

PMKVY Monitoring Framework

S No	Main parameters of monitoring	Responsibility of process compliance	Method of monitoring	Population considered (for the Sample Size)	Sample Size	Frequency and Source of Information	Consequence Management (Action on TRAINING PARTNER (TP))	Consequence Management (Action on the SECTOR SKILL COUNCIL(SSC))	Consequence Management (Action on ASSESSMENT AGENCY(AA) or the ASSESSOR)
1	Number Allocation to newly formed SSC								
	Whether SSC has submitted Letter of Intent (LOI) , confirming that it is ready to allot numbers to TP	NSDC, SSC	Monitoring of the LOI covenants and changes, if any, and time frame compliance (less than 2 weeks)	All newly formed SSSs	100% population	As and when a new SSC is formed	Not applicable	Post reminders, if SSC does not comply with the timeline/ process , then numbers withheld	Not applicable
2	Center Validation								
	If the Center Exists at the address as provided on SDMS	TP and SSC	Sending Registered Post to PMKVY Centers as per SDMS Address - Reviewing No of Returned Registered posts	All training centers, approved on SDMS for PMKVY	100% PMKVY Centers	Frequency: 1st time - to all centers. There after every 2nd month review to check if new centers approved on SDMS, and sending posts to them Source : SDMS data	Action on TP : If the Center not found on SDMS address - Immediate Suspension of the TP from PMKVY	Action on SSC (if found that SSC did not validate center as per due diligence): 1st time : SSC given a warning to approve center with due diligence 2nd time : An administrative action may be taken against the SSC If the same SSC has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Action on AA (if found that AA did not report the discrepancies as per due diligence, during assessment): 1st time : AA warned to report discrepancies in future 2nd time : Assessor Suspended 3rd time : AA suspended If the same AA has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY

			Center inspection by Third Party Agency (may be in next phase of PMKVY)	same as above	100% PMKVY Centers	Frequency : Monthly Source : Third Party agency Reports	same as above	same as above	same as above
			Center Inspection by PMKVY Monitoring team	All training centers, approved on SDMS for PMKVY	Significant sample size of Centers with 95% confidence level, 5 - 10% margin error.	Frequency : Monthly Source : Center Inspection Reports , SDMS, Grievance Portal	Action on TP : If the Center not found on SDMS address - Immediate Suspension of the TP from PMKVY	Action on SSC (if found that SSC did not validate center as per due diligence): 1st time : SSC given a warning to approve center with due diligence 2nd time : An administrative action may be taken against the SSC If the same SSC has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Action on AA (if found that AA did not report the discrepancies as per due diligence, during assessment): 1st time : AA warned to report discrepancies in future 2nd time : Assessor Suspended 3rd time : AA suspended If the same AA has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY
		TP	Review the % of students who <u>do not verify</u> the questions asked (i.e. who say that their training is not done at the address mentioned on SDMS)	All batches of such centers ,where training started, as per SDMS	Significant sample size of batches with 95% confidence level, 5 - 10% margin error.	Frequency : Monthly Source : Rural Shores Call Validation	Action on TP : 1st time discrepancy found : warning mail to TP, corrective measure to be taken in next 7 days 2nd time : Warning mail to TP and SSC, that targets of that TP may be reduced 3rd time : Reduce the targets of the TP by 10% 4th time : Suspend the TP If the same TP has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Not applicable	Not applicable

	<p>1. Center Validation and Adequacy - as per process set by SSC for Center Validation 2. Whether Subcontracting is done more than 1 level</p>	<p>TP and SSC</p>	<p>Discrepancies found in the SSC Center Validation Report. For e.g., The Center approval date on SDMS must be AFTER the Center validation date by SSC To check such anomalies</p>	<p>All training centers, approved on SDMS for PMKVY</p>	<p>same as above</p>	<p>Frequency : Monthly Source : SSC Center Validation Report</p>	<p>If found that TP subcontracted at more than 1 level, Action on TP: This is a serious violation, TP to be suspended immediately, and its franchisee Centers to be suspended.</p>	<p>Action on SSC (if found that SSC did not validate center as per due diligence , or if the TP subcontracted at more than 1 level): 1st time : SSC given a warning to approve center with due diligence 2nd time : An administrative action may be taken against the SSC If the same SSC has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY</p>	<p>Not applicable</p>
	<p>Center Validation and Adequacy - as per process set by Assessment Agency for Center Validation , during Assessments</p>	<p>SSC, AA, Assessor and TP</p>	<p>Discrepancies found in the Assessor Center Validation Report.</p>	<p>All batches of the centers where assessments completed</p>	<p>significant sample size of centers - 95% confidence level, 5 - 10% margin error</p>	<p>Frequency : Monthly Source : Assessor Center Validation Report</p>	<p>Not applicable</p>	<p>Action on SSC (if found that AA did not validate center as per due diligence): SSC given a warning to advise AAs to validate the center as per due diligence</p>	<p>Action on AA (if found that AA did not report the discrepancies as per due diligence, during assessment): 1st time : AA warned to report discrepancies in future 2nd time : Assessor Suspended 3rd time : AA suspended If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY</p>

3 MARKETING & BRANDING GUIDELINES								
This point is largely being covered during Center Validation process								
If the Center is adhering to Marketing and Branding Guidelines	TP	<p>NSDC team Center Visit Report: 1. Display of PMKVY Posters and Signage's in the Classroom, Counseling Room, Outside The Center2. Marketing Posters used by TP is adhering to PMKVY guidelines or not</p>	All centers where training started	Significant sample size of centers - 95% confidence level, 5 - 10% margin error.	<p>Frequency : Monthly Source : Center Inspection Reports</p>	<p>Action on TP:</p> <p>1st time discrepancy found: warning mail to TP, corrective measure to be taken in next 7 days</p> <p>2nd time: Warning mail to TP and SSC, that targets of that TP may be reduced.</p> <p>3rd time: Reduce the targets of the TP by 10%</p> <p>4th time: Suspend the TP</p> <p>If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found, including debarring from PMKVY.</p>	<p>Action on SSC (if found that SSC confirmed to the branding compliance on the report , despite NO branding guidelines adherence):</p> <p>1st time : SSC given a warning to approve center with due diligence 2nd time : An administrative action may be taken against the SSC</p> <p>If the same SSC has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY</p>	<p>Action on AA (if found that AA did not report the discrepancies as per due diligence, during assessment):</p> <p>1st time : AA warned to report discrepancies if found, during assessment 2nd time : Assessor Suspended 3rd time : AA suspended</p> <p>If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY</p>
	TP	<p>Third Party Inspection Reports (may be in next phase of PMKVY)</p>	same as above	100 % Centers to be inspected by GEOSTAT	same as above	same as above	same as above	same as above

		TP	Call Validation Process : % of students who do not verify the data - Egg, posters displayed in his / her classroom , awareness on PMKVY etc.	All batches of such centers, where training started	Significant sample size of centers - 95% confidence level, 5 - 10% margin error.	Frequency : Quarter Source : Rural Shores Cal validation	Action on TP: 1st time discrepancy found: warning mail to TP, corrective measure to be taken in next 7 days 2nd time: Warning mail to TP and SSC, that targets of that TP may be reduced 3rd time: Reduce the targets of the TP by 10% 4th time: Suspend the TP If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found, including debarring from PMKVY. However in case of Misrepresentation/wrong publicity regarding scheme i.e. marketing PMKVY as scholarship scheme/free scheme or wrong promises of Government Jobs etc. Show Cause Notice to TP on 1st time and immediate suspension in case of second complaint/discrepancy	Action on SSC (if found that SSC confirmed to the branding compliance on the report , despite NO branding guidelines adherence): 1st time : SSC given a warning to approve center with due diligence 2nd time : An administrative action may be taken against the SSC If the same SSC has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY	Action on AA (if found that AA did not report the discrepancies as per due diligence, during assessment): 1st time : AA warned to report discrepancies if found, during assessment 2nd time : Assessor Suspended 3rd time : AA suspended If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY
4	MASS ENROLMENTS								
	MASS ENROLLMENTS : To check if TPs are engaging in any unethical practices such as Mass enrollments of college/ school candidates (who are Not drop outs) , to complete their targets	TP	NSDC team Center Visit : 1. Personal Interaction with Candidates at the Center OR on a call (if students not available at the center)	All Centers , where training started as per SDMS	Significant sample size of batches with 95% confidence level, 5 - 10% margin error. (Sample will include the Centers where Enrolments > 400 at 1 Center)	Frequency : Monthly Source : Center Inspection Reports	Action on TP : If Mass enrolments found, - Immediate Suspension of the TP from PMKVY	SSC given a warning, to affiliate their TPs on due diligence	Not applicable
		TP	Center Inspection by Third party (may be in next phase of PMKVY)	same as above	100 % Centers	same as above	same as above	same as above	Not applicable

		TP	Student Call validation Egg: 1. To check where are they currently studying 2. If they are aware of enrolment in PMKVY 3. Whether the Center of School/ College and PMKVY Center address is same	All Centers , where training started as per SDMS	Significant sample size of batches with 95% confidence level, 5 - 10% margin error. (Sample will include the Centers where Enrolments > 400 at 1 Center)	Frequency : Monthly Source : Rural Shores Data	Action on TP : If Mass enrolments found, - Immediate Suspension of the TP from PMKVY	SSC given a warning, to affiliate their TPs on due diligence	Not applicable
5	TRAINING								
	To check if training being conducted or not, Students awareness on PMKVY : <i>Egg Auto Debit facility, Reward money etc.</i>	TP	NSDC team Center Visit : 1. Personal Interaction with few Candidates randomly selected at the Center OR on a call (if students not available at the center)	All Centers , where training started as per SDMS	Significant sample size of batches with 95% confidence level, 5 - 10% margin error. (Sample will include the Centers where Enrolments > 400 at 1 Center)	Frequency : Monthly Source : Center Inspection Reports	Action on TP : 1st Time : If more than 20% students show no awareness on PMKVY (Do not verify the data), Warning mail to be sent, taking corrective measures in 7 days 2nd time : Warning mail to TP and SSC, that targets of that TP may be reduced. 3rd time : Reduce the targets of the TP by 10% 4th time : Suspend the TP If the same TP has faltered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Not applicable	Action on AA : 1st time : If discrepancies found in Assessment Report , Warning mail to be sent, taking corrective measures in 7 days 2nd time : Suspend the Assessor 3rd Time : Suspend the Assessment Agency NOTE : If the same AA has faltered on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY
		TP	Third party Center Inspection (may be in next phase of PMKVY)	same as above	100% Centers	Frequency : Monthly Source : Center Inspection Reports	same as above	Not applicable	same as above

		TP	Call Validation Process : Reviewing the % of students who do not verify the data (i.e. who confirm that center not adhering to branding guidelines)	All batches where training started	Significant sample size of batches with 95% confidence level, 5 - 10% margin error. (Sample will include the Centers where Enrolments > 400 at 1 Center)	Frequency : Monthly Source : Rural Shores Data	Action on TP : 1st Time : If more than 20% students show no awareness on PMKVY (Do not verify the data), Warning mail to be sent, taking corrective measures in 7 days 2nd time : Warning mail to TP and SSC, that targets of that TP may be reduced. 3rd time : Reduce the targets of the TP by 10% 4th time : Suspend the TP If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Not applicable	Action on AA : 1st time : If discrepancies found in Assessment Report , Warning mail to be sent, taking corrective measures in 7 days 2nd time : Suspend the Assessor 3rd Time : Suspend the Assessment Agency NOTE : If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY
Training documents availability at the Center	TP and Assessor	Enrolment forms specifies PMKVY , and Signed by Candidate or not (to be reviewed during center visits)	Enrolment forms of all candidates whose training started	At least 5 forms from each job role , at the center being visited , during Center Inspection	Frequency : Monthly Source : Center Inspection Reports	Action on TP: 1st Time: If discrepancy found, Warning mail to be sent, taking corrective measures in 7 days 2nd time: Warning mail to TP that targets of that TP may be reduced. 3rd time : Reduce the targets of the TP by 10% 4th time : Suspend the TP If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Not applicable	same as above	

		TP and Assessor	Trainee Feedback Forms filled up, signed by the students (to be reviewed during center visits)	Trainee Feedback Forms of all candidates whose training started	At least 5 forms from each job role , at the center being visited , during Center Inspection	Frequency : Monthly Source : Center Inspection Reports	<p>If found that the trainee feedback forms not maintained OR discrepancy found , Action on TP :</p> <p>1st time : Warning mail to be sent, taking corrective measures in 7 days</p> <p>2nd time : Warning mail to TP that targets of that TP may be reduced.</p> <p>3rd time : Reduce the targets of the TP by 10%</p> <p>4th time : Suspend the TP</p> <p>NOTE : If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debaring from PMKVY</p>	Not applicable	<p>Action on AA :</p> <p>1st time : If discrepancies found in Assessment Report , Warning mail to be sent, taking corrective measures in 7 days</p> <p>2nd time : Suspend the Assessor</p> <p>3rd Time : Suspend the Assessment Agency</p> <p>NOTE : If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debaring from PMKVY</p>
		TP and Assessor	Attendance Record maintained, signed by the students (to be reviewed during center visits)	Attendance Record of all candidates whose training started	Attendance Sheet of At least 5 batches to be reviewed	Frequency : Monthly Source : Center Inspection Reports	<p>If found that the Attendance record not maintained OR discrepancy found , Action on TP :</p> <p>1st time : Warning mail to be sent, taking corrective measures in 7 days</p> <p>2nd time : Warning mail to TP that targets of that TP may be reduced.</p> <p>3rd time : Reduce the targets of the TP by 10%</p> <p>4th time : Suspend the TP</p> <p>NOTE : If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debaring from PMKVY</p>	Not applicable	same as above

6	ASSESSMENTS								
	AA Authenticity : to check if there is no such case, where the same AA is registered as TP with the same SSC (Zero conflict of interest)	SSC	SSC monthly Compliance Reports - to see if SSC is confirming that there is no such case	Reports from All SSCs	100% population	Frequency : monthly Source : SSC monthly Reports	Action on TP : It is a Severe violation, TP suspended from PMKVY	Action on SSC : It is a Severe violation, SSC suspended from PMKVY	Action on AA : It is a Severe violation, AA suspended from PMKVY
	Right Assessor at Right PLACE and Right DATE: To check: a. If the authenticated assessor is doing the assessment b. At the scheduled center of the TP c. On the date registered on SDMS	AA and TP	1. SDMS Data (Assessment form filled by Assessor, post assessment): Discrepancies found in Assessor's details, post assessment 2. Call Validation to TPs - for checking their experience with Assessor , during Assessment	All Assessors	100% population	Frequency for 1 : Monthly Source : SDMS data Frequency for 2 : Quarterly Source : Rural Shores calling Data	Action on TP: (If it is found that Dates were changed on request of TP). 1st time : Warning would be issued, corrective actions to be submitted to PMKVY monitoring team within 7 working days, so that the same is not repeated 2nd time : Warning that targets will be reduced 3rd time : Reduce the targets of the TP by 10% 4th time : Suspend the TP NOTE : If the same TP has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY	Action on SSC , who approved that AA body 1st time : SSC given a warning to approve AA with due diligence 2nd time : An administrative action may be taken against the SSC If the same SSC has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY	Action on AA : 1st Time : Warning would be issued, corrective actions to be submitted to PMKVY monitoring team within 7 working days, so that the same is not repeated 2nd Time : Suspend the Assessor 3rd time Suspend the AA NOTE : If the same AA has faulted on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY
	Validation of Center : Whether the assessors are validating the training centers registered on SDMS , during assessments		Point already covered under Center Validation						
	Training Documents Availability : Attendance record of trainee		Point already covered under Training Section						
	Training Documents Availability : Trainee Feedback Form		Point already covered under Training Section						

	<p>Identifying unusual high / low rate of pass percentage , as compared to other batches result for the same job role</p>	SSC and AA	<p>1. No of batches where Pass % deviates +30%/ -30% of national average of the pass % of that job role</p>	<p>All batches on SDMS, where the results are declared by Assessor , and approved by SSC</p>	<p>Statistical sample size of Results , with 95% confidence level , 5 - 10 % margin error</p>	<p>Frequency : Quarterly Source : SDMS Data</p>	<p>Not applicable</p>	<p>Action on SSC , who approved that AA body</p> <p>1st time : SSC given a warning to approve AA with due diligence</p> <p>2nd time : An administrative action may be taken against the SSC</p> <p>If the same SSC has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY</p>	<p>Action on AA :</p> <p>1st Time : suspend the assessor</p> <p>2nd Time : Suspend the AA</p> <p>NOTE : If the same AA has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY</p>
	<p>Language of Assessment : To see if the assessment was conducted in the same language as preferred by the student</p>	Assessor and TP	<p>1. Cases found on SDMS through Assessor Form - where Assessment Language, and student preferred language were different.2. Student Call Validation : Cases where students confirm that assessment language and preferred language were different</p>	<p>All batches of which assessments completed</p>	<p>Statistical sample size of batches , with 95% confidence level , 5 - 10 % margin error</p>	<p>Frequency : Quarterly Source : SDMS Data, Rural Shores Calling Data</p>	<p>Action on TP : IF TP did not tell the students preferred language, before the Assessment date, then :</p> <p>1st time : Warning would be issued, corrective actions to be submitted to PMKVY monitoring team within 7 working days, so that the same is not repeated</p> <p>2nd time : Warning that targets will be reduced</p> <p>3rd time : Reduce the targets of the TP by 10%</p> <p>4th time : Suspend the TP</p> <p>NOTE : If the same TP has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY</p>	<p>Action on SSC , who approved the results without checking the discrepancy in the Assessment language conducted and Preferred</p> <p>1st time : SSC given a warning</p> <p>2nd time : An administrative action may be taken against the SSC</p> <p>If the same SSC has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy is found , including debarring from PMKVY</p>	<p>Action on AA :</p> <p>1st Time : Warning would be issued, corrective actions to be submitted to PMKVY monitoring team within 7 working days, so that the same is not repeated</p> <p>2nd Time : Suspend the Assessor</p> <p>3rd time : Suspend the AA</p> <p>NOTE : If the same AA has faultered on other processes too, then strong action may be taken even if 2nd time discrepancy found , including debarring from PMKVY</p>

**Note : Once a Training Center is approved by the SSC , the same center cannot be shifted to any other place
In case the center has to be shifted for any reasons, the new center (at new address) must be validated and approved by SSC.
Also a new center id needs to be generated on SDMS for the center which is shifted.**