor	Specified date, place and time	• The expendables associated for the assessment will be borne by the TP • All other costs of assessments like boarding lodging, travel, etc. will be borne by the AA • Assessor to conduct assessments only at the designated training center in the SDMS, and any deviation in address to be reported to PMKVY PMU/ SSC
10.	Authentication of the assessor prior to the start of the assessment. Assessor to produce a valid photo ID proof –	Trainer of the concerned batch	1 day post assessment	A unique code mentioned on the Identification card of the assessor needs to be verified by the TP on SDMS as per the SDMS manual

	Aadhaar number/ PAN card/ ID card issued by the concerned SSC			
11.	Authentication of the candidates of the batch before the start of assessment	Assessor		• The authentication will be done against any Identification proof provided by the candidates (Refer: Process 1.5.5) • In case of absence of the ID proof, the assessor may choose not to conduct the assessment for the particular candidate • TP must keep a copy of the ID proof provided by the candidate at the time of assessment • Assessor to retain the copies of the ID proof of the candidates for audit purpose
12.	Review of the candidate's feedback form at the time of assessment and providing a declaration of the same on SDMS	Assessor		Assessors will check that the candidate feedback is available for the batch on SDMS and assessor must provide the declaration on SDMS (Refer: Process 1.5.5)
13.	Validation of the training center as per the criteria shared by the SSC	Assessor		
14.	Assessor will also input the assessment marks on SDMS	Assessor	5 working days post completion of assessment	Refer: Annexure D – Format for Assessment Criteria
15.	The assessor to complete the training feedback from the candidates of the batch and upload the same on SDMS. The assessor will also check candidate wise feedback at TP/ TC	Assessor	3 working days post completion of assessment	The training feedback would be an objective type questionnaire for different training components – trainer quality, course material, center infrastructure, counseling and mentoring support, overall training effectiveness

16.	Post conduct of the assessment, the assessor will share the result along with the original assessment sheet and attendance sheet, physically as well as electronically, with the AA	Assessor	7 working days post completion of assessment	In the event of failure on account of assessor not providing the original documents, the payment due to the assessor will not be processed by the AA
17.	AA will store the original physical assessment records of the trainee assessed for a minimum of 10 years from the date of the assessment	AA		In the event of failure to produce the original documents by AA, whenever required, the agency will be liable legally or otherwise
18.	AA will review and validate the assessment marks on SDMS and will provide the result of each candidate of the batch	AA	2 working days	
19.	The SSC will validate theresults received from the AA and approve the same on SDMS	SSC	5 working days	Post the approval of result by the SSC, the result of any candidate/batch can be changed only once. Any further changes in the result require approval by SSC's chairman and reason for the same.
20.	Incase of any discrepancy in result prior to approval by SSC, revaluation of the result by assesment agency or reassessment of the batch, depending upon the decision of the SSC	SSC		The cost of revaluation and reassessment shall be borne by TP or AA as decided by SSC
21.	Fees due to the AA will be paid after validation of the assessment results received	SSC	14 days	AA to accept receipt of fees by SSC on SDMS

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
22.	Fees due to the Assessor will be paid on receipt on hard copies of the assessment papers	AA	14 days	

Refer:

Annexure M: Format for Capturing Candidates' Feedback by Assessment Agency

Annexure N: Format for Capturing Feedback of the Candidate by an AA

3.7.4. Recognition of Prior Learning

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TPs need to identify candidates desirous and eligible to take benefit under RPL. TP would carry out pre-assessments on the basis of skill level of the candidates	TP	Pre-assessments to happen within 7 working days post identifying the candidates	TPs are expected to assist candidates understand the RPL process and its benefits TPs need to ensure that a batch of 20 candidates is created before assessments start
2.	TPs need to enter details of the candidates on SDMS. This is will be as per Process 3.6.1	TP	Within 7 days of creation of a batch of 20 candidates	
3.	SSC to approve the assessment dates post which Assessment Agency would assign certified assessors to conduct Assessments as per Process 3.7.3	SSC/ Assessment Agency/ TP		The assessments would be basis the following scenarios: a) Candidate clears assessment for all NOS for the given job role b) Candidate clears assessment for few of the NOS for the given role c) Candidate does not clear assessments for any of the NOS
4.	Assessor would upload the marks post which the same is approved by the SSC	SSC/ Assessment Agency		
5.	If a candidate is	SSC/ PMKVY		If a candidates secures

successful, he/ she may be given a certificate or certificate and monetary reward both based on the three scenarios given in point 3 above	PMU		a) Complete certification: Certification for the job role (Process 3.9) and monetary reward (Process 3.10) would be given to the successful candidate b) Partial certification: Partial certification for the NOSs which were cleared in the assessment	

3.8. Validation of Candidate's Identity

What is Aadhaar: Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India (UIDAI) on behalf of the Government of India. This number serves as a Proof of Identity (PoI) and Proof of Address (PoA), across India.

What is Aadhaar Authentication: Aadhaar Authentication is the process where in Aadhaar number along with other related attributes (Demographic/ Biometric) are submitted to UIDAI's Central Identity Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches with the data available in CIDR and responds with either a YES or a NO.

Need for Aadhaar Authentication: Aadhaar Number under PMKVY enables residents to prove their identity and for service providers to confirm that residents are 'who they say they are' in order to supply services and give them access to various benefits.

What does Aadhaar Validation Status "YES" in SDMS refer to: Aadhaar validation status "YES" in SDMS means that the candidate's name and Aadhaar number mentioned in SDMS is as per the Aadhaar letter of the candidate issued by the UIDAI. Post a successful validation and assessment, candidate becomes eligible to receive the certificate as well as the monetary reward.

What does Aadhaar Validation Status "No" in SDMS refer to: Aadhaar validation status "No" in SDMS means that the candidate's name and Aadhaar number mentioned in SDMS is not matching with the Aadhaar letter of the candidate issued by the UIDAI. In such cases, the TP needs to check the details of the candidate such as (Name or/ Aadhaar number) from the Aadhaar letter of the candidate and accordingly update the correct details on SDMS for revalidation.

Action Required from TP: It is mandatory for the TP to correctly update the candidate's complete name as well as Aadhaar number of the trainee in SDMS before the Aadhaar authentication process can be initiated in SDMS.

When a TP enters the name/Aadhaar number of candidates in SDMS, the candidate's details would directly be sent to the designated third party agency for validations. Based on validations carried out by the third party agency, the column for 'Aadhaar Validation Status' on SDMS would updated with one of the following three statuses:

Table 2: Aadhaar Validation Status

S. No	Validation Status	Significance	Action Require from Training Partner
1	BLANK or NULL (**Default Value**)	Validation has not been attempted even once	TP needs to update SDMS with the details of the Candidates
2	YES	Validation has been Successful	No action required
3	No	Validation has failed	TP needs to update correct candidate name and /or Aadhaar Number on SDMS.

PMKVY team will verify the updated details against following criteria and accordingly approve or reject the newly uploaded candidate's name in SDMS.

- Candidate's name will get approved if it is case of name correction
- Candidate's name will get rejected if it is case of name replacement

Post approval by PMKVY PMU, details of the candidates will once again be sent to the designated third party agency for revalidation.

Process Flow Diagram for Aadhaar Validation:
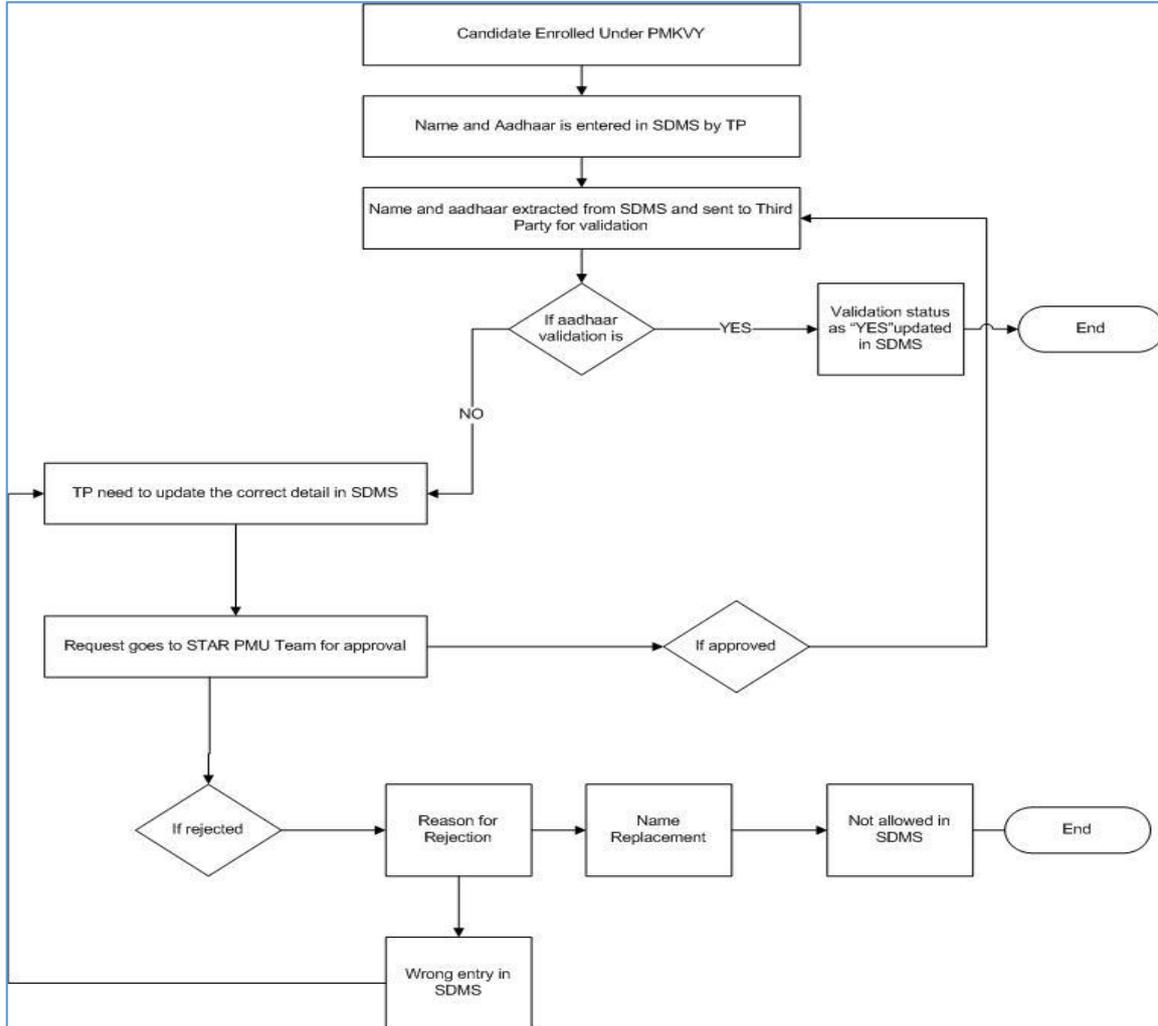
3.8.1. Aadhaar of the Candidates

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TPs to collect a photocopy of the Aadhaar letter (card) from the trainee and to verify the Name and Aadhaar number at the time of enrolments	TP		Please note that the Aadhaar number has to be in the name of the Trainee and cannot be in the name of another individual. In case the Aadhaar number provided is not of the trainee, the bank will not be able to link the bank account of the Trainee

				with the Aadhaar number
2.	TP to capture the full name as mentioned on the Aadhaar letter/card under "Name" column while entering data on SDMS	TP		In case of repeated discrepancy in capturing the name of the candidate as per Aadhaar letter, disciplinary action will take as per the Consequence Management System of the scheme
3.	In case a trainee is providing and EID to the TP at the time of enrolment (or at a later date), TP to verify that the EID is 28 digits in length (including date and timestamp)	TP		Please enter the entire 28 digits under "EID" column on SDMS
4.	TP to check the Aadhaar status at http://resident.uidai.net.in/check-aadhaar-status, based on the EID provided by Trainee	TP		It may be possible that an Aadhaar number has already been generated against the EID
5.	If the Aadhaar number of the trainee has already been generated, TPs to download the E-Aadhaar from https://eaadhaar.uidai.gov.in/eDetails.aspx and provide the same to trainee, and enter the Aadhaar number along with the full name, while uploading data on SDMS	TP		
6.	TP to ensure that if the enrolment of the trainee has failed for any reason (which shows on the UIDAI link mentioned in Step 4), then the Training Partner to ask the trainee to re-enroll for Aadhaar.	TP		
7.	TP to share the Aadhaar enrolment IDs with PMKVY PMU through an email to	TP		The EIDs that have failed (as per Step 6) should not be shared

PMKVY@nsdcindia.org

3.8.2. Facilitate Aadhaar Number of the Candidates

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	The TPs capture the Aadhaar number of the trainee on SDMS	TP		
2.	In case a trainee does not have an Aadhaar number, the TP to enroll trainee using his mobile number	TP		
3.	TPs to assist candidates with Aadhaar enrolment	TP		In an event where a trainee does not have an Aadhaar number, TP would assist him/ her with Aadhaar enrolment.
4.	Training partner to log on to http://appointments.uidai.gov.in/easearch.aspx and search for the nearest enrolment centre(s)	TP		TP to issue a letter of priority enrolment citing PMKVY Scheme
5.	Trainee to go to the enrolment centre and get enrolled for Aadhaar	Trainee		
6.	Trainee to provide the EID to the TP after getting enrolled for Aadhaar	Trainee	Within 1 day of enrolment	
7.	TP to update EID of the trainee on SDMS	TP	Within 1 day of receipt of EID	• TP updates the EID number on SDMS • TP retains a copy of EID receipt
8.	TP to log onto http://uidai.gov.in/check-your-aadhaar-status.html after 2	TP	After 2 weeks of Aadhaar enrolment	• Enters EID & checks the status of Aadhaar • If Aadhaar has been generated for the trainee, the TP updates

	weeks of Aadhaar enrolment of the trainee		by candidate	the same on SDMS
9.	TP to collect the Aadhaar number from the trainees and updates the same on SDMS, if received during the course duration	TP		• No certificate would be given and award money will be credited to trainee if he/she does not have a valid Aadhaar number.

3.9. Certification

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Provide high resolution logo of SSC and signature of signing authority of SSC to NSDC	SSC	5 days before the start of the operational phase of the Scheme	
2.	SSC to sign an agreement of lease or tariff with Pitney Bowes for the generation of certificates with unique QR code	SSC		
3.	Install Pitney Bowes CAM device at SSC	SSC	5 days before the start of the operational phase of the Scheme	
4.	SSCs to review the assessment results uploaded by AAs on SDMS, for any discrepancy and provide approval	SSC		Post the approval of result by the SSC, the result of any candidate/batch can be changed only once. Any further changes in the result require approval by SSCs chairman and reason for the same.
5.	SDMS will generate an excel sheet in a predefined format (with trainee name, course, assessment marks etc.) that will be input	SDMS		• SSC should maintain a record of all generated PB reports • Regeneration of PB reports more than two times shall be

Step No.	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	to the Pitney Bowes CAM device			seen as a performance issue, having a negative influence on their target allocation for next quarter
6.	SSC will trigger certificate generation on Pitney Bowes CAM device for each of the certified trainees (only if Aadhaar number of trainee is available)	SSC		• Certificate cannot be generated if the Aadhaar number of the trainee is not available • In case the Aadhaar number is not available, the trainee is expected to secure an Aadhaar number before he can be given a certificate
7.	Pitney Bowes system will generate the certificates for each of the certified trainee (who has an Aadhaar number) in PDF format	Pitney Bowes system	2 working days after receipt of PB reports from SDMS	
8.	Review certificates generated for accuracy of information	SSC		
9.	Candidate's certificate to be dispatched/ sent online to the concerned TPs	SSC	3 working days post generation of certificates by PB system	
10.	Record on SDMS that certificate of trainee has been generated and dispatched	SSC		
11.	SSCs to keep records of soft copies of certificates for re-issuing of the same in case of any discrepancies	SSC	1 month after generation of the certificates	

3.10. Reward Money Disbursal

Step No.	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	TP enrolls trainees for a batch in line with Process 3.6.1	TP		TP should upload correct candidate's name (as given on the Aadhaar card) on SDMS.

				Mismatch in name between the SDMS and bank records might result in failure of reward transfer.
2.	If the Trainee does not have a bank account, the TP needs to inform the nearest branch of the partner Bank (identified by NSDC) to open a bank account for the Trainee	TP		
3.	In case a TP agrees to provide training on credit, the Trainee is expected to submit an Authorization duly signed by him/ her TPs to inform candidates about signing of such letter	TP	On date of enrolment	• The Authorization letter signed would be an acceptance by the Trainee that when he/she receives the monetary award money (after clearing the assessment and receiving a certificate), the amount he/she owes to the TP would be auto debited from their bank account • Authorisation letter by the trainee should be aligned to the bank's requirements and a copy of this letter should be submitted to the bank
4.	TP will submit the signed Authorization at the partner bank's branch where the Trainee's account is opened	TP	On the day of batch end	
5.	Trainee undergoes training as per Process 3.6.2	TP		
6.	Trainee undergoes Assessment as per Process 3.7.3	AA		
7.	SSS will certify the candidates post the results are uploaded by the AA	SSC		

8.	Post certification of the trainee, the PMKVY PMU/ SDMS team will initiate the reward transfer process of all the eligible candidates having valid bank account details.	PMKVY PMU	5 working day after candidates are certified	TPs are required to ensure that that the correct bank details- account number, IFSC code, are uploaded on the SDMS. Incorrect bank details will result in delay in reward transfer by at least 15 days.
9.	PMKVY PMU to provide a final list of eligible candidates to the bank. List will contain candidate's name, IFSC code, and Aadhaar number for verification purpose.	PMKVY PMU		
10.	Bank to execute the reward transfer as per the instruction provided by NSDC.	Bank		Bank will match the candidate's name, bank details, and Aadhaar number with the details uploaded on SDMS. Therefore, TPs are required to ensure that the KYC is duly followed and completed.
11.	Bank will provide the reconciliation report along with the failure reason within the timeline as specified in the MoU.	Bank	As per the MoU signed with the bank	
12.	PMKVY PMU will upload the reconciliation report on SDMS. Once the same is uploaded, automatic email will be sent out to the TPs for making correction in the bank details.	PMKVY PMU	Within 5 working days of receiving the recon report	TPs will be given at least one week's time to upload the correct bank details.
13.	Retransfer of failed transactions will be initiated. Steps 8 to 11 will be carried out again.	PMKVY PMU	Within 5 working days from date of updation of reconciliatio	

			n status on SDMS	
14..	Bank branch (where Trainee has the account) to auto debit the Trainee account and transfer money to TP account based on the Authorization signed by the trainee, in case the training is availed on credit	Bank		Banks to follow their internal guidelines regarding auto-debit mandates' validity and follow tri-partite agreement for any future reference

3.11. Mentoring and Career Support

TPs will be responsible for identifying mentors who will support and guide trainees in the post-training phase. These mentors will provide career guidance and counselling for trainees once they have completed training and will also help connect them to employment opportunities. This mentorship programme will also facilitate the tracking of trainees in the post training phase.

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Identify industry experienced mentors/ trainers with experience who can mentor the candidates completing training	TP	One week before the completion of the course	The mentors should have experience of working in the sector and/or running enterprises in the sector
2.	TP to develop and communicate the mentorship plan for the batches with the PMKVY PMU	TP		The plan should include the mode of mentorship – in person, telephonic, regular sessions, or any other model along with the calendar
3.	TP mentor to run the mentorship program as per the calendar	TP		PMKVY PMU may visit the TP during the mentorship sessions to understand the efficacy of the program
4.	TP/ mentor to assist the candidates in placement post training completion.	TP	Within 2 months of batch completion	Trained candidates placed in the industry could act as mentors for subsequent batches of the TP
5.	TP to upload training data into SDMS	TP	Within 2 months of batch completion	The placement data to include the contact details of the employer, PMKVY PMU may have an employer feedback survey post

				placements
6.	Mentoring and placement incentive to be released to the TP on completion of batch training as per the placement percentage of the batch	PMKVY PMU	3 - 5 months from batch completion date	The incentive is Rs. 475 per placed candidate for achieving 70% placements in a batch against the number of certified candidates. Training Providers would track the candidates for three months for ensuring successful placement and submit relevant documents substantiating the placement.

3.12. Grievance Redressal

All the stakeholders would be expected to raise their grievances on an online portal. <Details to be shared post finalization of the solution>

Step No	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1. .	SSC will constitute a complaints/ grievance cell for the PMKVY Scheme comprising of 2 members from its Governing Council and its CEO	SSC		• Complaints/Grievance Cell will be specific to PMKVY Scheme • The first level of redress for any complaint/grievance from any involved stakeholder related to the PMKVY Scheme will be handled by the complaints/grievance Cell of the specific SSC
2.	SSC will share constitution of its complaints/grievance cell with NSDC-SQA and PMKVY PMU	SSC	Before the target allocation for the first quarter	
3.	SSC will nominate a contact person with mobile number and create a separate email id to receive complaints/grievances	SSC	Before the target allocation for the first quarter	

4.	SSC will update its website with details of its complaints/grievance cell	SSC	Before the target allocation for the first quarter	
5.	SSC will set dates for handling complaints/grievances providing 2 days every month (with at least 10 working days between each date)	SSC		• The schedule of dates for the SSC complaints/grievance cell in the month must be updated by the SSC on the 1st of every month on the SSC website
6.	Details of SSC complaints/grievance cell will be updated on the PMKVY website (www.nscsindia.org)	PMKVY PMU	Within 2 days of receipt from SSC	
7.	As a second level grievance redressal, a complaints/grievance cell will be setup constituting members from NSDC	NSDC		• This cell will handle queries that are not handled to the satisfaction of the complainant by the SSC complaints/grievance Cell, or those are escalated by individual SSC complaints/grievance cell • Decisions taken by the second level complaints/grievance cell will be final and binding on all stakeholders that are party to the complaint/grievance
8.	Details of the second level complaints/grievance cell will be made available on the NSDC/MSDE/ PMKVY website once constituted	PMKVY PMU	Before the start of the Scheme	
9.	A complaints/grievance from any stakeholder must be directed first to the SSC involved. Alternatively the	Complainant	Call center/ PMKVY PMU to inform SSC within 24	

	complainant can file his/her grievance on the PMKVY call center number/online grievance redressal portal		hours	
10.	SSC will consolidate all complaints/grievances received and prepare a schedule for handling them by the SSC complaints/grievance cell All complaints received either directly or through the PMKVY PMU to be documented and allocated a unique complaint ID. The SSC should respond back to the aggrieved stakeholder with the complaint ID	SSC	Within 2 days of receiving the complaint	
11.	The SSC will provide a fixed time slot for each complainant to express his/her complaint/grievance based on the schedule created by SSC, if needed	SSC		• The complainant must be informed of the time slot at least 3 working days prior to his/her timeslot • The SSC complaints/grievance cell may choose to hear complaints/grievances in person or over a telephonic call; Details of the modalities will be shared with the complainant
12.	In case the SSC complaints/grievance cell, before taking a decision, requires additional information or additional views of party(ies) that are not in the meeting/call, they may choose to	SSC complaints/grievance cell		• This additional information must be provided by the requested party before the next sitting/meeting date of the Cell • The other parties involved in the complaint/grievance must be also be present (either

	reschedule the hearing			physical or on call) at the next hearing/meeting • A new date for hearing the complaint/grievance will be provided once the additional information is submitted to the SSC
13.	In case the SSC complaints/grievance cell has the requisite information to take a decision, they will do so during the meeting/hearing and inform the complainant on the call or in the meeting; After the meeting, the decision will also be communicated to the complainant over e-mail	SSC complaints/grievance cell	All details would be updated on SSC and PMKVY websites by the SSC in 4 working days	
14.	The SSC complaints/grievance cell may choose to refer the case to the Grievance Council in case the grievance is found to be beyond the immediate scope/control of the SSC	SSC complaints/grievance cell	Within 4 working days of Meeting of SSC complaints/grievance cell	
15.	In case, the complainant is not satisfied with the action taken by the SSC complaints/grievance cell, the Complainant may choose to escalate the grievance to the second level complaints/grievance cell over email and/or in written form (refer to Step number 8)	Complainant		

16.	Second level complaints/grievance cell will set dates for handling complaints/grievance by providing minimum 1 day every month	Second Level complaints/ grievance cell	By 15th of previous month	• The schedule of dates for the second level complaints/grievance cell in the month will be provided and will be published on PMKVY Scheme website
17.	The second level complaints/grievance cell will hear the complaints/grievance received from the complainant or those escalated by individual SSC complaints/grievance cells, either in a physical meeting or over telephonic call	Second Level complaints/ grievance cell		• The second level complaints/grievance cell may, at its discretion, take into consideration the action recommended by the SSC complaints/grievance cell on the specific complaint
18.	The second level complaints/grievance cell will recommend action to be taken on the complaint received	Second level complaints/griev ance cell	Within 20 working days from receipt of complaint by second level complaints/g rievance cell	• Decisions taken by the second level complaints/grievance cell will be final and binding on all stakeholders that are party to the complaints/grievance
19.	SSC will maintain record of all complaints/grievances along with action taken/decisions made by the SSC complaints/grievance cell as well as the second level complaints/grievance cell	SSC		• The complaints/grievances records of the month will be submitted to SSC to PMKVY PMU by the 5th day of the subsequent month.
20.	PMKVY PMU to maintain the resolution history of all grievance and complaints grouped by SSC/TP	PMKVY PMU	End of every month	

	level and recommend suitable action as the matrix provided below at the end of every calendar month			
21.	SSCs to submit monitoring reports to PMKVY PMU. The reports would capture the performance of the affiliated TPs and AAs. SSCs also need to submit detailed reports on the grievances reported and resolved by the TPs and AAs.	SSC	End of every month	

Refer:

Annexure M: Template of Monitoring Report on TPs to be submitted by SSCs

4. Annexure

Annexure A – Letter by NSDC to SSC

Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is a flagship scheme of the Ministry of Skill Development and Entrepreneurship (MSDE) through National Skill Development Corporation (NSDC). The scheme aims to cover around 24 lakh persons. Skill training would be done based on National Skill Qualification Framework (NSQF) and industry led standards. Under the scheme, a monetary reward is given to the trainees on assessment and certification by third party assessment bodies.

The scheme would train, assess and certify candidates across various job roles created by the SSC. In addition, the scheme also envisages to assess and certify the existing manpower across sectors for "Recognition of Prior Learning (RPL)". Average monetary reward would be around Rs. 8,000 per candidate for fresh training and Rs.2, 200 per candidate under Recognition of Prior Learning.

Each stakeholder under the PMKVY Scheme has a critical role in mobilizing, motivating, counseling, training, assessment and reward distribution under the scheme. The quality of training provided to each trainee will position them as employment ready for industry-recognized roles. The assessment by an independent third-party assessment agency will provide for standardization of skills and make them industry-ready. As a major stakeholder in the scheme implementation, the SSC are expected to -

- Finalize the Job Roles (QPs) [As per Process 1.4.2 of the Process Manual]
  - Identification of job roles, QP-NOS, assessment criteria, maximum marks for each QP –NOS and pass marks
  - Question banks related to identified QPs to be prepared and submitted to NSDC, PMKVY PMU and AAs
- Affiliate Training Providers [As per Process 1.4.3 of the Process Manual]
  - NSDC TPs are to be auto-affiliated in the sectors they are operating under NSDC
  - No affiliation fee to be charged by the SSCs from NSDC TP's
  - Every center must be registered on SDMS and approved by SSC(s)
  - No subcontracting shall be allowed
  - Monitoring of the TPs
- Register Assessment Agencies [As per Process 1.4.4 of the Process Manual]
  - SSCs to ensure that the registered AAs are not affiliated as TPs with the same SSCs
  - All the documents pertaining to AA registration to be made available on SDMS
  - All the assessors of AAs should be certified by the SSCs
  - Monitoring of the AAs
- Allocate Targets to the TPs
  - SSCs to allocate targets to all the affiliated TPs as per their methodologies
  - Allocation to be made on quarterly basis based on the TP's performance
- Approve Assessment results [As per Process 1.5.5 of the Process Manual]
  - Assessment agencies to conduct assessment and upload result on SDMS. SSC to approve the final results in two steps

- Certify successful candidates [As per Process 1.5.6 of the Process Manual]
  - SSCs to certify the candidates after successful completion of the assessment and validation of identity of the candidate based on Aadhaar Authentication
- Upload and approve data on SDMS for the steps above
- Create and operate a grievance redressal committee at the SSC to handle complaints and grievances of various stakeholders
- Submit the monitoring report of the scheme implementation on a monthly basis

The SSC is expected to abide by the process manual for the PMKVY scheme as updated from time to time. Any deviation to the process manual would be dealt as per the consequence management system of the PMKVY scheme. The SSCs may be subject to audit for processes to assess their performance. The SSCs would be expected to coordinate and extend full support towards such requirements.

As the Scheme would process, there would be changes in the processes of the Scheme. SSCs would be required to accommodate these changes in line with the Process Manual and the Schedules thereof.

Please sign a copy of this letter as a token of acceptance of the scheme guidelines and process manual.

(Signature of the CEO of the SSC)   (Signature of NSDC Representative)

(STAMP)   (STAMP)

Annexure B – Format for Distribution of Target Numbers to SSCs

Name of the SSC:

First Quarter: up to 30th June 2015

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
Q1				

Second Quarter: From 1st July 2015 to 31st October 2015

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
Q2				

Third Quarter: From 1st November 2015 to 28th February 2016

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
Q3				

Fourth Quarter: From 1st March 2016 to 30th June 2016

| Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
Q4				

Annexure C – Monitoring Guidelines

Ministry of Skill Development and Entrepreneurship's PMKVY is to encourage skill development for youth by providing monetary rewards for successful completion of approved training programs. The Scheme has following objectives:

- Encourage standardization in the certification process and initiate a process of creating a registry of skills
- Increase productivity of the existing workforce and align the training and certification to the needs of the country.
- Provide Monetary Awards for Skill Certification to boost employability and productivity of youth by incentivizing them for skill trainings

The Scheme is flagship programme of Ministry of Skill Development and Entrepreneurship implemented by National Skill Development Corporation.

Logical framework approach (LFA) is used for developing monitoring framework for the Scheme. The first step is to develop programme logic and identify hierarchy of changes for the PMKVY Scheme. Second step is mapping the inputs, processes, outputs, outcomes and impact for the programme as per the LFA. The third step is to identify indicators and detailed plan for collecting data for indicators and tracking the same at defined intervals.

The figure below provides overall hierarchy of changes with delineation of scope for monitoring and evaluation.
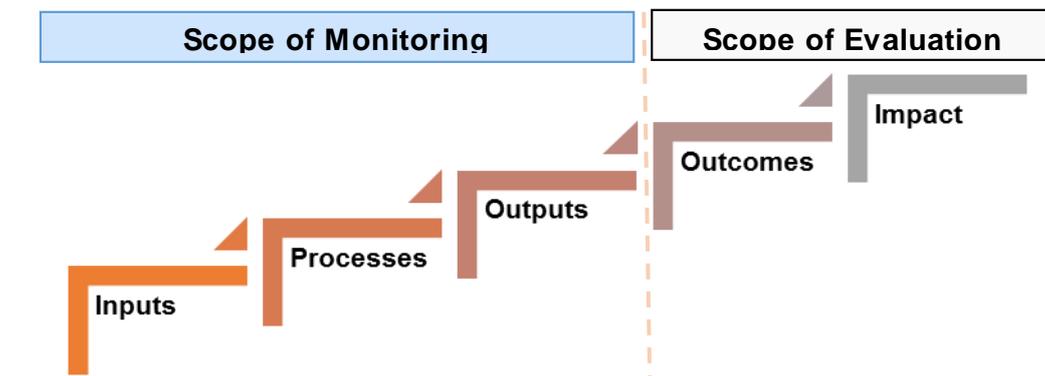
Monitoring plan of the PMKVY Scheme aims to monitor the elements of inputs, processes and output of the programme whereas evaluation of the Scheme will focus on outcome achieved and impact of the Scheme on various stakeholders as well as skill ecosystem. An LFA is developed for the PMKVY Scheme as follows:

LFA for PMKVY *Scheme*

Input	Processes	Outputs	Outcome	Impact
• Mobilize candidates • Register TPs • Register Assessment agencies	• Enrolment, assessment, certification and monetary reward	• Benefit lakhs of youth • Create a registry of skills	• Align the training & encourage standardization certification process	• Encourage skill development for youth • Increase productivity of the existing workforce

A comprehensive M&E framework considers what is to be measured and detailing out the plan for measurement.

Following are the two interlinked aspects of Scheme monitoring by using the programme objective and the programme logic:

    i.   **Defining the monitoring plan and indicators: Clearly defining s**cope of the monitoring as what needs to be monitored with respect to the Scheme objectives and implementation process.

    ii.   **Methodology of Monitoring:** Setting baseline for the indicators and defining the processes to collect information for capturing changes in indicators. Every indicator needs to be monitored at a pre-defined interval for which data collection methodology must be detailed out. Some of the indicators are to be captured daily, some on a weekly basis and other interval as synchronized with the overall stages of the Scheme implementation.

Accordingly, subsequent chapters detail out various elements of monitoring. In addition to process monitoring of the Scheme, outcome and impact could be evaluated through a midterm and end term evaluation that may be conducted by an independent third party. Impact evaluation of the Scheme for its intended outcomes and impact requires a robust evaluation plan that could help the policy makers in understanding impact of the Scheme on larger stakeholders.

Monitoring of the PMKVY Scheme is for conceptualized to monitor the Scheme 'input', 'process' and 'output' as per the programme logic framework.

Framework for monitoring plan

Expected result	Indicators	Frequency of Monitoring	Source of information	Assumptions
Outputs				
Processes				
Inputs				

Indicators for Monitoring

The indicators to be used for monitoring of the Scheme should be sensitive, verifiable and have standard definition to be able to compare with other similar project/ programmes. Considering the characteristics of good indicators, interval and source of data collection, following 15 indicators are identified for monitoring of PMKVY Scheme.

List of Indicators

1) Messaging to the candidates by different channels
2) Marketing and communication models to training providers for mobilization of the candidates
3) Number of SSCs and QP-NOSs aligned for the training of the courses for the PMKVY Scheme
4) Number of Training providers, assessment agencies and assessors, registered for the PMKVY Scheme
   - Sector wise
   - Location wise – state, district
5) Performance of SSCs as per the defined performance evaluation criteria
6) Performance of TPs as per the defined performance evaluation criteria
7) Number of candidates: - enrolled, trained, assessed, certified, and reward processed
8) Identify of the candidates enrolled for the Scheme
9) Identify of the assessors conducting assessment for the Scheme
10) Quality of the training provided
11) Quality of the assessment
12) Number of total candidates benefited- by reward money successfully reaching the beneficiaries account
13) SSC's performance in monitoring training providers and assessment agencies
14) Assessment agencies performance in monitoring assessment process
15) Total amount disbursed for the Scheme

Monitoring Plan

All the above mentioned 15 indicators of the PMKVY Scheme are mapped with the expected output, process and input. It is important to define the baseline condition for all the indicators set at the beginning of the Scheme.

Baseline for Indicators

	Indicators	Baseline Condition	Expected changes
1	Messaging to the candidates by different channels	Use of communication guidelines by TPs	- TPs to use the guideline. - consequences for deviation
2	Marketing and communication models to training providers for mobilization of the candidates	Use of communication guidelines by TPs	- TPs to use the guideline. - consequences for deviation
3	Number of SSCs and QP-NOSs aligned for the training of the courses for the PMKVY Scheme	Initial number provided by the SSCs	-SSCs may bring changes in the number of QP-NOS
4	Number of TPs, AAs and assessors, registered for the PMKVY Scheme -	Initial number provided by the SSCs	- Numbers may change- - Reduction in the number
5	Performance of SSCs as per the defined performance evaluation criteria	• Target allocated • Initial conditions	-Conformity to the guidelines -Deviation linked with the performance of SSCs and target
6	Performance of TPs as per the defined performance evaluation criteria	• Affiliation • Target allocated	-Conformity to Scheme guidelines -Deviation linked with target, affiliation, debarring etc.
7	Number of candidates: - enrolled, trained, assessed, certified, and reward processed	• Target allocated • Defined by SLA	-TPs, Assessment agencies and SSCs to conform to Scheme guidelines - Deviation linked with target, affiliation, debarring etc.
8	Identify of the candidates enrolled for the Scheme	Aadhaar number before certification	- Non-availability of Aadhaar
9	Identify of the assessors conducting assessment for the Scheme	Aadhaar number before assessment	
10	Quality of the training provided	Details provided during affiliation and as required by QP-NOS	-Deviation linked with consequence
11	Quality of the assessment	Details provided during affiliation and as required by QP-NOS	-Deviation linked with consequence
12	Number of total candidates benefited- by reward money successfully reaching the beneficiaries account	As defined by the process manual and cycle of the Scheme	Deviation to be monitored to take appropriate action

13	SSC's performance in monitoring training providers and assessment agencies	As defined by respective SSC's guidelines	Deviation linked with consequences
14	Assessment agencies performance in monitoring assessment process	As defined by respective Assessment Agencies guidelines	
15	Total amount disbursed for the Scheme	As defined by the process manual and cycle of the Scheme	Deviation to be monitored to take appropriate action

Monitoring Plan

Expected Result	Indicators	Time- frame/ Frequency	Source of Information	Assumptions
Input • Mobilize candidates • SSCs and their QP-NOS • Register TPs • Register Assessment agencies and their assessors	1 Messaging to the candidates by multi-media channels	• During Enrolment phase • As and when complaints received	• Call details Centers • Field visits • Complaint received	Training providers are well informed about the protocols
	2 Marketing and communication models to training providers for mobilization of the candidates	• During Enrolment phase	• Field visits • Complaint received	Guidelines issued to Training providers to use standard marketing and communication material
	3 Number of SSCs and QP-NOSs aligned for training of the courses for the PMKVY Scheme	• Beginning of the Scheme • As and when SSC informs about update	• Confirmation emails from SSCs	
	4 Number of Training providers, assessment agencies and assessors, registered for the PMKVY Scheme - Sector wise - Location wise – state, district 5 Performance of SSCs as per the defined performance evaluation criteria 6 Performance of TPs as per the defined performance evaluation criteria	• In the beginning of the Scheme • Monthly	• Online data	All the TPs, assessment agencies and assessors are part of SDMS

Expected Result	Indicators	Time- frame/ Frequency	Source of Information	Assumptions

Processes
• Enrolment, assessment, certification and monetary reward
	7 Number of candidates:
	  - enrolled,
	  - trained,
	  - assessed,
	  - certified, and
	  - reward processed
		• Daily monitoring of number of candidates	• Online data	Complete candidate data exist only and only on SDMS and in extractable form

	8 Verifiable identify of the candidates enrolled for the Scheme	• Identity verification of candidates as part of the SLA of process manual	• Third party validation	Candidates have Aadhaar and correctly provided in SDMS
	9 Verifiable identify of the assessors conducting assessment for the Scheme	• Verifying identity of assessors as and when registered on SDMS as part of the SLA of process manual	• Third party validation	Assessors have Aadhaar number correctly provided in SDMS
	10 Training completed under the Scheme 11 Assessments done for the candidates	• As per enrolment cycle • Part of the field visit and call center verifications	• SDMS details • Field visits • Call center details	
	12 SSC's performance in monitoring training providers and assessment agencies	• Monthly • As and when complaints are received against TPs	• Monthly reporting by SSCs for TPs	• SSCs develop their own monitoring protocol and adhere to the same for TPs and Assessment agencies
	13 Assessment agencies performance in monitoring assessment process	• Fortnightly • As and when complaints are received against	• Fortnightly reporting by SSCs for Assessment agencies	

Expected Result	Indicators	Time-frame/Frequency	Source of Information	Assumptions
		Assessment Agencies		
Output • Benefit 10 lakh youth • Total reward amount of Rs. 1,000 Crores • Create a registry of skills	14 Total number candidates benefited by reward money successfully reaching the beneficiaries account 15 Total amount disbursed for the Scheme	• Fortnightly • Monthly	• SDMS • Call center verification • Bank reconciliation statement	• SDMS contains complete data of reward disbursement and updated details of reconciliation
	16 Database created by the Scheme	• Monthly	• SDMS	

Methodology

PMKVY Scheme provides detailed process guidelines to different stakeholders that are involved at various stages in the Scheme implementation. Performance of the stakeholders are assessed for their adherence to the given guidelines and deviation, if any, is captured through various methods. Further, the deviations are linked to incentive-disincentive structure as defined in 'Consequence Management'.

For PMKVY Scheme, below mentioned four methods are followed: 1) online tracking, 2) phone call verifications, 3) field visits, and 4) action on complaints received.

1. Online Tracking	2. Phone call verification	3. Field visits	4. Action on complaints receieved
• PMKVY Scheme implementation is through an Online Portal • Skill Development Management system **(SDMS)**	• Beneficaries of the Scheme - candidates are contacted by call centeres • Calls are scheduled at various stages of Scheme life cycle • Representative samples based on random sampling	• Field visits are scheduled to the training centers during the ongoing training programme • A sampling plan is followed to schedule field visit and accordingly take actions	• Complaints received are analysed and included for selecting samples of field visits and phone call verification

Online Tracking

It is mandatory for all the stakeholders (training providers, assessment agency & assessors and sector skill councils) to register themselves on a web portal, Skill Development Management System (SDMS). The stakeholders have to provide necessary information and upload the same on the portal. For example training partners need to provide complete details of students on parameters along with details of the training centers, infrastructure, trainers etc. The portal assigns unique identification number to the training partners, batch IDs and unique candidate IDs for all the registered trainees. The trainings and assessments dates are confirmed on the portal and conducted as per pre-defined time schedule. Trainees are tracked over the entire Scheme life cycle for enrolment, assessment, certification and disbursement of reward amount.

Data	Data existing on SDMS

Baseline	Data entered by different stakeholder:
	    - Candidate enrolment data by TPs
	    - Assessment- Certification data by Assessors -SSCs

Sampling	No sampling Complete data set existing on SDMS about candidates

Field Visits

Field visits are to be conducted on every quarter on a monthly basis by the monitoring team and NSDC officials to monitor the Scheme progress on ground. The field visits are mostly surprise visits to a representative sample of selected training partners during the training period or on date of assessment. During the visit, data is collected in format that includes physical verification of infrastructure, attendance of the students during class/ assessment and other qualitative aspects of training provider. Refer: Annexure I: Site Visits

Data to be used	• Data existing on SDMS • Complaints received
Baseline	• Candidates detail existing on SDMS • Details provided the TPs for infrastructure
Field visit schedule	• Quarterly visit • Priority to be given to the training providers against whom complaints are received and whose performance are low on defined parameters • Details of site visit plan are given in Annexure I
Sampling plan	• Representative sampling for sectors, states, NSDC – Non NSDC training partners • Quarterly scheduling of field visit with every quarter to have: - All the sectors covered - At least one state per region: North, South, East, West, Central India, - At least one state from the special category states – NE, Hilly area and J&K - At least 5% training providers randomly selected - At least 10% of training centers of the selected training providers

Phone Call Verification

There is a designated call center set up by NSDC for verification of the details of the candidates provided by the training partner. The officials of the call centers call the trainees on a sample basis to verify about the training and authenticity of the assessments.

Data to be used	• Data existing on SDMS • Complaints received
Baseline	• Candidates detail existing on SDMS
Phone call verification	• Quarterly schedule of phone calls

Sampling plan	• At 95% confidence level and 10-30% confidence interval
	• Sector wise sampling of candidates for phone calls
	    - Sample size for sector to be in proportion of the number of candidates at the stages selected for sampling
	    - For example, if call verification is for certified candidates, then sample for sectors would be in the proportion of the contribution
	• Mutually exclusive sample of candidates at different stages of Scheme life cycle
	    - Enrolled, trained, assessed, certified, and reward money processed and received

Complaints Received

Complaints received are to be monitored in structured manner. As part of the overall monitoring plan, complaints are important data source that feed sampling for into field visits and phone call verification. In addition, a separate consequence management system is designed for action to be taken based on severity of complaints and upon investigation of the same.

Analysis of complaints [Need to be strengthened a bit more]

Data to be used	• Complaints received
Type of complaints	• Quarterly schedule of phone calls
Using complaints	-

Reporting

Daily	Weekly	Monthly	Quarterly	Others
• Daily report on key indicators of enrolled, assessed, certified and reward disbursed	• Sector wise Scheme details	• Field visits reports • Phone call verification reports • Report for board presentation • State reports	• Quarterly monitoring report	• As and when required for reporting internal and external stakeholders

Annexure D – Format for Assessment Criteria

ASSESSMENT FORM (SAMPLE)

(To be filled by Assessor for Each Trainee)

Job Role   Field Sales Executive (FSE)   **Trainee Name**   **UID Number**   **Batch**

Qualification Pack   **Training Partner**   **Date**   **Signature of Assessor**

Sector Skill Council   Telecom

		Total Mark (500)	Out Of	Marks Allocation		Marks Award by Assessor	
				Theory	**Skills Practical**	**Theory**	**Skills Practical**
1. TEL/N0200 (Pre-sales preparation)	PC1. organize self by organizational grooming guidelines/standards	100	15	5	10		
	PC2. split monthly sales target (revenue, new activations etc.) into weekly and daily sales target		15	0	15		

	PC3. obtain and design action plan to achieve daily sales objective from TSM/Area Manager		15	0	15	
	PC4. update self about latest retailer schemes/ offers		15	15	0	
	PC5. collect merchandise from distributor point		15	0	15	
	PC6. calculate MTD sales achieved against monthly target		15	0	15	
	PC7. proceed per pre-defined Route and Beat Plan		10	0	10	
		Total	**100**	**20**	**80**	
2. TEL/N0201 (Increase customer base and revenue)	PC1. arrange merchandise in retail outlets like posters, danglers etc., to create brand visibility	**100**	10	5	5	
	PC2. draw retailer's attention		5	2	3	
	PC3. monitor retailer card/register for secondary/tertiary sales		10	0	10	
	PC4. perform BHR check on retailer's secondary/tertiary sales records		10	0	10	

	PC5. observe outlet physically, to check stock availability	10	5	5	
	PC6. ask questions to identify exact need of the retailer	10	5	5	
	PC7. influence retailer by comparing products with competition and demonstrate benefit to retailers	5	2	3	
	PC8. quote high selling retailer's sales achievement, to motivate others	10	0	10	
	PC9. offer range of products/services to retailers	5	2	3	
	PC10. provide agreed quantity of stock to retailers	5	0	5	
	PC11. collect payment from retailers against delivered stock	10	0	10	
	PC12. educate retailers about utility of all products/services	5	2	3	
	PC13. organize and execute road shows	5	2	3	
		100	25	75	

3. TEL/N0202 (Increase distribution width)	PC1. locate retail outlets with high footfall, to increase width of distribution	**100**	10	5	5	
	PC2. identify decision maker and seek permission to discuss value proposition		20	10	10	
	PC3. explain ROI to retailers by highlighting minimal investment and high inventory turns		10	0	10	
	PC4. propose/pitch range of products/services and demonstrate various associated processes		10	0	10	
	PC5. educate retailers about enrolment formalities		20	15	5	
	PC6. create brand visibility at the outlet by displaying merchandising material		20	5	15	
	PC7. provide retailer/demo SIM card and collect documents		10	5	5	
			100	**30**	**70**	
4. TEL/N0203 (Process compliance)	PC1. educate retailers on mobile number activation process, MNP, recharge and recharge reversal,	**100**	25	15	10	

	KYC norms, TRAI guidelines etc.					
	PC2. validate customer enrolment forms for any discrepancies like use of whitener, signature mismatch, address mismatch		25	15	10	
	PC3. collect and process documents for activation of mobile numbers		25	15	10	
	PC4. respond to retailer issues and complaints		25	20	5	
			100	**65**	**35**	
5. TEL/N0110 (Data expertise)	PC1. resolve customer's data related issues	**100**	50	**30**	**20**	
	PC2. reduce repeat walk-in/interactions of customers with data related queries		50	**30**	**20**	
			100	**60**	**40**	

Annexure E – Affiliation Guidelines for Training Providers

- Pre-requisites of the scheme:
  - Only Indian nationals can participate in the scheme ; and
  - A trainee, if successful in the assessment, can claim the reward money only once.
- TPs must ensure compliance to the following:
  - Alignment of the curriculum, course duration and courseware with the QPs and NOS set by the respective SSC;
  - Submission of an undertaking on their qualification to handle the training program (s) in accordance with the QPs and NOS set by the SSCs;
  - Availability of adequate infrastructure in terms of laboratories as per the QPs and NOS set by the respective SSC;
  - Entering details of the candidates into SDMS meeting timeliness and expected quality; and
  - On the day of the assessment, TP will ensure that the necessary facilities are extended to the assessor and adequate infrastructure such as internet, computers, etc. with necessary raw materials are provided for the assessment purpose.
- TPs will be solely responsible for incorrect or misguiding information present in SDMS.
- TPs will ensure entering correct start and end dates of all the batches in SDMS. Any discrepancies noted in the same would be the liability of the TPs.
- TPs will ensure that a valid Aadhaar number and correct bank account details are put in SDMS. In case, the details are not available:
  - TPs will be facilitating generation on an Aadhaar number. They may choose to contact nearest CSCs to fasten the process;
  - TPs will be facilitating opening of bank accounts for candidates without one;
  - Telephone number can be used for enrolment, till the time a valid Aadhaar and/ or a bank account number is not available; and
  - TPs must ensure updating the SDMS as soon as time a valid Aadhaar and/ or a bank account number is made available.
- TPs will ensure that alternate IDs such as Voter's Card and PAN card are captured at the time of enrolments. This has to be done mandatorily.
- TP will be expected to provide the training as per the promised schedule to the trainee and ensure that the trainee is adequately skilled as per the performance criteria defined in the QP and NOS.
- TPs are encouraged to have SSC certified trainers.
- The assessment fee has to be collected by the TP in full at the time of enrolment.
- The money collected by the TP against the enrolments from the trainees has to be transferred electronically to the respective SSC;

- In case of a candidate belonging to the economically disadvantaged sections of the society, a TP may choose to support him/ her by:
  o Providing credit facility o the training fees; and
  o Getting the fees reimbursed only after successful completion of the assessment by the candidate.
  This however, would be the decision of the TP. TPs should not complain to NSDC or PMKVY PMU for non-payment of fees by such candidates;
- TPs will be responsible for entering the correct fees amount. Details pertaining to credit amount must also be mentioned in SDMS.
- In an eventuality of trainee dropping out of the training program, the assessment fee will not be refunded.
- TP would be responsible for validating an assessor on SDMS;
- The boarding lodging and travel made by the trainee, will not be the responsibility of the TP.
- SSC should declare the results in 10 working days after the assessments and send PDF copies of the certificates to the TPs within 5 working days.
- TPs will have to issue the certificates to the trainees within 2 working days. Any delay in doing so will be the liability of the TP.
- The certificates should be:
  o On A4 size sheets;
  o Color printed; and
  o On 160 to 180 GSM paper.
- TPs would be solely responsible for their franchisees. Only one level of franchising would be allowed under PMKVY Scheme;
- In case of any disputes arising with the candidate(s), TPs would be the sole responsible party;
- TPs need to ensure adherence to the Process Manual and the Consequence Management System for PMKVY Scheme.

Annexure F – Registration Guidelines for Assessment Agencies

- AA must ensure compliance to the following:
  - Alignment of the assessment as per the assessment criteria shared by the SSCs
  - Submission of an undertaking on their qualification to handle the assessment (s) in accordance with the QPs and NOS set by the SSCs;
  - Availability of adequate and capable resources in terms of qualified assessors to assess the QPs and NOS set by the respective SSC;
- AA must provide support in pre–screening tasks and work with the SSC concerned to update agency details on to the SDMS along with the details of the QP-NOSs they are qualified to assess.
- AA must coordinate (through SSCs) with the training partner to get information about the commencement of training batches.
- Within two working days (in accordance with the SLAs) of receipt of information of the commencement of training batches by the training partner, AA needs to confirm their decision regarding the acceptance assessment of training program related tasks in the preferred language of the batch. The preferred language of the batch will be update on SDMS by TP.
- In case the assessment is conducted online or through a digital system (such as tablet), efforts must be made by the assessment agency to give due importance to language preferences given by the trainees of the batch to be assessed.
- As per the Scheme SLAs, assessment agency must update the details of certified assessor(s) to carry out assessments.
- AA need to mandate that certified assessors with their identity proof(containing the Unique ID generated by SDMS) are sent to training locations/sites at specified date and time as required by SSC
- AA must ensure that all assessments conform to assessment guidelines and that these are undertaken as per the pre–defined format and in accordance with each of the performance criteria outlined in respective qualification packs.
- AA needs to ensure that the assessment exercise happens within the stipulated timeline and that on–site visits are conducted by the agency to cross–check for quality and transparency of assessment exercises.
- Assessor(s) must authenticate the identity of the candidate being assessed against his/her Aadhaar number. In case of non-availability of the same, any other ID proof must be validated
- Assessors need to verify that the candidate feedback is available for the batch and need to provide declaration for the same on SDMS
- AA must ensure that the assessor validates the training center as per the criteria shared by SSC and update the feedback on SDMS
- Assessor will upload QP-NOS wise marks of candidates on SDMS within 5 working days as per the Process Manual

- Assessor(s) must provide the marks of the assessment along with the original assessment sheet and attendance sheet of the batch (physically and electronically) to the assessment agency within two working days of the completion of the assessment(s) as per the Process Manual
- AA needs to upload the result of the assessed batch on SDMS as per the marks shared by the assessor and the assessment criteria of the SSC.
- AA to ensure that copies of the original assessment papers are properly documented, collated filed as per government guidelines and shared with the SSC as per the Process Manual
- AA must agree that the SSCs will validate the results of the assessment undertaken by assessors as per the qualification packs and share the final results with NSDC.
- Agree on a mutually accepted distribution ratio (__ :___) of the assessment fee for each candidate.
- AA to bear all expenses related to conduct of assessments including travel and boarding/lodging of the assessors, preparation of assessment material etc.
- AA must agree that in case of reassessments or revaluation the decision of SSC will be binding regarding the bearer of cost (i.e. TP or AA)
- In case it is found that an Assessor is looking to enter into any undue arrangements during the assessment process, he/she may be blacklisted and debarred from conducting any future assessments under the Scheme.
- In case it is found that the designated Certified Assessor deputes a non-certified assessor to conduct an assessment on his/her behalf, the Certified Assessor may be blacklisted and debarred from conducting any future assessments. Reassessment will be conducted at the Training Centre at no additional cost to the Training Provider. The AA will be required to bear the costs for reassessment.
- Any non-compliance to the above guidelines or any malpractice during assessments will be placed before the respective SSC Grievance Committee and/or NSDC, and may result in strict action against the defaulting agency/individual, with potential case for de-affiliation/blacklisting from participating under the Scheme as per the Consequence Management System of the Scheme

Annexure G - Application Form: Affiliation to Training Provider by SSC

GENERAL INSTRUCTIONS

1. TPs to follow SSC's affiliation process

2. The application has to be applied offline by the training providers interested for affiliation to a particular SSC

3. The link to the process of application will be available via SSC and NSDC website

4. Copies of all the relevant documents should be scanned and uploaded with the online application form

5. In addition to online application, a print-out of this application form along with hard copies of the relevant documents has to be sent to the concerned SSC by the VTP/ Institution

6. Please sign and stamp every page of the document

Application for Affiliations for the Following Job Role(s)

(As Per Qualification Packs Valid For The Scheme):

S. No.	Job Roles	Qualification Pack Reference Number
1.		
2.		
3.		
4.		
5.		
6.		
7.		

(More columns may be added, as required)

Section 1: Institution and Management Profile

1. Name of the Training Provider:

   _____

   _____

2. Whether NSDC or others
   ☐ NSDC
   ☐ Others

3. Name(s) of all Director(s) / Owner(s) as on date:

S. No.	Names
1.	
2.	
3.	
4.	

4. Contact Details of the Institution:

Postal Address	
Pin Code	
Phone Number with STD Code	
Fax No	

5. Year of Establishment: _____

6. Prior Exposure of the TP in Skill Development Space – (Provide details of affiliation with NSDC. Please attach relevant proof)

7. Institute's Medium of Instruction:

☐ English   ☐ Hindi   ☐ Any Other

Please specify: _____

8. Does the Institute have branches?
   ☐ Yes   ☐ No

 (If yes, attach the list of Branches as Enclosure 1)

9. PAN: _____

10. TAN: _____
(Attach photocopy of the PAN and TAN card as Enclosure 2)

11. Turnover of the TP: _____(Last Financial Year)

14. Is the Institute recognized with any bodies or affiliated with any Regulatory body?

☐ Yes ☐ No

15. If yes, please mention the following:

Name of the body with which recognized or	

affiliated regulatory body	
Recognition no./ affiliation number	
Year of recognition/ affiliation	
Validity of recognition/ affiliation	

(Attach recognition and/or affiliation certificate as Enclosure 3)

21. Educational Qualifications and Experience of the Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s) for VTP/Institution:

Name of Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s)	Educational Qualifications	Overall Work Experience (in years)	Prior Experience in the Skills Training Space	Key Achievements in the Skills Development

22. Provide the Contact Details of the Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s) for VTP/Institution:

Name	Contact Address	Contact Numbers – Both Land Line and Mobile	Email-ids

23. Provide your bank details:

A/C Number	
Bank Name	
IFSC Code	

Section 2: Training Operations - Processes

24. Details of documented process for management of Human Resources.

Aspect	Yes/No
Recruitment guidelines and criteria based on required competencies	
Training and professional development plan and processes	
Maintaining records of qualifications and experience	
SSC Specific add-ons	

25. Details of the Teaching Staff/ Trainers

S. No	Name	Designation	Degree/ Diploma	Training Certificate	Sector Experience (Years)	Instruction Experience (Years)	Regular / Visiting	SSC Trained ?
1.								
2.								
9.								

26. Administrative support staff

S. No.	Staff	Permanent	Temporary/Part-time	Total
1.	Office Manager			
2.	Office Staff			
3.	Lab Attendants			
4.	Accountant			
5.	Support Staff			
6.	Others			
7.	Total			

27. Details of the curriculum of the all the courses offered

Aspect	Yes/No	Remarks
Process of adoption and/or development of curriculum on the basis of QP and NOS developed by the SSC		
Review process to gauge the effectiveness of the curriculum developed		
Clear demarcation of time to theory and practical as per the criteria set by regulatory bodies		
Activity based pedagogy inclusive of time schedule and lesson plan		
Process of SME engagement in curriculum design and development		

Aspect	Yes/ No	Remarks
Review process for approval of curriculum from the SSC		
SSC specific inputs (if any)		

28. Details of the courseware of all the courses offered.

Aspect	Yes/ No	Remarks
Process of adoption and/or development of courseware on the basis of QP and NOS based curriculum approved by SSC		
Existence of Facilitators Guide		
Existence of Trainer Guide		
Existence of Participant Manuals		
Existence of Assessment Guides		
Existence of participant feedback forms		
Existence of Training Delivery Plans		
Review process to gauge the effectiveness of the courseware developed		
Process of SME engagement in courseware design and development		
SSC specific inputs (if any)		

29. Details of the Training Process for the courses offered.

Aspect	Yes/ No	Remarks
Time table		
Delivery plan		
Monitoring and evaluation process of students – continuous assessments, tests, examination etc.		
Management of student evaluation records		
Lab/ workshop exposure and its linkage to theoretical delivery		

Industry visits		
SSC specific inputs (if any)		

30. Details of Methodology adopted for Continuous Evaluation.

Aspect	Yes/ No	Remarks
Documentation process of Continuous Evaluation		
Documented process on student monitoring on learning		
SSC specific		

31. Details of Methodology adopted for Industrial Interface.

Aspect	Yes/No	Remarks
Documentation process of engagement of experts from the industry		
SSC Specific		

32. Details of Methodology adopted for Student Development.

Aspect	Yes/No	Remarks
Documented process of imparting soft skills training		
Documented process of providing guidance to students on placements		
Documented process on OJT/ Placement facilitation		
SSC Specific		

33. Details on Student Admissions.

Aspect	Yes/No	Remarks
Printed brochure/ prospectus		
Documented policy and procedures for admissions		

	Yes/No	Remarks
Concessions policy		
Process of keeping the safe custody of student documents		
Student agreement with the institution at the time of admission		
SSC Specific		

34. Details on Health and Safety of the learners.

Aspect	Yes/No	Remarks
Documented process of staff training on crisis handling		
Availability of equipment required for covering indoor and outdoor emergencies		
Documented process on providing training on the equipment on indoor and outdoor emergencies		
Availability of equipment required for fire safety		
Documented process on providing training on the fire safety equipment		
Health policy including collection of required medical record of staff and students		
Compliance to the regulatory norms related to health and sanitary conditions		
Documentary proof of compliances certified by the competent authority		
SSC Specific		

Section 3: Performance Measurement and Improvement

35. Documentary evidences of suitable indicators to monitor and measure the performance. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of trade learning progress		
Documented processes of workshop upkeep and modernization		
Documented process on tracking health and safety incidences		
Documented process on gathering feedback of placed students with the employers		
Documented process of tracking trends in employability and placement record		
SSC specific		

36. Documentary evidences of practicing continual improvement. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of taking student feedback on curriculum		
Documented processes of taking student attendance		
Documented process on tracking student dropouts		
Documented process on tracking student performance on tests		
Documented process of tracking teacher attendance		
Documented process of tracking placement patterns		
SSC Specific		

37. Documentary evidences of mechanism on Complaint Handling. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks

Documented process on Information Sharing on complaints with all stakeholders		
Documented processes of acknowledgement of receipt of complaint		
Documented process on investigation of the complaint		
Documented process on tracking training needs of the faculty by the management		
Documented process of tracking student complaints and redress of the same		
Documented process of investigating the student complaints		
Documented process of closure of the student complaint		
Documented process of keeping record of student complaint		
SSC specific		

Other Relevant Information

48. Does the Institute receive any grant from Govt. of India / State Government/ Union Territory or any other source?

(Attach details of grants received in last 3 years as Enclosure 4)

Performance Review

   a. **Overall**

S. No.	Performance Criteria	Unit of Measurement	2012-13	2011-12	2010-11	Remarks
1.	Utilization of Students seating capacity	%				

2.	Retention Rate (Of students admitted)	%				
3.	Students/Teaching Staff	Ratio				
4.	Pass out (Of students appeared)	%				
5.	Students on completion got jobs	%				
6.	Total yearly expenditure / Initial budget sanctioned	%				
9.	SSC specific					

I declare that I agree to the tenets laid down in the Process Manual.

I hereby confirm that my training center, used in the training of trainee under the above mentioned Scheme meets the specifications for becoming an Affiliated Training Partner as per the standards defined by SSC and NSDC. The criteria are mentioned on the NSDC and respective SSC website. I also declare that the above mentioned information is true.

Annexure H - Consequence Management System

Introduction

Consequence Management System is a procedure to initiate a formal communication between the aggrieved stakeholder and the management to settle the grievances and mitigate the impeding factors of the Scheme. The CMS of PMKVY is based on step ladder policy which aims to provide a speedy redressal to the problems faced by different stakeholders in a more structured manner.

The step ladder policy will help the concerned stakeholder approach the right decision maker at each step, emphasizing on strict deadlines to be followed at each step to solve the problem at the earliest.

Key Stakeholders

The Consequence management system revolves around all the stakeholders of the Scheme and provide impetus in the achieving the requisite solution for the different issues faced by different stakeholders
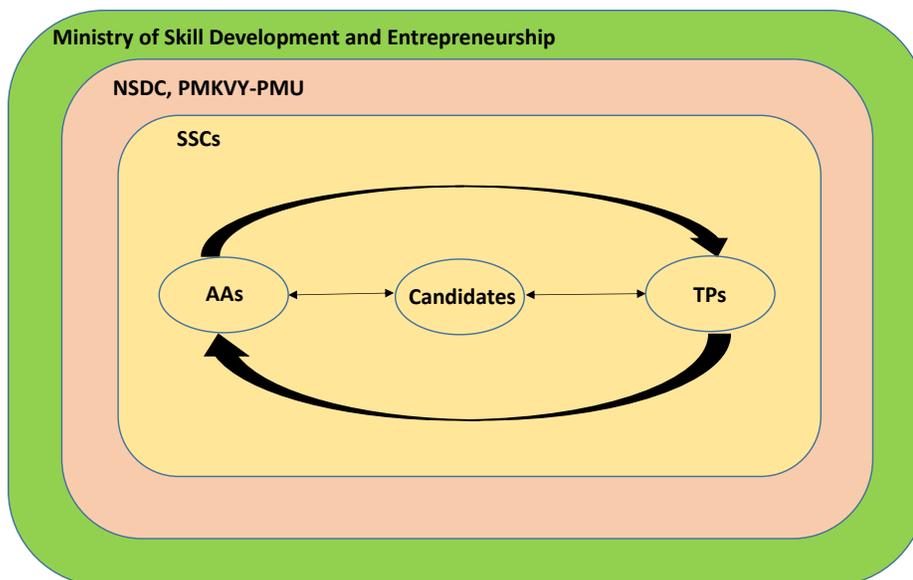
Objectives

- To define consequences for non-adherence/ deviations to the Scheme principle in order to embed a culture of performance management by recognizing and tackling unsatisfactory performances which may include stringent disciplinary actions for the defaulters.
- To enable setting of clear expectations from stakeholders such as training providers, assessment agency and sector skill councils under the Scheme, improving their performance as well as mitigating the impediments of the Scheme.
- To ensure proactive observations to the actions of the scheme stakeholders, thereby minimizing deviations from the objective of the Scheme.

The Consequence Management System will assist in creating feedback channels, which will curb the in-disciplinary action at the very onset of it.

Escalation Matrix

The deviations to scheme principles will be managed at different levels as per type and severity of the deviation. All the communications regarding deviation will be through an online grievances redressal system, which will an input for our consequence management system. If an issue remains unresolved at a preceding level, it will be taken up in the next level. Following are the levels at which these deviation will be addressed, broad indicative types and severity category.

S. No.	Levels	Resolution	Timeline
1.	Level One	Amicable resolution via emails/ conference calls etc.	15 working days
2.	Level Two	Joint Meeting with the parties involved	7 working days
3.	Level Three	Discussion at Sub-Committee level	7 working days
4.	Level Four	Discussion at Steering committee level	7 working days
5.	Level Five	Initiation of legal proceedings such as issuance of Show-Cause notice	Not Applicable

Indicative List of Deviations

Some of the non-adherence/ deviations from the Scheme guidelines that will trigger the consequence management system are:

S. No.	Stakeholders	Deviations
1.	SSCs	• TP and AA Affiliation/No action taken not done within Stipulated time of application • No Diligence process for information provided by TPs

		• Improper dissemination of QP-NOS information to TPs and candidates • Regular Monitoring of TPs and AA • Changes to Job role information including assessment criteria • Maintain Proper SLAs • Resolution of Grievances within stipulated time period • No process/process violation for target allocation to TPs • Change in result to be allowed within a stipulated time period • Certification of the validated candidates within the time frame
2.	TPs	• Candidates not made aware about the objective (s) of the scheme. • Information related to the monetary benefit in the scheme and the Auto-debit facility not shared with the candidates • No adherence to the QP-NOSs curriculum shared by the SSCs • Violation of the marketing and communication guidelines of the scheme • Bank related information and documents not provided to the candidates • Non adherence to the scheme SLAs • Improper details of the candidates entered on SDMS repeatedly • TPs not informing the candidates about their progress in the scheme • Candidates not notified about their non-enrolment in the scheme due to various reasons
3.	AAs	• Change in Assessment dates without prior approval from SSC. • Delay in uploading of assessment results by more than 10 days • Not able to produce the original assessment and attendance sheet • Assessor is looking to enter into any undue arrangements with the training partner or candidates during the assessment process. • Designated certified assessor deputes a non-certified assessor to conduct an assessment on his/her behalf

Annexure I - Site Visits

Site visits can provide valuable qualitative as well as quantitative information on the operations' aspects of the PMKVY Scheme. The information congregated during such visits can be consumed to monitor the effectiveness of the processes, outcomes, community participation and to gauge the challenges/ issues faced. The pivotal premise is to ensure that the Scheme is being managed in a strictly controlled environment with minimum tolerance of incorrect or irregular expenditure or service delivery.

Visits to the premises of selected TPs must be made on a quarterly basis. The monitoring team must prepare plan for all forthcoming visits based on Annexure JA.

To reap maximum benefits of such field visits, the same should be planned well in advance at the onset of the programme. Planning a site visit can be based on the following parameters:

- Components of the work plan set out for the said period;
- Issues flagged during and after previous site visits and require actions taken;
- Ability to acknowledge occurrence(s) of any unforeseen and unexpected developments/ observations; and
- Availability of the concerned officials from NSDC.

Site visits aim at observing and interviewing a broad range of individuals, viz:

- **Beneficiaries** in terms of the candidates and other members of local community (ies). If feasible, interacting with the beneficiaries to get insights into the impact (s) of the programme on them. Engaging with smaller groups can provide information about accessibility of the services and benefits expected out of PMKVY Scheme. Ensuring social inclusion can be achieved by interviewing women, physically challenged, etc.
- **Training Providers/ Franchisees** whose straight experience and in depth knowledge of prevailing ecosystem should be tapped to get an awareness of the situation.
- **Officials from Government Departments/ NSDC/ Local Self Help Groups/ NGOs** to get an understanding of:
  - Strengths and weaknesses of the Scheme
  - Effectiveness of the Scheme
  - Lessons learned

Monitoring visits must be made to assess the progress of the Scheme based on the claims and performance to date. The purpose of these visits is to verify the expenditure and outputs claimed are correct and in compliance with PMKVY Scheme guidelines and requirements. These visits must all address issues pertaining to publicity and procurement aspects of the Scheme.

It is recommended that each Training Provider has at least once monitoring visit during the lifetime of PMKVY Scheme. Following sample methodology is recommended to be followed:

S.No.	Coverage (vis-à-vis sample drawn)	Severity Rating
1	10%	Low
2	All	Moderate
3	Balance	Extreme/ High

The size of the sample should be determined in order to guarantee reasonable assurance to achieve regularity of expenditure (Refer Annexure JB). The sampling methodology should be reviewed as and when required.

It is recommended that high risk sites be made subject to more intensive and frequent monitoring visits as compared to low or medium risk sites.

The team visiting the sites must ensure timely and accurate records of the verifications undertaken, as per the format given in Annexure III including:

- Details of the site visit made and planned for the future;
- Activities carried out during the site visit; and
- Corrective measures suggested/ implemented for the detected irregularities.

Annexure IA: Calculation of Risk Rating

I. Consequence Score

Domains	1 Negligible	2 Minor	3 Moderate	4 Major	5 Catastrophic
Quality/ complaints/ audit	Informal complaint/inquiry	Formal complaint

Local resolution

Single failure to meet PMKVY Scheme standards

Reduced performance rating if unresolved | Formal complaint

Local resolution (with potential to go to independent review)

Repeated failure to meet PMKVY Scheme standards

Major implications if findings are not acted on | Multiple complaints/ independent review

Low performance rating

Critical report

Gross failure to meet standards | Totally unacceptable level or quality of service

Inquest/ombuds man inquiry

Gross failure to meet standards |
| **Human resources/ organizational development/ staffing/ competence** | Short-term low staffing level that temporarily reduces service quality (< 1 day) | Low staffing level that reduces the service quality | Late delivery of key service due to lack of staff | Uncertain delivery of key service due to lack of staff | Non-delivery of key service due to lack of staff |
| **Statutory duty/ inspections** | No or minimal impact or breach of guidance/ statutory duty | Breech of statutory legislation

Reduced performance rating if unresolved | Single breach in statutory duty

Challenging external recommendations / improvement notice | Enforcement action

Multiple breaches in statutory duty

Improvement notices | Multiple breaches in statutory duty

Prosecution

Complete systems change required |

				Low performance rating / Critical report	Zero performance rating / Severely critical report
Adverse publicity / reputation	Rumors / Potential for public concern	Local media coverage – short-term reduction in public confidence / Elements of public expectation not being met	Local media coverage – long-term reduction in public confidence	National media coverage with <3 days service well below reasonable public expectation	National media coverage with >3 days service well below reasonable public expectation. MP concerned (questions in the House) / Total loss of public confidence
Business objectives/ projects	Insignificant cost increase/ schedule slippage	<5 per cent over project budget / Schedule slippage	5–10 per cent over project budget / Schedule slippage	Non-compliance with national 10–25 per cent over project budget / Schedule slippage / Key objectives not met	Incident leading >25 per cent over project budget / Schedule slippage / Key objectives not met
Miscellaneous (Based on observations, interviewing the candidates, etc.)	-	PMKVY related paraphernalia used but needs minor corrections	PMKVY related paraphernalia used but needs major corrections	PMKVY related paraphernalia used but fails to convey the essence of PMKVY Scheme	Absence of PMKVY related paraphernalia at the center

II. Likelihood Score

Likelihood score	1	2	3	4	5
Descriptor	Rare	**Unlikely**	**Possible**	**Likely**	**Almost certain**
Frequency How often might it/does it happen	This will probably never happen/recur	Do not expect it to happen/recur but it is possible it may do so	Might happen or recur occasionally	Will probably happen/recur but it is not a persisting issue	Will undoubtedly happen/recur, possibly frequently

III. Risk scoring = consequence x likelihood

Likelihood score	Likelihood				
	1	2	3	4	5
	Rare	Unlikely	Possible	Likely	Almost certain
5 Catastrophic	5	10	15	20	25
4 Major	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Minor	2	4	6	8	10
1 Negligible	1	2	3	4	5

1 - 3	Low risk
4 - 6	Moderate risk
8 - 12	High risk
15 - 25	Extreme risk

Annexure IB: Sampling Methodology

After completing the risk calculation and placing the partners in the respective buckets of risks we need to determine the sample size of the site visits to be carried out as follows:

$$n = \frac{\left(\dfrac{P[1-P]}{\dfrac{A^2}{Z^2} + \dfrac{P[1-P]}{N}} \right)}{R}$$

Where:

n = sample size required

N = number of people in the population

P = estimated variance in population, as a decimal: (0.5 for 50-50, 0.3 for 70-30)

A = Precision desired, expressed as a decimal (i.e., 0.03, 0.05, 0.1 for 3%, 5%, 10%)

Z = Based on confidence level: 1.96 for 95% confidence, 1.6449 for 90% and 2.5758 for 99%

R = Estimated Response rate, as a decimal

Source: Jeff Watson, Research Assistant, Cooperative Extension & Outreach
The reference citation for this Tipsheet is: Watson, Jeff (2001). How to Determine a Sample Size: Tipsheet #60, University Park, PA: Penn State Cooperative Extension

- Total number of centers in each group (N) = Sum total of all the centers functional of every partner
- Estimated variance (P)= could vary from 0.1 to 0.5 (as the grouping reduces the heterogeneity)
- Precision desired (A)= is between 5-10% in most surveys (statistical analysis)
- Estimated response rate= divide the number that responded to your survey by the total you invited

Annexure IC: Site Visit Report

1.	Date(s) of Visit	
2.	Name of Visitor(s)	
3.	Date of Report	
4.	Facility Visited	
5.	Location(s) Visited	
6.	Objective of Visit	
7.	Activities Undertaken	
8.	Person(s) Interviewed	
9.	Overall Status of Implementation of PMKVY Scheme	
10.	Significant Achievements	
11.	Problems/ Constraints	
12.	Follow up Recommended	
13.	Additional Comments	
14.	Details of the Official (s) Visiting the Site	

Actions would be taken within stipulated timelines as mentioned in the Process Manual.

Annexure J - Marketing Guidelines

The following Guidelines for Marketing and Communication related to PMKVY Scheme have been prepared to enable stakeholders such as affiliated TPs to plan and implement their marketing communication through any mode (posters, email marketing, phone marketing). These Guidelines supplement, and are to be read in conjunction with PMKVY Process Manual and Schedules and the PMKVY Implementation Guidelines available on PMKVY website.

Messaging of PMKVY Scheme

1. TPs should use the following messages for mobilizing students under the PMKVY Scheme:
   a) PMKVY Scheme, an initiative by MSDE, Government of India to motivate the Indian youth to obtain a new skill.
   b) Select Course from over 200 courses across multiple sectors
   c) Job-ready training can be availed at nearby training centers
   d) Course duration of minimum 30 days including classroom and/or on-the-job training.
   e) Upon course completion, assessments are conducted by an independent agency.
   f) After successful assessment, candidates will be given industry recognized certificates.

2. TPs should give PMKVY booklets/ brochures to the candidates at the time of enrolments.

3. Auto Debit facility of the Scheme should be well communicated to all the enrolled candidates by the Training partners at the beginning of the Scheme. The facility will be made available for the training partners only if the candidates are informed about the percentage of the money that will be withheld by the Training Partners as the cost of training, out of their monetary reward.

4. The communication should contain the call center number (088000-55555) along with the PMKVY Scheme website link i.e. www.nscsindia.org.

Promotion guidelines of PMKVY Scheme

The PMKVY Scheme should be endorsed by the affiliated TPs to boost the objective of the Scheme along with increasing their visibility. To minimize the deviations and discrepancies by the TPs in advertising the Scheme, the following needs to follow:
   a) A standard banner should be used by the TPs outside their every training center.
   b) Photographs needs to maintained of the batches when under training, assessments etc.

The aim of PMKVY Scheme is to skill the youth our country and enhance their capabilities. Therefore, the following type of communication through any mode (posters, email marketing, phone marketing) to mobilize students under PMKVY Scheme will be considered as misrepresentation of the PMKVY Scheme and is strictly not permitted by any Training Partners/Centers:

    a) PMKVY Scheme should not be promoted as an Investment Scheme to mobilize students. Communication such as "*Pay Rs 1,000, and make Rs 2,000 after 45 days*" is misrepresentation of the Scheme and is not permitted

    b) PMKVY Scheme is not a Scholarship Scheme

    c) TPs are not permitted to provide/advertise any additional 'monetary' incentives (such as silver coins) in order to mobilize students

    d) TPs are not allowed to mislead the candidates with statements such as " *Earn while you study"*

    e) Using Aadhaar card as a mandatory entry criteria for PMKVY Scheme is forbidden

Marketing Communication of specific Courses under PMKVY Scheme

1. For marketing specific courses under the PMKVY Scheme at Training Centers, the communication should mandatorily cover the following:

    a) Name of the Job Role

    b) Minimum eligibility criteria for the Job Role as mentioned in the Qualification Pack

    c) Maximum eligibility criteria for the Job Role, if mentioned in the Qualification Pack

    d) Number of days of training

    e) Monetary reward eligible for the Job Role

Usage of Logos

1. TPs are not allowed to use the Government of India/Ministry of Finance logo in any communication, other than the communication templates made available by NSDC.

2. TPs, which are not affiliated with NSDC directly are not allowed to use the NSDC logo in any of their communication, other than the communication templates made available by NSDC.

3. TPs, which are affiliated under the PMKVY Scheme, are permitted to use the PMKVY Scheme logo in their marketing communication related to the PMKVY Scheme.

4. TPs are permitted to only use the logos of the SSC(s) that they are affiliated to under the PMKVY Scheme. The Training Partner must get the written communication validated from the SSC before using the SSC logo.

5. TPs are strictly not permitted to use the logos of SSCs that they are not affiliated to.

Marketing at Centers of Training Partners

1. Every center should necessarily contain the name and logo of their affiliated TPs in their communications.

2. All training centers associated with PMKVY should prominently have the branding of their TP

3. All the guidelines in this document are to be strictly adhered to by every center. It is the responsibility of the affiliated TP to ensure the same.

Communication about National Skill Development Corporation (NSDC)

1. TPs should not mention that NSDC is Government of India undertaking in any of their communication

2. NSDC is a Public Private Partnership (PPP) not-for-profit company promoted by the Union Ministry of Finance, with 49% equity held by the Government of India. It is registered under Section 25 of the Companies Act.

Communication about Ministry of Skill Development and Entrepreneurship (MSDE)

1. Recognising the urgency to reap the benefits of the demographic dividend and the need for coordinating skill development efforts in the country, Government of India notified the formation of Department of Skill Development and Entrepreneurship on 31st July, 2014 that became a full-fledged Ministry of Skill Development and Entrepreneurship (MSDE) on 9th Nov, 2014.

2. MSDE is responsible for coordination with all concerned for developing an appropriate skill development framework, removal of disconnect between demand and supply of skilled manpower, mapping of existing skills, doing market research, devising training curriculum, industry-institute linkage, bringing PPP element in skilling, making broad policies for all other Ministries/Departments, framing policies for soft skills, computer education, academic equivalence of skill sets, work relating to Industrial Training Institutes (ITIs) and expansion of youth entrepreneurship education. The Ministry aims to Skill on a large Scale with Speed and high Standards in order to achieve the overarching vision of a 'Skilled India'.

Non-Compliance to Guidelines

1. Affiliated TPs are responsible for all actions of their every center.

2. Any violation or non-compliance to the above guidelines by the Centers of the Affiliated TPs, will lead to strict action again the TP, with potential case of de-affiliation/blacklisting from participating in the PMKVY Scheme and possible legal action by NSDC/SSC.

Annexure K - List of all the SSCs and Job Roles

<As given at http://nsdcindia.org/sites/default/files/files/QP-NOS-list-April%20.pdf>

Annexure L – Template of Monitoring Report to be submitted by SSCs

Month: Year:

Name of the SSC:

1.   TP Monitoring

Quarterly Target Allocated to the SSC:

Target Allocated to the TPs by the SSC:

Total TP affiliated for PMKVY Scheme :

Scheme Progress

	Target Allocated to SSC	Target Allocated to TP	Batches Enrolled	Candidates Enrolled	Batches with training complete	Batches Assessed	Batches for which results declared	Certificate issued
Progress								
Current Month								
CTD								

	Grievance /Issues reported			Grievance /Issues Resolved			Mean time to Response	Mean Time to Resolve
	High	Medium	Low	High	Medium	Low		
Current Month								
CTD								

2.   Details of Action against TP/Assessment Agency/Assessor (Warning Issues/Debar) -

3.   Details of Any RTI/Legal Issues –

Please Note: The monitoring report has to be submitted by the SSC on quarterly basis.

Annexure M - Format for Capturing Feedback of the Batch by an AA

Name of the AA:

Name of the Training Center:

Name of the Training Provider:

Location <city/ state>:

Name of the Sector:

Batch ID:

Job Role:

No. of Candidates:

Date of Assessment:

Language of the Assessment:

Scale	Parameters				
	Quality of the Trainer (in terms of Friendliness, Clarity in Instructions given, etc.)	Quality of Training Material Provided to the Candidates (in terms of Relevance, Depth, Coverage, etc.)	Infrastructure present at the Training Center (in terms of No. of classrooms, State of Laboratories, etc.)	Counseling and Mentoring Support (in terms of relevance, usability, etc.)	Overall Training Effectiveness (in terms of knowledge gained, up skilling, etc.)
1 – Very Good					
2 – Good					
3 – Average					
4 – Poor					
5 – Very Poor					

Annexure N - Format for Capturing Feedback of the Candidate by an AA

Name of the Candidate:

Name of the Training Center:

Name of the Training Provider:

Location <city/ state>:

Name of the Sector:

Job Role:

Date of Assessment:

Language of the Assessment:

Scale	Parameters				
	Quality of the Trainer (in terms of Friendliness, Clarity in Instructions given, etc.)	Quality of Training Material Provided to the Candidates (in terms of Relevance, Depth, Coverage, etc.)	Infrastructure present at the Training Center (in terms of No. of classrooms, State of Laboratories, etc.)	Counseling and Mentoring Support (in terms of relevance, usability, etc.)	Overall Training Effectiveness (in terms of knowledge gained, up skilling, etc.)
1 – Very Good					
2 – Good					
3 – Average					
4 – Poor					
5 – Very Poor					