Knowledge Sharing Programme

for

Arunachal Pradesh
State Urban Livelihoods Mission

Kudumbashree
Kerala State Poverty Eradication Mission
Deen Dayal Antyodaya Yojana
National Urban Livelihoods Mission

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Arunachal Pradesh
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Kudumbashree
Kerala State Poverty Eradication Mission
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Kudumbashree, the state poverty eradication mission of Kerala has been experimenting various programmes in poverty reduction since its inception in 1998. All these initiatives are being managed through its three tier community based organization network. The present sturdy structure of Kudumbshree CBO network is a result of the rich expertise gained over a period of two decades by capacitating the poor to build their own social institutions to overcome their vulnerability. Tested approaches of Kudumbashree in poverty reduction are now replicated in rest of the nation. In this regard, the Ministry of Rural Development has recognized Kudumbashree as National Resource Organization (NRO) and have a presence in 17 states in India.

This courseware focuses on the framework and the system developed by Kudumbashree for implementing of poverty reduction programmes in urban areas of the state in alliance with the Urban Local Bodies.

We have great pleasure to share our learnings in community organisation and poverty reduction for the implementation of National Urban Livelihoods Mission in Arunachal Pradesh. I hope this capacity building programme being conducted by Kudumbashree for the functionaries of Arunachal Pradesh State Urban Livelihoods Mission will help the state to implement the mission in a successful manner.

With regards,

Thiruvananthapuram
02 December 2018
Chapter 1

Social Mobilization & Institution Development
Lessons from Kudumbashree community based organization network

Introduction:

The National Urban Livelihoods Mission (NULM) shall rest on the foundation that the mobilisation of urban poor households to form their own institutions is an important investment for an effective and sustainable poverty reduction programme. These institutions of the poor would partner with local self-governments, public service providers, banks, private sector and other mainstream institutions to facilitate delivery of social and economic services to the poor.

Thus Social Mobilization and Institution development (SM&ID) is the basic component under NULM which mobilize the urban poor to form their own social institution to come out of poverty and the vulnerability. In Kerala, development of social institutions as a tool for poverty alleviation started in 1998, since the inception of Kudumbashree. Kudumbashree have a three tier structure of community based organization.
Structure and functioning of three tier community based organizations of Kudumbashree and process followed in their daily operation will definitely help in micro level planning and implementing the SMID component under NULM. Therefore the structure, functions and practices of Kudumbashree Community Based Organization (CBO) network is disused in the coming sessions in details.

(NGHs, ADSs and CDSs are similar to SHGs, ALFs and CLFs respectively as per the guideline of NULM, but carry out many more functions beyond the self-help activities)

KUDUMBASHREE

The community based Organisation structure

The Kudumbashree community network lies on the foundation of a three tier structure, with Neighborhood Groups (NHGs) at the lowest level, Area Development Societies (ADS) at the middle level, and Community Development Societies (CDS) at the local government level.

Neighbourhood Groups (NHG)

Neighbourhood Groups (NHGs) are the primary units of the Kudumbashree community organisation. Ten to twenty women from a neighbourhood form a NHG. The membership, structure, and functions of the NHGs are bound by the byelaws of Kudumbashree CDS.

Membership

Membership is open to all adult women, and limited to a single membership per household. If a woman leaves the NHG, another woman from the family can be given membership. Even though membership is limited to one woman per family, other women can also participate in the discussions held at the NHG; they can also attend the training and development programmes that the NHG or ADS organises.

Special NHGs can be formed for the people with impaired speech and hearing, visually challenged persons, physically or mentally challenged persons, people who have been tested HIV positive (or AIDS affected), and destitute families. These NHGs are to be formed with the permission of the government and once formed, will enjoy the same status as any NHG.

Special NHGs can be formed for Scheduled Tribe (ST) communities. If necessary, special ADS covering such special NHGs can also be formed with the permission of the State Mission. Special NHGs can also be formed for mothers of mentally-challenged children or those living with people with special needs.

Activity groups for taking up economic/business activities are formed by drawing in members from one or more NHGs; these members will continue to hold their memberships in the respective NHGs and continue to function as other
members of the NHGs. The activity groups, however, can claim support under eligible programmes including subsidies.

Membership is given to any woman from the neighbourhood desiring membership in a NHG subject to agreeing to work with the NHG, accepting the byelaws. Once a woman gets membership, she signs in the Membership Register of the NHG.

**NHG Structure**

The NHG general body includes all its members. NHG elects a five members Executive Committee consisting of the following positions.

i. President  
ii. Secretary  
iii. Volunteer (Income generation)  
iv. Volunteer (Health and Education)  
v. Volunteer (Infrastructure)

Every NHG elects its Executive Committee in special 'election general body meeting in which only members can participate.

Either president or secretary of an NHG has to be compulsorily a member of a poor (BPL) family. Members from APL families can assume both the roles only in case of absence of members from BPL families. Eligibility for election to the position of president and secretary is limited to two consecutive terms.

**NHG – Functions**

- Regular weekly meetings; secretaries of NHGs are expected to keep updated minutes-books showing details of all meetings.
- Running thrift and credit scheme; NHGs decide on an amount which members should bring for weekly meetings. This money is added to a thrift account. NHGs run an internal lending programme using the money thus saved.
- Maintaining bank account: Every NHG opens a bank account operated jointly by the president and secretary of the group; NHGs can open savings accounts in nationalised, commercial or cooperative banks. All receipts including those of savings are deposited in the bank account on the next working day.
- Account keeping and records: NHG keeps minutes-book, membership register, finance register, consolidation register, passbook, documents relating to affiliation, and other files in formats prescribed by the Mission.
- Participation in Gram Sabha and general neighbourhood group meetings: NHGs take part in the Gram Sabha and related meetings.
- Working with local governments: NHGs work closely with the local governments in its general administration, planning, and plan implementation.
- Gender awareness: NHGs take up studies and awareness programmes on gender and women empowerment.
- Social audit: NHGs ensure participation in Gram Sabha to facilitate social audit.
- Social action: NHGs take initiative to organise Balasabha and similar other programmes.
- Implementation: NHGs plan and implement programmes proposed by the State government and Kudumbashree State and district Missions.
- Basic units of CDS: NHGs work as the basic units of CDSs in realising the objectives of CDSs.
- Bank linkage: NHG establish bank linkage and avail loans for onward lending to members.
- Training: NHGs organise training programmes to equip members in running thrift and credit and micro enterprises.

**Weekly Meetings**

In the meeting which decided on the formation of a neighbourhood groups, decisions are taken on the day and time for weekly meetings. NHGs are expected to hold the weekly meetings at the houses of members in rotation. All members are to attend meetings regularly; even though a quorum of 75% attendance has been fixed for meetings, 100% attendance is expected.

**Thrift and Credit**

In the weekly meetings, members deposit the pre-fixed thrift amount with the secretary and get the corresponding figure entered in the passbook and signed. NHG can issue small loans from the group's savings to its members as per requirement. All decisions are to be taken by consensus or through majority support. All loans are subject to decision of the NHG.

The weekly thrift amount for members is fixed as equal to the weekly savings that the poorest member of the NHG can afford to make. Even though this is the general rule, NHGs may decide to allow reasonable levels of variation in the weekly thrift amount among members. Members who do not have source for savings at all are exempted from weekly savings. However, the exemption is not applicable for membership fee.

In the case of those who have been exempted from weekly savings, their exemption does not prevent them from availing subsidies, financial assistance, and other support provided by the government and other agencies.

Once an NHG is formed, it works for three months with regular meetings and savings by members before it starts internal lending. Loans are approved by consensus or majority decision by the group after examining the demands by members put forward in weekly meetings. It is the prerogative of the group to decide on priority. NHG
charges interest on loans at rates decided by the group.

Members are expected to keep high level of discipline in repaying their loans in instalments as fixed by the NHG. In case of default in repayment, the NHG could resort to the following methods.

Motivating the members to make repayment; CDS members may visit the group to discuss the matter.

- Charging penal interest from defaulters.
- Effecting repayment from the defaulting member’s savings.
- Legal steps

In exceptional circumstances when NHGs face financial crisis due to factors beyond their control, CDS may consider steps to support the NHG.

**Bank Linkage**

NHGs initiate steps to establish bank linkage on completing six months of functioning with regular meetings and savings. The NHGs undergo grading to qualify for bank linkage. Once an NHG is linked with banks, it can avail loan and use the funds to lend to its members. For loans extended to members out of bank loans, repayment terms are fixed based on the repayment requirements of the bank.

**Funds**

NHGs have their own working fund generated from entry fee, membership fee, monthly subscription, interest on internal lending, penal interest, donations, and grants. All the funds are included in the accounts of the NHG and money is kept in the bank account.

**Area Development Society (ADS)**

Area Development Society (ADS) is the middle tier of the Kudumbashree community organisation. ADS is formed at the ward level of the local governments.

**Membership**

All the NHGs within the operational boundary of an ADS that are affiliated to the CDS automatically become members of ADS as well. A NHG can have membership in only one ADS; in rare cases where an NHG has members from more than a ward, the NHG decides on which ADS to take membership in.

ADS is formed if there are at least two Neighbourhood Groups (NHGs) in a ward of a local government. In case a ward has only one NHG, till the time another NHG comes up there, it is affiliated to the ADS in the adjacent ward.

**ADS Structure**

An AD forms its general body with the presidents, secretaries, and the three volunteers (concerned with income generation, health and education, and infrastructure) of all the neighbourhood groups in its geographical area.

ADS has a seven-member Executive Committee elected from its general body. There are three office bearers, elected
from among the members of the Executive Committee:
- ADS chairperson
- ADS vice chairperson
- ADS secretary

An individual cannot hold any of the above three positions for more than two consecutive terms. In addition to the seven members of the Executive Committee, the following ex-officio members are part of the ADS general body and Executive Committee:
- CDS/Anganwadi worker
- Saksharata Prerak
- Two experienced members co-opted to the Executive Committee from among the former office bearers as per the decision of the current Executive Committee
- Junior Public Health Nurse working in ward.

The size of the Executive Committee has been limited by byelaw (2008) to 15. The Executive Committee after assuming office, decides on the ex-officio members to be included in the committee in the very first meeting itself, so that the latter can start attending the second meeting onwards.

The ADS Executive Committee from among the members of the committee selects three volunteers:
1. Volunteer (Income generation)
2. Volunteer (Health and Education)
3. Volunteer (Infrastructure)

The Executive Committee also decides on the individual responsibility of members in monitoring and supervising NHGs.

**ADS – Funds**
- ADS has its own fund. ADS is entitled to 25% of the annual subscription charges that the CDS gets from the NHGs.
- Proceeds from ADS activities such as those relating to Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and any other donations or contributions approved by the CDS add to the ADS’s working fund.
- ADS keep its funds in a bank account jointly operated by the chairperson and secretary; all expenses are made subject to the approval of the Executive Committee.

**Community Development Society (CDS)**

Community Development Society (CDS) is the apex body of the three-tier Kudumbashree community organisation. It functions at the local government level, in both rural and urban areas. While typically there is a CDS per local government, there can be more CDSs for urban government institutions with relatively large number of NHGs and ADSs.

**Objectives**
- To work towards women empowerment, local economic development, and poverty eradication through the three-tier community organisation consisting
of Kudumbashree Neighbourhood Groups (NHG), Area Development Societies (ADS), and Community Development Society (CDS).

- To look after the expansion of the NHG network, coordination and monitoring of NHGs and ADSs within the local government area.
- To work as a voluntary apex collective for the social, economic, cultural, and intellectual development of Kudumbashree NHGs.
- To function as a community monitoring agency in the preparation of development plans of the local governments as well as in their implementation and monitoring.
- To participate in the activities for strengthening of local self-government institutions and for good governance.
- To participate in activities relating to strengthening local level planning and for quality improvement.
- To take part and provide leadership in development planning in areas such as local economic development, poverty eradication, Women Component Plan (WCP), women empowerment, and good governance.
- To plan and implement local development activities for livelihood enhancement in general and poverty eradication and women’s welfare programmes in particular as entrusted by the local self-government institutions.
- To provide leadership to NHGs in efficient conduct of thrift and credit programme.
- To link NHGs with government departments, development agencies of the government, financial institutions and other relevant agencies, help them in availing shares of cooperative institutions, making deposits, and availing credit with the objective of improving the economic independence of the people of the area in general and the NHGs in particular.
- To encourage and support NHG members in finding self-employment opportunities and managing initiatives in self-employment.
- To provide training to member families for social and economic empowerment.
- To take up and implement programmes for local economic development.
- To engage in activities for ensuring the rights of persons with mental or physical disabilities, marginalised sections, and children, and work towards ensuring social justice for them.

**Membership**

In the case of CDS, members are NHGs, and mode of membership is affiliation of the NHG with the CDS. The NHG seeking affiliation fills up an ‘affiliation form’ and submits it to CDS through ADS. The NHG is liable to pay an affiliation fee and annual subscription at
rates fixed by the State government. NHG gets an ‘affiliation certificate’ on completing the process for affiliation. Each NHG has a unique ‘affiliation number’, which is recorded in the ‘affiliation certificate’. CDS keeps an ‘affiliation register’ with details of affiliated NGOs.

Only the Kudumbashree women NHGs working under the auspices of the local government are eligible for affiliation. Other women Self-Help Groups promoted by any government agency or local self-government institutions should be brought into the Kudumbashree CDS structure before affiliating them.

**CDS – Structure**

The CDS general body is composed of all the members of the seven-member Executive Committees of all the ADSs within the local government area (or the operational area of the CDS if there are more CDSs).

CDS Executive Committee consists of one representative of every ADS within its area. The number of members in the Executive Committee is equal to the number of ADSs.

Executive Committees of all the ADSs hold special meetings to elect their representative to the CDS Executive Committee. The Executive Committee of the CDS selects two office bearers – Chairperson and Vice Chairperson. An individual can hold either of these positions only for a maximum of two consecutive terms of three years each.

Ex-officio members of the CDS Executive Committee and general body are:

- Five women ward members / councillors nominated by the local government.
- Two experienced former office bearers of the CDS, selected by the current Executive Committee.

In addition to the two ex-officio members typically selected by the Executive Committee in its first meeting after election, CDS can bring in appropriate officials as invitees to the committee. Each member of the Executive Committee gets the responsibility of an ADS; this is allotted in the first meeting of the committee. Voluntees (for income generation, health and education, and infrastructure) are also selected in the first meeting.

As per the CDS bye-laws, proportionate SC/ST participation is to be ensured in the general bodies and Executive Committees of CDS and ADSs.

**CDS – Funds**

Kudumbashree CDS has a working fund of its own. Entry fee/ affiliation fee, annual subscription, donations, grant received from government, the three-tier local government, other organisations, individuals, and financial institutions, earnings from economic activities, and incomes from regular activities are added to the working fund.

CDS keeps its savings account in a nationalised, commercial, or cooperative
bank. The account is jointly operated by the chairperson and member secretary subject to approvals and decisions by the Executive Committee.

Kudumbashree community is arguably one of the largest women’s networks in the world covering more than 42 lakh women, 261,000 NHGs, 19,773 ADS, and 1,072 CDS. Kudumbashree was also recognized as a National Resource Organization (KS-NRO) in the year 2012 by the Ministry of Rural Development (MoRD), Government of India.

While the community network is formed around the central themes of poverty eradication and women empowerment, its main features include democratic leadership, autonomy, accountability and collectivism.

The Mission has been focussing mainly on three domains through its programmes- Economic Empowerment of the poor and contribution to the local economic development, Social Empowerment for the inclusion of the most destitute and disadvantaged and Women Empowerment for their mass mobilization to achieve the larger goal of development and poverty eradication. A number of schemes and programs have been launched under each domain promoting micro credit, micro enterprises, local economic development, social equity, skill development programs as well as specific schemes for vulnerable sections of the society.

The advantage of this system is that it is managed wholly by the representatives of the poor and has the leverage of a non-governmental organisation, which helps in channeling additional resources from various sources both internal and external. The CDS at local body level facilitate both autonomy and effective linkage with Local Self Governments.

**Anti-Poverty Sub-Plan**

The aspirations of the poor along with their genuine demands voiced out in the NHG meetings form the “micro-plans”, and will be scrutinized and prioritized to form a mini-plan at the level of ADS. After consolidating the mini-plans by judicious prioritization process at the level of CDS, the “CDS Plan” is formed which is also the “anti-poverty sub-plan” of the Local Self Government.

Preparation of micro, mini and CDS plans facilitate the poor to participate in planning process as a major stakeholder. The local body monitors the implementation of the plan and thereby proper linkage, coupled with autonomy is ensured in the CDS system.

caused mainly due to the result of unequal access of distribution of wealth and resources. The resources meant for the poor through various antipoverty programmes have not been reaching the deserving families due to weaknesses in

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**Role Kudumbashree CBOs in Poverty Eradication**

Kudumbashree Community Structures other than participating in the planning process, the work done for eradication of poverty is worth mentioning. Poverty is
the transfer process. The poor were destined to receive the benefit only as doles of charity. The poor are their basic human rights. This denial or rather deprivation is checked in a big way through the implementation of Kudumbashree. In a nutshell, in Kerala Kudumbashree is perceived and accepted by all Local Self Governments as a further step to decentralisation process.

New SHG formation under NULM:

Process / strategy adopted for new SHG formation:

As per the evaluation studies, two types of exclusions were noticed. In the first case, there are families who dint take/get membership in the NHGs even though there is an NHG operational in the area. In the second case, urban poor families in some pockets like slums like dwellings and costal belts are not mobilized Kudumbashree community based organization networks. The percentage of excluded families is small, but not negligible. Identification of excluded pockets, we have initiated a mapping at ADS level and also initiated a mapping of excluded families in all the NHGs. Corrective action are initiated on the basis of the report of this mapping.

In this mapping process, the local ward counselors, ALF representatives, Anganwady workers, ASHA worker, CLF representatives etc. were involved. This strategy had yielded great results and new NHGs are formed in many locations. For instance, the homeless incapacitated and are vulnerable to all calamities including environmental degradation. They were even denied of rehabilitation. In Kerala we have been doing the formation of new SHGs since 1998, since the inception of Kudumbashree. In some locations it, there is 100% coverage. Still there are some excluded areas in the state especially in the urban areas. So the mission have adopted a strategy for inclusion of those families who are excluded due to the socio-political and other reasons. rehabilitated in the residential complexes constructed under RAY/PMAY were organized into the CBO network through this drive. In addition to the thrift, credit and other routine NHG activities, they are now maintaining the common amenities in these residential complexes.

Involvement of Resource Organization (RO):

In Kerala since 1998 NHGs are formed and federated in to ADSs and CDSs. The CCDs, the top level structure of the community structure are registered under Societies registration act. Thus the CDSs having prolonged experience in the field of Social mobilization were designated as Resource Organisation.

As per the NULM guidelines CBOs can be engaged to form new NHGs and capacitate them and federate them in to ALFs and CLFs.

In Kerala we designated the CLFs (they are CBOs of Kudumbashree network having good experience in social
mobilization and poverty alleviation activities) as Resource Organizations’ (RO) under NULM. All the CLFs in the urban area are designated as ROs. Altogether we have designated 130 CLFs as ROs from 93 ULBs in the state.

**RO ACTION PLAN**

Each resource organization prepares their Action plan at ALF level with the help of their respective CMMUs. In a state level work shop, the ROs are trained to prepare the action plan using a format approved by the state mission.

The major milestones envisaged in the Community Mobilization Plan of ROs are given below.

**A. Identification of Excluded areas and formation of New NHGs**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>A1</td>
<td>Mapping of Excluded locations/household for identification of excluded persons</td>
</tr>
<tr>
<td>A2</td>
<td>Conduct preliminary meetings at the local level</td>
</tr>
<tr>
<td>A3</td>
<td>Orientation camps and Formation of groups</td>
</tr>
<tr>
<td>A4</td>
<td>Formation of NHG and conduct of election</td>
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<tr>
<td>A5</td>
<td>Affiliation process</td>
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**B. Capacity Building new SHGs**

<table>
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<tr>
<th>Sl No</th>
<th>Activity</th>
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<tbody>
<tr>
<td>B1</td>
<td>Conducting training on module 1</td>
</tr>
<tr>
<td>B2</td>
<td>Conducting training on module 2</td>
</tr>
</tbody>
</table>

Suggested topics for capacity building Module 1 (Basics of SHG, its functions, how to conduct the SHG meetings, Documentation of meetings, thrift and micro credit, loans and repayment, roles and responsibilities of the members of the SHG) & Module 2 (Book keeping and accounting, NULM programme and its various benefits, bank transaction, financial literacy, communication, conflict resolution, team building, self assessment)

**C. Financial Inclusion Activities**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>C1</td>
<td>Opening of account for new SHG</td>
</tr>
<tr>
<td>C2</td>
<td>Opening accounts for the SHG members</td>
</tr>
<tr>
<td>C3</td>
<td>Arranging financial literacy campaign for the new SHG members</td>
</tr>
<tr>
<td>C4</td>
<td>Inclusion of new SHG members in Life insurance / health insurance / pension schemes</td>
</tr>
<tr>
<td>C5</td>
<td>Arranging linkage loans for the new SHG</td>
</tr>
</tbody>
</table>

**D. Hand holding support**

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<tr>
<th>Sl No</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>D1</td>
<td>RO representative participating in the meetings of the new SHGs (monthly once)</td>
</tr>
</tbody>
</table>

**E. Revival of dysfunctional NHGs**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Activity</th>
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<tbody>
<tr>
<td>E1</td>
<td>Identification of SHGs those are to be revived</td>
</tr>
<tr>
<td>E2</td>
<td>Conduct preliminary meetings with the existing members</td>
</tr>
<tr>
<td>E3</td>
<td>Revival activities of the groups</td>
</tr>
<tr>
<td>E4</td>
<td>Conduct election to identify new office bearers</td>
</tr>
<tr>
<td>E5</td>
<td>Re - Affiliation process</td>
</tr>
</tbody>
</table>
RO representative needs to attend the meeting of revived SHGs on a regular basis to provide hand holding support.

**F. Capacity Building of revived NHGs**

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<table>
<thead>
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<tbody>
<tr>
<td>F1</td>
<td>Conducting training on module 1</td>
</tr>
<tr>
<td>F2</td>
<td>Conducting training on module 2</td>
</tr>
</tbody>
</table>

**G. Financial Inclusion activities of Revived NHGs**

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>G1</td>
<td>Opening of account for NHG (in case if the NHG do not have an account)</td>
</tr>
<tr>
<td>G2</td>
<td>Opening of bank accounts for the NHG members – those who do not have an account</td>
</tr>
<tr>
<td>G3</td>
<td>Arranging financial literacy campaign for the SHG members</td>
</tr>
<tr>
<td>G4</td>
<td>Inclusion of SHG members in Life insurance / health insurance / pension schemes</td>
</tr>
<tr>
<td>G5</td>
<td>Arranging linkage loans for the new SHG</td>
</tr>
</tbody>
</table>

**ROLES & RESPONSIBILITIES RO**

CDSs need to fulfill different responsibilities as ROs in addition to their usual role as Community Development Societies (CDS).

Their prime responsibility is to find out the excluded population of urban poor from within the geographical area of their operation and include them in the new SHGs formed (principle of universal inclusion) under NULM and affiliate them. In order to achieve this they need to conduct social mapping using the PRA techniques.

SULM manages the capacity building initiatives for the RO functionaries. SULM also arranges Training or Trainers for the RO functionaries.

Capacity building of the SHGs, Financial Inclusion activities, Hand holding support for thrift and credit operations etc. is the other major responsibilities of RO.

RO should also carry out regular hand holding support to the SHGs for a period of 15 to 24 months. During this period the representatives of RO will attend the SHG meetings (minimum - once in a month) and provide all sorts of help to improve the performance of the SHG. At the end the RO should support the SHG to get a proper audit report and an excellent grading.

**MILE STONE BASED PAYMENT TO ROS**

The major responsibilities of the Resource organization are; 1. Formation of new SHGs in the excluded areas, 2. Revival of Dysfunctional SHGs formed under SJSRY. To carry out these tasks, the ROs have to systematically accomplish various mile stones defined by the state urban livelihoods mission (see the table below). Therefore to achieve the output/outcome in time the payment also will be released on the basis of the achieving these mile stones. These major mile stones and the rates against achievement of each mile stone is given in the below table.
For conducting these activities the ROs will get output based payment on completing each milestone as mentioned below.

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Activities to be covered</th>
<th>Financial support Amount in INR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>I. Expenditure claim per SHGs for new formation</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Formation of new SHG by including the excluded among the urban poor after conducting a mapping exercise. Affiliate them to the CDS.</td>
<td>Rs. 1000</td>
</tr>
<tr>
<td>2</td>
<td>Inclusion of all members of one SHG to life insurance, health insurance and pension scheme.</td>
<td>Rs. 500</td>
</tr>
<tr>
<td>3</td>
<td>Conduct training to all the members of the SHG in module 1 (topics mentioned above)</td>
<td>Rs. 2000</td>
</tr>
<tr>
<td>4</td>
<td>Conduct training to all the members of the SHG in module 2 (topics mentioned above)</td>
<td>Rs. 2000</td>
</tr>
<tr>
<td>5</td>
<td>Open bank accounts to all the SHG members, financial literacy campaign, and support to get linkage loan to the SHG.</td>
<td>Rs. 500</td>
</tr>
<tr>
<td>6</td>
<td>Han holding support for a period of 24 months (at least once in a month the CDS representative should attend the SHG meeting)</td>
<td>Rs. 2400</td>
</tr>
<tr>
<td>7</td>
<td>Getting a clean audit report to SHG</td>
<td>Rs. 500</td>
</tr>
<tr>
<td></td>
<td><strong>II. Expenditure claim per SHGs for Revival</strong></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Data collection and enter in to the NULM – MIS</td>
<td>Rs. 200</td>
</tr>
<tr>
<td>2</td>
<td>Inclusion of all members of one SHG to life insurance, health insurance and pension scheme.</td>
<td>Rs. 500</td>
</tr>
<tr>
<td>3</td>
<td>Conduct training to all the members of the SHG in Module 1 (topics mentioned above) maximum amount for one person – Rs. 100/-</td>
<td>Rs. 1500</td>
</tr>
<tr>
<td>4</td>
<td>Conduct training to all the members of the SHG in Module 2 (topics mentioned above) maximum amount for one person – Rs. 100/-</td>
<td>Rs. 1500</td>
</tr>
<tr>
<td>5</td>
<td>Open bank accounts to all the SHG members, financial literacy campaign, and support to get linkage loan to the SHG.</td>
<td>Rs. 500</td>
</tr>
<tr>
<td>6</td>
<td>Han holding support for a period of 24 months (at least once in a month the CDS representative should attend the SHG meeting)</td>
<td>Rs. 2400</td>
</tr>
<tr>
<td>7</td>
<td>Getting a clean audit report to SHG</td>
<td>Rs. 500</td>
</tr>
</tbody>
</table>
RF DISTRIBUTION

Revolving Fund support (RF) to SHGs and ALFs are given as per the guidelines of the NULM. For SHG the amount is Rs. 10000/- and for ALF it is Rs. 50000/-. SHG have to fulfill the following conditions to receive revolving fund support from NULM.

1. 70% members should be from urban poor population
2. SHG shall meet once in every week
3. All documents should be in order and updated
4. 90% attendance in all the meetings of the SHGs
5. 3 months in existence
6. Shall have a bank account

In this case also the amount directly goes to the account of the SHG from the ULB. The ALFs utilizes the revolving fund for providing immediate and short term support to the NHGs and the self employment ventures functioning under the ALF.
EMPLOYMENT THROUGH SKILL TRAINING AND PLACEMENT

Skill Development

Skills mean the ability to apply knowledge and use know-how to complete tasks and solve problems. Skills are described as cognitive (involving the use of logical, intuitive and creative thinking) or practical (involving manual dexterity and the use of methods, materials, tools and instruments).

India has a large working age population of 15 to 59 years of age which can make a significant contribution to the country’s growth provided it is equipped to be productive. This working age population is estimated to rise by many times over the coming decades. This rise would escalate the number of people in the unorganised sector of work unless they are encouraged to acquire the right set of skills and knowledge and prepared for employability. Also this will ensure India’s competitiveness in the global market.

There are likely chances of more jobs being created in the future but definitely unlikely that the employers invest in skilling the employees. Also, the employees themselves are constrained to mobilise their own resources for up-skilling themselves. Further, if the current situation is any indication then there are very few job ready workers available in the
Migrant Labour In Kerala

market. So, it is not only the growing young workforce that needs to be trained with the market savvy skills but also the middle-aged who lack the require competency to move up the ladder of growth. When these individuals are up-skilled in the current economic space their chances of acquiring better employment opportunity increase.

Skills and knowledge are the driving forces of economic growth and social development of a country. In rapidly growing economies like India with a vast and ever-increasing population, the problem is two-fold. On one hand, there is a severe paucity of highly trained quality labour; while on the other large sections of the population possess little or no job skills. Countries with higher and better levels of skills adjust more effectively to the challenges and opportunities of world of work. As India moves progressively towards becoming a ‘knowledge economy’ it becomes increasingly important that the country should focus on advancement of skills and these skills have to be relevant to the emerging economic environment.

Employment through Skill Training and Placement (EST&P)

It is in this context (described above) a component -‘Employment Through Skill Training and Placement’ (EST&P) is incorporated in National Urban Livelihood Mission NULM)to cater to the needs of the vulnerable in urban areas so that they could access skilled employment opportunities and succeed in attaining better quality of life on a sustainable basis. The mission provides skill training to the urban poor so that they can set up self-employment ventures or secure salaried employment.

CAPACITY BUILDING NEEDS IN SKILL DEVELOPMENT

The field functionaries of NULM need to build their own capacity in order to help the urban poor. Firstly, they should know the nitty-gritty of the entire skilling programme of NULM as it entails not just training but also assessment and certification leading to sustainable job placement. Secondly, they have to have a fair idea of the skills that are required in the market both age-wise as well as gender-wise so that they can assist the urban poor to choose a course and select a livelihood option. Also should have clear cut idea about the content and job role of all available courses. Thirdly, they must be in a position to assess the competence of the training providers and to effectively monitor the training process to ensure quality. Fourthly, they need to support the trainees/beneficiaries in procuring and sharing information on the various government and private initiatives in employment.

MOBILISATION OF CANDIDATES

Reaching at the real beneficiaries and meaningfully assisting the unemployed urban poor to have their choices of livelihood is the first step in the success of EST&P component. The opportunities opened to the urban poor through this programme needs to be communicated at field through various channels. In addition the unemployed urban poor needs to be given opportunity for individual interaction on the courses suitable for him/her, content of the courses, job role, employment potential etc. If this process of mobilisation is organised effectively with
a learned skill professional the mission can find right persons for the right jobs.

**PROCUREMENT OF SERVICE FROM STPS**

The outcome envisaged from the skill training programme is nothing but placement of beneficiaries in lucrative employment. To achieve this outcome, there is no panacea other than transforming the candidates as skilled in all respects in the concerned job role. This is a challenging task and the skill training providers have to play a decisive role in this process. Therefore selection of competent skill training providers in vital in the success of the project.

Skill Training Providers (STPs) are selected through a two stage service procurement process. The first stage in this process is empanelment. The agencies are empanelled for conducting specific courses in their core competency areas by inviting expression of interest from the eligible training institutes. This empanelment will be valid for three years. Every year or as per requirement Request for Proposal (RFP) are invited from the empanelled skill training providers for conducting skill training courses for which they are empanelled. Mission will evaluate the proposals on merit and will allot city specific and courses specific targets to the STPs.

**Expression of Interest**

Expression of interest shall be invited from the skill training institutes for empanelment as a Skill Training Provider under NULM. The agencies have to submit their EoI along with all credentials to prove their competency and eligibility.

Following academic documents are required for conducting a vocational training course. The STPs shall submit these documents along with Expression of Interest (EoI) for empanelment (first stage).

1. Syllabus
2. Activity cum Lesson Plan
3. Participant Guide
4. Assessment Guide
5. Trainer Guide

In addition to these academic documents, the agencies shall submit all other documents like audit reports, training and placement track records, affiliation certificates, net worth status certificates etc to prove eligibility.

**Request for Proposal (RFP)**

Request for proposal will be invited in the second stage of procurement of service. This RFP will be issued as per needs of the mission. For example, before the start of a financial year State Urban Livelihoods Mission (SULM) will plan to impart skill training to a certain number of candidates. This time SULM will issue a RFP to the empanelled STPs and the STPs will submit their proposal as per capacity to train and place the candidates in the job roles listed for them. After evaluating the proposals of
all the STPs, SULM will award the target to the STPs as per the annual work plan of the state. In case SULM plans for self employment ventures in a particular trade, then also RFP can be issued to procure the service of the STPs to train candidates in this specific trade. However, in all the cases RFP will be closed one and limited to the STPs empanelled in the first stage.

**Evaluation of Proposals**

Quality based selection process will be adopted by NULM for appraisal of the proposal and selection of STPs. As there are clear-cut cost norms regarding per hour rate for various categories of the trainings under NULM, marks will be assigned only for the quality of proposed inputs and offered training outcomes while evaluating the proposal. Appraisal of the proposal for work award will be done on the basis of ten parameters (detailed in coming section)

The proposals prepared by the STPs must be direct, concise, and complete. SULM will evaluate the proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Proposal shall be prepared and Submitted only for the courses which have potential for placement on a salary specified as per NULM norms. Proposals submitted by the non-empanelled agencies will not be considered.

**RFP Appraisal Parameters**

The merit of the proposals submitted by the empanelled STPs will be evaluated by an internal committee based on the appraisal parameters given in this RFP. State Urban Livelihoods Mission will have the sole discretion to accept or reject any proposals submitted by the empanelled STPs. The decision of the SULM shall be final. The proposal will be evaluated on the basis of the following appraisal parameters.

1. The Linkage of the agencies with reputed placement partners.
2. The initial salary offered for the candidates (In the trained job role only)
3. Location of placement offered (In the trained job role only)
4. Reputation of the institutions agreed for OJT if any
5. Support for internship with co-funding from industry if any.
6. Availability of (or their capability to arrange) the training infrastructure in the proposed location.
7. Availability of quality faculty and master trainers.
8. Certification arrangements.
9. Quality of Teaching learning materials and teaching methodology.
10. Training and placement track record of the agency in the course for which RFP is issued.

While preparing the proposal, the STPs shall keep in mind both the outcome envisaged by mission and the real aspirations of the unemployed/underemployed urban
poor. In order to get more lucidity on the appraisal parameters and its linkage to the mission objectives following explanations may be referred.

(1) The Linkage with reputed placement partners: The linkage of the organisation with the reputed industries/service sector units are critical to the in the performance of an organisation working in the field of placement linked skill training. Establishment of better linkage will be possible only to the organisations that have a brand image of producing employable hands through the skill trainings. In other words, the organisation have to meet with the aspirations of the industry in terms of process, professional knowledge, professional skills, core skills and responsibility of the candidates passing out from the particular Training Institute. The linkage of the STP with the placement partners will be assessed on the basis of the number of candidates so far placed by the agency.

(2) The initial salary offered: The aspirations of the prospective beneficiaries through skilling are to get inducted to a sustainable livelihoods choice which will eventually lead to a better living standard. Correspondingly the mission also envisages for an inclusive growth through increased contribution of the urban poor to the economy. Therefore, in any case, the outcome should not be supply of cheap labour to the industry, but to supply technically skilled manpower worth to employ for a better salary. It should be higher than the sum paid to the unskilled counterparts in the sector. However the salary may vary depending upon the availability of labour and the competency of the person employed. This parameter is set on a presumption that at least 50 per cent of the candidates enrolled after multiple screening process will have a better aptitude for the specific trade and will be trainable to make them as an employable hand. In addition the placement should be given in the trained job role itself, so as to enjoy the scope for carrier development in the future. Minimum monthly salary prescribed for the candidates placed under NULM is ₹8000 and proposal with an offer below this amount will not be considered in normal conditions.

(3) Location of placement offered. No one will be willing to migrate to an unknown destination leaving their family at home if a lucrative livelihood option is available in their hometown or state. During mobilisation of candidates, the option regarding the location of placement given by the applicants reiterates this fact. Only a small percentage of the prospective beneficiaries have opted for placement outside the state. In this circumstance, mission does not promote migration in usual cases. At the same time many of the prospective beneficiaries seek oversees employment as it is normally more remunerative than other options. Therefore mission will give preference
for employment inside the city/state and also for overseas employment.

(4) Reputation of the institutions agreed for OJT: On the job training in reputed institutions will give the candidates exposure to good work culture and professional etiquettes.

(5) Support for internship with co-funding from industry: Internship with stipend will make the hands on training more formal and systematic. In addition it will be a support for the poor candidates to sustain. Above all, it is an indicator for the efficiency and network of the agency and confidence of the industry on the training agency.

(6) Availability of the training infrastructure in the proposed location: Availability of the training infrastructure in the proposed location will help to start the skill training in the planned timeframe itself. Therefore, preference will be given to the agencies having centres in the proposed location. In addition the STPs can even start training for a batch of any size as per the requirement of NULM, if the centre is already functioning and trainers and space is available.

(7) Availability of quality faculty: No doubt, quality trainers are a detrimental factor for the outcome of the skilling process. Salary and other emoluments provided by the organisation is a factor to attract quality faculty to the STP.

(8) Assessment arrangements: Assessment of candidates under NULM shall be done either by SSC or by NCVT. Therefore the agencies having assessment arrangements particularly in the proposed centres will be given preference.

(9) Quality of Syllabus, Teaching-learning materials and teaching methodology: Though NOs are prescribed for each job role by sector skill councils and assessment is made on the basis of these NOs, detailed syllabus, activity cum lesson plan, Teaching-learning materials and the teaching methodology of the particular STP makes difference in the industry acceptance of the candidates. Therefore the Skill Training Providers should have a systematic plan before the commencement of the training. Therefore input materials have to be enclosed with the proposal so as to enable appraisal of the input standards.

(10) Training and placement track record: The track record of the agency in the immediate past in placement will give SULM a confidence to entrust the assignment to the particular STP. Placement track record in the particular trade for which the RFP is issued will be considered primarily. Accepting the candidates by a reputed organisation can be considered as an indicator for the quality of the skill training carried out by the STP.
Selection and Engaging of STPs

The Proposals from the STPs which meet the requirement of the mission on the basis of the above mentioned criteria will be accepted and targets will be assigned to the STP with time line. A work order will be issued to the selected STP in this regard. The selected STPs shall execute and MoU with the State Urban Livelihoods Mission in the prescribed format which includes undertaking from the STP to comply with all conditions of the NULM Guideline and orders thereon issued by the state mission. The STP should sign this MoU within seven days from the date of receipt of the work order. The selected STP should start the training programme within 30 days from the date of intimation of selection.

Work Order

The State Urban Livelihoods Mission will issue a work order to the selected STP with a direction to start the training programme not later than 30 days and to enter into a MoU with SULM within seven days. Work order will be conditional and the STP shall commence the training only after getting due approval of the training centre. The SULM officials will conduct an inspection before the issues approval to the training centre. If the centre is found suitable as per NULM standards SULM will issue Training Commencement Order (TCO) to the STP.

Setting up of the Training Centre

On receiving the work order, the selected skill training provider should take immediate steps to set up the training centre in the proposed city in a location in conformity with the norms laid down by State Urban Livelihoods Mission. After setting up the training centre with all required equipments, physical infrastructure, qualified trainers, required number of teaching learning materials etc the STP should prepare a Readiness Assessment Sheet (RAS) in the prescribed format (Standard sheet 1) and intimate the readiness to the concerned CMMU with a copy to the SMMU. One sheet shall be kept at the training centre. This readiness assessment sheet should reach the CMMU/SMMU not later than 20 days from the date of the work order. The CMMU will conduct an inspection of the training centre within three days from the receipt of the RAS and readiness intimation from the STP. The City Mission Management Unit will immediately intimate the STP regarding the short comings if any found as per the Training Operational Procedure of NULM. The short comings will be intimated in writing under two heads (a) Minor issues and (b) Major issues. In case of minor issues that are rectifiable before the training commencement date/batch freeze date, SULM will give conditional sanction for starting the training. In such cases STP should give an assurance in writing (In sheet 1J). The STPs can also arrange separate classrooms as per standards for NULM in a regular training centre of the STP in the proposed location.
TRAINING OPERATIONAL PROCEDURE FOR NULM

Training Curriculum

The National Occupational Standards (NOS) have been developed by various Sector Skill Councils under NSDC. The NOS specify the standard of performance an individual must achieve for carrying out a function in the workplace. The NOS are laid down by the employers through the Sector Skill Councils under NDSC. The NOS and identified Job Roles are in accordance to the standards prescribed under the National Skills Qualifications Framework (NSQF) as mentioned in the National Skill Policy.

In addition the Ministry of Labour & Employment has designed curriculum for a list of Modular Employable Skill (MES) courses under the Skill Development Initiative Scheme. The curriculum of the NSQF aligned MES courses as provided by MoL&E also will be followed for the skill training courses under NULM.

All Skill Development courses offered under the scheme framework must conform to the National Skill Qualification Framework (NSQF) notified on 27.12.2013 which provides for transition of all training/educational programmes/courses so as to be NSQF compliant.

In addition to the skill training on specific trade related skills, the training course modules should have the following modules integrated into the course curriculum as per the requirement for each job role.

a. Soft Skills – Basic Communication skills (in English and local language), Basic computer operations (for courses other than computer training), Professional Etiquettes, grooming etc.

b. Financial Literacy – Orientation and awareness on savings, credit, subsidy, remittance, insurance and pensions.

c. Other government schemes – the candidate may also be provided information regarding other government schemes (including other components of NULM) and entitlements for poverty alleviation. The ULB should facilitate access to such schemes and entitlements for the urban poor.

Soft skills (which would include computer literacy, language and workplace inter-personal skills relevant for the sector/trade) would be an integral part of the skills training process and must be suitably integrated into the course modules of all the above-mentioned categories in section.

On the Job Training (OJT). Depending on the nature of the trade, the STP should arrange On the Job Training for the batch in the reputed industries in the nearest locations. However the duration
of OJT should not exceed one third of the total training hours.

3.1.7. Similarly the live distance learning with a trainer is a class room also should not exceed 30% of the total class room session.

**Finishing and work readiness module:** The STP should mandatorily have a finishing and work readiness module as a part of the curriculum. It should preferably be done in the finishing and work readiness centres established by the STP and located in places with high concentration of job opportunities. The time earmarked for this module should be minimum 24 hours.

In completing this module, the STP should ensure the following:

- Arrange high quality trainers who are adept at providing inputs that ensure high success rates at placement interviews and post placement retention.
- Arrange at least two alumni meets – first at the beginning of the training and the second at the end of the training to motivate the trainees.
- The last few days should be used to bring prospective employers to the centre for on campus recruitment.
- Provide support for finding alternate jobs in case the initial placement is not successful.

The lesson plan given in the proposal should indicate that when the training as per this module will be done.

**Input Standards**

While the STPs ensure that the outcomes are achieved as per NULM Norms, quality standards of the following inputs may also be considered so as to ensure that adequate training infrastructure and capacity exists:

(i) The overall training infrastructure specially the training aids and equipment being as per industry benchmarks.

(ii) Trainers with suitable qualifications/experience being hired and each trainer to having undergone Training of Trainers (ToT).

(iii) Industry relevant content (In the form of Participants Guide Trainer Guide and assessment guide) appropriate to the learning groups, and conforming to the requirements of NSQF/SDIS based on the model curriculum published.

(iv) CCTV recording with audio capture of the entire training sessions

(v) Training and Assessments being video recorded

**Placement services**

3.3.1. The STP shall work towards providing job-placement or setting up self-enterprise for all the successful candidates. It is mandatory for the STP to provide placement / support for setting up of self-enterprise for minimum 70% of successfully trained candidates, inability to do so shall result in suitable penalty as provided in the terms & conditions of the contract with STPs. On successful completion of the
training, the candidate shall be provided placement in suitable job by the STP within one month of completion of the training and certification. It is the choice of the candidates to opt self employment or salaried employment. The prospective beneficiaries shall opt their choice during the orientation programme done by the city mission management units. Number of aspirants for self employment and salaried employment among the prospective beneficiaries will be celery mentioned in the accepted proposal and the STP shall work towards achieving this goal.

**Salaried Employment:** In case of courses provided for wage employment, the STPs should ensure at least 70% placement for the successfully completed trainees for which payment is released to the STP from the State Urban Livelihoods Mission (SULM). The agencies should arrange placement on a salary not below the minimum monthly salary offered in their original proposal submitted for empanelment. However, in any case it should not be below the minimum wages prescribed in the state for each job role.

In case of re-skilling or skill up-gradation of persons already engaged in an occupation, at least 70% of such persons shall have an increase of at least 3% in remuneration within 6 months of completion of the skill development training.

**Self-employment** In case of self-employment, candidates should be employed gainfully in livelihood enhancement occupations which are evidenced in terms of trade license or setting up of an enterprise or becoming a member of a producer group or proof of additional earnings (bank statement) or any other suitable and verifiable document agreeable to SULM. The STPs should support the individual/group for preparation of proposal, business plan, procurement plan and should provide support for branding and marketing also. In case of the candidates who want to set up self employment enterprises, the STP should track the candidates for a period of 12 months after the commencement of the enterprise and should submit the proof for their income to SULM.

**Additional incentive for STPs:** For outcome achievement above 70% to 85%, the training provider shall be paid an additional amount of ₹ 3000 per candidates. If the outcome achievement is above 85%, the training shall be paid an amount of ₹ 5000 per each candidates.

**Location of the Training Centre**

The STPs should conduct the skill training inside the mission cities itself in case of non residential training. In case of residential training, SULM will specify the location of the centre or should agree with the location proposed by the STP. The remaining details regarding the location and accessibility is given in para No 3.12 of the section Training Operational Procedure coming sections.

**Cost of the Training**

Ministry of Housing and Urban Poverty alleviation has notified per hour rates for various levels of the training. This cost will be strictly followed.
The cost of the training (approved base rate per hour) should include all costs required to carry out the responsibilities of the STPs as per NULM norms. The offered rate per student should cover all costs that are required for imparting training to students including, but not limited to; mobilisation, screening, development, printing and supply of all necessary teaching learning materials for the conduct of training and its freight charges, setting up of lab, field visits/field training, management cost, cost for students orientation, consoling, ToT by SSC, Trainer Certification by SSC/NCVT, assessment of students, evaluation, certification, internship, furniture specific to the course, cost of consumables, cost of tool kit to the candidates and cost for monitoring and reporting though NULM MIS, placement, post placement tracking etc.

Certification cost will be borne by the mission in addition to the base rate

**Refundable security deposit**

To ensure that candidates selected for the training programmes are undertaking the training with seriousness, and also to reduce the drop-out rates during the course of training, refundable security deposit will be collected from the candidates.

Training Providers shall charge a refundable security deposit of Rs. 1000/- per candidate (for NSQF Level 5 and above), Rs. 500/- (for NSQF Levels 3 & 4), and Rs. 250/- (for NSQF Levels 1 & 2) at the commencement of the training.

The amount would be refunded to every candidate who completes the training programme and is successfully certified or attended the exam with 75% attendance. (National mission has kept this clause in abeyance- Therefore SULMs are free to decide to collect or not to collect security deposit)

Persons with physical disability and members of Ashraya families are exempted from paying this security deposit. Candidates from this section should produce any of the valid certificates to prove their eligibility. SC and ST candidates have to pay only 50% of the security deposit.

**Third Party Certification & Assessment Costs**

The cost of the skill training per trainee payable to the STPs is inclusive of third party assessment and certification. However this is in addition to the base rate notified for each category of training. Certification and assessment should be done either by the sector skill councils or by NCVT. The STP should manage to get the affiliation/approval of the assessment bodies for their training centres at their own cost and effort well in advance before the completion of the training. However, the STPs can make use of the standing orders under NULM for getting the approval/affiliation from the assessment bodies.

The STPs should inform the details of the batch to the certification agency in advance not later than 10
days from the date of commencement of the training as per the norms of SSC/NCVT. STP shall inform the concerned Certification Agency with details of number of candidates to be assessed, trades to be assessed and location of the training centre. The Certification Agency should ensure assessment and declaration of results within 30 days of receipt of the request from the STP. If a candidate fails in the assessment, then she/he should be retrained for re-assessment and certification. The re-training and re-assessment cost of such unsuccessful candidates shall be borne by the STPs. The SULM shall reimburse the training cost of only successful and certified candidates only to the STPs.

Fund Flow Mechanism and Release of payments

The payments to the Training Providers shall be based on the outcomes achieved, and shall be released in a manner as given in SCHEDULE for payment release given below.

**SCHEDULE FOR PAYMENT**

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Installment</th>
<th>% of total cost of the Batch/batches</th>
<th>Output parameter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1st Installment</td>
<td>30% of the cost less amount of refundable security deposit collected from each trainee.</td>
<td>Commencement of the training and freezing of the batch. Calculation for payment will be done on the basis of the number of the students in the batch after freezing. (STP should submit the list of the candidates in the batch in the proscribed format to the SULM along with the request for release of payment with calculation)</td>
</tr>
<tr>
<td>2</td>
<td>2nd Installment</td>
<td>50% of the training cost plus refunded security deposit. Certification fee paid by the STP as per actual for the successful candidates as per NULM norms will be refunded along with this installment.</td>
<td>On completion of training, certification of successful candidates and providing offer letter to at least 50% of the successful candidates (The STP should provide the proof for refund of security deposit, copy of certificates issued by assessment body and the copy of offer letters) Calculation will be made on the basis of the number of successful candidates. Non refunded amount of the discontinued candidates will be deducted from the installment due to the STP. STP should attach the invoice raised by the assessment agency for reimbursement.</td>
</tr>
<tr>
<td>4</td>
<td>3rd Installment</td>
<td>20% of the training cost</td>
<td>Based on the outcome related to placement of the candidates on a salary offered as per the proposal as provided in para 3.8.3.</td>
</tr>
</tbody>
</table>
In case of unsuccessful candidates, re-assessment fee will be reimbursed on successful completion of the course and certification. This order will be applicable for release of payment to STPs for all the ongoing skill training batches also.

3.8.3. Twenty per cent of the training cost (3rd Installment) which is linked to the placement outcome will be released to the Training Provider as follows:

a) The training provider shall be eligible for 100% payment if outcome achievement in placement is 70% and above and is in accordance with the offer given in the proposal.

b) Training Provider will be paid on pro-rata basis if outcome achievement is less than 70%. In case the achievement is 60% only 6/7 of the 3rd installment will be paid.

c) In case the achievement is less than 50% the Skill Training Provider will not be considered for further assignment under NULM in this particular trade. Assignment of training in other trade also will be based on the analysis of the situation which led to the non-achievement of outcome.

In special circumstances the State Urban Livelihoods Mission will consider to release the cost of certification directly to the assessment agency on the request of the Skill Training Provider. Payment will be released when the candidates in a batch are ready for assessment. This amount will be deducted from the second installment to the Skill Training Provider. All the installment of payment to the STP will be released by SULM on receiving a formal request from the STP with evidence for completion of each milestone against the payment. For release of assessment and certification fee directly to the assessment body, the STP shall request to the SULM with all details of the assessment body including their bank account details. The STP should intimate the schedule of assessment also with this request.

**Ensuring attendance in the batch**

3.9.1. The Skill training providers should adopt innovative methods in training to ensure the attendance in the initial phase of the training programme and to sustain the interest of the candidates in the skilling programme. The STPs shall also undertake trainer development programme to capacitate the trainers to meet with the emerging learning needs. Adequate number of qualified trainers for different topics is a key requirement to sustain interest in the students in the training programme. Tidy classroom, comfortable seating arrangements, adequate ventilation, noise free atmosphere etc will contribute for a better attendance and easy learning.

**Placement and Tracking**

‘Placement’ means positioning a candidate in a lucrative job in the trade in which he is trained and supporting them to work in that job role for at least three months and tracking for a period of 12 months. The STPs shall arrange
placement for the successful candidates not later than one month from the date of publishing of the result by the assessment body.

However, the STPs shall try to provide employment to the successful candidates immediately after the completion of the training without waiting for the publication of the result of assessment. For this purpose the STPs will issue a course completion certificate to all the candidates who have attained 75% attendance in the training sessions. However this can’t be considered as a substitute for the SSC/NCVT assessment and certification. In case of candidates who failed in the assessment the STPs shall give them required training and coaching to appear for assessment again.

The STP shall be required to track the successful candidates for a period of 12 months from the date of placement. In case of the candidates provided with wage employment in any industry, information like appointment letter, pay package / remuneration, etc. shall be maintained and submitted to the SULM in the prescribed format every month on completion and certification of the candidates and shall be uploaded on NULM MIS. In case of candidates opted for self employment information like trade licence, business volume details etc should be reported to SULM. Post training/placement tracking of the candidates and reporting should be done for the monitoring/achieving the following.

- Placement of the successful candidates (as per the percentage and salary agreed in the proposal) is done within 3 months of completion of training.
- Once placed, remuneration/incremental remuneration per month
- Whether continues to work in the same or higher job role till end of the tracking period (whether with same or different employer)
- If there are periods of unemployment between different jobs, duration of such gaps and reason for leaving earlier job without having a job in hand.

QUALITY OF INPUTS

Quality Control mechanism

The quality of training outcome is highly influenced by the quality of infrastructure at the training centres, trainers, training content, training method, finishing and work readiness inputs etc. Therefore the Skill Training providers should take serious and systematic steps to ensure the quality of the training imparted and thereby better training outcome. Mechanism put in place by the STP for quality control shall be reported to CMMU/SMMU in the manner prescribed by NULM and the STPs shall meaningfully cooperate with the inspections carried out by the mission for this purpose.
Qualification of Trainers

The STPs should recruit and deploy master trainers and trainers with adequate qualification and experience. The master trainers should have adequate industry exposure and training experience. The faculty members should be given faculty training by the master trainers before deployment in a training centre as a faculty. Basic qualification of the trainers should be as specified in the model curriculum issued by NCVT/SSC. In case if the qualification is not specified in the model curriculum, STP should fix the qualification and get approval from the SULM before commencement of the training.

Training content

Content of the training should be strictly in adherence with the Qualification Pack/curriculum pack notified by the Sector Skill Councils/National Council for Vocational Training. The STP should develop Participant guide, Trainer guide, Assessment guide, practical/workshop guide and OJT guide.

Study material Kit

The Skill Training Provider should supply all the required study materials to the trainees not later than three days from commencement of the training. Study material kit should contain the Participant guide (in vernacular language up to level 4 and English for others), pen, pencil, eraser, note pad and study bag. The STP should also supply other individual tools along with the study material kit if it mentioned in the proposal.

TRAINING INFRASTRUCTURE

Building

Building shall be either owned by the STP, or shall have a valid rent agreement/lease agreement with the owner. In case of rented/leased premises the agreement should be valid at least up to the proposed date of completion of the batch/batches sanctioned.

The building shall be a permanent structure with internal and external walls plastered and painted.

Height of the ceiling of the training centre should be minimum nine feet. If false ceiling is provided height can be reduced by another one feet in special circumstances. If the height is not uniform then the minimum ceiling height in the room has to be taken into consideration. If only a part of the room is used for instruction then the area used for instruction should be 9 feet or above.

Roofing with tin/asbestos sheets shall be avoided

An office room and a counselling area should be available in the training centre either for the entire training centre in common or to deal the NULM batches separately.

There should not be visible marks of leakages from the walls and ceilings.
All areas like stairs, balconies and other locations should be protected with railings or walls in a height of 3 feet or above.

Flooring should be provided with cement/tiles/polished stones.

There should be adequate toilets, urinals and wash basin in the training centre. Toilets for males and females should be segregated with appropriate partition. Toilets must be equipped at all times with the following – soap, clean hand towels, basic mop or swab, western style commode with functioning cistern, regular water supply, and sufficient ventilation. The facility must be cleaned thoroughly at least twice during every eight hour usage cycle or more frequently if required.

The building should be structurally sound on visual inspection

Separate wash basins also must be provided for male and female in adequate number.

There should be an Over Head Tank for supply of water to all location of the training centre. Water connection to all taps and toilet should be made from this Over Head Tank. Water should be available uninterruptedly in the training centre during the working hours. Water source must be thoroughly disinfected once in every 30 days and the water supplied in all points at the training centre should be clean.

The training centre should be in a location which is well connected with different transport location like bus station, railway station and auto stands. The training centre should be in safe and easily accessible areas.

It is suggested that the training centre to have at least 100 sq. Ft. open space to gather and interact for the trainees. (Not mandatory and will be considered along with many other parameters for rating of the STP for entrusting future assignment either add on or through new RFP)

The centre should have adequate two wheeler parking slots

All wiring should be properly secured and taped. Switch boards and panel boards should be fully covered

The building should have a valid building number obtained from the Local Body.

**Office of the Training Centre**

The Office of the training centre should be equipped with following office equipments.

1. Computer with high speed internet connectivity to easily access and upload the data into NULM MIS
2. Printer cum scanner or printer and scanner separately
3. Digital Camera
4. Electrical power back up for office room. All electrical item relating to monitoring of the centre activities such as CCTV monitor, CC cameras, biometric device, office computers, at least two ceiling fan or wall mount fans and
one florescent light (2400 Lumens) per every 150 Sq. Ft.

Academic Rooms

Area per student in all academic rooms should be 10 sq. ft. Combining of theory and practical class room is permissible and area per student in such cases should be 15 Sq.Ft.. The shape of the class room should enable:

a. Unobstructed view of the trainer to each student

b. Unobstructed view of the writing board and the projector to each student

c. In addition it is recommended that each student should have unobstructed view of every other student in the class

In case of IT-ITeS sector courses, the theory class room and IT lab can be combined. In such case also 15 Sq.Ft. area per student should be available.

Adequate ventilation not less than 12% of the area of the class room should be provided. Provision for air conditioning in the absence of required ventilation is permitted. However the following conditions should be met for air conditioning.

The air conditioning should be such that it should be possible to maintain the temperature in the room at 26°C or less at any point of time when the room is in use. The temperature should be recorded with a thermo metre which should be fixed 6 ft. Away from the AC. As there will be less natural light in such cases, one tube light of 40 watts (2800 lumens) should be provided for each 125 sq.ft.

Sound level at all the academic rooms should not be above 75 decibels. In special circumstances the SULM may give relaxation for another 5 decibels considering other conveniences available for this training centre like connectivity with the public conveyance system, available space and common areas etc. If the sound level is above 75 decibels sound proofing with air conditioning should be done. Otherwise the centre cannot be used as a training centre.

CCTV Cameras

CCTV Cameras with audio facility should be provided in all academic rooms to ensure that the training is imparted as per standards and NULM norms

Recording: The central monitor should be easily accessible to centre in charge. The training centre should have proper and secluded place to store the recorded data of CCTV. The recorded material should be under exclusive charge of the centre in-charge till they are erased or transferred to head quarter. The CCTV console should be visible to centre in charge from the place where he sits. Only centre in charge should have ready access to the CCTV system.

Coverage: It should be ensured that the cameras are well connected and are configured for maximum and optimal coverage.
Specifications: No technical specifications are prescribed for the time being for CCTVs to be procured for the training centres. However, on replay, visual images and sounds should have clarity and should be identifiable easily.

Location and recording: The systems should be located in such a location so as to ensure that all the important areas of training centre related to academic instruction, assessment and marking of attendance are recorded.

Review: CCTV footage should be reviewed, inter alia, for the following particulars:

- Training deliverables (As per activity cum lesson planner)
- Trainer’s skills via domain experts
- Live distance learning
- Trainers’ attendance
- Candidates attendance
- Identify any malpractice during assessment

Storage: 1. Nomenclature of Footage – Training batch number (SULM will assign a unique number for the batch), date and time. 2. Video footage should be stored either till training completion + three months or settlement of accounts.

CCTV footage will be reviewed by the inspection team of City Mission Management Units and State Mission Management Units on a random basis. Footage viewed on sample basis will be saved on an external storage.

Chair and Tables

There should be one chair for one candidate. It should have enough space for sitting along with arm for writing and space. In case table – bench arrangement at least 2 ft. Space of bench should be available for each student.

There should be one trainer chair and trainer table of adequate size in the academic rooms.

IT lab

There should be one LAN enabled computer per student or as notified in the unique equipments list in the curriculum in the IT lab. However if the STP plans for a split batch and is approved by the SULM as per the agreed proposal, then the number of computers can be reduced to the number of candidates in the batch.

Internet connection: The centre should have at least two internet connections. If it is networked, the primary connection should have 2 mbps for 10 computers on the LAN. If it is non networked, then each computer should have 2 mbps connection. Secondary connection also should be 2 mbps per computer.

All computers should be installed with typing tutor software.

All students should be given Internet and email access.

Lights: 1 fluorescent light (2400 lumens) for each 150 sq.ft. or part thereof per room.
Fans: 1 ceiling fan for each 150 sq.ft. or part thereof per room

Electrical power backup for lab. All computers in the IT lab, equipments for doing practical, and fans and lights should be connected with the power back up system. However in case of equipment that can’t be operated on backup power, the mission director will give relaxation. Relaxation may be sought in the original proposal itself by the STP.

LCD displays: one LCD screen of 50” per class room with a dedicated computer.

**Domain related Equipments**

Domain related equipments as per the specification given by the certifying agency should be installed in the training centre. In case of NCVT designed courses, all the courses should have a list of equipments required for training as per NCVT specifications. In case of SSC, if SSC has not specified the unique equipments list, the STP should follow the NCVT specification till SSC specifies the equipments. If the equipment specifications are not prescribed by SSC/NCVT the STP should obtain a certificate from the industry expert. The STP has to submit the list of equipments with specification and number in their proposal to SULM. However the equipments as prescribed by NCVT/SSC should be available in the centre for the conduct of the skill training.

The STP should ensure that all the equipments, tools, computers, net connection, power backup system required for the skill training programme are perfectly functional throughout the course of the training.

In case any equipment in the centre becomes dysfunctional, the STP should mail the equipment failure report to SULM and CMMU without delay. Non-reporting of failure of equipments will invite imposing appropriate penalty as decided by the mission director.

**Bio metric attendance (This section kept in abeyance till intimation)**

Bio-metric attendance of the students should be reported to SULM through the designated MIS of NULM (When the NULM-MIS is ready capture biometric attendance without delay). The bio metric device should be regularly maintained and time taken to replace a non-working device should not be more than 24 hours. Failure to report the attendance due to non-availability of bio metric device should not be more than 1 day. For any additional days of non-reporting of attendance, the training duration will get extended by equivalent period. In case any technical issue on the National Level MIS for uploading the bio metric attendance, the STP should inform the same to the SULM and SULM will make alternate arrangement to record and report the attendance either online or offline.

**First aid and Drinking water**

Clean and purified drinking water should be available for the candidates in the
training centres throughout the working hours. The STPs should also keep first aid box in all the training centres.

**Starting the Training Centre**

The Skill Training Providers can either arrange separate training centre for NULM or may arrange separate academic rooms in the existing training centre as per NULM norms. The size of the academic rooms may vary depending on the targets assigned to the STP. The size of the batch assigned to each STP will be as per the requirement of the mission. After setting the required infrastructure and equipments in the centre the STP should report the same to the SULM in the prescribed format for getting the order for training commencement.

**Display of Information**

Training summary and achievement board regarding the NULM batch, daily attendance etc. should be displayed separately at the centre.

Contact details of the NULM authorities in the state should be displayed in the training centre.

Code of conduct for the student enrolled under NUM shall be circulated (in vernacular language) to the student and shall be displayed at the training centre.

**Commencement of the Training**

The Skill Training Provider after setting up the training centre should submit the readiness assessment form in the prescribed format within 20 days from receipt of work order. The officials from the SULM or designated by SULM will visit the centre for verification. In case the centre is equipped as per the NULM training operational procedure, the State Urban Livelihoods Mission will give training commencement order to the skill training provider. SULM shall carry out the verification within three days from the date of receiving the duly filled readiness assessment form from the STP. On getting the training commencement order from SULM, the Skill Training Provider should inform the selected candidates and should give 5 days' time to join the training batch.

**Training Time and Working Days**

The timing of the training should be during regular hours between 08.00 Am and 5 Pm. For courses above 400 hrs 6-7 hours training should be given daily in addition to one hour break. In case of courses of short duration, the SULM will give permission to reduce the daily timing by 1-2 Hrs on case by case examination. However 8 hours training is mandatory for all residential batches. The training centre should be functional on all working days of Government of Kerala. Public holidays also shall be applicable for the centres. However in special circumstance, the STPs can arrange additional training days with the consent of SULM.

**QUALITY OF TRAINERS**

The STPs should recruit and deploy master trainers and trainers with adequate qualification and experience. Basic qualification of the trainers should be as specified in the model curriculum issued by NCVT/SSC.
## PENALTY FOR DELAY AND LAPSES

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<tr>
<th>Type of Delay/Lapses/Shortfall in Quality</th>
<th>Penalty</th>
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| Delay in commencement of the skill training one month after issue of work order or after the days specified in the proposal (for every delayed days) | First ten days from the agreed commencement date – issue of alert to the STP or .5% of the total assignment cost or both considering the situation  
11 to 20 days from the agreed commencement date - 1% of the total assignment cost (in addition to the .5% for the first ten days)  
21 to 40 days – 2% of the total assignment cost. (in addition to the earlier penalties )  
Above 40 days - 0.5% of the total assignment cost for every one day. (in addition to the earlier penalties )  
Penalty will be deducted from the security deposit and after 50 days the work order can be cancelled by SULM and will be simply intimated to the STP. However the State Mission Director has the authority to give relaxation in special circumstances. |
| Delay in repairing/replacing the training equipments in the centre in case it becomes dysfunctional including power backup system and CCTV (for every day after 48 hours for training equipments and after 24 hours for power backup system and CCTV system.) | 0.25% of the assignment cost for the first three days after the 48 hours.  
1% of the assignment cost for the delay after three days (including 0.25% for the first three days) |
| Delay in entering required data in MIS as per the MIS manual of NULM (for delay of every one day after reminder from the SULM) | 0-3 days – No penalty  
4-6 days - 0.25% of the total assignment cost.  
Above 6 days – 0.5% of the total assignment cost. |
| Dysfunction of bio metric attendance | Extending the training period equal to the days in which the bio metric attendance is not uploaded in the NULM MIS. |
| Delay in completion of training as per the agreed training calendar | Suitable penalty as decided by the evaluation committee after considering the reason for delay cases by case |
STP Team

The STP should designate specific roles and responsibilities to each staff member to carry out the assignment as per standards prescribed in the NULM guidelines. Recruitment of all the staff members is the discretion of the STP. However, the SULM, based on feedback from the students or from the experts appointed for monitoring the training process, may demand replacement of the trainers or master trainers on poor performance. The team of STP should work in close coordination with the State level and city level team of NULM. The STPs should at least appoint the following staff members in the training centre before commencement of the training.

1. **Centre head:** There should be a full-time centre head appointed in the training centre and the post should be filled before submitting the readiness assessment format. The post of the centre head should not be kept vacant in any situation. In case a centre head wants to relieve, the STP should make alternate arrangements before he/she leaves the office. The terms and conditions of employment of the centre head should be drafted accordingly to avoid the abrupt relieve of the position. Centre head will be responsible for the smooth conduct of the training as per the quality standards prescribed under NULM Operational Procedure.

2. **MIS officer:** There should be one dedicated staff in the centre to make the required entries in the online MIS of NULM without delay. The STP should appoint a person with required qualification and competency for the purpose or should designate one competent staff of the centre as MIS officer.

3. **Placement officer:** The STP should appoint a placement officer to arrange placement for the trained candidates and to track them for a period of 12 months. The STP should make sure that the candidates are placed in reputed industries and are assigned with domain-related jobs only as stated in the proposal.

4. **Trainers:** The STPs should appoint qualified trainers in the domain, IT and soft skills. The qualifications of the trainers shall be as prescribed by the certifying agency.

The STP should intimate the details of the staff appointed in the centre before commencement of the training. STP should also inform SULM in case any
change in the existing manpower. In case of replacement of human resource, replacement may be done with person with same or higher qualification and experience.

Master Trainers: The STP should have master trainers for each domain, in which they are undertaking training in addition to IT and Soft skills. The STP should arrange Training of Trainers (ToT) through these master trainers before commencement of the training. STP should also arrange refresher trainings for the faculty members as and when required. In case of soft skill, the STPs can appoint trainers trained and certified by ASAP, if they don’t have internal ToT arrangement.

Relaxation
In special circumstances, if relaxation is required in the specified standards, the concerned CMMU shall forward their request to the State Mission Director. Request for relaxation from the concerned CMMU will be considered by the SULM only for the interest of the mission. This clause doesn’t give any right to the STPs to get relaxed from the standard specification or norms of NULM.

Mobilisation of prospective beneficiaries
The city mission management units will conduct massive IEC programmes for mobilisation of prospective beneficiaries for Employment through Skill Training and Placement component of NULM. The CMMUs will seek the support of the CBOs, NGOs and other public/private institutions including the STPs for dissemination of information on the programme. The STPs designated can conduct the information dissemination programmes with the support of CMMUs. The Urban Local Body (ULB) through the City Mission Management Unit will examine the application thus received from the beneficiaries and will prepare a list of the eligible candidates for skill training as per NULM norms.

In case of annual work plan the STPs with conduct mobilisation drive in consent with CMMUs and the STPs will submit the list of candidates mobilised by them to the City Mission Management unit for approval through the web enabled MIS of the NULM. The City Mission Management units as part of their efforts to reach at the real beneficiaries also will manage their own mobilisation campaigns and will forward to the candidates to the STP. However, ultimately mobilisation of urban poor candidates for the proposed training as per the target given in the work order will be the responsibility of the Skill Training Provider. Base cost of training includes the mobilisation cost also. The STPs should not enrol any candidates to the training without prior approval from the ULB for the list.

Orientation and Demand Generation
All the eligible applicants shall be invited for an orientation programme so as to give them a fair idea about the skilling
component of the mission and information on the available skilling and livelihood option for them. In addition they will be given basic inputs for selection of a sector of skilling. The eligible candidates will be given an opportunity for interaction with the mission functionaries to clear their doubts in the orientation session. Generally the batch size for an orientation session shall be 25-30 so as to ensure conducive environment for adequate interaction between the mission functionaries and the prospective beneficiaries. After the orientation and the interaction, the candidates who sustain interest in the programme will be registered through the MIS of the mission. Thus the registered candidates will get the registration number through an SMS. For registration under the scheme the candidates have to choose a sector in which they desire to get trained and placed. However the candidates will have the freedom to change their sector any time before they enrol for a specific training programme.

Screening, Counseling and Selection of beneficiaries

3.26.1. Post training placement and retention rate in the batch are depended on the quality of work done by the STP in this phase. The eligible candidates provisionally selected by the City Mission Management Units will be forwarded to the STPs. The STPs in consultation with the designated CMMU manager shall invite the applicants for an interview and aptitude test (Psychometric and Others). All the candidates may not have required aptitude for the designated training. Then the STP will select the suitable candidates for the proposed course through the aptitude test and interview. Those who didn't get selection for a skill training course should be given opportunity to attend the selection process for other skilling options suitable for his/her aptitude. Thus the list of candidates selected and rejected after the aptitude test and interview shall be intimated to the SMMU in the prescribed format *(Standard form 2)* along with reason for rejection and marks assigned. The CMMUs will follow up the rejected candidates to provide skill training suitable for their aptitude and will ensure that all those desirous of being skilled and placed are properly considered.

Those applicants who pass through this interview and aptitude test shall be given proper counseling by the trained counselors of the STP for facilitating the candidates for selection of a better livelihood options. The STP should provide the details regarding the placement opportunities, salary level, location of placement, job titles, timings and shift practices prevailing in the industry in each location and the occupational hazards if any etc for the trade they have opted for the skill training under NULM. Counselors should facilitate to have an informed choice regarding the livelihoods option.
and to avoid drop out during the training and after placement.

**Enrolment, batch size and batch freezing.**

The selected candidates will be enrolled in a batch and the details of the candidates in the batch shall be entered in the MIS. The candidate who discontinues the training in the initial 7 days will be delisted and the STP can enrol the candidates from the waiting list in these vacancies. **Before creating the batch and entering the details of beneficiaries in the MIS, the training centre should verify the certificate of the candidates and ensure that they have the basis educational qualification for enrolment as per SSC/NCVT norms.**

**Batch Size:** Size of a batch should not exceed the number specified for batch as per SSC/NCVT norms even though the STP has proposed otherwise.

**Aadhaar Linkage:** The student and trainer enrolment should be linked to Aadhaar. However no candidate should be denied admission for want of Aadhaar. It should be ensured that such candidates (without Aadhaar) are enrolled in the Aadhaar by the Skill Training Provider during the training period.

The STP should freeze the batch within 7 working days from the date of starting of the training. New candidates should not be admitted to the batch after the freezing date.

Strength of the batch will be maximum 35 or as indicated in the Training Commencement Order - issued by SULM. STPs on special circumstances can delist the candidates who do not adhere to the code of conduct of the training centre or is found not genuinely interested in the training programme. All candidates who discontinue training within seven working days from the date of starting of the batch will be considered as delisted and the STPs can enrol new candidate in place from the waiting list. All candidates who discontinue the training programme after batch freezing date will be considered as drop outs.

**Attendance of the candidates**

1. A minimum of 75 % attendance is compulsory to conclude that a candidate has attended the training programme.

2. Normal attendance: Marking of attendance 15 minutes late at the start of session and 15 minutes early at close of session will be condoned and considered as full attendance for the shift.

3. Late attendance/Early departure within permitted time will be as per the details given below.
   - Up to 1 hour in a day from batch start time/ before batch end time (Up to 2 occasions in every 15 calendar days) - Treated as full day attendance
   - More than 1 hour in a day from batch start time/ before batch
end time OR If number of occasions exceeds the permitted number - Treated as half day attendance

- More than 4 hours in a day from batch start time/ before batch end time - Treated as absent

**Delisting of candidates and related issues**

1. The provision for delisting of candidates is intended to ensure that the candidates develop a better understanding of the training course before they commit to it. The provision also enables a STP to understand and assess a candidate’s strengths and weaknesses with reference to the trade and to counsel him/her on the suitability of the course.

2. A student may be delisted from a training programme either on his/her own request or on the basis of the STP’s assessment of the candidate’s aptitude and commitment.

3. To enable delisting of candidates a STP is permitted to enrol 5 candidates beyond the maximum permissible batch strength till the batch freeze date. STPs shall make seating arrangements for such additional candidates. In case of delisting of candidates beyond the additionally admitted number, such vacancy may be filled by enrolling new candidates from the waiting list.

4. The STP shall record the date from which a candidate is treated as delisted.

5. STPs should ensure that after the batch freeze date, the batch strength does not exceed the maximum permissible number for the batch. Admitting additional candidates to a batch should be done only if the STP forecast that such drop out may happen from the batch. In case the STP adopts meticulous selection process and do not expect dropouts, in such case admitting of additional number in a batch should be avoided.

6. Course attendance will be recorded/calculated from the batch start date. All the candidates who join after the batch start date but before the batch freeze date have to be informed of this condition.

**Drop out of candidates and related issues**

1. STPs should take all precautions during the selection of candidates so that the number of dropped out candidates in a batch is minimized.

2. Some of the reasons for candidates dropping out or being dropped from a course are:
   - Not meeting the minimum attendance requirements
   - Not following the code of conduct
Not keeping up to the expected academic standards

3. STPs shall record the date from which a candidate is treated as dropped out.

4. **Deemed drop out:** If a candidate is absent for more than 25% of classes in a course then she/he is deemed to have dropped out. The STP should drop the particular candidate from the attendance roll.

In normal circumstances, the reasons for delisting/dropping out of candidates should be clearly recorded. A candidate will have a maximum of three chances to get delisted. After the third delisting the candidate will not be able to join a training course as part of the NULM programme. Every time a candidate drops out/is dropped he/she would also have exhausted a delisting chance.

**TRAINING PLAN**

The STPs should submit an activity cum lesson plan along with their proposal in the prescribed format. Activity cum lesson plan is the most important plan document for the skill training. The concurrent monitoring plan of the SULM shall be crafted on the basis of this document. Format for activity cum lesson plan is attached as Annexure 1 with this document. The STP shall strictly adhere to this training plan. In case the STP agrees to the changes suggested by SULM in the Activity cum Lesson Plan during negotiation meeting, the STP should submit the revised proposal and should strictly adhere to the revised plan.

**Administering MIS**

As mentioned in earlier section, the cost the training includes the cost involved for timely entry of data in the MIS of NULM. The STPs should enter the data and upload the required documents in time as described in the MIS manual of NULM. Non compliance of MIS entry will lead to imposing suitable penalty as decided by the State Mission Director. The STP shall deploy a competent person in all the training centres for this purpose.

The empanelled skill training providers will be given user credentials by SULM so as to login into the MIS via the website nulm.gov.in. The STPs in turn can allot user credentials to their training centres, once their proposal is accepted by the SULM and the work order is issued.

**Internal assessment**

The STP should conduct internal assessment in regular intervals either fortnightly or at the end of each module. The STP should conduct final internal assessment on completion of the course and before forwarding them to the approved assessment bodies under NCVT/SSC for certification. The periodic internal assessment also should be indicated in the activity cum lesson plan and the STP should not deviate from this agreed plan. The STP should develop an assessment guide for this purpose. The assessment guide should clearly mention the periodicity of internal assessment, methodology of
assessment for each module, marks assigned (total and for each methodology) and model questions. In case, the assessment of the course is online mode, then the STP should develop platform for model online assessments.

Assessment and Certification

The STP should intimate the details of the batch to the certifying agency within 10 days from the date of commencement of the training with anticipated date of assessment. There should not be any delay for assessment and certification after completion of the training. Entire certification process should be recorded through the CCTV cameras. After getting the confirmation regarding the date of assessment from certifying agency, the date of assessment with the list of candidates forwarded for assessment shall be intimated to SULM in time.

Inspection by SMMU and CMMU

Officials designated by the State Urban Livelihoods Mission from the State Mission Management Units and City Mission Management Units will conduct visits to the training centre with or without prior intimation. These officials will have the right to observe the training process at any time, inspect the CCTV footage and to inspect all the records related to NULM as per the NULM norms. In case of prior intimation visits, all reports as intimated to the STP via mail should be ready at the time of inspection. However, the inspection by any team shall be arranged in such a manner that the normal process of the skill training is not interrupted or the duration of interruption is minimum.

Placement and Post placement tracking

The designated STP shall arrange placement for at least 70% of the successful candidates in a batch. Placement should be arranged in the same trade and sector in which the candidates are trained. The STP shall establish meaningful network with the industry for arranging better placement for the trained candidates and should track them for a period of 12 months. The STPs should clearly indicate the monthly salary that can be arranged to the first 50% of the candidates in a batch and the remaining 20% separately. During the selection process itself the STPs should give clarity to the candidates regarding the Location of placement, salary range, type of industry in which placement can be arranged, job role, Shift timings, the real nature of work they have to do, details of daily/monthly targets if any, occupational hazards if any etc. Providing such information in advance will help to reduce the issues and confusions during placement.

After successful completion of the training of particular batch/batches as per an RFP, the STP shall place the candidates in the jobs as assured in the proposal. The placement officers of the STPs shall track the placed candidates to ensure that the candidates are getting the salary and other benefits as offered in
their proposal. In addition, if any of the candidates placed in the industry face any difficulty to continue in the job, the STP shall provide counselling and other support for them. The STP shall ensure that the candidates are assigned the jobs related to the trade in which they are trained. In case a candidate shows shortfall in his/her performance in the industry, the STP will take all efforts to improve their skill and provide other support to keep on in the same job or find out another suitable employment.

**Training and Placement completion and Submission of Completion report**

When 50-70% candidate from the batch/batches as per a RFP are placed and tracked for 12 months, the STP will submit the project completion report to the SULM in the prescribed format (Standard form 3). After cross checking the information, SULM will issue project completion certificate and fourth instalment of payment.

**Grading of STPs and add on agreement**

The State Urban Livelihoods Mission will grade the performance of the agency with regard to training input and outcome. Grading will be done on the same parameters set for the appraisal of the proposal or Separate grading criteria will be developed for critical input and outcome parameters (1) Training Infrastructure (2) Training quality (Trainer/Training methodology/materials) (3) Placement. The decision regarding add-on agreement for assigning new batches will be taken considering the quality of inputs and the outcome of the batches so far completed by the agency.

The SULM can enter into a add on agreement with well performing STPs on its sole discretion for conducting skill training for the additional demand arising from the cities. SULM can also consider issuing fresh RFP as per requirement.
SELF EMPLOYMENT PROGRAMME

Self Employment or promotion of micro enterprises is one of the major livelihood activity promoted by the Mission. In urban areas the Mission is promoting enterprises under the SEP component of NULM. Kudumbashree Mission developed its own strategy for the implementation of Self Employment programme across the state. The identification of beneficiaries, providing training to them, to position them and to provide handholding support the Mission has developed unique model. Encouragement of viable enterprises, integration with government schemes and convergence with Local Self Governments are the peculiarities in enterprise promotion by the Mission.

ENTERPRISE SELECTION

The enterprise selection has two approaches. The first is that, the entrepreneurs based on their interest and aptitude will make the enterprise selection. i.e based on their traditional/skills acquired (pottery, tailoring, pickle making etc). The second approach is that the Mission will analyze the market demand (conversion of demand of government departments, social issues and the community demand) and convert it into enterprise opportunities. Some of the best examples are the IT units (lack of agencies that
can undertake the work of the government departments), Animal Birth Control units (the issue of menace of street dogs) & Kudumbashree travels (safe journey to lone women and children).

**SELECTION OF ENTREPRENEURS**

The selection of right/interested beneficiaries from the community according to the requirements is the next step. The opportunities identified by the Mission will be communicated to the Kudumbashree Community Development Society (CDS) and the CDS will identify the interested beneficiaries from the network/families of the network.

Another strategy is the identification of beneficiaries from the community demand plan (CDS plan). The community will have a demand plan in which one component is the livelihood requirements of NHG members.

**General Orientation Training**

The Mission will provide relevant information on the various livelihood opportunities available to the selected persons through the Micro Enterprise Consultants network. The preliminary screening of the persons happens as the training will provide them necessary information on the particular sector of enterprise and other livelihood opportunities available like farming, EST &P and other SEP opportunities.

**SUPPORT PROVIDED BY THE MISSION**

1) **Trainings**

The Mission as part of providing support to establish the enterprises will provide trainings to the selected persons. The persons who opt entrepreneurship will be provided Entrepreneurship Development Trainings (EDP) and skill trainings. The EDP trainings will be conducted through the RSETIs and skill trainings through accredited skill training agencies.

Skill upgradation trainings are also provided to the required entrepreneurs after 6 months of its functioning.

2) **Financial support**

a. **Interest subsidy & Interest Subvention**

As part of the SEP, subsidy on interest above 7% is provided to the entrepreneurs following the norms of NULM. In addition, to this the Mission provides additional 3% subvention for women entrepreneurs who makes the prompt loan repayment from the Plan fund of Kudumbashree Mission.

b. **Additional financial support**

The Mission in addition to interest subsidy and subvention will provide additional financial assistance based on the requirement of the entrepreneurs. The financial support is met from the Plan fund of Kudumbashree Mission following the specific guidelines.

i. **Revolving Fund**

The enterprises that have completed 6 months of functioning will be provided Revolving fund for meeting urgent requirement of working capital. Enterprises are eligible for revolving fund @ 40% of the total project cost subject to a maximum of Rs.40,000 per group & Rs. 10,000 for individual enterprises.

ii. **Technology Fund & Technology Upgradation Fund**

Technology fund is provided to procure advanced and innovative technologies for setting up micro enterprises promoted by the Mission. The cost of
technology includes the cost to develop a new technology, purchase of a technology from research organizations, laboratory, and individuals, NGOs etc.

Technology upgradation fund is provided for updating the technology already acquired by the MSMEs.

The eligible amount that can be availed as Technology or Technology upgradation fund is Rs. 50000/- for entrepreneur subject to a maximum of Rs. 5 lakhs.

iii. **Innovation Fund**

Innovation fund was initiated for supporting innovative micro enterprises. The main objective is to cover initial risk. The maximum amount eligible should not exceed 50% of total project cost including subsidy plus innovation fund. The eligible amount is Rs.35,000 per entrepreneur subject to a maximum of Rs.3.5 lakhs.

iv. **Second dose Assistance**

This is a special assistance programme to help units which have declined on hard times, to revive and develop strategies to become viable again. The fund will be sanctioned for diversification and expansion of current business activity. The eligible amount that can be availed under Second Dose Assistance is Rs. 50000/- for entrepreneur subject to a maximum of Rs. 5 lakhs.

v. **Crisis Management Fund**

Crisis Management Fund is meant for overcoming unpredictable negative events and also to prevent it from escalating into an even bigger problem related to Micro enterprise activities. CMF is also provided to units to pool the working capital to fulfill the bulk orders received by the units. The eligible amount is decided based on the above parameters. The maximum eligible amount is Rs. 2 lakhs for individual enterprises and 3.5 lakhs for group enterprises.

**Micro Enterprise Consultants (MECs)**

Persons preferably graduates who are unemployed are selected from the community to provide handholding to the existing entrepreneurs as MECs. The Mission trains the selected persons in Entrepreneurship Development, Business plan preparation, marketing and other related aspects and provides support to form groups. The MECs will provide handholding support to the enterprises at the field level in project preparation, getting loans from banks by liaising with them and identification of beneficiaries through General Orientation Trainings to establish enterprises and marketing support. The MECs work on honorarium basis which are provided by the entrepreneurs or by the Mission based on the service availed by them. The service charge is fixed by the Mission and their work is based on the guidelines issued by the Mission.

**Monitoring**

The field level performance of the units is assessed with the support of MECs and the CDSs. The MECs for the initial 6 months will visit the units and will report the performance of the units. Also the requirements of the units is assessed and recommended by the MECs.

**Enterprises promoted under NULM**

Variety of enterprises in production and service sector can be seen. Some of the successful urban enterprises are given in the box.
Details of Successful Urban Self Employment Ventures

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<th>No of persons engaged</th>
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<td>IT units (Data Entry &amp; Hardware Units)</td>
<td>64</td>
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<tr>
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<td>E-Seva Kendra (IT-es Service units)</td>
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<td>93</td>
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<tr>
<td>3</td>
<td>Packaged Purified Drinking water supply units.</td>
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<tr>
<td>4</td>
<td>Women Wellness centers</td>
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<td>25</td>
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<tr>
<td>5</td>
<td>Child Day care centres</td>
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<td>15</td>
</tr>
<tr>
<td>6</td>
<td>Women Construction teams</td>
<td>6</td>
<td>98</td>
</tr>
<tr>
<td>7</td>
<td>Santhwanam (Doorstep diagnostic and health care services)</td>
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<td>40</td>
</tr>
<tr>
<td>8</td>
<td>Canteens and Food Catering Units</td>
<td>150</td>
<td>750</td>
</tr>
<tr>
<td>9</td>
<td>Kudumbashree Travels (Cab Services of Women)</td>
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<td>15</td>
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<tr>
<td>10</td>
<td>Housekeeping units</td>
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<td>30</td>
</tr>
<tr>
<td>11</td>
<td>Railway parking &amp; lounge management</td>
<td>45</td>
<td>230</td>
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<tr>
<td>12</td>
<td>Animal Birth Control Programme (Stray Dogs)</td>
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<tr>
<td><strong>Total</strong></td>
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SUPPORT TO URBAN STREET VENDORS

Introduction

Street vendors are the most visible section of the informal economy. Street vending as a profession has been in existence in India since times immemorial. In most cities, the large numbers of urban poor survive by working in the informal sector. Poverty and lack of gainful employment in the rural areas and in the smaller towns drive large numbers of people to the capital city for work and livelihood. These people generally possess low skills and lack the level of education required for the better paid jobs in the organized sector. Besides, permanent protected jobs in the organized sector are very low; hence even those having the requisite skills are unable to find proper employment. For these people, hawking/street vending is one of the means of earning a livelihood, as it requires minor financial input and the skills involved are low and also no entry level barriers in this job.

On account of being unorganized and self-employed, street vendors and their families often lack in any linkage to social security, welfare and assistance schemes and initiatives of the
Government. This makes street vendors and their families vulnerable in difficult times, or when they may require assistance for unforeseen expenses.

Street vending provides a source of self-employment, and acts as a measure of urban poverty alleviation. Street vending also has a prominent place in the urban supply chain, and provides inexpensive and convenient access to goods and services to all segments of the population including the poor. Street vending is therefore an integral part of the economic growth process in urban areas.

Low levels of education and skills, limited access to formal credit and micro enterprise support constrain street vendors’ ability to access emerging market opportunities.

**Sub components**

There are seven sub-components under the scheme for the support of urban street vendors.

- a) Survey of street vendors and issue of Identity Cards
- b) Development of city street vending plans
- c) Infrastructure development of vending zones in the city
- d) Training and Skill Development
- e) Financial Inclusion
- f) Access to credit
- g) Linkages to social security schemes

**STREET VENDOR SURVEY MODALITIES**

State / ULB can do the survey by themselves or can engage/arrange any other agency/ institutes for the conduct of the same. Educational Institutions preferably professional colleges and Universities may be considered as the agency to carry out survey. The survey should preferably be conducted on a whole city basis.

Survey forms should be prepared as specified in the state Scheme prepared under the Act. The survey must cover all street vendors in the area being surveyed. ULB will develop appropriate suitable methodology for conducting survey. Further details of the conduct of the survey may be specified in the state Scheme. However, at a minimum, the survey should cover all basic information including personal and vending related details.

The survey of street vendors shall be carried out under the supervision of the Town Vending Committee. Only those vendors who are found to be doing the business in the streets shall be entitled to be enumerated.

**ISSUE OF ID CARDS**

The ULB will issue Identity Cards to all the surveyed/identified street vendors on demand. All eligible street vendors who are covered under the survey should be provided with street vendors ID cards being issued by the local authority/ ULB. Prior to this the TVC concerned has to approve the list of street vendors,
so as by the municipal council. Identity Cards issued to the identified street vendors can act as sufficient documentation for opening of their bank accounts, getting loans from banks, accessing social security benefits, etc.

There should have some tracking systems to understand whether the vendor has already been covered and issued an Identity Card in any of the ULBs in the state. TVC, after having necessary scrutiny of application approve / reject the application stating the reason for approval / rejection of application for ID cards.

**CITY STREET VENDING PLAN**

City Street Vending Plan determines the quality of rehabilitation plans of each ULBs hence, concerted effort for the same may be done. Since further plan such as infrastructure development and market development are done based on as per city vending plan. The following details should be part of the vending plan as prescribed in the NULM guideline. City vending plan should include the following.

(i) profile of street vending trades and activities;
(ii) spatial distribution of street vending activities;
(iii) earmarking of space or area for vending zones;
(iv) determination of vending zones as restriction- free vending zones, restricted vending zones and no-vending zones;
(v) estimates of holding capacity of vending zones, which is the maximum number of street vendors who can be accommodated in any vending zone;
(vi) understanding of key challenges, constraints and issues relating to street vending; and
(vii) Possible solutions and potential street vending areas. The Street Vending Plan will also take into account the natural markets where sellers and buyers naturally congregate for the sale and purchase of products and services.

Street vending plan, will be developed in consultations with Street Vendor’s representatives and other stakeholders concerned including trade union representatives. Based on the survey findings, the City Street Vending plan prepared. The plan may include a digitised or non-digitised map of vending activities, vending trades and existing markets at ward or zone level.

**CERTIFICATE OF VENDING**

Town Vending Committee after completion of the survey and issuance of the ID cards, issues the Certificate of Vending to each street vendor covered under the survey. Norms for issuing the certificate may be defined in the Scheme or the ULB has to decide the norms and other provisions for certification.

**Terms and Conditions related to the issuance of Certificate of Vending:**

The certificate of vending shall be issued to a street vendor, subject to the terms and conditions that, he / she shall -
i. Not have any other means of livelihood, except street vending
ii. Not vend in any other place parallel
iii. Carry on street vending by himself or through any of his family members
iv. Have completed the age of fourteen years;
v. Do not lease, rent or sell the Certificate of Vending to others and shall give an undertaking to the Town Vending Committee to this effect.
vi. Not have been prosecuted and convicted or penalized earlier for any reason or offence connected with vending such as adulteration, sale of narcotics etc.
vii. Not be a legal heir of any person already holding a Certificate of Vending within the jurisdiction of the local authority concerned.

Vending Fee
The vending fees for various categories of vendors shall be fixed by local authority. The vending fee may vary for different category of vendors for different vending locations. TVC shall designate the vending zone as primary, secondary and tertiary, considering the commercial potentials, facilities and such other factors. The rate of vending fee shall vary depending on the market potential and importance. Revision of vending / vending zones may be done as under the provisions of the scheme. Renewal of Certificate of Vending & fee for renewal may be as specified in the state Scheme

Cancellation or suspension of Certificate of Vending:-
The Town Vending Committee concerned may cancel or suspend the Certificate of Vending as per the provisions under the Scheme. ULB has to act immediately to take actions in all similar instances.

INFRASTRUCTURE IMPROVEMENT
Detailed Implementation Plan (DIP) should be prepared for such infrastructure improvement projects which may include improved civic facilities such as paving, water supply, toilets, waste disposal facility, lighting, common storage space, specialized carts for specific types of trades, temporary sheds and/or parking facilities.

The list of beneficiaries of the project should be placed in the public domain and displayed on the notice board of the ULB and posted on the website of the ULB/State before taking up the project. While preparing the DIP, provision for providing specialized carts to the street vendors for specific types of trades such as food vending etc. may be included. These carts may be funded through individual loans covered under the SEP component of NULM. DIPs. The ULB may also develop DIP for creation of “food streets”, “farmers markets”, “night market” and other such specialized/theme based markets. The Town Vending Committee shall publish
the details of vending zones as per the provisions under the scheme.

**TRAINING AND SKILL DEVELOPMENT**

Skill training including Recognition of Prior Learning (RPL) needs to be provided to the street vendors on demand. The ULB may arrange one to two days training programmes for all street vendors taking one area at a time. The aim of this program will also be to orient the street vendors on aspects such as their rights and responsibilities, specific policies or laws related to street vendors, food safety, maintenance of hygiene, waste disposal, etc. Street vendors who undergo a training programme/workshop will be paid a daily amount as stipend subject to a maximum of Rs. 750 per person per day.

**Advisory Committee**

Town Vending Committee is a mandatory committee constituted at ULB level. The State Government may constitute appropriate committees/bodies to provide technical and advisory assistance and; to provide overall direction during the stages of scheme implementation. There should be adequate mechanisms for concurrent monitoring and supervision of projects under the component.

State level advisory committee may be constituted under the chairmanship of Honb’le Minister for LSGD provides technical and advisory support for the implementation of the programme, at state level. The principal secretary LSGD and Govt. secretaries of all other line departments are the members of the committee. Representatives of municipal chairmen, chief engineers, urban director, chief town planner; and a few representatives of street vendors etc. may become the committee members.

District level advisory may be committees constituted under the chairmanship of district collector will provide technical support to ULBs for implementing the scheme. Technical support and overall supervision may be done by the committee during the course of implementation. ULB secretaries, Municipal Chairpersons, town planner, representatives from the police department etc may be the committee members.

Agencies such as town planning authority, the Revenue Department, the Police Department and Public Health and Engineering Department may provide support and assistance to the local authority to facilitate the implementation of the component.

**Providing Branding for food street vendors**

Food vendors, especially vendors who sell eateries shall be brought under a unique branding in Kerala. Kudumbashree will provide handholding and mentor support to the vendors under the common brand. Branding and providing uniform pattern will be followed for branding of units/ carts. There will be health & hygiene standards set for the services and all items being
sold. Quality and quantity of the item being sold will be strictly monitored and will ensure all such given standards are met.

**FINANCIAL INCLUSION**

It is envisaged that the Identity Cards issued to street vendors under this scheme will help promote access to banking services. SULM and ULBs will liaise with banks and other financial institutions to facilitate access to banking and financial services based on documents issued to street vendors by the ULBs.

The SULM at state level will include financial inclusion of urban street vendors as a separate agenda in State Level Bankers Committee (SLBC) and District Consultative Committee (DCC) meetings. The aim of inclusion will be to ensure that all street vendors have bank accounts and are included in financial literacy programmes organized by the banks.
Chapter 5

SHELTER FOR URBAN HOMELESS

Introduction

In India, the number of homeless and people sleeping on the streets are increasing day by day due to various socio-economic reasons. In the past many people think that it is the hitch lone in big cities. But many researchers found that such issues are present in urban, semi urban and rural India. This is most certainly true in India.

The large growing urban populations in India spread across in all urban and semi urban local bodies. Health condition of the homeless deteriorates and the risk of victimization and exploitation intensifies, making it severer and harder to escape homelessness. The mission has to develop more coordinated and integrated system in response to homelessness in the country.

Even though homelessness is a universal issue, it is mostly men centric issue since people staying in the street are mostly from among the male group who are working in the unorganized sector - from construction to street vending and begging.

There is an urgent need for special attention to endorse effectual policy for program operation mechanism for those
cannot afford to access shelters for their secure and dignified sleep. Hence, ULB has to arrange a survey which is to be carried out in all urban cities to estimate the size of urban homeless population.

Objectives
The objectives of the Shelter for Urban Homeless (SUH) component of NULM scheme are to:

1. Ensure availability and access of the urban homeless population to permanent shelters including the basic infrastructure facilities like water supply, sanitation, safety and security;

2. Cater to the needs of especially vulnerable segments of the urban homeless like the dependent children, aged, disabled, mentally ill and recovering gravely ill, by creating special sections within homeless shelters and provisioning special service linkages for them.

3. Provide access to various entitlements, viz. social security pensions, PDS, ICDS, identity, financial inclusion, education, affordable housing etc. for homeless populations.

4. Formulate structures and framework of engagement for development, management and monitoring of shelters and ensuring basic services to homeless persons, by state and civil society organisations including homeless collectives.

THIRD PARTY SURVEY
ULBs should carry out a detailed survey in all urban cities to estimate the actual size of urban homeless population. Different tools, technique and methodologies are to be used for the survey and data collection. Methodology of the survey includes interview schedule transit walk snowball technique etc. Key informants interview conducted among secondary and tertiary stakeholders including police, auto taxi drivers, night street vendors, porters etc help identifying the real issue of homelessness. Group Discussion/ Focus Group Discussion with different stakeholders are part of the survey.

Kudumbashree CLF members designated as third party, in Kerala, to conduct the survey at ULB level. Apart from the CLF members there are representatives of NGO/ CBO/ residents’ association/youth club/ merchants associations were part of the survey. District administration as well as line departments including Police dept provided assistance for the survey.

Verification/ data validation
A second round survey may be conducted in the same spot or location within 10/15 days may help estimating the actual size of population. Also ULB may consider issuing a token / Id card to homeless during the survey and the same can be verified during the second round survey (If the card holders being registered under ULB they may be provided with shelter, health insurance,
Aadhaar card etc.) Group Discussion/ Focus Group Discussion with key informants/ secondary stake holders will help to estimate the actual size of population

Typology of street dwellers
1. Dwellers of permanent nature (staying in the same spot/ location)
2. Seasonal dwellers (persons coming for seasonal job/ business) stay for a particular time
3. Mobile street dwellers (they are highly mobile population traveling from one location to another) eg. People find shelter in bus stand and railway station.

Tools of data collection
Data collection tools include transit walk, Field survey, Interview/ primary stakeholders and secondary stakeholder covered. Group discussion & Focus Group Discussion also will be an effective tool for data collection

Challenges/ Limitation
Survey to be performed in the late night to ensure maximum people are covered. There will be some technical constraints to identify street dwellers who are staying in the isolated locations also s difficult to identify the real beneficiaries who need/ would like to stay at shelter homes. Beneficiary who are afraid of giving personal information due to multiple reasons may also be a constrain for the survey team. Similarly, linguistic issue (enumerators should be multi lingual) would also be a constrain. Communication may be an issue for migrant street dwellers The longer a person stays on the streets, the more he feels rejected by society.

Arrangements for the survey
The state has to do a third party homeless survey in all ULBs. Prior to the survey a pilot survey may be carried out to design the methodology of the survey. Data collection tools include interview with primary and secondary stakeholders, Group Discussions (GD), Focus Group Discussion (FGD) etc may be used as a tool to estimate the size of population. Based on the estimation, an action plan/ road map for constructing shelter homes for the state may be prepared calculating the actual demand.

Mapping of existing shelter homes
While conducting the homeless survey; details of the existing shelter homes within the ULB should be collected/ mapped for further rehabilitation of homeless. By taking the count of existing shelter homes with capacity, existing strength, type of inmates may help the ULB to accommodate homeless people those who needs shelter support. All existing shelter homes functional under the ULB may be provided with financial support for shelter refurbishment.

Action plan for the construction of Shelter homes
A roadmap for the construction of shelter homes may be prepared based on the findings of the survey. After estimating the size of homeless population, the state may encourage/ or provide support to ULBs to submit
detailed project reports (DPR) based on the size of population under each ULB, for the construction of shelter homes. ULB may also consider taking building on rent for setting up of temporary shelter homes.

**Selection of Operation & Management Agency**

Selection of appropriate agency for O&M of shelter home is very critical for all ULBs. Charitable agencies working regardless of monitory benefits only are suitable for engaging as O&M agency. In the state of Kerala, we have experimented engaging City Level Federation (CLF) concerned as the O&M designated agency for all shelter homes sanctioned under NULM. This may further help developing better administrative system and also to prevent allegations, corruptions, bad practices, unlawful activities etc. ULB may release fund in installments to the concerned CLF in advance. For this a separate bank account (joint account) may be opened in the nationalized bank. ULB may consider selecting appropriate agencies for the operation and management of the shelter homes. ULB should involve and control the day to day activities of each shelter homes.

**Homeless survey- Findings**

State Urban Livelihood Mission, (Kudumbashree) Kerala has successfully completed the urban homeless survey to identify urban homeless people who are staying in the urban street. Kerala has a large growing urban populations spread across in 93 urban local bodies. Likewise, the issue of urban homelessness is also a growing concern of urban cities. The goal of this survey is to develop a more coordinated and integrated system in response to homelessness in the state. This survey was led by the NULM’s Resource Organizations (CDS) in all urban cities across the state.

Interviews were conducted with 3195 urban homeless find stay during night in the street across the state. The survey reveals that the majority of the respondents (82.1 percent) are male (2625) and 17.6 percent are females. There are 6 (.2 percent) respondents from the Transgender community. As per the survey findings the highest number of urban homeless concentration i.e. 60 percent of homeless are concentrated in 17 major cities. The study suggests that the timely and thoughtful long-term interventions required especially in the highly populated 17 cities, where homeless population identified are above forty.

**Highlights of the survey**

- Kudumbashree CDS/ City Level Federations has been entrusted (as the third party) to carry out the survey in all urban cities
- Identified 3195 street dwellers as homeless who are residing in the street, pavements, under bridges, bus & railway stations without
- 82 % of the total population are Male homeless, thus need for
constructing male shelters are very much essential

- 17 ULBs reported highest number of street dwellers where urgent attention is required
- Forty percent of the homeless identified are migrant people residing in the street. They are either the native of neighbouring southern states or from northern states.
- 65% of the street dwellers have been staying in the same location for more than one year; reflects the demand of constructing permanent shelter homes.
- Ernakulam district rank first registering the highest number of street dwellers (510) and Idukki district rank lowest among other district registering 39 homeless Kozhikode corporation rank first among the ULBs with a total of 294 street dwellers
National Urban Livelihoods Mission
Activity cum Lesson Plan

Name of Skill Training Provider:  

Name of course:  

Ref. ID  

Total Hours:  

No of days:  

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**Codes for mode of Instruction:**
1. Traditional Class room lecture,
2. Traditional class room with LCD projector
3. Distance education using live studio instruction assisted by a trainer in the class room
4. Guided practice
5. Activity based learning
6. Others (please specify)
7. Others (please specify)

**Codes for Subject**
EN - English
SS- Soft Skill
IT - IT

Add code for domain subjects
Add code for domain subjects
Add code for domain subjects
• Schedules for the fortnightly, middle of the course and end of the course test will be indicated in the planner appropriately.
• The periods for Practical/OJT and items to be learned during OJT should also be indicated in the lesson plan.
• Information regarding split batches (If any) should also be reflected in the activity cum lesson planner. Minor deviations only is permitted in the activity cum lesson planner.