

# IMPACT ASSESSMENT FOR RPL – PRADHAN MANTRI KAUSHAL VIKAS YOJANA 2.0



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## Impact Assessment for Management Sector

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*This report has been prepared by **DATAWISE**® for National Skill Development Corporation, as part of the scope of work agreed for the project on Impact Assessment for RPL –PMKVY 2.0 vide the Work Order No. MFP Fed./AMD/2021/2992 dated 23 March 2021. This report and its contents are confidential and cannot be shared with anyone else without the prior written consent of **DATAWISE**®. This report is based on information collected through primary research and analysis of the data collected.*

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### Abbreviations

Abbreviation	Elaboration
<b>AAs</b>	Assessment Agencies
<b>CAPI</b>	Computer Assisted Personal Interview
<b>CATI</b>	Computer Assisted Telephonic Interview
<b>CAWI</b>	Computer Assisted Web Interview
<b>CSCM</b>	Centrally Sponsored Centrally Managed
<b>CSSM</b>	Centrally Sponsored State Managed
<b>INR</b>	Indian Rupee
<b>MSDE</b>	Ministry of Skill Development & Entrepreneurship
<b>NGO</b>	Non-Government Organizations
<b>NSDC</b>	National Skill Development Corporation
<b>NSQF</b>	National Skills Qualifications Framework
<b>PIA</b>	Project Implementing Agencies
<b>PMKVY</b>	Pradhan Mantri Kaushal Vikas Yojana
<b>PPP</b>	Public Private Partnership
<b>RPL</b>	Recognition of Prior Learning
<b>SSC</b>	Sector Skill Councils
<b>SSDMs</b>	State Skill Development Missions
<b>STT</b>	Short Term Training
<b>TPs</b>	Training Providers



# EXECUTIVE SUMMARY



## 1 Executive summary

Below are the key findings of the impact assessment study of RPL program for management sector:

### Impact of RPL program on beneficiaries

- A majority of the beneficiaries (50%) across all the states came to know about the RPL program from mobilizing agency.
- A majority of the beneficiaries across all the districts is certified (93%) and received a skill card badge (95%). A significant 91% claimed not to have received the INR 500 after course completion.
- 91% of the beneficiaries enrolled for the bridge course in management sector and 96% found it useful.
- Primarily beneficiaries undertook the program to seek new employment opportunities. To improve income and subject knowledge was also a major reason.
- A majority of the beneficiaries across all the states claimed to receive the 3 years of insurance under Kausal Bima as well as help from PIA to get registered under Udyami Mitra. The LWE regions stated the opposite of the same.
- Significantly, most beneficiaries across all the states benefited from increased usage of the digital platform (44%). In LWE areas, majority indicated improved communication skill after no impact.
- Though there is a positive impact on the competency of the beneficiaries, the ability to improve access to markets did not change much. A significant 24% of the beneficiaries recorded no expansion whereas, 24% of the beneficiaries reported to expand/change within city, 21% within the state and 30% within the country.
- 7% of the beneficiaries applied for Mudra loans-for expansion.
- The RPL program has clear impact on the beneficiaries especially in terms of ability to switch jobs to different employers. However, the impact of RPL appears to be both monetary such as increase in income as well as non-monetary benefits such as appreciation, increase in job responsibilities etc.
- 39% of the beneficiaries across all the states reported an improved income after the RPL program. However, the impact is not very significant. A majority, i.e., 57% of the beneficiaries reported increase in income up to 5% to 15% post RPL program.
- A majority of the beneficiaries stated that there is an overall improvement in their social well-being in terms of level of savings, lifestyle, health and social status
- The biggest impact has been improvement in lifestyle (94%), and least impact has been level of health (84%).

### Impact of RPL program on enterprise

- The key improvement in the workplace have been in the availability of hardware-desktop/laptops/phones/faxes/OHPs and software as well as conference rooms.
- The highest percentage of beneficiaries (92%) reported availability of hardware-desktop/laptops/phones/faxes/OHPs as an impact of RPL program on their workplace.

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### Impact of RPL program on SSC

Perception of SSCs performance was overall very good. While they scored the highest on the training quality (4.17 out of 5), they scored lowest on classroom (4.05 out of 5).

The below table shows the top three and bottom three states in terms of the composite scores:

State	Composite score*	Classroom	Training quality	Training material	Placement status
Punjab	4.81	4.86	4.93	4.85	4.62
Gujarat	4.50	4.53	4.54	4.53	4.43
Uttar Pradesh	4.49	4.21	4.80	4.27	4.70
Haryana	3	3.00	3.00	3.00	3.00
Jammu and Kashmir	3	3.00	3.00	3.00	3.00
Bihar	2.49	2.83	2.83	2.80	1.59

**TABLE 1: TOP THREE AND BOTTOM THREE CITIES BASED ON FEEDBACK ON TRAINING INSTITUTE**

*(On a scale of 1-5, where 1 being Very Bad to 5 being Excellent)*

The below table shows the LWE district in descending order in terms of the composite scores:

LWE District	Composite score*	Classroom	Training quality	Training material	Placement status
Sonbhadra	4.33	4.05	4.49	4.29	4.47
Gaya	2.64	3	3.08	3.08	1.41
Banka	2.00	2.2	2.28	2.25	1.28

**TABLE 2: TOP LWE DISTRICTS BASED ON FEEDBACK ON TRAINING INSTITUTE**

*(On a scale of 1-5, where 1 being Very Bad to 5 being Excellent)*

*\*(The composite score is the average of the scores received on the parameters such as classroom, training quality, training*



# INTRODUCTION



## 2 Introduction

Below is the brief introduction of NSDC and RPL:

### 2.1 NSDC

National Skill Development Corporation (NSDC) is a not-for-profit public limited company incorporated on July 31, 2008, under section 25 of the Companies Act, 1956 (corresponding to section 8 of the Companies Act, 2013). NSDC was set up by the Ministry of Finance as Public-Private Partnership (PPP) model.

NSDC acts as a catalyst in skill development by providing funding to enterprises, companies, and organizations that provide skill training. It also develops appropriate models to enhance, support, and coordinate private sector initiatives. The differentiated focus on 37 sectors under NSDC's purview and its understanding of their viability will make every sector attractive to private investment.

Pradhan Mantri Kaushal Vikas Yojana (PMKVY) is the flagship scheme of the Ministry of Skill Development & Entrepreneurship (MSDE) implemented by the National Skill Development Corporation.

(Source – NSDC)

#### 2.1.1 Recognition of Prior Learning

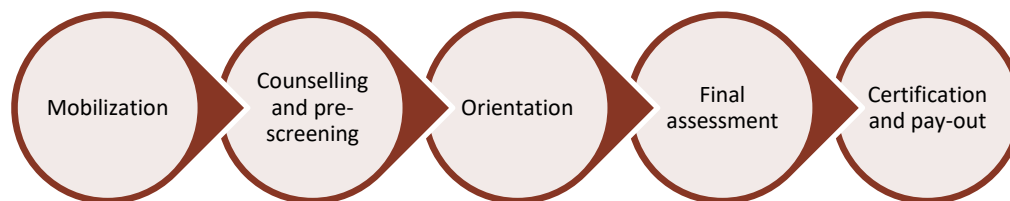
The recognition of prior learning, usually referred to as RPL mainly refers to evaluating a person's existing skills, knowledge, and experience acquired through formal or informal learning.

The objectives of RPL are primarily three-fold:

- **Align the competencies of the unregulated sectors** of the country with the National Skills Qualification Framework
- **Enhance the chances of employment** of individuals and provide them with more options for higher education.
- **Reduce the inequalities** present due to the privileges given to some types of skills and knowledge over others.

##### 2.1.1.1 RPL – 5 step processes

The RPL process comprises of five steps:



**FIGURE 1: FIVE STEPS OF RPL PROCESS**

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1. **Mobilization:** It can happen indirectly through the mobilization agencies (associations/NGOs), training partners, or direct employers.
2. **Counselling and pre-screening:** PIAs and TPs will be involved in this process as RPL facilitators. The respective SSCs have a pre-screening format to evaluate the pre-existing skill sets of the candidates. Potential candidates are counseled about the PMKVY scheme and RPL process and its effect on their lives.
3. **Orientation:** Enrolled candidates undergo a 12-hour orientation. Orientation mainly consisted of domain training and soft skills, and entrepreneurship tips. A basic understanding of the evaluation process and condition is also provided.
4. **Final assessment:** Assessment agencies will evaluate without any intervention from the RPL facilitator. Grades will be awarded according to NSQF.
5. **Certification and pay-out:** Within seven days of the final assessment, SSCs will have to validate and approve the results. Eligible candidates will be provided with Skill Certificate/Mark sheet/Pay-Out (INR 500).

### 2.1.1.2 Types of RPL

RPL is implemented through different project types. Project The project type varies according to the target beneficiaries:

**Type 1 – RPL camps** – In this type, 2 to 5 steps of RPL are carried out in temporary RPL locations, where workers of a particular sector are consolidated (such as Industrial and/ or Traditional Clusters).

**Type 2 – Employer’s premises** – In this type, all the steps of RPL are executed within the employer's premises.

**Type 3 – RPL centers** – In this type, 2 to 5 steps of RPL are carried out at the designated center within the mobilizing zone. It is done for geographically scattered workers who need to be mobilized.

**Type 4 – RPL with best-in-class employers** – Reputed employers/industries across sectors shall implement this project type. Employees of best-in-class employers from all sectors shall be certified. Senior Employees such as Supervisors/Managers shall act as assessors in this mode.

**Type 5 – RPL through demand** – RPL through demand will be conducted at centers to which targets have been allocated by NSDC. The mobilization of candidates will happen through a Demand Aggregation portal.

### 2.1.2 Bridge course

The bridge course is an optional provision designed to cover skill gaps (if there is any) that exists in the beneficiaries. The course helps to bridge the gap between the demand and supply for skilled workforce

The total duration of the bridge course is 68 hours. The content of the bridge course gets validated by the SSC. The topics and sub topics are designed in such a way so that it gets aligned with the skill gaps and requirements of the beneficiaries.

The course helps the beneficiaries in the following:

- Performing basic security task
- Understanding of legal requirements
- Getting guarding service and control access
- Performing screening and search
- Manage traffic and respond to emergencies
- Rendering to first aid

# PROJECT BACKGROUND



### 3 Project Background

The management sector is one of the key skills sectors of the NSDC, where it is promoting skill development. Under PMKVY, RPL is implemented in the management sector through type 1, project type. In this type 1 project, 2<sup>nd</sup> to 5<sup>th</sup> steps of the RPL are executed in the RPL Camps.

Recognition of Prior Learning (RPL) is an initiative of the Government of India (GoI), Ministry of Skill Development and Entrepreneurship (MSDE) under Pradhan Mantri Kaushal Vikas Yojana (PMKVY), implemented by the National Skill Development Corporation (NSDC).

#### 3.1 Scope

The scope of the project are as follows:

- To identify and document the objectives of RPL project.
- To develop an impact evaluation framework with a list of quantifiable and non-quantifiable impact indicators.
- To identify existing processes, measurable outputs, data to be captured, design/implementation gaps at each step involved in the project from mobilization to certification (mobilization, counseling, pre-screening, training, assessment, and certification).
- Mapping and assessing socio-economic and cultural impacts on beneficiary, industry and society.
- Understanding the overall performance of implemented training programs and indicate whether the programs are being implemented as per the norms provided in the guidelines or not.
- To ascertain the impact of the project on the creation of tangible/intangible skill infrastructure in, hilly areas and LWE areas to understand the access of skills and training undertaken in the project.
- To understand the impact of the project through adopting a lens of diversity and inclusion which means assessing the impact on gender and different caste categories.
- To draw insights and provide inputs for corrective measures required to improve the implementation of RPL projects of similar kinds.
- To conduct an impact evaluation of selected RPL projects under PMKVY 2016-20 and share impact framework along with quantifiable and non-quantifiable results ascertained from the exercise

#### 3.2 Objective

The impact assessment project is conducted to know about the following:

##### 1. Program impact in terms of efficiency and effectiveness.

- Efficacy of skill development initiative proposed through the project.
- Effectiveness of the various activities under the project in achieving the stated objectives
- The impact created in terms of employment and increase in income.
- Livelihood opportunities of targeted beneficiaries have been impacted positively by the intervention.
- Perception of beneficiaries and other stakeholders of the quality of crucial project interventions and responsiveness of these interventions to their needs.

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- Practical approaches to improving the program implementation in terms of training aid, well-equipped trainers, assessors, handholding support, provision of bridge course, etc., to achieve the desired outcome of the project.
2. **Direct impact on beneficiaries- Employability, remuneration, welfare, working conditions.**
    - Increase in the employability of beneficiary due to the training/certification
    - Increase in income of the beneficiaries due to the interventions
    - Development of competencies in beneficiaries demanded at work by the intervention.
    - Improvement in working condition of the beneficiaries by the intervention
    - Progress in the welfare of the beneficiaries.
  3. **Impact of enterprise – Productivity, labor environment, competitive advantage, etc.**
    - Improvement in productivity due to the training interventions.
    - Positive changes in working conditions.
    - Increase in efficiency of the work processes as a result of the new competencies developed in beneficiaries.
    - Impact of RPL project on accidents at workplace.
    - Employer feedback in terms of trained versus untrained workers, the benefit of trained manpower, willingness to increase the pay, productivity, feedback for improvement in the curriculum.
  4. **Impact of society- Economic development, social cohesion, labor market, decent work.**
    - Increased opportunities to access training in vulnerable populations such women, minorities and etc.
    - Access to safer work environment.
  5. **Acceleration in horizontal or vertical mobility of beneficiaries at their workplace.**

# METHODOLOGY



## 4 Approach and Methodology

Below are the approach and methodology that we followed during the field survey:

### 4.1 Approach

At **DATAWISE**<sup>®</sup>, our approach to assignments is holistic. Our project approach to tasks is unlikely to deliver the results expected from a client. We have always mixed consulting with a solutions approach.

NSDC has initiated the project, and its main objective is to understand the impact created by RPL- PMKVY 2.0

- A kick-off meeting was organized with NSDC. It was scheduled to introduce the team, broaden our understanding of the approach, the project background, and understand what needs to be done during the evaluation study.
- Having understood the scope, three questionnaires (beneficiary and SSC) were designed for this sector. Each of which was approved by NSDC to capture the relevant information both, which would help meet the project's scope.
- Several briefings and training instructions were given to the surveyors to carry out the survey in a specific manner to achieve the required target and objective.
- On receiving the list of beneficiaries and SSC from NSDC, they have been categorized and put up for planning and execution.

We have done approximately 77% CATI and 23% CAPI interviews with the respondents (beneficiaries and SSC).

## Impact Assessment for Management Sector

### 4.2 Methodology

**DATAWISE**® has developed specific proprietary methodologies designed to ensure that the objectives of the market survey are achieved with the greatest efficiency without compromising on the accuracy of the information collection.

**DATAWISE**® has developed its methodologies for ensuring quality deliveries for similar projects. CORP™ is our standard methodology used for research and analysis projects which covers all stages of the project, as illustrated in the figure.



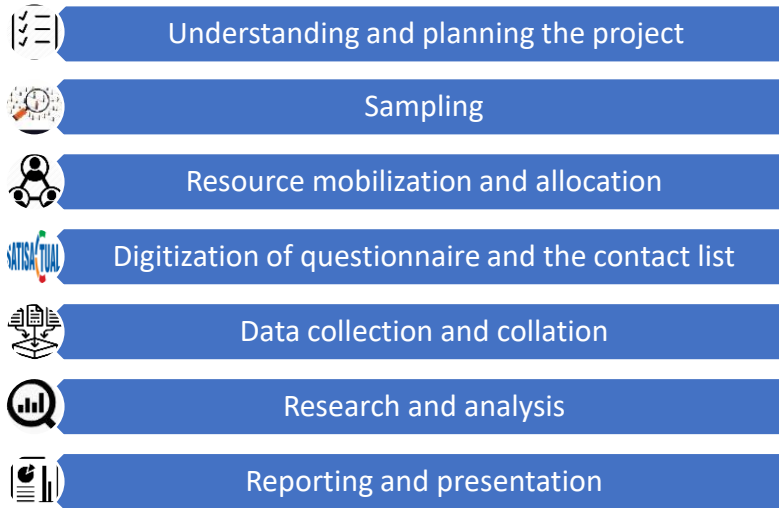
**TABLE 3: CORP™ METHODOLOGY**

- **Collect:** The increase in data sources and complexity has meant an increased emphasis on data collection techniques. We collect data from both primary and secondary sources. For primary data collection, we use CAPI, CAWI, and CATI, among other methodologies.
- **Organize:** The raw data collected must be systematically organized to extract Key observations from it. We have developed data review techniques that are validated and can help even where data deficiencies exist.
- **Research:** We use our experience and expertise to process the data to provide new Key observations. We use well-validated techniques used in other contexts by other researchers to ensure that our results are well supported for all research requirements.
- **Present:** We have a team specialized in data presentation in various communication formats, including MS Word, reports, MS PowerPoint presentations, data visualization tools such as Tableau or real-time dashboarding.

**DATAWISE**® adopted a qualitative as well as quantitative approach to assess the impact of RPL projects.

## Impact Assessment for Management Sector

For this project, we have used a 7-phase methodology, which is detailed below:



### Phase I: Understanding and Planning the Project

Impact assessment is done for seven sectors under one scheme, i.e., PMKVY 2.0. Beneficiaries of schemes from 2016 to 2021 were surveyed for this.

15% of the total beneficiaries were surveyed for this impact assessment project.

### Phase II: Sampling

Sampling is based on the RFP suggestion of a 15% sample from the total oriented candidates.

For PAN India, minimum of 10% representation each from – North, South, Central, West, East, NE. In case the project is not PAN India, all states are to be covered (or a minimum of 6, if it is more than 6 states).

Strategy for Interviews (to vary depending on on-ground COVID-19 situation in each region/city)

- Offline/Personal Interviews- 20%
- Online/Telephonic- 80%

## Impact Assessment for Management Sector

### Phase III: Resource Mobilization

Resources for each state were allocated in a strategic, Mission-driven manner. We also tried to ensure an optimum allocation of resources. Since the project was based entirely on primary data, success was highly dependent on the ability of the field investigators/callers who were deployed to complete surveys. It had been ensured that they were familiar with English and Hindi along with the local language. Callers/field investigators, engaged in the project, were highly skilled and had relevant experience that ensured the data's desired quality.

### Phase IV: Digitization of the questionnaire and the contact list

**DATAWISE**<sup>®</sup>, in consultation with NSDC, designed the questionnaires for the beneficiaries. The questionnaire was designed based on experience and to ensure that the scope and objective of the project were met. The design of the questionnaire was kept simple and easy to collect information. Once the questionnaire was designed, **DATAWISE**<sup>®</sup> uploaded it into the tool SatisACTual<sup>™</sup>.

The contact list of beneficiaries received was also uploaded into the tool SatisACTual<sup>™</sup> for the CATI surveys.

### Phase V – Collection and Collation

The questionnaire was used to collect the relevant information on different parameters through CATI and CAPI surveys. All the filled-in questionnaires were thoroughly monitored and scrutinized before closing the survey. Data that was gathered as part of the evaluation stored in secure servers located at the Corporate Office of **DATAWISE**<sup>®</sup> at Hyderabad.

The mode of data collection was

- Telephonic or web interviews (CATI)
- Personal interviews (CAPI)
- In-depth interviews (CATI)

### Phase VI – Research and Analysis

Analysis was done in a way to ensure that they were exactly aligned with the expectation from the evaluation study. MS. Excel was used as the primary tool for data cleaning and further analysis. We have set up data coding sheets. Different charts such as bar, pie, line graphs were used for showing different aspects of the analysis.

## Impact Assessment for Management Sector

### Phase VII – Reporting / Presentation

The research report has been prepared to keep in view the purpose, scope, objectives, and findings from discussions and interviews with multiple stakeholders.

#### Our Tool for Data Collection

dATTAb®

**DATAWISE**® has designed its own proprietary tablet-based Survey Application, dATTAb®, which is designed to conduct customer surveys at remote locations. For this project, we intend to use this proprietary tablet-based Survey Application which shall be made available on the tablets/ smart Phone devices and be used during the Customer Satisfaction Survey.

The salient features of dATTAb® are as follows:

- a) Data collation using technology
- b) Harmonized field survey data
- c) Unique Surveyor identification
- d) Unique Respondent identification
- e) Date, Time and Location Stamping for each Survey
- f) Ability to accurately geo-code survey locations
- g) Mapping to a standardized database

The advantages of using dATTAb® are as follows:

- a) No manual errors
- b) Instantaneous and near real time data availability
- c) No manipulation of data
- d) Ease of access to data

# LIMITATIONS



## 5 Limitations to the Study

- CAPI survey were conducted during a period when COVID-19 prevalence was very high in most states. COVID 19 was a major challenge due to the safety concerns. That has significantly impacted the data collection process, especially the time taken to complete the field survey
- During the course of the survey, we encountered challenges in reaching some of the customers since the information provided was not valid. In specific,
  - More than 73% of address provided were found to be duplicate.
  - About 36% of the phone numbers provided were found to be duplicates and invalid.
- For more data sets PIAs were contacted. The data provided by PIAs did not have demographic parameters. So, for the gender and caste wise analysis, beneficiaries whose demographic data was available were only considered.
- Non-availability of beneficiaries acted as a hurdle to data collection as some of them were not available in the mentioned addresses or they had shifted to other places for their livelihood.
- Across all the states, most of the beneficiaries were not available during day time. Hence a majority of the surveys had to be made either in the morning or in the evening
- Respondent fatigue occurred in many scenarios as respondents perceived the questionnaire very lengthy.
- All the respondents have not necessarily answered all the questions asked to them. The analysis has been done based on the number of respondents of each question.
- All the findings are based on the information received from the beneficiaries during the survey.
- It is possible that unemployment even after the training has resulted in dissatisfaction with the scheme itself, and responses that could be biased as a result cannot be ruled out.

# OVERVIEW OF THE MANAGEMENT SECTOR



## 6 Overview of management sector

### 6.1 Overall

The analysis below describes the demographic details of beneficiaries of the management sector. Data of beneficiaries has been shared by NSDC. RPL program for management has continued for 5 years starting from 2016 to 2021 in batches. The duration of completion of the certification process for a batch is 2 days. The certification process has been completed in the RPL camps.

Beneficiaries have gone for the certification process in five job roles. RPL program has been conducted across 1479 camps in 14 states and one union territory. Each RPL camp has been allocated 1 or 2 job roles for the certification process. The batch size at each camp varies from 10 to 800. Beneficiaries have undergone training process in states of Assam, Bihar, Chhattisgarh, Delhi, Gujarat, Haryana, Jammu and Kashmir, Jharkhand, Madhya Pradesh, Odisha, Punjab, Rajasthan, Tripura, Uttar Pradesh and West Bengal.

#### 6.1.1 Management sectors specification

The managements sector is one of the key skills sectors of the NSDC, where it is promoting skill development. Under PMKVY, RPL is implemented in the management sector through type 1, project type. In this type 1 project, from 2<sup>nd</sup> to 5<sup>th</sup> steps of the RPL are executed in the RPL camps.

PIA for this sector was Management & Entrepreneurship and Professional Skills Council (MEPSC). Professional Skills, Entrepreneurship Skills, Office Management and Training & Assessment, are the different sectors of MEPSC. The main aim of MEPSC is to provide jobs to the skilled man force and make them skilled in technical and generic ways. The Council is being driven by senior industry leaders and seasoned professional leaders. The MEPSC Board is comprised of several equally renowned and experienced business leaders, academicians, NSDC, AIMA, and Ministry officials.

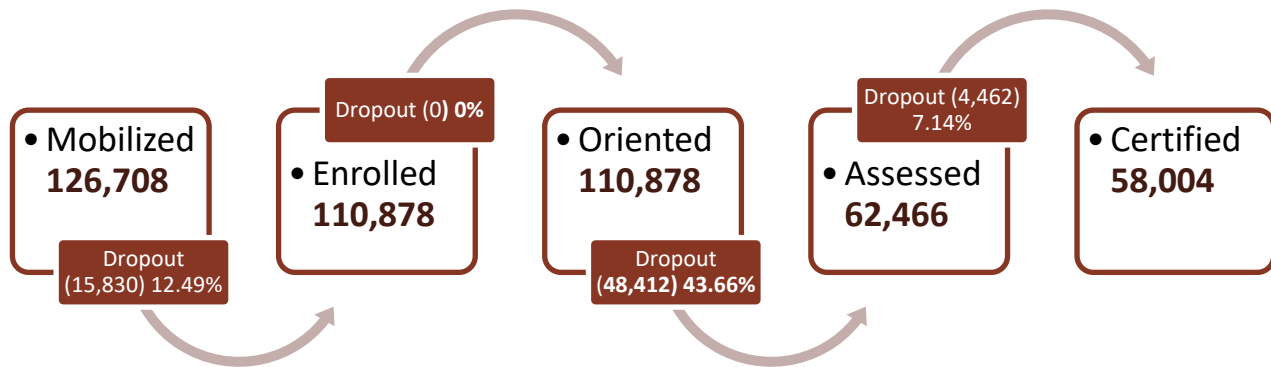
About 1,26,708 candidates are mobilized under the scheme between 2016 and 2021. The number of enrolled and oriented candidates is 1,10,878 and 1,10,878 respectively. However, 58,004 candidates were certified under the PMKVY 2.0.

Out of the five stages of RPL, only oriented candidates are considered for evaluation purposes.

Job roles offered to the candidates of the management sector are following:

- Field Survey Enumerator
- Office Assistant
- Field Executive - Data and Document Collection or Verification
- Office Operations Executive
- Trainer

### 6.1.2 Beneficiaries' details



**FIGURE 2: BENEFICIARIES AT VARIOUS STAGES OF CERTIFICATION PROCESS**

- It can be inferred from the picture maximum dropouts are between oriented and assessed stage. The dropout after orientation is 48,412 which is 43.66% of the oriented beneficiaries have not gone for assessment.
- It can be inferred from the picture that no dropouts are after the enrolled stage. A total of 110,878 beneficiaries which is 100% beneficiaries have been oriented.

Following table shows number of beneficiaries at various stages of certification process in different states across the country:

State	Enrolled	Dropout	Oriented	Assessed	Certified
Uttar Pradesh	36392	1411	36392	26113	24237
Assam	20755	13	20755	2658	2514
Madhya Pradesh	18613	687	18613	14147	13283
Odisha	7096	250	7096	1942	1615
Punjab	6090	260	6090	2679	2477
West Bengal	4035	0	4035	3156	2977
Haryana	3858	60	3858	2415	2361
Tripura	2796	150	2796	1800	1529
Bihar	2697	0	2697	2321	2154
Delhi	2465	0	2465	818	796
Jammu and Kashmir	2197	0	2197	1754	1653
Gujarat	2087	0	2087	1309	1170
Rajasthan	1669	0	1669	1290	1179
Jharkhand	128	0	128	64	59

**TABLE 4: BENEFICIARIES SPREAD ACROSS THE COUNTRY**

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Following table shows number of beneficiaries at various stages of certification process in Hilly area districts:

District	Enrolled	Dropout	Oriented	Assessed	Certified
Karbi Anglong	94	0	94	0	0
Darjeeling	32	0	32	26	23

**TABLE 5: BENEFICIARIES SPREAD ACROSS HILLY AREA**

Following table shows number of beneficiaries at various stages of certification process in LWE area districts:

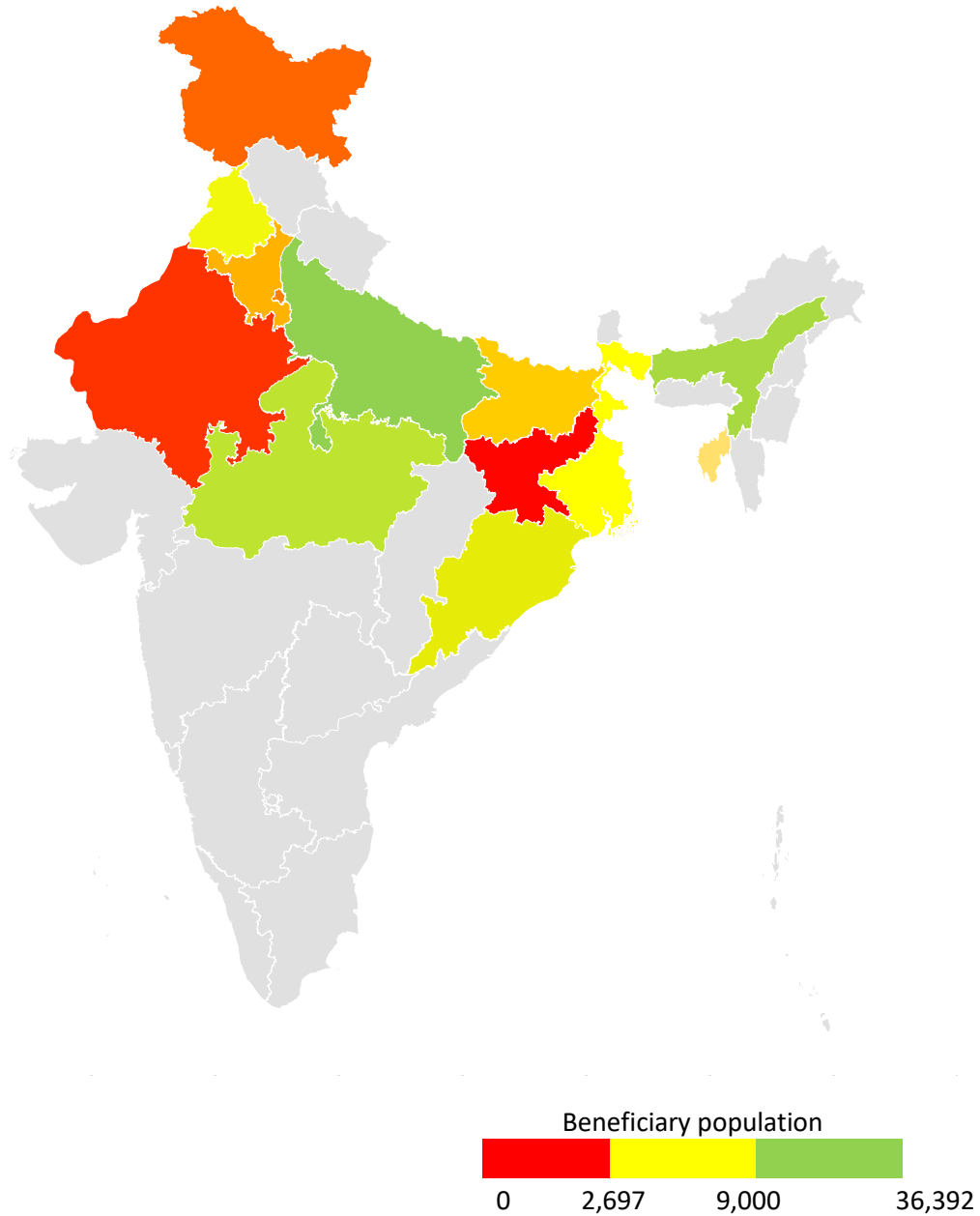
District	Enrolled	Dropout	Oriented	Assessed	Certified	Surveyed
Sonbhadra	593	-	593	462	414	131
Banka	337	0	337	310	302	23
Balaghat	230	34	230	209	208	0
Gajapati	199	0	199	33	30	0
Gaya	199	0	199	171	145	13
Sambalpur	182	0	182	31	0	0
Malkangiri	98	0	98	0	0	0
Rayagada	50	0	50	0	0	0

**TABLE 6: BENEFICIARIES SPREAD LWE AREAS**

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6.1.3 Geographical location of beneficiaries

The below map shows distribution of oriented beneficiaries across the country:



**FIGURE 3: GEOGRAPHICAL LOCATION OF ORIENTED BENEFICIARIES**

## Impact Assessment for Management Sector

- States with the least population have been marked red whereas states with the highest population have been marked green.
- States with no color indicate RPL program for the management sector has not been conducted there.
- Of the 110,878 oriented candidates 50,008 (86.2%) beneficiaries have gone for the certification process in the States of Uttar Pradesh, Assam, Madhya Pradesh, Punjab, West Bengal, Haryana and Bihar.

The below table shows percentage of certified beneficiaries in different geographical location:

State	Oriented (as a percentage of enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective state)
Uttar Pradesh	32.82%	66.60%
Assam	18.72%	12.11%
Madhya Pradesh	16.79%	71.36%
Odisha	6.40%	22.76%
Punjab	5.49%	40.67%
West Bengal	3.64%	73.78%
Haryana	3.48%	61.20%
Tripura	2.52%	54.69%
Bihar	2.43%	79.87%
Delhi	2.22%	32.29%
Jammu and Kashmir	1.98%	75.24%
Gujarat	1.88%	56.06%
Rajasthan	1.51%	70.64%
Jharkhand	0.12%	46.09%

**TABLE 7: GEOGRAPHICAL LOCATION OF CERTIFIED BENEFICIARIES**

- All beneficiaries across the country who had enrolled themselves for RPL program have been oriented except for state of Maharashtra where out of 3036 beneficiaries only 1836 (61.7%) have been oriented.
- No beneficiaries in the state of Bihar, Madhya Pradesh, Chhattisgarh, Goa and Himachal Pradesh have been certified.

### 6.1.4 Job roles of beneficiaries

The below table shows the percentage of beneficiaries oriented in different job roles:

Job role	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Field survey enumerator	80.93%	46.4%
Office assistant	12.96%	75.6%
Field executive - Data and document collection or verification	2.73%	80.1%
Office operations executive	2.19%	77.2%
Trainer	1.20%	90.5%

**TABLE 8: ORIENTED CANDIDATES IN VARIOUS JOB ROLES**

- It can be inferred from the table above that 80% of beneficiaries who were oriented are employed in one job role i.e., 89,733 (80.93%) as Field survey enumerator. However, only 46% of the oriented beneficiaries are certified.
- Majority of the beneficiaries under job role of Trainer who have been oriented are certified.

### 6.1.5 Training centers

The below table shows performance of training institute in terms of beneficiaries being oriented and certified:

TC name	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Common Service Centre	56.17%	54.43%
ValeurFabtex Pvt.Ltd.	14.08%	10.47%
Mosaic Workskills Pvt. Ltd.	8.66%	51.15%
Sona Yukti Pvt. Ltd.	6.43%	67.24%
Ascensive Educare Ltd.	4.49%	74.82%
B-ABLE Ltd.	4.27%	74.98%
Ascent	2.06%	72.61%
Skill Root	1.71%	90.56%
Orion Skill	1.15%	90.97%
Manav Vikas	0.90%	87.60%
Satish Lahiri High School	0.05%	80.36%
4Q Learning Center	0.03%	93.33%

**TABLE 9: ORIENTED BENEFICIARIES UNDER TRAINING INSTITUTE**

- It can be inferred from the table above, that 56.17% oriented beneficiaries belong to 1 institute i.e., Common Service Centre.

## Impact Assessment for Management Sector

- It can be inferred from data that all training centers listed below have certified candidates.
  1. Common Service Centre
  2. ValeurFabtex Pvt.Ltd.
  3. Mosaic Workskills Pvt. Ltd.
  4. Sona Yukti Pvt. Ltd.
  5. Ascensive Educare Ltd.
  6. B-ABLE Ltd.
  7. Ascent
  8. Skill Root
  9. Orion Skill
  10. Manav Vikas
  11. Satish Lahiri High School
  12. 4Q Learning Center

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6.1.6 Age groups of beneficiaries

The below graph shows the breakup of certified beneficiaries based on age



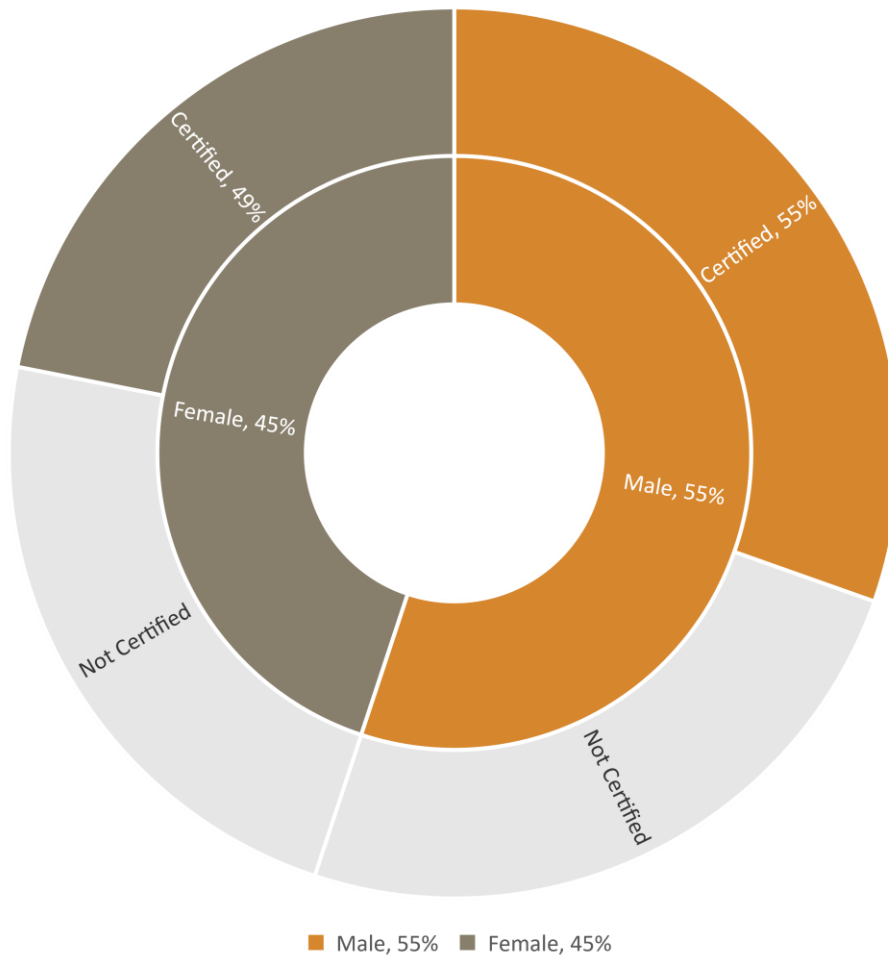
**FIGURE 4: CERTIFIED BENEFICIARIES BASED ON AGE GROUP**

- Of the 53,702 oriented beneficiaries in less than 25-year age group, 31,347 (58%) were certified.
- Of the 43,419 oriented beneficiaries in 25-to-35-year age group, 22,145 (51%) were certified.
- Of the 10,608 oriented beneficiaries in 35-to-45-year age group, 3,816 (36%) were certified.
- Of the 2,491 oriented beneficiaries in 45-to-55-year age group, 575 (23%) were certified.
- Of the 658 oriented beneficiaries in more than 55-year age group, 121 (18%) were certified.

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6.1.7 Gender of beneficiaries

The below graph shows breakup of male and female beneficiaries at various stages of RPL program



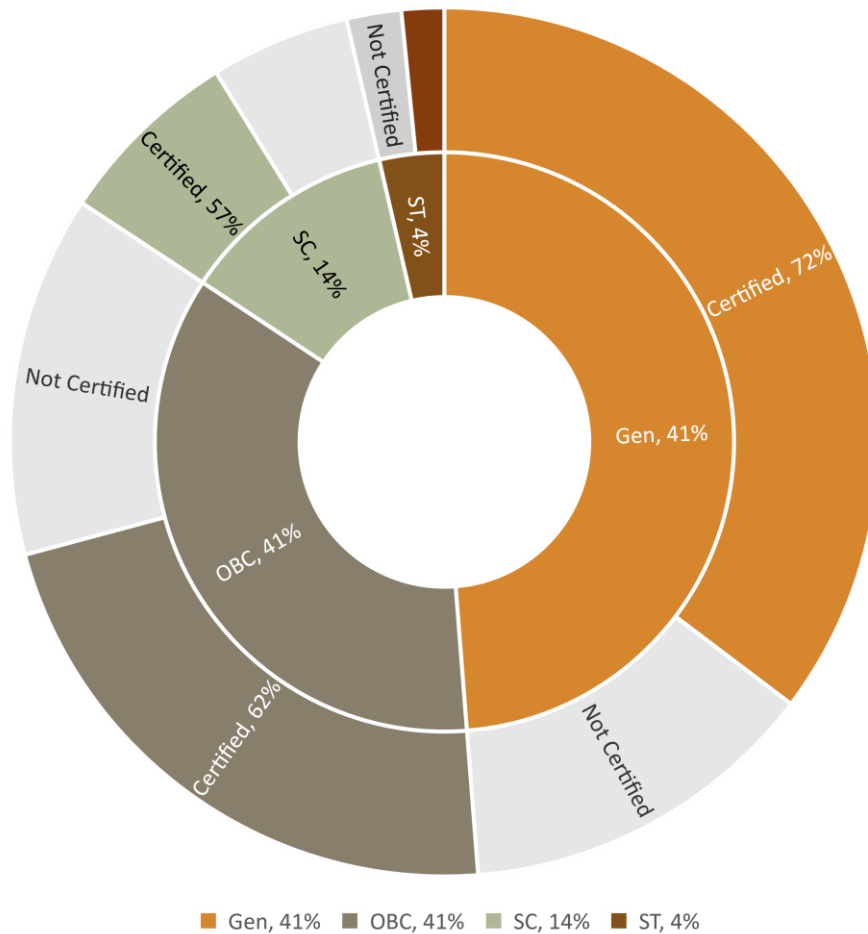
**FIGURE 5: CERTIFIED BENEFICIARIES BASED ON GENDER**

- It can be inferred from the graph that 55% oriented beneficiaries are male and 45% beneficiaries are female.
- It can be inferred from the graph that out of all male oriented beneficiaries 55% were certified and out of all female oriented beneficiaries 49% were certified.

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6.1.8 Categories of beneficiaries

The below graph shows comparison of beneficiaries in different categories at certification stage:



**FIGURE 6: CERTIFIED BENEFICIARIES BASED ON CATEGORY**

- It can be inferred from the graph that out of all oriented beneficiaries 41% beneficiaries belongs to general category, 41% belongs to OBC category, 14% belongs to SC category and 4% belongs to ST category
- It can be inferred from the graph that out of all oriented beneficiaries in general category 72% beneficiaries were certified.
- It can be inferred form the graph that out of all oriented beneficiaries in OBC category 62% were certified.
- It can be inferred from the graph that out of all oriented beneficiaries in SC category 57% were certified.
- It can be inferred form the graph that out of all oriented beneficiaries in ST category 44% were certified.



# PROGRAM IMPACT



## 7 Overall Program Impact

### 7.1 Evaluation framework

An evaluation framework represents the complete framework for evaluation across different parameters of a single program. It is designed to measure the degree to which the programmed efforts achieve the identified results. These stakeholders of the program are to be assessed.

To understand the overall impact of PMKVY 2.0. and to do a 100% program assessment.

All the three key stakeholders who were directly involved in the project need to be assessed –

- PIA / SSC
- Employer
- Beneficiaries

Not all the stakeholders of the program affect the program impact in the same way. Given that different weightage is given to each stakeholder. Stakeholders have few parameters on which they are assessed. To state the level of each parameter, will measure some indicators.

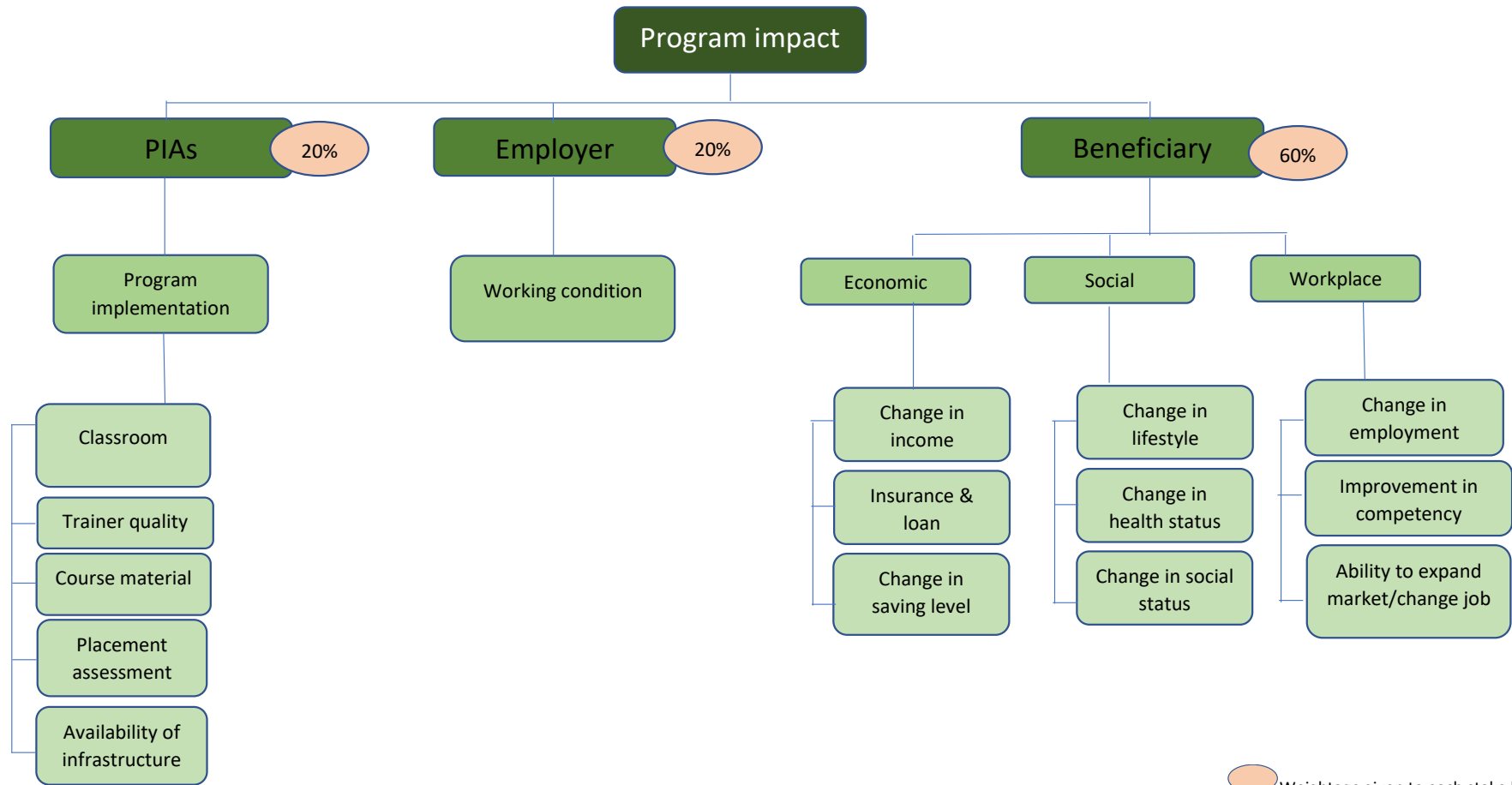
Response for each indicator has been expressed on a scale of 1 to 10. To get the overall rating for an indicator, an average of all the ratings for a respective indicator has been considered.

If the rating of any indicator is more than 5, it can be inferred as a positive impact. If the rating is less than 5, it can be inferred as having a negative impact.

A detailed description of all parameters on which each stakeholder is assessed is given below:

- **To get the impact of PIAs** – Average rating for each indicator, i.e., classroom, training quality, course material, placement assistance and availability of infrastructure.
- **To get the impact on workplace** – Average rating of improvement in the working condition in terms of sanitation and ventilation, safety measures etc.
- **To get the impact on Beneficiaries** – Average rating of economic impact on beneficiaries, social impact on beneficiaries and workplace impact on beneficiaries.
  - To get the Economic impact on beneficiaries – Average rating of change in income, insurance and loans, and change in savings level.
  - Social impact on beneficiaries – Average rating of change in lifestyle, change in health status and change in social status.
  - Workplace impact on beneficiaries – Average rating for each indicator, i.e., change in employment, improvement in competency and ability to expand market/ change job location.
- **To get the total program impact** – Weight of 20% of the rating of the impact of PIA, 20% of the rating of impact on the employer, and 60% of the rating of impact on beneficiaries.

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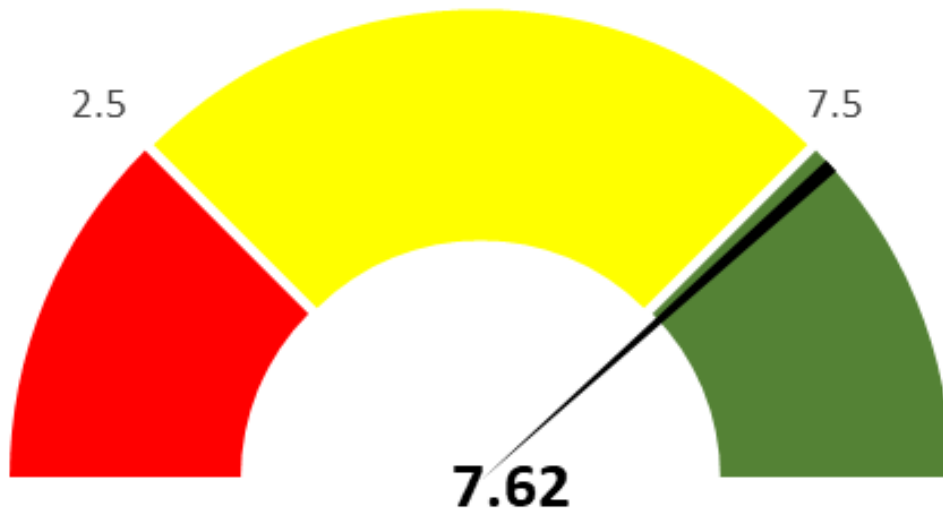


Weightage given to each stake holder

FIGURE 7: EVALUATION FRAMEWORK

## 7.2 Framework analysis of management sector

The following chart shows the overall program impact combining all three key stakeholders (PIA, employers and beneficiaries) on a scale of 1 to 10:



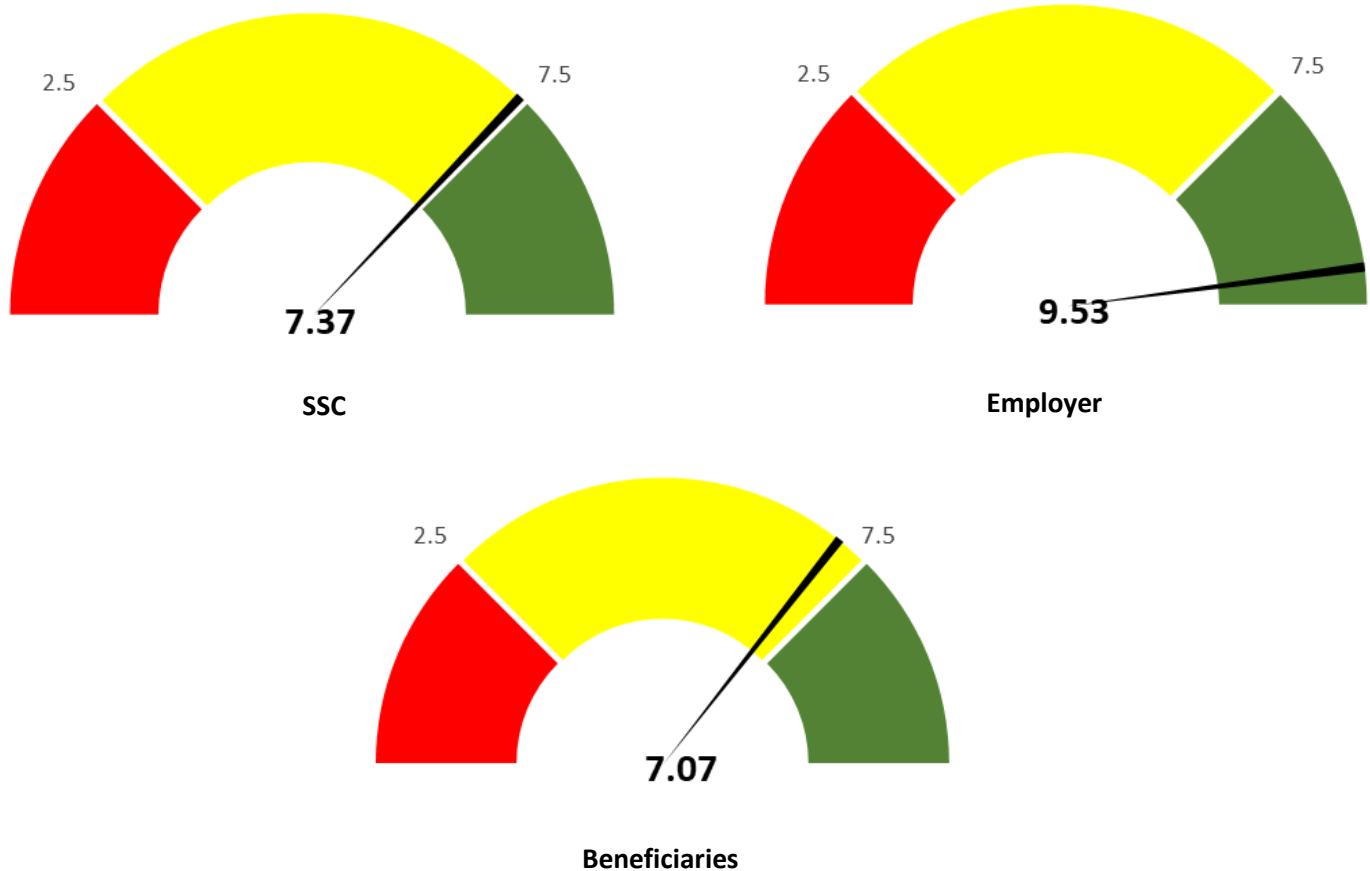
**FIGURE 8: OVERALL PROGRAM IMPACT**

The above score has been calculated based on the impact of the RPL program on PIAs, employers and beneficiaries and assigning a weightage of 20% to the PIA, 20% to the working condition and the 60% to the beneficiaries.

NSDC, on a whole, has been efficient in conducting their RPL program in the management sector. NSDC has done a commendable job through the RPL program. However, there are some scopes of improvements which would help NSDC to exceed their current result in future.

## Impact Assessment for Management Sector

The following charts individual scores calculated as an impact on the PIAs, working condition and the beneficiaries:

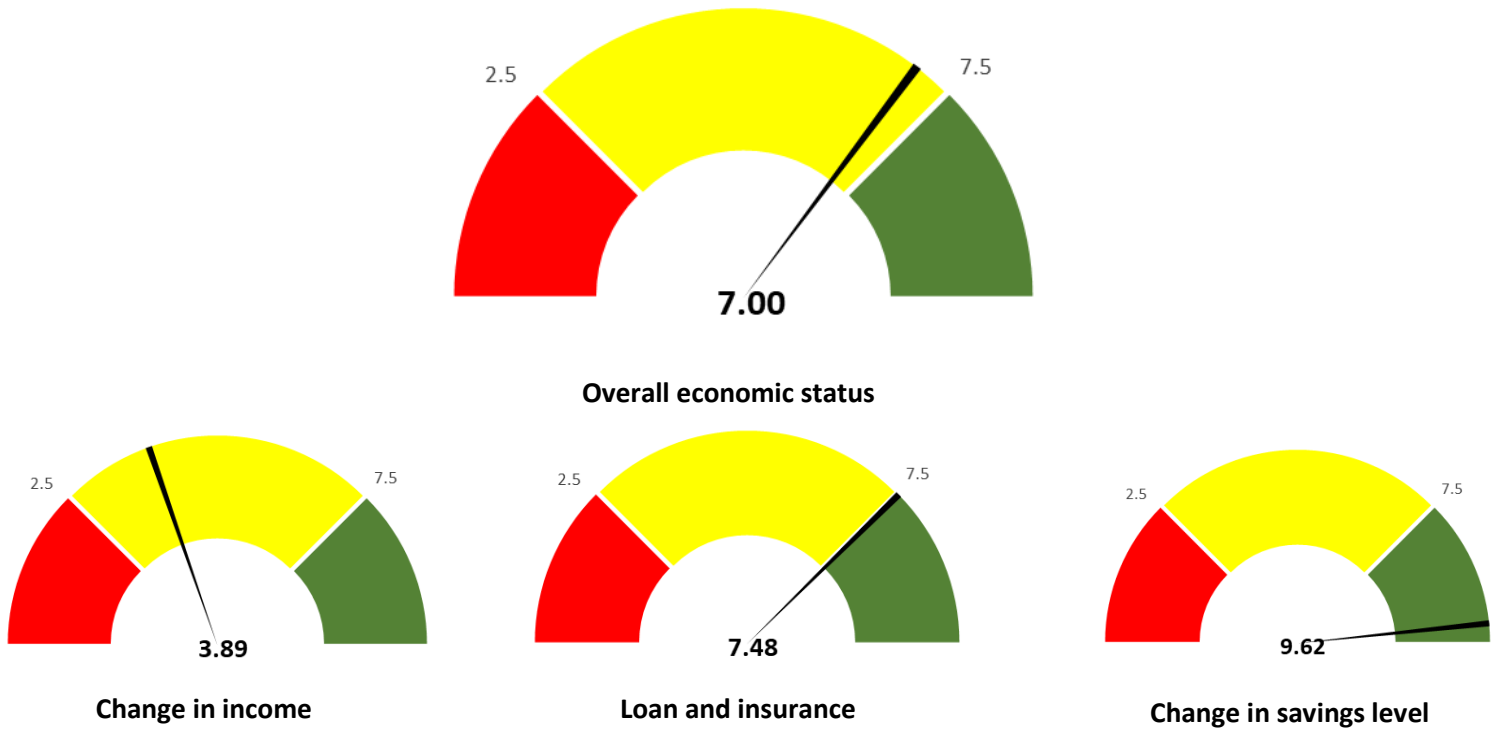


**FIGURE 9: OVERALL PROGRAM IMPACT ON THE SSC, WORKING CONDITION AND BENEFICIARIES**

The highest impact of the RPL program is on the employer (9.53) followed by SSC (7.37) and beneficiaries (7.07). The RPL program has a very high impact on all the three stakeholders. However, there are several parameters considered for calculating the scores for beneficiaries. The individual scores calculated for every parameter will help to understand the areas where the RPL program can work more efficiently.

**Impact Assessment for Management Sector**

The following charts show the impact of RPL program on the beneficiaries' economic status in terms of various parameters:

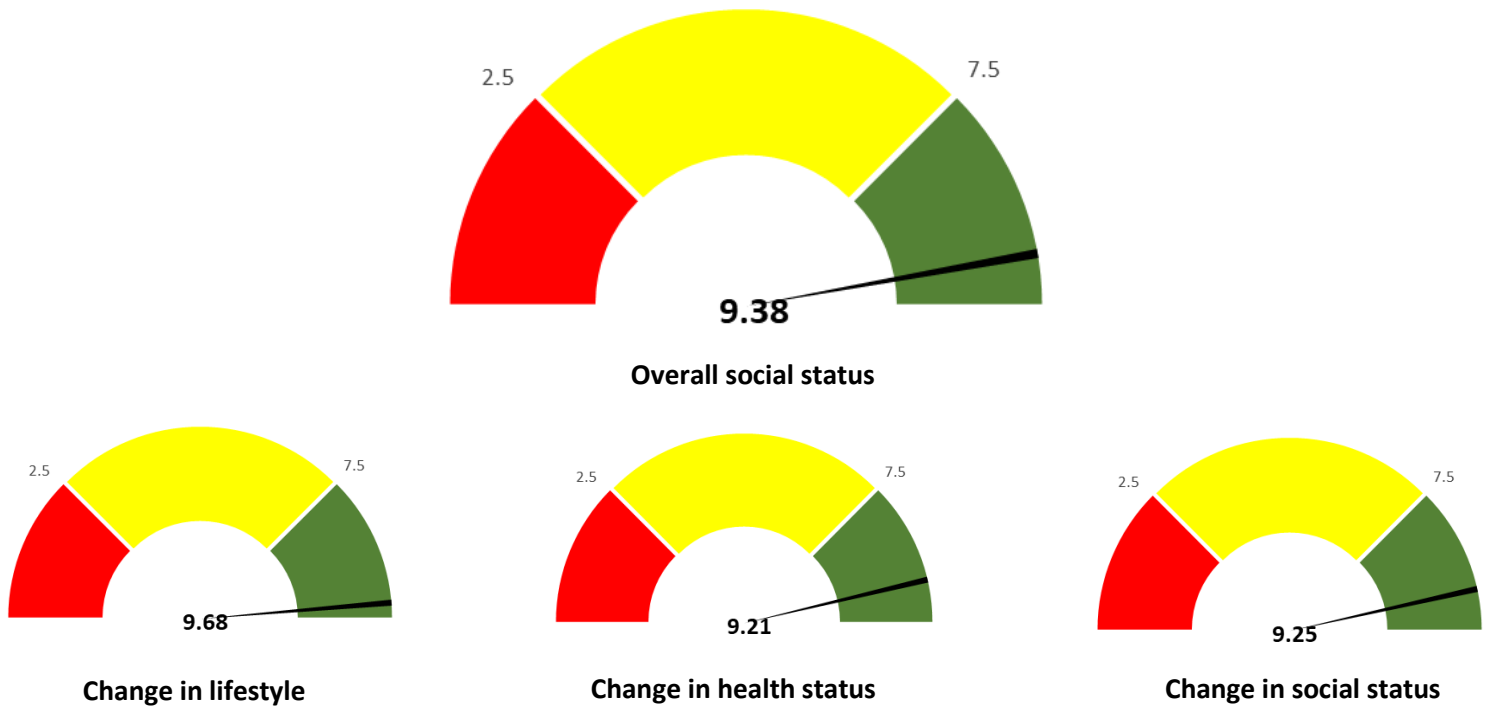


**FIGURE 10: IMPACT OF RPL PROGRAM ON ECONOMIC STATUS**

The RPL program have a significant impact on the overall economic status of the beneficiaries. However, not many beneficiaries reported an improved income after the RPL program. Though the income level did not change much after the RPL program, it has significant impact on the savings level of the beneficiaries.

**Impact Assessment for Management Sector**

The following charts show the impact of RPL program on the beneficiaries' social status in terms of various parameters:

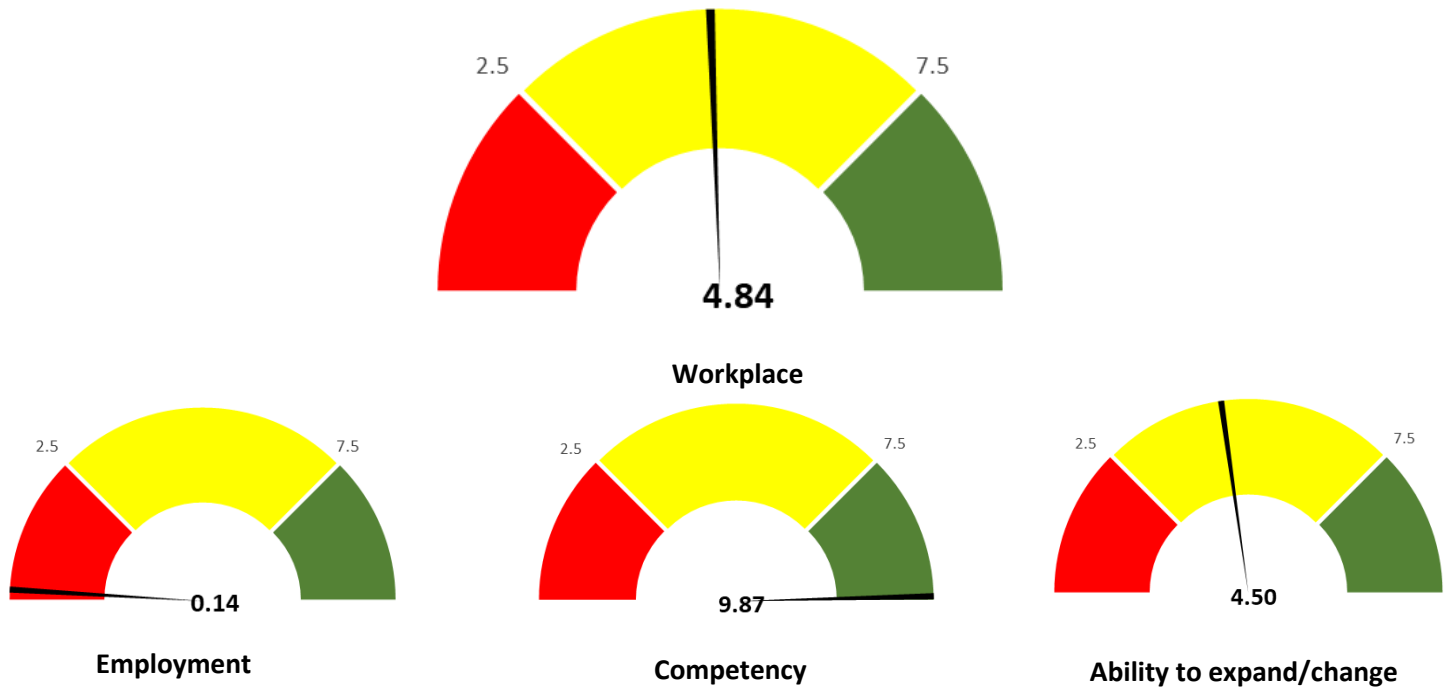


**FIGURE 11: IMPACT OF RPL PROGRAM ON SOCIAL STATUS**

The overall impact of the RPL program on social status cannot be ignored. In terms of lifestyle, health status and social status RPL program has a significant impact on the beneficiaries.

Impact Assessment for Management Sector

The following charts show the impact of RPL program on the beneficiaries' workplace in terms of various parameters:

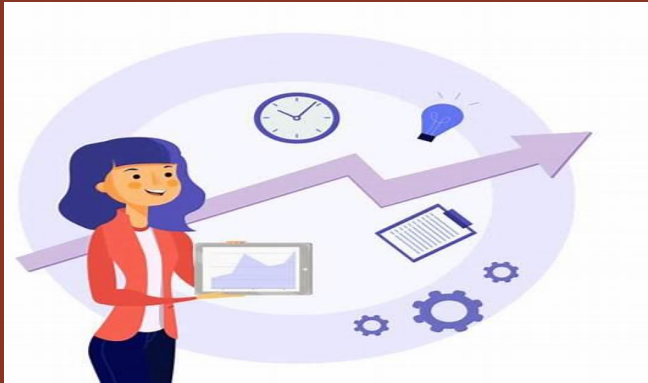


**FIGURE 12: IMPACT OF RPL PROGRAM ON WORKPLACE**

The overall impact of the RPL program on the workplace of the beneficiaries is not very strong. There is no considerable reduction in unemployment and very few beneficiaries were able to expand their market/change job location after the RPL program, though the RPL program has helped the beneficiaries significantly in improving their competencies.



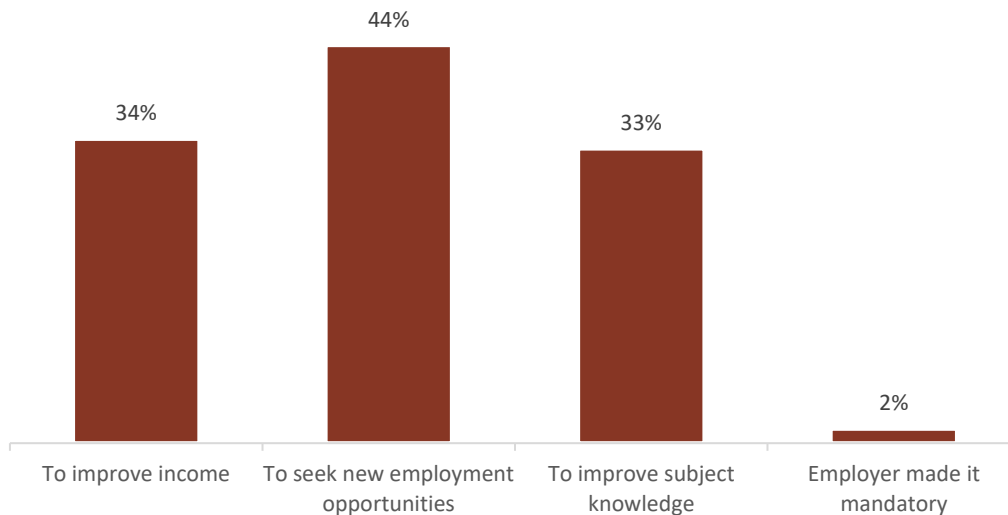
# ABOUT RPL PROGRAM



## 8 About RPL program

### 8.1 Program motivation

The following chart shows percentage of beneficiaries undertook RPL program due to various reasons:



**FIGURE 13: PROGRAM MOTIVATION -ACROSS ALL BENEFICIARIES**

Q Why did you undertake the RPL program?

Number of respondents: 16,329

34% of the beneficiaries stated that they undertook the RPL program for improving their income. 33% of the beneficiaries wanted to upgrade their subject knowledge. A majority of the beneficiaries wanted to seek new opportunities (44%), hence took up the program. The remaining 2% mentioned that their employers made the certification compulsory.

Among all the states, 100% of the beneficiaries in Haryana undertook the program for improving income and to seek new employment opportunities. In all the LWE areas the highest motivation for taking the program was to seek new employment opportunities. 43% of the men and 53% ST category beneficiaries also wanted to seek new employment opportunities after completing this program.

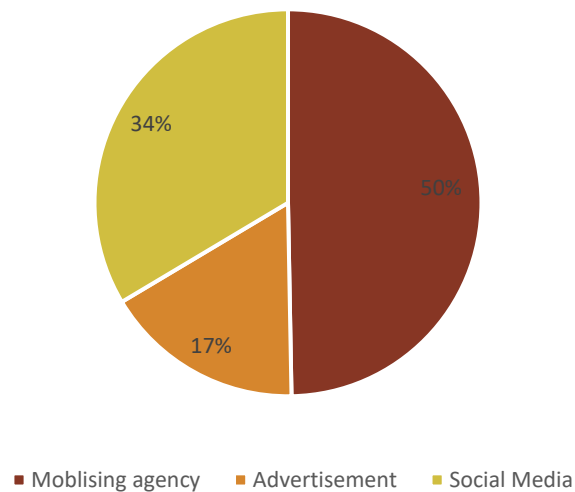
## Impact Assessment for Management Sector

Below are the different stages of RPL program:

### 8.2 Mobilization

Mobilization is the first step of RPL. At this stage, the beneficiaries are made aware about the RPL program.

The following chart shows the different sources of information about RPL program:



**FIGURE 14: SOURCES OF INFORMATION ABOUT RPL PROGRAM**

Q. How did you come to know about RPL project?

Number of respondents:14,661

A majority of the beneficiaries (50%) came to know about the RPL program from mobilizing agencies. Among the rest 50%, 34% beneficiaries got the information from social media and the remaining 17% came to know about it from various advertisements.

In states/UTs of Jammu and Kashmir, and Haryana 100% of the beneficiaries were made aware about the RPL program through the mobilizing agency. In LWE region all the three sources of information played an equal role in increasing awareness about the RPL program.

### 8.3 Counselling and pre-screening

Almost all the beneficiaries who were undergone the RPL certification were aware of the PMKVY, RPL and importance of skill certification, watched the induction video and told that the self-assessment sheet was helpful in identifying the skill gap.

Only a small number of beneficiaries said no. A total of 65 beneficiaries across all the surveyed states, except Haryana, Tripura and Odisha were not aware of PMKVY and importance of skill certification. A total of 178 beneficiaries across all the surveyed states, except Odisha did not watch the induction video. Similarly, from these states a total of 177 beneficiaries mentioned that the self-assessment sheet was not helpful.

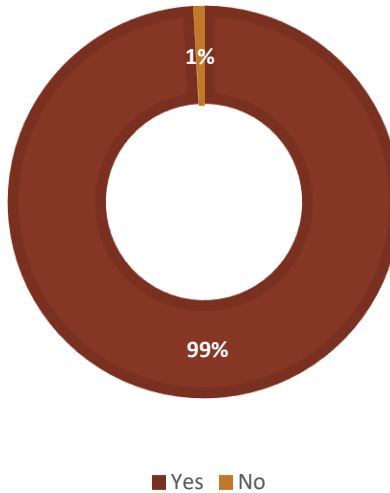
### 8.4 Orientation

Almost all the beneficiaries who were undergone the RPL certification mentioned that they were given orientation on domain, received the specific job role kit, and the orientation kit was available in their regional language.

Only a small number of beneficiaries said no. A total of 107 beneficiaries across eight states such as Bihar, Punjab, West Bengal, Uttar Pradesh, Assam, Jammu and Kashmir, Delhi and Madhya Pradesh were not orientation on domain. A total of 847 beneficiaries across all the surveyed states except Tripura, did not receive the job specific kit role. From all the surveyed states except Tripura and Haryana a total of 105 beneficiaries mentioned that the orientation kit was not available in their regional language Assessment.

## 8.5 Assessment

The following chart shows the overall percentage of beneficiaries who received orientation for assessment process in their local language:



**FIGURE 15: BENEFICIARIES RECEIVED ORIENTATION FOR ASSESSMENT PROCESS IN LOCAL LANGUAGE**

Q. Did you receive orientation for assessment process in your local language?

Number of respondents:16,329

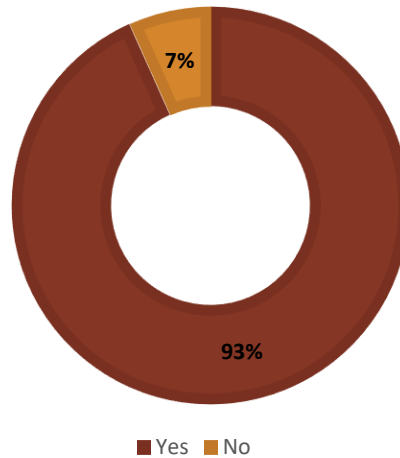
Most of the beneficiaries (99%) stated that they received orientation for assessment process in their local language. The remaining 1% of the beneficiaries did not receive it.

All the beneficiaries in Assam, Haryana, Odisha, Tripura and Uttar Pradesh received orientation for assessment process in their local language. 99% of the beneficiaries from LWE region of Sonbhadra also indicated the same.

## 8.6 Certification

### 8.6.1 Certified beneficiaries

The following chart shows the overall percentage of certified beneficiaries:



**FIGURE 16: OVERALL PERCENTAGE OF CERTIFIED BENEFICIARIES**

Q Are you a certified candidate?

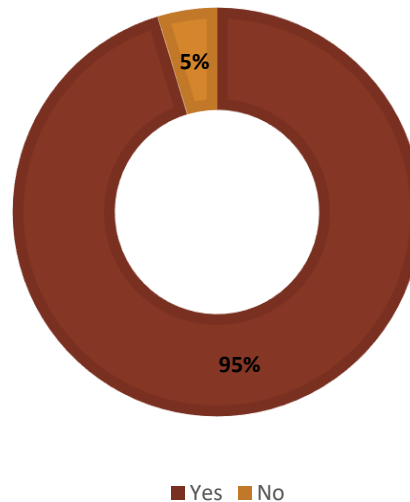
Number of respondents:16,329

A majority of the beneficiaries informed to be certified (93%). The remaining 7% of the beneficiaries mentioned that they did not get the certificate.

100% of the beneficiaries from Madhya Pradesh, Haryana, Odisha, Tripura and Assam informed to be certified beneficiaries. In LWE region 100% of the beneficiaries from Sonbhadra informed to be certified. A majority of beneficiaries in job role of office assistant (93%) and field survey enumerator (94%) are certified. Comparatively more females (96%) are certified than males (88%). Almost all the beneficiaries of general category are certified i.e., 98%.

### 8.6.2 Skill card and badge

The following chart shows the overall percentage of beneficiaries who received skill card and badge:



**FIGURE 17: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED SKILL CARD AND BADGE**

Q Did you receive skill card and badge along with certificate?

Number of respondents:14,238

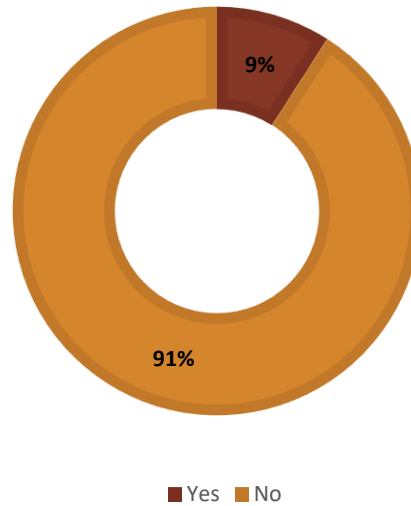
A majority of the beneficiaries (95%) received skill cards and badge. The remaining 5% of them informed that they did not receive any skill card or badge.

100% of the beneficiaries from Tripura, Odisha and Assam received the skill card and badge along with the certificate. In LWE region 100% of the beneficiaries from Sonbhadra received the skill card and badge. A majority of beneficiaries in job role of field survey enumerator (96%) indicated to have received the same. 97% females and 97% beneficiaries from general category are certified.

Impact Assessment for Management Sector

### 8.6.3 INR 500 after course completion

The following chart shows the overall percentage of beneficiaries who received INR 500 after course completion:



**FIGURE 18: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED INR 500**

Q Did you receive INR 500 after course completion?

Number of respondents:14,241

A majority of the beneficiaries (91%) did not receive INR 500 after the course completion, whereas only 9% of them mentioned to receive the money.

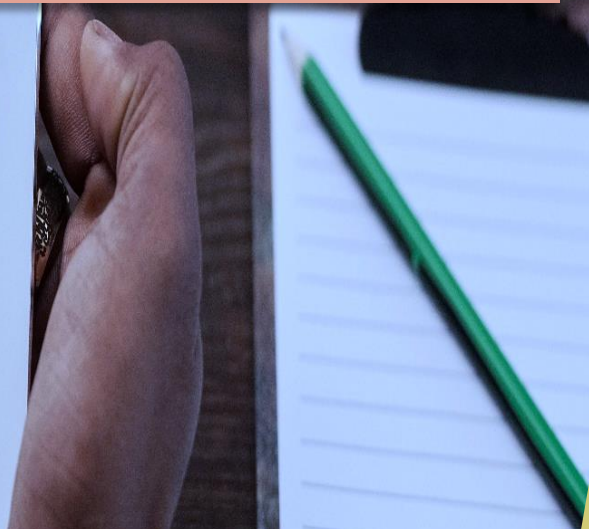
A majority of the beneficiaries from Assam (99%), Tripura (99%), Delhi (98%) and Madhya Pradesh (94%) did not receive the INR 500. 83% in Banka and Gaya did not receive the same. The highest percentage of beneficiaries in job role of field survey enumerator (92%) did not receive INR 500. 93% female did not receive the INR 500 after course completion. After the course completion, 95% of the General category beneficiaries did not receive INR 500.

#### Key observations

- The primary reason to undertake the RPL program is to seek new employment opportunities.
- There is a clear and strong correlation between those who watched the video and those who claimed to understand the benefits of the program.
- A significant percentage (91%) did not receive INR 500 after course completion, which could be due to COVID-19 pandemic, but it needs further investigation.



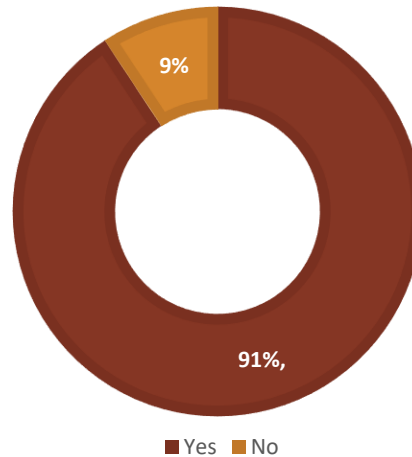
# BRIDGE COURSE



## 9 Bridge course

### 9.1 Enrollment in bridge course

The following chart shows the overall percentage of beneficiaries enrolled in bridge course:



**FIGURE 19: OVERALL PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE**

*Q Did you undertake bridge course*

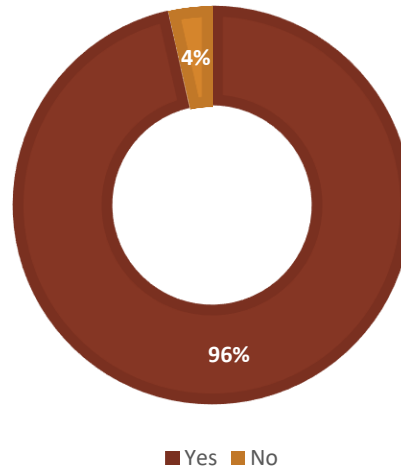
*Number of respondents: 16,329*

A majority of the beneficiaries (91%) went through the bridge course. The remaining 9% of them informed that they did not take the bridge course.

100% of the beneficiaries from Tripura, Odisha and Assam enrolled in the bridge course. In LWE region, highest enrollment was from Gaya, 33%. Majority of the beneficiaries from the job role of field survey enumerator 93% enrolled for the bridge course. 94% of female and 94% beneficiaries from general category enrolled in the bridge course.

## 9.2 Help in performing basic security task

The following chart shows the overall percentage of beneficiaries for security task benefits:



**FIGURE 20: OVERALL PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS**

*Q Did the bridge course help you to perform basic security tasks?*

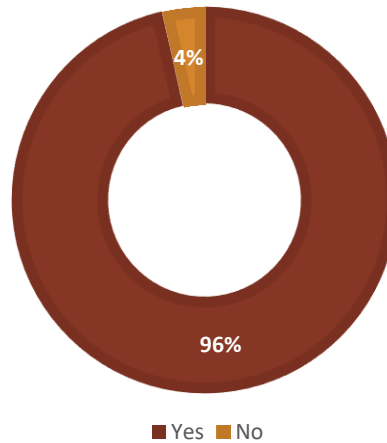
*Number of respondents: 13,134*

For majority of the beneficiaries (96%) bridge course helped in performing basic security task. The remaining 4% of them informed that they did not get any help for the same.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in performing basic security task. In LWE region bridge course helped in performing basic security for 60% of the beneficiaries from Banka. 93% of the beneficiaries from the job role of field survey enumerator helped in performing basic security task. 98% female and 99% beneficiaries of general category stated that bridge course helped in performing basic security task.

### 9.3 Understanding of legal requirements

The following chart shows the overall percentage of beneficiaries understanding of legal requirements:



**FIGURE 21: OVERALL PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS**

*Q Did the bridge course help you to understand the legal requirements?*

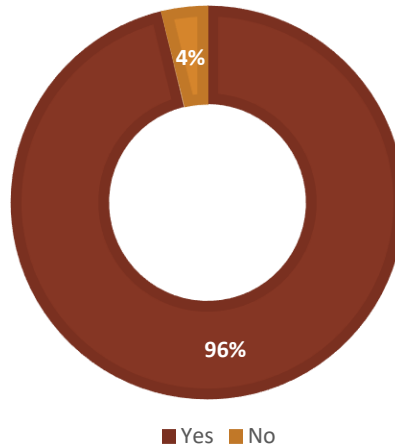
*Number of respondents: 13,134*

A majority of the beneficiaries (96%) stated that bridge course helped in better understanding of the legal requirements.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in understanding of legal requirements. In LWE region bridge course helped in understanding of legal requirements for 60% of the beneficiaries from Banka. 97% of the beneficiaries from the job role of field survey enumerator helped in understanding of legal requirements. 98% female and 99% beneficiaries of general category stated that bridge course helped in understanding of legal requirements.

## 9.4 Guarding service and control access

The following chart shows the overall percentage of beneficiaries getting guarding service and control access:



**FIGURE 22: OVERALL PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS COURSE**

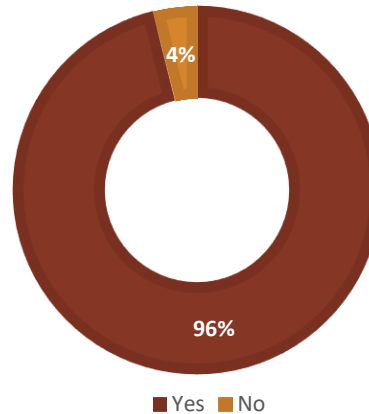
Q Did the bridge course help you to provide guarding service and control access? Number of respondents: 12.246

A majority of the beneficiaries (96%) stated bridge course helped them in getting guarding service and control access.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in getting guarding service and control access. In LWE region bridge course helped in getting guarding service and control access for 75% of the beneficiaries from Gaya. 97% of the beneficiaries from the job role of field survey enumerator helped in getting guarding service and control access. 98% female and 99% beneficiaries of general category stated that bridge course helped in getting guarding service and control access.

## 9.5 Screening and search

The following chart shows the overall percentage of beneficiaries performing screening and search:



**FIGURE 23: OVERALL PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH**

Q Did the bridge course help you to perform screening and search?

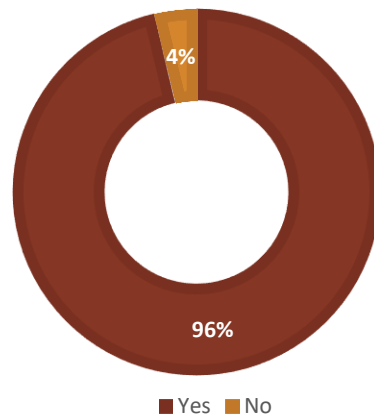
Number of respondents: 12,129

A majority of the beneficiaries (96%) went through the bridge course. The remaining 9% of them informed that they did not take the bridge course.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in performing screening and search. In LWE region bridge course helped in performing screening and search for 50% of the beneficiaries from Gaya. 97% of the beneficiaries from the job role of field survey enumerator got help in performing screening and search. 98% female and 99% beneficiaries of general category stated that bridge course helped in performing screening and search.

## 9.6 Manage traffic and respond to emergencies

The following chart shows the overall percentage of beneficiaries who manage traffic and respond to emergencies:



**FIGURE 24: OVERALL PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES**

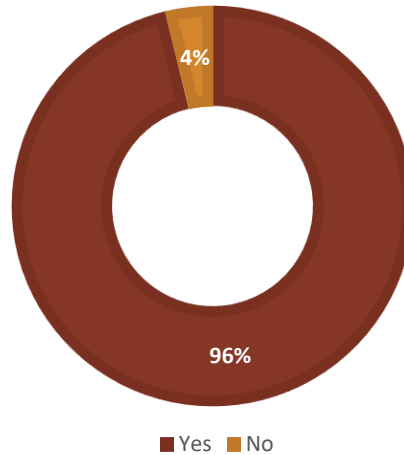
*Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 12,065*

A majority of the beneficiaries (96%) stated getting help you to manage traffic and respond to emergencies.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in managing traffic and respond to emergencies. In LWE region bridge course helped in managing traffic and respond to emergencies for 100% of the beneficiaries from Gaya. 97% of the beneficiaries from the job role of field survey enumerator got help in managing traffic and respond to emergencies. 98% female and 99% beneficiaries of general category stated that bridge course helped in managing traffic and respond to emergencies.

## 9.7 First aid

The following chart shows the overall percentage of beneficiaries rendering to first aid:



**FIGURE 25: OVERALL PERCENTAGE OF BENEFICIARIES RENDERING TO FIRST AID**

Q Did the bridge course help you to render first-aid?

Number of respondents: 12,080

For majority of the beneficiaries (96%) bridge course helped to render first aid.

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped to render first aid. In LWE region bridge course helped to render first aid for 100% of the beneficiaries from Gaya. 97% of the beneficiaries from the job role of field survey enumerator got help to render first aid. 98% female and 99% beneficiaries of general category stated that bridge course helped to render first aid.

### Key observations

- 91% of the beneficiaries enrolled for the bridge course in management sector.
- 96% beneficiaries stated that bridge course has helped them in performing basic security task, understanding of legal requirements, getting guarding service and control access, performing screening and search, manage traffic and respond to emergencies and rendering to first aid.



# IMPACT ON BENEFICIARY



## 10 Impact of RPL project on beneficiaries and society

The following analysis has been done based on the impact of RPL project on beneficiaries and society:

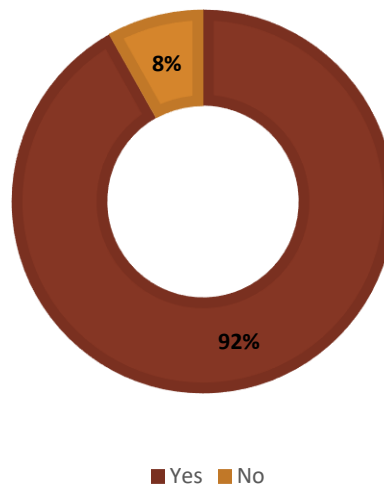
### 10.1 Impact on beneficiaries

Below are the benefits of RPL program received by the beneficiaries after undergoing the certification:

#### 10.1.1 Overall benefits of RPL

##### 10.1.1.1 Kausal Bima

The following chart shows the percentage of beneficiaries with three years of insurance under Kausal Bima:



**FIGURE 26: PERCENTAGE OF BENEFICIARIES WITH KAUSAL BIMA**

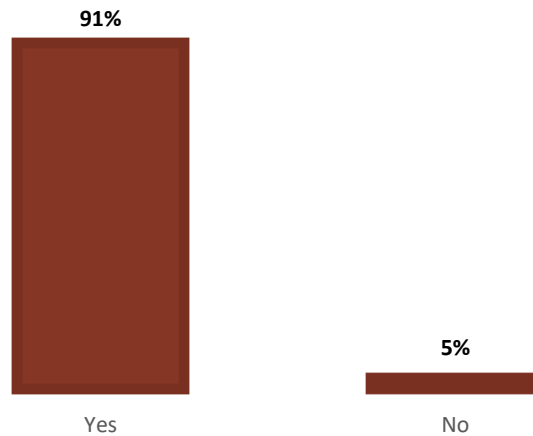
Q Have you been provided with 3 years of insurance under Kaushal Bima? Number of respondents:16,329

The majority of the beneficiaries (92%) stated that they have been provided with the 3years of insurance under Kausal Bima.

Among the states, 100% beneficiaries across Tripura and Assam have been provided with 3 years of insurance under Kausal Bima. In LWE region, only in Sonbhadra 29% of the all the beneficiaries have been provided with 3 years of insurance under Kausal Bima. A majority of beneficiaries in the job role of field survey enumerator (94%) and office assistant (79%) have been provided with 3 years of insurance under Kausal Bima. More female beneficiaries (95%) have been provided the 3-year insurance, compared to men i.e., 85. Among all the caste categories, the majority of the general category beneficiaries (95%) have been provided with 3 years of insurance under Kausal Bima

### 10.1.1.2 Udyami Mitra

The following chart shows the percentage of beneficiaries received help from PIA to get registered under Udyami Mitra:



**FIGURE 27: BENEFICIARIES RECEIVED HELP FOR UDYAMI MITRA REGISTRATION**

Q Did PIA helped you get registered under Udyami Mitra?

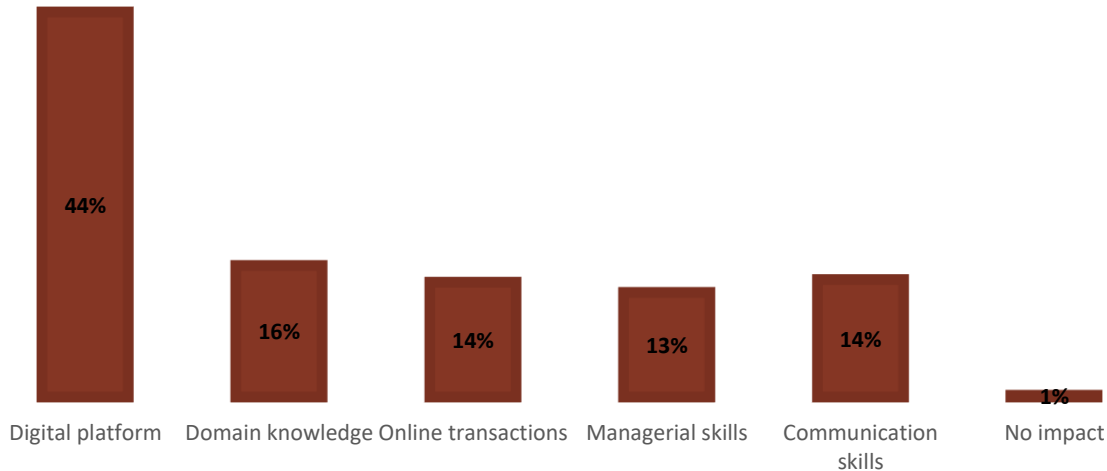
Number of respondents:16,329

91% of the beneficiaries stated that they received help from PIA to get registered under Udyami Mitra whereas, 5% of the beneficiaries did not receive any help.

Among the states, 100% of the beneficiaries from Tripura and Assam informed to get help from the PIA to get registered under Udyami Mitra. In LWE region, 27% of the beneficiaries from Sonbhadra beneficiaries received help from the PIA to get registered under the Udyami Mitra. For the job role of field survey enumerator, 94% of the beneficiaries received help from the PIA to get registered under the Udyami Mitra. The percentage is higher for female beneficiaries (94%) than male beneficiaries (84%) in getting help to get registered under Udyami Mitra. The highest percentage of the beneficiaries who have been helped to get registered under Udyami Mitra is from the general category (94%)

### 10.1.1.3 Impact on competencies

The following chart shows the percentage of beneficiaries reported impact of RPL on their competencies:



**FIGURE 28: IMPACT OF RPL PROGRAM ON COMPETENCIES**

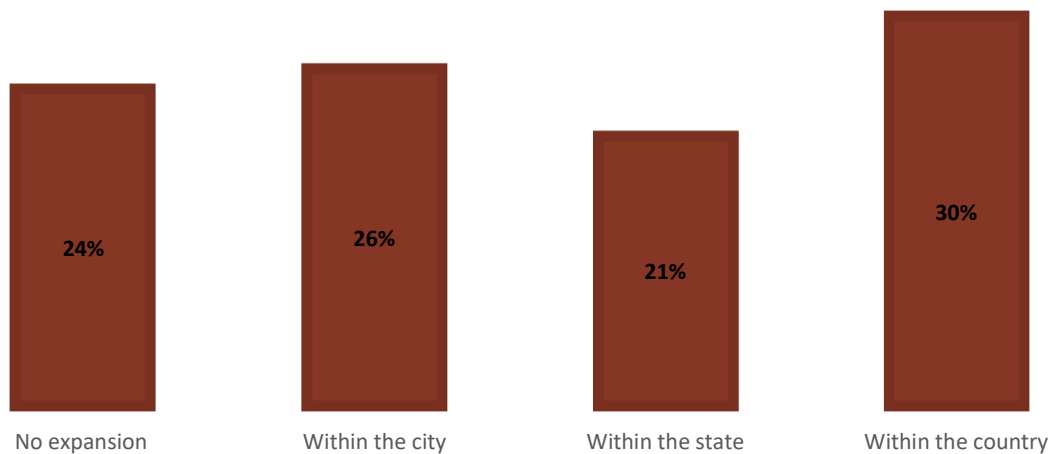
Q In which area did the RPL program help to improve your competencies? Number of respondents:16,329

The highest percentage of beneficiaries (44%) mentioned more usage of digital platforms after RPL program, followed by 16% of the beneficiaries who reported that their domain knowledge has increased. 14% of the beneficiaries mentioned improved communication skills, 14% stated that they are more comfortable with online transactions now and 13% informed enhanced managerial skills. However, 1% of the beneficiaries mentioned no impact of RPL on their competencies.

Among the states, 100% of the beneficiaries from Haryana mentioned an improvement in terms of usage of digital platform, increased domain knowledge and improved communication skills. In LWE region, from Sonbhadra 27% of the beneficiaries felt an impact on their communication skill. The highest percentage of beneficiaries from the job roles field executive (64%), field survey enumerator (45%) and office assistant (30%) stated an increased usage of the digital platform after RPL program. A majority of both male (53%) and female (40%) beneficiaries mentioned increased usage of the digital platform post RPL program. A majority of the beneficiaries started using digital platform more than before across all the categories, the highest percentage being 78% from OBC category

#### 10.1.1.4 Ability to expand market/change job location

The following chart shows the percentage of beneficiaries reported that they have been able to expand market/change their job location after RPL program:



**FIGURE 29: ABILITY TO EXPAND MARKET/ CHANGE JOB LOCATION**

Q Have you been able to expand your market/change job location after RPL program?

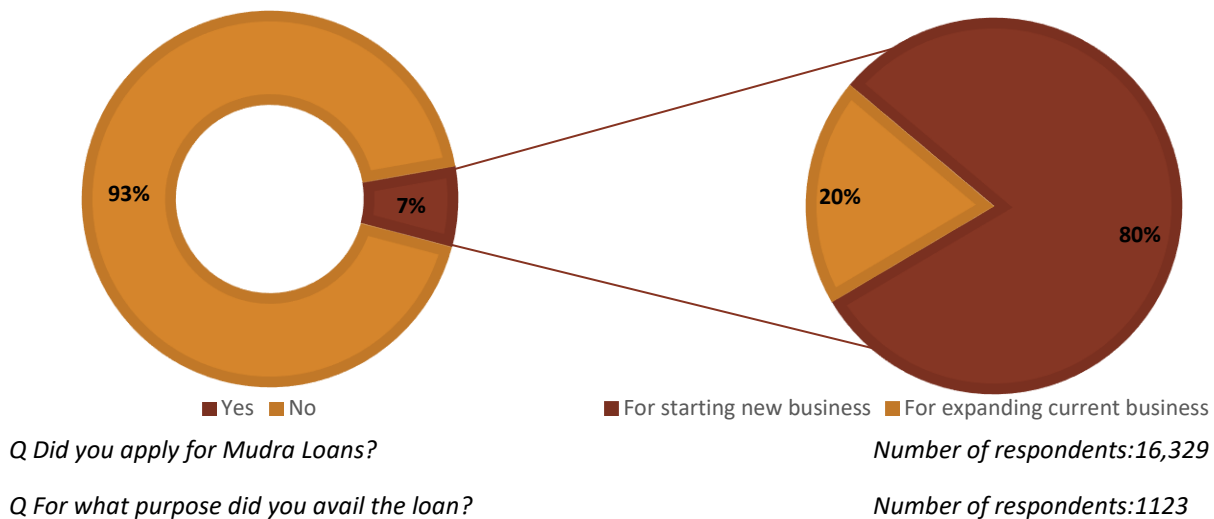
Number of respondents: 16,329

A majority of the beneficiaries (30%) mentioned an expansion of market/change in the job location within the country. 26% of the beneficiaries stated that they were able to expand/change within the city, 2% of the beneficiaries reported the same within the state and the remaining 24% mentioned no expansion/change in job location.

The highest percentage of beneficiaries who reported to expand the market within the country is from Gujarat (67%). In LWE region, 38% of the beneficiaries from Sonbhadra have said that they were able to expand within the city. The highest percentage of beneficiaries in terms of job role is filed survey enumerator who could expand the market/change of the job location within the country (31%) and within the state (21%). 34% of the male and 27% of the female beneficiaries reported the same within the country and the remaining. A majority of the beneficiaries from general, SC, ST and OBC category stated to expand market/change job location within the country, the highest percentage (57%) is from OBC category.

### 10.1.1.5 Mudra Loans

The following chart shows the percentage of beneficiaries who applied for Mudra Loans and reasons for applying the loans:



**FIGURE 30: BENEFICIARIES APPLIED FOR MUDRA LOAN**

The majority of the beneficiaries (93%) stated that they did not apply for Mudra Loans. Only 7% of the beneficiaries applied for the loan. The majority of the beneficiaries who applied for Mudra Loan stated the reason to be starting a new business. The remaining 20% beneficiaries applied for it for expanding their current business.

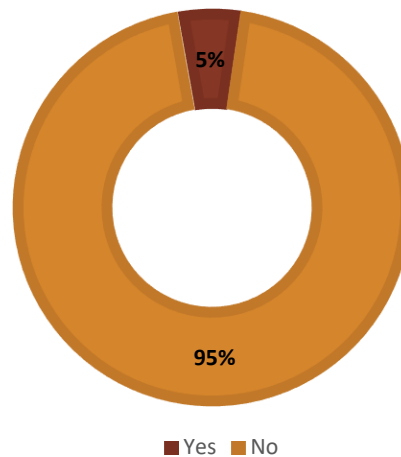
100% of the beneficiaries from Tripura and Jammu and Kashmir did not apply for mudra loan. In LWE region, only from Sonbhadra 17% of the beneficiaries applied for the loan. Beneficiaries from the job role of office assistant (95%) and office operations executive (98%) did not apply for Mudra loans. Higher number of female beneficiaries did not apply for the Mudra loans. 96% of the beneficiaries from general category did not apply for the loan.

The highest percentage of beneficiaries from Punjab, 93% applied for Mudra loans for starting a new business, while highest percentage of beneficiaries who applied for loan to expand their current business were from Assam. In LWE region almost equal percentage of beneficiaries intended to start a new business as well as expand the current business. 88% of the beneficiaries from the job role of field executives applied for the Mudra Loan to start new business. The majority of both male (76%) and female (85%) beneficiaries who applied for Mudra Loan stated the reason to be starting a new business.

**Impact Assessment for Management Sector**

84% of the general category beneficiaries availed the loan for starting a new business, while 47% of the ST category beneficiaries availed the loan for expanding the current business.

The beneficiaries who applied for the loan was further asked whether they faced any difficulty while applying for the loan:



**FIGURE 31: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN**

*Q Did you face any difficulty in availing loan?*

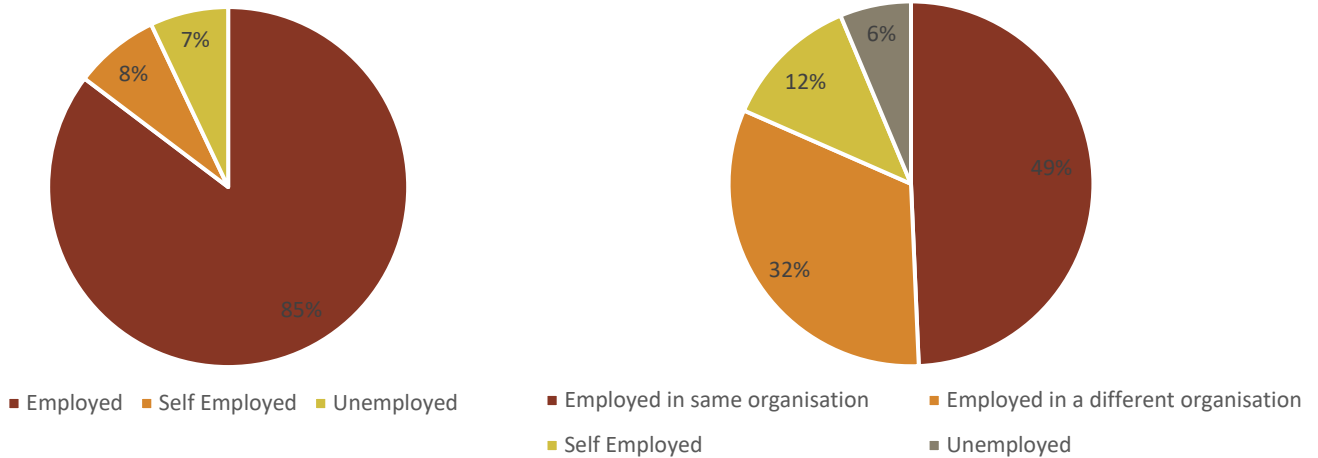
*Number of respondents:1,123*

A majority of the beneficiaries (95%) reported, not to have faced any difficulties while availing the loan.

Among the states, 99% of the beneficiaries from Assam faced no difficulty while applying for the loan. 95% of the beneficiaries from LWE region of Sonbhadra, did not face any difficulty to avail the loan. For the Job role of office assistant (95%) and office operations executive (98%) availing the loan was not a difficult part. A majority of both male (93%) and female (96%) beneficiaries reported to face some no difficulties while availing the loan. A round 90% of the beneficiaries across all the categories reported to face no difficulties in applying for the loans.

### 10.1.1.6 Impact on employment

The following charts shows the employment status of the beneficiaries before and after the certification:



**TABLE 10: EMPLOYMENT STATUS BEFORE AND AFTER RPL CERTIFICATION**

Q. What was your employment status at the time of the certification?

Number of respondents:16,392

Q. What is your employment status now?

Number of respondents:16,392

85% of the beneficiaries were employed before the RPL certification. 8% of the beneficiaries were self-employed and the remaining 7% of them were unemployed before the RPL certification. However, the percentage of unemployed beneficiaries reduced to 6% after the RPL program. A majority of the beneficiaries (49%) of them are currently employed in the same organization as before, 32% are employed in a different organization. The remaining 12% stated that they are self-employed.

100% of the beneficiaries from Tripura and Assam were employed before the certification. While after certification from Tripura 61% were employed in same organization, 68% from Gujarat were employed in different organization and 59% from Uttar Pradesh were self-employed. In LWE region of Gaya, unemployment has decreased from 92% to 75% after RPL program, in Sonbhadra employment has increased from 27% to 34%. Office operations executive, is the best performing job role, as the employment has increased by 11%. The percentage of both employed male and female beneficiaries decreased by 6% and 2% respectively after the RPL certification. The percentage of employed beneficiaries increased by 1% in general category only.

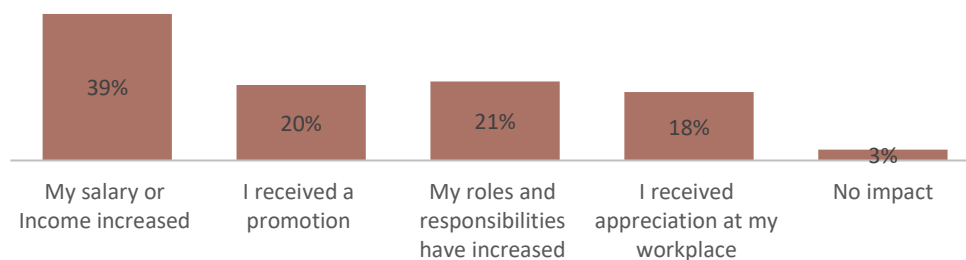
## Impact Assessment for Management Sector

### 10.1.2 Impact on income

The following charts shows the overall certification impact on their job and their income:

#### 10.1.2.1.1 Certification impact

The following chart shows the overall certification impact on the beneficiaries:



**FIGURE 32: OVERALL CERTIFICATION IMPACT**

*Q In what ways has the RPL certificate benefited you?*

*Number of respondents: 12,968*

The highest percentage of beneficiaries (39%) stated raise in their salary or income and 21% stating increase in their roles and responsibilities. 18% beneficiaries received appreciation at their workplace. The remaining 20% received a promotion after the RPL certification. 3% of the beneficiaries also stated to have no impact of the RPL program.

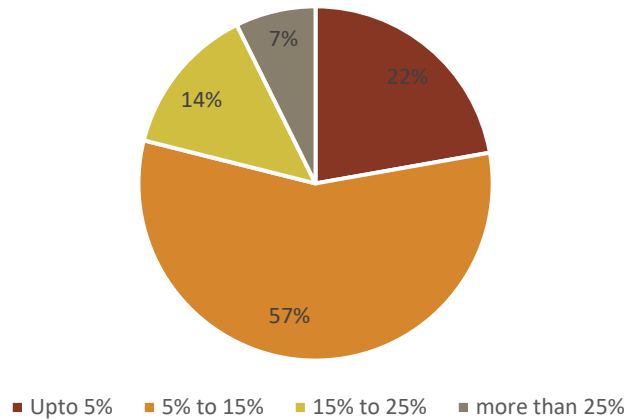
The highest percentage of beneficiaries mentioned an increase in their salary/income is from Gujarat (79%) and Uttar Pradesh (78%). In LWE region, 20% of beneficiaries from Sonbhadra indicated increased income as a result of RPL program. The highest percentage of beneficiaries whose salary or income increased after the RPL program is from field survey enumerator (32%) job role. 38% male beneficiaries and 27% female beneficiaries stated that their salary or income has increased as a result of undergoing the RPL certification. 69% of beneficiaries who stated that their salary/income increased as a result of RPL certification are from OBC category.

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10.1.2.1.2 *Change in income/salary*

Beneficiaries who have some raise in their income were further interviewed on their change in income/salary.

The following chart shows the percentage of beneficiaries reported change in their income/salary:



**FIGURE 33: OVERALL CHANGE IN INCOME/SALARY**

Q What percentage of income/salary has increased after RPL program? Number of respondents:3,898

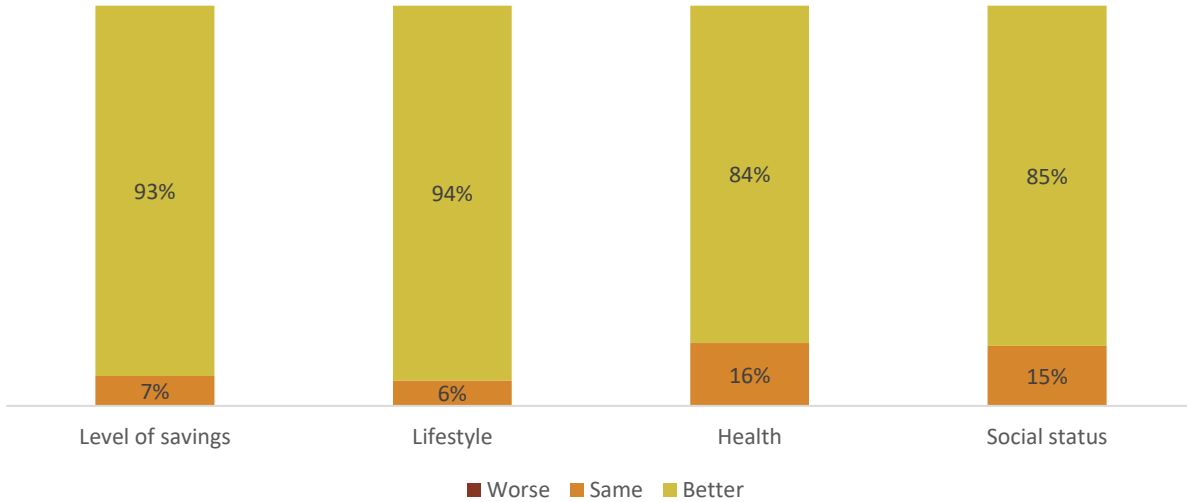
A majority of the beneficiaries (57%) stated to experience a raise up to 5% to 15% in their income/salary. From the remaining beneficiaries, 22% had a raise of 5%, 14% beneficiaries reported an increase of 15% to 25% and the remaining 7% mentioned their income to be increased by more than 25%.

Among all the states, 100% of the beneficiaries from Delhi and Odisha stated a raise in income by up to 5%. In LWE region, 97% of the beneficiaries from Sonbhadra indicated raise up to 5% in their income. A majority of the beneficiaries almost across all the job roles experience an increase up to 5%, the highest percentage is field executive (92%). A majority of both male (63%) and female (52%) beneficiaries stated their income to be increased up to 5% to 15% after RPL certification. 79% OBC category beneficiaries stated their income to be increased up to 5% to 15% after RPL certification.

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### 10.2 Impact on society

The following chart shows the RPL program impact on social well-being:



**FIGURE 34: IMPACT OF RPL PROGRAM ON SOCIAL WELL BEING**

Q Did you face any difficulty in availing loan?

Number of respondents:16,394

A majority of the beneficiaries stated that there is an overall improvement in their social well-being. 98% of the beneficiaries stated improvement in level of savings, 94% stated improvement in lifestyle, 84% stated improvement in health and 85% of the beneficiaries stated improvement in social status after RPL certification.

Among all the states, 100% of the beneficiaries from Tripura and Assam have better level of savings, lifestyle, health and social status after the RPL program. In LWE region, highest percentage of beneficiaries from Gaya stated improved social wellbeing across all the parameters. Impact on social wellbeing is highest on the job role of field survey enumerator across all the parameters. Compared to males, females have better level of savings, lifestyle, health and social status after the RPL program. Highest improvement in terms of social well-being is seen in general category beneficiaries. The highest percentage of beneficiaries who stated that their salary/income increased as a result of RPL certification are from OBC (69%).

## Key observations

- Highest percentage of beneficiaries (44%) benefited from improved digital learning which could benefit them in the longer run.
- A significant 93% applied for Mudra loans. Mainly for starting a new business.
- In most cases, though impact of RPL appears to be more in non-monetary benefits such as appreciation, increase in job responsibilities, rather than improvement in income.

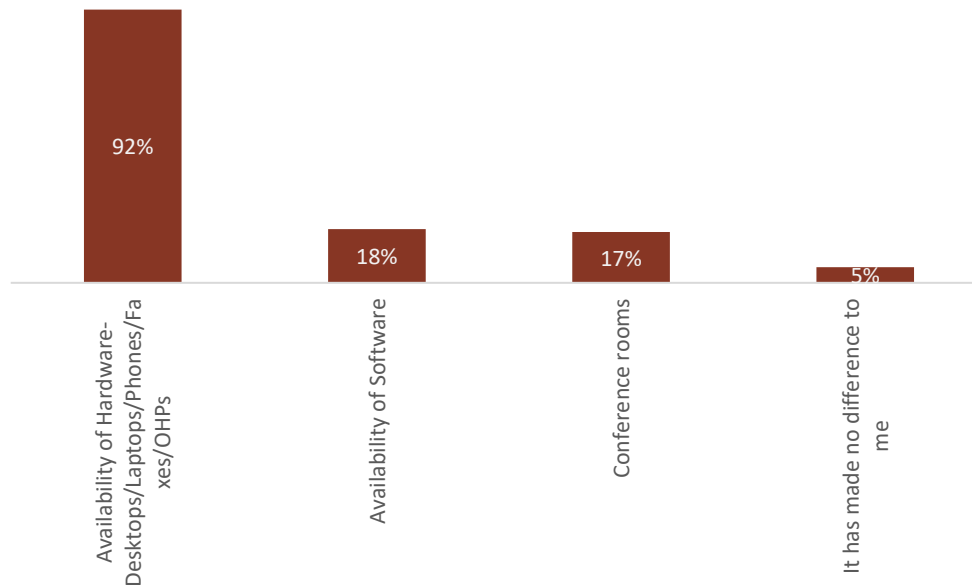


# IMPACT ON ENTERPRISE



## 11 Impact on enterprise

The following chart shows the impact of RPL on working conditions at workplace:



**FIGURE 35: OVERALL IMPACT OF RPL ON WORKPLACE**

Q What impact did the RPL program had on working conditions at your workplace

Number of respondents:16,329

The majority of the beneficiaries (92%) reported that availability of hardware-desktop/laptops/phones/faxes/OHPs got increased at the workplace after the RPL certification. 18% of the beneficiaries reported an availability of software at their respective workplaces. 17% of the beneficiaries reported an availability conference rooms at their respective workplaces. Only 5% of the beneficiaries mentioned no difference after RPL program.

Among all the states, 100% of the beneficiaries from Tripura, Odisha and Assam stated that hardware-desktops/laptops/phones/faxes/OHPs are available at their workplaces after RPL certification. In LWE region only in Sonbhadra 17% of the beneficiaries indicated the same. The highest percentage of beneficiaries who reported availability of the hardware-desktops/laptops/phones/faxes/OHPs are from field survey enumerator job role (95%). Both the genders indicated highest impact on availability of the hardware at their workplace, and 94% of general category beneficiaries indicated the same.

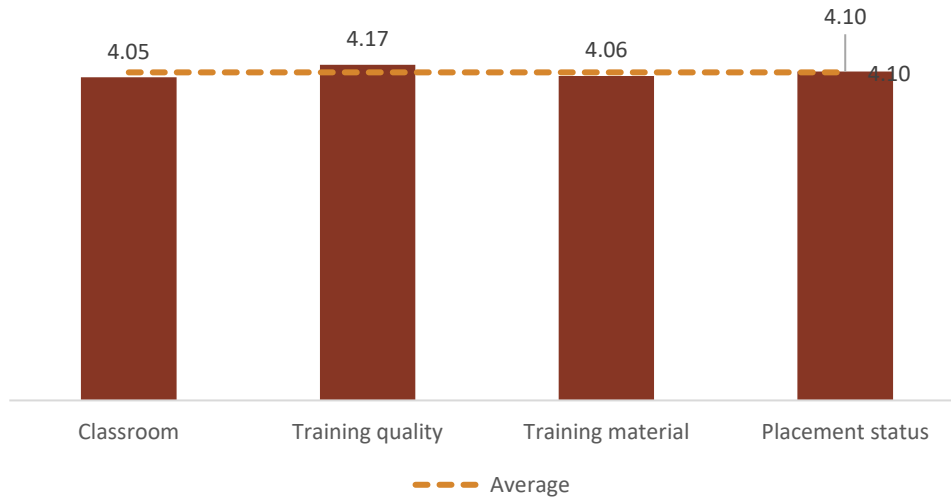


# FEEDBACK ON TRAINING INSTITUTE



## 12 Feedback on training institute by beneficiaries

The following chart shows the overall perception of training institute



**FIGURE 36: OVERALL PERCEPTION OF TRAINING INSTITUTE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training institute

Number of respondents:16,394

For all the parameters such as classroom, training quality, training material and placement status, the perception of the all the beneficiaries is very good and above. Highest rating had been given to training material (4.48) and the lowest rating had been given to placement status (4.08).

Among all the states, the highest rating was received from Odisha (5.00) for classroom and training quality, while highest rating for training material is from Punjab (4.85) and for placement assistance is from Uttar Pradesh (4.70). In the LWE region, for all the parameters Sonbhadra has the highest rating. For the job role of Field survey enumerator highest rating is received for classrooms, training quality and placement assistance, while trainer job role has the highest rating for training material. Comparatively males had better perception about training institutes than females across all the parameters. Among the caste category, SC has the highest rating for classroom (4.17) and training material (4.20), and OBC has the highest rating for training quality (4.65) and placement assistance (4.53).



# IMPACT ON PIA/SSC



## 13 Impact of RPL Project on Sector Skill Council

### 1. What's the approximate count of informal/unorganized workforce in your sector that needs formal recognition?

MEPSC, being a sector agnostic and horizontal SSC, focuses on four kinds of skills – and is required in all sectors:

- Management Support & Services Functions
- Entrepreneurship Development
- Professional / Employability Skills
- Behavioral Management / Business Skills

About one third (162 million) of the total workforce in service sector, it is estimated that 12-15% of the total workforce comprises of:

- Management Services
- Management Support Staff and Office Administration
- Private Security Industry (PSI)
- Professional Skills
- Education-Non Teaching

#### **Management Sector:**

Nearly 11.7million workforce is employed under Management Service Support, Office Administration, Professional Skills and Non-teaching workforce, with a potential to add 14 million more by 2027.

With approximate addition of 14 million workforce, there would be a huge need to formal recognition in Management Services like Project Management, Management Consulting, Policy, Governance and Risk, Human Resources, Sales and Business Development, Field Surveys, Corporate & Marketing communications, Public Relations, Legal Services, Early Childhood care and Education Services, Printing and Publishing, Counselling Services, Instructional Designers and Entrepreneurship Development.

#### **Security Sector:**

Security guards constitute 90% of the 9 Million Private Security Industry workforce and they form the base of the pyramid with little or no relevant experience. The private security services industry is mainly unorganized and only 10% workforce is employed in the organized sector. With the anticipated growth potential of industry, the employment potential is evident. Further, considering that majority of the workforce is being employed in the unorganized sector, skilling potential is also evident.

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### **2. What is the relevance/impact of the Recognition of Prior Learning under PMKVY kind of Programs on the count of the informal workforce in your sector?**

With more than 11.7 million workforces in Management Sector and Professional Skills like security, it is imperative that our current workforce is skilled and certified, which is one of the primary objective of RPL program.

Management roles are horizontal in nature and spreads across all manufacturing as well as services & allied sectors. The workforce in this sector is employed on the basis their formal educational qualifications and is intended to learn in the shop-floor of the industry. Hence the resultant productivity is low-yield and mostly informal in nature. The major impact of RPL in Management Sector is building upon the skills to be more organized at the workplace and has seen lot of positive traction in terms of better productivity, self-confidence, lowered attrition as well as in addressing the informal employment issues.

Security, being a non-aspirational sector with huge potential of generating bulk employment, is a sector with mandatory training as defined under PSARA 2005, but not uniformly certified. With around more than 9 million workforce, this sector employs 90% of its workforce as Unarmed Security guards. However, the basic challenge of manpower attrition remains a critical factor and thereby always has the scarcity of labour force. Primarily, the major impact of RPL in Security sector has ensured uniform skilled workforce and has lowered the attrition rate in the Industry. The RPL program in this sector has also built self-pride in a non-aspirational role of being a Security guard.

### **3. Do you think RPL is a sufficient solution to address the issue of Informal Employment in your sector? Is the current format of the RPL Program appropriate for your sector?**

Primarily, RPL is focused at the recognizing the skills in the workforce with NSQF certifications and address the issue of informal employment. Though RPL has played a vital role in recognizing the prior skills nationally by bridging the skill gaps, it is of immense important that Industry realizes the importance of such program by giving wider acceptability to address issues of self-confidence/motivation, low productivity, lower attrition rates, harnessed skills at workplace etc.

The current prevailing forms of RPL types (with / without bridge courses) is very flexible as it addresses the needs of the workforce as well as of the Industry. The Assessment and Certification, Medical Insurance and the reward money through Direct Benefit Transfer (DBT) allures the workforce to get skilled, whereas the co-branded (Skill India, Awarding body & Industry) certification with the intangible benefits reaped by the Industry.

However, there is a huge task of skilling and certifying the workforce that needs to be addressed by Central Govt as well as the State Govts, focusing on the states with high out-migration of labour. With Industry 4.0 that would bring radical change in redundant workforce, it is imperative to focus on these RPL certified workforce to upskill through Short-term trainings at work place of higher duration, based on the demands being aggregated through the Industry.

## Impact Assessment for Management Sector

### 4. How much have you been able to achieve with the current RPL Program under PMKVY 2.0, both as an assessment body and/or as PIA?

Based on the demands aggregated through the Industries for various job roles under the sector, the below table depicts the details of the target allocated by the Ministry and enrollments done by the PIA (MEPSC herein), during the unprecedented year with difficult challenges which had National and State-specific Lockdowns over the period of RPL.

S.no.	RPL Type	Job Role	Total Target Approved	Enrolled
1	Type 1	Office Assistant	14500	14621
2	Type 1	Field Survey Enumerator	104500	104504
3	Type 1	Office Operation Executive	2500	2523
4	Type 1	Trainer	1500	1332
5	Type 2	Unarmed Security Guard	69000	6650
6	Type 2	Unarmed Security Guard (With Bridge Course)	7000	6460
7	Type 2	Field Survey Enumerator	31000	25426
8	Type 2	Office Assistant	12000	9104
		<b>TOTAL</b>	<b>242000</b>	<b>170620</b>

As a Project Implementing agency as well as an Awarding Body for the targets allocated by the Ministry, it was imperative to draw a clear demarcation while executing the program as well as while awarding the certification in the program.

To ensure a tight control and monitoring mechanism in the program, the RPL program was executed by the assistance of Facilitating Partners, empaneled Assessment Agencies, Third-party monitoring agencies, State Industry Associations and renowned Industries in areas of Management and Private Security across the country.

Due to the unprecedented times of Corona, 1.70+ Lakhs enrollments were done in the Skill India portal, which were mobilized from 20 States across the country. The below table depicts the state-wise details of Candidates Assessed and Candidates Certified under the RPL program.

S.no.	State	Candidates Assessed	Candidates Certified
1	ANDHRA PRADESH	658	633
2	ASSAM	7254	5674
3	BIHAR	2583	2396
4	CHHATTISGARH	68	61
5	DELHI	862	835
6	GUJARAT	2091	1871

## Impact Assessment for Management Sector

S.no.	State	Candidates Assessed	Candidates Certified
7	HARYANA	4853	4613
8	JAMMU AND KASHMIR	3237	2746
9	JHARKHAND	507	458
10	KARNATAKA	219	195
11	MADHYA PRADESH	16057	15021
12	ODISHA	4770	3937
13	PUNJAB	3897	3588
14	RAJASTHAN	1831	1710
15	TAMIL NADU	19	19
16	TELANGANA	1804	1667
17	TRIPURA	2156	1821
18	UTTAR PRADESH	37054	33646
19	UTTARAKHAND	88	88
20	WEST BENGAL	3744	3527
	<b>Grand Total</b>	<b>93752</b>	<b>84506</b>

### 5. In future, what changes would you like to see in the current RPL Modality to make it more sector-specific?

With changing technology and post pandemic scenario, most of the industries do not have the capacity or the manpower to re-equip their workforce thus there is great need of RPL in Management & Security Sector. Online Training and assessment needs to be pushed more for all the JRs especially those which represent the masses and workforce deployed in the sector.

Further Attention is required towards:

- DBT to reflect in beneficiary account within a month post certification
- Digi locker to be integrated with SIP – Mobile alert and push notifications on beneficiary's mobile number for Certificate download.
- Road Accident Insurance to be converted into Life or Health Insurance
- Preference to be given to PMKVY (RPL/STT) beneficiaries for Jobs and Promotions.
- Preference to be given to Employers & companies participating in Govt Tenders having RPL certified workforce
- Target allocation to be done as per the demand in the Sector, Skill GAP analysis and the size of workforce deployed in the market.

### 6. Apart from RPL under PMKVY, are there any other funding organizations dedicated towards sector-specific RPL Program (up skilling)?

## Impact Assessment for Management Sector

We have complete few RPL numbers in aegis of Ministry of Social Justice & Empowerment (M/o SJ&E). There are nodal agencies such as National Scheduled Castes Finance and Development Corporation (NSFDC), National Safai Karamcharis Finance & Development Corporation (NSKFDC) and National Backward Classes Finance & Development Corporation (NBCFDC) who fund for skilling activities under their specializations.

**7. While working as PIA, SSCs acted both as an awarding body as well as implementing body. Please comment on this and also what changes do you expect in the role of SSCs in the Sector focused skilling programs?**

SSCs need to strengthen further as PIA, Being the awarding body SSC has the advantage of assessing the workforce in the required skillsets/KRA's and as an industry body SSC understands better the sector and demand of trending job roles in the Skill Eco system.

**8. While working as PIA, SSCs are entrusted to use facilitator organizations for the implementation of the program. What suggestions will you give to establish credibility and authenticity for the Facilitators under the RPL Program for any kind of PIAs?**

Success of RPL purely depends upon the selection of right facilitating & mobilizing partners and their reputation in the skill eco system.

Key criteria for selection of Training Partner/Facilitator or Mobilizing Agency

- a. Availability of Letter of Intent/ Employer Undertaking with Proposed target & Cluster plan.
- b. Skilling portfolio & Past deliverables
- c. Proposal and supporting documents
- d. Cost bifurcation – Expenditures & Activities Proposed
- e. Availability of certified Trainers & Plan for future TOTs



# KEY FINDINGS AND RECOMMENDATIONS



## 14 Key findings

Below are some of the key findings and recommendation of the field survey:

### About the RPL program

- Retention between the mobilization phase to the certification phase is quite low. At 54.22% drop-outs overall, where major drop out is seen while moving from oriented to assessed stage.
- The largest concentration of beneficiaries is in Uttar Pradesh, Assam and Madhya Pradesh. There is no representation of any of the Southern states.
- At 45% of total certified beneficiaries, it is encouraging that almost equal number of the beneficiaries are females, since that will encourage better livelihood at household levels. It is similar for Hilly areas and LWE areas.
- Achievements in LWE areas are markedly better than those for rest of the country in terms of assessments as well as certification.
- In contrast, Hilly areas have shown worse performance in terms of Assessments and Certifications.
- Almost all the beneficiaries claimed to have watched the induction video. Even if it were to be assumed that few could have mis-recalled, it makes sense to reinforce the message by repeated viewing of the induction video rather than carry it out as a routine exercise.
- There is a clear and strong correlation between those who watched the video and those who claimed to understand the benefits of the program.
- Almost all the beneficiaries claimed to have received orientation in soft skills and job role kit. That has a key role to play in improved quality of delivery.
- Even while beneficiaries remain committed to successfully completing the entire program as, the beneficiaries did not receive all the benefits associated with RPL program such INR 500 after completion (91%).
- Most of the beneficiaries (91%) opted for the bridge course. 96% of those who attended them found them beneficial to manage traffic and respond to emergencies, to performing screening and search, for getting guarding service and control access, in better understanding of the legal requirements and to performing basic security task

### Impact of the program on beneficiaries

- With a score of 8.21 (out of 10), Overall Program Impact is eminent. In specific, the contribution of the Employer and the Beneficiary in the overall Program Impact is very encouraging.
- From a beneficiaries' standpoint, the Social Impact is the highest (score of 9.38), followed by Workplace impact (score of 7.82), followed by Economic Impact (score of 7.00).
- The largest motivation for joining the RPL program is to seek new employment opportunities (44%). In light of this, the fact that the resultant perception of the beneficiaries that there was no significant income change is a cause for concern and shows a mismatch between expectation and

## Impact Assessment for Management Sector

reality. A value-chain assessment study is recommended to understand post RPL certification beneficiary journey.

- A significant 8% claimed not to have received the Kaushal Bima Yojana. This is the least assurance that a beneficiary would seek, and for the future RPL programs to be considered successful, a method has to be put in place to ensure that this is remedied earliest.
- The registrations under Udyami Mitra are very encouraging. Means the benefits of such registration have been properly and completely explained, and the follow up by the PIAs is good.
- Significantly, most beneficiaries benefited from improved digital learning (digital platform, online transactions) which could benefit them in the longer run. Also, improvement in managerial skills and communication skills is a successful outcome of the RPL program. Only 1% claimed to have not benefited from the program.
- One of the biggest challenges of the outcome of the RPL program is the limited success in the beneficiaries' ability to improve access to markets. In a majority of the cases, this does not appear to have changed much. A part of this could be the reluctance of beneficiaries to relocate themselves to a different geography if demanded by expansion.
- A significant 93% applied for Mudra loans. Mainly for starting a new business.
- There has been positive impact in terms of a) ability and willingness to start own enterprise, and b) ability to switch jobs to different employers. These show that there is a clear impact of the RPL program on the beneficiary. The fact that the income has not improved significantly can be ascribed to Covid19 as well as the newness of starting a new enterprise.
- The most significant impact of RPL can be observed through an increase in income and salary of 39% of beneficiaries, which is very encouraging for the beneficiaries as the result is more than the expectation.
- Impact of RPL appears also to be in non-monetary benefits such as appreciation, increase in job responsibilities, rather than improvement in income. Very few (only 3%) commented that there was no impact due to RPL program.
- On the social aspects, the biggest impact has been improvement in Lifestyle (94%), and least impact has been health (84%).

### Impact on workplace

- The key improvements in the workplace have been availability of hardware- desktop/laptops/phones/faxes/OHPs. These tangible benefits have increased the efficiency and productivity of the beneficiaries.

### Impact on SSC

- Perception of PIAs performance was overall good. While they scored the highest on training quality, they scored lowest on classroom.

## 14.1 Recommendation

- PIAs should be encouraged to specifically target clusters based on availability of management talent pools and then conduct RPL programs to ensure better coverage.
- A large part of the mobilization continues to be SSC led, which would have limited reach. SSC would typically have their own pockets of influence, which may not be uniformly spread, or well mapped to the logistics skill set. Ideally, if the program has to reach every possible beneficiary, there has to be better communication channel utilization. It is recommended that a better communication plan be initiated before the next program is launched. Ideally, the reach, and influence of specific media (such as radio, TV, social media, hoardings and posters, etc.) should be ascertained and the media plans should be based on this understanding.
- Even while beneficiaries in North Eastern States remain more committed to successfully completing the entire program as compared to other states, PIAs in North Eastern states have not been able to communicate the benefits of the RPL program effectively. A greater emphasis on these benefits could help beneficiaries leverage these to ensure better impact
- A greater emphasis on the benefits skill card and badge, and INR 500 after completion etc. could help beneficiaries leverage these to ensure better impact.
- Self-assessment sheet alone cannot capture all the parameters. Perhaps consider an aided assessment rather than a self-assessment. Especially since collective feedback may carry greater benefits than individual assessment feedback, especially if done across homogenous geographic or skill clusters
- In some states, beneficiaries did not receive orientation in soft skills receive the Though the number is not very big, it cannot be ignored. It has a key role to play in improved quality of delivery. SSC needs to consider if a refresher course on orientation of soft skills should be conducted. Also, to consider an evaluation of the orientation on impact, perhaps through a baseline study
- Since there is a mismatch between expectation and reality in terms of improvement in income, a value-chain assessment study is recommended to understand post RPL certification beneficiary journey. This could be done either in the form of specific case studies, or through cohort studies.
- Not all the beneficiaries received Kausal Bima. This is the least assurance that a beneficiary would seek, and for the future RPL programs to be considered even more successful, a method has to be put in place to ensure that this is remedied earliest.
- Not all the beneficiaries received help to get registered under Udyami Mitra. This is an area which requires strengthening in order to ensure the availability of a pool of resources and also improve employability opportunities.
- It may be recommended to consider a follow-on hand holding program specifically directed towards improving the ability of beneficiaries to leverage technology to improve reach.
- On the one hand, the beneficiaries gave highest rating to training material on the other hand they gave lowest rating to the placement process. This also demonstrates a gap which needs to be bridged

**PMKVY**  
प्रधानमंत्री कौशल विकास योजना

# ANNEXURE 1

**MEPSC**  
Management & Entrepreneurship  
and Professional Skills Council



## 15 Annexure 1 Analysis based on demographic details

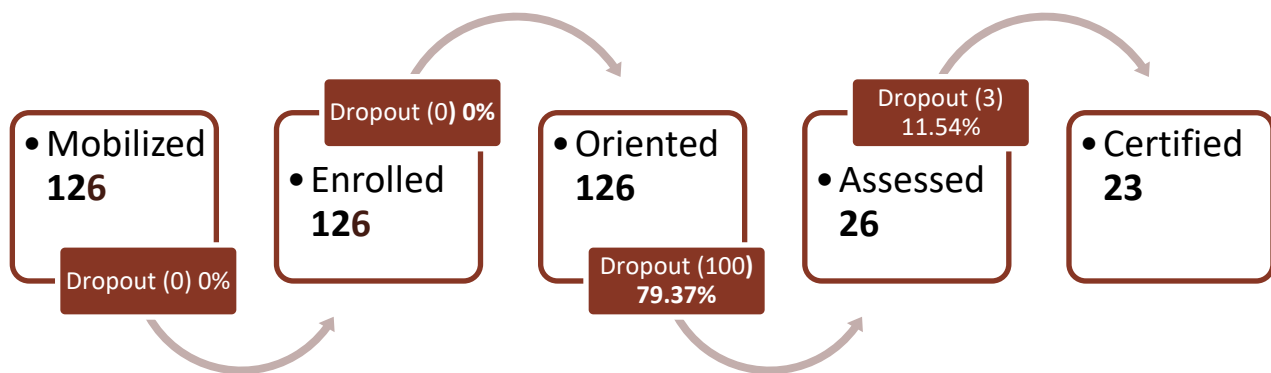
Below is the demographic analysis of the management sector beneficiaries based on Hilly areas and LWE regions:

### 15.1 Overview of Hilly Areas

The government of India has identified 52 districts from 9 states as hilly area districts for skill development. RPL program for management sectors has not been carried out in any of the districts. No beneficiaries have been mobilized.

#### 15.1.1 Beneficiaries' details in hilly areas

The below picture shows beneficiaries in various stages of certification



**FIGURE 37: NUMBER OF BENEFICIARIES IN HILLY AREAS**

- Of the 94 beneficiaries mobilized in Karbi Anglong, 94 (100%) were enrolled for the RPL program and all enrolled beneficiaries were oriented. However, no one was certified as all the candidates dropped out after orientation.
- Of the 32 beneficiaries mobilized in Darjeeling, 32 (100%) were enrolled for the RPL program and 26 (81.25%) enrolled beneficiaries were oriented. Only 23 (88.46%) of oriented beneficiaries were certified after completion of the program.

## Impact Assessment for Management Sector

### 15.1.2 Job roles of beneficiaries in hilly areas

The below table shows percentage of beneficiaries in different job roles in hilly areas at orientation and certification stage.

Job role	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Field survey enumerator	75%	0%
Trainer	25%	72%

**TABLE 11: ORIENTED BENEFICIARIES IN VARIOUS JOB ROLES IN HILLY AREAS**

- RPL program for management has happened for job roles Field survey enumerator and Trainer in hilly areas districts.
- Only 72% of the beneficiaries in trainer’s job role are certified.

### 15.1.3 Training centers in hilly areas

The below table shows performance of training institute in terms of beneficiaries being oriented and certified:

Training center	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Common Service Centre	75%	0%
Orion Skill	25%	72%

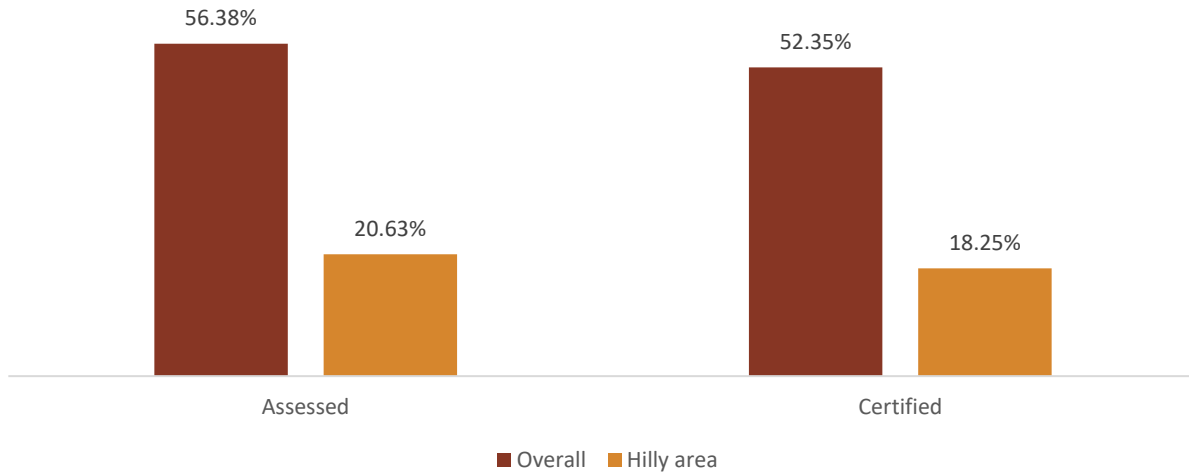
**TABLE 12: ORIENTED BENEFICIARIES UNDER TRAINING INSTITUTE IN HILLY AREAS**

- 72% of the oriented beneficiaries of Orion Skill have been certified.
- None of the oriented beneficiaries from Common Service Centre have been certified.

Impact Assessment for Management Sector

15.1.4 Comparison of beneficiary performance - overall with hilly areas

The below graph shows comparison of assessed and certified beneficiaries who had gone through certification process in hilly areas and overall country:



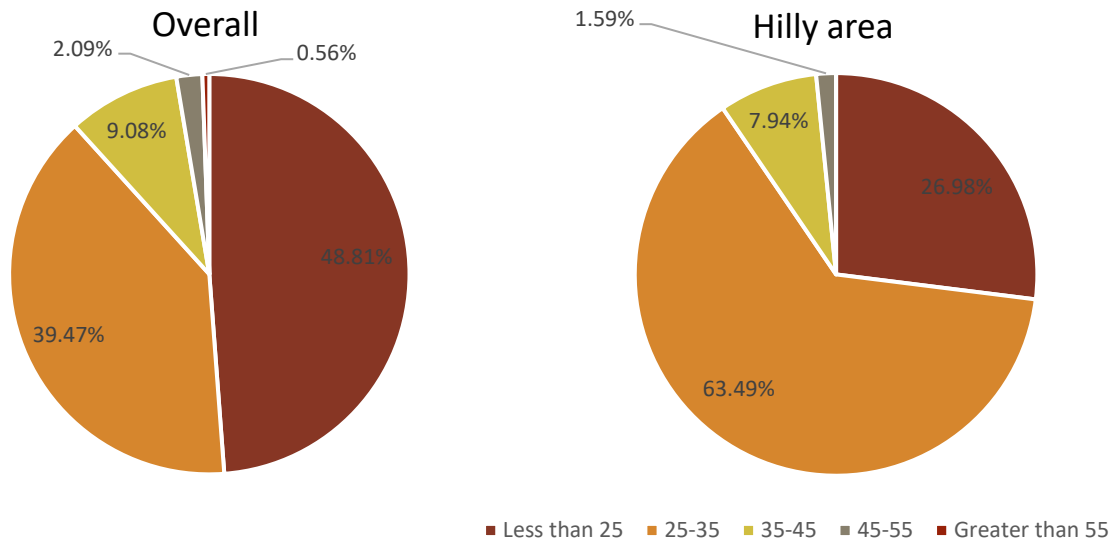
**FIGURE 38: COMPARISON OF BENEFICIARIES IN HILLY AREAS AND OVERALL COUNTRY BASED ON ASSESSMENT AND CERTIFICATION**

- The certification process of RPL for the management sector took place across districts of Karbi Anglong and Darjeeling.
- Most of the beneficiaries who have been assessed have been certified also.
- The dropout percentage is comparatively lower for LWE areas than across the country

Impact Assessment for Management Sector

15.1.5 Age group of beneficiaries in hilly areas

The below graph shows age group of beneficiaries in hilly regions:



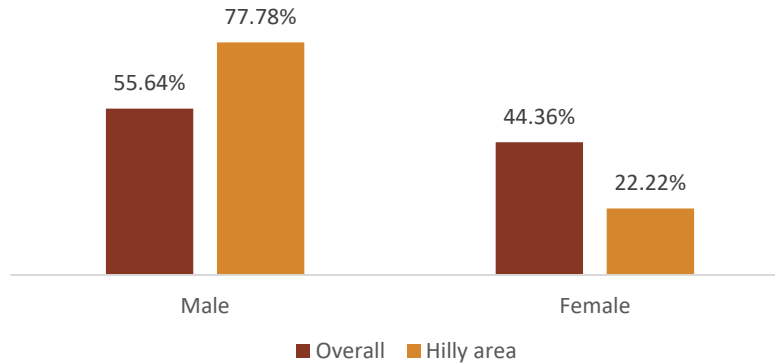
**FIGURE 39: COMPARISON OF BENEFICIARIES IN HILLY AREAS AND OVERALL COUNTRY BASED ON AGE GROUP**

- Out of all oriented beneficiaries in hilly areas 26.98% belongs to age group of 25 years or less whereas percentage of oriented beneficiaries in same age group across the country is 48.81%
- Out of all oriented beneficiaries in hilly areas 63.49% belongs to age group of 25 to 35 years whereas percentage of oriented beneficiaries in same age group across the country is 39.47%.
- Out of all oriented beneficiaries in hilly areas 7.94% belongs to age group of 35 to 45 years whereas percentage of oriented beneficiaries in same age group across the country is 9.08%.
- Out of all oriented beneficiaries in hilly areas 2.09% belongs to age group of 45 to 55 years whereas percentage of oriented beneficiaries in same age group across the country is 1.59%.
- Out of all oriented beneficiaries in hilly areas 0.56% belongs to age group of 55 years or more whereas percentage of oriented beneficiaries in same age group across the country is not considerable.

Impact Assessment for Management Sector

### 15.1.6 Gender of beneficiaries in hilly areas

The below graphs show the gender diversification of beneficiaries across the country as well as in hilly areas.

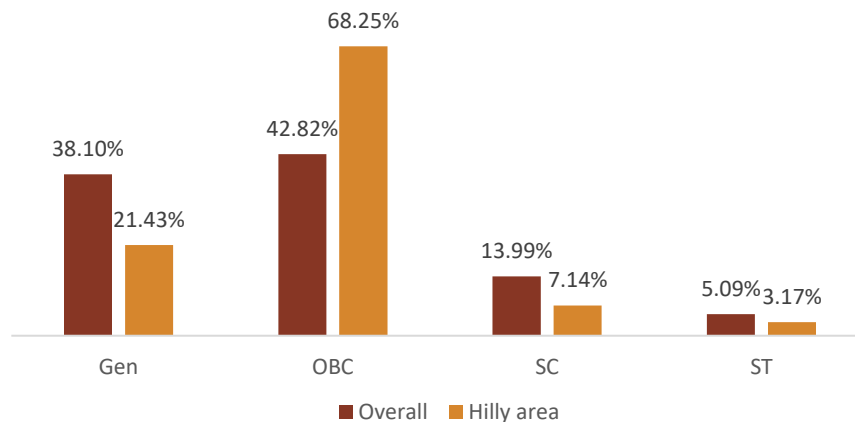


**FIGURE 40: COMPARISON OF BENEFICIARIES IN HILLY AREAS AND OVERALL COUNTRY BASED ON GENDER**

- It can be inferred from the graph 77.78% beneficiaries who have been oriented in hilly areas are male whereas percentage of female oriented beneficiaries is 22.22%.

### 15.1.7 Category of beneficiaries in hilly areas

The below graph shows comparison of beneficiaries in hilly areas and across the country on the basis of category.



**FIGURE 41: COMPARISON OF BENEFICIARIES IN HILLY AREAS AND ACROSS THE COUNTRY BASES ON CATEGORY**

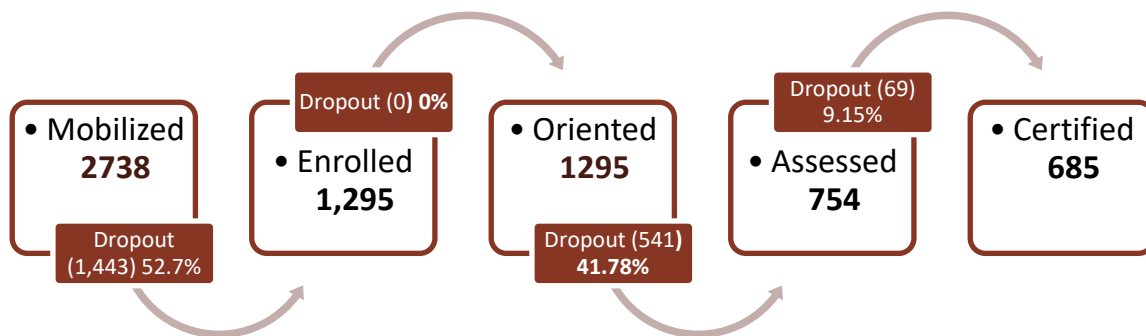
- It can be inferred from the graph that maximum participation in RPL program is from OBC category beneficiaries in hilly areas districts, which follows the similar trend as across the country.
- It can be inferred from the graph least participation in RPL program is ST category beneficiaries in both hilly area's districts and across the country.

## 15.2 Overview of LWE Areas

The government of India has recognized 47 districts across 10 states as LWE affected districts. RPL program for the management sector has been conducted in two districts in Bihar i.e, Banka, Gaya and one district in Uttar Pradesh i.e., Sonbhadra. In the LWE areas program was conducted for three job roles namely Filed survey enumerator, office assistant and office operations executive. A total of 2,738 beneficiaries was mobilized in these three districts.

### 15.2.1 Beneficiaries in LWE regions

The below picture shows beneficiaries in various stages of certification:



**FIGURE 42: NUMBER OF BENEFICIARIES IN LWE AREAS**

- It can be inferred from the figure above that among the beneficiaries who were mobilized for RPL program in LWE districts, 52% dropped out before enrollment. Only 1,295 candidates were enrolled.
- Out of 1,295 oriented beneficiaries 754 (58.22%) have gone through assessment process.
- Out of 754 assessed beneficiaries 685 (90.84%) have been certified.
- It can be inferred from the graph that maximum dropout has happened in mobilization stage.

## Impact Assessment for Management Sector

### 15.2.2 Job roles of beneficiaries in LWE regions

The below table shows percentage of beneficiaries in different job roles in LWE areas at orientation and certification stage:

Job role	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Field survey enumerator	59%	31%
Office assistant	23%	86%
Office operations executive	19%	80%

**TABLE 13: ORIENTED BENEFICIARIES IN VARIOUS JOB ROLES IN LWE AREAS**

- RPL program for management has happened for job roles Field survey enumerator, office assistant and office operations executive in LWE areas.
- Out of the oriented 31% of the beneficiaries in Field survey enumerator’s job role, 86% of the beneficiaries in office assistant’s job role and 80% of the beneficiaries in office operation executive’s job role are certified

### 15.2.3 Training centers in LWE regions

The below table shows performance of training institute in terms of beneficiaries being oriented and certified:

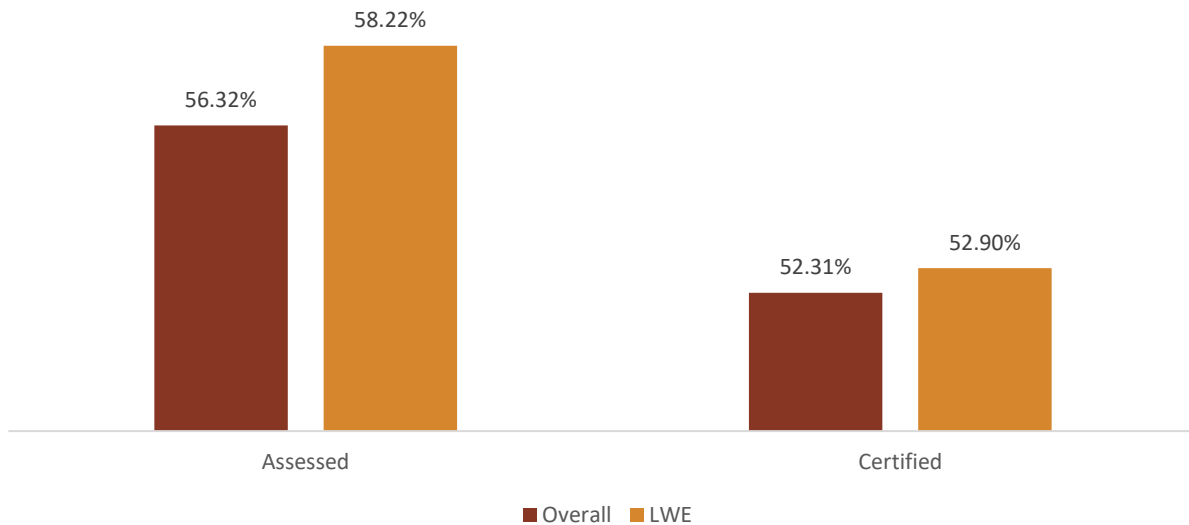
Job role	Oriented (as a percentage of total enrolled beneficiaries)	Certified (as a percentage of oriented beneficiaries in respective job role)
Common Service Centre	100%	31%

**TABLE 14: ORIENTED BENEFICIARIES IN TRAINING INSTITUTE IN LWE AREAS**

- Common service center provided training in LWE region. 31% of the oriented candidate were certified by the training center.

### 15.2.4 Comparison of beneficiary performance – overall with LWE regions

The below graph shows comparison of beneficiaries in LWE regions and overall country who have gone through different stages of certification:



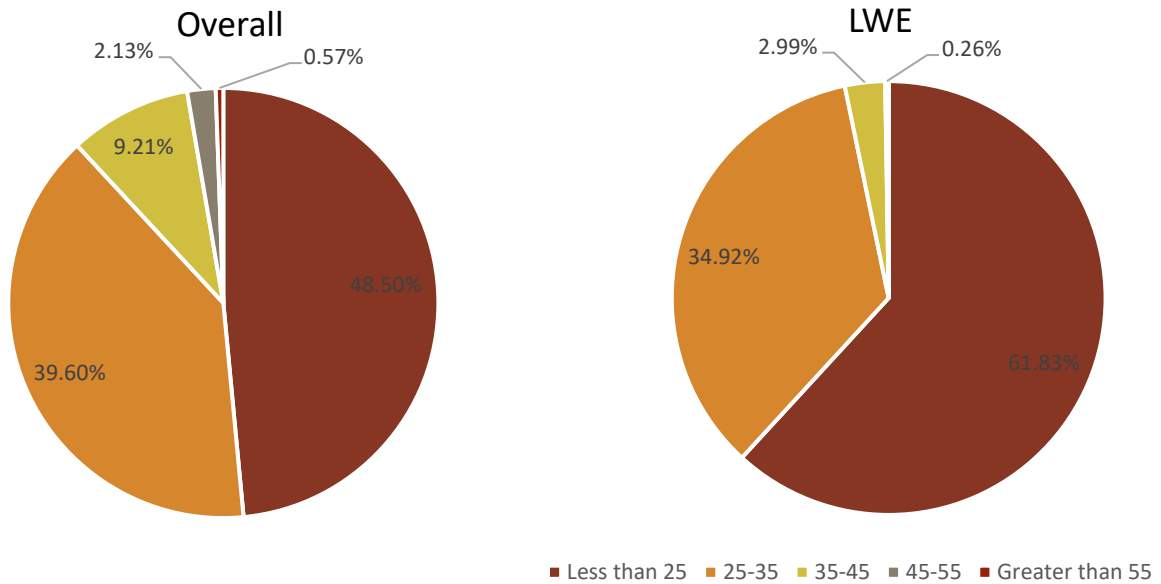
**FIGURE 43: COMPARISON OF BENEFICIARIES IN LWE AREAS AND OVERALL COUNTRY BASED ON ASSESSMENT AND CERTIFICATION**

- The certification process of RPL for the management sector took place across districts of Banka, Gaya, and Sonbhadra.
- Most of the beneficiaries who have been assessed have been certified also.
- The dropout percentage is comparatively higher for LWE areas than across the country

Impact Assessment for Management Sector

### 15.2.5 Age group of beneficiaries in LWE regions

The below graph shows age group of beneficiaries in LWE regions:



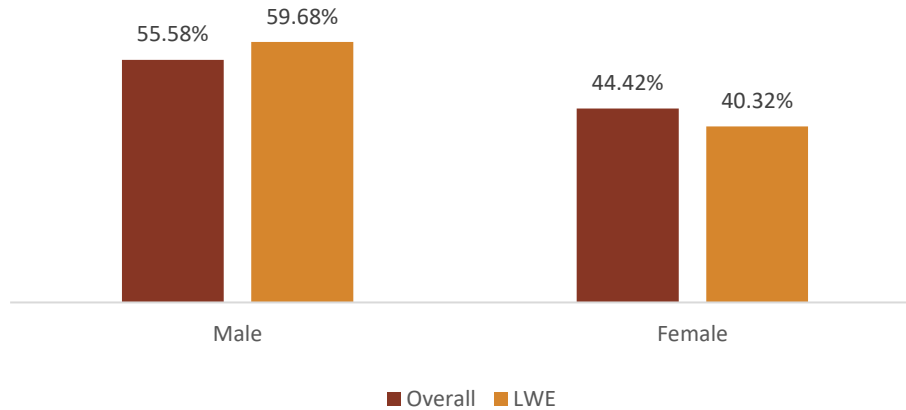
**FIGURE 44: COMPARISON OF BENEFICIARIES IN LWE AREAS AND OVERALL COUNTRY BASED ON AGE GROUP**

- Out of all oriented beneficiaries in LWE areas 61.83% belongs to age group of 25 years or less whereas percentage of oriented beneficiaries in same age group across the country is 48.50%
- Out of all oriented beneficiaries in LWE areas 34.92% belongs to age group of 25 to 35 years whereas percentage of oriented beneficiaries in same age group across the country is 39.60%.
- Out of all oriented beneficiaries in LWE areas 2.99% belongs to age group of 35 to 45 years whereas percentage of oriented beneficiaries in same age group across the country is 9.21%.
- Out of all oriented beneficiaries in LWE areas 0.26% belongs to age group of 45 to 55 years whereas percentage of oriented beneficiaries in same age group across the country is 2.13%.
- Out of all oriented beneficiaries in LWE areas no one belongs to age group of 55 years or more whereas percentage of oriented beneficiaries in same age group across the country is 0.57%.

Impact Assessment for Management Sector

15.2.6 Gender of beneficiaries in LWE regions

The below graphs show the gender diversification of beneficiaries across the country as well as in LWE areas:

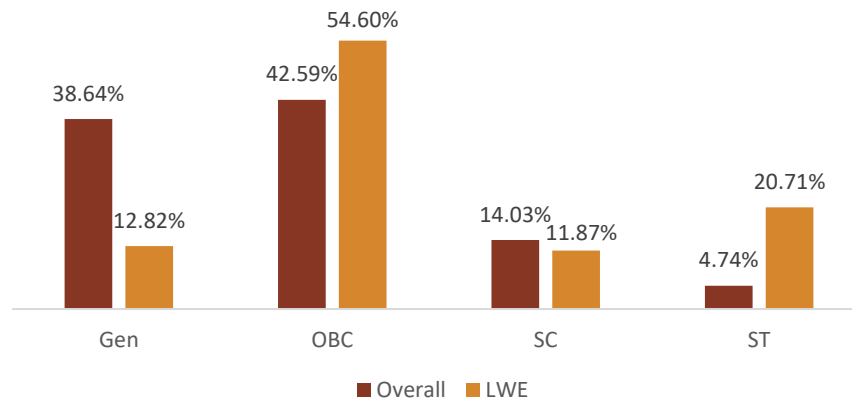


**FIGURE 45: COMPARISON OF BENEFICIARIES IN LWE AREAS AND OVERALL COUNTRY BASED ON GENDER**

- It can be inferred from the graph that compared to oriented beneficiaries across the country, LWE areas have comparatively more male oriented beneficiaries and less female oriented beneficiaries.

15.2.7 Category of beneficiaries in LWE regions

The below graph shows comparison of category of beneficiaries in LWE regions and across the country:



**FIGURE 46: COMPARISON OF BENEFICIARIES IN LWE AREAS AND ACROSS THE COUNTRY BASES ON CATEGORY**

- It can be inferred from the graph that maximum participation in RPL program is from OBC category beneficiaries in LWE areas, similar to trend across the country.
- It can be inferred from the graph least participation in RPL program is SC category beneficiaries in both LWE area, were as across the country least participation is seen from ST category.

### 15.3 About RPL program

#### 15.3.1 Program motivation

The following charts show the program motivation of the beneficiaries by states, hilly areas and LWE regions:

##### 15.3.1.1 Program motivation by state

The following table shows the percentage of beneficiaries across all the states who stated different reasons for undertaking the RPL program:

State	To improve income	To seek new employment opportunities	To improve subject knowledge	Employer made it mandatory
Haryana	100%	100%	0%	0%
Gujarat	84%	95%	71%	5%
Uttar Pradesh	82%	37%	29%	6%
Punjab	55%	38%	7%	1%
Odisha	40%	70%	40%	0%
Madhya Pradesh	34%	96%	86%	6%
Jammu and Kashmir	34%	99%	19%	0%
Assam	21%	43%	34%	0%
Tripura	21%	41%	35%	0%
Delhi	18%	93%	73%	2%
West Bengal	6%	51%	14%	39%
Bihar	2%	86%	21%	4%

TABLE 15: PROGRAM MOTIVATION

Q. Why did you undertake the RPL program?

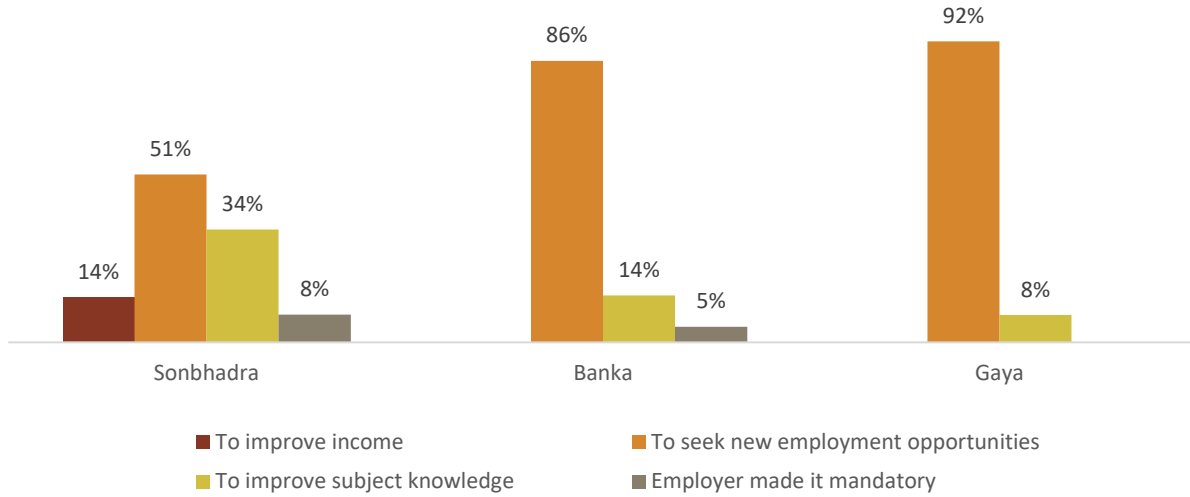
Number of respondents: 16,392

The highest percentage of the beneficiaries who reported the reason for undertaking the RPL program was to improve income are from Haryana (100%). The highest percentage of the beneficiaries who reported the reason to be seeking new employment opportunity is from Haryana (100%). The highest percentage of the beneficiaries who reported improvement in subject knowledge is from Gujarat (71%). However, only from few states such as Gujarat, Uttar Pradesh, Punjab, Madhya Pradesh, Delhi, West Bengal and Bihar the beneficiaries stated that their employers made the RPL program mandatory, highest percentage is from West Bengal (39%).

Impact Assessment for Management Sector

15.3.1.2 Program motivation by LWE region

The following chart shows the beneficiaries by LWE undertook RPL program due to various reasons:



**FIGURE 47: PROGRAM MOTIVATION-LWE WISE DISTRIBUTION**

Q. Why did you undertake the RPL program?

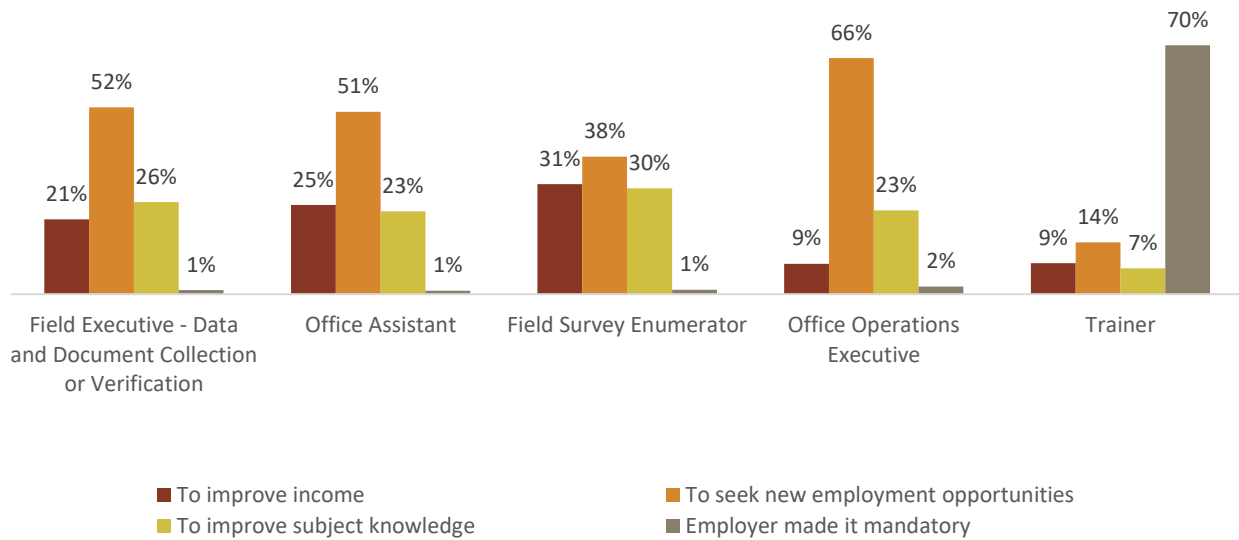
Number of respondents: 164

A majority of the beneficiaries from Gaya (92%), Banka (86%) and Sonbhadra (51%) wanted to seek new employment opportunities, hence went through the program.

Impact Assessment for Management Sector

15.3.1.3 Program motivation by job role

The following chart shows the category wise distribution of beneficiaries undertook RPL program due to various reasons:



**FIGURE 48: PROGRAM MOTIVATION-CASTE CATEGORY WISE DISTRIBUTION**

Q. Why did you undertake the RPL program?

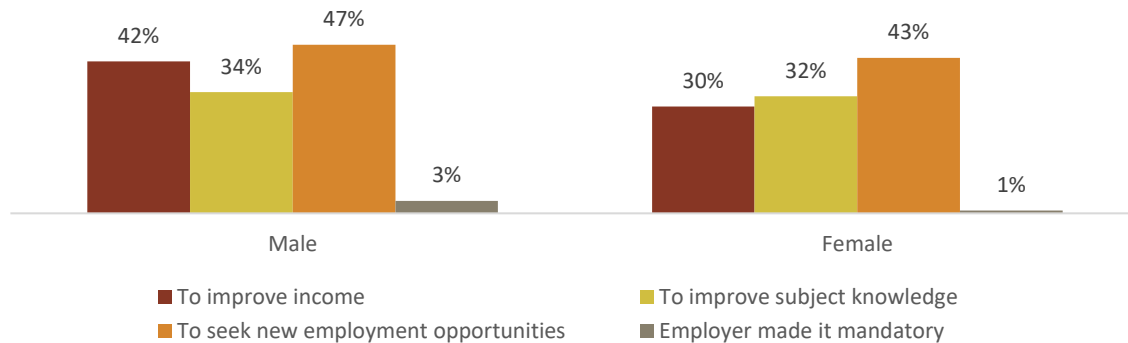
Number of respondents: 12,968

A majority of the beneficiaries almost across all the job roles stated the reason for undertaking the RPL program was to seek new employment opportunities, the highest percentage (66%) is office operations executive, except for Trainer job role were majority (70%) stated that employer made it mandatory. The highest percentage of beneficiaries who undertook the program for improving income (31%) and upgrade their subject knowledge (30%) is Field survey enumerator. However, a very small percentage of beneficiaries from some job roles mentioned that their employers made it mandatory, hence they took up the course.

Impact Assessment for Management Sector

15.3.1.4 Program motivation by gender

The following chart shows the gender wise distribution of beneficiaries undertook RPL program due to various reasons:



**FIGURE 49: PROGRAM MOTIVATION-GENDER WISE DISTRIBUTION**

Q. Why did you undertake the RPL program?

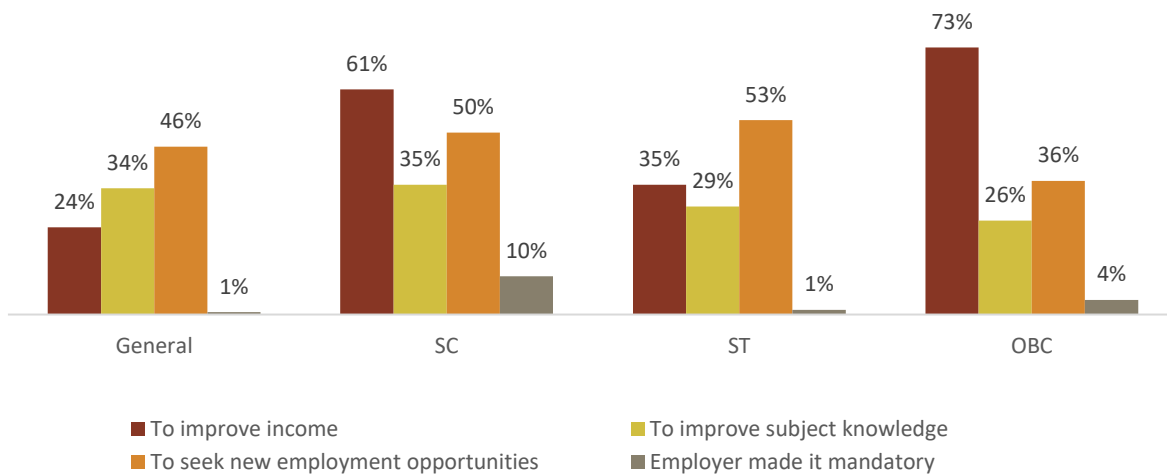
Number of respondents: 12,968

A majority of both male and female beneficiaries (47% male and 43% female) undertook the RPL program to seek new employment opportunities. 42% of the male beneficiaries and 30% of the female beneficiaries wanted to improve income, hence they have undergone the certification. 34% of the male beneficiaries and 32% of the female beneficiaries wanted to improve subject knowledge by taking up this RPL program. Only 3% of the male and 1% of the female beneficiaries mentioned that their employers made it mandatory.

Impact Assessment for Management Sector

15.3.1.5 Program motivation by caste category

The following chart shows the category wise distribution of beneficiaries undertook RPL program due to various reasons:



**FIGURE 50: PROGRAM MOTIVATION-CASTE CATEGORY WISE DISTRIBUTION**

Q. Why did you undertake the RPL program?

Number of respondents: 12,968

A majority of the beneficiaries across all the caste categories stated the reason for undertaking the RPL program was to improve income, the highest percentage (73%) are from the OBC category followed by the SC category (61%). The highest percentage of beneficiaries who undertook the program for seeking new employment opportunities are from the ST category (53%). The highest percentage of beneficiaries who wanted to upgrade their subject knowledge is from the SC category (35%). However, a very small percentage of beneficiaries from all the categories mentioned that their employers made it mandatory, hence they took up the course, highest by SC category i.e., 10%.

## Impact Assessment for Management Sector

### 15.3.2 Mobilization

#### 15.3.2.1 Mobilization by state

The following chart shows the different sources of information about RPL program by state:

States	Mobilising agency	Advertisement	Social Media	Others (specify)
Jammu and Kashmir	100%	0%	0%	0%
Haryana	100%	0%	0%	0%
Punjab	84%	4%	13%	0%
Gujarat	81%	9%	9%	0%
Odisha	78%	11%	11%	0%
Uttar Pradesh	72%	13%	15%	0%
Madhya Pradesh	62%	14%	24%	0%
Bihar	48%	27%	24%	0%
Assam	41%	18%	40%	0%
West Bengal	41%	46%	13%	0%
Tripura	41%	20%	39%	0%
Delhi	27%	32%	41%	0%

**TABLE 16: MOBILIZATION BY STATE**

Q. How did you come to know about RPL project?

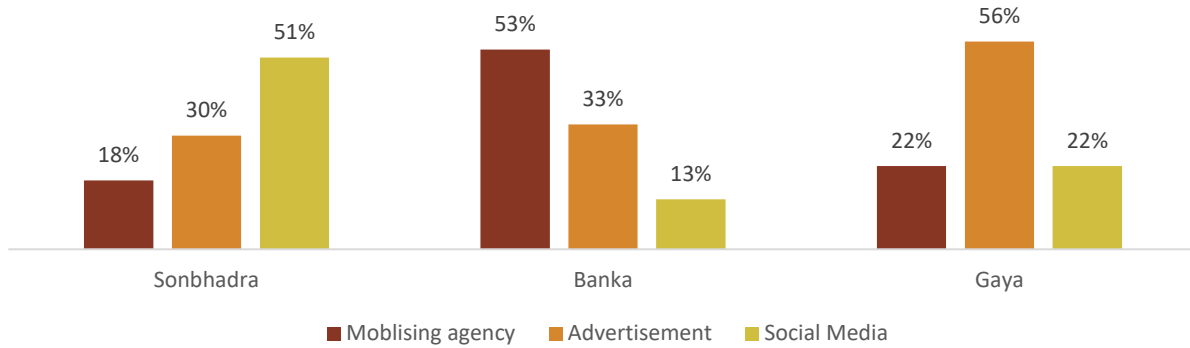
Number of respondents:14,661

100% of the beneficiaries from Jammu and Kashmir, and Haryana the source of information as the mobilizing agency. The highest percentage of the beneficiaries who got to know about the RPL program from advertisements is from West Bengal. Some beneficiaries who came to know about the RPL program through the social media, the highest percentage is coming from Assam.

Impact Assessment for Management Sector

15.3.2.2 Mobilization by LWE region

The following chart shows the different sources of information about RPL program by LWE:



**FIGURE 51: MOBILIZATION BY LWE**

Q. How did you come to know about RPL project?

Number of respondents:149

Majority of the beneficiaries in Sonbhadra came to know about RPL through social media, in Banka the main source was mobilizing agency and in Gaya majority of beneficiaries came to know through advertisement.

## Impact Assessment for Management Sector

### 15.3.3 Assessment

The following charts show the percentage of the beneficiaries who received orientation for assessment process in your local language by states, and LWE regions:

#### 15.3.3.1 Assessment by state

The following chart shows the percentage of beneficiaries by state who received orientation for assessment process in their local language:

State	Yes	No
Haryana	100%	0%
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Uttar Pradesh	100%	0%
Jammu and Kashmir	99%	1%
Delhi	99%	1%
Punjab	99%	1%
Madhya Pradesh	98%	2%
Gujarat	93%	7%
Bihar	76%	24%
West Bengal	42%	58%

**TABLE 17: BENEFICIARIES RECEIVED ORIENTATION FOR ASSESSMENT PROCESS IN LOCAL LANGUAGE BY STATE**

Q. Did you receive orientation for assessment process in your local language?

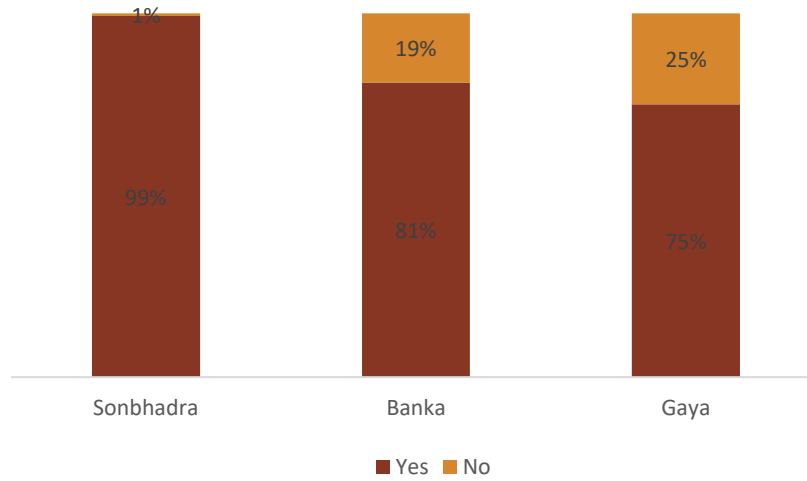
Number of respondents:16,329

A majority of the beneficiaries stated that they received orientation for assessment process in their local language across all the states. 100% of the beneficiaries received the same is from Haryana, Tripura, Odisha, Assam and Uttar Pradesh. However, the highest percentage of beneficiaries who did not receive assessment in local language is from West Bengal, i.e., 42%.

Impact Assessment for Management Sector

15.3.3.2 Assessment by LWE region

The following chart shows the percentage of beneficiaries by state who received orientation for assessment process in your local language:



**FIGURE 52: BENEFICIARIES RECEIVED ORIENTATION FOR ASSESSMENT PROCESS IN LOCAL LANGUAGE BY LWE**

Q. Did you receive orientation for assessment process in your local language?

Number of respondents:164

99% of the beneficiaries from Sonbhadra received orientation for assessment process in their local language whereas, 19% of Banka and 25% of Gaya did not receive it in local language.

## Impact Assessment for Management Sector

### 15.3.4 Certification

Below is the analysis of the percentages of certified beneficiaries in terms of state, LWE, gender and caste category.

#### 15.3.4.1 Certified beneficiaries

##### 15.3.4.1.1 Percentage of certified beneficiaries by state

The following chart shows the percentage of certified beneficiaries by state:

State	Yes	No
Madhya Pradesh	100%	0%
Haryana	100%	0%
Odisha	100%	0%
Tripura	100%	0%
Assam	100%	0%
Gujarat	99%	1%
Punjab	93%	7%
Jammu and Kashmir	91%	9%
Uttar Pradesh	77%	23%
Bihar	50%	50%
Delhi	30%	70%
West Bengal	18%	82%

**TABLE 18: PERCENTAGE OF CERTIFIED BENEFICIARIES BY STATE**

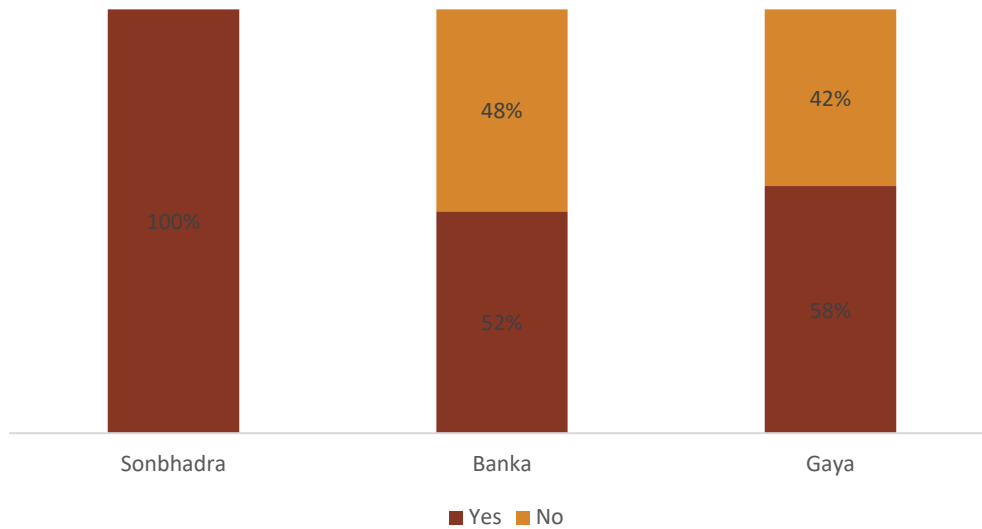
Q Are you a certified candidate?

Number of respondents:16,329

100% of the beneficiaries from Madhya Pradesh, Haryana, Odisha, Tripura and Assam informed to be certified beneficiaries. However, the lowest percentage of certified beneficiaries is from Gujarat (18%).

15.3.4.1.2 Percentage of certified beneficiaries by LWE region

The following chart shows the percentage of certified beneficiaries by LWE region:



**FIGURE 53: PERCENTAGE OF CERTIFIED BENEFICIARIES BY LWE**

Q Are you a certified candidate?

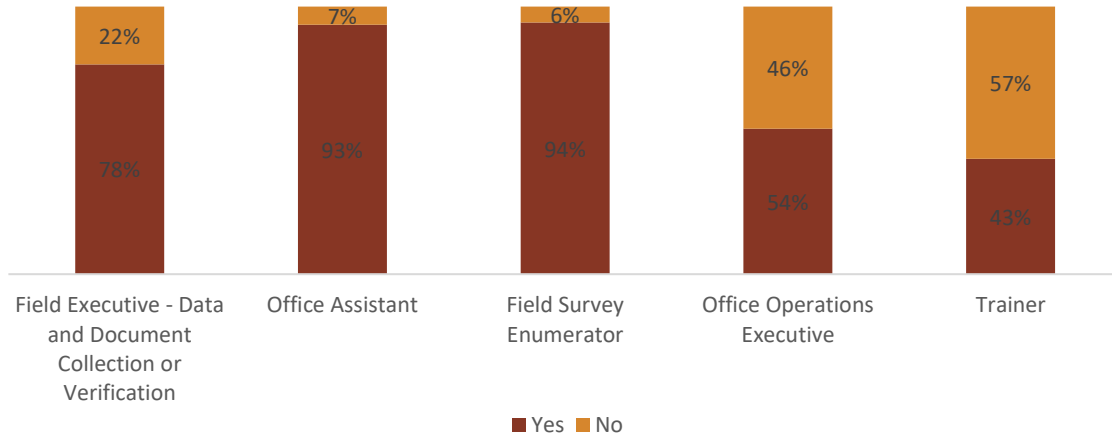
Number of respondents:164

100% of the beneficiaries from Sonbhadra informed to be certified whereas in Banka, 48% and in Gaya 42% of the beneficiaries were not certified.

Impact Assessment for Management Sector

15.3.4.1.3 Percentage of certified beneficiaries by job role

The following chart shows the percentage of certified beneficiaries by job role:



**FIGURE 54: PERCENTAGE OF CERTIFIED BENEFICIARIES BY JOB ROLE**

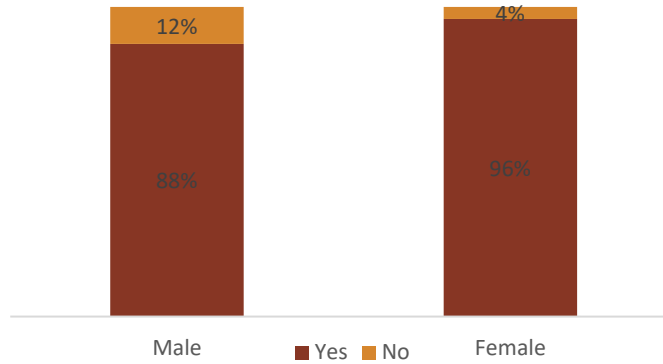
Q Are you a certified candidate?

Number of respondents: 16,329

A majority of beneficiaries in job role of office assistant (93%) and field survey enumerator (94%) are certified. In job roles of office operations enumerator (54%) and trainer (43%) around half of the beneficiaries are certified.

15.3.4.1.4 Percentage of certified beneficiaries by gender

The following chart shows the percentage of certified beneficiaries by gender:



**FIGURE 55: PERCENTAGE OF CERTIFIED BENEFICIARIES BY GENDER**

Q Are you a certified candidate?

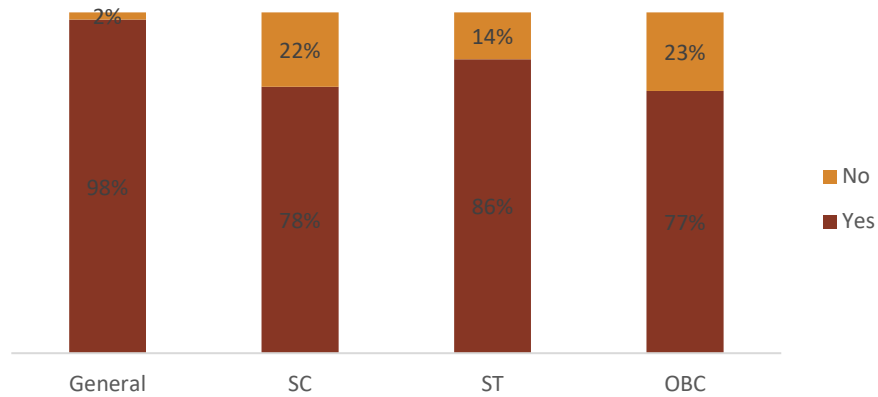
Number of respondents: 16,329

Comparatively more females (96%) are certified than males (88%).

Impact Assessment for Management Sector

15.3.4.1.5 Percentage of certified beneficiaries by caste category

The following chart shows the percentage of certified beneficiaries by caste category:



**FIGURE 56: PERCENTAGE OF CERTIFIED BENEFICIARIES BY CASTE CATEGORY**

Q Are you a certified candidate?

Number of respondents:16,329

Almost all the beneficiaries of general category are certified i.e., 98%. In all the other categories i.e., OBC, SC and ST around 80% of the beneficiaries is certified.

## Impact Assessment for Management Sector

### 15.3.4.2 Skill card and badge

#### 15.3.4.2.1 Percentage of beneficiaries with skill card and badge by state

The following table shows the percentage of beneficiaries who received skill card and badge by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Madhya Pradesh	98%	2%
Punjab	92%	8%
Uttar Pradesh	89%	11%
Gujarat	68%	32%
Jammu and Kashmir	29%	71%
Bihar	23%	77%
West Bengal	14%	86%
Delhi	2%	98%

**TABLE 19: PERCENTAGE OF BENEFICIARIES BY STATE RECEIVED SKILL CARD AND BADGE**

Q Did you receive skill card and badge along with certificate?

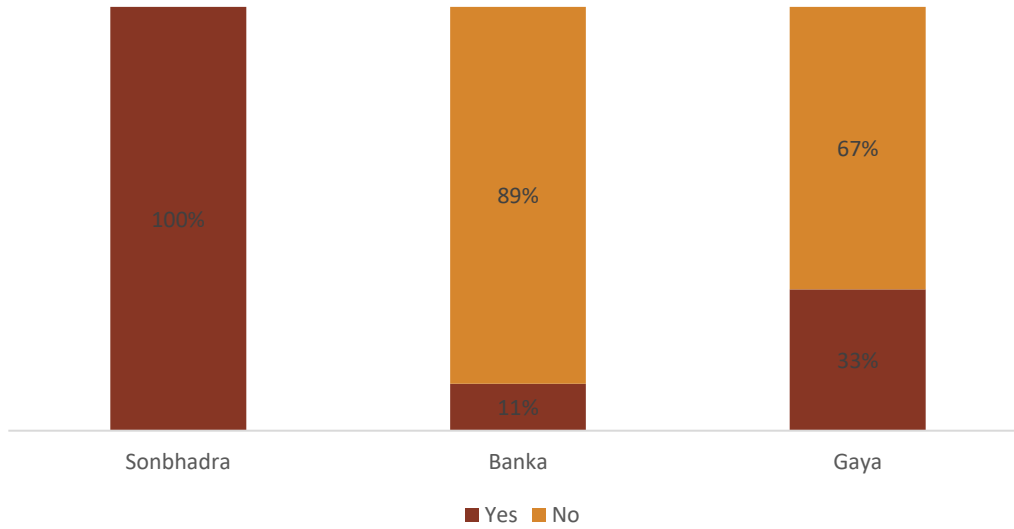
Number of respondents:14,238

100% of the beneficiaries from Tripura, Odisha and Assam received the skill card and badge along with the certificate whereas 98% of beneficiaries who did not receive any skill card or badge are from Delhi.

Impact Assessment for Management Sector

15.3.4.2.2 *Percentage of beneficiaries with skill card and badge by LWE region*

The following table shows the percentage of beneficiaries who received skill card and badge by LWE region:



**FIGURE 57: PERCENTAGE OF BENEFICIARIES BY LWE RECEIVED SKILL CARD AND BADGE**

Q Did you receive skill card and badge along with certificate?

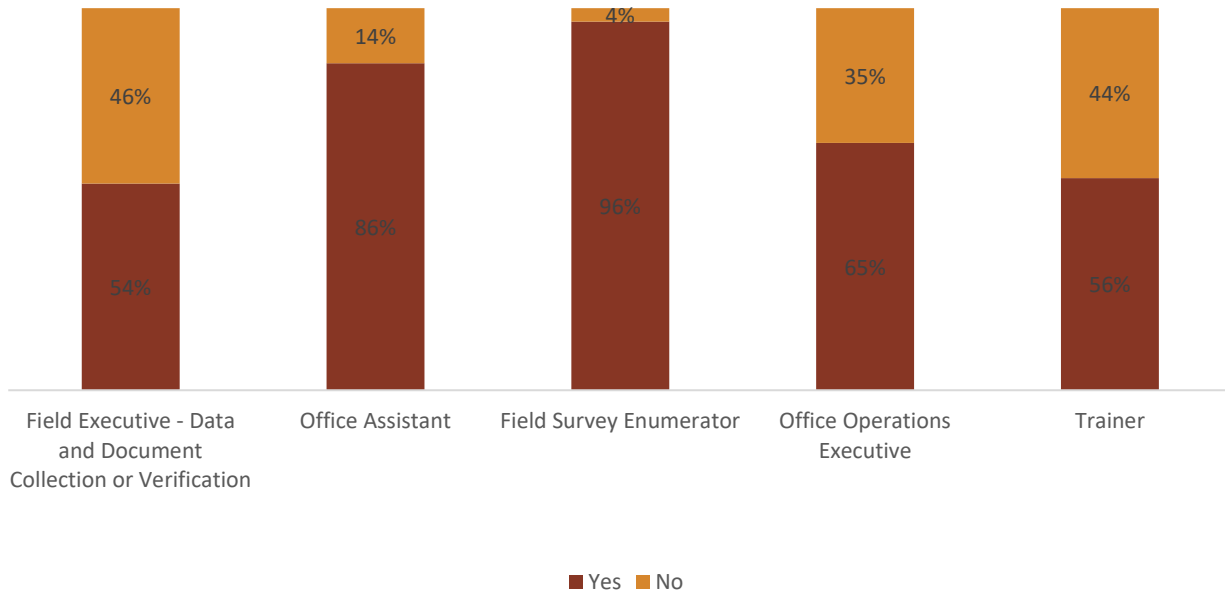
Number of respondents: 144

100% of the beneficiaries from Sonbhadra received the skill card and badge. In Gaya only 33% and Banka 11% received the skill card.

Impact Assessment for Management Sector

15.3.4.2.3 Percentage of beneficiaries with skill card and badge by job role

The following chart shows the percentage of beneficiaries by job role who received skill card and badge:



**FIGURE 58: PERCENTAGE OF BENEFICIARIES BY JOB ROLE RECEIVED SKILL CARD AND BADGE**

Q Did you receive skill card and badge along with certificate?

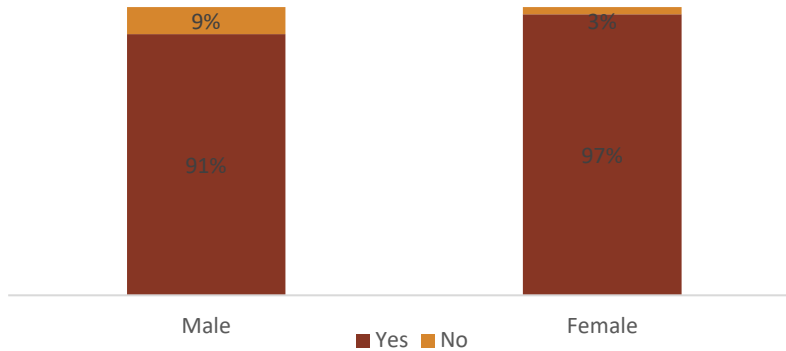
Number of respondents:14,238

A majority of beneficiaries in job role of field survey enumerator (96%) and office assistant (86%) received the skill card and badge. In job roles of office operations enumerator (65%) and trainer (56%) of the beneficiaries received the skill card and badge.

Impact Assessment for Management Sector

15.3.4.2.4 Percentage of beneficiaries with skill card and badge by gender

The following chart shows the percentage of beneficiaries by gender who received skill card and badge:



**FIGURE 59: PERCENTAGE OF BENEFICIARIES BY GENDER RECEIVED SKILL CARD AND BADGE**

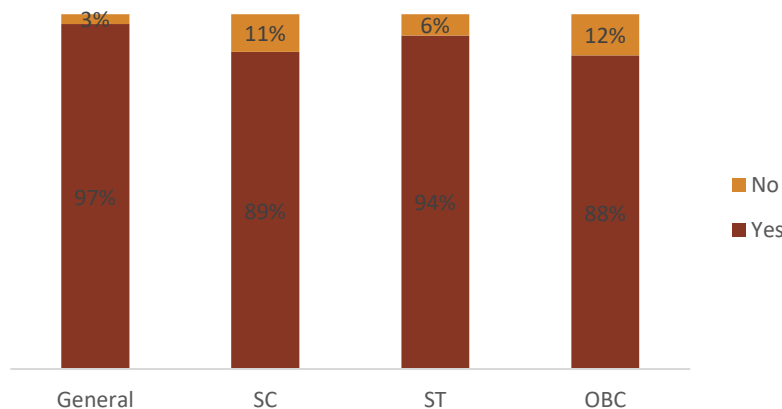
Q Did you receive skill card and badge along with certificate?

Number of respondents:14,238

For both male and female beneficiaries, the majority of them received skill card and badge. However, the percentage is higher for the female beneficiaries (97%) than the male (91%).

15.3.4.2.5 Percentage of beneficiaries with skill card and badge by caste category

The following chart shows the percentage of beneficiaries by category who received skill card and badge:



**FIGURE 60: PERCENTAGE OF BENEFICIARIES WITH SKILL CARD AND BADGE BY CASTE CATEGORY**

Q Did you receive skill card and badge along with certificate?

Number of respondents:14,238

Across all the caste categories, the majority (around 90%) of the beneficiaries is certified, the highest percentage of certified beneficiaries is from General, 97%.

**Impact Assessment for Management Sector**

**15.3.4.3 INR 500 after course completion**

**15.3.4.3.1 Percentage of beneficiaries received INR 500 by state**

The following table shows the percentage of beneficiaries by state who received INR 500 after course completion:

State	Yes	No
<b>Punjab</b>	90%	10%
<b>West Bengal</b>	52%	48%
<b>Uttar Pradesh</b>	28%	72%
<b>Gujarat</b>	23%	77%
<b>Bihar</b>	22%	78%
<b>Madhya Pradesh</b>	6%	94%
<b>Delhi</b>	2%	98%
<b>Tripura</b>	1%	99%
<b>Assam</b>	1%	99%

**TABLE 20: PERCENTAGE OF BENEFICIARIES BY STATE RECEIVED INR 500**

*Q Did you receive INR 500 after course completion?*

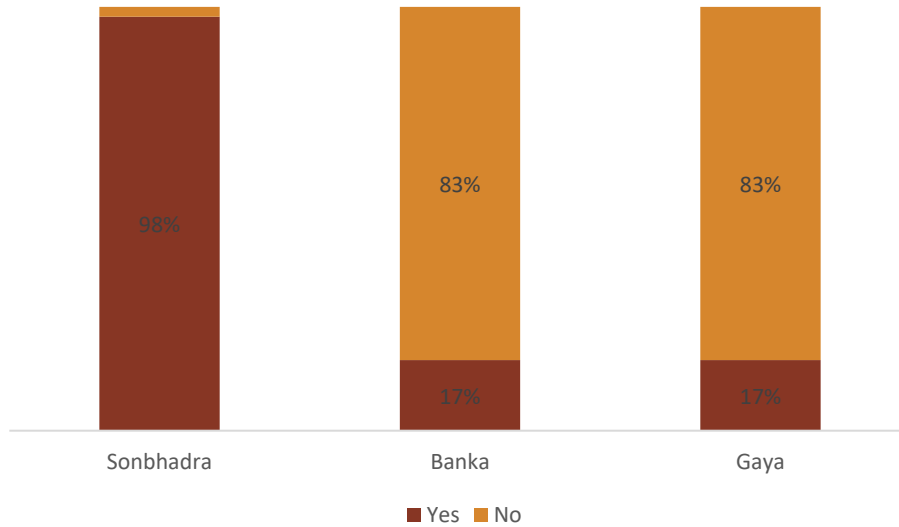
*Number of respondents:14,241*

A majority of the beneficiaries from Assam, Tripura, Delhi, Madhya Pradesh, Bihar, Gujarat and Uttar Pradesh did not receive the INR 500. Some beneficiaries mentioned to receive the money, the highest percentage is from Punjab (90%).

Impact Assessment for Management Sector

15.3.4.3.2 *Percentage of beneficiaries received INR 500 by LWE region*

The following table shows the percentage of beneficiaries by LWE who received INR 500 after course completion:



**FIGURE 61: PERCENTAGE OF BENEFICIARIES BY LWE RECEIVED INR 500**

Q Did you receive INR 500 after course completion?

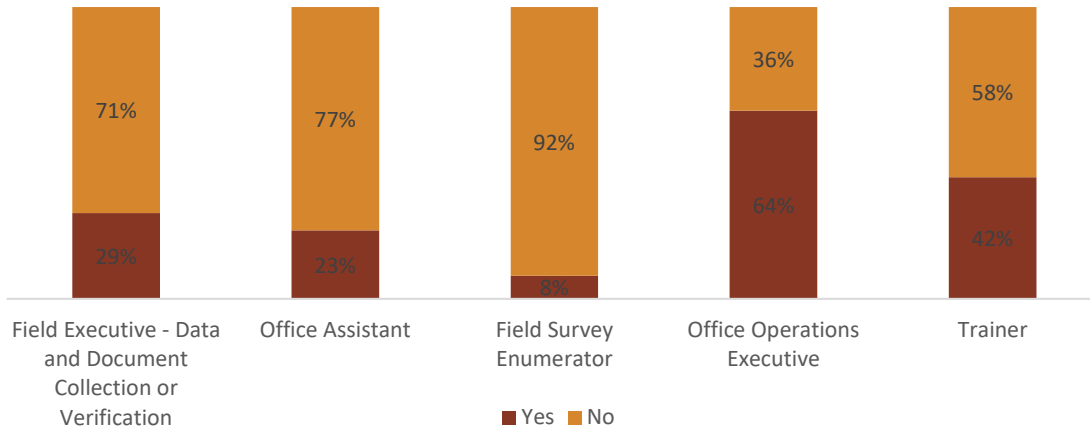
Number of respondents:146

98% of the beneficiaries in Sonbhadra received the INR 500 after the course completion. 83% in Banka and Gaya did not receive the same.

Impact Assessment for Management Sector

15.3.4.3.3 Percentage of beneficiaries received INR 500 by job role

The following chart shows the percentage of beneficiaries by job role who received INR 500 after course completion:



**FIGURE 62: PERCENTAGE OF BENEFICIARIES BY JOB ROLE RECEIVED INR 500**

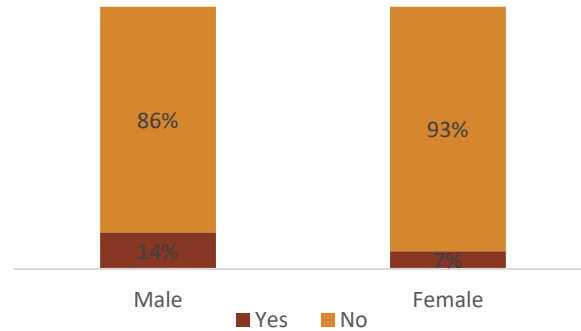
Q Did you receive INR 500 after course completion??

Number of respondents:14,241

The highest percentage of beneficiaries in job role of office operations enumerator (64%) received INR 500. A majority of the beneficiaries in all the remaining job role didn't receive INR 500.

15.3.4.3.4 *Percentage of beneficiaries received INR 500 by gender*

The following chart shows the percentage of beneficiaries by gender who received INR 500 after course completion:



**FIGURE 63: PERCENTAGE OF BENEFICIARIES BY GENDER RECEIVED INR 500**

Q Did you receive INR 500 after course completion??

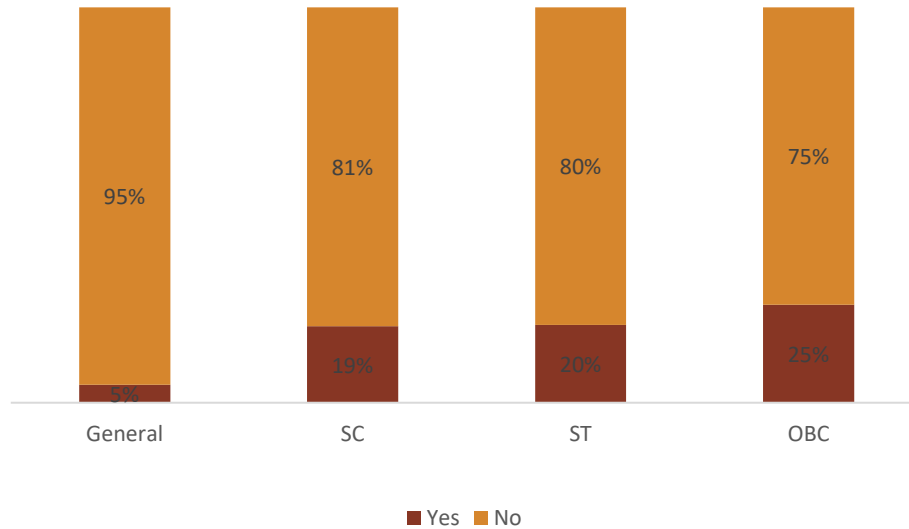
Number of respondents:14,241

A majority of both the male and female beneficiaries (86% male and 93% female) did not receive the INR 500 after course completion.

Impact Assessment for Management Sector

15.3.4.3.5 Percentage of beneficiaries received INR 500 by caste category

The following chart shows the percentage of beneficiaries by caste category who received INR 500 after course completion:



**FIGURE 64: PERCENTAGE OF BENEFICIARIES RECEIVED INR 500 BY CASTE CATEGORY**

Q Did you receive INR 500 after course completion??

Number of respondents:14,241

Across all the caste categories, the majority of the beneficiaries did not receive the INR 500 after course completion, the highest percentage of those beneficiaries is from General category (95%). The highest percentage of beneficiaries who received the INR 500 is from OBC category.

Impact Assessment for Management Sector

## 15.4 Bridge course

### 15.4.1 Enrollment in Bridge course

The following charts represents the percentages of beneficiaries enrolled in bridge course across states, LWE, genders, caste categories and job roles.

#### 15.4.1.1 Enrollment in bridge course by state

The following chart shows percentage of beneficiaries enrolled in bridge course by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	95%	5%
Gujarat	88%	12%
Uttar Pradesh	76%	24%
Madhya Pradesh	68%	32%
Bihar	24%	76%
West Bengal	10%	90%
Delhi	0%	100%
Jammu and Kashmir	0%	100%
Haryana	0%	100%

**FIGURE 65: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY STATE**

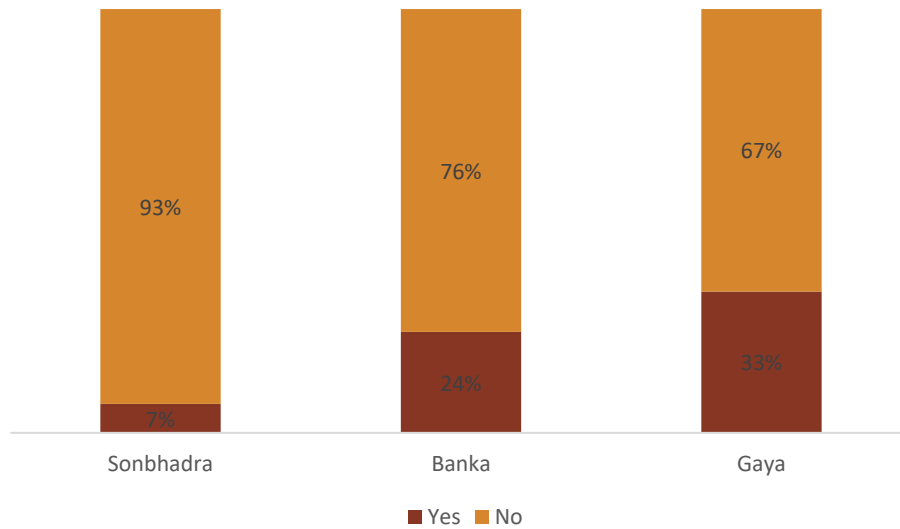
Q Did you undertake bridge course

Number of respondents: 16,329

100% of the beneficiaries from Tripura, Odisha and Assam enrolled in the bridge course. None of the beneficiaries from Delhi, Jammu and Kashmir and Haryana enrolled for bridge course.

### 15.4.1.2 Enrollment in bridge course by LWE region

The following chart shows percentage of beneficiaries enrolled in bridge course by LWE:



**FIGURE 66: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY LWE**

Q Did you undertake bridge course

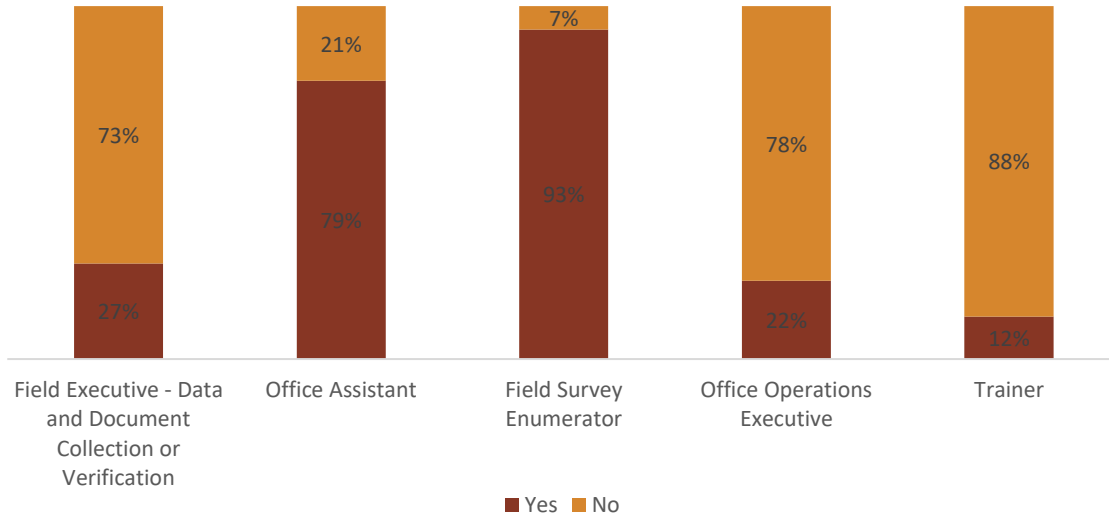
Number of respondents: 164

33% from Gaya, 24% from Banka and 7% from Sonbhadra had enrolled for the bridge course. Majority of the beneficiaries from Sonbhadra did not enroll for the bridge course.

Impact Assessment for Management Sector

15.4.1.3 Enrollment in bridge course by job role

The following chart shows percentage of beneficiaries enrolled in bridge course by job role:



**FIGURE 67: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY JOB ROLE**

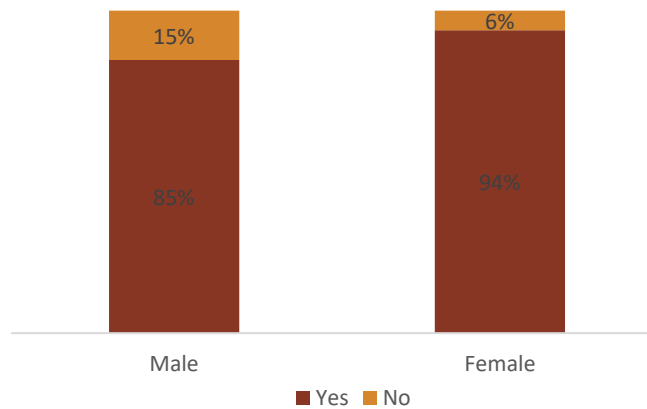
Q Did you undertake bridge course

Number of respondents: 16.351

Majority of the beneficiaries from the job role of field survey enumerator, 93% enrolled for the bridge course, followed by 79% from office assistant job role. Majority of the beneficiaries from the job role of trainer; office operations executive and field executive did not enroll for the bridge course.

15.4.1.4 Enrollment in bridge course by gender

The following chart shows percentage of beneficiaries enrolled in bridge course by gender:



**FIGURE 68: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY GENDER**

Q Did you undertake bridge course

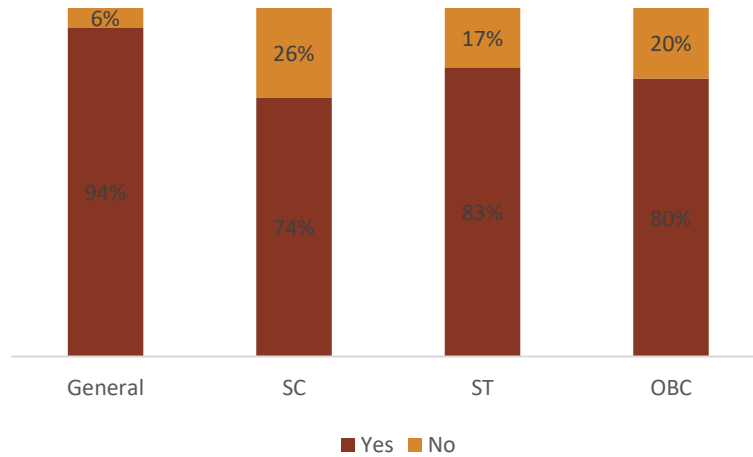
Number of respondents: 16.351

**Impact Assessment for Management Sector**

The majority of the male (85%) and female (94%) beneficiaries enrolled in the bridge course. However, the enrollment percentage of the female beneficiaries is slightly higher than the male beneficiaries.

**15.4.1.5 Enrollment in bridge course by caste**

The following chart shows percentage of beneficiaries enrolled in bridge course by caste:



**FIGURE 69: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY CASTE**

*Q Did you undertake bridge course*

*Number of respondents: 16.322*

Majority of the beneficiaries across all the categories have enrolled for the bridge course, highest is 94% in general category. Some of the beneficiaries did not enroll for the bridge course, maximum percentage is from SC category, 26%.

Impact Assessment for Management Sector

15.4.2 Help in performing basic security task

The following charts represents the percentages of beneficiaries who got help in performing basic security task through bridge course across states, LWE, genders, caste categories and job roles.

15.4.2.1 Security task benefits by state

The following chart shows percentage of beneficiaries for security task benefits by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	99%	1%
Madhya Pradesh	92%	8%
West Bengal	91%	9%
Gujarat	89%	11%
Uttar Pradesh	85%	15%
Bihar	73%	27%
Delhi	20%	80%

FIGURE 70: PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS BY STATE

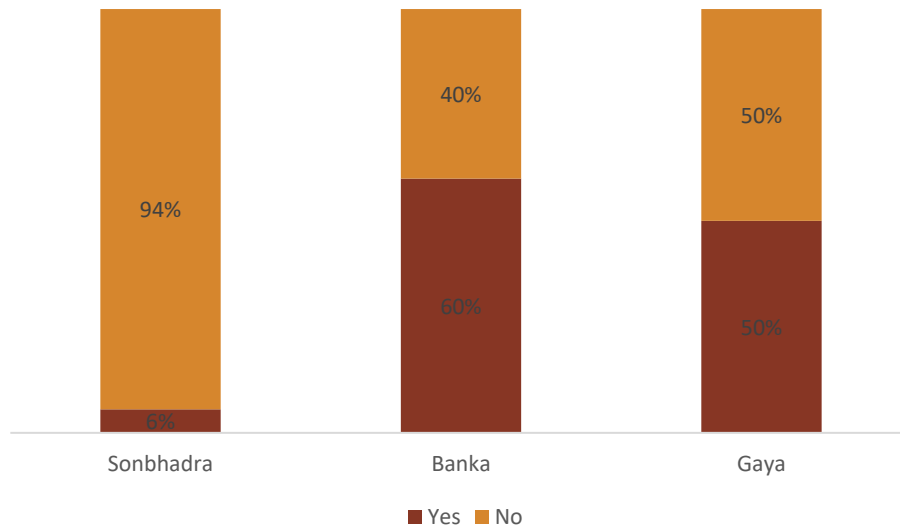
Q Did the bridge course help you to perform basic security tasks?

Number of respondents: 13,134

For 100% beneficiaries from Tripura, Odisha and Assam bridge course helped in performing basic security task. For Jammu and Kashmir, and Haryana no body replied for this question.

### 15.4.2.2 Security task benefits by LWE region

The following chart shows percentage of beneficiaries for security task benefits by LWE:



**FIGURE 71: PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS BY LWE**

Q Did the bridge course help you to perform basic security tasks?

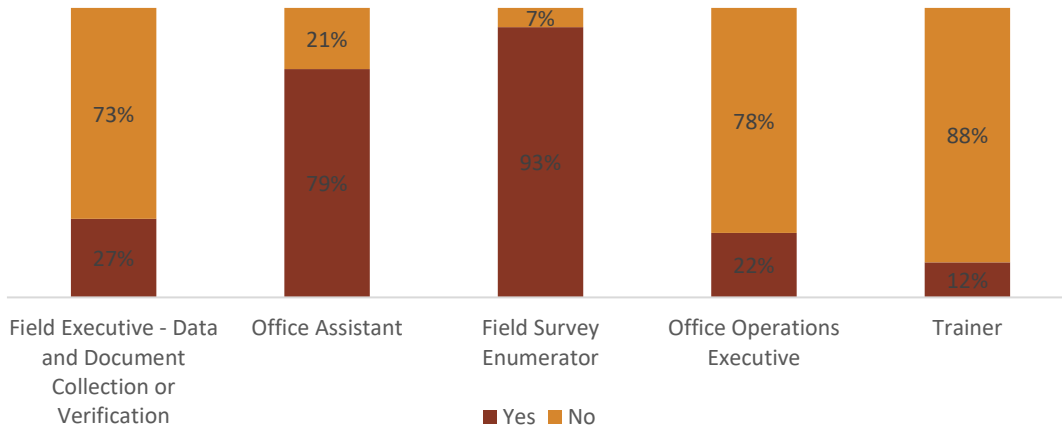
Number of respondents: 135

For 60% of the beneficiaries from Banka, 50% from Gaya and only 6% from Sonbhadra bridge course helped in performing basic security task.

Impact Assessment for Management Sector

15.4.2.3 Security task benefits by job role

The following chart shows percentage of beneficiaries for security task benefits by job role:



**FIGURE 72: PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS BY JOB ROLE**

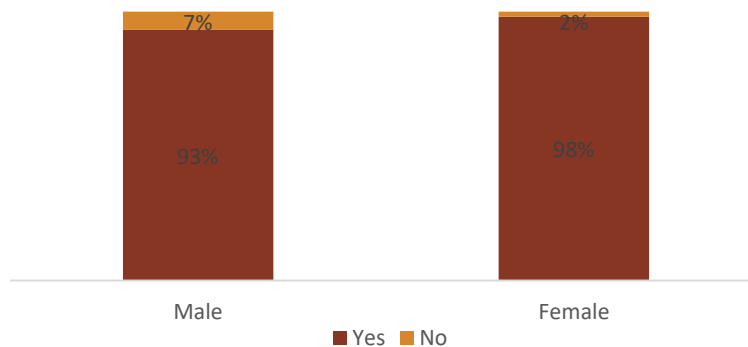
Q Did the bridge course help you to perform basic security tasks?

Number of respondents: 16,329

For majority of the beneficiaries from the job role of field survey enumerator, 93% bridge course helped in performing basic security task, followed by 79% from office assistant job role. Majority of the beneficiaries from the job role of trainer; office operations executive and field executive bridge course did not help to perform security task.

15.4.2.4 Security task benefits by gender

The following chart shows percentage of beneficiaries for security task benefits by gender:



**FIGURE 73: PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS BY GENDER**

Q Did the bridge course help you to perform basic security tasks?

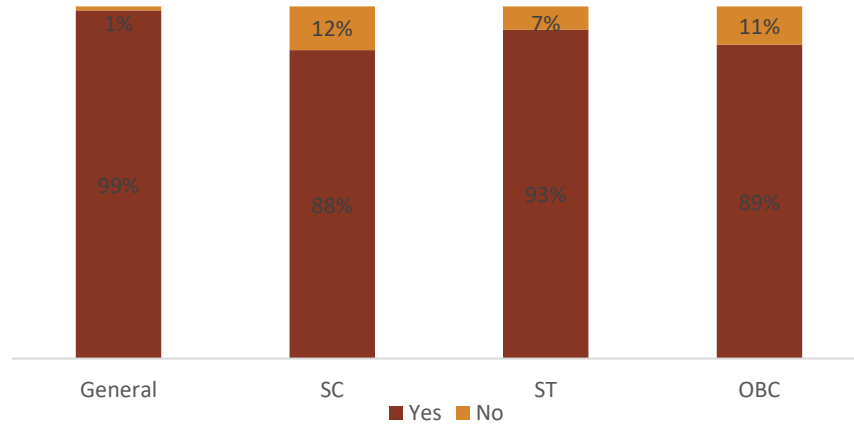
Number of respondents: 13,150

The majority of the male (93%) and female (98%) beneficiaries stated that bridge course helped in performing basic security task. More female beneficiaries were benefitted compared to men.

Impact Assessment for Management Sector

15.4.2.5 Security task benefits by caste

The following chart shows percentage of beneficiaries for security task benefits by caste:



**FIGURE 74: PERCENTAGE OF BENEFICIARIES FOR SECURITY TASK BENEFITS BY CASTE**

Q Did the bridge course help you to perform basic security tasks?

Number of respondents: 13,134

Majority of the beneficiaries across all the categories stated bridge course helped in performing basic security task, highest is 99% in general category. Some of the beneficiaries did not get any help in performing security task after taking bridge course, maximum percentage is from SC category, 12%.

Impact Assessment for Management Sector

### 15.4.3 Understanding of legal requirements

The following charts represents the percentages of beneficiaries understanding of legal requirements across states, LWE, genders, caste categories and job roles.

#### 15.4.3.1 Understanding of legal requirements by state

The following chart shows percentage of beneficiaries understanding of legal requirements by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	99%	1%
Madhya Pradesh	92%	8%
West Bengal	91%	9%
Gujarat	89%	11%
Uttar Pradesh	85%	15%
Bihar	73%	27%
Delhi	20%	80%

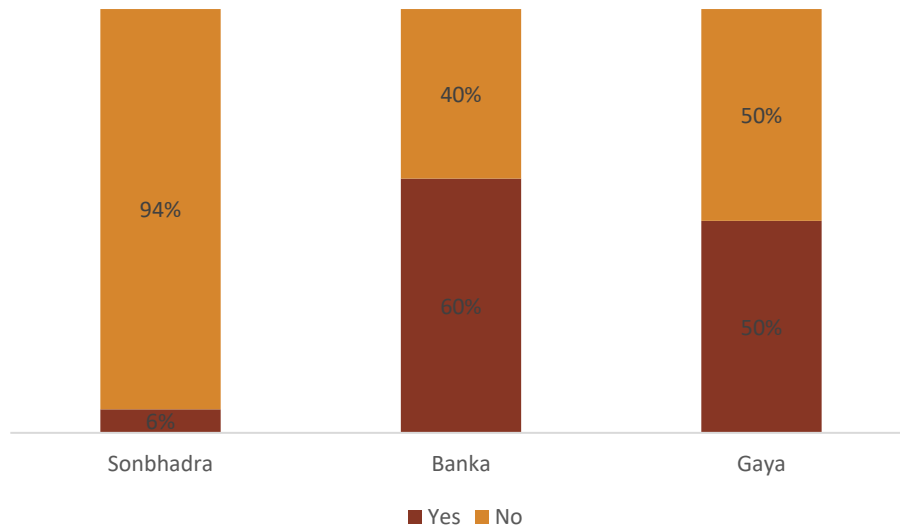
**FIGURE 75: PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS**

Q Did the bridge course help you to understand the legal requirements? Number of respondents: 13,134

100% of the beneficiaries from Tripura, Odisha and Assam had a better understanding of the legal requirement after the bridge course. Least beneficiaries reporting no understanding of the legal requirement are from Delhi, 80%.

### 15.4.3.2 Understanding of legal requirements by LWE region

The following chart shows percentage of beneficiaries understanding of legal requirements by LWE:



**FIGURE 76: PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS BY LWE**

Q Did the bridge course help you to understand the legal requirements?

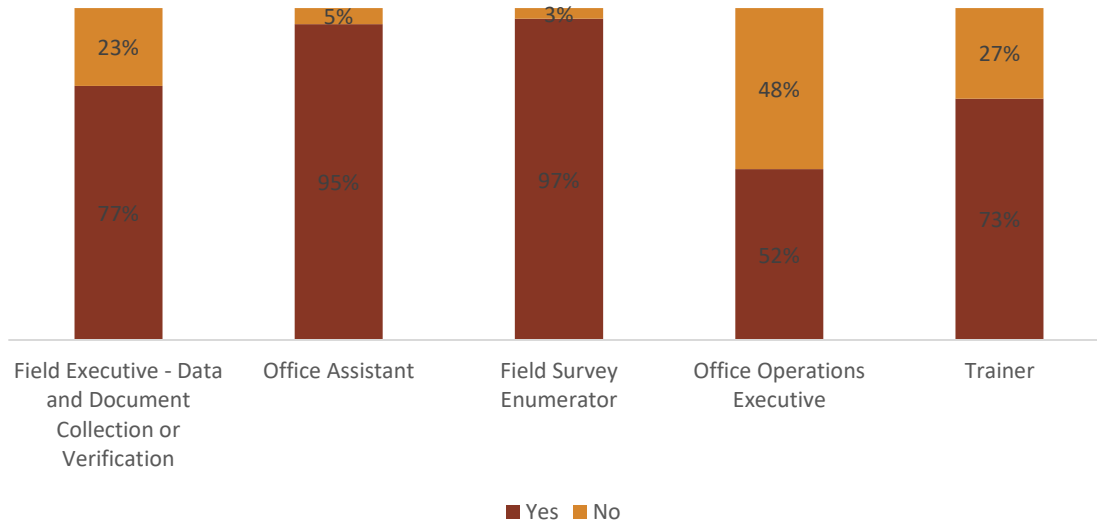
Number of respondents: 135

For 60% of the beneficiaries from Banka, 50% from Gaya and only 6% from Sob bridge course helped in understanding of legal requirements. However, for majority of beneficiaries from Sonbhadra bridge course did not get any help in understanding of legal requirements.

Impact Assessment for Management Sector

15.4.3.3 Understanding of legal requirements by job role

The following chart shows percentage of beneficiaries understanding of legal requirements by job role:



**FIGURE 77: PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS BY JOB ROLE**

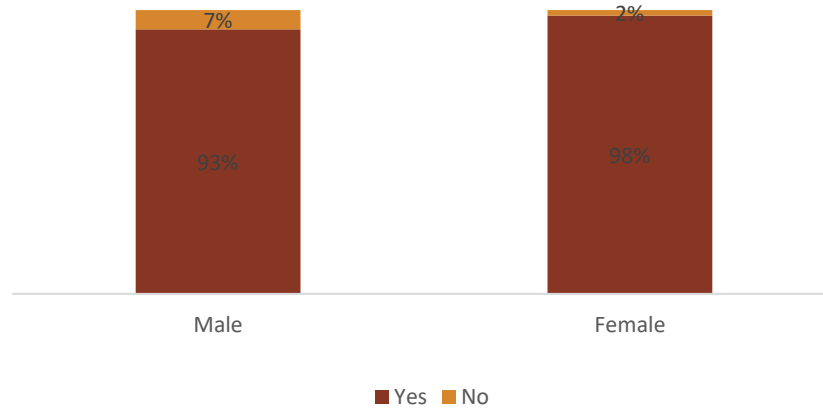
Q Did the bridge course help you to understand the legal requirements? Number of respondents: 13,150

For majority of the beneficiaries from the job role of field survey enumerator, 97% bridge course helped in understanding of legal requirements, followed by 95% from office assistant job role. Majority of the beneficiaries from the job role of office operations executive did not get any help in understanding of legal requirements, 52%.

Impact Assessment for Management Sector

15.4.3.4 *Understanding of legal requirements by gender*

The following chart shows percentage of beneficiaries understanding of legal requirements by gender:



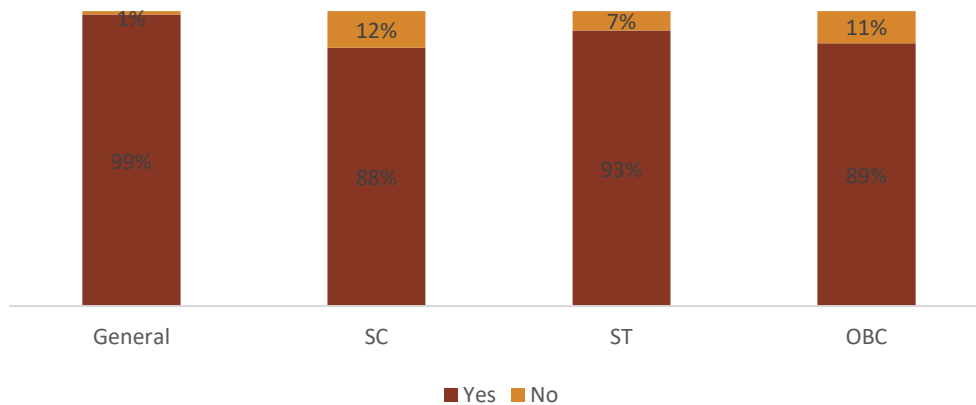
**FIGURE 78: PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS BY GENDER**

Q Did the bridge course help you to understand the legal requirements? Number of respondents: 13,150

The majority of the male (93%) and female (98%) beneficiaries stated that bridge course helped in understanding of legal requirements. More female beneficiaries were benefitted compared to men.

15.4.3.5 *Understanding of legal requirements by caste*

The following chart shows percentage of beneficiaries understanding of legal requirements by caste:



**FIGURE 79: PERCENTAGE OF BENEFICIARIES UNDERSTANDING OF LEGAL REQUIREMENTS BY CASTE**

Q Did the bridge course help you to understand the legal requirements? Number of respondents: 13,124

Majority of the beneficiaries across all the categories stated bridge course helped in understanding of legal requirements, highest is 99% in general category. Some of the beneficiaries understanding of legal requirements was not improved after taking bridge course, maximum percentage is form SC category, 12%.

## Impact Assessment for Management Sector

### 15.4.4 Guarding service and control access

The following charts represents the percentages of beneficiaries getting guarding service and control access across states, LWE, genders, caste categories and job roles.

#### 15.4.4.1 Guarding service and control access by state

The following chart shows percentage of beneficiaries getting guarding service and control access by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	99%	1%
Madhya Pradesh	92%	8%
West Bengal	91%	9%
Gujarat	89%	11%
Uttar Pradesh	85%	15%
Bihar	59%	41%
Delhi	20%	80%

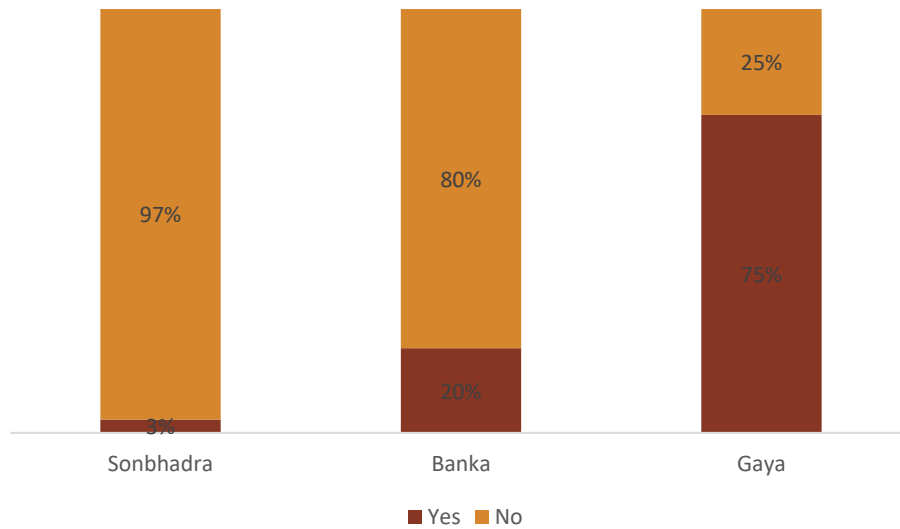
**FIGURE 80: PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS BY STATE**

Q Did the bridge course help you to provide guarding service and control access? Number of respondents: 12.246

100% of the beneficiaries from Tripura, Odisha and Assam stated bridge course helped them in getting guarding service and control access. Least percentage of beneficiaries stating the same are from Delhi.

### 15.4.4.2 Guarding service and control access by LWE region

The following chart shows percentage of beneficiaries getting guarding service and control access by LWE:



**FIGURE 81: PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS BY LWE**

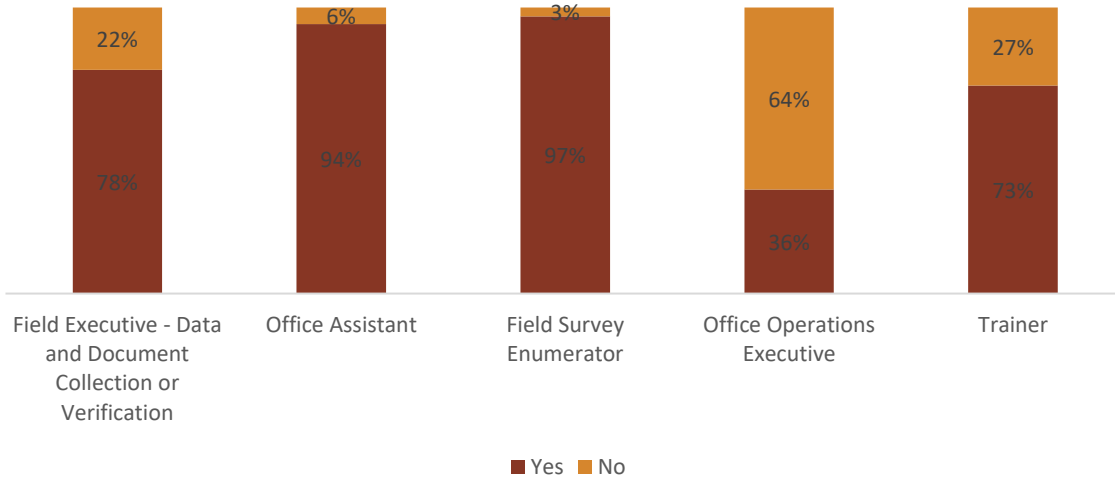
Q Did the bridge course help you to provide guarding service and control access Number of respondents: 135

For 75% of the beneficiaries from Gaya, 20% from Banka and 3% from Sonbhadra bridge course helped them in getting guarding service and control access.

Impact Assessment for Management Sector

15.4.4.3 *Guarding service and control access by job role*

The following chart shows percentage of beneficiaries getting guarding service and control access by job role:



**FIGURE 82: PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS BY JOB ROLE**

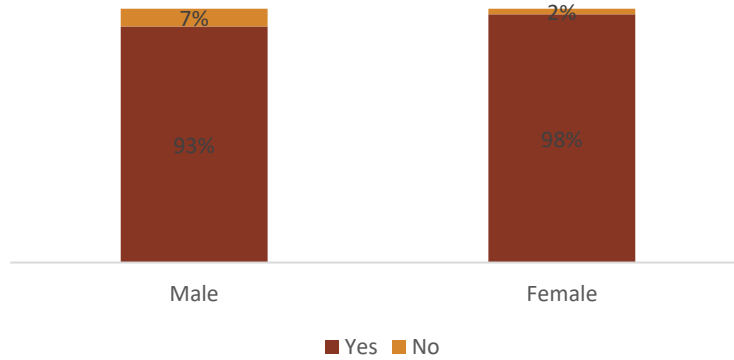
Q Did the bridge course help you to provide guarding service and control access? Number of respondents: 12.262

For majority of the beneficiaries from the job role of field survey enumerator, 97% bridge course helped them in getting guarding service and control access, followed by 94% from office assistant job role. Least percentage of beneficiaries stating the same are from the job role of office operations executive, 36%.

Impact Assessment for Management Sector

15.4.4.4 *Guarding service and control access by gender*

The following chart shows percentage of beneficiaries getting guarding service and control access by gender:



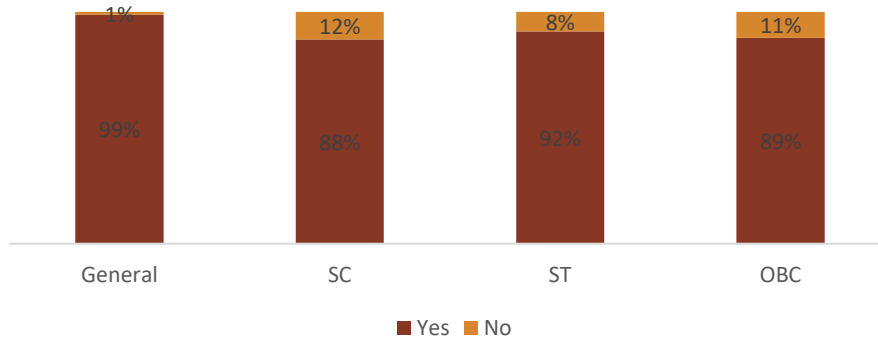
**FIGURE 83: PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS BY GENDER**

Q Did the bridge course help you to provide guarding service and control access? Number of respondents: 12.262

The majority of the male (93%) and female (98%) beneficiaries stated bridge course helped them in getting guarding service and control access.

15.4.4.5 *Guarding service and control access by caste*

The following chart shows percentage of beneficiaries getting guarding service and control access by caste:



**FIGURE 84: PERCENTAGE OF BENEFICIARIES GETTING GUARDING SERVICE AND CONTROL ACCESS BY CASTE**

Q Did the bridge course help you to provide guarding service and control access? Number of respondents: 12.236

Majority of the beneficiaries across all the categories stated bridge course helped in getting guarding service and control access, highest is 99% in general category. Some of the beneficiaries were not benefited from the bridge course, maximum percentage is from SC category, 22%.

## Impact Assessment for Management Sector

### 15.4.5 Screening and search

The following charts represents the percentages of beneficiaries performing screening and search across states, LWE, genders, caste categories and job roles.

#### 15.4.5.1 Screening and search by state

The following chart shows percentage of beneficiaries performing screening and search by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	97%	3%
Madhya Pradesh	92%	8%
Gujarat	92%	8%
West Bengal	91%	9%
Uttar Pradesh	85%	15%
Bihar	56%	44%
Delhi	20%	80%

**FIGURE 85: PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH BY STATE**

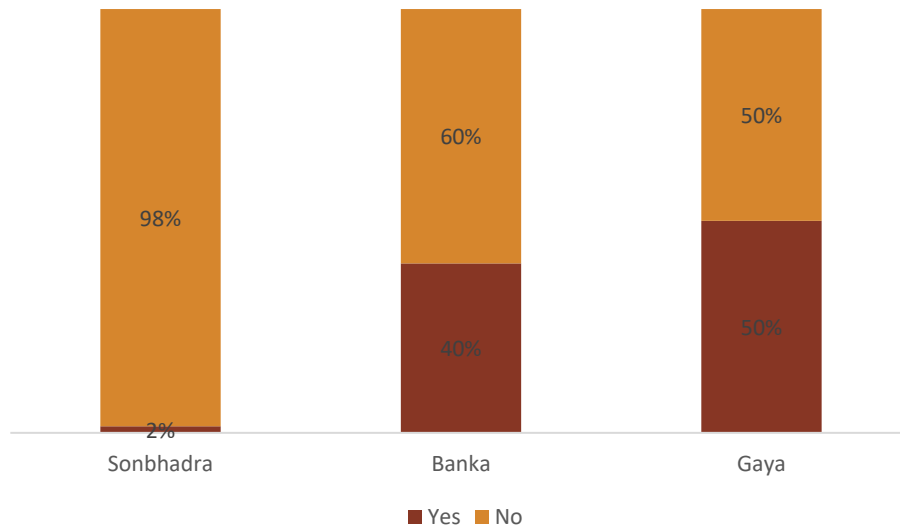
Q Did the bridge course help you to perform screening and search?

Number of respondents: 12,129

100% of the beneficiaries from Tripura, Odisha and Assam stated bridge course helped them in performing screening and search. Least percentage of beneficiaries stating the same are from Delhi, 20%.

### 15.4.5.2 Screening and search by LWE region

The following chart shows percentage of beneficiaries performing screening and search by LWE:



**FIGURE 86: PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH BY LWE**

Q Did the bridge course help you to perform screening and search?

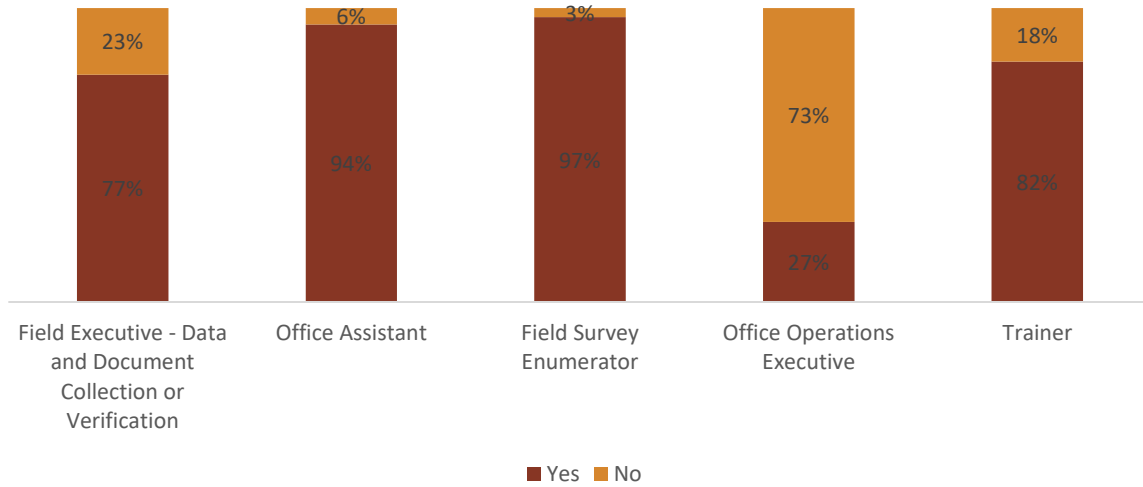
Number of respondents: 138

For 50% of the beneficiaries from Gaya and 40% from Banka, bridge course helped them in performing screening and search. However, 98% of the beneficiaries from Sonbhadra did not get the benefit of bridge course in performing screening and search.

Impact Assessment for Management Sector

15.4.5.3 Screening and search by job role

The following chart shows percentage of beneficiaries performing screening and search by job role:



**FIGURE 87: PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH BY JOB ROLE**

Q Did the bridge course help you to perform screening and search?

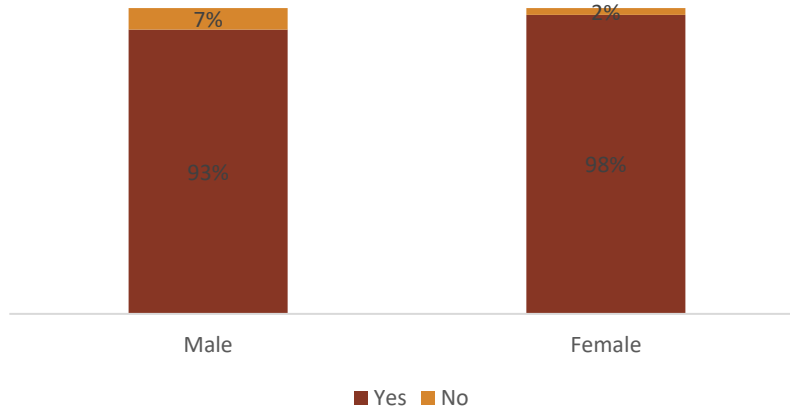
Number of respondents: 12,143

For majority of the beneficiaries from the job role of field survey enumerator, 97% bridge course helped them in performing screening and search, followed by 94% from office assistant job role. Least percentage of beneficiaries stating the same are from the job role of office operations executive, 27%.

Impact Assessment for Management Sector

15.4.5.4 Screening and search by gender

The following chart shows percentage of beneficiaries performing screening and search by gender:



**FIGURE 88: PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH BY GENDER**

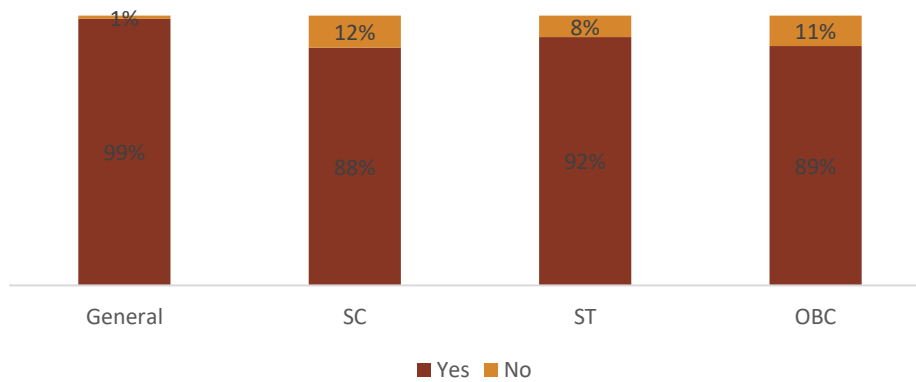
Q Did the bridge course help you to perform screening and search?

Number of respondents: 12,143

The majority of the male (93%) and female (98%) beneficiaries stated bridge course helped them in performing screening and search.

15.4.5.5 Screening and search by caste

The following chart shows percentage of beneficiaries performing screening and search by caste:



**FIGURE 89: PERCENTAGE OF BENEFICIARIES PERFORMING SCREENING AND SEARCH BY CASTE**

Q Did the bridge course help you to perform screening and search?

Number of respondents: 12,117

Majority of the beneficiaries across all the categories stated bridge course helped them in performing screening and search, highest is 99% in general category. Some of the beneficiaries did not get any help in performing screening and search, maximum percentage is from SC category, 12%.

## Impact Assessment for Management Sector

### 15.4.6 Manage traffic and respond to emergencies

The following charts represents the percentages of beneficiaries who manage traffic and respond to emergencies states, LWE, genders, caste categories and job roles.

#### 15.4.6.1 Managing traffic and responding to emergencies by state

The following chart shows percentage of beneficiaries who manage traffic and respond to emergencies by state:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	98%	2%
Gujarat	93%	7%
Madhya Pradesh	92%	8%
West Bengal	91%	9%
Uttar Pradesh	85%	15%
Bihar	76%	24%
Delhi	20%	80%

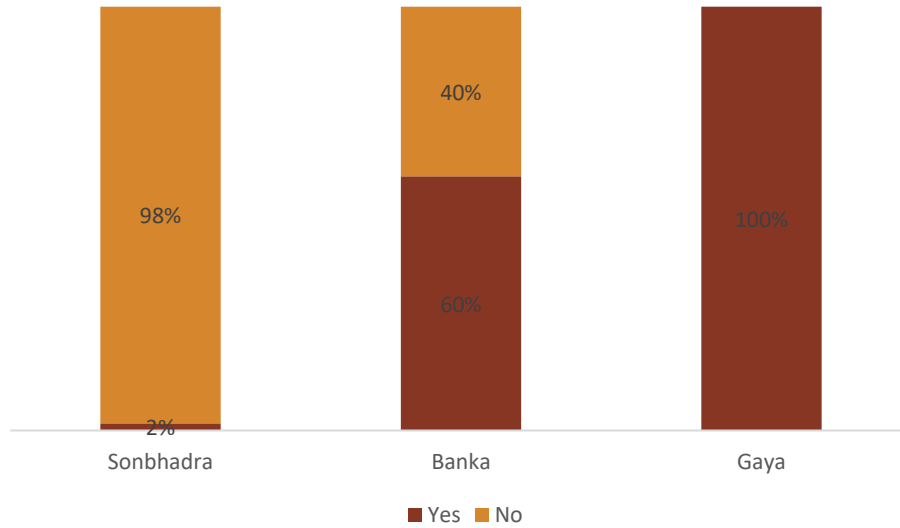
**FIGURE 90: PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES BY STATE**

Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 12,065

100% of the beneficiaries from Tripura, Odisha and Assam stated bridge course helped in getting to manage traffic and respond to emergencies. Least percentage of beneficiaries stating the same are from Delhi, 20%.

### 15.4.6.2 Managing traffic and responding to emergencies by LWE region

The following chart shows percentage of beneficiaries who manage traffic and respond to emergencies by LWE:



**FIGURE 91: PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES BY LWE**

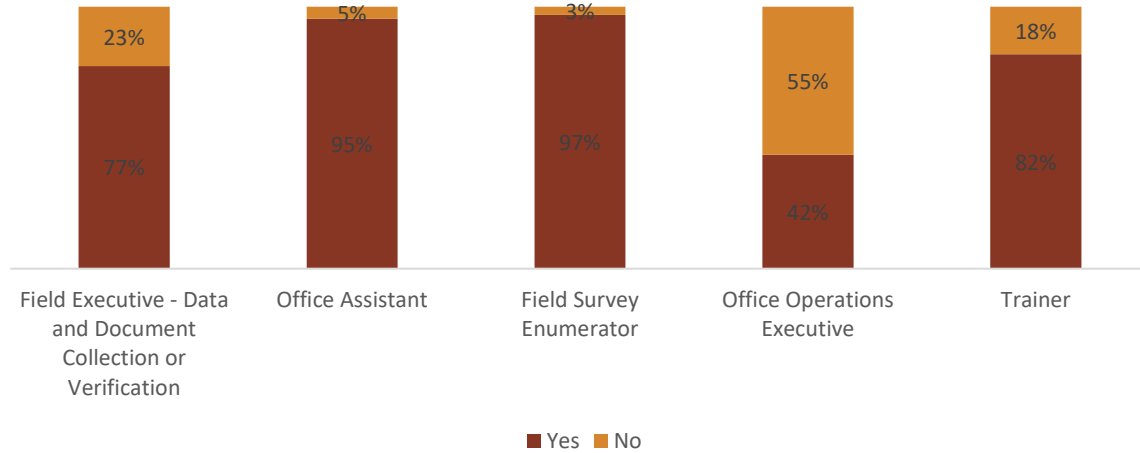
Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 130

100% of the beneficiaries from Gaya and 60% from Banka stated bridge course helped in getting to manage traffic and respond to emergencies. Only 2% Sonbhadra stated getting any help through the bridge course in managing traffic and responding to the emergencies.

Impact Assessment for Management Sector

15.4.6.3 *Managing traffic and responding to emergencies by job role*

The following chart shows percentage of beneficiaries who manage traffic and respond to emergencies by job role:



**FIGURE 92: PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES BY JOB ROLE**

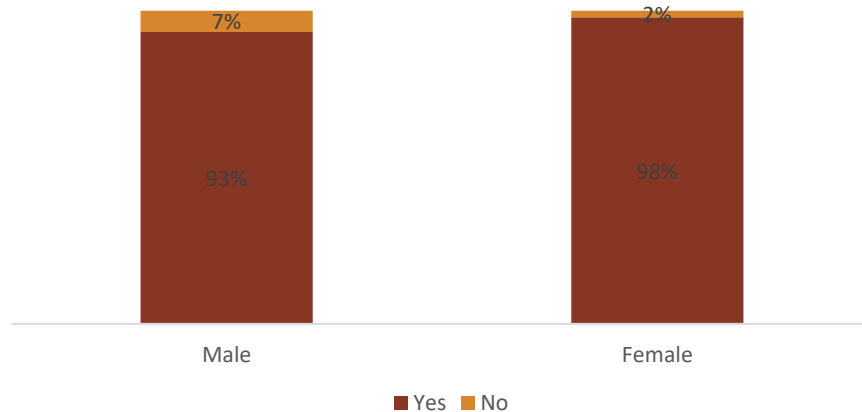
Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 12,079

For majority of the beneficiaries from the job role of field survey enumerator, 97% bridge course helped them in managing traffic and responding to emergencies, followed by 95% from office assistant job role. Least percentage of beneficiaries stating the same are from the job role of office operations executive, 42%.

Impact Assessment for Management Sector

15.4.6.4 *Managing traffic and responding to emergencies by gender*

The following chart shows percentage of beneficiaries who manage traffic and respond to emergencies by gender:



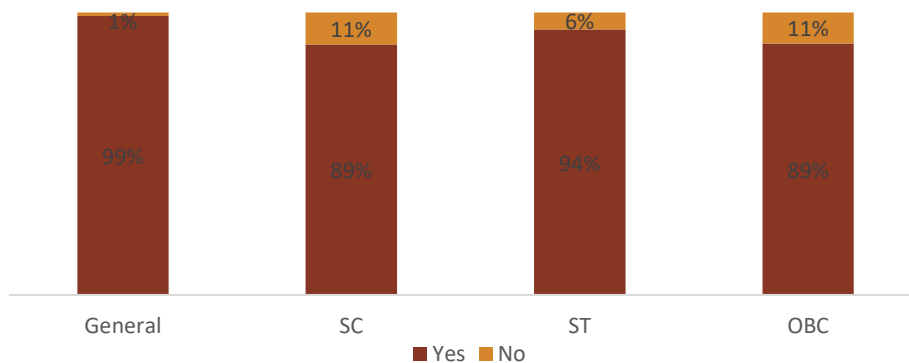
**FIGURE 93: PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES BY GENDER**

Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 12,095

The majority of the male (93%) and female (98%) beneficiaries bridge course helped them in managing traffic and responding to emergencies.

15.4.6.5 *Managing traffic and responding to emergencies by caste*

The following chart shows percentage of beneficiaries who manage traffic and respond to emergencies by caste:



**FIGURE 94: PERCENTAGE OF BENEFICIARIES WHO MANAGE TRAFFIC AND RESPOND TO EMERGENCIES BY CASTE**

Q Did the bridge course help you to manage traffic and respond to emergencies? Number of respondents: 12,053

Majority of the beneficiaries across all the categories stated bridge course helped them in managing traffic and responding to emergencies, highest is 99% in general category. Some of the beneficiaries did not stated the same, maximum percentage is from SC category, 26%.

Impact Assessment for Management Sector

15.4.7 First aid

The following charts represents the percentages of beneficiaries rendering to first aid across states, LWE, genders, caste categories and job roles.

15.4.7.1 Rendering to first aid by state

The following chart shows percentage of beneficiaries rendering to first aid:

State	Yes	No
Tripura	100%	0%
Odisha	100%	0%
Assam	100%	0%
Punjab	99%	1%
Gujarat	93%	7%
Madhya Pradesh	92%	8%
West Bengal	91%	9%
Uttar Pradesh	85%	15%
Bihar	82%	18%
Delhi	20%	80%

FIGURE 95: PERCENTAGE OF BENEFICIARIES RENDERING TO FIRST AID BY STATE

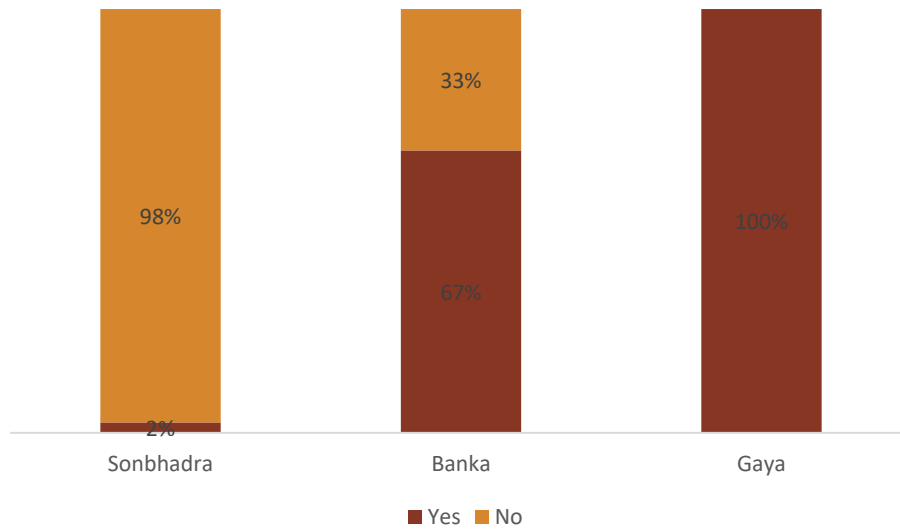
Q Did the bridge course help you to render first-aid?

Number of respondents: 12,080

100% of the beneficiaries from Tripura, Odisha and Assam stated bridge course helped to render first aid. Least percentage of beneficiaries stating the same are from Delhi, 20%.

### 15.4.7.2 Rendering to first aid by LWE region

The following chart shows percentage of beneficiaries enrolled in bridge course by LWE:



**FIGURE 96: PERCENTAGE OF BENEFICIARIES RENDERING TO FIRST AID BY LWE**

Q Did the bridge course help you to render first-aid?

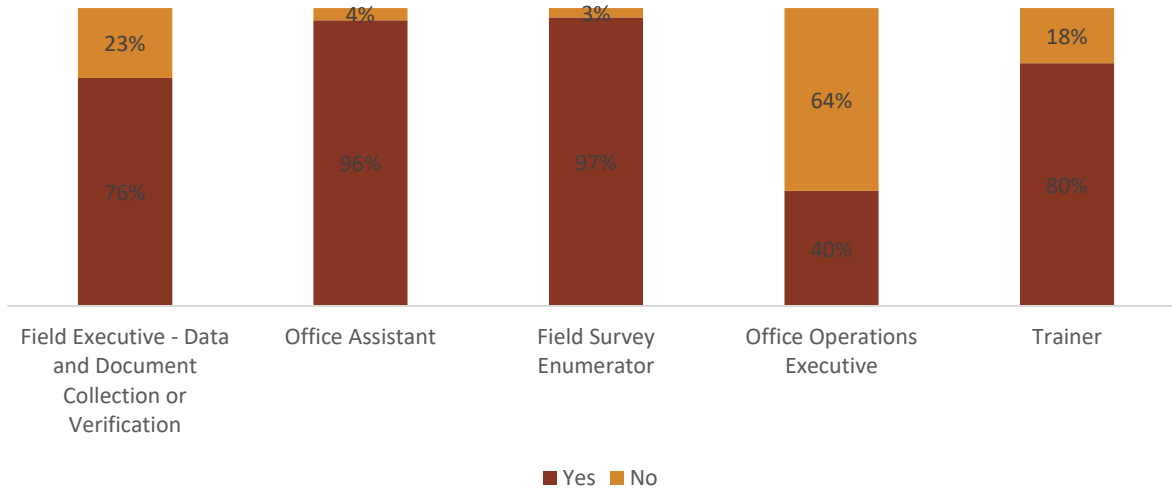
Number of respondents: 132

100% of the beneficiaries from Gaya and 67% from Banka stated bridge course helped to render first aid. 98% from Sonbhadra stated bridge course did not helped them in rendering first aid.

Impact Assessment for Management Sector

15.4.7.3 *Rendering to first aid by job role*

The following chart shows percentage of beneficiaries enrolled in bridge course by job role:



**FIGURE 97: PERCENTAGE OF BENEFICIARIES RENDERING TO FIRST AID BY JOB ROLE**

Q Did the bridge course help you to render first-aid?

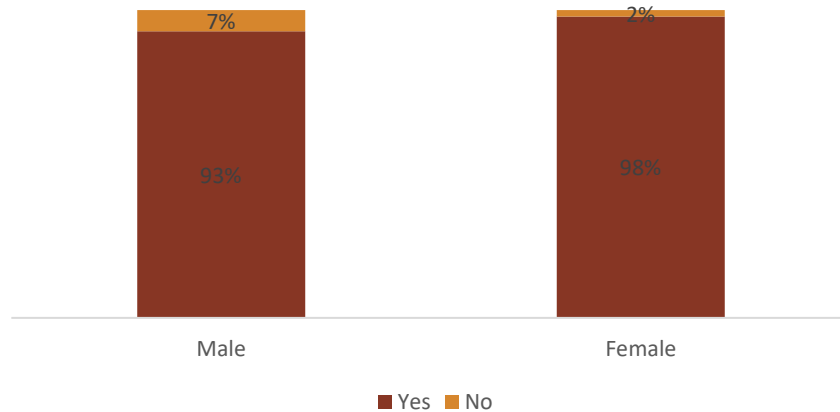
Number of respondents: 12,095

For majority of the beneficiaries from the job role of field survey enumerator, 97% bridge course helped to render first aid, followed by 96% from office assistant job role. Least percentage of beneficiaries stating the same are from the job role of office operations executive, 40%.

Impact Assessment for Management Sector

15.4.7.4 *Rendering to first aid by gender*

The following chart shows percentage of beneficiaries enrolled in bridge course by gender:



**FIGURE 98: PERCENTAGE OF BENEFICIARIES RENDERING TO FIRST AID BY GENDER**

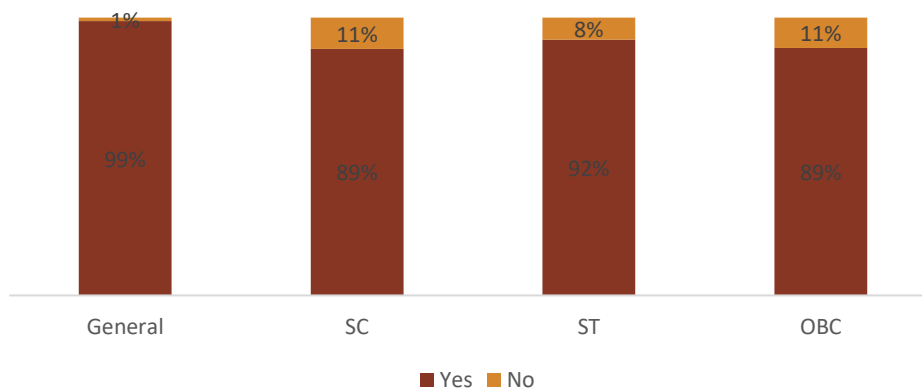
Q Did the bridge course help you to render first-aid?

Number of respondents: 12,095

The majority of the male (93%) and female (98%) beneficiaries stated bridge course helped to render first aid.

15.4.7.5 *Rendering to first aid by caste*

The following chart shows percentage of beneficiaries enrolled in bridge course by caste:



**FIGURE 99: PERCENTAGE OF BENEFICIARIES ENROLLED IN BRIDGE COURSE BY CASTE**

Q Did the bridge course help you to render first-aid?

Number of respondents: 12,070

Majority of the beneficiaries across all the categories bridge course helped to render first aid, highest is 99% in general category. Some of the beneficiaries stated bridge course did not help to render first aid, maximum percentage is from SC and OBC category, 11%.

## 15.5 Impact of RPL project on beneficiaries and society

The following analysis has been done based on the impact of RPL project on beneficiaries and society:

### 15.5.1 Impact on beneficiaries

Below are the benefits of RPL program received by the beneficiaries after undergoing the certification:

#### 15.5.1.1 Overall benefits of RPL

##### 15.5.1.1.1 Kausal Bima

The following charts represents the percentages of beneficiaries across states, LWE, genders, caste categories and job roles with three years of insurance under Kausal Bima:

##### 15.5.1.1.1.1 Beneficiaries with Kausal Bima by states

The following chart shows the state wise distribution of the beneficiaries who have been provided with 3 years of insurance under Kausal Bima:

State	Yes	No
Tripura	100%	0%
Assam	100%	0%
Madhya Pradesh	92%	8%
Punjab	85%	15%
Uttar Pradesh	81%	19%
Gujarat	79%	21%
Odisha	60%	40%
Jammu and Kashmir	24%	76%
Bihar	8%	92%
West Bengal	6%	94%
Delhi	5%	95%

**TABLE 21: BENEFICIARIES WITH KAUSAL BIMA-STATE WISE DISTRIBUTION**

Q Have you been provided with 3 years of insurance under Kaushal Bima?

Number of respondents:16,329

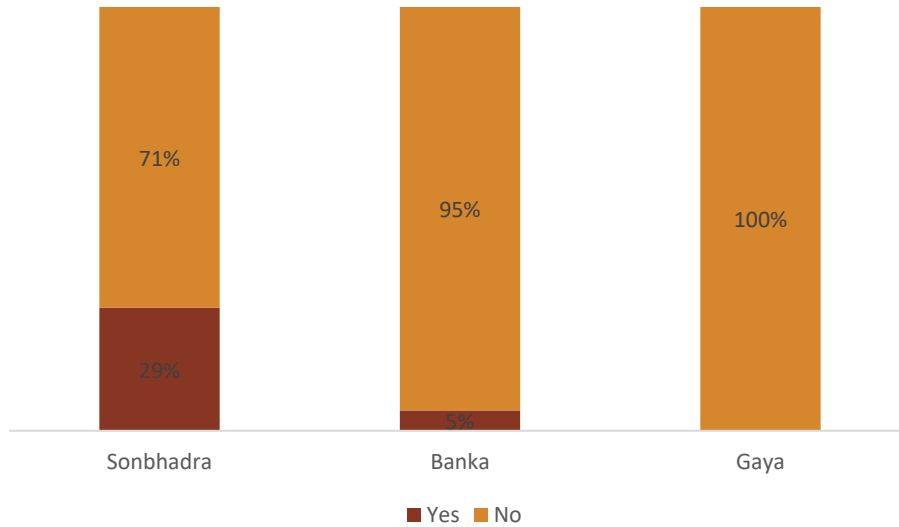
100% beneficiaries across Tripura and Assam have been provided with 3 years of insurance under Kausal Bima. A very small percentage of beneficiaries in Bihar (8%), West Bengal (6%) and Delhi (5%) informed that they have received insurance under Kaushal Bima.

Impact Assessment for Management Sector

15.5.1.1.1.2 Beneficiaries with Kausal Bima by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following chart shows the beneficiaries by LWE who have been provided with 3 years of insurance under Kausal Bima:



**FIGURE 100: BENEFICIARIES WITH KAUSAL BIMA-LWE WISE DISTRIBUTION**

Q Have you been provided with 3 years of insurance under Kaushal Bima?

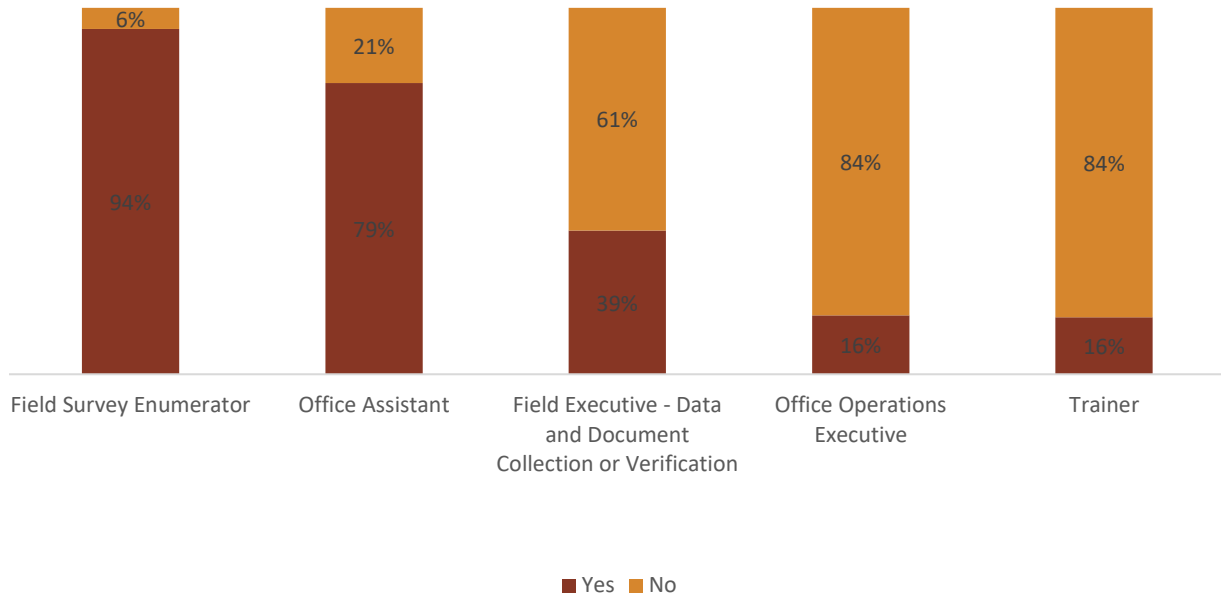
Number of respondents:164

Only in Sonbhadra 29% of the all the beneficiaries have been provided with 3 years of insurance under Kausal Bima. In Gaya 100% and in Banka 95% of the beneficiaries mentioned not to have the insurance.

Impact Assessment for Management Sector

15.5.1.1.3 Beneficiaries with Kausal Bima by job role

The following chart shows the job role wise distribution of the beneficiaries who have been provided with 3 years of insurance under Kausal Bima:



**FIGURE 101: BENEFICIARIES WITH KAUSAL BIMA-JOB ROLE WISE DISTRIBUTION**

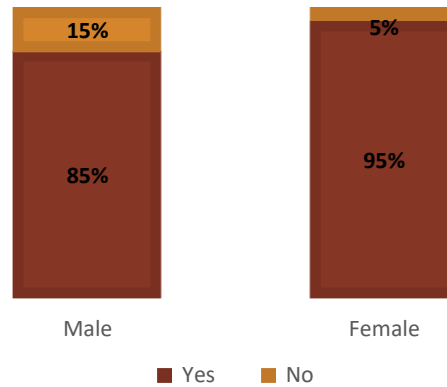
Q Have you been provided with 3 years of insurance under Kaushal Bima? Number of respondents:16,351

A majority of beneficiaries in the job role of field survey enumerator (94%) and office assistant (79%) have been provided with 3 years of insurance under Kausal Bima. For trainer and office operations executive job roles, 84% of the beneficiaries did not get the insurance.

Impact Assessment for Management Sector

15.5.1.1.4 Beneficiaries with Kausal Bima by gender

The following chart shows the gender wise distribution of the beneficiaries who have been provided with 3 years of insurance under Kausal Bima:



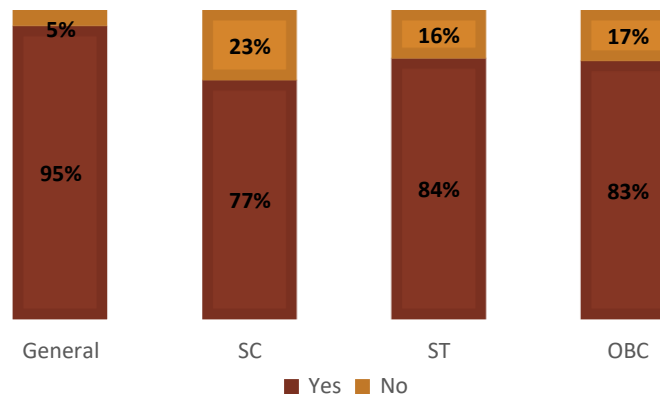
**FIGURE 102: BENEFICIARIES WITH KAUSAL BIMA-GENDER WISE DISTRIBUTION**

Q Have you been provided with 3 years of insurance under Kaushal Bima? Number of respondents:16,351

More female beneficiaries (95%) have been provided the 3-year insurance, compared to men i.e., 85%.

15.5.1.1.5 Beneficiaries with Kausal Bima by caste category

The following chart shows the caste category wise distribution of the beneficiaries who have been provided with 3 years of insurance under Kausal Bima:



**FIGURE 103: BENEFICIARIES WITH KAUSAL BIMA CASTE CATEGORY WISE DISTRIBUTION**

Q Have you been provided with 3 years of insurance under Kaushal Bima? Number of respondents: 16,322

Among all the caste categories, the majority of the general category beneficiaries (95%) have been provided with 3 years of insurance under Kausal Bima. In all the other category around 80% of the beneficiaries have been provides with the insurance.

## Impact Assessment for Management Sector

### 15.5.1.1.2 Udyami Mitra

The following charts represents the percentages of beneficiaries across states, LWE, genders, caste categories and job roles who received help from PIA to get registered under Udyami Mitra:

#### 15.5.1.1.2.1 Beneficiaries registered with Udyami Mitra by state

The following chart shows the state wise distribution of the beneficiaries who have been helped to get registered under Udyami Mitra:

State	Yes	No
Tripura	100%	0%
Assam	100%	0%
Punjab	85%	15%
Gujarat	83%	12%
Uttar Pradesh	78%	10%
Odisha	50%	50%
Madhya Pradesh	18%	8%
Delhi	1%	96%
Bihar	1%	99%

**TABLE 22: REGISTERED UNDER UDYAMI MITRA-STATE WISE DISTRIBUTION**

Q Did PIA helped you get registered under Udyami Mitra?

Number of respondents:16,329

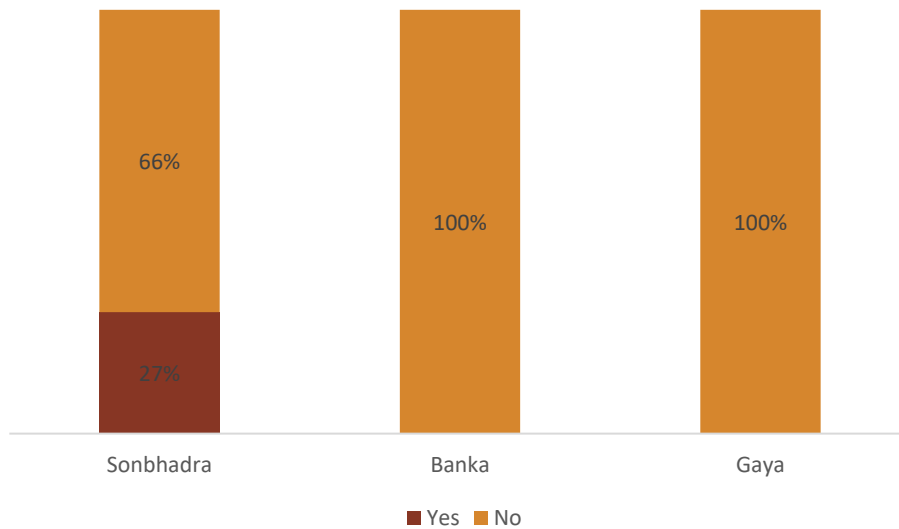
100% of the beneficiaries from Tripura and Assam informed to get help from the PIA to get registered under Udyami Mitra. However, almost in every state certain percentage of beneficiaries showed interested in this and received help from the PIA expect Delhi, Bihar and Jammu and Kashmir. In Delhi and Bihar, only one percent showed interest. In Jammu and Kashmir none of the beneficiaries were interested in Udyami Mitra.

Impact Assessment for Management Sector

15.5.1.1.2.2 Beneficiaries registered with Udyami Mitra by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts

The following chart shows the LWE wise distribution of the beneficiaries who have been helped to get registered under Udyami Mitra:



**FIGURE 104: REGISTERED WITH UDYAMI MITRA BY-LWE WISE DISTRIBUTION**

Q Did PIA helped you get registered under Udyami Mitra?

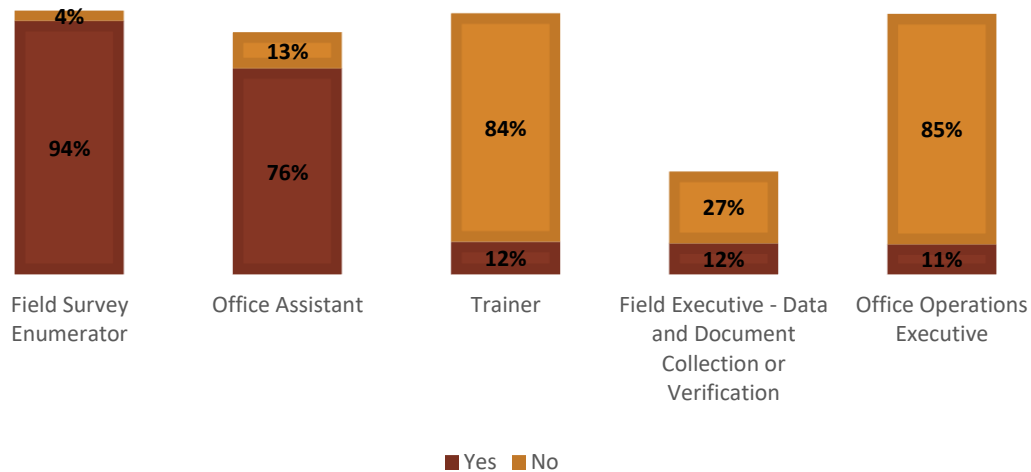
Number of respondents:164

100% of the beneficiaries from Gaya and Banka are not interested in registration of Udyami Mitra. Only 27% of the beneficiaries from Sonbhadra beneficiaries received help from the PIA to get registered under the Udyami Mitra.

Impact Assessment for Management Sector

15.5.1.1.2.3 Beneficiaries registered with Udyami Mitra by job role

The following chart shows the job role wise distribution of the beneficiaries who have been helped to get registered under Udyami Mitra:



**FIGURE 105: REGISTERED UNDER UDYAMI MITRA-JOB ROLE WISE DISTRIBUTION**

Q Did PIA helped you get registered under Udyami Mitra?

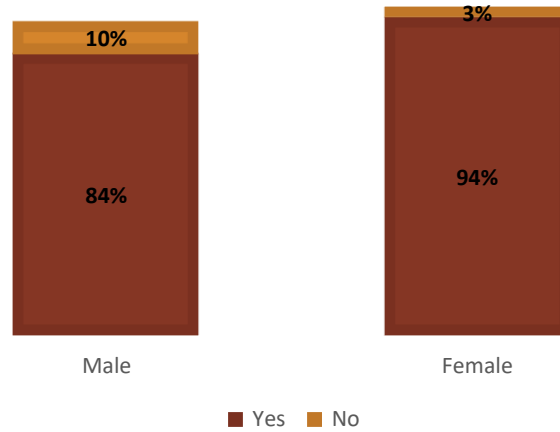
Number of respondents:16,351

For the job role of field survey enumerator, 94% of the beneficiaries received help from the PIA to get registered under the Udyami Mitra, followed by 76% beneficiaries in job role of office assistant. 84% of trainer and 85% of office operations executive job role beneficiaries did not get any help for the registration. For the field executive job role 11% of the beneficiaries received help from PIA to get registered under Udyami Mitra, and 27% did not receive any help. The rest of the beneficiaries were not interested in Udyami Mitra

Impact Assessment for Management Sector

15.5.1.1.2.4 Beneficiaries registered with Udyami Mitra by gender

The following chart shows the gender wise distribution of the beneficiaries who have been helped to get registered under Udyami Mitra:



**FIGURE 106: REGISTERED UNDER UDYAMI MITRA-GENDER WISE DISTRIBUTION**

Q Did PIA helped you get registered under Udyami Mitra?

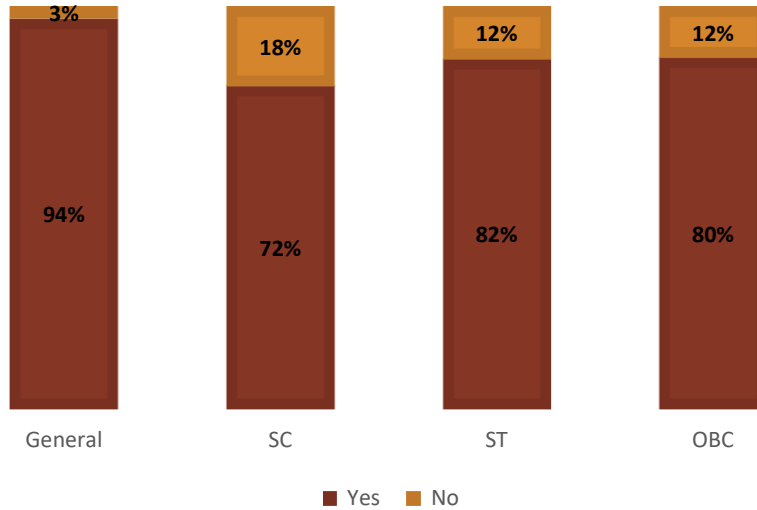
Number of respondents:16,351

A majority of both the male and female beneficiaries received help from the PIA to get registered under Udyami Mitra. However, the percentage is higher for female beneficiaries (94%) than male beneficiaries (84%). The rest of the beneficiaries were not interested in Udyami Mitra.

Impact Assessment for Management Sector

15.5.1.1.2.5 Beneficiaries registered with Udyami Mitra by caste category

The following chart shows the caste category wise distribution of the beneficiaries who have been helped to get registered under Udyami Mitra:



**FIGURE 107: REGISTERED UNDER UDYAMI MITRA-CASTE CATEGORY WISE DISTRIBUTION**

Q Did PIA helped you get registered under Udyami Mitra?

Number of respondents: 16,322

The highest percentage of the beneficiaries who have been helped to get registered under Udyami Mitra is from the general category (94%). 82% of the beneficiaries from the ST category, 80% from the OBC category and 72% from the SC category received the help. The highest percentage of beneficiaries claiming not receiving any help is from SC category (18%).

## Impact Assessment for Management Sector

### 15.5.1.1.3 *Impact on competencies*

The following charts represents the impact of RPL program on the beneficiaries across states, LWE, genders, caste categories and job roles.

#### 15.5.1.1.3.1 *Impact on competencies by state*

The following chart shows the impact of RPL program on state:

State	Digital platform	Domain knowledge	Online transactions	Managerial skills	Communication skills
Haryana	100%	100%	0%	0%	100%
Madhya Pradesh	92%	0%	2%	0%	0%
Odisha	90%	30%	90%	90%	80%
Gujarat	89%	0%	5%	0%	5%
Uttar Pradesh	87%	3%	6%	0%	2%
Jammu and Kashmir	77%	83%	5%	2%	59%
Punjab	56%	26%	13%	0%	2%
Assam	33%	17%	17%	17%	17%
Tripura	31%	16%	20%	16%	17%
Delhi	16%	83%	11%	24%	41%

**TABLE 23: IMPACT OF RPL PROGRAMS ON COMPETENCIES -STATE WISE DISTRIBUTION**

Q In which area did the RPL program help to improve your competencies? Number of respondents:16,329

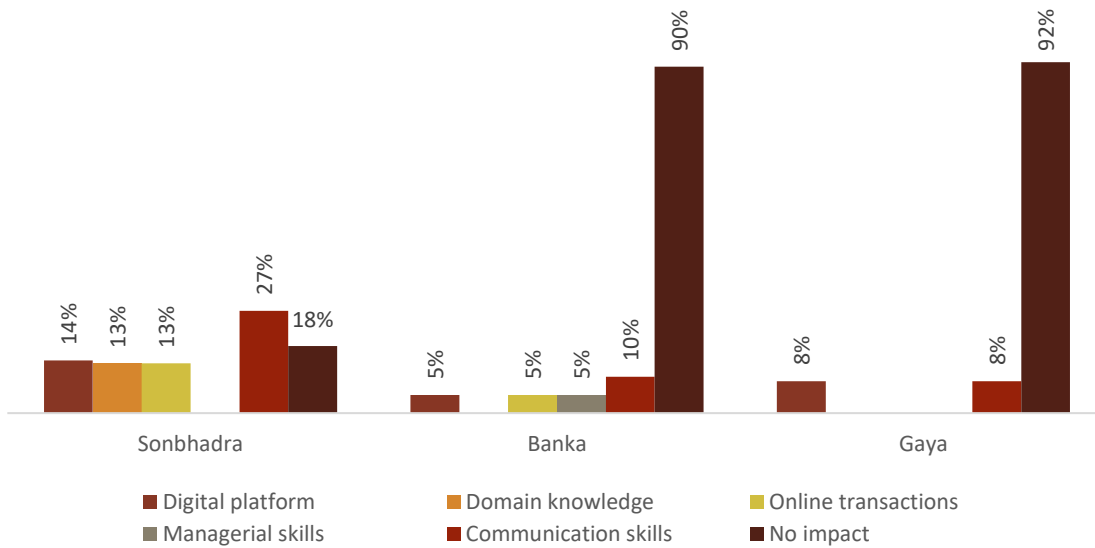
100% of the beneficiaries from Haryana mentioned an improvement in terms of usage of digital platform, increased domain knowledge and improved communication skills. A significant percentage from Madhya Pradesh (92%), Odisha (90%) and other states also mentioned increased usage of digital platform. the same. The highest percentage of the beneficiaries from Delhi (83%) and Jammu and Kashmir (83%) reported to have an increased domain knowledge after undertaking the RPL program. In terms of online transaction, the highest percentage is from Odisha (90%). 90% of the beneficiaries from Odisha found an improvement in their managerial skills after undertaking the RPL program. A significant percentage of beneficiaries from various states also stated an improvement in their communication skills, the highest percentage is from Odisha (80%).

Impact Assessment for Management Sector

15.5.1.1.3.2 Impact on competencies by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts:

The following chart shows the impact of RPL program on competencies by LWE region:



**FIGURE 108: IMPACT OF RPL PROGRAMS ON COMPETENCIES -LWE WISE DISTRIBUTION**

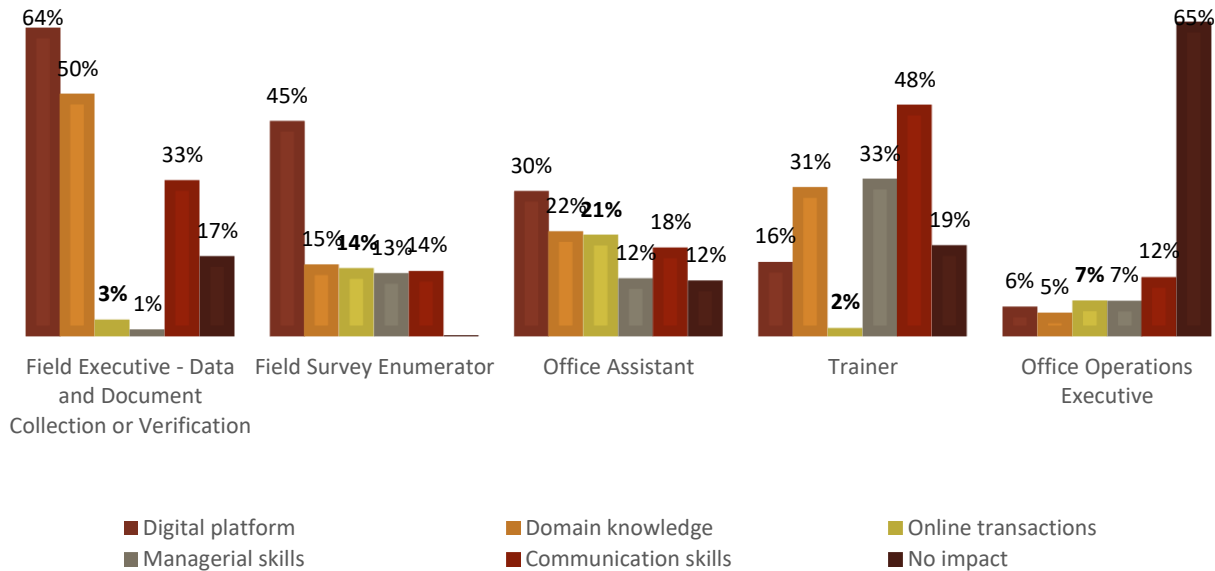
Q In which area did the RPL program help to improve your competencies? Number of respondents:34

Majority of the beneficiaries from Banka and Gaya felt no impact on their competencies after the RPL program. From Sonbhadra 27% of the beneficiaries felt an impact on their communication skill. Some of the beneficiaries from Banka and Gaya mentioned impact of the RPL program on increased usage of the digital platform and improved communication skills.

**Impact Assessment for Management Sector**

*15.5.1.1.3.3 Impact on competencies by job role*

The following chart shows the impact of RPL program on competencies by job role:



**FIGURE 109: IMPACT OF RPL PROGRAMS ON COMPETENCIES -JOB ROLE WISE DISTRIBUTION**

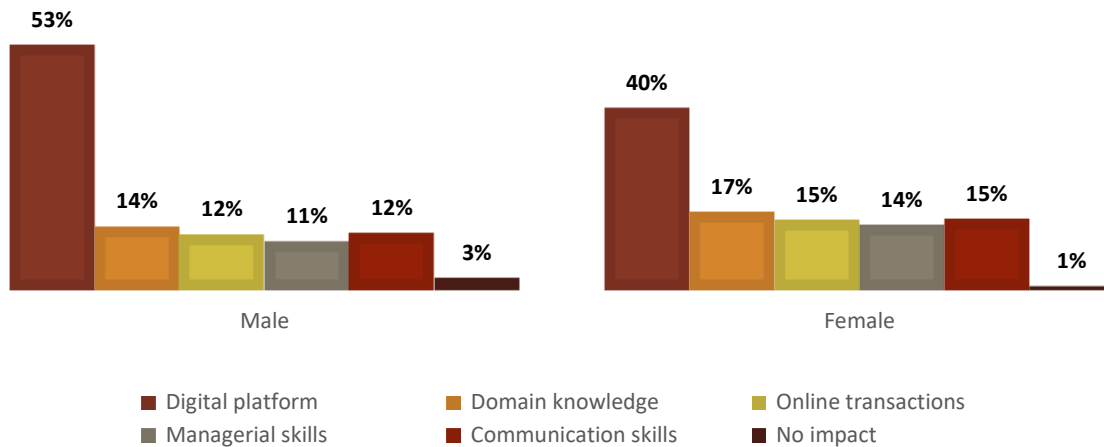
Q In which area did the RPL program help to improve your competencies? Number of respondents:16,351

The highest percentage of beneficiaries from the job roles field executive (64%), field survey enumerator (45%) and office assistant (30%) stated an increased usage of the digital platform after RPL program. In job role of trainer, the highest percentage of beneficiaries (48%) felt an impact of RPL certification on the communication skills. The highest percentage of beneficiaries form office operation executive (65%) did not see an impact on their comeptencies through the RPL certification.

Impact Assessment for Management Sector

15.5.1.1.3.4 Impact on competencies by gender

The following chart shows the impact of RPL program on competencies by gender:



**FIGURE 110: IMPACT OF RPL PROGRAMS ON COMPETENCIES -GENDER WISE DISTRIBUTION**

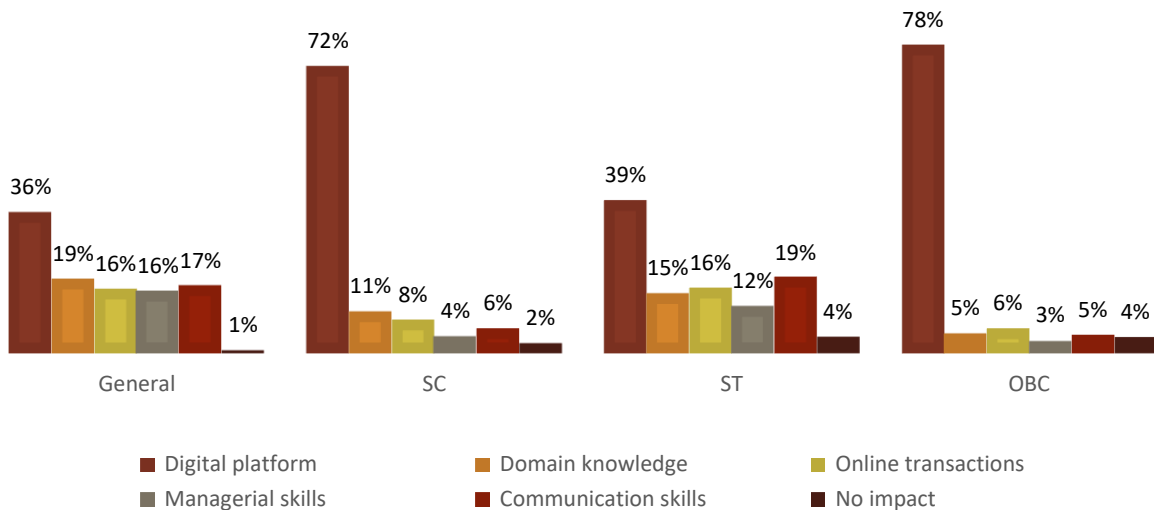
Q In which area did the RPL program help to improve your competencies? Number of respondents:16,351

A majority of both male (53%) and female (40%) beneficiaries mentioned increased usage of the digital platform post RPL program. 14% of the male beneficiaries and 17% of female beneficiaries reported improved domain knowledge after the RPL certification. Apart from that, RPL program helped to improve communication skills (12% of male beneficiaries and 15% of female beneficiaries), managerial skills (11% male beneficiaries and 14% female beneficiaries) and encouraged to move towards online transactions (12% male and 14% female beneficiaries).

Impact Assessment for Management Sector

15.5.1.1.3.5 Impact on competencies by caste category

The following chart shows the impact of RPL program on competencies caste category:



**FIGURE 111: IMPACT OF RPL PROGRAMS ON COMPETENCIES -CASTE CATEGORY WISE DISTRIBUTION**

Q In which area did the RPL program help to improve your competencies? Number of respondents: 16,322

A majority of the beneficiaries started using digital platform more than before across all the categories, the highest percentage being 78% from OBC category followed by 72% in SC category. The highest percentage of beneficiaries (19%) mentioned improved domain knowledge are from general category. 19% of the beneficiaries who are from ST category represent the highest percentage with better communication skills. The highest percentage of beneficiaries with better managerial skills (16%) and increased online transactions (16%) are from general category

## Impact Assessment for Management Sector

### 15.5.1.1.4 Ability to expand market/change job location

The following charts represents the impact of RPL program on the ability of the beneficiaries to expand the market/ change job location across states, LWE, genders, caste categories and job roles:

#### 15.5.1.1.4.1 Impact on the ability to expand market/change job location by state

The following chart shows the percentage of beneficiaries by state who have been able to expand the market/change job location after the RPL program:

State	No expansion	Within the city	Within the state	Within the country
Haryana	100%	0%	0%	0%
West Bengal	99%	1%	0%	0%
Jammu and Kashmir	99%	1%	0%	0%
Delhi	99%	1%	0%	0%
Bihar	98%	2%	0%	0%
Assam	25%	25%	25%	24%
Tripura	25%	30%	23%	22%
Punjab	21%	77%	1%	1%
Odisha	10%	20%	70%	0%
Uttar Pradesh	4%	26%	11%	59%
Madhya Pradesh	4%	30%	58%	8%
Gujarat	3%	28%	3%	67%

**TABLE 24: ABILITY TO EXPAND MARKET/CHANGE JOB LOCATION-STATE WISE DISTRIBUTION**

Q Have you been able to expand your market/change job location after RPL program?

Number of respondents:16,392

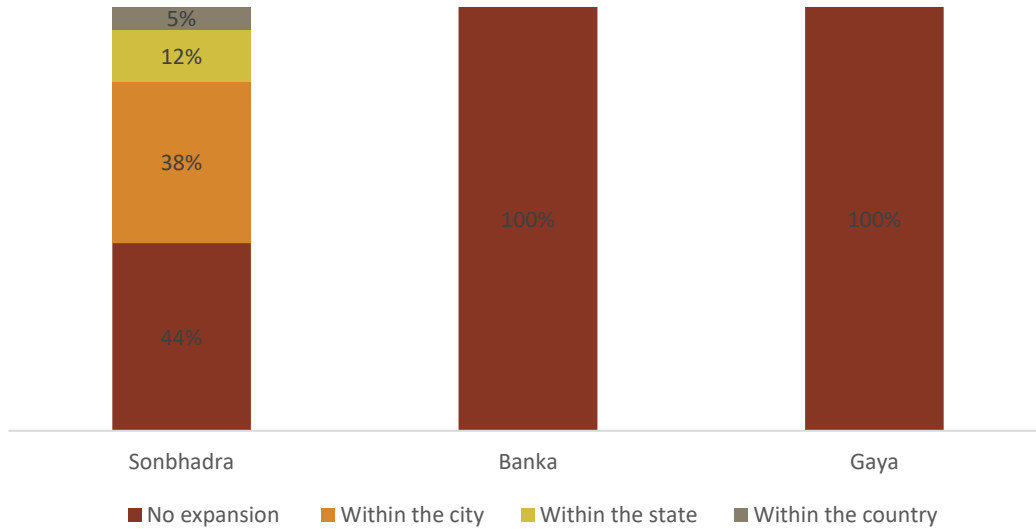
100% of the beneficiaries from Haryana and 99% of the beneficiaries from West Bengal, Jammu and Kashmir, Delhi and Bihar mentioned no expansion in their market/change job location after RPL certification. The highest percentage of the beneficiaries are from Punjab (77%) reported to expand their market/change job location within the city after undertaking the RPL program. The highest percentage of beneficiaries who reported to expand the market within the state is from Odisha (70%). The highest percentage of beneficiaries who reported to expand the market within the country is from Gujarat (67%).

Impact Assessment for Management Sector

15.5.1.1.4.2 Impact on the ability to expand market/change job location by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following chart shows the percentage of beneficiaries by state who have been able to expand the market/change job location after the RPL program:



**FIGURE 112: ABILITY TO EXPAND MARKET/CHANGE JOB LOCATION-LWE WISE DISTRIBUTION**

Q Have you been able to expand your market/change job location after RPL program?

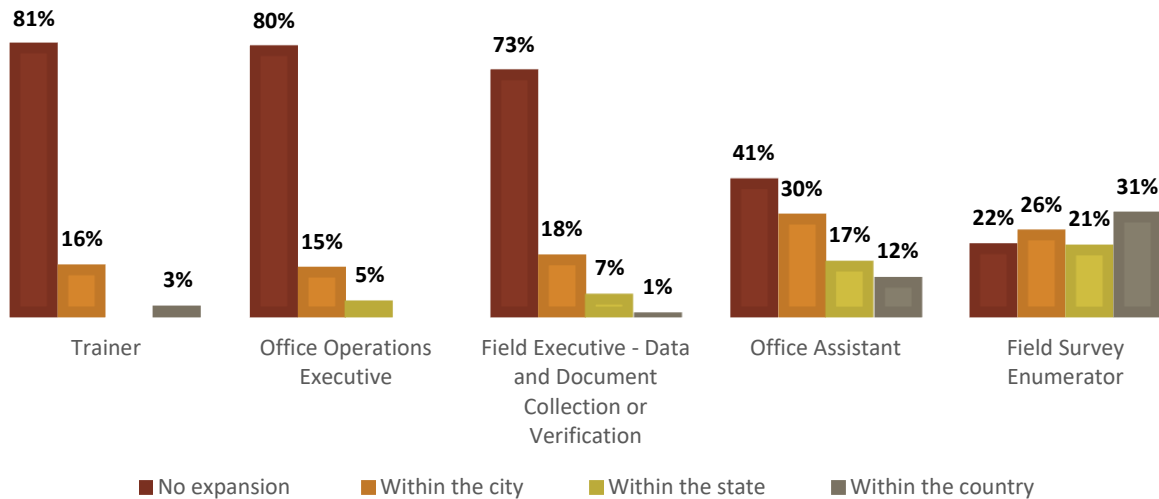
Number of respondents:164

100% of beneficiaries in Banka and Gaya have said that no expansion has happened, whereas 38% of the beneficiaries from Sonbhadra have said that they were able to expand within the city.

Impact Assessment for Management Sector

15.5.1.1.4.3 Impact on the ability to expand market/change job location by job role

The following chart shows the percentage of beneficiaries by job roles who have been able to expand the market/change job location after the RPL program:



**FIGURE 113: ABILITY TO EXPAND MARKET/CHANGE JOB LOCATION-JOB ROLE WISE DISTRIBUTION**

Q Have you been able to expand your market/change job location after RPL program?

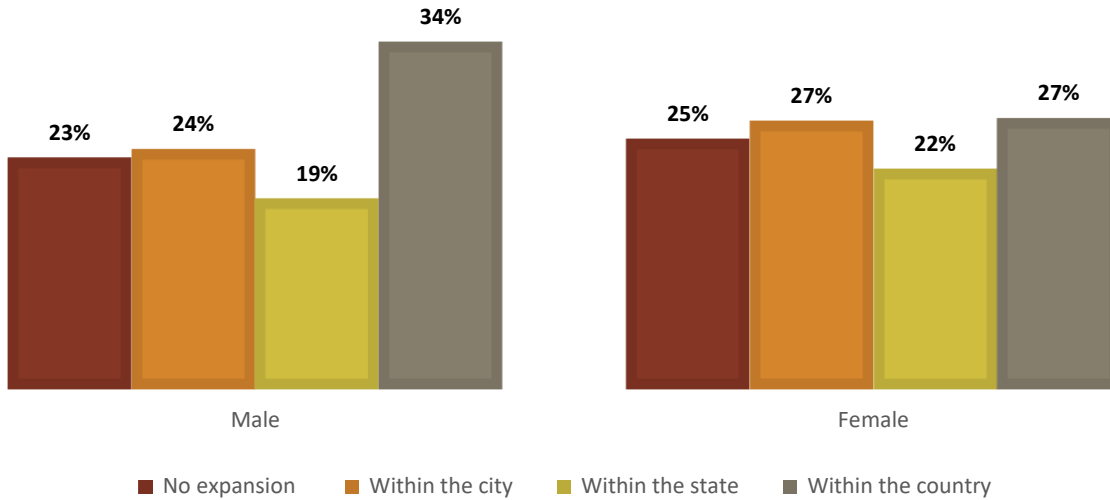
Number of respondents:16,351

The highest percentage of beneficiaries in terms of job role is field survey enumerator who could expand the market/change of the job location within the country (31%) and within the state (21%). Among beneficiaries whose job role was office assistant, 30% could expand/change within the city. A small percentage of beneficiaries from some job roles could expand their market/change job within the country. The highest percentages 81% from Trainer, 80% from office operations executive and 73% from field executive job roles mentioned no expansion.

Impact Assessment for Management Sector

15.5.1.1.4.4 Ability to expand market/change job location by gender

The following chart shows the percentage of male and female beneficiaries who have been able to expand the market/change job location after the RPL program:



**FIGURE 114: ABILITY TO EXPAND MARKET/CHANGE JOB LOCATION-GENDER WISE DISTRIBUTION**

Q Have you been able to expand your market/change job location after RPL program?

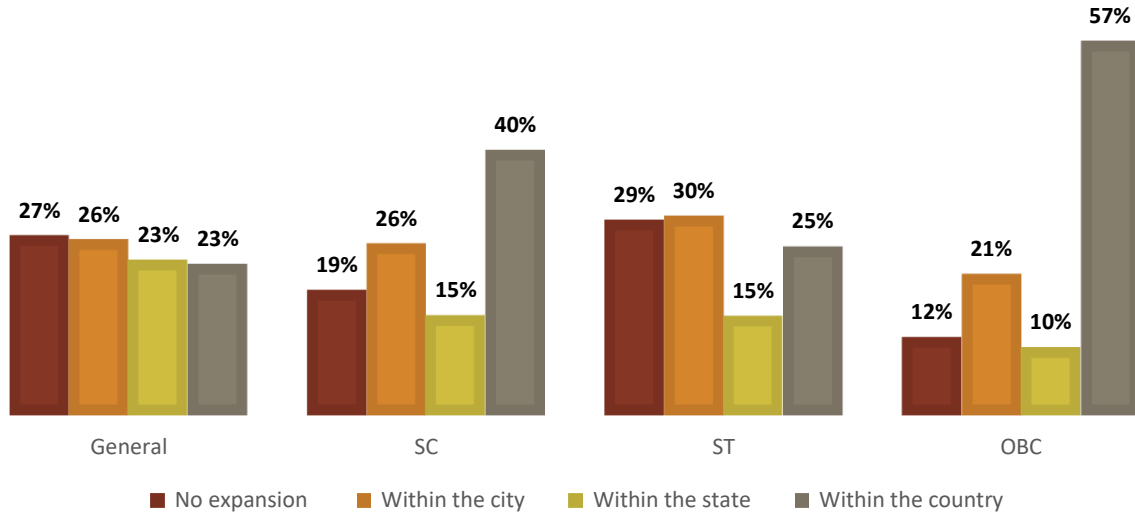
Number of respondents:16,351

A majority of both male (24%) and female (27%) beneficiaries mentioned an expansion of market/change in the job location within the city. 19% of the male beneficiaries and 22% of the female beneficiaries stated that they were able to expand/change within the state, 34% of the male and 27% of the female beneficiaries reported the same within the country and the remaining 23% male and 25% female beneficiaries mentioned no expansion of the market/change in job location.

Impact Assessment for Management Sector

15.5.1.1.4.5 Ability to expand market/change job location by caste category

The following chart shows the percentage of beneficiaries by caste category who have been able to expand the market/change job location after the RPL program:



**FIGURE 115: ABILITY TO EXPAND MARKET/CHANGE JOB LOCATION-CASTE CATEGORY WISE DISTRIBUTION**

Q Have you been able to expand your market/change job location after RPL program?

Number of respondents: 16,322

A majority of the beneficiaries from general, SC, ST and OBC category stated to expand market/change job location within the country, the highest percentage (57%) is from OBC category, followed by 40% in from SC category. Beneficiaries from all the categories reported to expand market/change job location within the city, highest percentage (30%) from ST category. The highest percentage of beneficiaries (23%) from general category mentioned to expand the market/change job location within the state. However, some percentage of beneficiaries from all the categories mentioned no expansion.,27% from general, 19% from SC, 29% from SC and 12% from OBC.

## Impact Assessment for Management Sector

### 15.5.1.1.5 Mudra Loans

The following charts represents the percentages of beneficiaries across states, LWE, genders, caste categories and job roles who applied for Mudra Loans:

#### 15.5.1.1.5.1 Beneficiaries applied for Mudra Loans by state

The following chart shows the percentage of beneficiaries by states who applied for Mudra Loans:

State	Yes	No
Punjab	83%	17%
Uttar Pradesh	22%	78%
Odisha	10%	90%
Gujarat	9%	91%
Madhya Pradesh	2%	98%
West Bengal	2%	98%
Assam	1%	99%
Bihar	1%	99%
Jammu and Kashmir	0%	100%
Tripura	0%	100%

**TABLE 25: BENEFICIARIES APPLIED FOR MUDRA LOAN BY STATE**

Q Did you apply for Mudra Loans?

Number of respondents:16,351

The majority of the beneficiaries did not apply for Mudra Loans. Among the beneficiaries who applied for it, the highest percentage is from Punjab (83%). 100% of the beneficiaries from Tripura and Jammu and Kashmir, 99% of the beneficiaries from Bihar and Assam, 98% of the beneficiaries form West Bengal and Madhya Pradesh, 91% from Gujarat and 90% from Odisha did not apply for Mudra Loans.

Beneficiaries who applied for Mudra Loan were further asked about reason of applying for the loan. The following chart shows the reason for applying for Mudra Loan:

State	For starting new business	For expanding current business
Punjab	93%	7%
Odisha	88%	13%
Uttar Pradesh	77%	23%
Gujarat	67%	33%
Madhya Pradesh	33%	67%
Assam	31%	69%

**TABLE 26: REASON OF APPLYING FOR MUDRA LOAN BY STATE**

Q For what purpose did you avail the loan?

Number of respondents:1,123

## Impact Assessment for Management Sector

The majority of the beneficiaries who applied for Mudra Loan stated the reason to be starting a new business, 93% of the beneficiaries from Punjab, 88% from Odisha and 77% from Uttar Pradesh. The remaining beneficiaries in some states applied for it for expanding their current business, the highest percentage is from Assam (69%).

The beneficiaries who applied for the loan was further asked whether they faced any difficulty while applying for the loan:

State	Yes	No
<b>Punjab</b>	98%	2%
<b>Odisha</b>	88%	13%
<b>Gujarat</b>	85%	15%
<b>Madhya Pradesh</b>	57%	43%
<b>Uttar Pradesh</b>	12%	88%
<b>Assam</b>	1%	99%

**TABLE 27: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN BY STATES**

*Q Did you face any difficulty in availing loan?*

*Number of respondents: 1,123*

The highest percentage of beneficiaries who reported to face some difficulties is from Punjab (98%), followed by Odisha (88%) whereas, 99% of the beneficiaries from Assam faced no difficulty while applying for the loan.

**Impact Assessment for Management Sector**

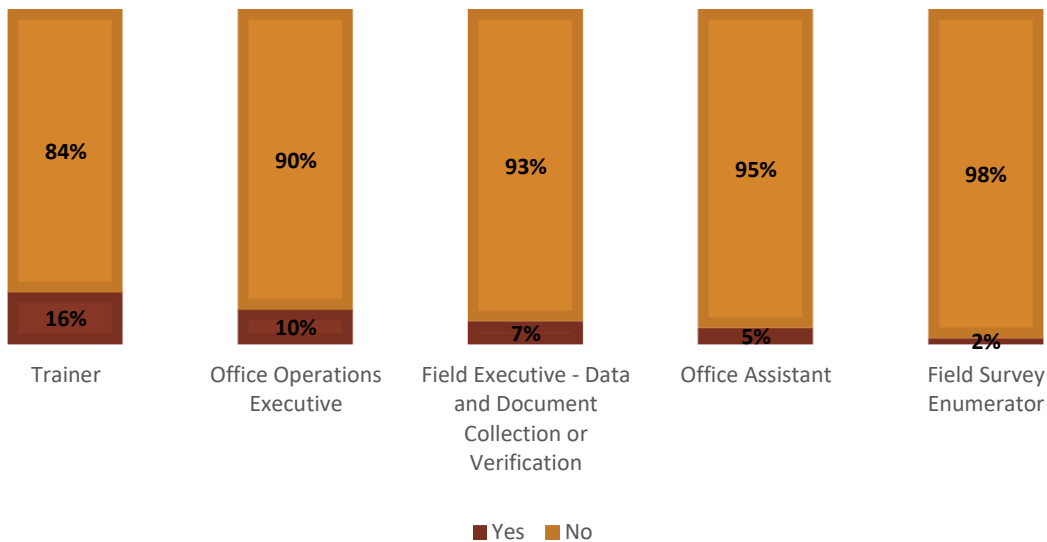
*15.5.1.1.5.2 Beneficiaries applied for Mudra Loans by LWE*

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

Only in Sonbhadra 17% of the beneficiaries applied for the Mudra loans. Among those almost equal percentage of beneficiaries intended to start a new business as well as expand the current business. Majority of the beneficiaries stated to have faced no problems in applying the loan.

*15.5.1.1.5.3 Beneficiaries applied for Mudra Loans by job role*

The following chart shows the percentage of beneficiaries by job role who applied for Mudra Loans:



**FIGURE 116: BENEFICIARIES APPLIED FOR MUDRA LOAN BY JOB ROLE**

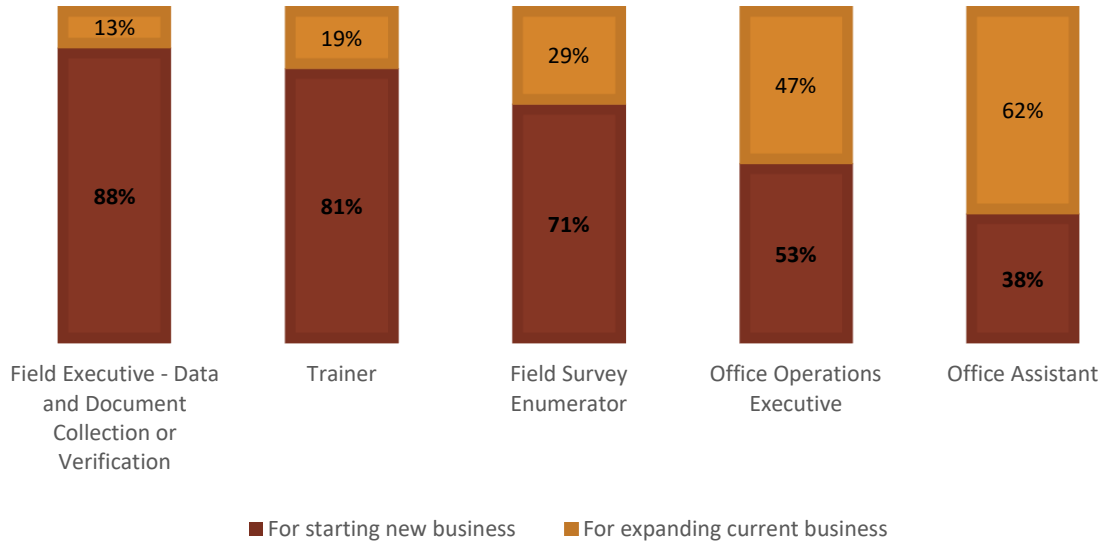
Q Did you apply for Mudra Loans?

Number of respondents: 16,351

The majority of beneficiaries across all the job roles stated that they did not apply for Mudra Loans. The highest percentage of beneficiaries applying for the loan are from trainer job role (16%)

**Impact Assessment for Management Sector**

Beneficiaries who applied for Mudra Loan were further asked about reason of applying for the loan. The following chart shows the reason for applying for Mudra Loan:



**FIGURE 117: REASON OF APPLYING FOR MUDRA LOAN BY JOB ROLE**

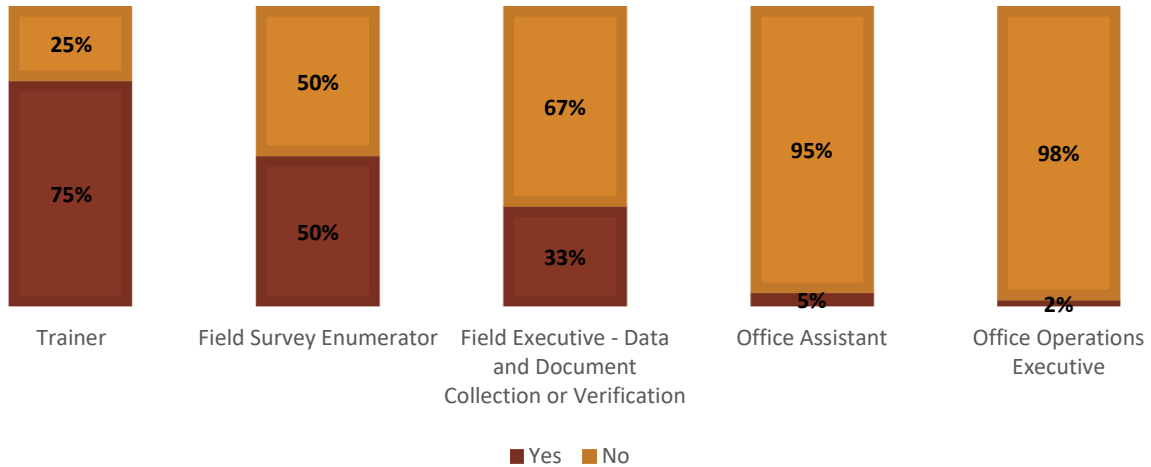
Q For what purpose did you avail the loan?

Number of respondents: 1,123

88% of the field executives, 81% of the trainer, 71% of the field survey enumerator, 53% of the office operations executive and 38% of the office assistant applied for the Mudra Loan to start new business. Remaining applied for the loans for expanding their current businesses.

**Impact Assessment for Management Sector**

The beneficiaries who applied for the loan was further asked whether they faced any difficulty while applying for the loan:



**FIGURE 118: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN BY JOB ROLE**

*Q Did you face any difficulty in availing loan?*

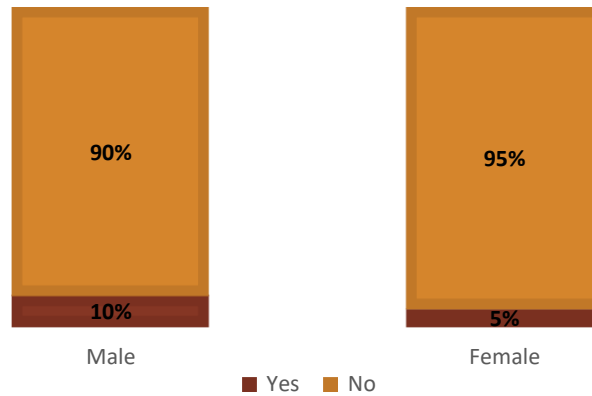
*Number of respondents: 1,123*

The percentage of beneficiaries who reported to face some difficulties from were from job roles of trainer (75%), field survey enumerator (50%), field executive (33%), office assistant (5%) and office operations executive (2%).

Impact Assessment for Management Sector

15.5.1.1.5.4 Beneficiaries applied for Mudra Loans by gender

The following chart shows the percentage of beneficiaries by gender who applied for Mudra Loans:



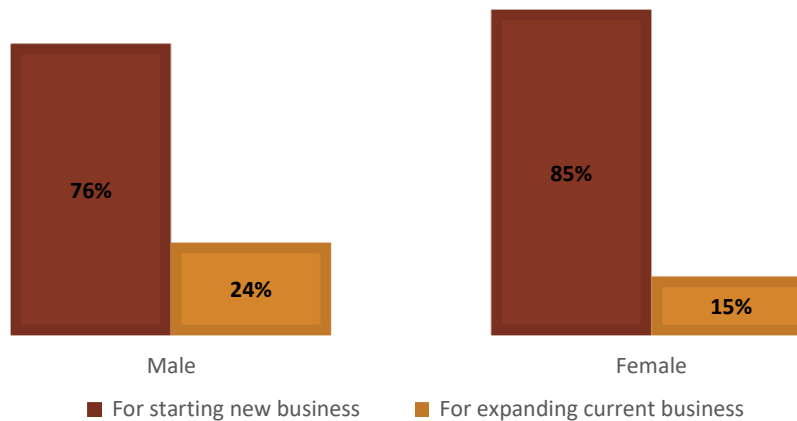
**FIGURE 119: BENEFICIARIES APPLIED FOR MUDRA LOAN BY GENDER**

Q Did you apply for Mudra Loans?

Number of respondents: 19,351

The majority of both male (90%) and female beneficiaries (95%) stated that they did not apply for Mudra Loans.

Beneficiaries who applied for Mudra Loan were further asked about reason of applying for the loan. The following chart shows the reason for applying for Mudra Loan:



**FIGURE 120: REASON OF APPLYING FOR MUDRA LOAN BY GENDER**

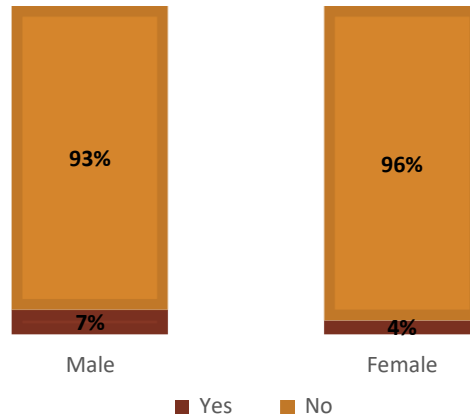
Q For what purpose did you avail the loan?

Number of respondents: 1,123

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The majority of both male (76%) and female (85%) beneficiaries who applied for Mudra Loan stated the reason to be starting a new business. The remaining 24% male and 15% female beneficiaries applied for it for expanding their current business.

The beneficiaries who applied for the loan was further asked whether they faced any difficulty while applying for the loan:



**FIGURE 121: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN BY GENDER**

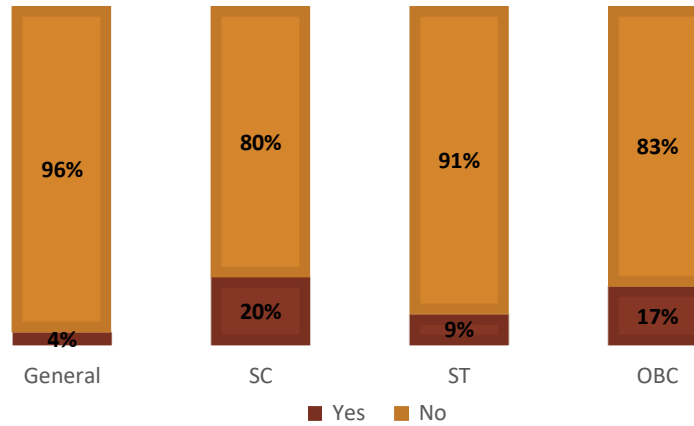
Q Did you face any difficulty in availing loan?

Number of respondents: 1,123

A majority of both male (93%) and female (96%) beneficiaries reported to face some no difficulties while availing the loan.

15.5.1.1.5.5 Beneficiaries applied for Mudra Loans by caste category

The following chart shows the percentage of beneficiaries by gender who applied for Mudra Loans:



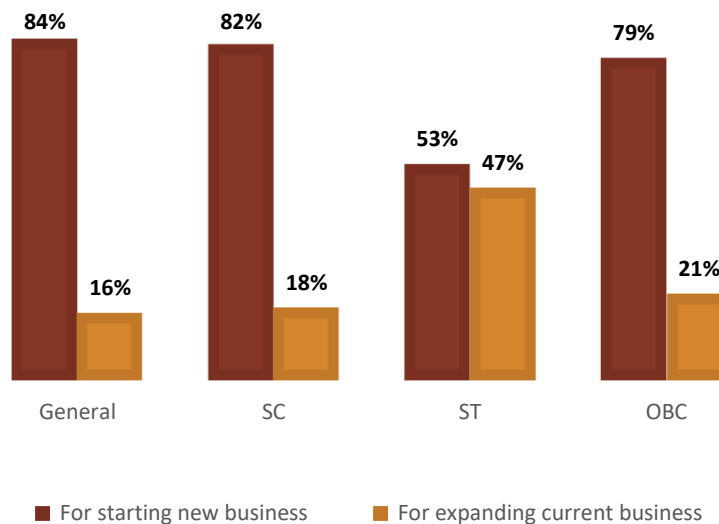
**FIGURE 122: BENEFICIARIES APPLIED FOR MUDRA LOAN BY CASTE CATEGORY**

Q Did you apply for Mudra Loans?

Number of respondents: 16,322

The majority of beneficiaries across all the categories stated that they did not apply for Mudra Loans. Highest percentage of beneficiaries who applied for Mudra Loans are from SC category, 20%.

Beneficiaries who applied for Mudra Loan were further asked about reason of applying for the loan. The following chart shows the reason for applying for Mudra Loan:



**FIGURE 123: REASON OF APPLYING FOR MUDRA LOAN BY CASTE CATEGORY**

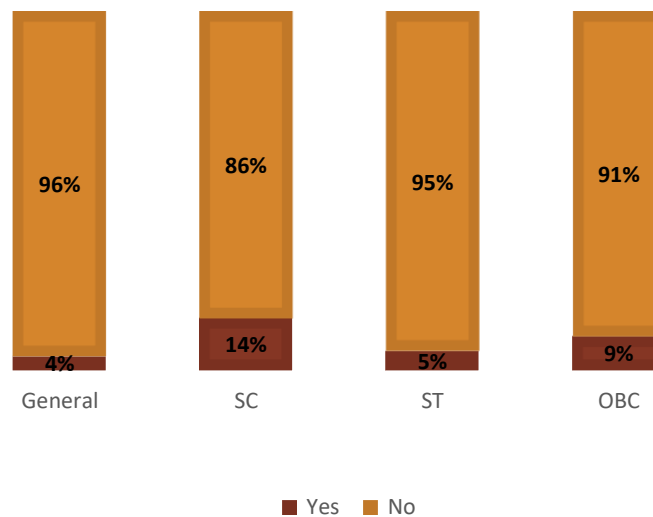
**Impact Assessment for Management Sector**

Q For what purpose did you avail the loan?

Number of respondents: 1,124

The majority of beneficiaries (around 80%) across all the categories who applied for Mudra Loan stated the reason to be starting a new business. Highest percentage of beneficiaries who applied for loan for expanding the current business are from ST category, 47%.

The beneficiaries who applied for the loan was further asked whether they faced any difficulty while applying for the loan:



**FIGURE 124: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN BY CASTE CATEGORY**

Q Did you face any difficulty in availing loan?

Number of respondents: 1,123

A majority of the beneficiaries across all the categories reported to face no difficulties in applying for the loans. The highest percentage of the beneficiaries who faced difficulty is from the SC category (14%).

## Impact Assessment for Management Sector

### 15.5.1.1.6 Impact on employment

The following charts represents the impact of RPL program on employment across states, LWE, genders, caste categories and job roles:

#### 15.5.1.1.6.1 Impact on employment by state

The following table shows the employment status of the beneficiaries by state before the certification:

State	Employed	Self Employed	Unemployed
Tripura	100%	0%	0%
Assam	100%	0%	0%
Punjab	82%	6%	12%
Gujarat	71%	5%	24%
Uttar Pradesh	49%	37%	14%
West Bengal	39%	4%	57%
Madhya Pradesh	38%	12%	50%
Odisha	20%	20%	60%
Delhi	5%	2%	93%
Bihar	2%	4%	94%

**TABLE 28: EMPLOYMENT STATUS OF THE BENEFICIARIES BY STATE BEFORE THE CERTIFICATION**

Q. What was your employment status at the time of the certification?

Number of respondents:16,392

A majority of the beneficiaries across all the states were employed before the RPL certification. 100% of the beneficiaries from Tripura and Assam were employed before the certification. The percentage of self-employed beneficiaries is the highest from Uttar Pradesh (37%). A significant percentage of the beneficiaries were unemployed, highest percentage is from Bihar (94%) and Delhi (93%).

The following table shows the employment status of the beneficiaries by state after the certification:

State	Employed in same organisation	Employed in a different organisation	Self Employed	Unemployed
Tripura	61%	39%	0%	0%
Assam	59%	41%	0%	0%
Punjab	48%	34%	11%	7%
West Bengal	37%	3%	8%	52%
Uttar Pradesh	23%	5%	59%	14%
Madhya Pradesh	10%	32%	10%	48%
Odisha	10%	10%	10%	70%
Gujarat	3%	68%	11%	18%

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State	Employed in same organisation	Employed in a different organisation	Self Employed	Unemploy ed
Bihar	2%	3%	11%	84%

**TABLE 29: EMPLOYMENT STATUS OF THE BENEFICIARIES BY STATE AFTER THE CERTIFICATION**

Q. What is your employment status now?

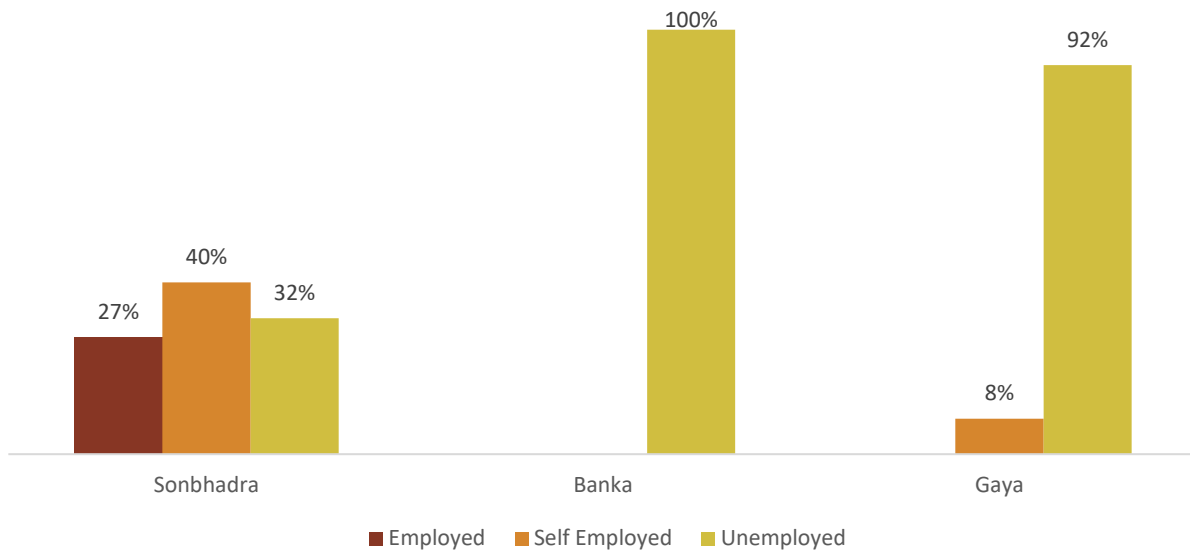
Number of respondents:16,392

A significant percentage of the beneficiaries across some of the states were employed in the same organization after the RPL certification. 67% of the beneficiaries from Tripura, 59% from Assam and 48% from Punjab is currently employed in the same organization. The percentage of beneficiaries who employed in different organization is the highest from Gujarat (68%), Assam (41%) and Tripura (39%). The percentage of self-employed beneficiaries is the highest from Uttar Pradesh (59%). Percentage of the unemployed beneficiaries is highest Bihar (84%).

15.5.1.1.6.2 Impact on employment by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following chart shows the employment status of the beneficiaries by LWE before the certification:



**FIGURE 125: EMPLOYMENT STATUS OF THE BENEFICIARIES BY LWE BEFORE THE CERTIFICATION**

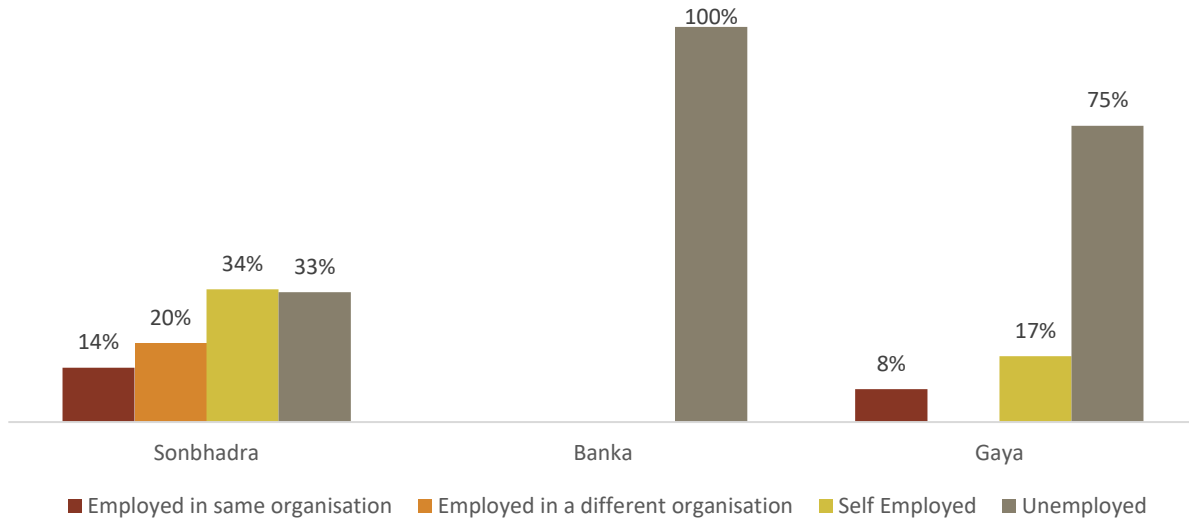
Q. What was your employment status at the time of the certification?

Number of respondents:164

100% of the beneficiaries from Banka and 92% form Gaya reported to be unemployed before the certification. Form Sonbhadra, 27% reported to be employed, 40% reported to be self-employed.

**Impact Assessment for Management Sector**

The following chart shows the employment status of the beneficiaries by LWE after the certification:



**FIGURE 126: EMPLOYMENT STATUS OF THE BENEFICIARIES BY LWE AFTER THE CERTIFICATION**

Q. What is your employment status now?

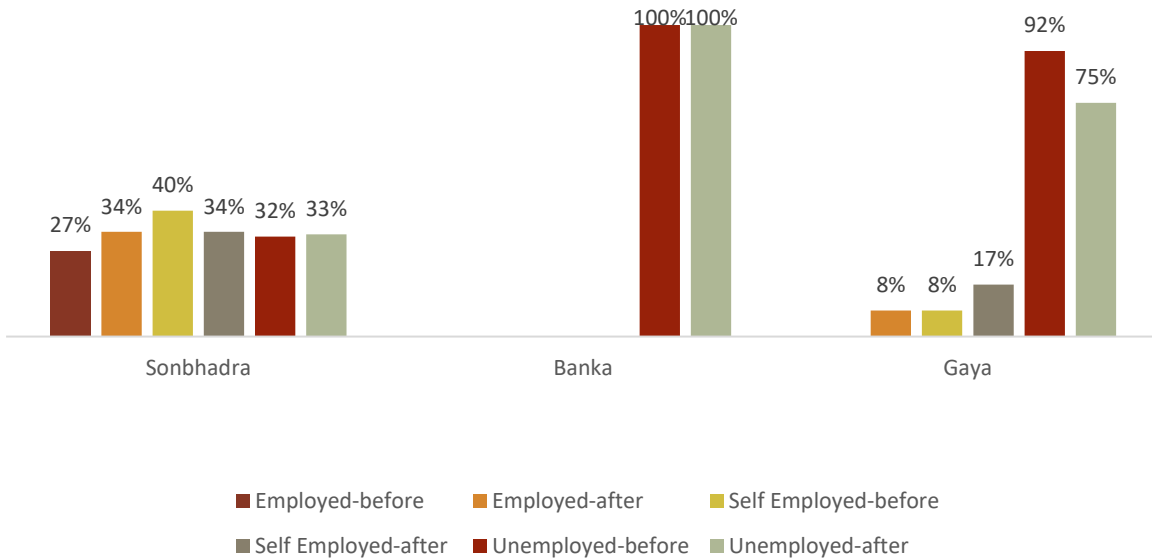
Number of respondents:164

100% of the beneficiaries from Banka and 75% from Gaya are unemployed even after the certification. In Sonbhadra 14% reported to be employed in same organization, 20% reported to be employed in different organization and 34% reported to be self-employed.

**Impact Assessment for Management Sector**

**Comparison between before and after RPL certification:**

The following chart shows the comparison between the employment status of the beneficiaries by job role:



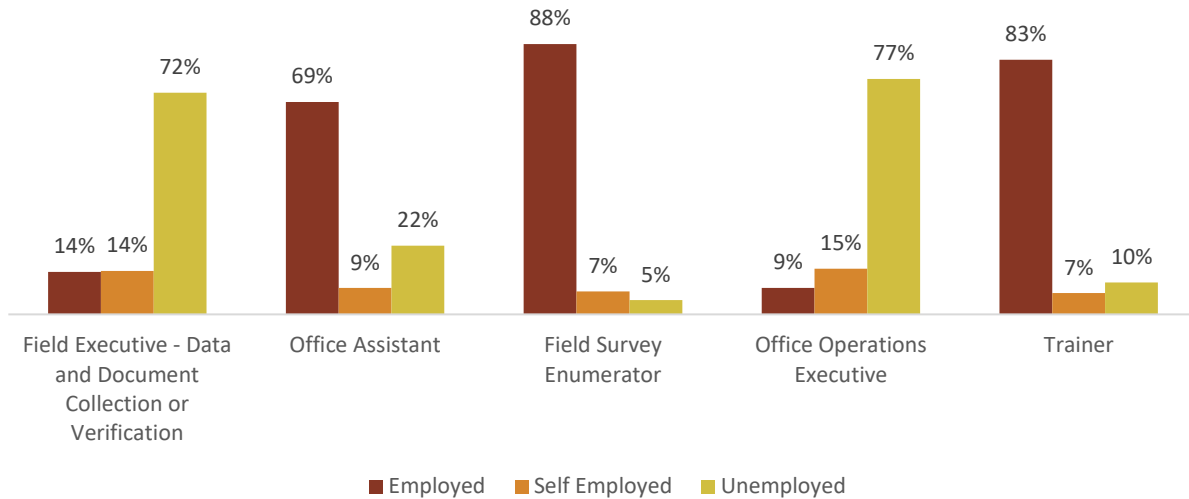
**FIGURE 127: COMPARISON OF EMPLOYMENT STATUS BY GENDER**

Only in Gaya unemployment has decreased after the RPL program, in all the other districts almost employment status has remained same.

Impact Assessment for Management Sector

15.5.1.1.6.3 Impact on employment by job role

The following chart shows the employment status of the beneficiaries by job role before the certification



**FIGURE 128: EMPLOYMENT STATUS OF THE BENEFICIARIES BY JOB ROLE BEFORE THE CERTIFICATION**

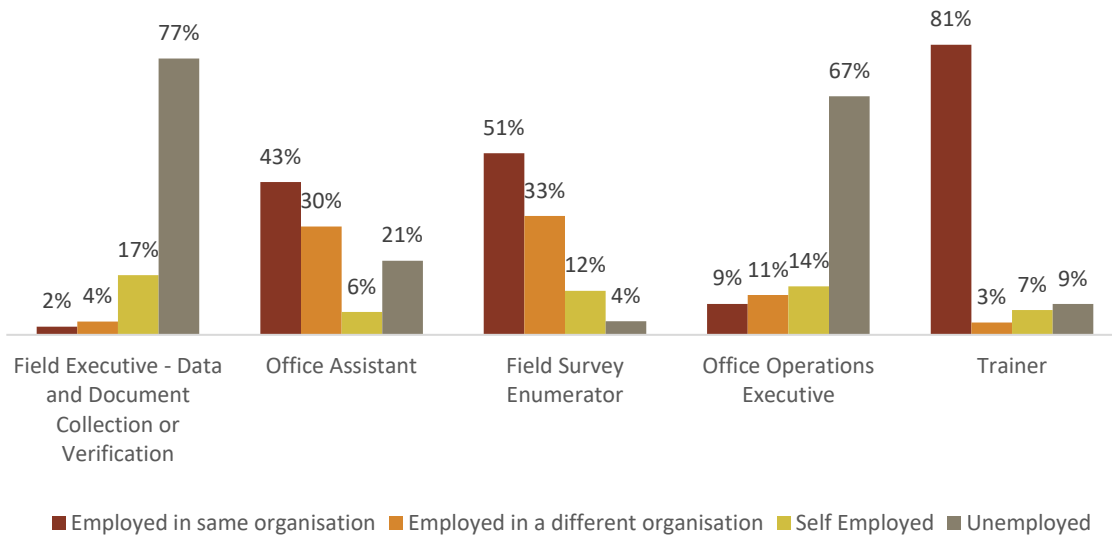
Q. What was your employment status at the time of the certification?

Number of respondents:16,394

A majority of all the beneficiaries were employed before the RPL program for field survey (88%), trainer (83%) and office assistant (69%) job roles. Very few beneficiaries for all the job roles were self-employed, highest being office operation executive at 15% From some job roles such as field executive (72%) and office operations executive (77%) beneficiaries were unemployed.

**Impact Assessment for Management Sector**

The following chart shows the employment status of the beneficiaries by job role after the certification:



**FIGURE 129: EMPLOYMENT STATUS OF THE BENEFICIARIES BY JOB ROLE AFTER THE CERTIFICATION**

Q. What is your employment status now?

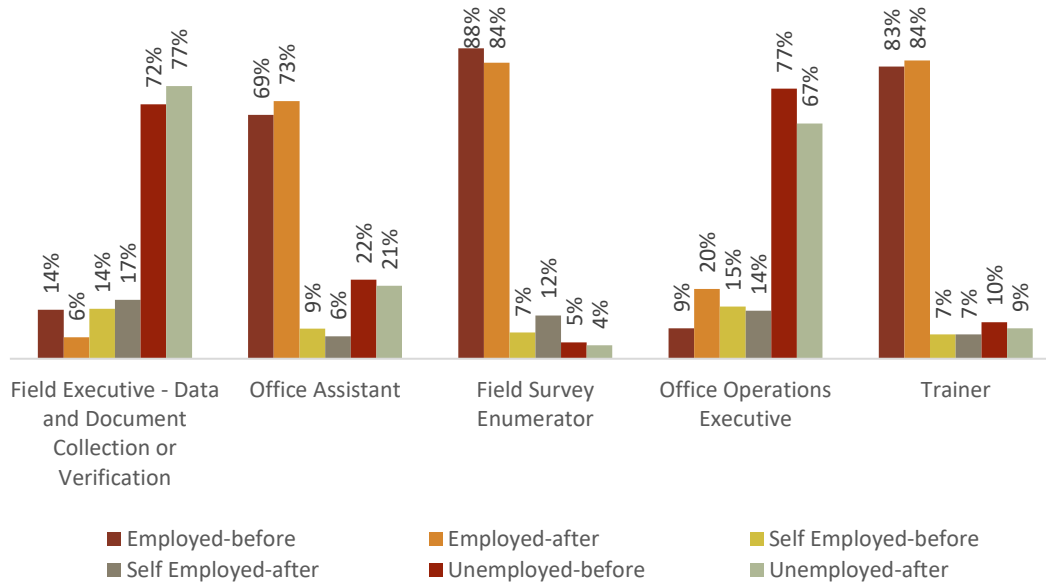
Number of respondents:16,394

The highest percentage of beneficiaries employed in the same organization, are from job role of trainer, 81%, followed by 51% field survey enumerator and 43% office assistant. The highest percentage of beneficiaries reported to be employed in different organization is field survey (33%) and office assistant (30%). Around 17% to 6% beneficiaries reported to be self-employed across all job roles. The highest percentage of the unemployed beneficiaries belong to job role of filed executive (77%) and office operations executive (67%).

Impact Assessment for Management Sector

**Comparison between before and after RPL certification**

The following chart shows the comparison between the employment status of the beneficiaries by job role:



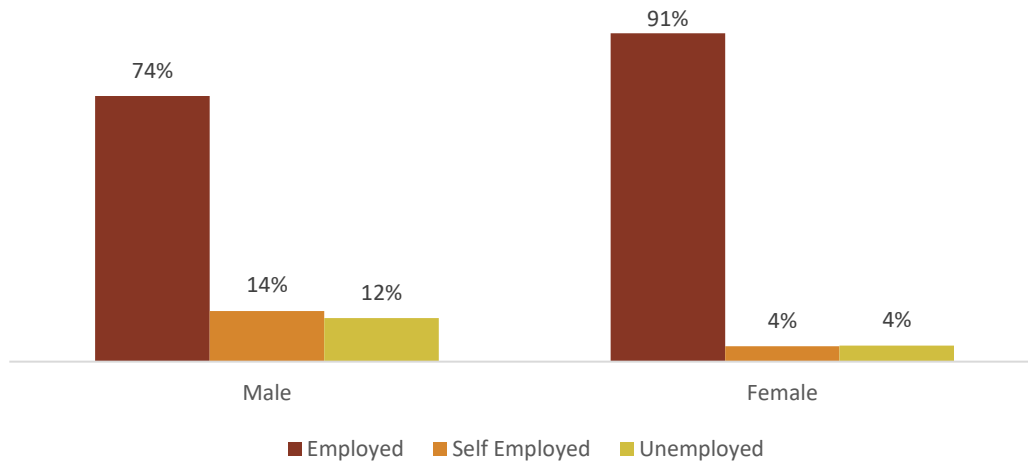
**FIGURE 130: COMPARISON OF EMPLOYMENT STATUS BY JOB ROLE**

Office operations executive, is the best performing job role, as the employment has increased by 11%, followed by 4% in office assistant and 1% in trainer job roles after RPL program. Self-employment has increased in job roles after RPL program in field executive by 3% and field survey enumerator by 5%. It is same for trainers and decreased by 3% for office assistant and 1% for office operations executive job role. Unemployment has increased in field executive job role after the program by 5%

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15.5.1.1.6.4 Impact on employment by gender

The following chart shows the employment status of the beneficiaries by gender before the certification:

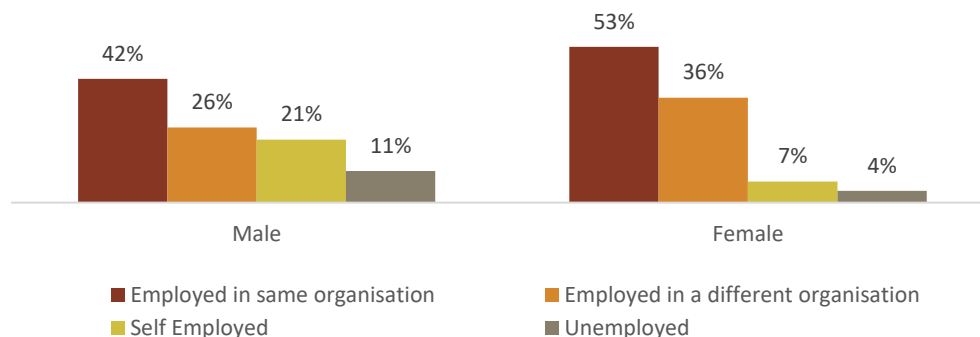


**FIGURE 131: EMPLOYMENT STATUS OF THE BENEFICIARIES BY GENDER BEFORE THE CERTIFICATION**

Q. What was your employment status at the time of the certification? Number of respondents: 16,322

A majority of both male (74%) and female beneficiaries (91%) were employed before the RPL program. 14% of the male beneficiaries were self-employed and the remaining 12% were unemployed. On the other hand, 4% of the female beneficiaries were self-employed and the remaining 4% were unemployed.

The following chart shows the employment status of the beneficiaries by gender after the certification:



**FIGURE 132: EMPLOYMENT STATUS OF THE BENEFICIARIES BY GENDER AFTER THE CERTIFICATION**

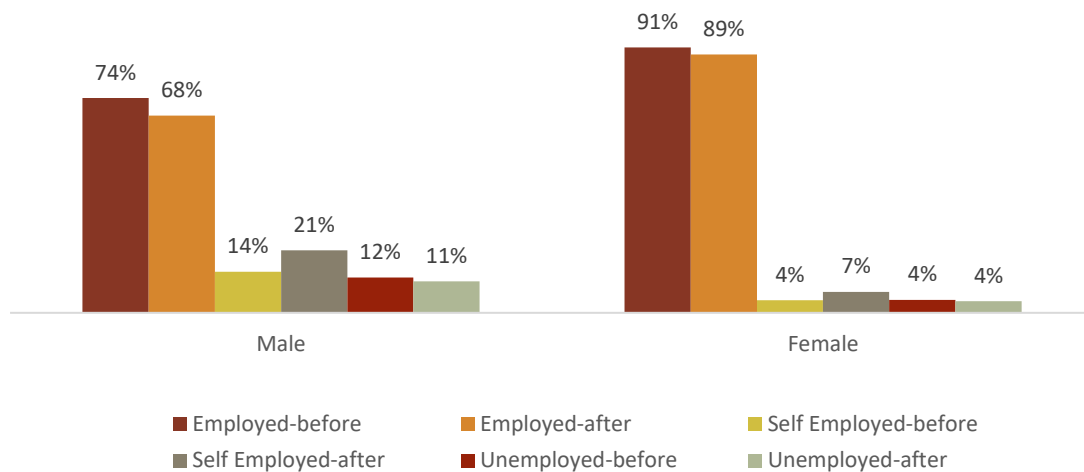
Q. What is your employment status now? Number of responses: 16,322

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A majority of both male (42%) and female beneficiaries (53%) are employed the same organization before the RPL program. 26% of the male beneficiaries were employed in different organization, 21% of them are self-employed and the remaining 11% were unemployed. On the other hand, 36% of the female beneficiaries are employed in a different organization, 7% of the female beneficiaries were self-employed and the remaining 4% were unemployed.

### Comparison between before and after RPL certification

The following chart shows the comparison between the employment status of the beneficiaries by gender:



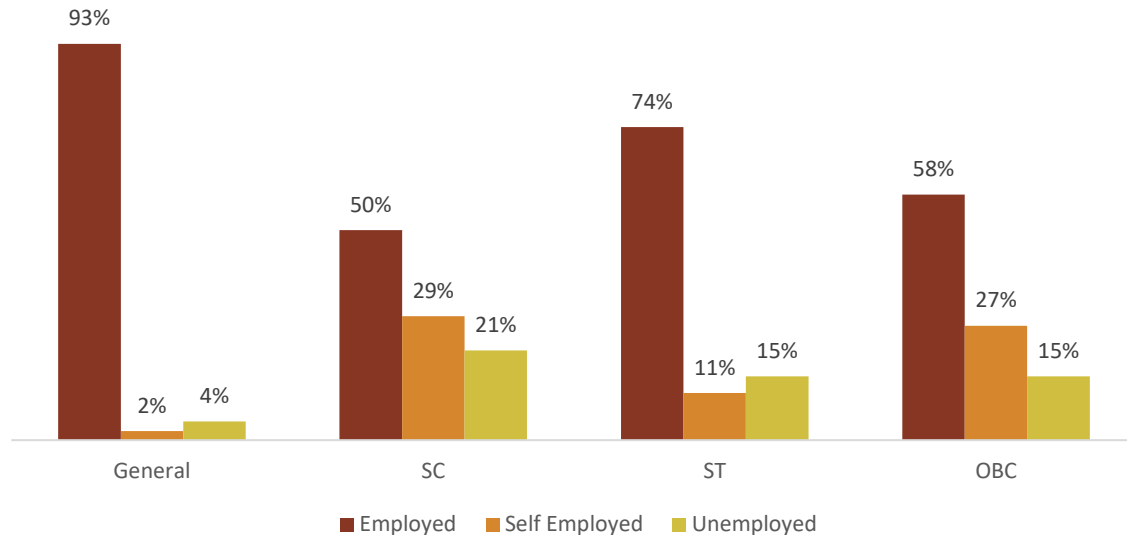
**FIGURE 133: COMPARISON OF EMPLOYMENT STATUS BY GENDER**

The percentage of both employed male and female beneficiaries decreased by 6% and 2% respectively after the RPL certification. The percentage of unemployed beneficiaries reduced by 1% for male and remained same for female after the program. The percentage of self-employed male beneficiaries increased by 7% and female beneficiaries increased by 3%.

Impact Assessment for Management Sector

15.5.1.1.6.5 Impact on employment by caste category

The following chart shows the employment status of the beneficiaries by caste category before the certification:



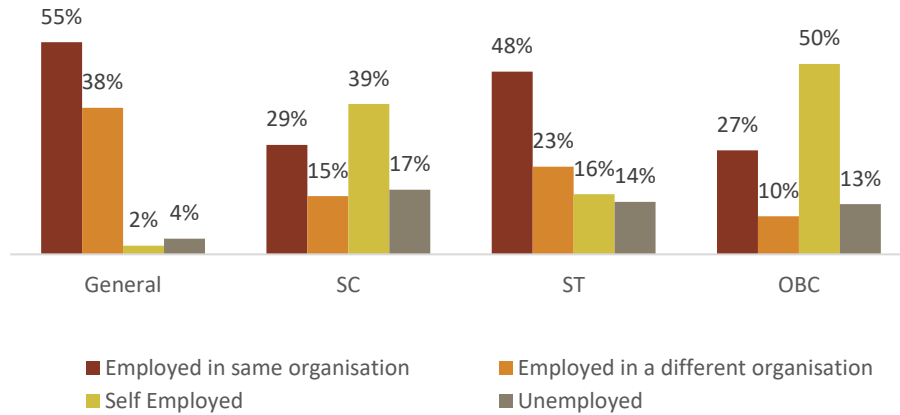
**FIGURE 134: EMPLOYMENT STATUS OF THE BENEFICIARIES BY CASTE CATEGORY BEFORE THE CERTIFICATION**

Q. What was your employment status at the time of the certification? Number of respondents: 16,322

A majority of beneficiaries across all the categories were employed before the RPL program, the highest percentage is from the general category (93%). The highest percentage of beneficiaries who were self-employed is from SC category (29%). The percentage of unemployed beneficiaries was highest from the SC category (21%).

**Impact Assessment for Management Sector**

The following chart shows the employment status of the beneficiaries by caste category after the certification:



**FIGURE 135: EMPLOYMENT STATUS OF THE BENEFICIARIES BY CASTE CATEGORY BEFORE THE CERTIFICATION**

Q. What is your employment status now?

Number of responses: 16,322

A majority of beneficiaries across all the categories are employed the same organization before the RPL program, the highest percentage is from the OBC category. The highest percentage of beneficiaries who are employed in different organization is from SC category (17%), the highest percentage who are self-employed right now is from general category (11%). A very small percentage of beneficiaries is unemployed now, the highest percentage is from the ST category (8%).

Impact Assessment for Management Sector

**Comparison between before and after RPL certification**

The following chart shows the comparison between the employment status of the beneficiaries by caste category:



**FIGURE 136: COMPARISON OF EMPLOYMENT STATUS BY CASTE CATEGORY**

The percentage of employed beneficiaries increased by 1% in general category only. Across all other categories employment has decreased. Self-employment has either remained same or increased by 10% in SC, 5% in ST and 23% in OBC categories. The percentage of unemployed beneficiaries either remains same (general) or reduced by 1% to 4% (SC, ST and OBC).

## Impact Assessment for Management Sector

### 15.5.1.2 Impact on income

The following charts represents the impact of RPL program on income across states, LWE, genders, caste categories and job roles:

#### 15.5.1.2.1 Impact on income by state

The following charts shows the certification impact on their job and their income by states

##### 15.5.1.2.1.1 Certification impact by states

The following chart shows the impact of RPL certificate by state:

State	My salary or Income increased	I received a promotion	My roles and responsibilities have increased	I received appreciation at my workplace	Others (specificity)	It has made no difference to me
Gujarat	79%	4%	6%	6%	0%	6%
Uttar Pradesh	78%	6%	10%	4%	0%	1%
Punjab	57%	18%	8%	4%	0%	13%
Madhya Pradesh	32%	0%	56%	8%	0%	4%
Tripura	26%	29%	23%	23%	0%	0%
Assam	25%	25%	25%	24%	0%	0%
Odisha	21%	29%	21%	21%	0%	8%
Bihar	2%	2%	0%	0%	0%	96%

**TABLE 30: IMPACT OF RPL CERTIFICATE BY STATE**

Q In what ways has the RPL certificate benefited you?

Number of respondents: 12,968

The highest percentage of beneficiaries mentioned an increase in their salary/income is from Gujarat (79%) and Uttar Pradesh (78%). Some percentage of beneficiaries also reported to receive a promotion after undertaking the RPL program, the highest percentage of them is from Tripura (29%) and Odisha (29%). The highest percentage of beneficiaries whose roles and responsibilities have increased post RPL certification is from Madhya Pradesh (56%). 24% Gujarat beneficiaries constitutes the highest percentage who received appreciation at their workplace. 96% of the beneficiaries from Bihar stated that RPL program had no impact on them.

## Impact Assessment for Management Sector

### 15.5.1.2.1.2 Change in income by states

Beneficiaries who have some raise in their income were further interviewed on their change in income/salary. The following table shows the percentage of beneficiaries reported change in their income/salary.

State	Up to 5%	5% to 15%	15% to 25%	More than 25%
Delhi	100%	0%	0%	0%
Odisha	100%	0%	0%	0%
Madhya Pradesh	50%	40%	10%	0%
Tripura	36%	30%	16%	18%
Assam	29%	28%	30%	14%
Uttar Pradesh	18%	78%	2%	2%
Gujarat	5%	11%	31%	53%
Punjab	1%	97%	1%	1%

**TABLE 31: CHANGE IN INCOME/SALARY BY STATE**

Q What percentage of income/salary has increased after RPL program?

Number of respondents: 3,898

A majority of the beneficiaries experienced a raise up to 5% across all the states, 100% of the beneficiaries from Delhi and Odisha had a raise up to 5%. 96% of the beneficiaries from Bihar, 68% from Uttar Pradesh and 42% Madhya Pradesh had an increase of 5% to 15% after undergoing the certification. The highest percentage of beneficiaries with 15% to 25% raise is from Tripura (30%). Percentage of beneficiaries who had an increase of more than 25%, is from Gujarat (9%).

Impact Assessment for Management Sector

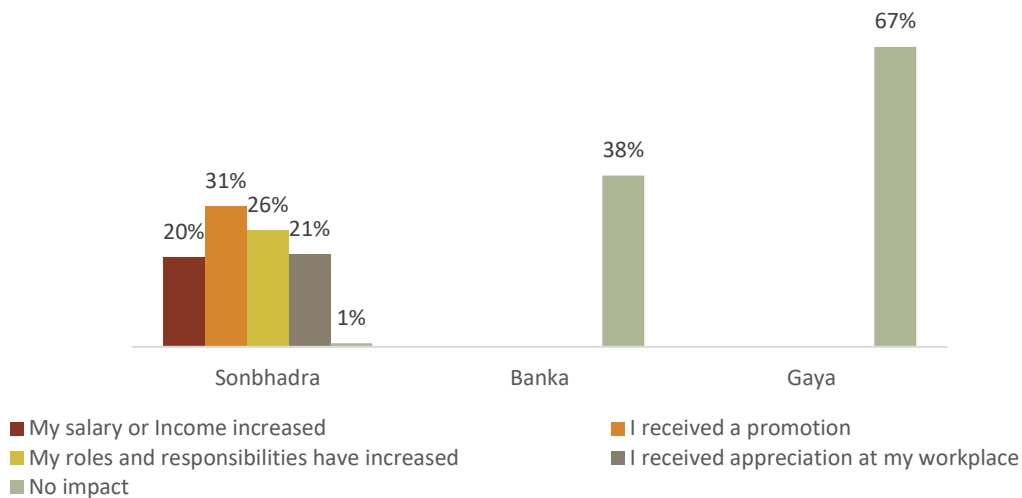
15.5.1.2.2 Impact on income by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following charts shows the certification impact on their job and their income by LWE:

15.5.1.2.2.1 Certification impact by LWE

The following chart shows the impact of RPL certificate by LWE:



**FIGURE 137: IMPACT OF RPL CERTIFICATE BY LWE**

Q In what ways has the RPL certificate benefited you?

Number of respondents: 164

Beneficiaries from Gaya and Banka informed that there was no impact of the RPL certification. Beneficiaries from Sonbhadra informed that they received a promotion. None of the beneficiary reported increase in the income and roles and responsibility or even appreciation after the RPL program.

Only in Sonbhadra beneficiaries reported increases in income, majority i.e., 97% reported increase in income by up to 5% and 3% beneficiaries reported increase in income by 15% to 25%.

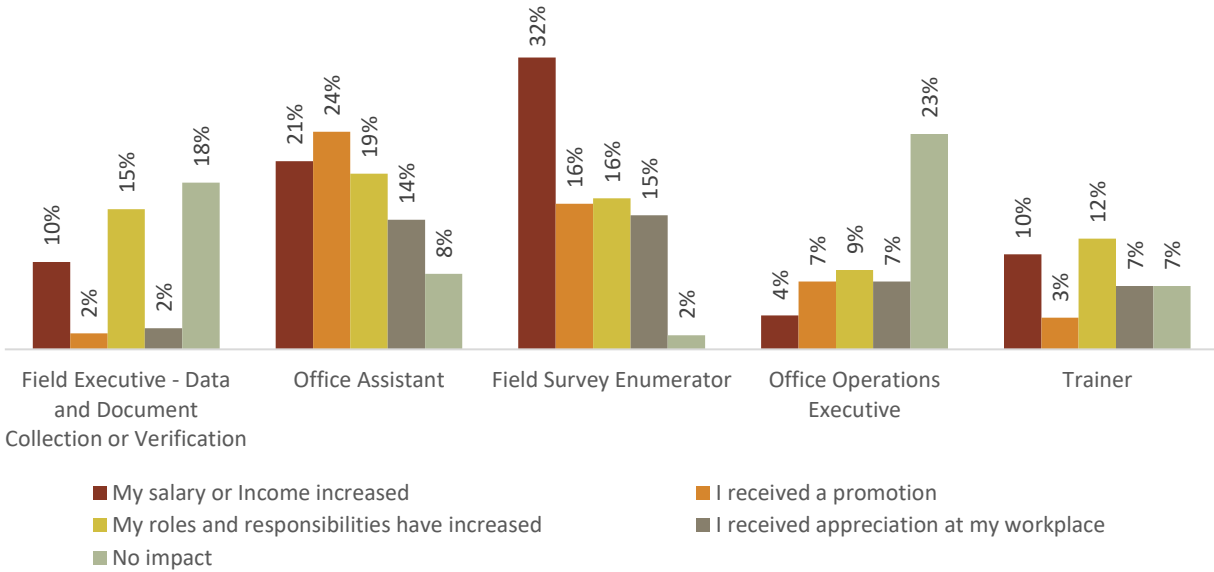
Impact Assessment for Management Sector

15.5.1.2.3 Impact on income by job role

The following charts shows the certification impact on their job and their income by job role:

15.5.1.2.3.1 Certification impact by job role

The following chart shows the impact of RPL certificate by job role:



**FIGURE 138: IMPACT OF RPL CERTIFICATE BY JOB ROLE**

Q In what ways has the RPL certificate benefited you?

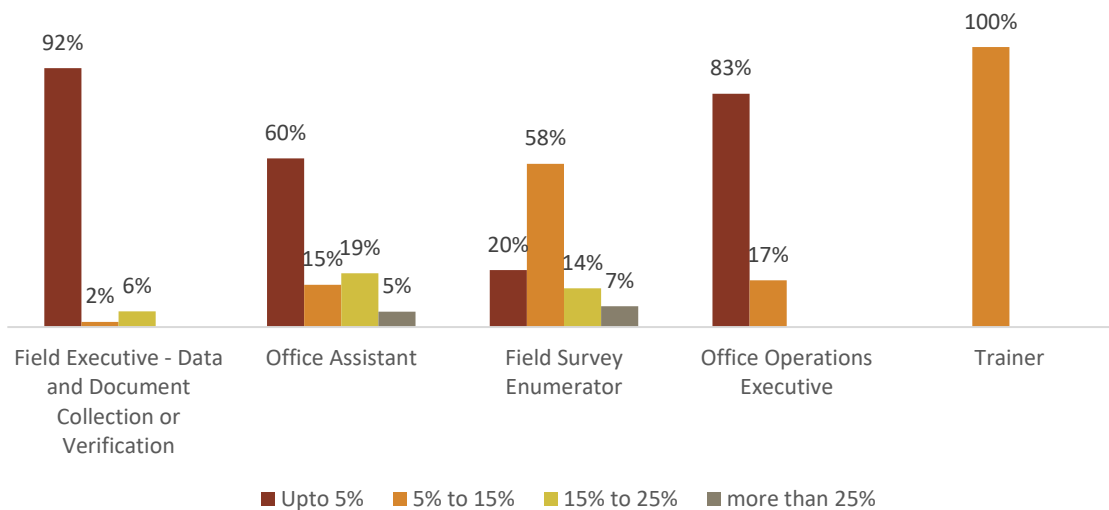
Number of respondents: 12,968

The highest percentage of beneficiaries whose salary or income increased after the RPL program is field survey enumerator (32%), followed by office assistant (21%). The highest percentage of beneficiaries received promotion is office assistant (24%). The highest percentage who stated that their roles and responsibilities increased after undergoing the certification is office assistant (19%), field survey enumerator (16%) and field executive (15%). A significant percentage in some job roles received appreciation at their workplace, filed survey enumerator (16%) and office assistant (14%). 23% of the office operation executive job role beneficiaries indicated no impact of RPL program.

Impact Assessment for Management Sector

15.5.1.2.3.2 Change in their income/salary by job role

Beneficiaries who have some raise in their income were further interviewed on their change in income/salary. The following chart shows the change in income/salary after RPL certification by job role:



**FIGURE 139: CHANGE IN INCOME/SALARY AFTER RPL BY JOB ROLE**

Q What percentage of income/salary has increased after RPL program?

Number of respondents: 3,898

A majority of the beneficiaries almost across all the job roles experience an increase up to 5%, the highest percentage is field executive (92%), followed by office operations executive (83%), and office assistant (60%), except trainer job role. The highest percentage of beneficiaries with an income raise of 5% to 15% is trainer (100%). For some job roles increase of 15% to 25% is stated, the highest percentage is reported by office assistant (19%). A very small percentage of beneficiaries had an increment of more than 25%, highest percentage is field survey enumerator (7%) and office assistant (5%).

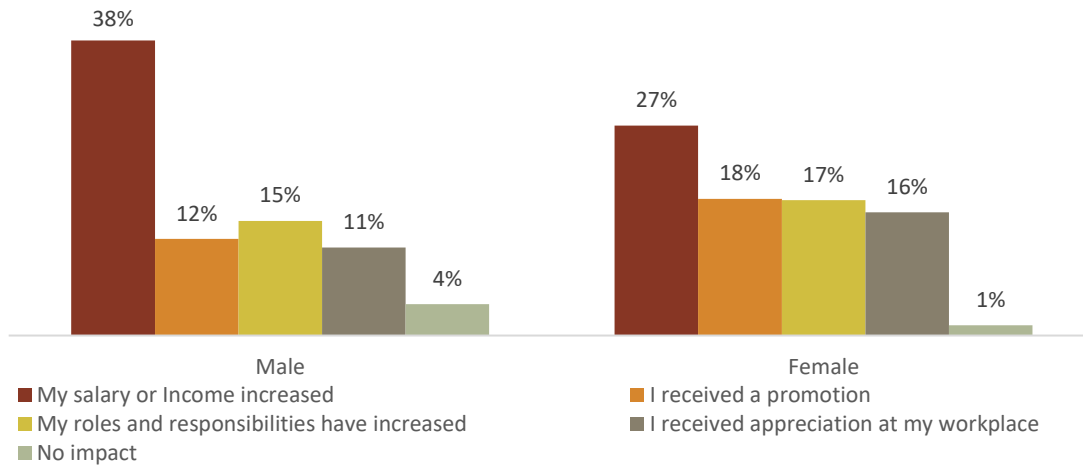
Impact Assessment for Management Sector

15.5.1.2.4 Impact on income by gender

The following charts shows the certification impact on their job and their income by gender:

15.5.1.2.4.1 Certification impact by gender

The following chart shows the impact of RPL certificate by gender:



**FIGURE 140: IMPACT OF RPL CERTIFICATE BY GENDER**

Q In what ways has the RPL certificate benefited you?

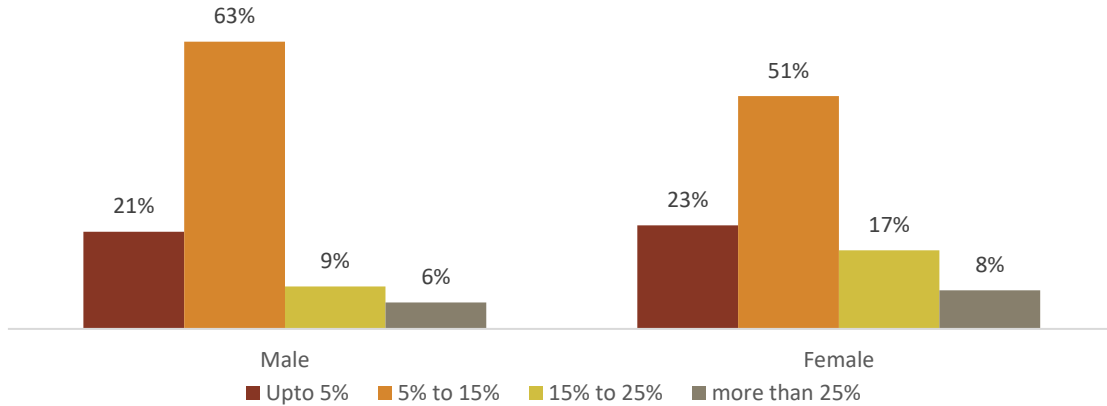
Number of respondents: 12,968

The highest percentage of male beneficiaries (38%) and female beneficiaries (27%) stated that their salary or income has increased as a result of undergoing the RPL certification. 12% of male and 18% of female beneficiaries received a promotion. 15% of male and 17% of female beneficiaries stated increase in roles and responsibilities have increased as a result of undergoing the RPL certification. whereas the highest percentage of female beneficiaries (26%) states that their salary or income increased as a result of RPL certification. 24% of the male beneficiaries reported that RPL program helped to increase their salary or income, 17% of the male beneficiaries received appreciation at their workplace and the 9% got a promotion.

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15.5.1.2.4.2 Change in their income/salary by gender

Beneficiaries who have some raise in their income were further interviewed on their change in income/salary. The following chart shows the change in income/salary after RPL certification by gender:



**FIGURE 141: CHANGE IN INCOME/SALARY AFTER RPL BY GENDER**

Q What percentage of income/salary has increased after RPL program?

Number of respondents: 3,912

A majority of both male (63%) and female (52%) beneficiaries stated their income to be increased up to 5% to 15% after RPL certification. 21% of the male beneficiaries experienced an increase in their income by 5% post-certification, 9% reported the increase by 15% to 25%, and the remaining 6% male beneficiaries stated the raise by more than 25%. Similarly, 23% of the female beneficiaries experienced an increase in their income by 5% post-certification, 17% reported the increase by 15% to 25% and the remaining 8% female beneficiaries stated the raise to be more than 25%.

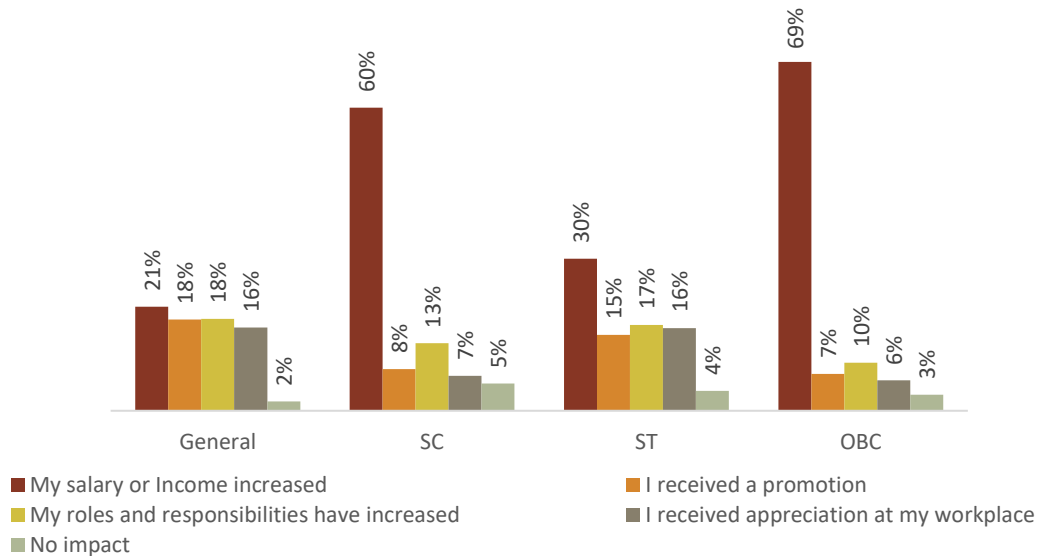
Impact Assessment for Management Sector

15.5.1.2.5 Impact on income by caste category

The following charts shows the certification impact on their job and their income by caste category:

15.5.1.2.5.1 Certification impact by caste category

The following chart shows the impact of RPL certificate by caste category:



**FIGURE 142: IMPACT OF RPL CERTIFICATE BY CASTE CATEGORY**

Q In what ways has the RPL certificate benefited you?

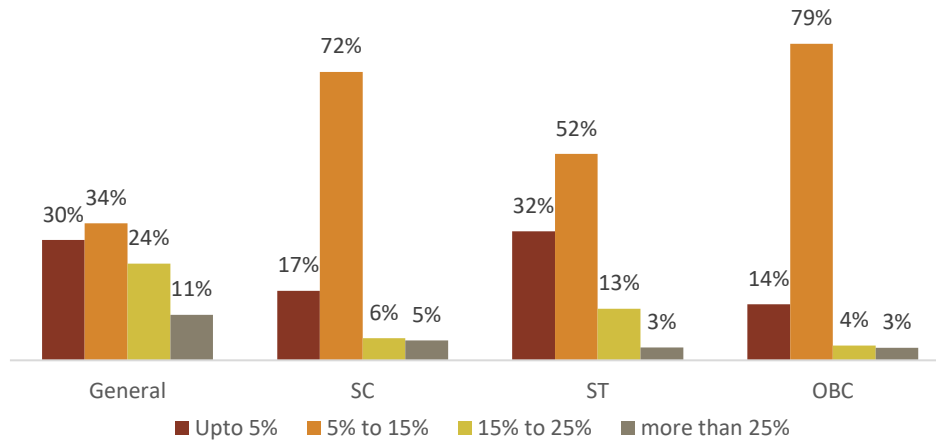
Number of respondents: 12,968

The highest percentage of beneficiaries who stated that their salary/income increased as a result of RPL certification are from OBC (69%) and SC (60%) category. Percentage of beneficiaries who received a promotion after the certification 18% in general, 15% in ST, 8% in SC, & 7% in OBC. The highest percentage of beneficiaries who mentioned their roles and responsibilities increased after they went through the certification is from general (18%) and ST (17%) category. The highest percentage of beneficiaries who received appreciation at their workplace are from general and ST category.

Impact Assessment for Management Sector

15.5.1.2.5.2 Change in their income/salary by caste category

The following chart shows the change in income/salary after RPL certification by caste category:



**FIGURE 143: CHANGE IN INCOME/SALARY AFTER RPL BY CASTE CATEGORY**

Q What percentage of income/salary has increased after RPL program?

Number of respondents: 3,905

A majority of beneficiaries across all the caste categories stated their income to be increased up to 5% to 15% after RPL certification, the highest percentage is from OBC category (79%) followed by SC category (72%). The highest percentage of beneficiaries with raise of income between 5% is from the ST (32%) and general (30%) category. The highest percentage of beneficiaries with an increase in salary of 15% to 25% is in general category (24%) and the highest percentage with more than 25% raise in their income are from again form general category, 11%.

## Impact Assessment for Management Sector

### 15.5.2 Impact on society

The following charts represents the socio-economic impact of RPL program across states, LWE, genders, caste categories and job roles:

#### 15.5.2.1.1 Program impact on social wellbeing by state

The following tables show the socio-economic impact of RPL program across various parameters:

##### 15.5.2.1.1.1 Level of savings

The following chart shows the RPL program impact on level of savings by state:

States	Worse	Same	Better
Tripura	0%	0%	100%
Assam	0%	0%	100%
Odisha	0%	10%	90%
Uttar Pradesh	0%	13%	87%
Punjab	0%	13%	87%
Gujarat	4%	16%	80%
Madhya Pradesh	2%	26%	72%
Bihar	0%	95%	5%
Delhi	0%	95%	5%
West Bengal	1%	97%	2%
Haryana	0%	100%	0%

**TABLE 32: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY STATE**

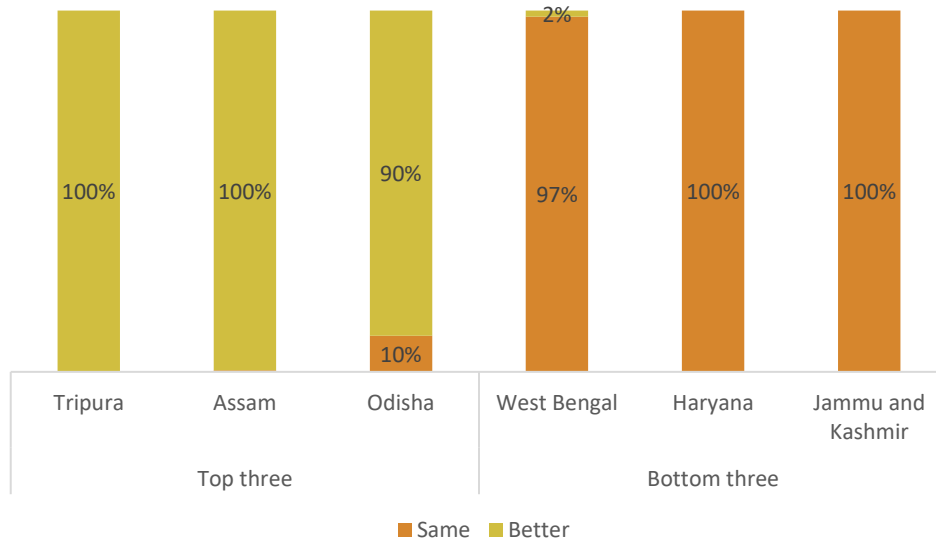
Q What has been the change in the level of savings as a result of the RPL Program?

Number of respondents: 16,394

The beneficiaries across all the states stated either a same or better level of savings after the RPL certification. 100% of the beneficiaries who have a better level of savings now is from Tripura and Assam, followed by Odisha (90%). However, 100% of the beneficiaries from Haryana reported to have a same level of savings as before the RPL program.

## Impact Assessment for Management Sector

The following chart shows the top three and bottom three states in terms of impact of RPL program on level of savings:



**FIGURE 144: TOP THREE AND BOTTOM THREE STATES IN TERMS OF LEVEL OF SAVINGS**

Tripura, Assam and Odisha are the top three states to feel the impact of RPL program on their level of savings whereas, West Bengal, Haryana and Jammu and Kashmir are the bottom three states.

Impact Assessment for Management Sector

15.5.2.1.1.2 Lifestyle

The following chart shows the impact of RPL program on lifestyle by state:

	Worse	Same	Better
<b>Tripura</b>	0%	0%	100%
<b>Assam</b>	0%	0%	100%
<b>Uttar Pradesh</b>	0%	7%	93%
<b>Punjab</b>	0%	13%	87%
<b>Gujarat</b>	3%	16%	82%
<b>Madhya Pradesh</b>	2%	18%	80%
<b>Odisha</b>	0%	70%	30%
<b>Bihar</b>	0%	95%	5%
<b>Delhi</b>	0%	95%	5%
<b>West Bengal</b>	1%	97%	2%
<b>Jammu and Kashmir</b>	0%	100%	0%

TABLE 33: IMPACT OF RPL PROGRAM ON LIFESTYLE BY STATE

Q. What has been the change in the lifestyle as a result of the RPL Program? Number of respondents: 16,394

The beneficiaries across all the states stated either a same or better lifestyle after the RPL certification. 100% of the beneficiaries who have a better lifestyle now is from Tripura and Assam, followed by 93% in Uttar Pradesh. However, the highest percentage of beneficiaries reported to have a same lifestyle as before the RPL program is from Jammu and Kashmir (100%), followed by West Bengal 97%.

The following chart shows the top three and bottom three states in terms of impact of RPL program on lifestyle:

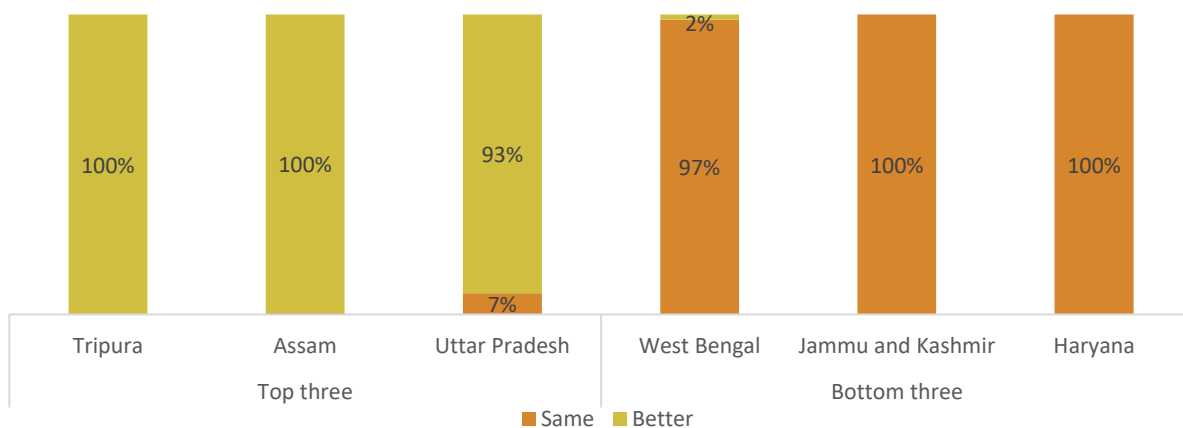


FIGURE 145: TOP THREE AND BOTTOM THREE STATES IN TERMS OF LIFESTYLE

Tripura, Assam and Uttar Pradesh are the top three states to feel the impact of RPL program on their level of savings whereas, West Bengal, Jammu and Kashmir and Haryana are the bottom three states.

Impact Assessment for Management Sector

15.5.2.1.1.3 Health

The following chart shows the impact of RPL program on health by state:

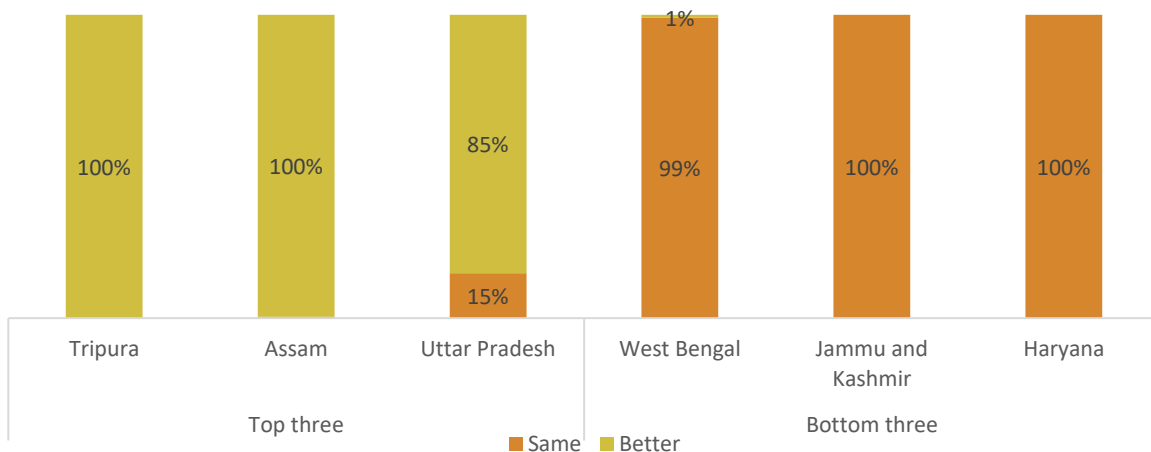
	Worse	Same	Better
<b>Tripura</b>	0%	0%	100%
<b>Assam</b>	0%	0%	100%
<b>Punjab</b>	0%	15%	85%
<b>Gujarat</b>	3%	13%	84%
<b>Madhya Pradesh</b>	2%	50%	48%
<b>Uttar Pradesh</b>	0%	54%	45%
<b>Odisha</b>	0%	70%	30%
<b>Delhi</b>	0%	95%	5%
<b>Bihar</b>	0%	98%	2%
<b>West Bengal</b>	0%	99%	1%
<b>Jammu and Kashmir</b>	0%	100%	0%

**TABLE 34: IMPACT OF RPL PROGRAM ON HEALTH BY GENDER**

What has been the change in the health as a result of the RPL Program? Number of respondents: 16,394

The beneficiaries across all the states stated either a same or better health after the RPL certification. 100% beneficiaries from Tripura and Assam have a better health now after the RPL program. However, the highest percentage of beneficiaries reported to have a same health as before the RPL program is from Jammu and Kashmir (100%), West Bengal (99%) and Bihar (98%).

The following chart shows the top three and bottom three states in terms of impact of RPL program on health:



**FIGURE 146: TOP THREE AND BOTTOM THREE STATES IN TERMS OF HEALTH**

Tripura, Assam and Uttar Pradesh are the top three states to feel the impact of RPL program on their level of savings whereas, West Bengal, Haryana and Jammu and Kashmir are the bottom three states.

Impact Assessment for Management Sector

15.5.2.1.1.4 Social status

The following chart shows the impact of RPL program on social status by state:

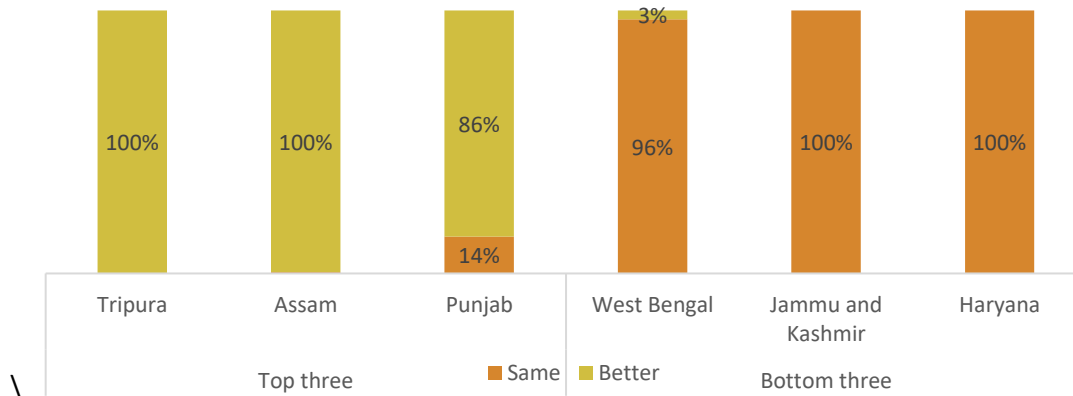
	Worse	Same	Better
<b>Tripura</b>	0%	0%	100%
<b>Assam</b>	0%	0%	100%
<b>Punjab</b>	0%	14%	86%
<b>Gujarat</b>	3%	14%	83%
<b>Madhya Pradesh</b>	2%	36%	62%
<b>Uttar Pradesh</b>	0%	51%	49%
<b>Odisha</b>	0%	70%	30%
<b>Bihar</b>	0%	93%	7%
<b>Delhi</b>	0%	94%	6%
<b>West Bengal</b>	1%	96%	3%
<b>Jammu and Kashmir</b>	0%	100%	0%

**TABLE 35: IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY STATE**

What has been the change in the social status as a result of the RPL Program? Number of respondents: 16,394

The beneficiaries across all the states stated either a same or better social status after the RPL certification. 100% beneficiaries from Tripura and Assam have a better social status now after the RPL program. However, the highest percentage of beneficiaries reported to have a same social status as before the RPL program is from Jammu and Kashmir (100%).

The following chart shows the top three and bottom three states in terms of impact of RPL program on social status:



**FIGURE 147: TOP THREE AND BOTTOM THREE STATES IN TERMS OF SOCIAL STATUS**

Tripura, Assam and Punjab are the top three states to feel the impact of RPL program on their level of savings whereas, West Bengal, Jammu and Kashmir and Haryana are the bottom three states.

**Impact Assessment for Management Sector**

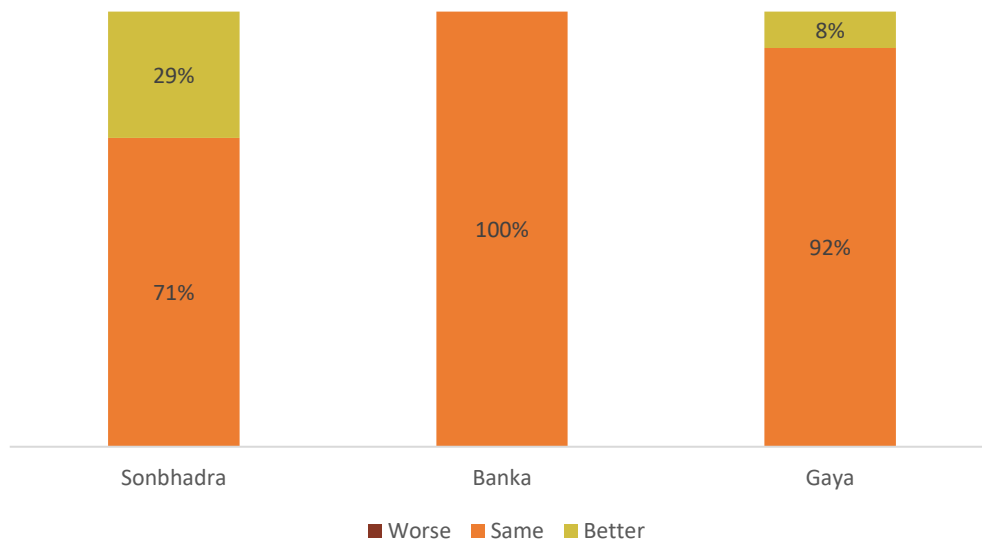
*15.5.2.1.2 Program impact on social wellbeing by LWE*

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following charts show the socio-economic impact of RPL program across various parameters:

*15.5.2.1.2.1 Level of savings*

The following chart shows the RPL program impact on level of savings by LWE:



**FIGURE 148: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY LWE**

*Q What has been the change in the level of savings as a result of the RPL Program?*

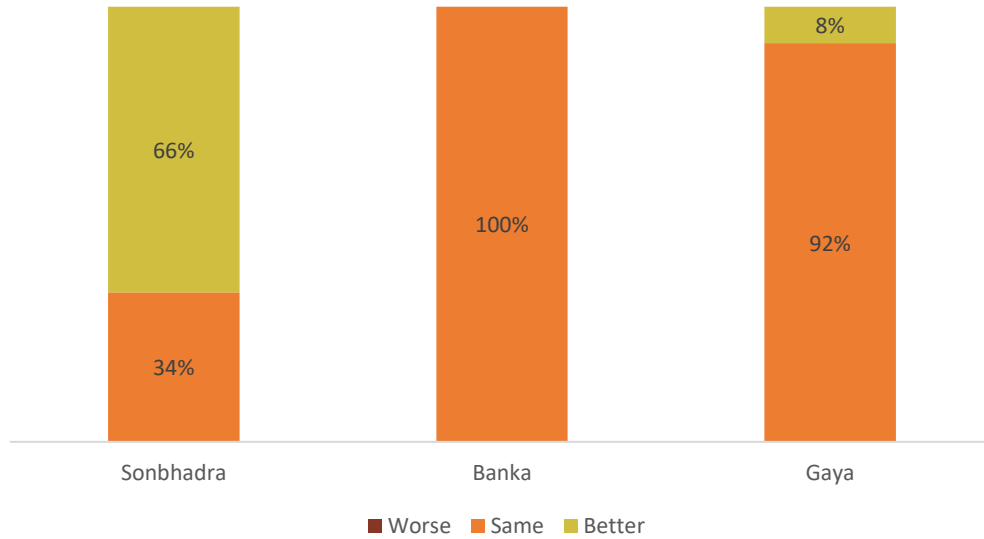
*Number of respondents:164*

100% of the beneficiaries from Banka are same in terms of level of savings after the RPL certification. 29% of the beneficiaries from Sonbhadra and 2% of Gaya reported their level of savings to be the better after the certification.

Impact Assessment for Management Sector

15.5.2.1.2.2 Lifestyle

The following chart shows the RPL program impact on lifestyle by LWE:



**FIGURE 149: IMPACT OF RPL PROGRAM ON LIFESTYLE BY LWE**

Q What has been the change in the lifestyle as a result of the RPL Program?

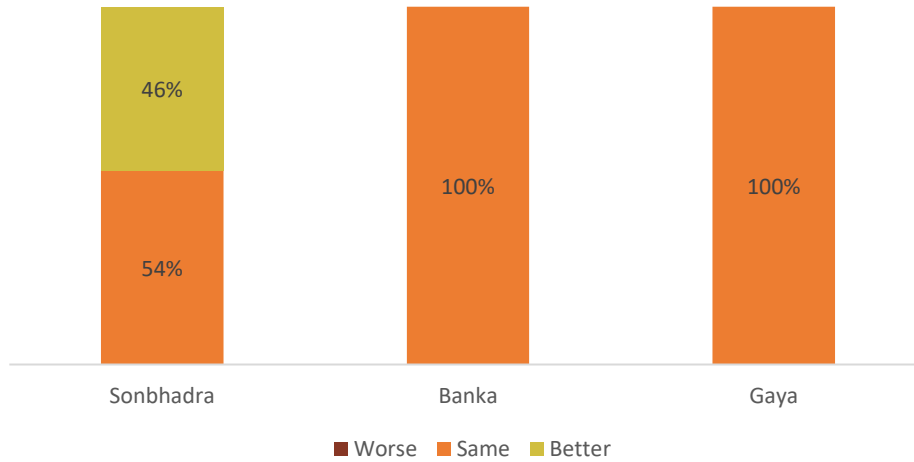
Number of respondents:164

100% of the beneficiaries from Banka are same in terms of lifestyle after the RPL certification. 66% of the beneficiaries from Sonbhadra and 8% of Gaya reported their lifestyle to be the better after the certification.

Impact Assessment for Management Sector

15.5.2.1.2.3 Health

The following chart shows the RPL program impact on health by LWE:



**FIGURE 150: IMPACT OF RPL PROGRAM ON HEALTH BY LWE**

Q What has been the change in the health as a result of the RPL Program?

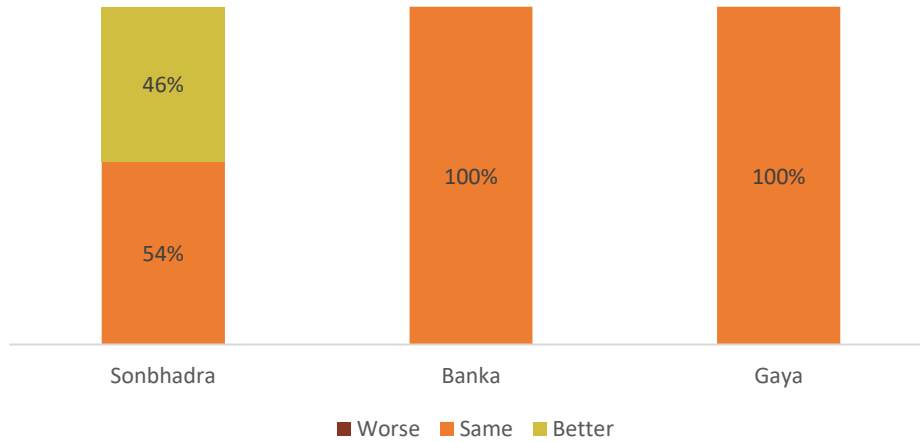
Number of respondents:164

100% of the beneficiaries from Banka are same in terms of health after the RPL certification. 46% of the beneficiaries from Sonbhadra reported their lifestyle to be the better after the certification.

Impact Assessment for Management Sector

15.5.2.1.2.4 Social status

The following chart shows the RPL program impact on social status by LWE:



**FIGURE 151:IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY LWE**

Q What has been the change in the social status as a result of the RPL Program? Number of respondents:164

100% of the beneficiaries from Banka and Gaya are same in terms of social status after the RPL certification. 46% of the beneficiaries from Sonbhadra reported their social status to be the better after the certification

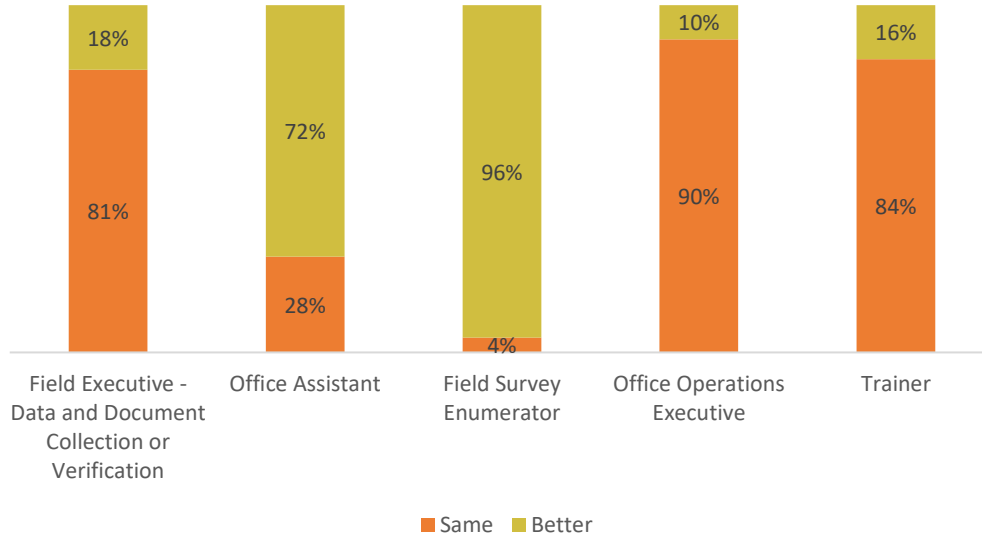
**Impact Assessment for Management Sector**

*15.5.2.1.3 Program impact on social wellbeing by job role*

The following charts show the socio-economic impact of RPL program across various parameters:

*15.5.2.1.3.1 Level of savings*

The following chart shows the RPL program impact on level of savings by job role:



**FIGURE 152: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY JOB ROLE**

Q What has been the change in the level of savings as a result of the RPL Program?

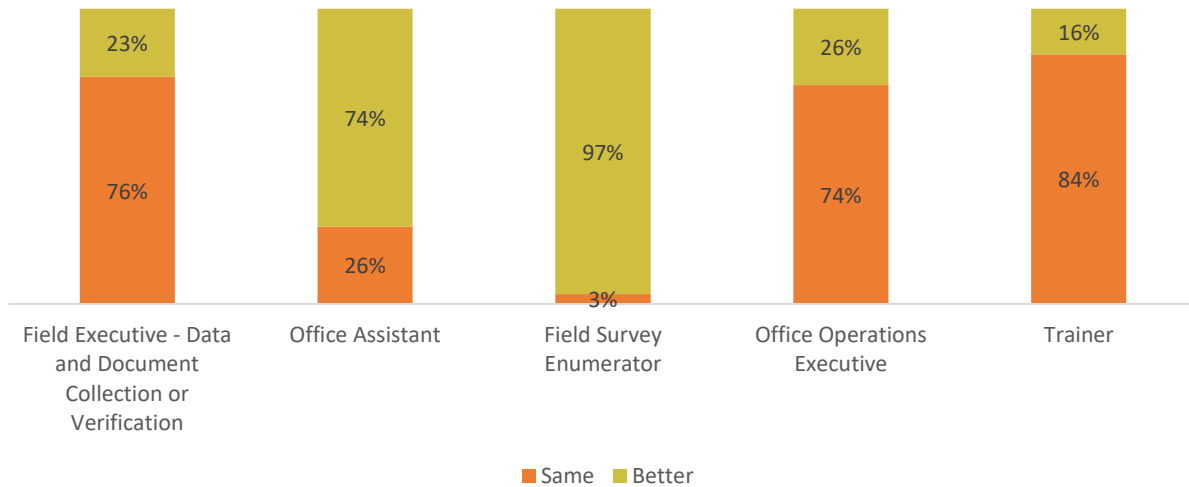
Number of respondents: 16,394

A majority of beneficiaries whose job role was office operations executive (90%), trainer (84%) and field executive (81%) stated that the level of savings remains the same even after the RPL program. Whereas, majority of the beneficiaries from job roles such as field survey enumerator (96%) and office assistant (72%) mentioned that there is an overall improvement in their level of savings.

Impact Assessment for Management Sector

15.5.2.1.3.2 Lifestyle

The following chart shows the RPL program impact on lifestyle by job role:



**FIGURE 153: IMPACT OF RPL PROGRAM ON LIFESTYLE BY JOB ROLE**

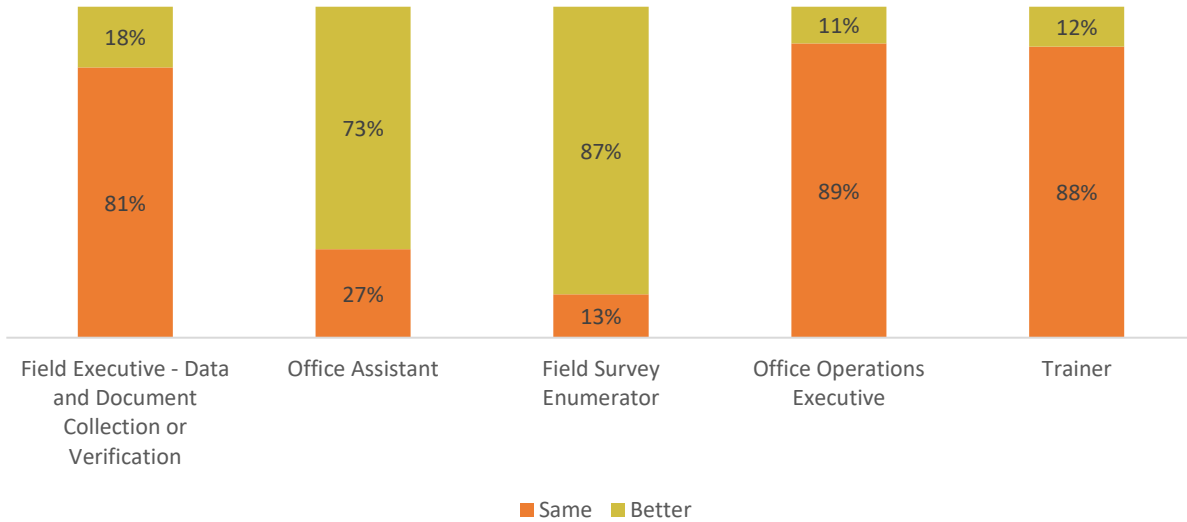
Q What has been the change in the lifestyle as a result of the RPL Program? Number of respondents: 16,394

A majority of beneficiaries whose job role was office operations executive (74%), trainer (84%) and field executive (76%) stated that the lifestyle remains the same even after the RPL program. Whereas, majority of the beneficiaries from job roles such as field survey enumerator (97%) and office assistant (74%) mentioned that there is an overall improvement in their lifestyle.

Impact Assessment for Management Sector

15.5.2.1.3.3 Health

The following chart shows the RPL program impact on health by job role:



**FIGURE 154: IMPACT OF RPL PROGRAM ON HEALTH BY JOB ROLE**

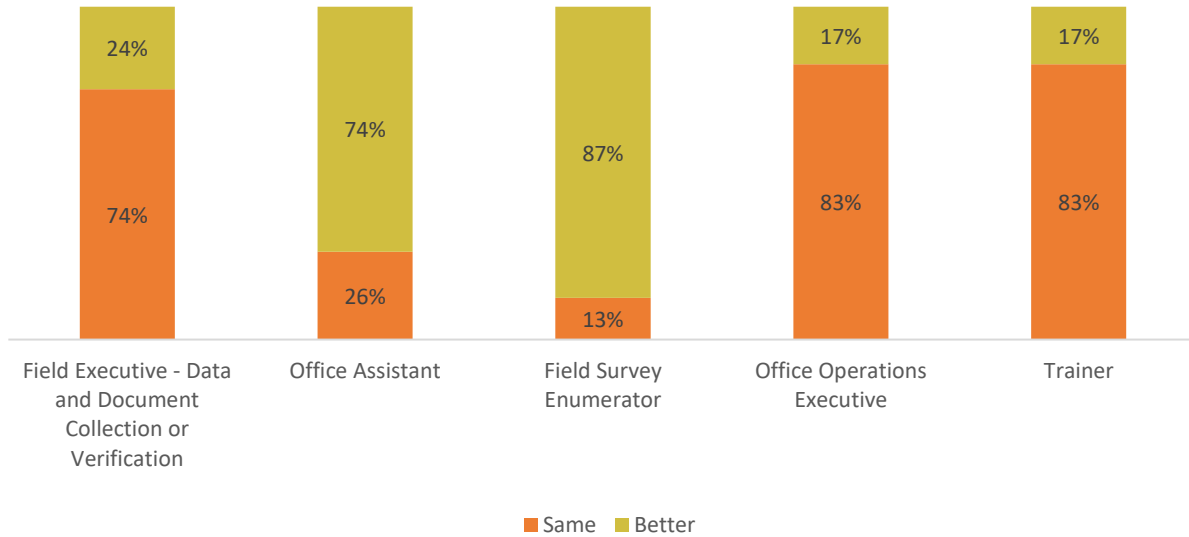
Q What has been the change in the health as a result of the RPL Program? Number of respondents: 16,394

A majority of beneficiaries whose job role was office operations executive (89%), trainer (88%) and field executive (81%) stated that the health remains the same even after the RPL program. Whereas, majority of the beneficiaries from job roles such as field survey enumerator (87%) and office assistant (73%) mentioned that there is an overall improvement in their health.

Impact Assessment for Management Sector

15.5.2.1.3.4 Social status

The following chart shows the RPL program impact on social status by job role:



**FIGURE 155: IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY JOB ROLE**

Q What has been the change in the social status as a result of the RPL Program? Number of respondents: 16,394

A majority of beneficiaries whose job role was office operations executive (83%), trainer (83%) and field executive (74%) stated that the social status remains the same even after the RPL program. Whereas, majority of the beneficiaries from job roles such as field survey enumerator (87%) and office assistant (74%) mentioned that there is an overall improvement in their social status.

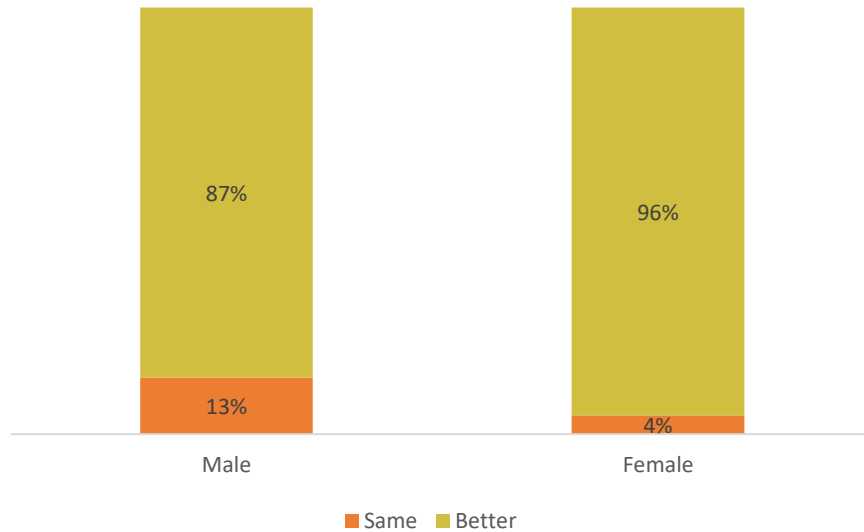
**Impact Assessment for Management Sector**

*15.5.2.1.4 Program impact on social wellbeing by gender*

The following charts show the socio-economic impact of RPL program across various parameters

*15.5.2.1.4.1 Level of savings*

The following chart shows the RPL program impact on level of savings by gender:



**FIGURE 156: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY GENDER**

*Q What has been the change in the level of savings as a result of the RPL Program?*

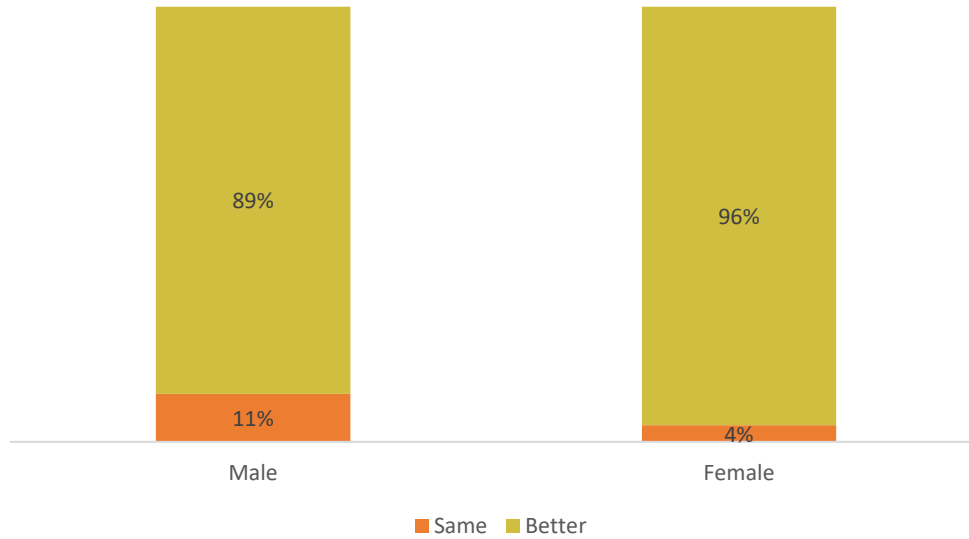
*Number of respondents: 16,394*

A majority of male (87%) and female beneficiaries (96%) stated that the level of savings remains the same even after the RPL program. 13% of male and 4% of female beneficiaries mentioned that there is an overall improvement in their level of savings.

Impact Assessment for Management Sector

15.5.2.1.4.2 Lifestyle

The following chart shows the impact of RPL program on lifestyle by gender:



**FIGURE 157: IMPACT OF RPL PROGRAM ON LIFESTYLE BY GENDER**

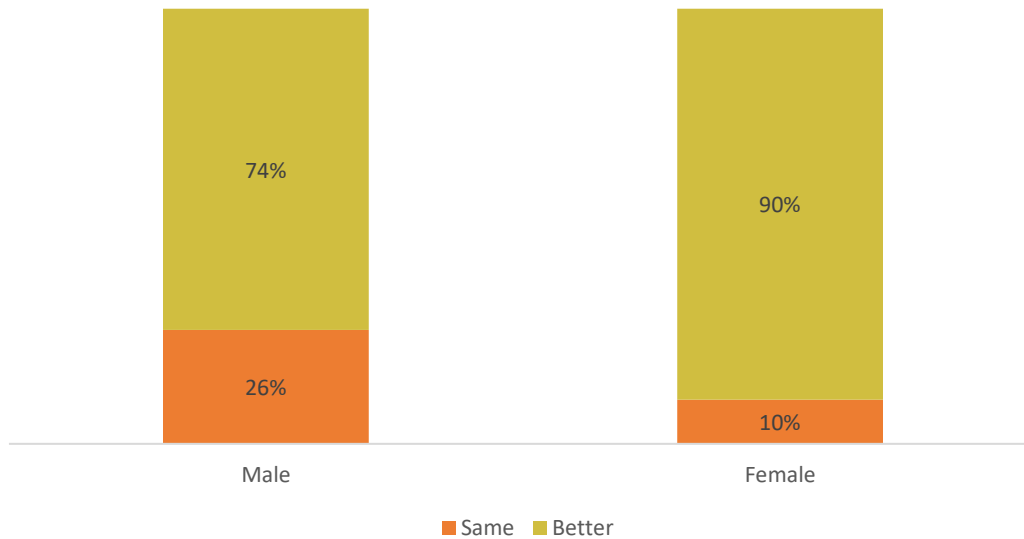
Q. What has been the change in the lifestyle as a result of the RPL Program? Number of respondents: 16,394

A majority of male (89%) and female beneficiaries (96%) stated that the lifestyle remains the same even after the RPL program. 11% of male and 4% of female beneficiaries mentioned that there is an overall improvement in their lifestyle.

Impact Assessment for Management Sector

15.5.2.1.4.3 Health

The following chart shows the impact of RPL program on health by gender:



**FIGURE 158: IMPACT OF RPL PROGRAM ON HEALTH BY GENDER**

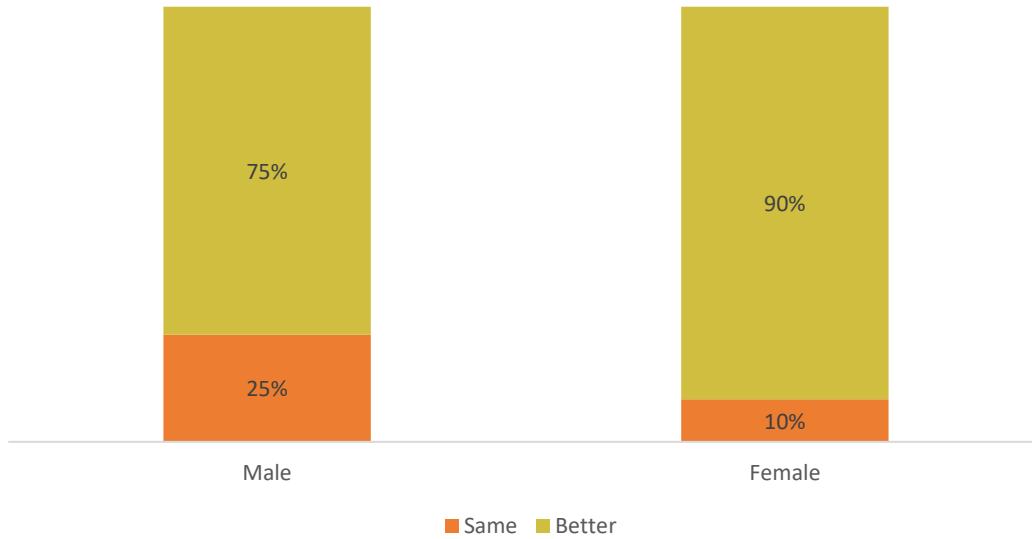
*What has been the change in the health as a result of the RPL Program?*      *Number of respondents: 16,394*

A majority of both male (74%) and female (90%) beneficiaries stated that the health remains the same even after the RPL program. 26% male and 10% female beneficiaries mentioned their health to be better than before as an impact of the RPL program.

Impact Assessment for Management Sector

15.5.2.1.4.4 Social status

The following chart shows the impact of RPL program on social status by gender:



**FIGURE 159: IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY GENDER**

*What has been the change in the social status as a result of the RPL Program? Number of respondents: 16,394*

A majority of both male (75%) and female (90%) beneficiaries stated that the social status remains the same even after the RPL program. 25% male and 10% female beneficiaries mentioned their social status to be better than before as an impact of the RPL program.

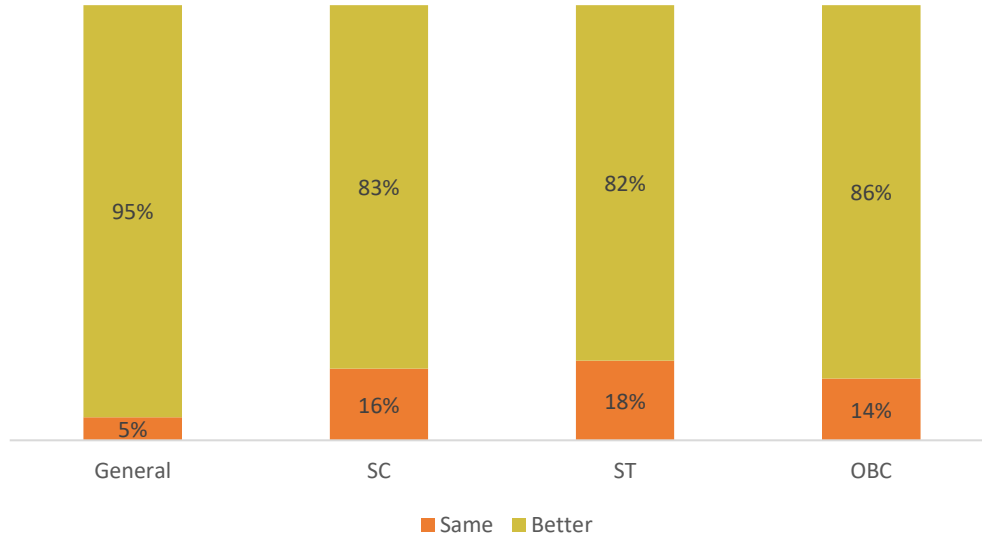
Impact Assessment for Management Sector

15.5.2.1.5 Program impact on social wellbeing by caste category

The following chart shows the RPL program impact on level of savings by caste category:

15.5.2.1.5.1 Level of savings

The following chart shows the RPL program impact on level of savings by caste category:



**FIGURE 160: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY CASTE CATEGORY**

Q What has been the change in the level of savings as a result of the RPL Program?

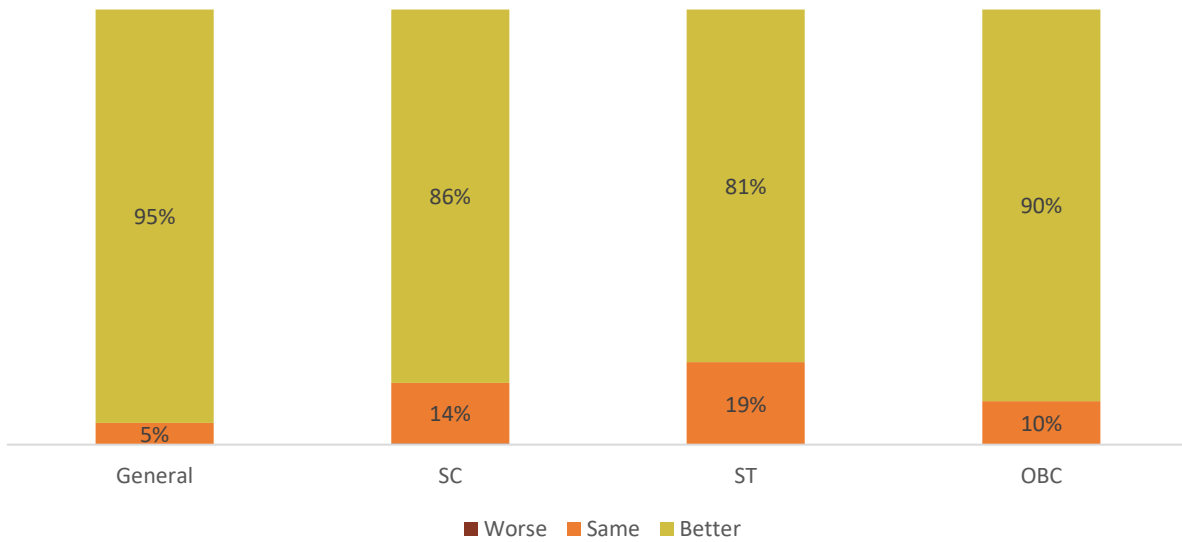
Number of respondents: 16,394

The majority of the beneficiaries across all the categories reported to have same level of savings as before, general 95%, SC 83%, ST 82% and OBC 86%. Some beneficiaries reported to have better level of savings than before, the highest percentage came from the ST category (18%).

Impact Assessment for Management Sector

15.5.2.1.5.2 *lifestyle*

The following chart shows the impact of RPL program on lifestyle by caste category:



**FIGURE 161: IMPACT OF RPL PROGRAM ON LIFESTYLE BY CASTE CATEGORY**

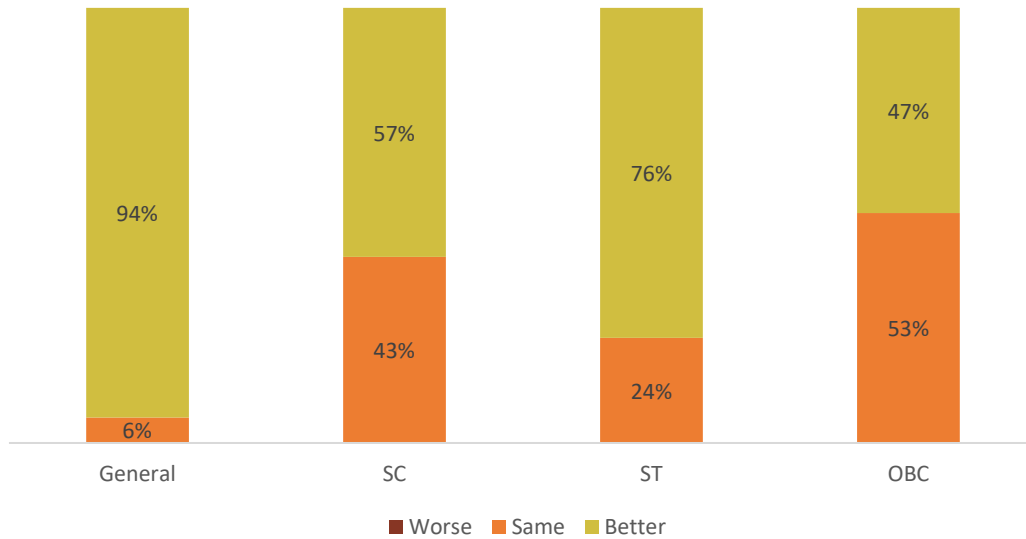
Q. What has been the change in the lifestyle as a result of the RPL Program? *Number of respondents: 16,394*

The majority of the beneficiaries across all the categories reported to have same lifestyles as before, general 96%, SC 86%, ST 81% and OBC 90%. Some beneficiaries reported to have better lifestyle than before, the highest percentage came from the ST category (19%).

Impact Assessment for Management Sector

15.5.2.1.5.3 Health

The following chart shows the impact of RPL program on health by caste category:



**FIGURE 162: IMPACT OF RPL PROGRAM ON HEALTH BY CASTE CATEGORY**

What has been the change in the health as a result of the RPL Program?

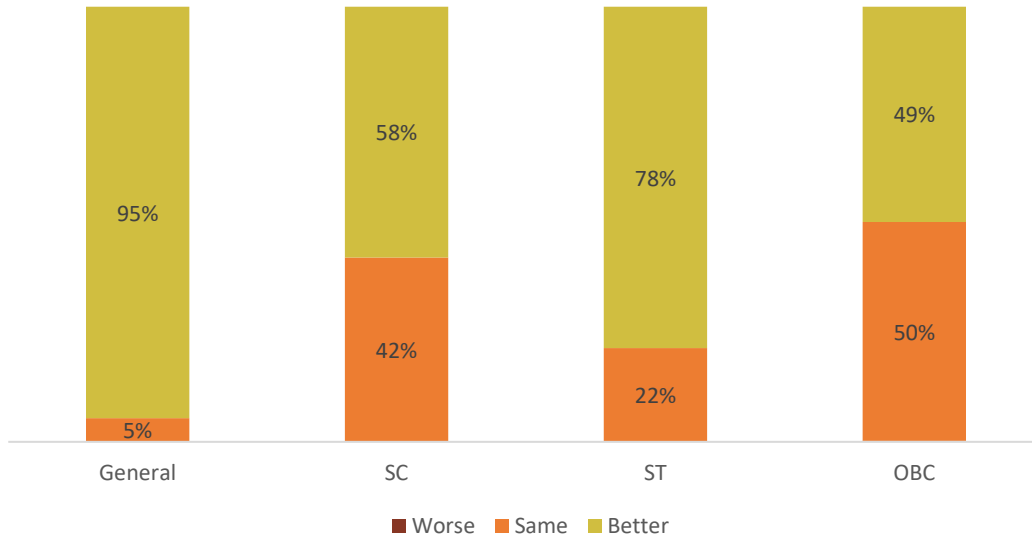
Number of respondents: 16,394

All the categories reported to have better health than before attending the RPL program, the highest percentage of beneficiaries are from the OBC (53%), followed by SC (43%) and ST (24%). A majority of the beneficiaries from general (94%) and ST (76%) categories stated to have same health as before attending the RPL program.

Impact Assessment for Management Sector

15.5.2.1.5.4 Social status

The following chart shows the impact of RPL program on social status by caste category:



**FIGURE 163: IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY CASTE CATEGORY**

*What has been the change in the social status as a result of the RPL Program?*

*Number of respondents: 16,394*

All the categories reported to have better health than before attending the RPL program, the highest percentage of beneficiaries are from the OBC (50%), followed by SC (42%) and ST (22%). A majority of the beneficiaries from general (95%) and ST (78%) categories stated to have same health as before attending the RPL program.

## Impact Assessment for Management Sector

### 15.6 Impact on enterprise

The following charts represents the impact of RPL program on the workplace across states, LWE, genders, caste categories and job roles:

#### 15.6.1 Impact of RPL at workplace by state

The following chart shows the impact of RPL on working conditions at workplace by state:

State	Availability of Hardware- Desktops/Laptops/Phones/Faxes/OHPs	Availability of Software	Conference rooms	Sanitation and Hygiene	It has made no difference to me
Tripura	100%	0%	0%	0%	0%
Odisha	100%	60%	90%	60%	10%
Assam	100%	0%	0%	0%	0%
Madhya Pradesh	90%	86%	94%	92%	2%
Gujarat	87%	80%	82%	83%	8%
Uttar Pradesh	84%	86%	82%	86%	4%
Punjab	49%	25%	9%	6%	14%
Delhi	5%	5%	6%	6%	94%
Bihar	1%	0%	0%	0%	99%

**TABLE 36: IMPACT OF RPL ON WORKPLACE BY STATE**

Q What impact did the RPL program had on working conditions at your workplace

Number of respondents:16,329

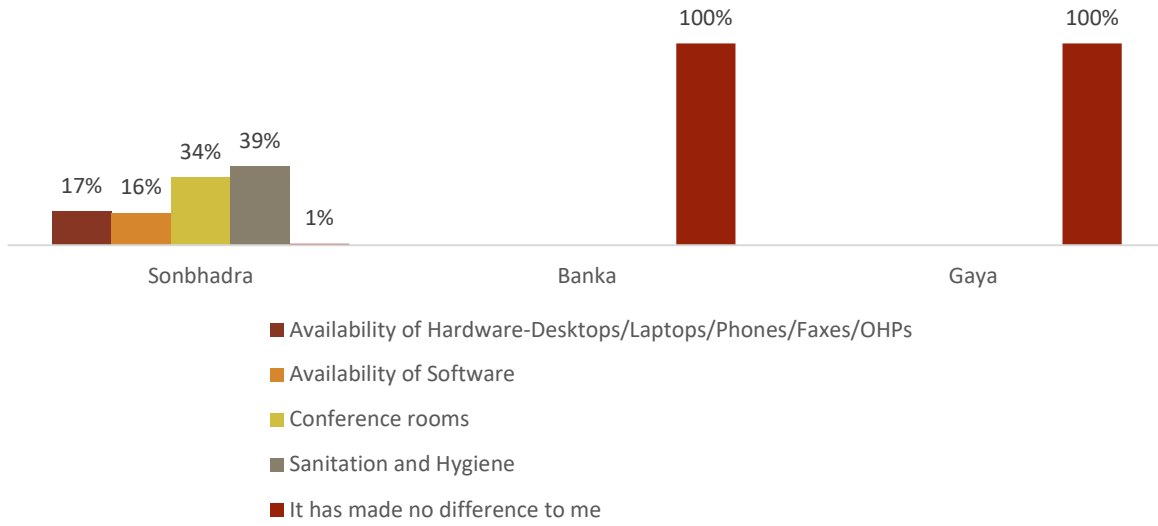
100% of the beneficiaries from Tripura, Odisha and Assam stated that hardware-desktops/laptops/phones/faxes/OHPs are available at their workplaces after RPL certification. The highest percentage of the beneficiaries (86%) from both Madhya Pradesh and Uttar Pradesh reported availability of software. 94% of beneficiaries from Madhya Pradesh, 90% Odisha and 82% from Gujarat and Uttar Pradesh stated availability of conference rooms at their workplace. According to 92% beneficiaries from Madhya Pradesh, 86% from Uttar Pradesh, 83% from Gujarat and 60% from Odisha indicated improved sanitization and hygiene. Some beneficiaries from indicated that there is no difference after the RPL program, highest percentage from Bihar (99%) and Delhi (94%).

Impact Assessment for Management Sector

15.6.2 Impact of RPL at workplace by LWE

Three districts have been covered in the field investigation such as Sonbhadra, Banka and Gaya which are considered as LWE. A total of 164 beneficiaries have been covered from these districts.

The following chart shows the impact of RPL on working conditions at workplace by LWE:



**FIGURE 164: IMPACT OF RPL ON WORKPLACE BY LWE**

Q What impact did the RPL program had on working conditions at your workplace

Number of respondents:164

All 100% of the beneficiaries from Banka and Gaya indicated no improvement in the workplace after RPL program. In Sonbhadra 17% of the beneficiaries indicated availability of the hardware-desktops/laptops/phones/faxes/OHPs, 16% software, 34% conference hall and 39% indicated improved sanitization and hygiene at their workplace.

Impact Assessment for Management Sector

15.6.3 Impact of RPL at workplace by job role

The following chart shows the impact of RPL on working conditions at workplace by job role:

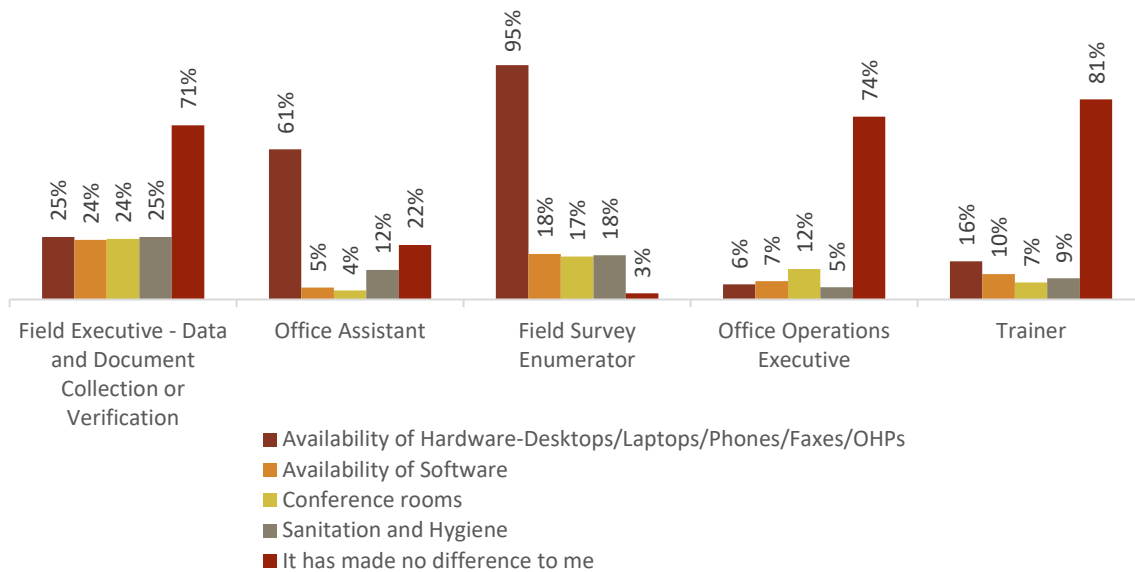


FIGURE 165: IMPACT OF RPL ON WORKPLACE BY JOB ROLE

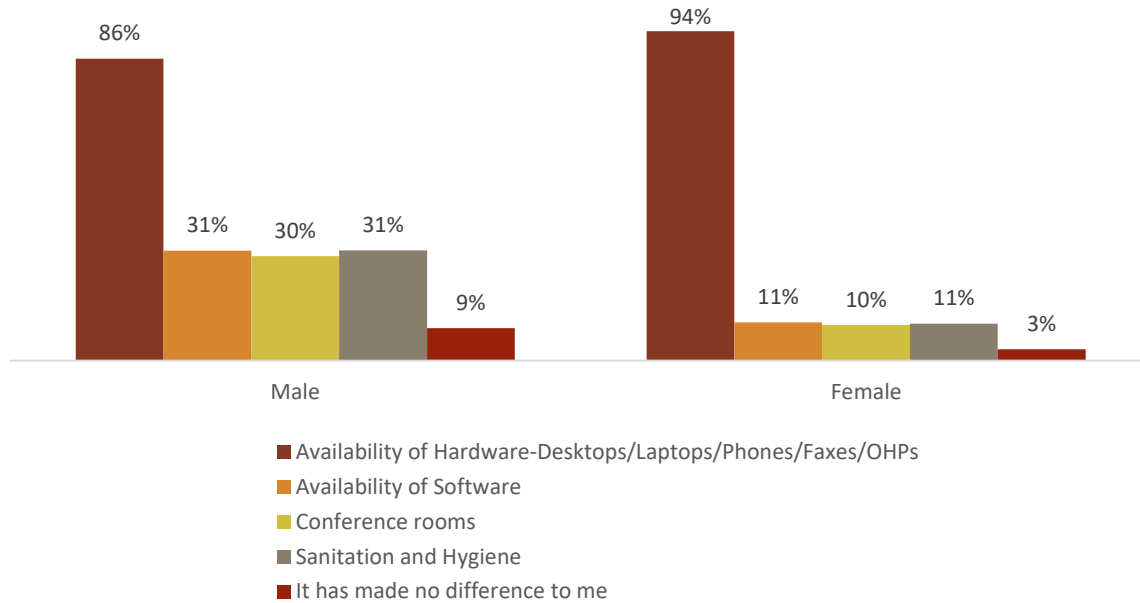
Q What impact did the RPL program had on working conditions at your workplace

Number of respondents: 16,329

The highest percentage of beneficiaries who reported availability of the hardware-desktops/laptops/phones/faxes/OHPs are from field survey enumerator job role (95%), followed by office assistant (61%). For field executive job role 25% mentioned availability of the hardware-desktops/laptops/phones/faxes/OHPs, 24% mentioned availability of software, 24% mentioned conference rooms are available and 25% mentioned improved sanitization and hygiene. A significant percentage of beneficiaries mentioned no impact of RPL program on the workplace, 81% trainer, 74% office operative executive and 71% field executive.

### 15.6.4 Impact of RPL at workplace by gender

The following chart shows the impact of RPL on working conditions at workplace by gender:



**FIGURE 166: IMPACT OF RPL ON WORKPLACE BY GENDER**

Q What impact did the RPL program had on working conditions at your workplace

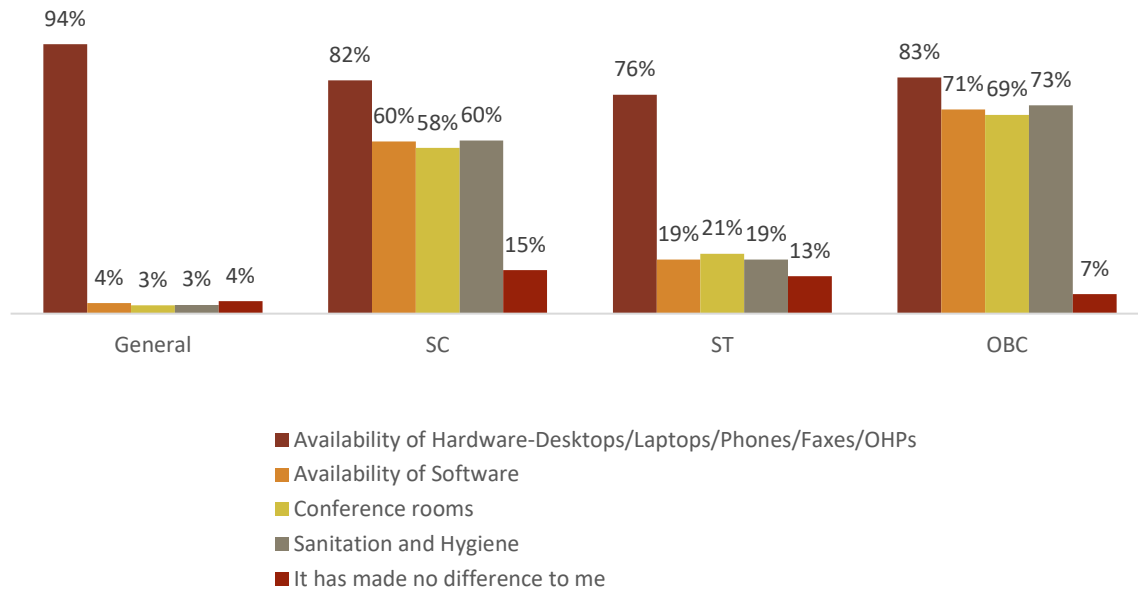
Number of respondents: 16,329

The majority of both male (86%) and female beneficiaries (94%) reported availability of the hardware-desktops/laptops/phones/faxes/OHPs at the workplace after the RPL certification. More male beneficiaries compared to female beneficiaries have indicated availability of software 31%, conference rooms 30%, and improved sanitization and hygiene 31%.

Impact Assessment for Management Sector

15.6.5 Impact of RPL at workplace by caste

The following chart shows the impact of RPL on working conditions at workplace by caste category:



**FIGURE 167: IMPACT OF RPL ON WORKPLACE BY CASTE CATEGORY**

Q What impact did the RPL program had on working conditions at your workplace

Number of respondents: 16,329

The majority of the beneficiaries across all the categories indicated availability of the hardware-desktops/laptops/phones/faxes/OHPs at the workplace after RPL program, general 94%, OBC 83%, SC 82% and ST 76%. Majority of the beneficiaries form SC and ST categories have indicated availability of software and conference rooms along with improved sanitization and hygiene.

Impact Assessment for Management Sector

### 15.7 Feedback on training institute by beneficiaries

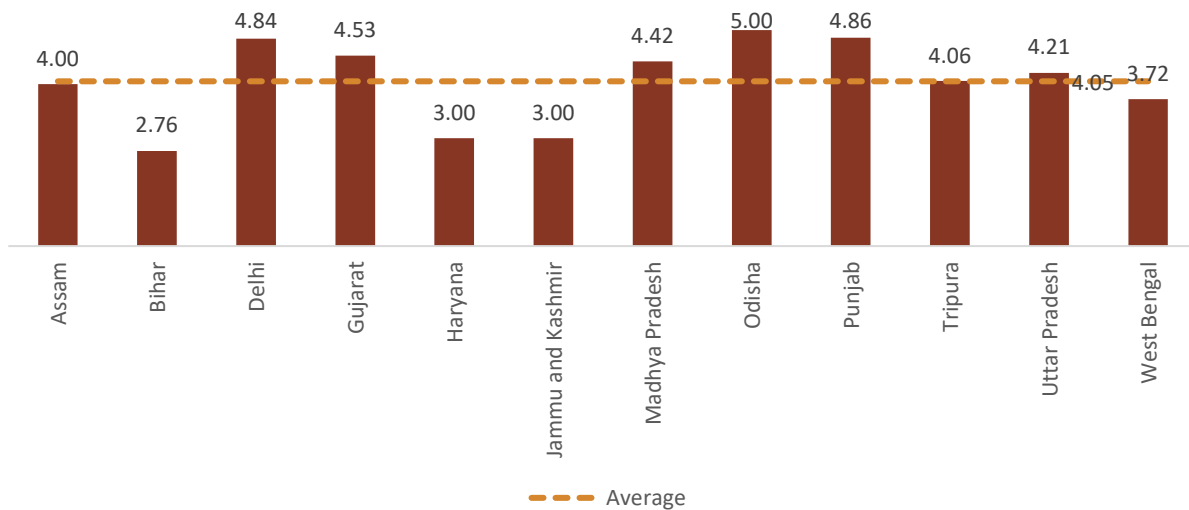
The following charts show the perception of the training institute across all the states, LWE, job roles gender, and caste category.

#### 15.7.1 Perception of training institute by state

The following charts show the perception of the training institute by state across all the parameters:

##### 15.7.1.1 Classroom

The following chart shows the perception of classroom by state



**FIGURE 168: OVERALL PERCEPTION OF CLASSROOM BY STATE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the classroom

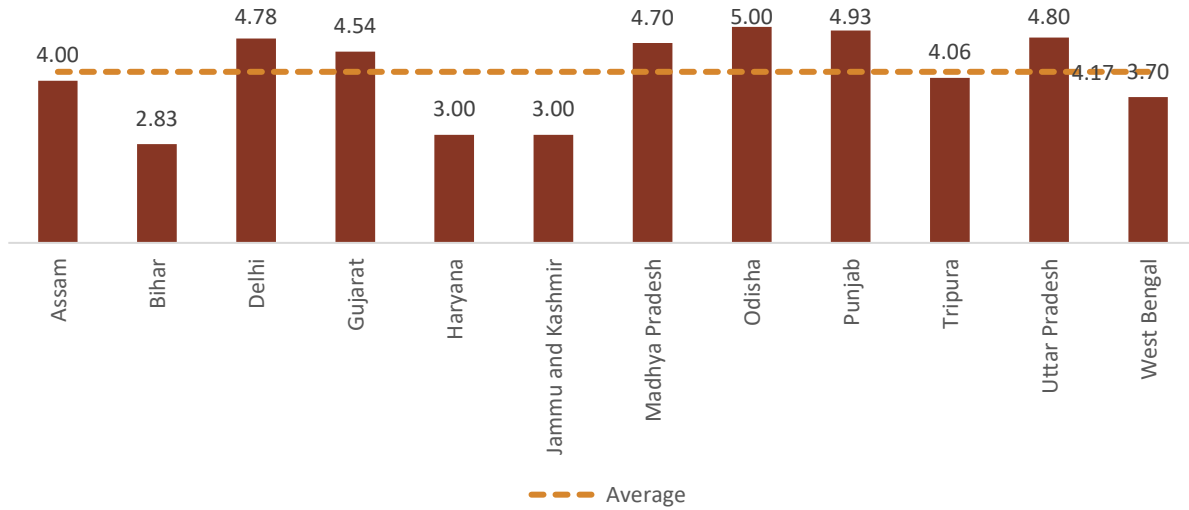
Number of respondents: 16,394

In majority of the states, the beneficiaries perceived the classroom to be very good and above, except Bihar, Haryana and Jammu and Kashmir where the rating are below overall average i.e., 4.05. The highest rating was received from Odisha (5.00) followed by Punjab (4.86) and Delhi (4.84).

Impact Assessment for Management Sector

15.7.1.2 Training quality

The following chart shows the perception of training quality by state



**FIGURE 169: OVERALL PERCEPTION OF TRAINING QUALITY BY STATE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training quality

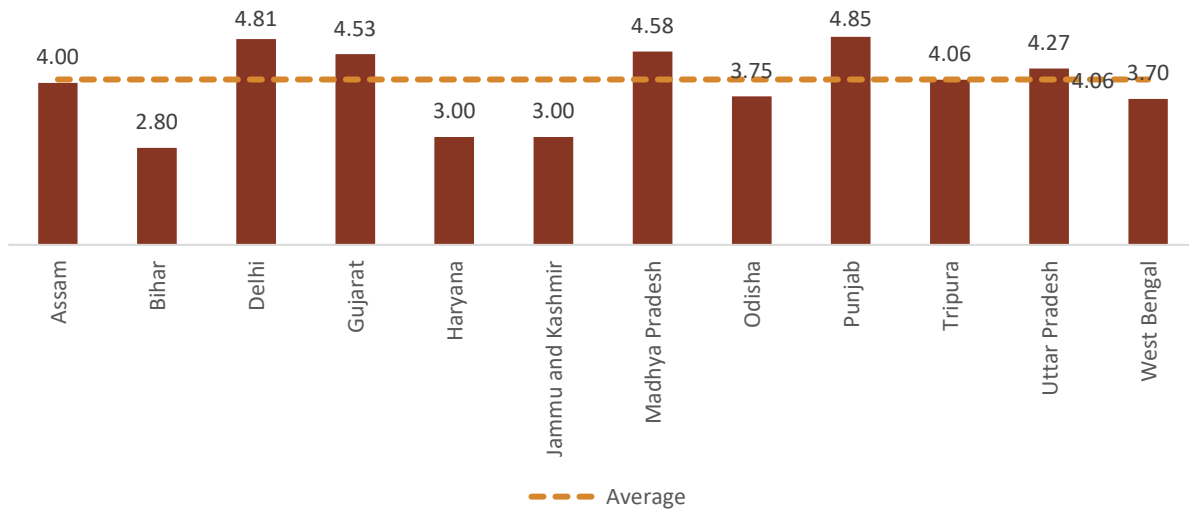
Number of respondents: 16,394

In majority of the states, the beneficiaries perceived the training quality to be very good and above, except Bihar, Haryana and Jammu and Kashmir where the rating are below overall average i.e., 4.17. The highest rating was received from Odisha (5.00) followed by Punjab (4.93) and Uttar Pradesh (4.80).

Impact Assessment for Management Sector

15.7.1.3 Training material

The following chart shows the perception of training material by state



**FIGURE 170: OVERALL PERCEPTION OF TRAINING MATERIAL BY STATE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training material

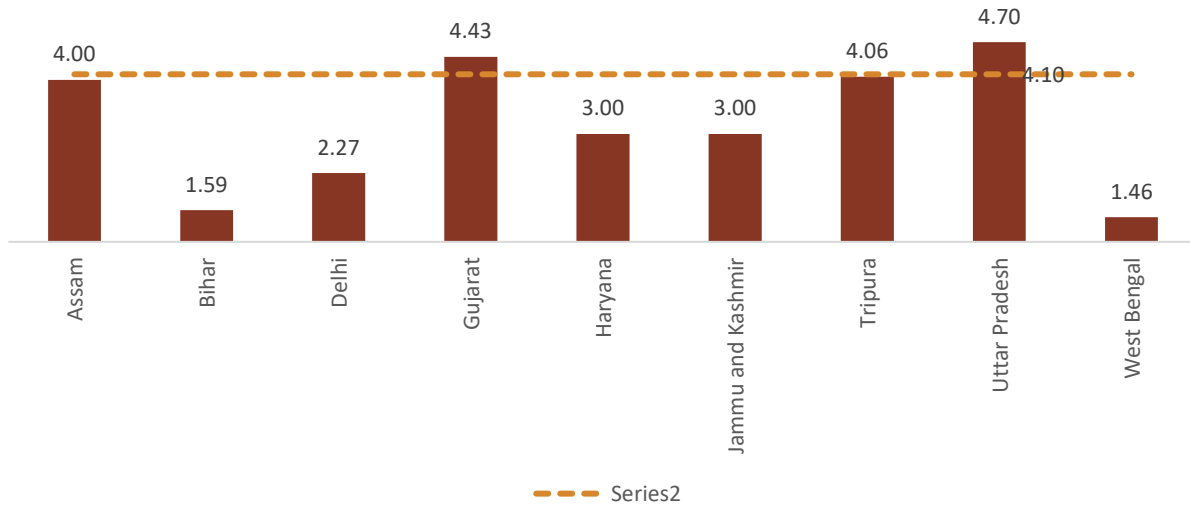
Number of respondents: 16,394

In majority of the states, the beneficiaries perceived the classroom to be very good and above, except Bihar, Haryana and Jammu and Kashmir where the rating are very below overall average i.e., 4.06. The highest rating was received from Punjab (4.85), followed by Delhi (4.81).

Impact Assessment for Management Sector

15.7.1.4 Placement assistance

The following chart shows the perception of placement assistance by state



**FIGURE 171: OVERALL PERCEPTION OF PLACEMENT ASSISTANCE BY STATE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the placement assistance

Number of respondents: 15,732

Placement assistance is perceived to be good in only four states, highest rating is by Uttar Pradesh (4.70), followed by Gujarat (4.43). Most of the state's rating for placement assistance could not cross the overall average i.e., 4.10. Lowest rating is given by West Bengal 1.46 and Bihar 1.59.

Impact Assessment for Management Sector

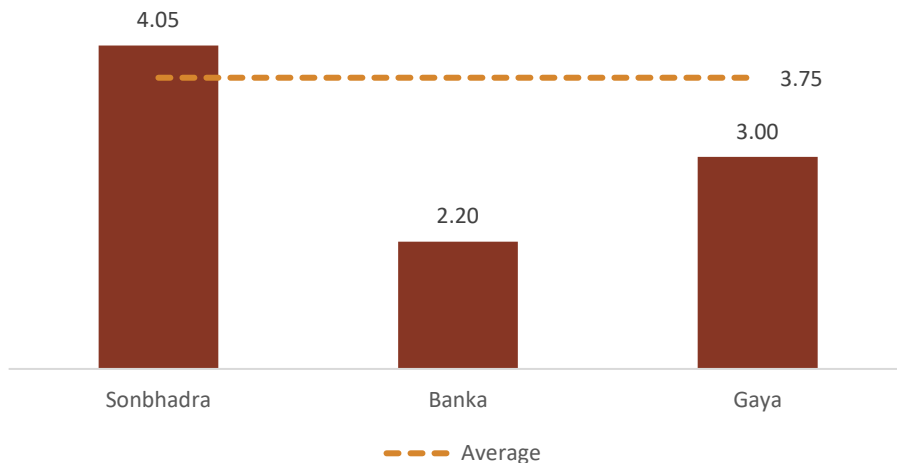
15.7.2 Perception of training institute by LWE

Three districts have been covered in the field investigation such as Banka, Gaya and Sonbhadra which are considered as LWE. A total of 34 beneficiaries have been covered from these districts.

The following charts show the perception of the training institute by job role across all the parameters:

15.7.2.1 Classroom

The following chart shows the perception of classroom by LWE:



**FIGURE 172: OVERALL PERCEPTION OF CLASSROOM BY LWE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the classroom

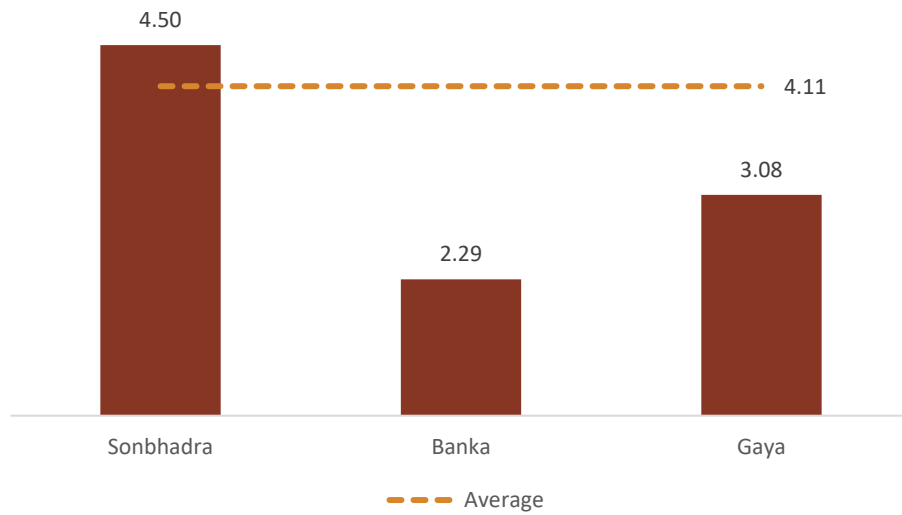
Number of respondents:163

For Sonbhadra rating of 4.05 is received for classrooms, while Banka the rating is 3.00. Banka has received a lowest rating of 2.16. The average rating received from all the LWE districts is 3.75.

Impact Assessment for Management Sector

15.7.2.2 Training quality

The following chart shows the perception of training quality by LWE:



**FIGURE 173: OVERALL PERCEPTION OF TRAINING QUALITY BY LWE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training quality

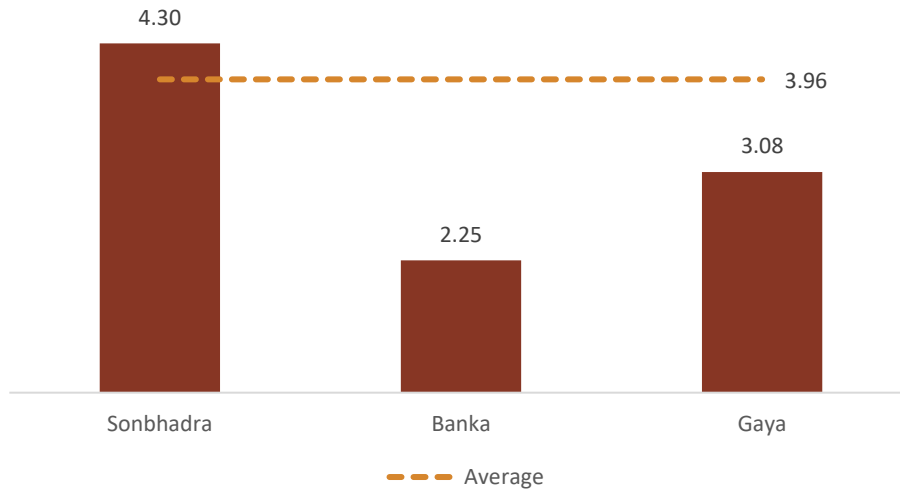
Number of respondents:164

For Sonbhadra rating of 4.50 is received for training quality, while Banka the rating is 3.00. Banka has received a lowest rating of 2.29. The average rating received from all the LWE districts is 4.11.

Impact Assessment for Management Sector

15.7.2.3 Training material

The following chart shows the perception of training material by LWE:



**FIGURE 174: OVERALL PERCEPTION OF TRAINING MATERIAL BY LWE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training material

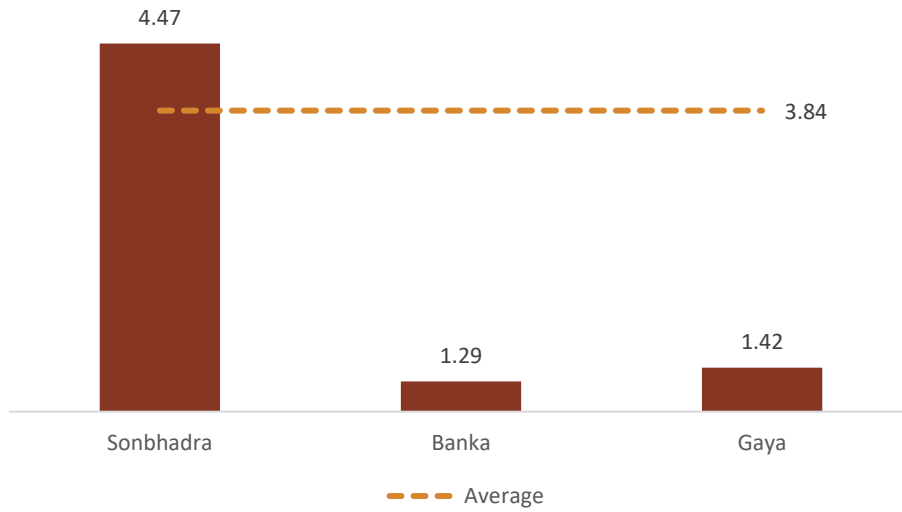
Number of respondents:163

For Sonbhadra rating of 4.30 is received for training material, while Banka the rating is 3.08. Banka has received a lowest rating of 2.25. The average rating received from all the LWE districts is 3.96.

Impact Assessment for Management Sector

15.7.2.4 Placement assistance

The following chart shows the perception of placement assistance by LWE:



**FIGURE 175: OVERALL PERCEPTION OF PLACEMENT ASSISTANCE BY LWE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the placement assistance

Number of respondents:164

Sonbhadra received highest rating of 4.47 for placement assistance, while Banka and Gaya received the lowest rating of 1.29 and 1.42. The average rating received from all the LWE districts is 3.84

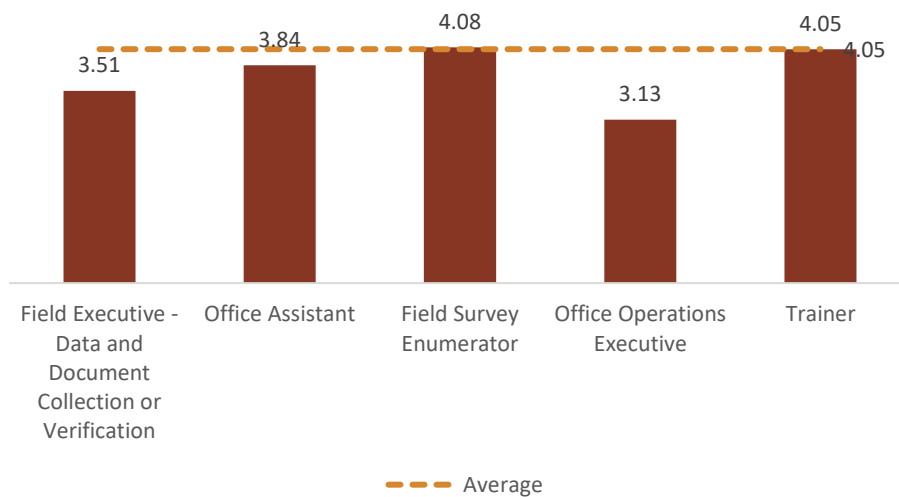
Impact Assessment for Management Sector

15.7.3 Perception of training institute by job role

The following charts show the perception of the training institute by job role across all the parameters:

15.7.3.1 Classroom

The following chart shows the perception of classroom by job role:



**FIGURE 176: OVERALL PERCEPTION OF CLASSROOM BY JOB ROLE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the classroom

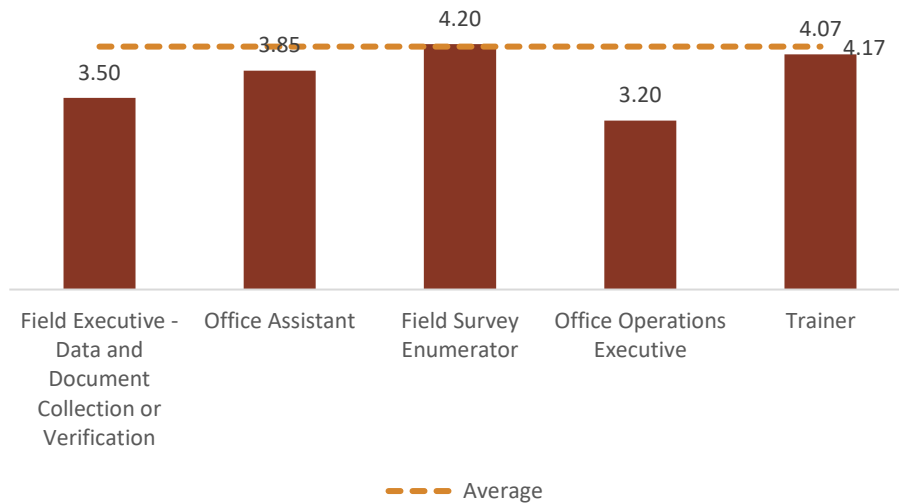
Number of respondents: 16,329

Across all the job roles, the beneficiaries perceived the classroom to be average and very good. The highest rating was received from field survey enumerator (4.08) followed by trainer (4.05). The average rating received from all the states is 4.05.

Impact Assessment for Management Sector

15.7.3.2 Training quality

The following chart shows the perception of training quality by job role:



**FIGURE 177: OVERALL PERCEPTION OF TRAINING QUALITY BY JOB ROLE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training quality

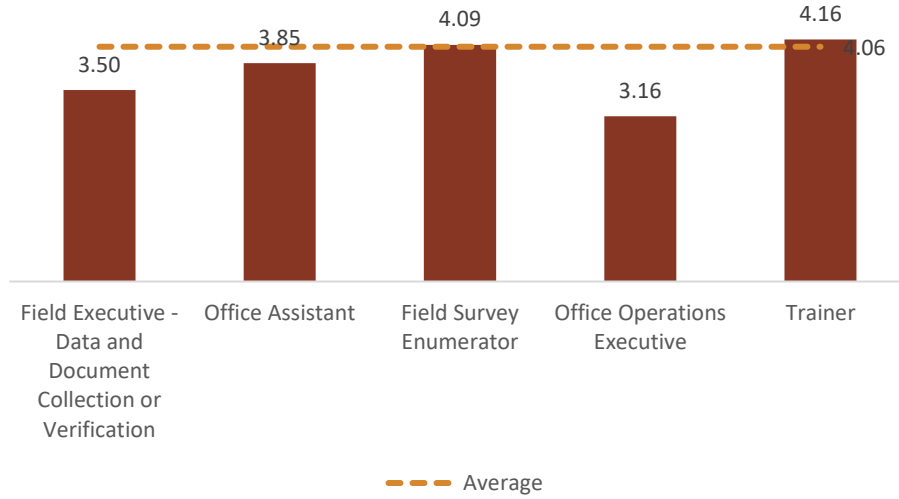
Number of respondents: 16,329

Across all the job roles, the beneficiaries perceived the training quality to be average and very good. The highest rating was received from field survey enumerator (4.20) followed by trainer (4.07). The average rating received from all the states is 4.17.

Impact Assessment for Management Sector

15.7.3.3 Training material

The following chart shows the perception of training material by job role



**FIGURE 178: OVERALL PERCEPTION OF TRAINING MATERIAL BY JOB ROLE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training material

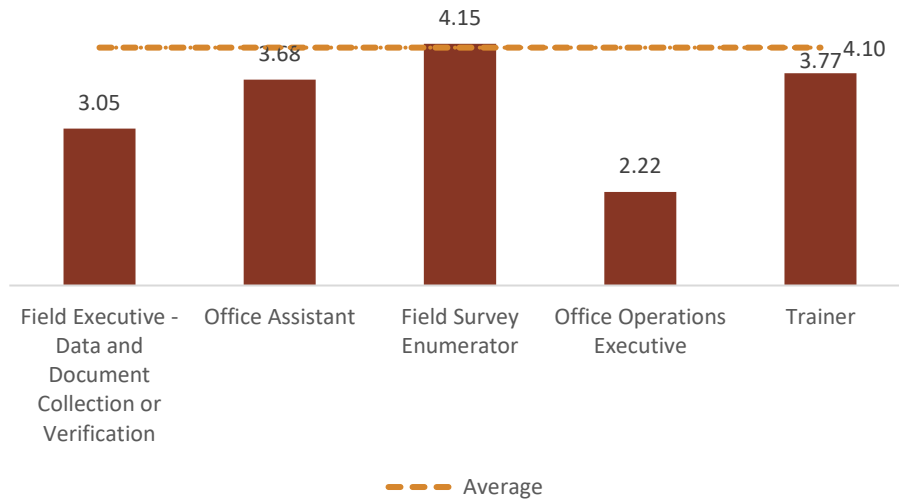
Number of respondents: 16,329

Across all the job roles, the beneficiaries perceived the training material to be average and very good. The highest rating was received from trainer (4.16) followed by field survey enumerator (4.09). The average rating received from all the states is 4.06.

Impact Assessment for Management Sector

15.7.3.4 Placement assistance

The following chart shows the perception of placement assistance by job role



**FIGURE 179: OVERALL PERCEPTION OF PLACEMENT ASSISTANCE BY JOB ROLE**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the placement assistance

Number of respondents: 15,732

Across all the job roles, the beneficiaries perceived the placement assistance to be average and very good, except office operations executive where rating is below average, 2.22. The highest rating was received from field survey enumerator (4.15). The average rating received from all the states is 4.10

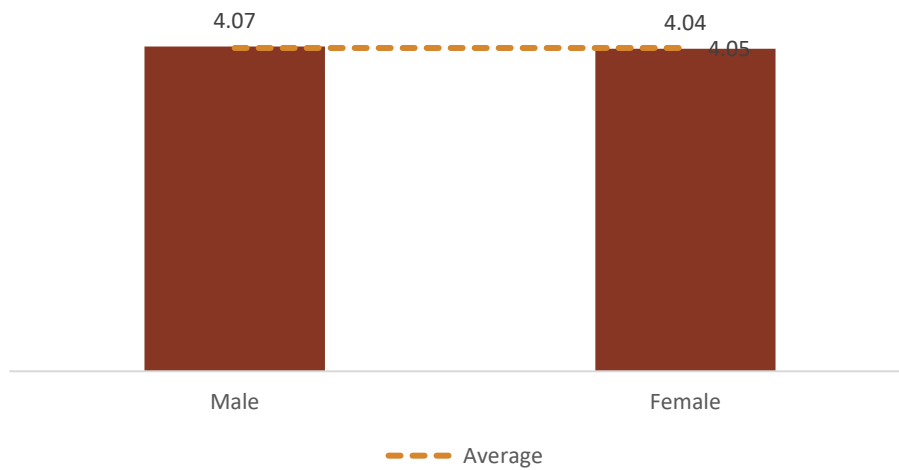
Impact Assessment for Management Sector

15.7.4 Perception of training institute by gender

The following charts show the perception of the training institute by gender across all the parameters

15.7.4.1 Classroom

The following chart shows the perception of classroom by gender



**FIGURE 180: OVERALL PERCEPTION OF CLASSROOM BY GENDER**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the classroom

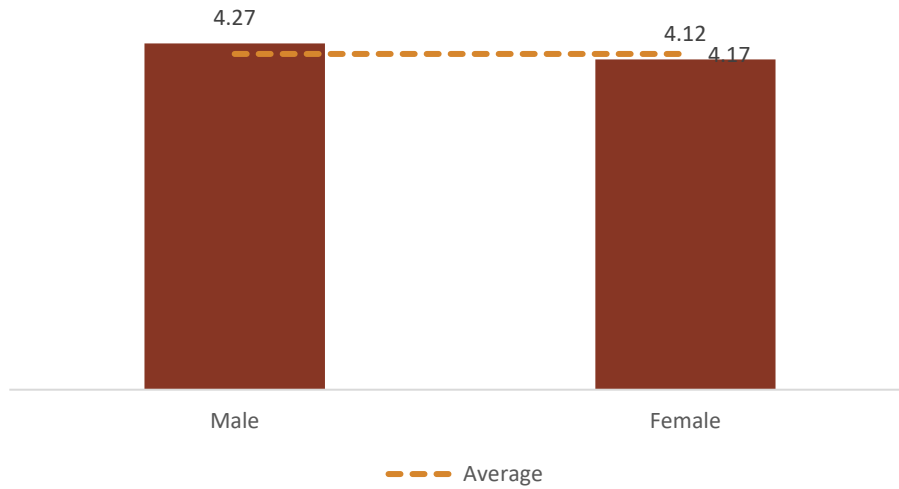
Number of respondents: 16,329

The male and female beneficiaries perceived the classroom used during the RPL program to very good and above. However, the satisfaction level of the male beneficiaries is slightly higher than the female beneficiaries.

Impact Assessment for Management Sector

15.7.4.2 Training quality

The following chart shows the perception of training quality by gender:



**FIGURE 181: OVERALL PERCEPTION OF TRAINING QUALITY BY GENDER**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training quality

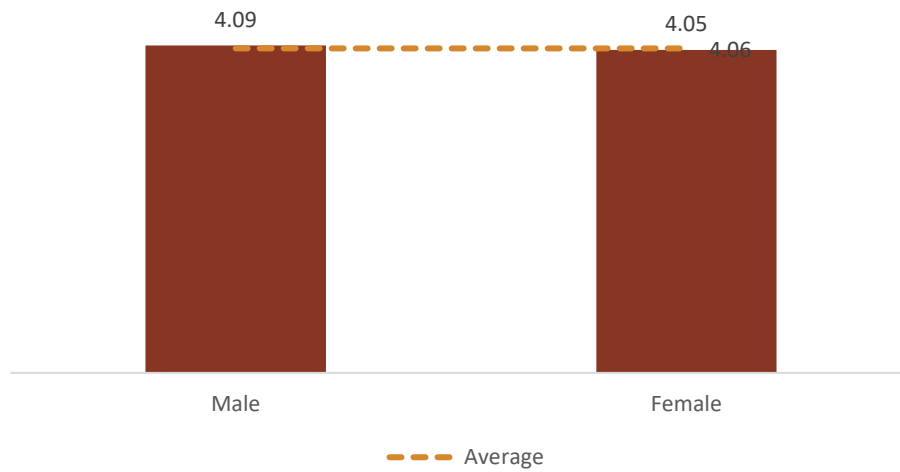
Number of respondents: 16,329

The male and female beneficiaries perceived the training quality used during the RPL program to very good. and above. However, the satisfaction level of the male beneficiaries is higher than the female beneficiaries.

Impact Assessment for Management Sector

15.7.4.3 Training material

The following chart shows the perception of training material by gender



**FIGURE 182: OVERALL PERCEPTION OF TRAINING MATERIAL BY GENDER**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training material

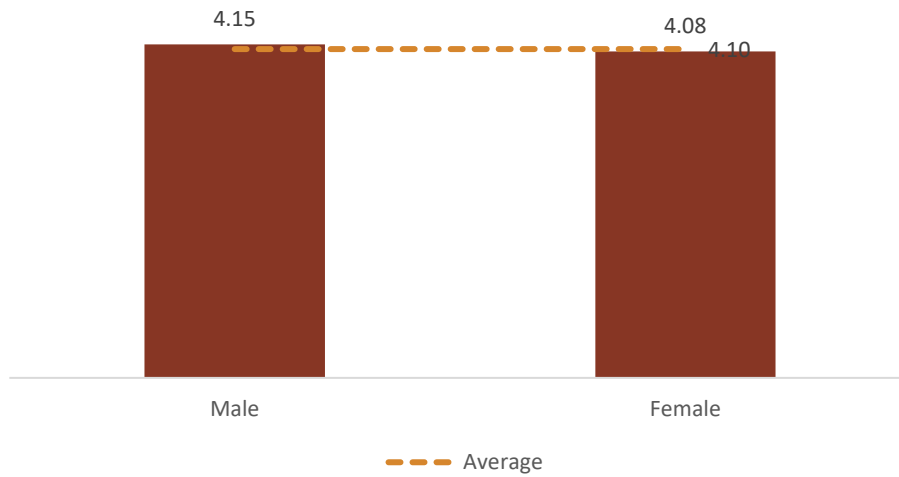
Number of respondents: 16,329

The male and female beneficiaries perceived the training material used during the RPL program to very good. and above. However, the satisfaction level of the male beneficiaries is higher than the female beneficiaries.

Impact Assessment for Management Sector

15.7.4.4 Placement assistance

The following chart shows the perception of placement assistance by gender



**FIGURE 183: OVERALL PERCEPTION OF PLACEMENT ASSISTANCE BY GENDER**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the placement assistance

Number of respondents:15,732

The male and female beneficiaries perceived the placement assistance used during the RPL program to very good. and above. However, the satisfaction level of the male beneficiaries is higher than the female beneficiaries.

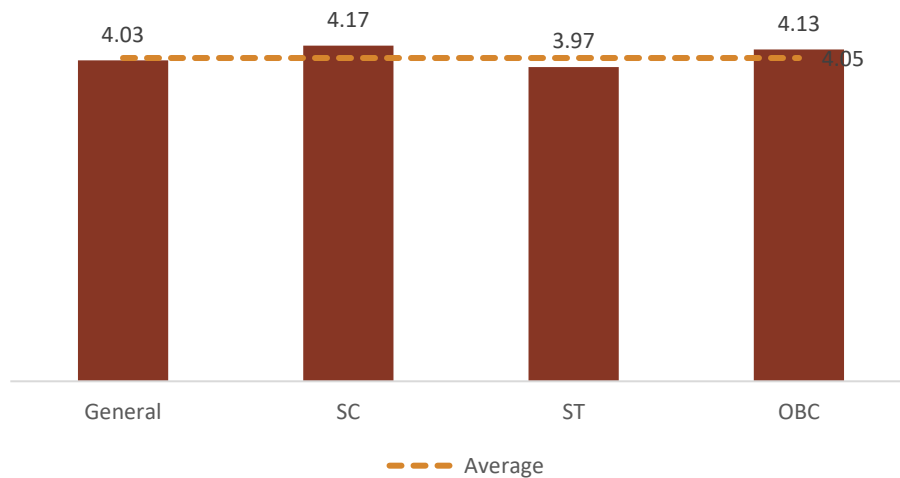
Impact Assessment for Management Sector

15.7.5 Perception of training institute by caste category

The following charts show the perception of the training institute by caste across all the parameters

15.7.5.1 Classroom

The following chart shows the perception of classroom by caste category



**FIGURE 184: OVERALL PERCEPTION OF CLASSROOM BY CASTE CATEGORY**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the classroom

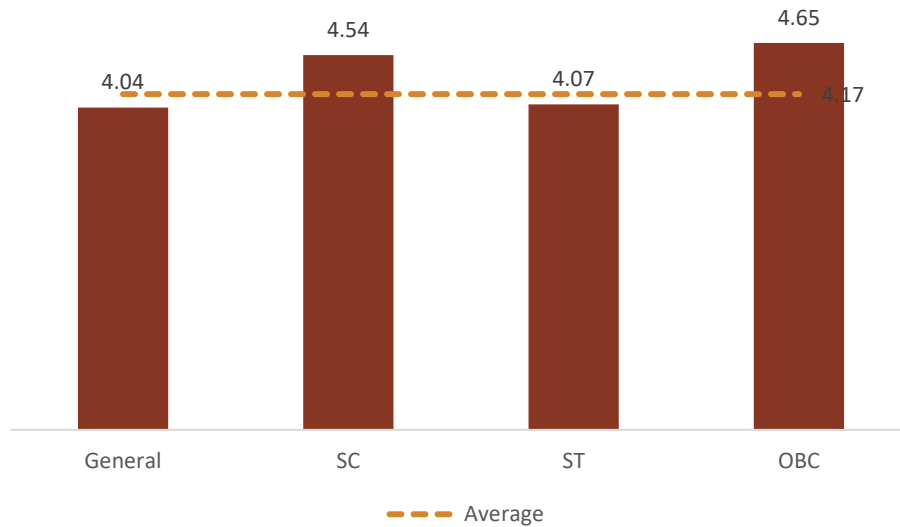
Number of respondents: 16,329

Across all the categories the beneficiaries perceived the classroom to be very good and above, highest rating is given by the beneficiaries from the SC categories (4.17) followed by the OBC category (4.13). The average rating given across all the categories is 4.05.

Impact Assessment for Management Sector

15.7.5.2 Training quality

The following chart shows the perception of training quality by caste category



**FIGURE 185: OVERALL PERCEPTION OF TRAINING QUALITY BY CASTE CATEGORY**

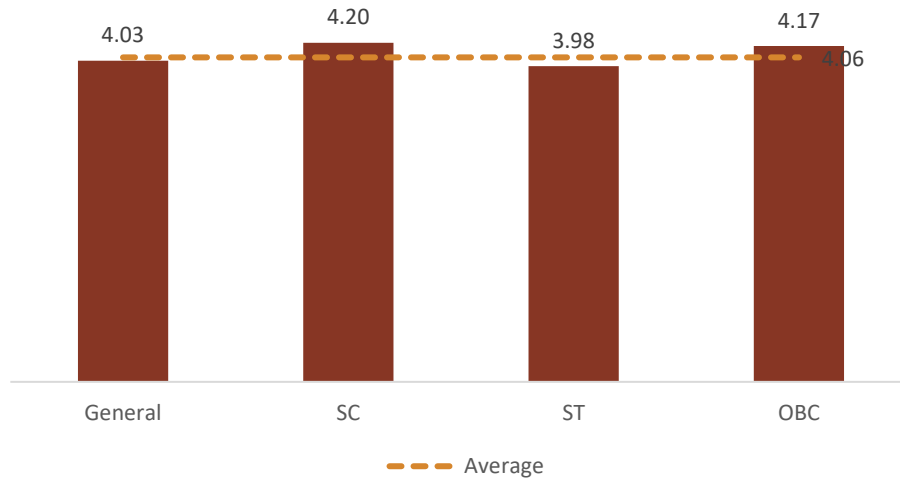
Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training quality

Number of respondents: 16,329

Across all the categories the beneficiaries perceived the training quality to be very good and above, highest rating is given by the beneficiaries from the OBC categories (4.65) followed by the SC category (4.54). The average rating given across all the categories is 4.17.

### 15.7.5.3 Training material

The following chart shows the perception of training material by caste category



**FIGURE 186: OVERALL PERCEPTION OF TRAINING MATERIAL BY CASTE CATEGORY**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training material

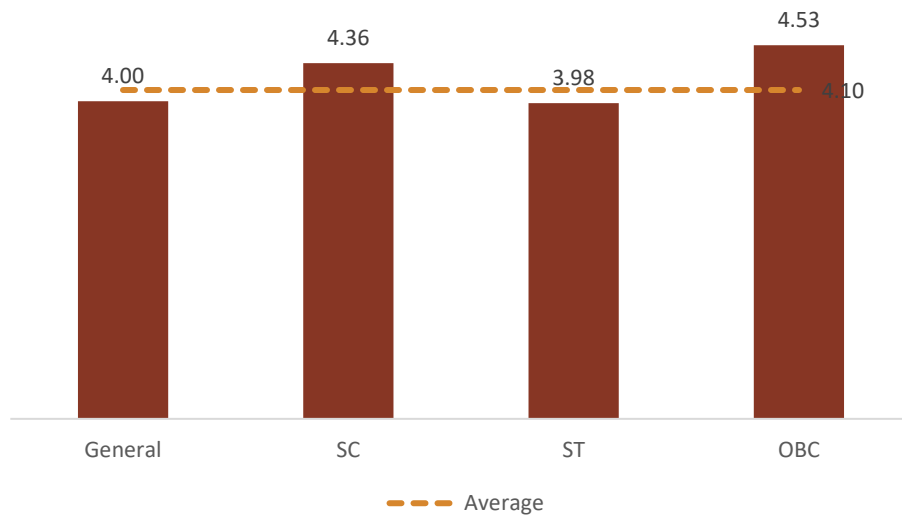
Number of respondents: 16,329

Across all the categories the beneficiaries perceived the training material to be very good and above, highest rating is given by the beneficiaries from the SC categories (4.20) followed by the OBC category (4.17). The average rating given across all the categories is 4.06.

Impact Assessment for Management Sector

15.7.5.4 Placement assistance

The following chart shows the perception of placement assistance by caste category:



**FIGURE 187: OVERALL PERCEPTION OF PLACEMENT ASSISTANCE BY CASTE CATEGORY**

Q On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the placement assistance

Number of respondents: 15,732

Almost across all the categories the beneficiaries perceived the placement assistance to be very good and above, highest rating is given by the beneficiaries from the OBC categories (4.53) followed by the SC category (4.36). The average rating given across all the categories is 4.10.



# ANNEXURE 2



## 16 Annexure 2 Questionnaires

### 16.1 Questionnaires for Beneficiaries

<b>1.</b>	<b>Employment and income status</b> <i>(Select any one of the following)</i>	
1.	What was your employment status at the time of the certification?	
1		
	1. Employed	<input type="checkbox"/>
	2. Self Employed	<input type="checkbox"/>
	3. Unemployed	<input type="checkbox"/>
1.	What is your employment status now?	
2		
	1. Employed in same organisation	<input type="checkbox"/>
	2. Employed in a different organisation	<input type="checkbox"/>
	3. Self Employed	<input type="checkbox"/>
	4. Unemployed	<input type="checkbox"/>

<b>2.</b>	<b>Program Motivation</b>	
2.	Why did you undertake the RPL program? <i>(Select as many options that are applicable)</i>	
1		
	1. To improve income	<input type="checkbox"/>
	2. To seek new employment opportunities	<input type="checkbox"/>
	3. To improve subject knowledge	<input type="checkbox"/>
	4. Employer made it mandatory	<input type="checkbox"/>
	5. Others (specify)	
	_____	
	_____	

<b>3.</b>	<b>About RPL program</b>	
<b>a.</b>	<b>Mobilisation</b>	
3.	How did you come to know about RPL project?	
1		
	1. Mobilising agency	<input type="checkbox"/>

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2. Advertisement	<input type="checkbox"/>
3. Social Media	<input type="checkbox"/>
4. Others (specify)	<input type="checkbox"/>

<b>b.</b>	<b>Counseling and Pre – assessment</b>	Yes	No
3.2	Were you made aware about PMKVY, RPL and importance of skill certification?	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Did you watch induction video?	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Did the self – assessment sheet was helpful in identifying skill gap?	<input type="checkbox"/>	<input type="checkbox"/>
<b>c.</b>	<b>Orientation</b>		
3.5	Were you given orientation on domain, soft skills and entrepreneurship tips and familiarization with assessment process and terms?	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Did you receive job specific kit role?	<input type="checkbox"/>	<input type="checkbox"/>
3.7	Was orientation content being available in your regional language?	<input type="checkbox"/>	<input type="checkbox"/>
<b>d.</b>	<b>Assessment</b>		
3.8	Did you receive orientation for assessment process in your local language?	<input type="checkbox"/>	<input type="checkbox"/>
<b>e.</b>	<b>Certification and payout</b>		
3.9	Are you a certified candidate?	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Answer 3.10 to 3.12 only if selected yes in Q.3.9 Did you receive skill card and badge along with certificate?		
3.11	Did you receive INR 500 after course completion?		
3.12	In what ways has the RPL certificate benefited you? <i>(Select as many options that are applicable)</i>		
	1. My salary or Income increased as a result of the program	<input type="checkbox"/>	
	2. I received a promotion as a result of the program	<input type="checkbox"/>	

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	3. My roles and responsibilities have increased as a result of the program	<input type="checkbox"/>
	4. I received appreciation at my workplace as a result of the program	<input type="checkbox"/>
	5. Others (specify) _____ _____	<input type="checkbox"/>
	OR It has made no difference to me	<input type="checkbox"/>
3.13	What percentage of income/salary has increased after RPL program? <i>(Select any one)</i>	
	<input type="checkbox"/> Upto 5%	<input type="checkbox"/> 5% to 15%
	<input type="checkbox"/> 15% to 25%	<input type="checkbox"/> more than 25%

<b>4.</b>	<b>Benefits and Impact of RPL Program</b>	
4.1	Have you been provided with 3 years of insurance under Kaushal BIMA?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
4.2	Did PIA helped you get registered under Udyami Mitra?	
	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>
	Not Applicable	<input type="checkbox"/>
4.3	In which area did the RPL program help to improve your competencies? <i>(Select as many options that are applicable)</i>	
	1. Digital platform	<input type="checkbox"/>
	2. Domain knowledge	<input type="checkbox"/>
	3. Online transactions	<input type="checkbox"/>
	4. Managerial skills	<input type="checkbox"/>
	5. Communication skills	<input type="checkbox"/>
	6. Others (specify) _____ _____	<input type="checkbox"/>
	OR The RPL Program has not improved my competencies in any area	<input type="checkbox"/>
4.4	Have you been able to expand your market/change job location after RPL program? <i>(Select any one)</i>	
	1.No expansion	<input type="checkbox"/>

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	2. Within the city	<input type="checkbox"/>
	3. Within the state	<input type="checkbox"/>
	4. Within the country	<input type="checkbox"/>
	5. Outside the country	<input type="checkbox"/>
4.5	Did you apply for Mudra loans?	
	1. Yes	<input type="checkbox"/>
	2. No	<input type="checkbox"/>
4.6	Answer 4.6 and 4.7 only if selected yes in Q.4.5 For what purpose did you avail the loan?	
	1. For starting new business	<input type="checkbox"/>
	2. For expanding current business	<input type="checkbox"/>
	3. Others (Specify) _____ _____	
4.7	Did you face any difficulty in availing loan?	
	1. Yes (Please specify) _____ _____	<input type="checkbox"/>
	2. No	<input type="checkbox"/>

<b>5.</b>	<b>Impact of RPL at workplace</b>	
5.1	What impact did the RPL program had on working conditions at your workplace? <i>(Select as many options that are applicable)</i>	
	1. Improvement in sanitisation and ventilation	<input type="checkbox"/>
	2. Awareness about first aid tool kit	<input type="checkbox"/>
	3. Improvement in safety measure regarding handling of tools	
	4. Others (specify) _____ _____	<input type="checkbox"/>

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	OR	<input type="checkbox"/>
	It has made no difference to me	

<b>6.</b>	<b>Program Impact on social well being</b>			
6.1	What has been the change in the following as a result of the RPL Program?			
		Worse	Same	Better
	1. Level of savings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2. Lifestyle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3. Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4. Social status	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>7.</b>	<b>Perception of Training Institute</b>						
7.1	On a scale of 1 to 5 (1 being Very Bad to 5 being Excellent), rate the training institute in terms of the following:						
		Very Bad 1	Bad 2	Average 3	Very Good 4	Excellent 5	N/A
	1. Class Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	2. Trainer Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	3. Training Material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	4. Placement Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>8.</b>	<b>Improvement of the program</b>	
8.1	Do you have any suggestions for the improvement of the program?	
	1. Yes	<input type="checkbox"/>
	2. No	<input type="checkbox"/>
8.2	If yes, what are your suggestions?	

<b>9.</b>	<b>Improvement of the program</b>	
9.1	Do you have any suggestions for the improvement of the program?	
	1. Yes	<input type="checkbox"/>
	2. No	<input type="checkbox"/>

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9.2	If yes, what are your suggestions?
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Thank you for your valuable feedback.

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Name of the Investigator	
Date of Interview	
Name of Beneficiary	
Address	
City	
State	
Program of Beneficiary	
Program Type	
Date of Certification	

## 16.2 Questionnaire for Project Implementing Agencies/Sector Skill Council

Greetings! We are conducting an impact assessment survey on behalf of the National Skill Development Corporation (NSDC). You are kindly requested to spare your valuable time for filling this questionnaire. Your answers will be treated with complete confidentiality.

Name of the PIA

Name of the sector

1. What's the approximate count of informal/unorganized workforce in your sector that needs formal recognition?
2. What is the relevance/impact of the Recognition of Prior Learning under PMKVY kind of Programmes on the count of the informal workforce in your sector?
3. Do you think RPL is a sufficient solution to address the issue of Informal Employment in your sector? Is the current format of the RPL Programme appropriate for your sector?
4. How much have you been able to achieve with the current RPL Programme under PMKVY 2.0, both as an assessment body and/or as PIA?
5. In future, what changes would you like to see in the current RPL Modality to make it more sector-specific?
6. Apart from RPL under PMKVY, are there any other funding organisations dedicated towards sector-specific RPL Programme(upskilling)?
7. While working as PIA, SSCs acted both as an awarding body as well as Implementing body. Please comment on this and also what changes do you expect in the role of SSCs in the Sector focussed skilling programmes?
8. While working as PIA, SSCs are entrusted to use facilitator organisations for the implementation of the programme. What suggestions will you give to establish credibility and authenticity for the Facilitators under the RPL Programme for any kind of PIAs?

Thank you for your valuable feedback.

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Name of the Investigator	
Date of Interview	
Name of Contact Person	
Address	

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**Strategic Analytics:** Alignment of strategic intent with actual work, requiring strategic analytics to answer key decision support questions such as whether to enter into a new segment of business or not, whether to reach new customers or not, and other go, no-go decisions.

**Behavioral Analytics:** Assistance in determining the 'why' and 'how' of a customer behavior (rather than the 'what') in order to ensure that marketing plans yield the desired results through capturing customer events and actions over time and using these stored interactions to determine typical behavior and deviations from that behavior.

**Tactical Analytics:** Tactical analytics models that we deploy are typically short-term in nature, and are focused on answering immediate questions rather than aligning to a longer term goal.

**Predictive Analytics:** We created complex multi-dimensional models that collate data generated from several interaction points to create models that enable the prediction of future events to help identify of both risks and opportunities.

**DATAWISE®** has also developed proprietary analytics models DATTAB™, CREST™, SatisACTual, and OPTLIOX™ catering to specific customer needs.

