11. Grievance Redressal

Grievance Redressal Mechanism is an integral part of administration of any organization. No administration can become accountable, responsive and user-friendly unless it owns an efficient and effective grievance redressal mechanism. In fact, the grievance redressal mechanism is a gauge to measure its efficiency and effectiveness as it provides important feedback and reflection on the working of the administration. The present chapter details out the process for any user to raise its grievances at any stage of the scheme implementation as well as the process adopted by MPSSDEGB to address the raised grievances. Any stakeholder can login to the MPSSDEGB portal and raise a ticket detailing out the issue in the grievance.

Particulars	Description
Purpose of the module	To lay down process for raising grievances by any stakeholders at any point of time
Key actors	Principal Secretary , Department of Technical Education & Skill Development CEO, MPSSDEGB SPMU, MPSSDEGB Government TSPs Semi-Government TSPs Private TSPs Sector Skill Councils Assessment Bodies Candidates Other departments Placement agencies Support agencies

11.1. Structure for Grievance Redressal at SPMU Level

MPSSDEGB will formulate a one-level skip structure for grievance redressal. A grievance raised by any user through the scheme portal would be marked to the Addl. Director, MPSSDEGB as Level-0. Every grievance would have a unique number automatically issued by the portal. The Addl. Director, MPSSDEGB will be primary authority to address the grievance. Addl. Director, MPSSDEGB would ensure that the grievance is addressed to the satisfaction of user within 7 days of raising of grievance.

If any grievance is not addressed / sorted / provided remedy to even after 7 days of raising of grievance, it would be skipped to Level-1 and marked to the CEO, MPSSDEGB. If required, a meeting / appeal would be organized with CEO- MPSSDEGB and the user who has raised grievance along with any other stakeholder. The grievance should be sorted / addressed within 5 days of its skipping, in case no response is shared at Level -1, the response at Level-0 would be considered as final and biding.

Principal Secretary, Department of Technical Education & Skill Development would be the appellate authority for all the grievances in which the stakeholder is not satisfied from the response of the grievance shared by MPSSDEGB. The appeal can be only done within 7 days after the grievance is responded by MPSSDEGB and the stakeholder is not in agreement with the decision of CEO,MPSSDEGB.

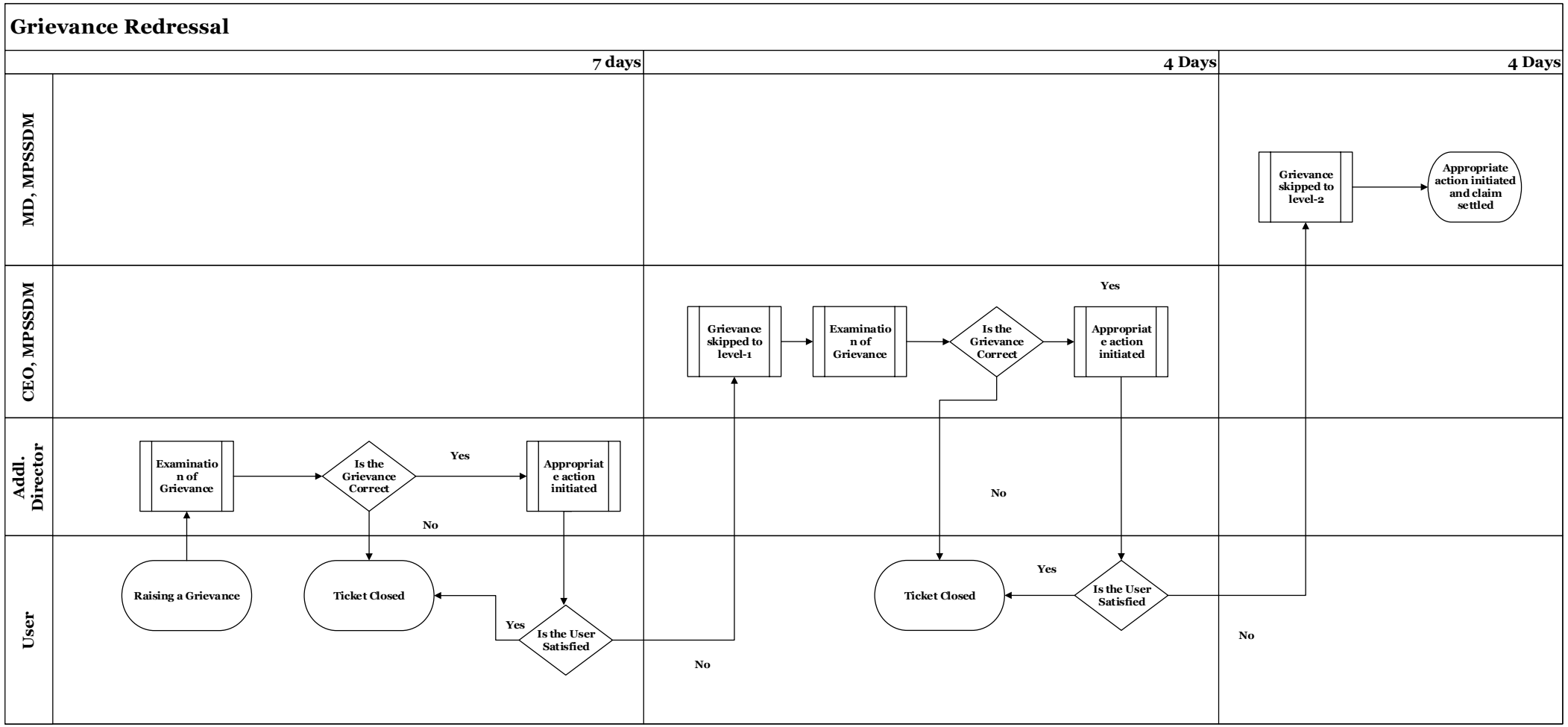
The grievance will be lodged online at the MPSSDEGB portal by raising a ticket. In case of interim arrangement the grievance can be sent at ***grievanceMPSSDEGB@mp.gov.in***

11.2. Users

Following users can raise a grievance –

1. Candidates
2. Training Service Providers (all types)
3. Sector Skill Councils (SSCs)
4. Assessment Bodies (ABs)
5. Placement Agencies
6. Support Agencies

11.3. *Process Map*



11.4. Types of Ticket

11.4.1. Candidate registration

A candidate who is successfully registered on the portal can raise the ticket on following occasions:-

- To change the preferred Sector of training
- To change the preferred District of training.
- To update the details as in the Aadhar Card
- Training Centre is closed.
- Training Content is not distributed.
- Fee charged for training.
- Trainer not reporting to class.
- Practical Training not conducted.
- Others

11.4.2. TSP Listing

The TSP who is successfully listed by MPSSDEGB can raise the ticket on following occasions:-

1. Changes in TSP information.
2. Change in TSP target allocation.
3. Changes in details of Sanction Order.
4. Change in SPOC.
5. Migration of Office address.
6. Others

11.4.3. Training Centre Affiliation Form

The training centre registered by the TSP can raise the ticket on following occasions:-

1. Addition of new qualification pack.
2. Addition of new classroom in the existing training centre
3. Addition of new lab in the existing training centre.
4. Replacement of Trainer in the training center.
5. Addition of new training centre.
6. Payment failure for affiliation fees.
7. Premature closure of training centre
8. Others

11.4.4. Batch Processes

Once a batch is created, the training centre can raise the ticket on following occasions:-

1. Changes in details of batch creation form.
2. Mismatch of information of candidate data.
3. Wrong credential of candidate on enrollment.
4. Failure of UIDAI authentication.
5. Non-approval for batch closure by the SPMU
6. Others

11.4.5. Recording of Attendance

Once the training is initiated, the training centre can raise the ticket on following occasions:-

1. Non responsive server of UIDAI.
2. Non- availability of Internet

3. Non- availability of Electricity
4. Failure of Device.
5. Server Maintenance of MPSSDEGB portal.
6. Others

11.4.6. Assessment & Certification

Once the requisite training is completed, the training centre can raise the ticket on following occasions:-

1. Allotment request by TSP after 15 days of batch closure
2. Non-Allotment of assessment date by the SSC.
3. Delay in sharing result by the Assessment Body.
4. Delay in validating result by the SSC.
5. System failure in generating tickets.
6. Others

11.4.7. Financial Processes

The TSP / SSC / Placement Agencies or any such user which raises invoices will have an option to raise a Finance Ticket on two occasions.

1. In case the Invoice/Bill summary has a discrepancy
2. In case the Draft Invoice has a discrepancy in any of the information
3. In case the amount calculated is less/more than the actual amount to be disbursed as per installment
4. Others

11.4.8. Placement Processes

1. TSP can raise grievance if there is any mismatch in the number of candidates placed and number of candidates considered for placement
2. If there is any issue at any stage of placement verification process like desk & telephonic verification
3. Any issue related to placement documents like salary slips, bank statements etc.
4. Ohers

11.5. Form: Grievance Redressal

S. No	Particulars of Field	To be filled
1.	Project*	
2.	TSP Type*	
3.	TSP ID*	
4.	TSP Name*	
5.	Centre ID(Optional)	

S. No	Particulars of Field	To be filled
6.	Name of the Authorized person*	
7.	Grievance Type*	
8.	Grievance Sub-Type*	
9.	Grievance Description*	
10.	Attachment(If Any)	
11.	Date of Submission*	

***Note**: As the TSP submits the page, a unique reference number i.e. **Unique Grievance Number (UGN)** will be generated & to be kept for future tracking*.

9. Monitoring and Evaluation

9.1. Background

Monitoring and Evaluation (M & E) is one of the most critical aspect during the whole training delivery process, as it helps in performance improvement and achieving desired outcomes. Monitoring and evaluation can help an organization extract relevant information from past and ongoing activities that can be used as the basis for programmatic fine-tuning, reorientation and future planning. Through correct combination of various monitoring and evaluation tools it is possible to judge, if work is going in the right direction, whether progress and success can be claimed, and how future efforts might be improved. Additionally, problems are often detected earlier, which reduces the likelihood of having major cost overruns or time delays.

MPSSDEGB will utilized tools like Monthly Progress Report, Quarterly Progress Report, physical verification, drop-out rate, pass-out rate, placement rate, center grading, candidate feedback forms etc. for monitoring the training delivery. Also MPSSDEGB may use innovative technologies like GPS tracking of centers, Aadhar based biometric attendance, monitoring of training delivery via CCTV and Grievance Redressal System (GRS) for addressing candidates as well as center management issues.

In order to ensure MMKSY/MMKY monitoring on timely basis, MPSSDEGB will constitute a 2 tier structure for project monitoring. This includes monitoring at SPMU (State Project Management Unit) and DPMU (District Project Management Unit) level. SPMU will be responsible for overall project monitoring and DPMU will be responsible for project monitoring at district level. The composition of SPMU and DPMU is explained below. A detailed description of their roles and responsibilities will be explained in Section 10.5

1) **State Project Management Unit (SPMU)**

   The SPMU shall be constituted by MPSSDEGB to track non-compliance and non-performance related issues of stakeholders, such as TCs/TSPs and SSCs at the State level. The SPMU will also be responsible for planning and designing any third party or State level monitoring and evaluation Strategy.

2) **District Project Management Unit (DPMU)**

   The DPMU will be responsible for monitoring the progress made at the District level through reports and the MIS. Further, the DPMU will carry out the verifying visit and the reports for grading of TSPs and other activities assigned to it by the SPMU and Director, Skill Development (MP) and the CEO – MPSSDEGB

9.2. Monitoring Investigation Procedure (to be verified with contract)

In case of any discrepancy found against any stakeholder, the SPMU or DPMU will investigate the case through various means/sources of data. The following investigation procedure may be adopted before taking an action against the stakeholder:

1. If any discrepancy is found while evaluating the stakeholders performance with respect to compliance/performance standards, a time period of at least seven days would be provided to the stakeholder to respond. The stakeholder is expected to send a detailed compliance report, if any. It is in the best interest of the stakeholders to provide the report with as much details as possible, along with the necessary proofs/evidences to defend their cases. Proofs may include pictures, documents, videos, or any other evidence that can justify their explanation.
2. A show cause notice may be sent to the concerned stakeholders if repeated non-compliance(s) are found, or in case of gross violation(s) of the MMKSY/MMKY SOP.
3. Strict action, as decided by SPMU, may be taken against the TC/TSP in case the discrepancy is proved. A discrepancy is said to be proved, if the compliance report, as submitted by the stakeholder in response to the Show Cause Notice or the mail seeking explanation is found to be dissatisfactory.

Note: In case the TSP/TC is not satisfied with the response provided by the SPMU then he can appeal to the Mission director within a period of 21 days from the date of notification.

9.2.1.1. Key parameters to be monitored under MMKSY/ MMKY

The MMKSY/MMKY SPMU shall monitor the Scheme on the basis of the key parameters described below. The key parameters to be monitored under MMKSY/MMKY are:

1. **Mal-Practices:** If the TC/TSP is found to be indulging in unethical practices, stringent action shall be taken. Unethical practices include but are not limited to:
   i. Offering any undue favor in cash or kind to assessors in order to influence the trainees results
   ii. Forging/manipulating the placement data
   iii. Misleading trainees during mobilization or at any point of time
   iv. Providing any information through branding/marketing that may mislead the trainees or public in general, such as promising to offer government jobs to the trainees
   v. Any other serious violation to MMKSY/MMKY guidelines observed at any point of time
2. **Drop-Out Rate:** It is defined as the ratio of No of candidates appeared for assessment divided by Number of candidates in the batch during batch finalization.
3. **Pass-Out Rate**: It is defined as the ratio of Total passed candidates in the batch divided by Total candidates appeared for assessment for the batch
4. **Placement Rate:** It is defined as the ratio of No: of candidates placed divided by No: of candidates certified
5. **Trainee Feedback Form:** The TSPs/TCs should ensure that the trainee feedback form is submitted and collected for all the registered candidates within 1 week of batch freezing in a separate file. Also the trainee feedback form should again be submitted for the candidates within 1 week of training completion. Hence the trainee feedback form has to filled during the life cycle of each batch
6. **Submission of Monthly Progress Report**: The TC/TSPs should ensure that they submit the MPR within a 7 working days of the start of every month
7. **Male female enrollment ratio**: The TC/TSP should ensure that the male female enrollment ratio is maintained as per RFP

8. **SC/ST/OBC enrollment ratio**: The TC/TSP should ensure that the proportion of SC/ST/OBC enrollment is maintained as per the proportion of their population in the particular district based the demographic details of census 2011
9. **Dependents of 1984 riot affected families, Nomads, leprosy patients:** The TC/TSP should ensure that the **1984 riot affected families, Nomads, dependents** of leprosy patients should be given priority during enrollment in MMKSY/MMKY
10. **Average batch size of all finalized batches in a particular center for the current financial year**
11. **Placement with higher salaries/overseas placement for the current financial year.**
12. **Any other parameter as deemed fit.**

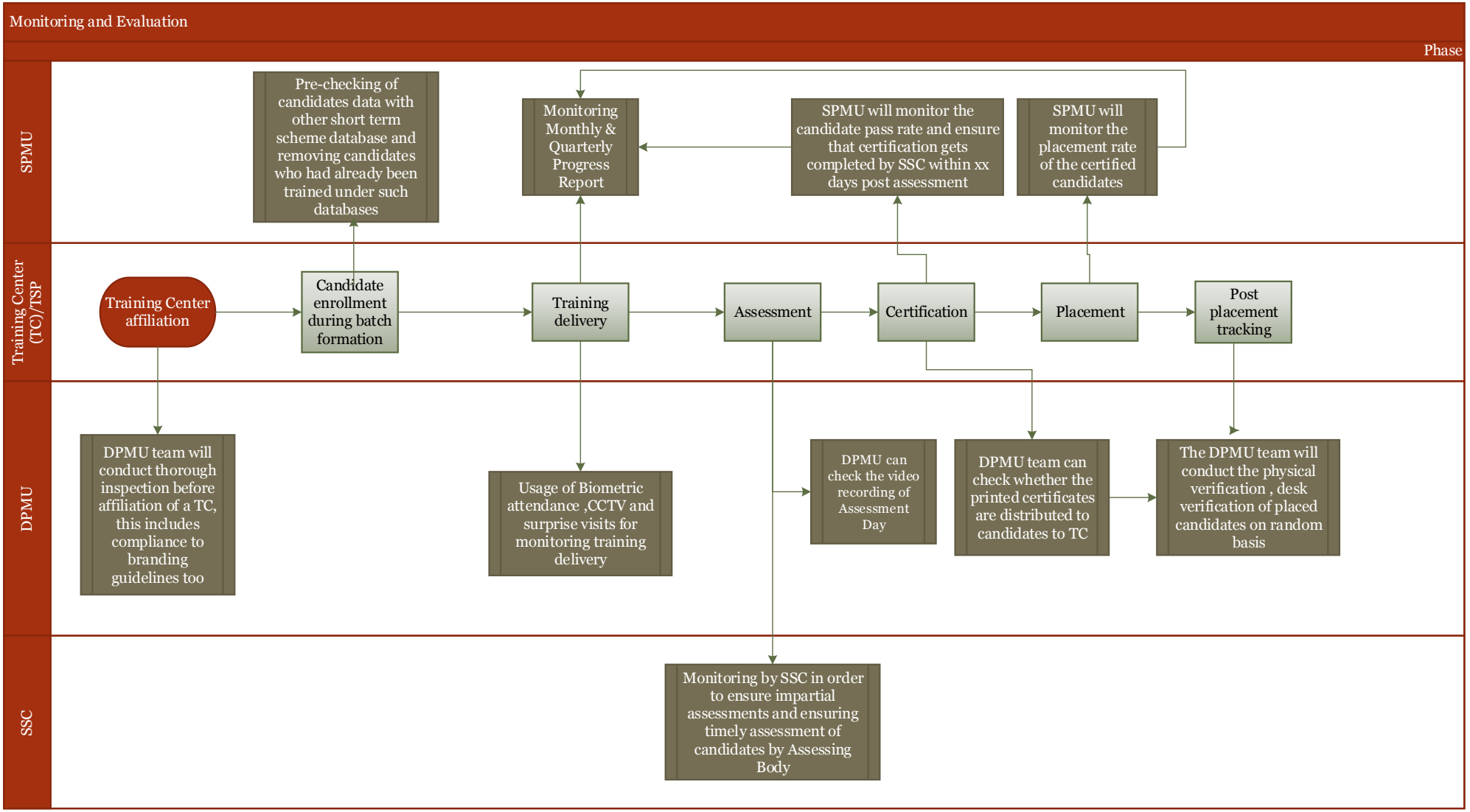
9.2.1.2. Consequence Management System

Blacklisting of Stakeholder under MMKSY/MMKY

1. Blacklisting indicates that the concerned stakeholder will not be allowed to operate under MMKSY/MMKY under any circumstances. The concerned stakeholder will be permanently debarred from the MMKSY/MMKY. In case of blacklisting of a TSP, the following would be the additional consequences:
    a. The information related to blacklisting of a TSP would be uploaded on the MMKSY/MMKY website, and shall also be communicated to the other Government of India sponsored skill development schemes/programs/agencies.
2. The detailed consequences that may include financial penalty shall be enforced on the concerned stakeholder by the SPMU.
3. Reduction of Targets.

Note: The SPMU reserves the right to revise/amend the above consequences.

9.3.Process overview



9.4. Activity wise sequence and actions

S. No	Activity Name	Description	Timeline
1.	Training Center affiliation	The monitoring process will start from the center affiliation process. The center will submit the TCAF form for starting the affiliation process	NA
2.	DPMU/SPMU team will conduct a thorough inspection before affiliation of a TC/TSP, this includes compliance to branding guidelines too	DPMU/ SPMU team will conduct a thorough inspection of the center based on the TCAF form earlier submitted by TC/TSP. This will include verifying the equipment's, infrastructure, and trainer qualification etc. for a particular QP. Also the DPMU team will assess the per day training capacity for the center for a particular QP.	10 days from the date of submission of TCAF form by training center
3.	Candidate enrollment during batch creation	The TC/TSP will enroll the candidates for a particular batch from the pool of registered candidates on the portal.	NA
4.	Pre-checking of candidates data with other short term skill database and removing candidates who had already been trained under such databases	Once the batch formation request is submitted by TC/TSP, the enrolled candidates will be mapped from the available short term skill databases at that time. All candidates who have been earlier certified under short term skill database will not be considered for enrollment. If the TSP is found that it has enrolled candidates who have been previously trained in any other skill training programmer, the TSP may be black-listed.	NA
5.	Training delivery	Once the batch has been finalized, the training delivery process will start. This includes distributing course material, taking candidate feedback on training quality as per form no: 10.5.4 and uploading the details on portal, conducting regular internal assessment for a particular QP, taking biometric attendance etc. It is advised that TC/TSP should at-least conduct one industrial visit of candidates before assessment that is relevant to the QP in which candidates are getting trained.	NA
6.	Usage of Aadhar based Biometric attendance, CCTV and surprise visits for monitoring quality of training	**The DPMU/SPMU team can conduct surprise visits to TC/TSP at any point of training delivery life-cycle** and can check/verify/view the biometric attendance of candidates; review the CCTV recording for verifying/cross-checking the attendance of any 3 days on random basis including the video	NA

		recording of assessment day, internal assessment, interacting with students, trainers, etc.	
7.	Monitoring Monthly /Quarterly Progress Report	The Monthly Progress Report (MPR)/Quarterly Progress Report (QPR) of each center need to be submitted at the portal by the TC/TSP, this includes monitoring key parameters like drop-out rate (generated at the time of assessment and will be captured during the MPR for the assessment month), adherence to batch timings both by candidates and trainers, percentage of course completion, pass-out rate, placement rate etc. Please refer to Form 10.5.1.: Monthly Progress Report, for Monthly report submission. The scores obtained in MPR and QPR will be used for Center Grading (Refer form no: 10.5.3)	
8.	Assessment	Once the training has been completed, the assessment will be conducted by an Assessment Body empaneled by SSC. In case of any issues faced during the day of assessment, the TC/TSP can directly call/mail the SSC SPOC along with DPMU/SPMU for reporting the issue. He can also report any issue that happened during assessment (this includes demanding of monetary reimbursement by the assessor, late arrival of assessor etc.) through Grievance Redressal System. The Assessment Body has to record video of each candidate's assessment, similarly a video recording need to be done by the TC too for the assessment day.	
9.	Monitoring by SSC in order to ensure impartial assessments and ensuring timely assessment of candidates by Assessing Body	The assessment process need to closely monitor by the concerned SSC. This includes : • Ensuring that the assessor assigned by Assessment Body reached the center on time • That the assessor validates all the candidates as per the attendance record and their identity proof • Ensuring that all assessments are video recorded by Assessment Body • That the accessor should not accept/demand/force any kind of monetary reimbursement in cash or kind from the center manager. • Assessor must have undergone the TOA certification.	

10.	DPMU/SPMU can check video recording of Assessment Day	The DPMU/SPMU team can check video recording for the assessment day	
11.	Certification	All candidates who have successfully passed the assessment will be considered certified. The TC/TSP should distribute printed copies of certificate once it is generated on portal by SSC. Also during training the TSP will make the students aware that the certificate can also be downloaded from portal	Certificates should get generated on the date of certification
12.	SPMU will monitor the candidate pass rate and ensure that results gets uploaded on portal within days of assessment	The SPMU team will monitor the pass-out rate. The pass-out rate will affect the grading of training center, in exceptionally poor pass-out rate the training center can be debarred from conducting further training for that particular QP	
13.	Placement	Post certification of candidates, the candidates need to be placed within 3 months of certification by the TSP.	Placement should be done within 3 months of date of certification.
14.	SPMU will monitor the placement rate of the certified candidates	The SPMU team will monitor the placement rate of certified candidates. In case the placement rate is less than 50% ,the SPMU team will initiate necessary action	
15.	Post placement tracking	Once the candidates are placed, then the TC need to track the placed candidates for the period of 1 year from the date of certification. During the tenure of 1 year the TC need to report the placement details of candidates in case he switches/drop-out from the placed company.	1 year from the date of certification
16.	The DPMU/SPMU team will conduct the physical verification , desk verification of placed candidates on random basis	The DPMU/SPMU team can randomly do the physical verification for the candidates placed, also a desk verification for the placed candidates will be conducted either through by SPMU/DPMU. The telephonic verification of candidates will be also be conducted.	

9.5. Stakeholder wise roles and responsibilities

S.No	Stakeholder involved	Roles and responsibilities	Documents and Forms to be referred	Consequences
1.	Training Center (TC) and TSP	• Raising the TCAF form on timely basis • The TC/TSP should not charge any kind of fees from the candidates e.g. registration fees, caution money etc. • The TC/TSP can only enroll those candidates who are registered on the portal. Also the candidates need to properly counselled before enrollment, this includes: explaining the candidates the particular QP, type of training that will be conducted, job prospects availability post getting trained for a particular QP, • The TC/TSP center should always ensure that during the whole training delivery process CCTV, Aadhar based biometric attendance system should remain operational. In case due to some reasons the above equipment's become non-operational, then the matter should immediately be reported to SPMU/DPMU unit. Also TC/TSP should resolve the issue within 1 days of reporting the issue and maintain the record of follow-up action done by him for resolving the issue. The CCTV and Biometric Attendance machine should not be damaged or non-operational for more than two days in a month. • The TC/TSP should ensure that the quality of training is not compromised during the course of training. This includes non-adherence to training schedule; absence of trainer or classes taken by trainer whose details are not		• De-affiliation of training center • Reducing the center grading • Revoking of training targets

		submitted during the batch formation; non-distribution of hard-copy of course material or kits to candidates within 1 week of batch freezing; lack of soft skills/placement related training, not submission/filing of trainee feedback form (refer form no: 10.5.4) in a separate trainee feedback file. • The TC/TSP should conduct mock tests on monthly basis for a particular QP, this including developing questions on the basis of content covered, usage of online test tools etc. • On the day of assessment the TC/TSP should ensure that all the facilities required by SSC/ Assessment body for conducting assessments are available, this includes equipment's, power back up, ensuring that the candidates reach on time and have requisite identity proofs as specified by SSC/ Assessment Body etc. • The TC/TSP should get the assessments video recorded for each of the candidates for a particular QP • Once the certificates are generated by SSC for passed candidates post assessment on portal. The TC/TSP should ensure that the hard-copy of certificates should be distributed to the candidates within 7 days of certificate generation • The TC/TSP should ensure that all the certified candidates are placed within 3 months from the date of certification. In order to ensure this the TC should initiate placement tie-ups from the start of training for a particular QP, **a separate Industry tie-up file should be maintained by TC** where Memorandum of Understanding (MoU)/Letter of Association (LoA) with the Industries is filed (Please refer to draft industry tie-up format as		

		form no: 10.5.5.). The TC/TSP should ensure that at-least one MoU/LoA is signed and filed during the training completion, mentioning the company contact person, mobile no:, email id and job role • Once the candidates are placed, the TC/TSP should do post placement tracking for a period of one year from the date of certification. The TC/TSP should maintain a post placement tracking register. Also the TC/TSP should upload the placement details on portal in case of any update on placement related details of the candidates • The TC/TSP should fill the details as per the MPR (Refer form no: 10.5.1.: Monthly Progress Report) on timely basis • The TC/TSP should ensure all the parameters covered under MPR and QPR are monitored , as the scores obtained can affect the center star rating(Refer form no: 10.5.3) • TCs are encouraged to voluntary disclosure of the features and achievements of their training programmes, such as TC infrastructure, number of trainees trained, passed, certified, placed, and their placement details, on social media (for example, Facebook and Twitter) on a monthly basis.		
2.	DPMU	• DPMU team will be responsible for affiliation of TC, once the TCAF form has been submitted by TC. The DPMU team need to visit the TC within 5 days from the date of submission of TCAF form and submit the report regarding the same within the same duration. • The DPMU team can conduct surprise visits of any TC. During their visits the DPMU team can take feedback from the candidates		• Appropriate administrative action will be taken against DPMU in cases of non-compliance

		regarding training quality; inquire about the course details; check whether the CCTV, biometric attendance system is working or not, check the video recording of the CCTV, interact with the trainers/center manager regarding training progress, checking the Industry tie-up register and candidate feedback file, printed certificates distributed to certified candidates or not. • DPMU team will also conduct the post placement tracking through desk and physical verification of the placed candidates • DPMU team should report to SPMU team in case they found any critical issues		
3.	SPMU	• The SPMU team will conduct the pre-checking of data before enrolling of candidates during batch formation from the short term skill databases as and when this facility will become functional. All candidates who had already been certified under such schemes will be removed from the batch • The SPMU team will analyze the Monthly progress report (MPR), QPR and Center Star Rating • The power to suspend/blacklist/any other action against a TSP/TC rests with the SPMU.		
4.	SSC	• The SSC will be responsible for monitoring assessments conducted by Assessment Body. This includes getting the assessments done on time basis, getting the video recording of assessments ,conducting impartial assessments, ensuring that the Assessment Body uploads the assessment results on portal within 15 days of assessment		• Appropriate administrate action against the concerned SSC will be taken

		• The SSC should ensure that results uploaded by Assessment Body gets validated within 15 days of uploading of assessment results on portal		

Form 10.5.1.: Monthly Progress Report

S. No.	Compliance Standard Indicator	Scores
1	**Continuous Availability of required Infrastructure/Equipment and Training Material**	**6**
a	Availability of equipment in labs as specified by SSC	3
b	If equipment in labs not found as specified by SSC	0
c	Availability of training material for all candidates (NSQF Aligned Content)	3
d	If the training material is not available or not NSQF aligned	0
2	**Adherence to MMKSY/MMKY Branding and Communication Guidelines**	**4**
a	Branding displayed outside TC, adhering to MMKSY/MMKY guidelines	1
b	Branding displayed inside Classrooms, adhering to MMKSY/MMKY guidelines	1
c	Branding displayed inside Labs, adhering to MMKSY/MMKY guidelines	1
d	Branding displayed at Placement / Counselling room, adhering to MMKSY/MMKY guidelines	1
3	**Continuous Availability of SSC certified Trainers**	**2**
a	Availability of the certified Trainers at the TC who were reported during	2
b	Unavailability of the certified Trainers at the TC	0
4	**Distribution of course material to the trainees in hard copy as per MMKSY/MMKY Guidelines**	**2**
a	Providing course material to the trainees within 1 week of batch freezing	2
b	Providing course material to the trainees after 1 week of batch freezing	0
5	**Training of Trainees (Whether the trainees are being imparted training at**	**2**
a	If training is being conducted at the TC, as per the batch schedule	2
b	If it is found that training is not being conducted as per batch schedule	0
6	**Availability of MMKSY/MMKY Enrolment Form signed by the trainees**	**2**

a	Availability of signed and filled MMKSY/MMKY Enrolment form at the TC	2
b	Unavailability of signed and filled MMKSY/MMKY Enrolment form at the TC	0
7	**Usage of Aadhaar-enabled Biometric Attendance System(AEBAS) for recording**	**2**
a	If daily attendance of trainees and trainer at a TC is captured using AEBAS	2
b	If daily attendance is captured using other means like physical register	0
8	**Internal Assessments/Mock Tests**	**5**
a	Conduction of mock test on monthly basis	5
b	Non Conduction of mock test on monthly basis	0
	Total Monthly Compliance Score	**25**

Note for Point No: 7:

Attendance recorded on AEBAS Portal may be used to verify trainees and trainer attendance, on sample basis.

Form 10.5.2.: Quarterly Progress Report

S. No.	Performance Standard Indicator	Scores
1	**Drop-out Rate**	**20**
a	Less than 10% drop-out post batch finalization	20
b	Less than or equal to 20 % drop-out but greater than 10% drop-out	10
c	More than 20% drop-out	5
2	**Pass-out Rate**	**10**
a	More than 70% pass-out rate	10
b	Less than 70% pass-out but greater than 50%	5
c	Less than 50% pass-out rate	1
3	**Placement Performance**	**15**
a	70% or more certified trainees are placed and their data uploaded on portal within ninety days from the date of certification	15
b	50-69% certified trainees are placed and their data uploaded on portal within ninety days of date of certification	10
c	0-49% certified trainees are placed and their data uploaded on portal within ninety days of date of certification	5
3.1	**Higher Salary of Candidates (25% more than the salary of semi-skilled labour)**	**5**
a	If 20% of the total placed candidates receive higher salary.	5
b	If 15 % of the total placed candidates receive higher salary.	3
c	If 10% of the total placed candidates receive higher salary.	1
4	**Quality of Training based on Trainee Feedback**	**10**

a	70% or more trainees (whose feedback is captured) at the TC provide satisfactory feedback about the quality of training	10
b	50-69% of the trainees (whose feedback is captured) at the TC provide satisfactory feedback about the quality of training	5
c	Less than 50% of the trainees (whose feedback is captured) at the TC provide satisfactory feedback about the quality of training	1
5	**Submission of Monthly Progress Report (MPR)**	**5**
a	All 3 MPR submitted within 7 days of start of month	5
b	2 MPR of previous 3 month submitted within 7 days of start of month	3
c	1 MPR of previous 3 months submitted within 7 days of start of month	1
d	No MPR submitted or late submission i.e. after 7 days of start of month	0
6	**Marks scored as per MPR of the previous 3 months**	**5**
a	70% and above marks scored in all 3 previous 3 month MPR	5
b	70% and above marks scored in at-least 2 previous 3 month MPR	3
c	70% and above marks scored in 1 of the previous 3 month MPR	1
7	**Whether Male female enrollment ratio is maintained**	**10**
a	If number of females are 100% as per the percentage of female target allotted	10
b	If number of females are 80% and above as per the percentage of female target allotted	5
c	If number of females are 50% and above as per the percentage of female target allotted	1
8	**Average batch size of all finalized batches in a particular center for the current financial year**	**5**
a	If the average batch size of finalized batches is 30	5
b	If the average batch size of finalized batches is between 20 and 30	3
c	If the average batch size of finalized batches is 20	1
9	**Overseas placement of the training centre**	**5**
a	If the overseas placement is 5% and above of the total placed candidates	5

b	If the overseas placement is between 3- 5% of the total placed candidates	3
c	If the overseas placement is between less than 3% of the total placed candidates	1
10	**Enrollment in SC/ ST/ OBC Candidates**	**5**
a	If the ratio of the SC/ ST/ OBC in the total enrolled candidates are 100% as per the census data of 2011 of the respective district	5
b	If the ratio of the SC/ ST/ OBC in the total enrolled candidates are 80 % as per the census data of 2011 of the respective district	3
c	If the ratio of the SC/ ST/ OBC in the total enrolled candidates are 50% as per the census data of 2011 of the respective district.	1
10.1	**Enrollment of Special Category Candidates(Dependents of 1984 riot affected families, Nomads, leprosy patients)**	**5**
a	If the enrolled candidates in the special category are 3% of the total candidates enrolled.	5
b	If the enrolled candidates in the special category are 2% of the total candidates enrolled.	3
c	If the enrolled candidates in the special category are 1% of the total candidates enrolled. .	**1**
Total	1+2+3+4+5+6+7+8+9+10+10.1	**100**

*** 10% marks will be awarded for the training centres in Unserviced block on the overall percentage rating of the training centre.**

Form 10.5.3.: Center wise Grading

S.No	Marks scored as per QPR	Star Rating
1.	90% and above	5
2.	80% and above	4
3.	70% and above	3
4.	60% and above	2
5.	50% and above	1

Form 10.5.4.: Trainee feedback form (to be filled by TSP on portal and the hardcopy of same need to be maintained at center)

Project Name	**MMKSY & MMKY**
Name of training center	
QP Name	
Duration of Course	From: To:
Name of candidate	
Mobile number	
Email ID	

Candidate feedback form

Please give your feedback for the following questions, kindly circle the number that most closely represents your views. Number 5 means Very Good and 1 means Very Poor)

1. How good was the knowledge of the trainers?
   5 4 3 2 1
2. Are the trainers regularly coming to class?
   Yes No
3. Whether you have received the course content and training kit within 7 days of start of training?
   Yes No
4. To what extent has your understanding of the subject improved or increased as a result of the training in your QP/course?
   5 4 3 2 1
5. To what extent have you developed your English skills and computer skills through the course?
   5 4 3 2 1
6. Was the course material provided to you helpful?
   5 4 3 2 1
7. How effective were the practical activities?
   5 4 3 2 1
8. Were the training instructions easy to follow?
   5 4 3 2 1
9. How do you rate the training programme?
   5 4 3 2 1
10. Any other feedback you want to share?
    _____
    ___

(Signature of the Candidate)

Date:

Form 10.5.5.: Draft MoU/Letter of Intent for Industry tie-up

(On Company Letter-head)

It has been mutually agreed that <XYZ Company> registered under Companies Act/Society Registration Act having registration number <xyz registration Number> has hereby agreed for conducting placement for the candidates getting trained under Mukhya Mantri Kaushal Samvardhan Yojana (MMKSY) and MMKY (Mukhya Mantri Kaushalya Yojana) by Training Service Provider located at <TSP Address>. The annual demand by the company for the various QPs are:

S.No	Sector Name	QP Name	Estimated Annual demand

(Add additional rows if needed)

Company Representative Details	TSP Details
<Company Name>	<TSP Name Name>
<Company Representative Name>	<TSP Representative Name>
Designation- <Mention Designation>	Designation- <Mention Designation>
Mobile No- <Mention Mobile No:>	Mobile No- <Mention Mobile No:>
Landline No:- <Mention Landline No:>	Landline No:- <Mention Landline No:>
Email Id:- <Mention Email Id>	Email Id:- <Mention Email Id>
Office Address: <Mention office address>	Office Address: <Mention office address>
_____	_____
Signature along with Company's Seal	**Signature along with Company's Seal**
Dated:	Dated: