

## **Monitoring FAQs-Covid Healthcare Program**

1. When will Monitoring team conduct a Surprise Visit or TC Self-Assessment (Virtual verification)?  
Ans: Monitoring team can conduct a Surprise Visit/ TC Self-Assessment on any working day post the commencement of training at the respective Center. Each TC is envisaged to have at least one physical inspection and one virtual inspection.
2. What is candidate verification through automated and manual calls?  
Ans: Candidates enrolled in PMKVY 3.0 including the Covid Healthcare program will be verified by dedicated call centre team. They will ask a set of specific questions regarding the candidate enrolment, training centre facilities and record any non-compliances.
3. What is daily upload in Virtual verification app?  
Ans: TCs need to upload the daily activities with group photos and videos as specified in the TC Self-Assessment app daily. TCs as part of daily upload should also share candidate attendance through face recognition feature available in the app.
4. What is TC Self-Assessment App (Real-time Virtual Verification) and how does it work/function?  
Ans: PMKVY Monitoring team has introduced 'TC self-Assessment' Mobile Application through which a random mobile push notification will be sent to the Training Centre (TC)/location SPOCs for them to initiate and complete their respective 'Self-Assessment' of the training location/Center. The push notification may be sent anytime within training hours as declared by Training Partner (TP)/PIA on the Skill India Portal (SIP). The mobile application (App) provides an array of objective parameters to be captured to complete the TC Self-Assessment.
5. How can I download the App for Self-Assessment?  
Ans: This mobile App (available in Play store, iOS) needs to be downloaded by the TC/location SPOCs on their mobile phones (mobile numbers as provided in SIP/SDMS). Links for downloading TC Self-Assessment App on mobile:  
IOS: [itms-apps://itunes.apple.com/app/id1196090587](https://itunes.apple.com/app/id1196090587)  
Android: <https://play.google.com/store/apps/details?id=com.senpiper.nsdc>
6. What should TCs know before acknowledging the notification alert?  
Ans: Post installation of the application, TC SPOC will land on a Login Page where he/she has to login using their credentials, which will be shared with TC by PMKVY Monitoring team/Senpiper. TC SPOC to wait for their device to receive the notification ring alerting to begin the 'TC Self-Assessment' process. Once TC SPOC acknowledges the notification alert, will land on a form with a button "Complete Audit" at the bottom. To begin the assessment, start clicking photographs or respective parameters in the assessment form. TC SPOC supposed to finish filling the TC-Self Assessment form within 75 minutes, for successful submission. (Snapshots of TC Self-Assessment Form attached). Once done with clicking photographs and uploading required documents, TC SPOC to submit the form.

For Demo, please access this link: <https://drive.google.com/file/d/1d62lpj936QRGx-NoFFZgg1VPBp8GVjs5/view>

7. What happens if TC SPOC has missed the notification alert for some reason?

Ans: If TC SPOC has missed the alert for some reason, they can refer to the alerts section (bottom right corner of the screen), in the mobile application, to check for any unattended alerts regarding Self-Assessment process.

8. Who will be authorized from the training center/location to complete the virtual monitoring inspection?

Ans: The notification alert (link) for the virtual verification will be sent to the registered training center/location SPOC for completion of the virtual monitoring inspection. Hence, training partners/centers are requested to update the details of Training center/location SPOC on SIP or SDMS.

9. How to upload daily attendance in the app?

- TC will receive daily mobile push notification to the Training Centre (TC)/Location SPOCs, for them to initiate and complete their respective daily attendance of the training location/centre.
- TC SPOCs will input their Batch ID in the Attendance Form (Provided under Group name: Face Recognition Attendance Management).
- Candidate details will be auto populated to the attendance form after selection of Batch ID.
- TC will have to click individual candidates' photos which will be used to track attendance of the candidate.
- Picture of the candidate being clicked must contain 80% of candidate's face without mask. TC SPOC needs to ensure that the photos clicked are without a mask or other face-covering items. All photos are to be clicked in front of a plain background - No posters or other candidates should be present in the photograph for optimal working.
- On subsequent days of training, TCs need to select "Present" or "Absent" against the photograph in the application and upload the candidate photograph accordingly.
- Photographs provided by the TC SPOCs will be verified by a face recognition technology to mark the final attendance in the SIP.

10. What are the parameters that will be checked during Surprise Visit/TC Self-Assessment?

Ans. Following are the major parameters that will be checked during Surprise Visit/TC Self - assessment:

- Attendance of candidates
- Availability of TC facilities & infrastructure
- Availability of Training material as per the guidelines
- Branding of PMKVY as per the guidelines
- Regularity of Training including batch strength.
- Trainer Qualification and ToT certification
- Covid related and applicable guidelines
- Any unethical practices by TC

11. At what time will Inspector Visit a Training Center?

Ans. Visiting Inspector will have the details of batch timing for a centre and will visit during batch hours to check compliance as per laid PMKVY guidelines.

12. What are the actions taken against discrepant centers?

Ans. Discrepant center will be issued a Show Cause Notice wherein it is asked to submit evidence against issues mentioned in the show cause notice (SCN). Internal Monitoring Committee, which is empowered to act against discrepant centers, analyses the evidences and the findings of the investigation done by Monitoring team and takes appropriate action as per the defined penalty grid.

13. What happens to the training center when a show cause notice is issued?

Ans. Once a Show Cause Notice is issued, the payments as well as SIP login of the discrepant centers are put on hold and the case is presented before IMC for appropriate action. Also during the hold, the TC would not be able to create new batches in the SIP. As per the IMC decision, further action would be taken:

- The hold will be released if the IMC recommends warning/compliance/no action for the training center.
- If IMC recommends suspension/blacklisting of training center, the SIP login will be disabled and payment of the batches ongoing on the day of the visit or future batches (either tranche 1 paid or invoice for tranche 1 received) will be recovered from future payments.

14. How do I respond to a Show Cause notice?

Ans. Once a Show Cause Notice is issued, it is the responsibility of TC/TP to submit all the evidence like CCTV footage, date and time stamped photographs, required documentation etc. available for the day of inspection. Show Cause Notice should be considered of utmost importance and should be responded with all the evidence available timely to avoid delay in IMCs decision.

15. Does monitoring team consider other evidence in resolving cases apart from Inspector's report?

Ans. Apart from the inspector report, other evidences gathered through different channels like call validation, attendance records, evidences submitted by the TP/TC as a response to SCN could be analyzed during the investigation.

16. Will the monitoring inspection be Physical or Virtual?

Ans It can be either be physical or virtual depending upon the Covid restrictions imposed by states/districts in which the Training Center/Location is located.

17. Are there any COVID guidelines in place from Monitoring standpoint?

Ans. The general COVID guidelines issued by MHA must always be followed by all the Training Centers/Locations and same will be considered during inspection.

18. Will there be any relaxation in the parameters monitored during a physical/virtual inspection?

Ans. As AEBAS is not allowed as per MoHFW Covid guidelines, monitoring related to AEBAS will be exempted during the pandemic for all the Training Centers/Locations but PIAs and SPIAs are

required to submit photograph of daily activities along with manual/face recognition attendance record in a mobile app for the purpose of attendance monitoring.

19. Will Pre-COVID monitoring directions applicable in scenarios of closure of training or any deviation of training schedules?

Ans: Yes, Pre-COVID monitoring directions will be applicable and training partner/center must inform NSDC monitoring & business team regarding any change in the training schedule. In case the information is not shared in advance and monitoring inspection is conducted on the same day, action shall be taken against the discrepant training center/partner as per the approved penalty grid.

20. Will there be any relaxation in penalties imposed if TC is found discrepant during physical/virtual inspection?

Ans. The decision on the penalty of discrepant Training Centers/Locations is totally at the discretion of Internal Monitoring Committee (IMC) based on the response and evidence shared by TP/PIA/SPIA.