

Impact Assessment of PMKVY 3.0



Project E-cart

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Impact assessment of PMKVY3.0 for E-cart

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Abbreviations

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

EXECUTIVE SUMMARY



1 Executive summary

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.

Through this project, NSDC wants to understand the impact assessment of the Pradhan Mantri Kaushal Vikas Yojana (PMKVY) 3.0 program which was implemented in PAN India starting from the year 2020-2021. The data and insights received through this survey are to improve the PMKVY 3.0 program.

372 successful surveys were conducted during the project using CATI mode. DATAWISE® used its proprietary tool SatisACTual® for conducting telephonic interviews.

The subsequent sections of this report cover the details based on the RFP and scope agreed.

Key observations

About RPL program

Mobilization

The overall analysis revealed that 44% of the beneficiaries come to know about the RPL program through mobilizing agency followed by training center and workplace (19%)

Pre-assessment and counseling

More than 80% of the beneficiaries mentioned that they were imparted knowledge about MSDE, skill India processes, eligibility criteria for appearing for the certification, benefits of certification, career progression and employment opportunities. 95% of the beneficiaries watched induction video and 92% of the beneficiaries informed that self-assessment sheet was helpful in identifying skill gaps.

Orientation

A majority of the beneficiaries (97%) reported that they have given orientation on domain, soft skills and entrepreneurship. It was also observed that 99% of the beneficiaries received job role specific kit.

Assessment and certification

98% of the beneficiaries informed that they passed the assessment. A follow up question was asked to beneficiaries who passed the examination and it was found that 50% of the beneficiaries received the certification and only 13% of the beneficiaries informed that they did not receive INR 500.

Impact on beneficiaries

Employment status

A majority of the beneficiaries were self-employed before and after the program.

Certification status

A majority of the beneficiaries (98%) informed that they are certified after the program. Out of the 98% of the beneficiaries, 43% of the beneficiaries indicated that their certification helped them to improve after the program.

Certification impact

A follow up question was asked to beneficiaries who reported that their certification helped “In what ways, certification helped?”, a majority of the beneficiaries reported that their roles and responsibilities increased.

Mudra loan

A majority of the beneficiaries (54%) applied for the loan. Among the beneficiaries who applied for the loan, 59% of the beneficiaries stated that they undertook the loan to expand their current business.

Impact of RPL project

More than 90% of the beneficiaries informed that they were made aware about health and safety standards, safety provisions under COVID-19 protocols, about communication techniques with staff and customers, digital literacy, financial literacy and digital payments and e-selling. After the course completion, 86% of the beneficiaries availed the Ecart license.

Impact on social well-being

Social well-being of the beneficiaries was measured using four parameters such as level of savings, lifestyle, health and social status. It was found that none of the beneficiaries reported that their social well-being worsened after the program. 36% of the beneficiaries claimed that their lifestyle and social status improved and 35% of the beneficiaries reported that their level of savings and health improved after the program.

Impact on training institute

The beneficiaries rated their training institute on a scale of 5 for four parameters such as class rooms, trainer quality, training material and placement. It was observed that highest rating was given to trainer quality (4.39) and lowest rating was given to placement (3.22).

Impact on workplace

47% of the beneficiaries mentioned that their working conditions improved after the program. A follow up question was asked to beneficiaries who reported that their working conditions improved “In what ways, working conditions improved”, a majority of the beneficiaries (69%) claimed that their communication skills improved.

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 existingskills, 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 SkillsQualification Framework
- **Enhance the chances of employment** of individuals and provide them with more options forhigher education.
- **Reduce the inequalities** present due to the privileges given to some types of skills and knowledgeover others.

2.1.1.1 RPL – 5 step processes

The RPL process comprises of five steps:

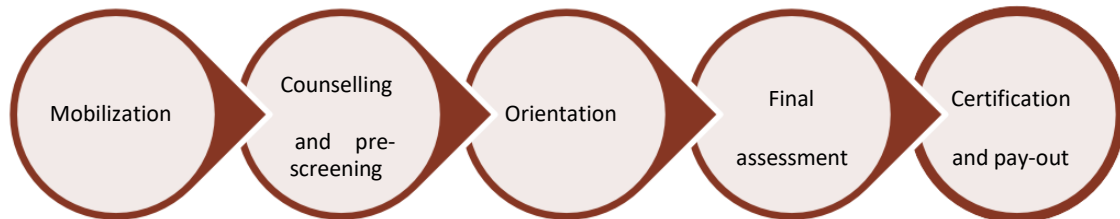


FIGURE 1: 5 STEP PROCESS

Mobilization: It can happen indirectly through the mobilization agencies (associations/NGOs), training partners, or direct employers.

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.

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.

Final assessment: Assessment agencies will evaluate without any intervention from the RPL facilitator. Grades will be awarded according to NSQF.

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).

2.1.2 Bridge Module

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

3 Project Background

The main purpose of the project was upskilling for Street Food vendors who would be getting the license for E-Cart, in Delhi.

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 Delhi state 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 3.0 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.
- 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

- 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.

4. Impact of enterprise – 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.

APPROACH AND METHODOLOGY



4 Approach and Methodology

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

4.1 Approach

At **DATAWISE**[®], 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-PMKVY3.0

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.

4.2 Methodology

Datawise will adopt a qualitative as well as quantitative approach to assess the impact of projects.

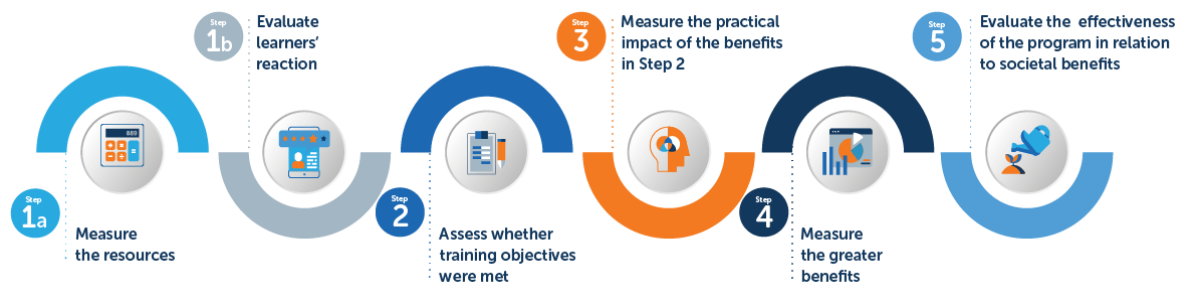


FIGURE 2: METHODOLOGY

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

4.2.1 Phase I: Resource Mobilization

During this phase, we will identify the resources required for achieving the project objectives. We shall plan resource mobilization in a strategic, mission-driven manner; build communications skills; design, implement and monitor resource mobilization activities. We recognize that the success of this project hinges on the ability to ensure that the persons deployed for the project can converse in the local language and have the ability to engage with the stakeholders. Our staff consist primarily of persons who are familiar with the language as well as the specific social, economic and cultural issues in the states. Our field force proposed to be deployed will be fully briefed about the requirements of the project and the expected role that they will play. Resources engaged for this project are highly qualified and will have relevant experience. Our staff mainly consist of management graduates and have experience in research and evaluation.

4.2.2 Phase II: Understanding and Planning the Project

The team for this project will initially understand the project, and set down potential challenges in conducting the project. During this phase, the project plan will be prepared and shared within the team as well as with yourselves. The purpose of the planning phase is to ensure that there are no surprises while conducting the actual field visits, and adequate contingency plans are in place. Some of the possible challenges could arise because of inclement weather, possible local election campaigns, unplanned local events (such as festivals, religious gatherings, etc.).

Evaluation Planning includes data collection instruments and methods: Given that a substantial part of the information is qualitative in nature, our planning process will decide the most appropriate

methods for collecting the data. Also, information collection during field could be challenging since the use of computers could be disruptive to the process, and also could have practical limitations. Methods to ensure uniform field note collection will be designed during this phase.

4.2.3 Phase III: Sampling

Our suggested sample for the study

Project				Total Sample Size
	Pre Project	During Project	Post Project Assessment	
Project 1	320	800	320	1,440
Project 2	120	240	120	480
Project 3				500

Proportionate samples will be selected from each training partners and each district. For project 1 and 2 we will evaluate 2 batches with each training partner.

4.2.4 Phase IV: Field Data Collection Design

Field Data Collection will be done using multiple instruments. The survey design is therefore proposed to be kept simple and easy to administer and collect information. For stakeholders as detailed above, we will conduct in-depth interview to understand the complete process as well as their impact on or outcome from the processes. This interview will include more qualitative elements and will provide insights to design the questionnaire for the trainees.

The questionnaire for the trainees shall be primarily quantitative in nature, with specific inputs being sought as elaboration of question that require further explanation. For sampling design, we propose to use simple random sampling method for each project. In case any respondent selected is not available for any reason, we shall use the next available respondent. We will continue the process until the total sample target is achieved.

Our surveyor will monitor 2 batch with each training partners spread over 12 months.

For project 1 and 2 we propose to do CAPI interview for pre and during project assessment and CATI for post impact assessment.

For Project 3 we propose CAPI interviews

In addition, the stakeholder who will be interviewed by conducting detailed interviews will be:

- 2 Trainers per PIA
- 2 Employers per project
- The Head of each PIA

4.2.5 Phase V: Collection and Collation

Data will be collected through various qualitative and quantitative techniques:

Qualitative Data	Quantitative Data
PIA interview	Trainees
Trainers interview	
Employer interview	

Mode of data collection will be

- (a) Telephonic (CATI)
- (b) Personal interviews (CAPI)
- (c) In-depth interviews (CAPI)

Data that is gathered as part of the evaluation is stored in secure servers located at the Corporate Office of **DATAWISE**® at Hyderabad. This data is automatically collated from the field staff using push technology, on to the servers using standardised header information and this data is then data available for the next phase. The collation tool provides daily updated information on the status of surveys completed tagged to each individual smart device, enabling a tracking and monitoring process.

4.2.6 Phase VI: Research and Analysis

This phase will be in parallel to Phase V – Collection and Collation. This phase will include interactions with NSDC team at Head Office to understand the vision and strategy, and to ensure that the data analysis is aligned to achieve these results. Following is the process that will be followed during this phase

- a) Setting up data coding sheets
- b) Data review, cleansing, and validation
- c) Determining methodologies for tackling missing data
- d) Establishing analytical tools such as
 - a. Cross tabbing
 - b. Slicing and Dicing
 - c. Establishing regression variables and equations
- e) Developing basic graph and table requirements
- f) SWOC Analysis for each parameter

SWOC Matrix

	Factors likely to lead to positive change and further improvement in the quality of the project	Factors which may compromise further improvement in the quality of the program project
Internal Attributes	<p>Strengths</p> <p>Strength of the project</p>	<p>Weaknesses</p> <p>Internal weakness of the program and deficiencies</p>
External Attributes	<p>Opportunities</p> <p>What opportunities will most dramatically enhance the quality of our project</p>	<p>Challenges</p> <p>What are the key challenges or threats to the quality of our project</p>

4.2.7 Phase VII: Reporting / Presentation

Our reports will be developed as standard reports using dATTAb® technology which instantaneously generates various types of graphs and tables including Pie Charts, Column Graphs, Bar Graphs, and Scatter Plots etc. Our report will be delivered to you in the form of a PDF document. As required, we shall also provide you with one printed copy of our final report.

4.2.7.1 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. Harmonised 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

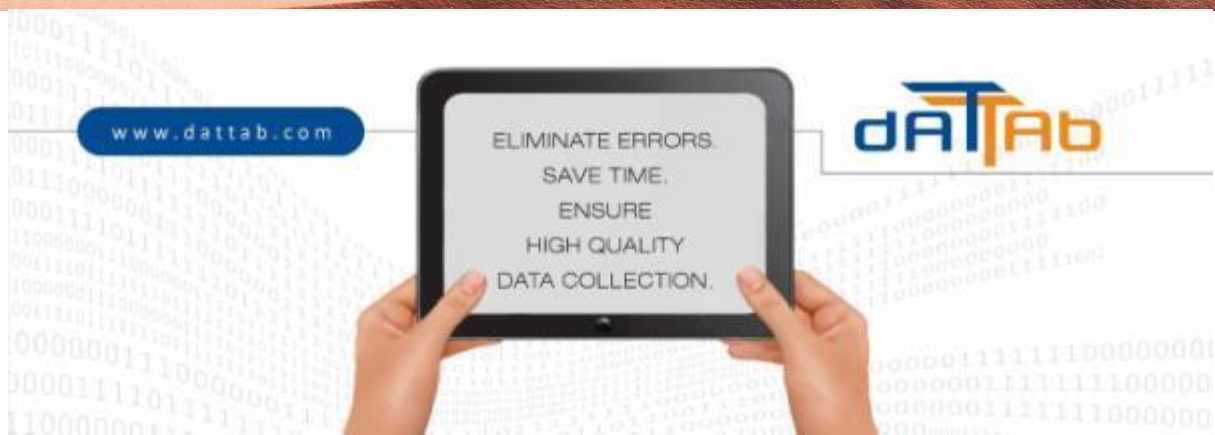


FIGURE 3: dATTAb®

Our field data collection platform, dATTAb® has the ability to have an authentic, effective, and accurate data collection tool in real-time. dATTAb® offers a number of advantages including:

- Cost savings in assessment and feedback to reduce time taken in collecting and recording the data.
- Reduction in errors due to drawbacks in understanding of the field executives, and incomprehensibility of other static data collection methods, and remove bias of administrator.
- High quality and verified observations.
- Possible to trace back each data point to verify authenticity and to enable focused sampling. Metadata would be captured to determine when and where the data was captured.

dATTAb® is useful to understand what potential customers understand, and to accurately target customer needs based on the feedback received. The ability to rapidly collect and address these needs is becoming important in being able to respond effectively.

Among others, through the use of dATTAb® we will identify the target audience reaction to the following elements of the media message:

- Overall appeal of the communication message
- The specific message(s) that is driven home
- The positioning of the message
- The response to the message
- Below is the high-level architecture of dATTAb®.

Impact assessment of PMKVY3.0 for E-cart

Below is the high-level architecture of dATTAb®.

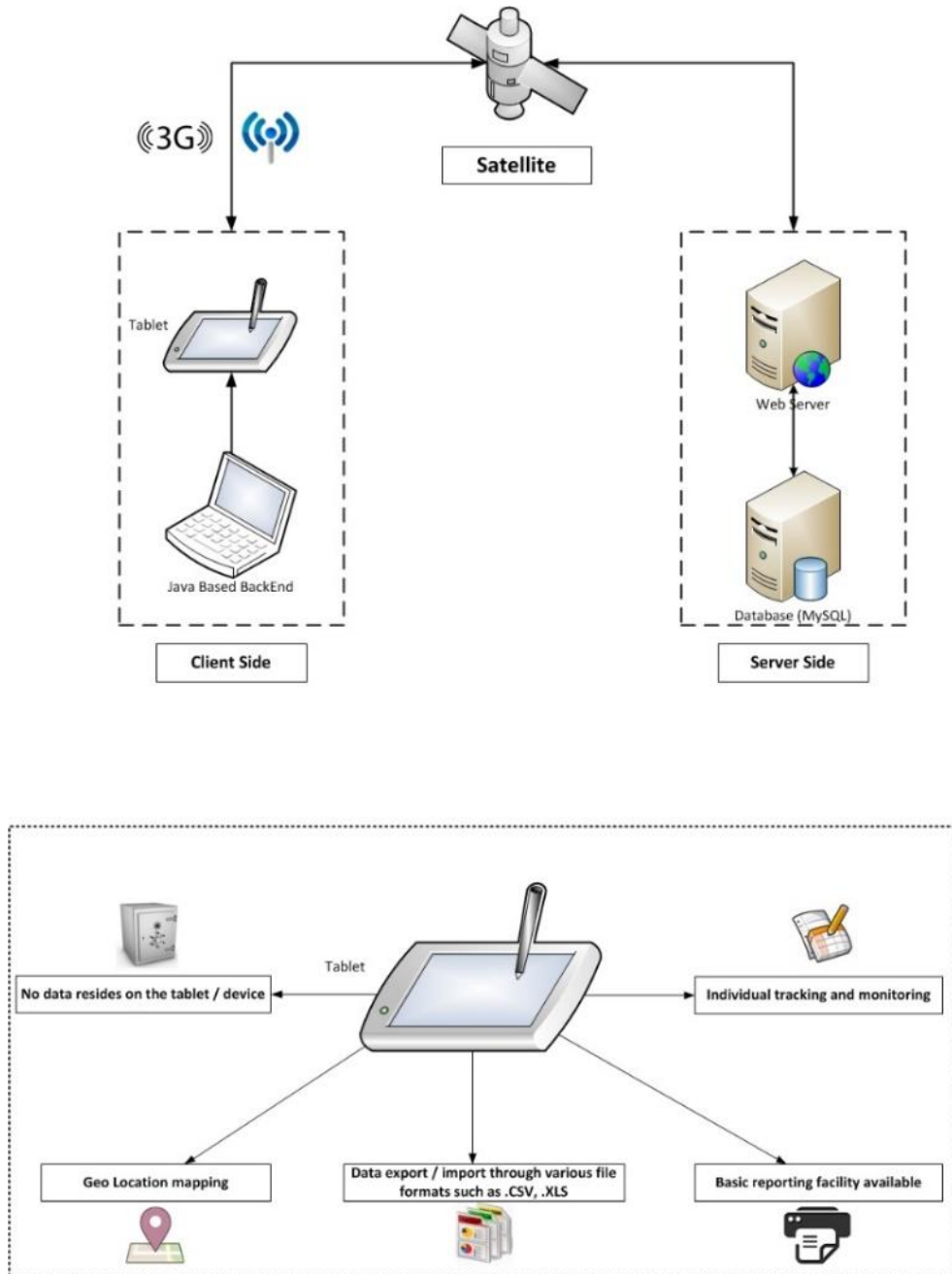


FIGURE 4: ARCHITECTURE OF DATTA^B

LIMITATIONS



5 Limitations to the Study

- Only 75% of the target was met after exhausting the contact list. For more data sets PIAs were contacted, however we could not get more data.
- For CAPI surveys, field agents found it difficult to reach out to the beneficiaries with the incomplete trainee address provided by the training partners to NSDC.
- During the CATI surveys, we encountered challenges in reaching some of the beneficiaries since the contact number provided was not valid or wrong numbers.
- 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.
- Some beneficiaries have shown disinterest to respond to the questionnaire as the prevailing circumstances were neither positive nor encouraging.
- Respondent fatigue occurred in many scenarios as respondents perceived the questionnaire very lengthy.
- All the beneficiaries have not necessarily answered all the questions asked to them. The analysis has been done based on the beneficiary's response to each question.

OVERVIEW OF E-CART



6 Overview of E-cart

6.1 Demographic analysis

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

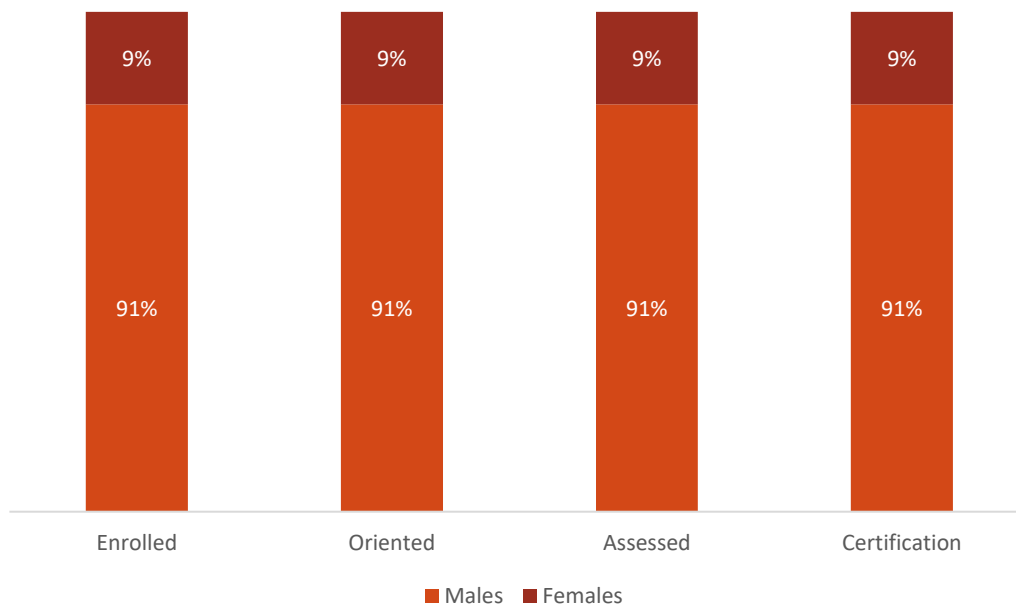


FIGURE 5: COMPARISON OF MALE AND FEMALE BENEFICIARIES IN CERTIFICATION STAGE

The demographic analysis revealed that 91% of the beneficiaries are males and 9% are female beneficiaries. It was found that 91% of the male beneficiaries successfully completed all the four stages such as enrolled, oriented, assessed and certification. Similarly, 9% of the female beneficiaries successfully completed all the four stages such as enrolled, oriented, assessed and certification.

OVERALL 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.

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, some indicators will be measured.

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 and placement assistance.
- **To get the impact on workplace** – Average rating of improvement in the working condition in terms of communication skills, technical knowledge and designing.
- **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, loan, 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.

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

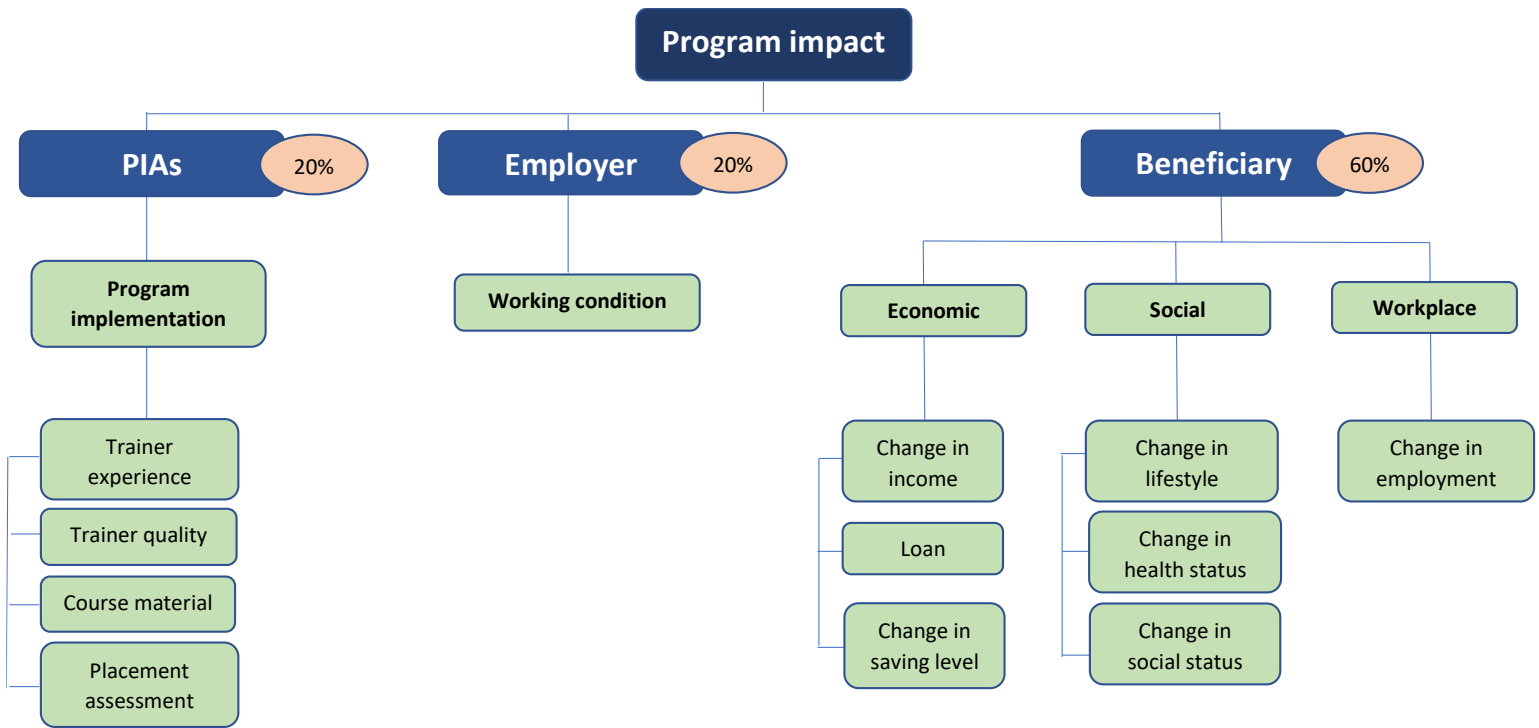


FIGURE 6: EVALUATION FRAMEWORK

7.2 Framework analysis

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

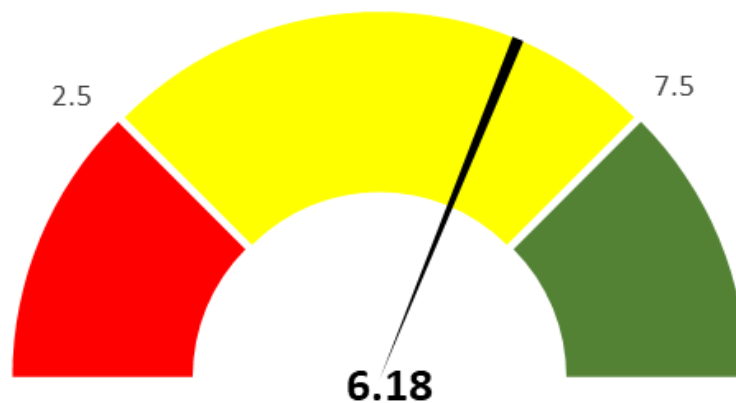


FIGURE 7: OVERALL PROGRAM IMPACT

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 upskilling of the street vendors in Delhi. 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 of PMKVY3.0 for E-cart

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

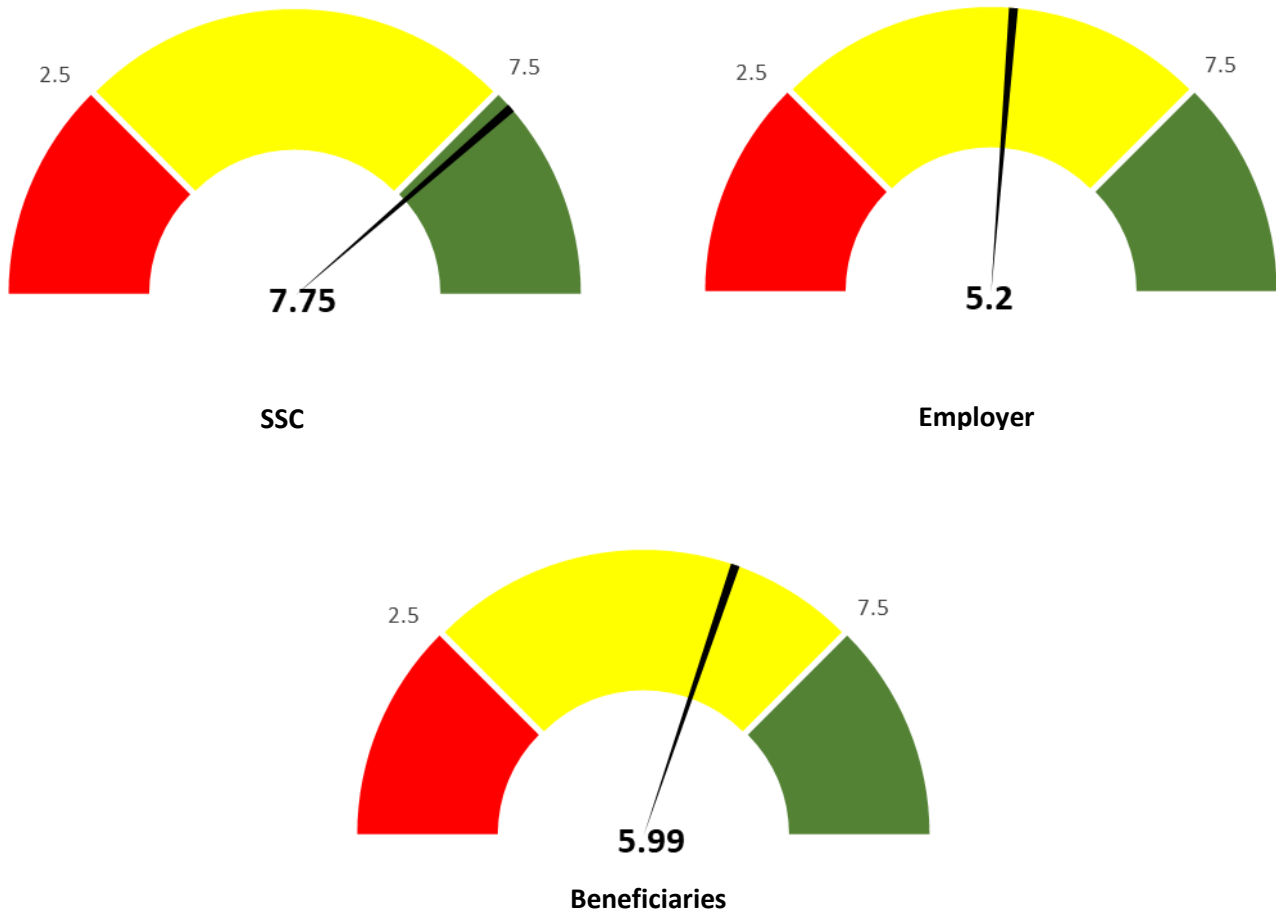


FIGURE 8: OVERALL PROGRAM IMPACT ON THE SSC, WORKING CONDITION AND BENEFICIARIES

The highest impact of the RPL program is on the SSC (7.75) followed by beneficiaries (5.99) and least on employer (5.20). It can be observed that the least impact is on the employer and beneficiaries. 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.

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

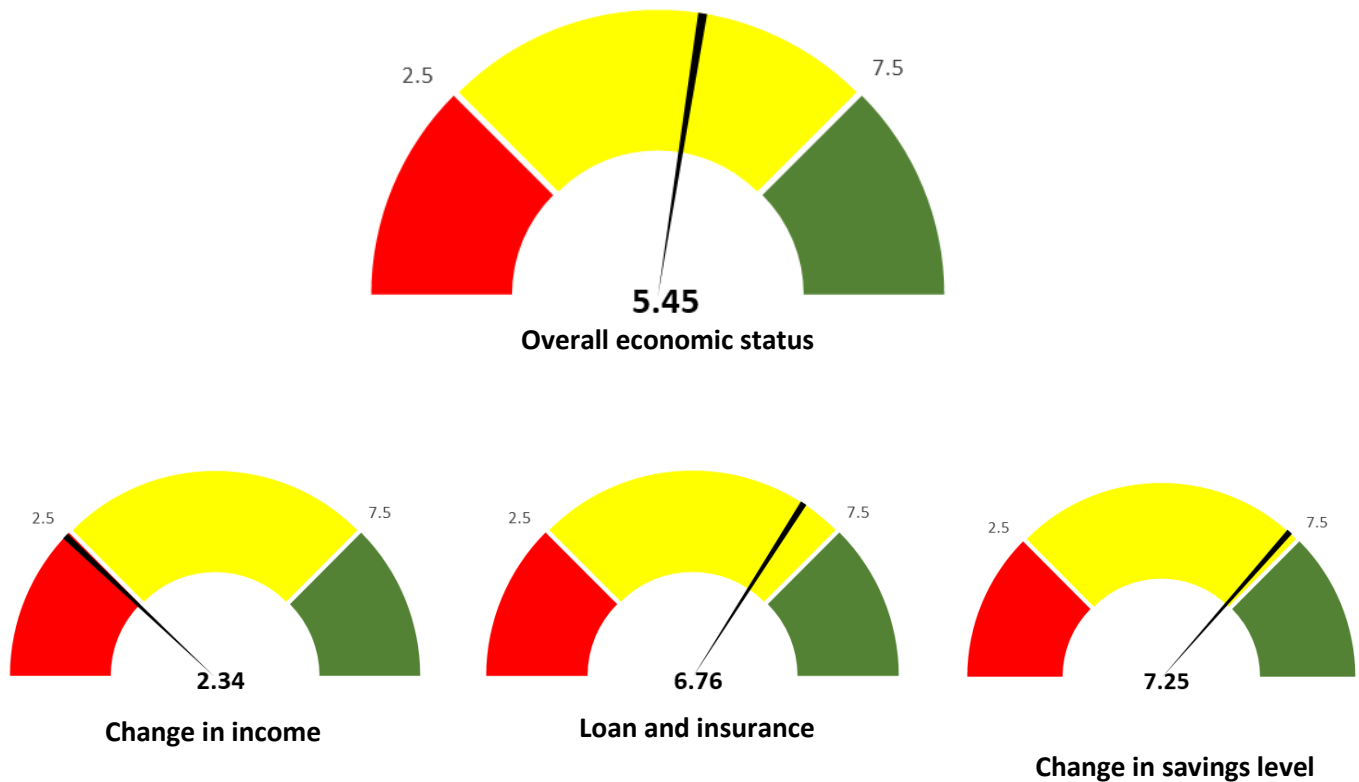


FIGURE 9: IMPACT OF RPL PROGRAM ON ECONOMIC STATUS

The RPL program does not have much impact on the overall economic status of the beneficiaries. The primary reason for this is that 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.

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

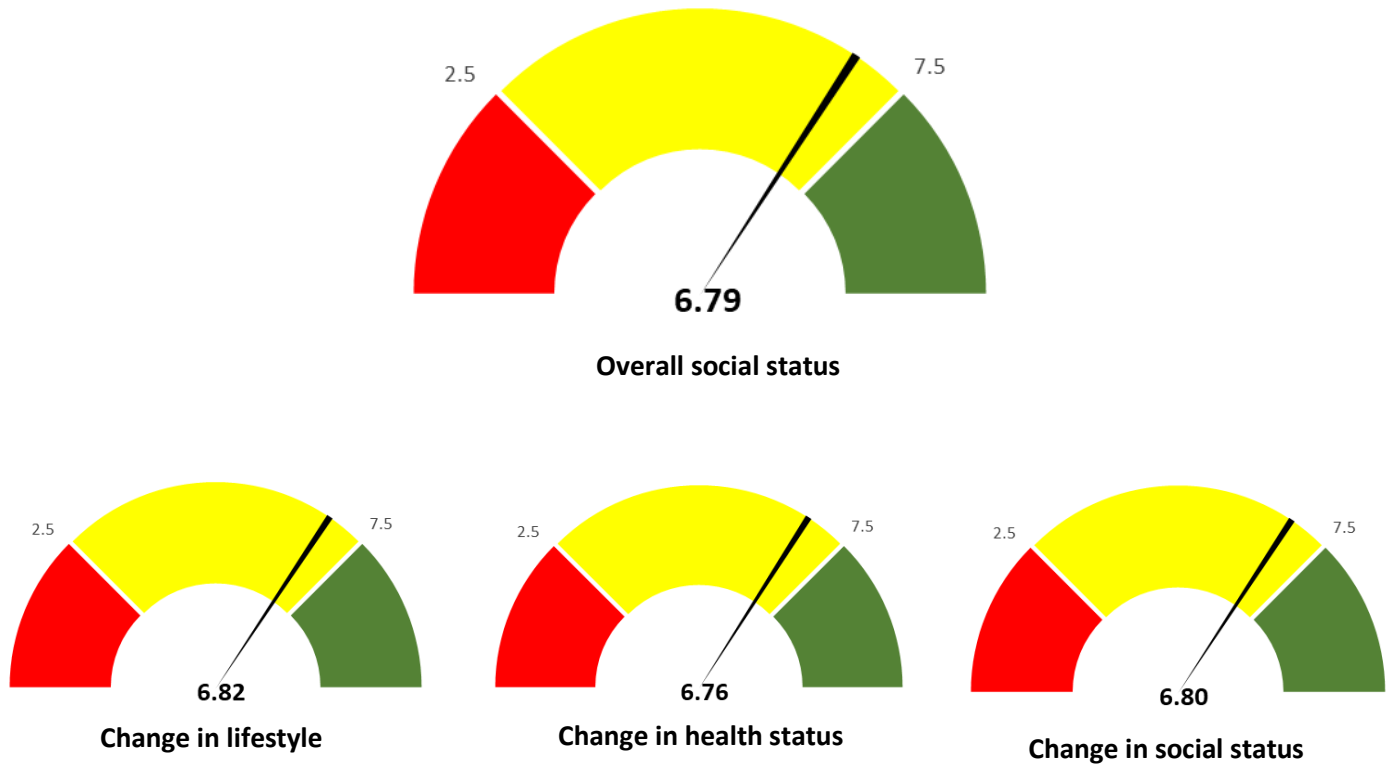


FIGURE 10: IMPACT OF RPL PROGRAM ON SOCIAL STATUS

The overall impact of the RPL program on social status has been more than average. In terms of lifestyle, health status and social status RPL program has a significant impact on the beneficiaries.

Impact assessment of PMKVY3.0 for E-cart

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

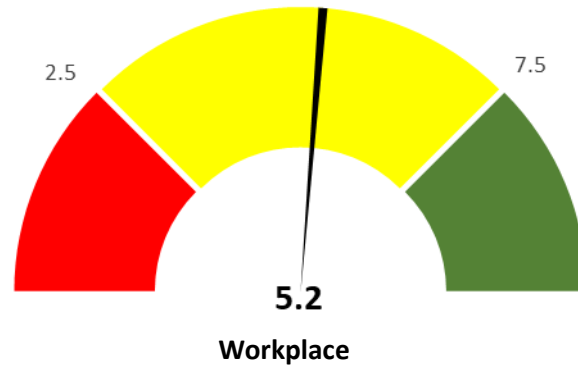


FIGURE 11: IMPACT OF RPL PROGRAM ON WORKPLACE

The overall impact of the RPL program on the workplace of the beneficiaries is average. Not many of the beneficiaries were unemployed before and 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:

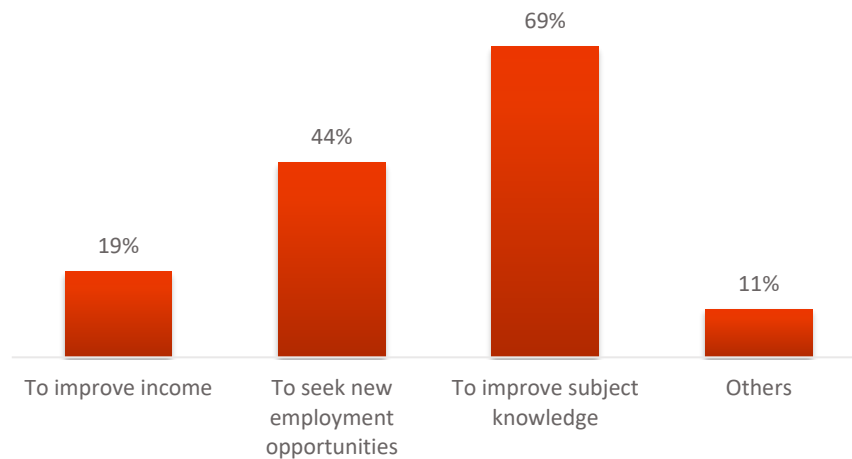


FIGURE 12: PROGRAM MOTIVATION

Q. Why did you undertake the program?

Number of respondents:372

A majority of the beneficiaries (69%) mentioned that their subject knowledge improved after the program. 44% of the beneficiaries mentioned that their employment opportunities improved and 19% of the beneficiaries informed that their income level improved

8.2 Mobilization

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

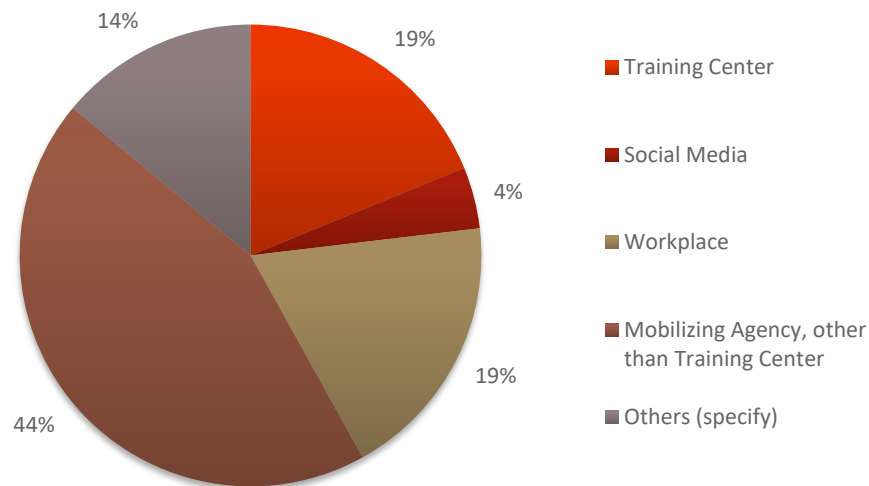


FIGURE 13: SOURCES OF INFORMATION ABOUT RPL PROGRAM

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

Number of respondents:372

A majority of the beneficiaries (44%) came to know about the RPL program from mobilizing agencies. Among the rest 56%, 19% beneficiaries got the information from Training Center and Workplace, and the remaining 18% came to know about it from various advertisements, social media and other sources.

8.3 Pre – assessment and counseling

8.3.1 Brief about MSDE, skill India program, and processes

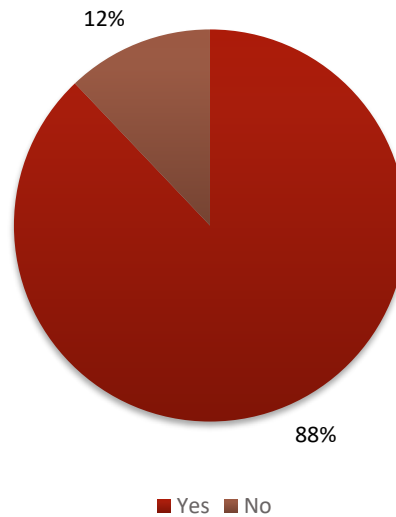


FIGURE 14: BRIEF ON MSDE AND SKILL PROGRAMS

Q. Were you made aware about MSDE, skill India program, and processes?

Number of respondents:372

88% of the beneficiaries were briefed about the brief during counseling process. Only remaining 12% reported that they have not received any proper briefing or induction during counseling process.

8.3.2 Eligibility criteria for appearing for the certification

The following chart shows the overall percentage of beneficiaries who were made aware of the eligibility criteria for appearing for the certification:

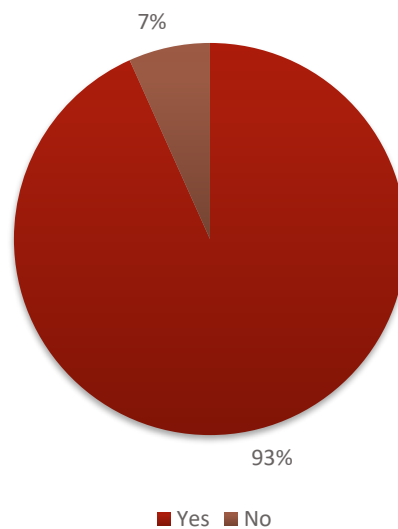


FIGURE 15: AWARENESS OF THE ELIGIBILITY CRITERIA FOR APPEARING FOR THE CERTIFICATION

Q. Were you made aware about eligibility criteria for appearing for the certification?

Number of respondents:372

A majority of the beneficiaries (93%) mentioned that they were aware about eligibility criteria for appearing for the certification. The remaining 7% of the beneficiaries mentioned that they were not made aware about eligibility criteria for appearing for the certification.

8.3.3 Benefits of certification and how to avail those benefits

The following chart shows the overall percentage of beneficiaries who were made aware of the benefits of certification and how to avail those benefits:

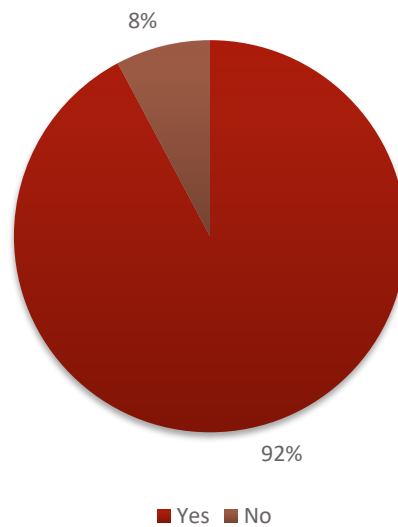


FIGURE 16: AWARENESS OF THE BENEFITS OF CERTIFICATION AND HOW TO AVAIL THOSE BENEFITS

Q. Were you made aware about benefits of certification and how to avail those benefits? Number of respondents:372

A majority of the beneficiaries (92%) mentioned that they were made aware about benefits of certification and how to avail those benefits. The remaining 8% of the beneficiaries mentioned that they were not made aware about benefits of certification and how to avail those benefits.

8.3.4 Possible career progression (vertical and horizontal)

The following chart shows the overall percentage of beneficiaries who were made aware of the possible career progression (vertical and horizontal):

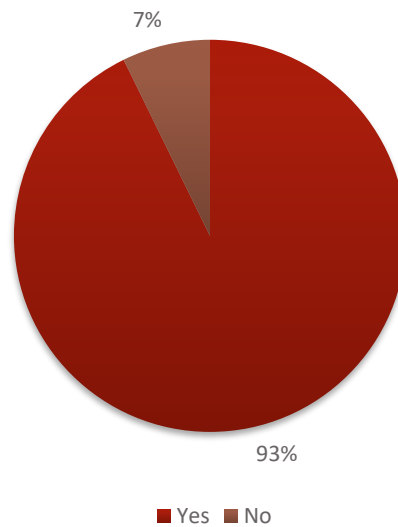


FIGURE 17: AWARENESS OF THE POSSIBLE CAREER PROGRESSION

Q. Where you made aware about possible career progression (vertical and horizontal)?

Number of respondents:372

A majority of the beneficiaries (93%) mentioned that they were aware about the possible career progression (vertical and horizontal). The remaining 7% of the beneficiaries were not aware about possible career progression (Vertical and horizontal).

8.3.5 Employment opportunity (both wage and self) with learned skill

The following chart shows the overall percentage of beneficiaries who were made aware of the employment opportunity (both wage and self) with learned skill:

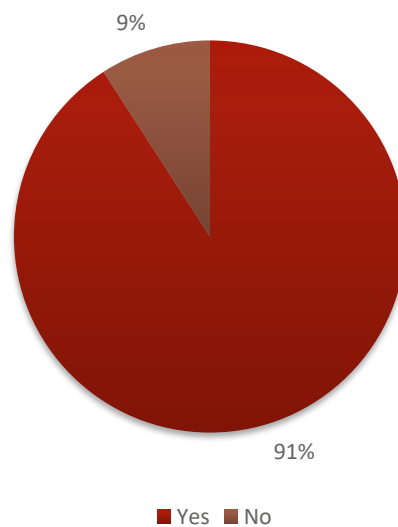


FIGURE 18: AWARENESS OF THE EMPLOYMENT OPPORTUNITY WITH LEARNED SKILL

Q. Where you made aware about employment opportunity (both wage and self) with learned skill?

Number of respondents:372

A majority of the beneficiaries (91%) mentioned that they were made aware about employment opportunity (both wage and self) with learned skill. The remaining 9% of the beneficiaries mentioned that they were not made aware about employment opportunity (both wage and self) with learned skill.

8.3.6 Induction video on the program

The following chart shows the overall beneficiaries who watched induction video on the program:

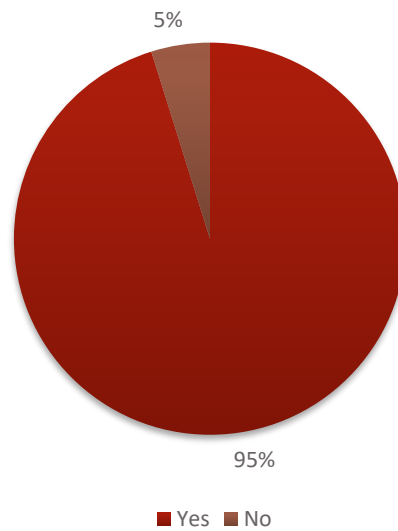


FIGURE 19: BENEFICIARIES WATCHED INDUCTION VIDEO

Q. Did you watch the induction video on the program undertaken?

Number of respondents:372

95% of the beneficiaries have reported that they watched the Induction video during the counseling process. Remaining 5% of the beneficiaries reported they were counselled verbally only.

8.3.7 Pre-assessment sheet

The following table show the overall percentage of beneficiaries who informed the self-assessment sheet to be helpful in identifying the skill gap:

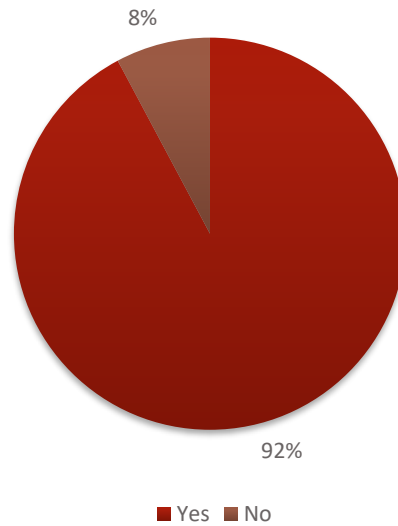


FIGURE 20: SELF – ASSESSMENT SHEET FOR IDENTIFYING SKILL GAP

Q. Did the self-assessment sheet was helpful in identifying skill gaps?

Number of respondents:372

92% of the beneficiaries have reported that they were informed about the benefits of certification after the program during counselling session. Remaining 8% of the beneficiaries reported they were not informed about the benefits.

8.4 Orientation

8.4.1 Orientation on domain, soft skills and entrepreneurship

The following charts show the overall percentage of beneficiaries who received orientation of domain, soft skills and entrepreneurship tips:

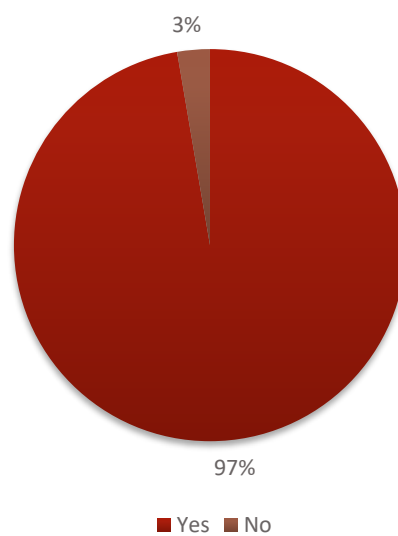


FIGURE 21: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED ORIENTATION

Q. Were you given orientation on the domain, soft skills and entrepreneurship tips, and familiarization with the assessment process and terms? Number of respondents:372

A majority of the beneficiaries (97%) of the beneficiaries mentioned that they were oriented on topic such as domain, soft skills and entrepreneurship. The remaining 3% of the beneficiaries mentioned that they were not oriented on the topic such as domain, soft skills and entrepreneurship.

8.4.2 Job role specific kit

The following chart show the overall percentage of beneficiaries who received specific job role kit:

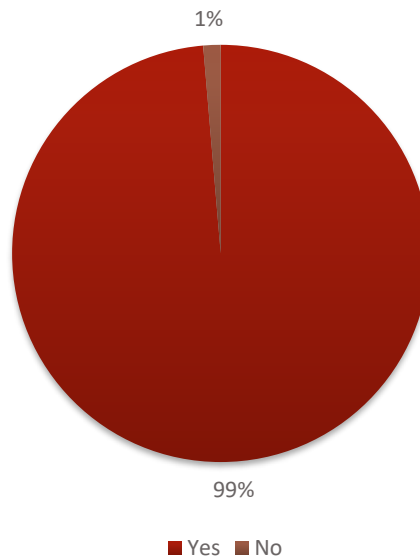


FIGURE 22: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED SPECIFIC JOB ROLE KIT

Q. Did you receive a job role specific kit?

Number of respondents:372

Most the beneficiaries (99%) reported that they have received the job role specific kit.

8.4.3 Contents of job role specific kit

8.4.3.1 Standard T-shirt

The following chart show the overall percentage of beneficiaries whose specific job role kit contained standard T-shirt and jacket:

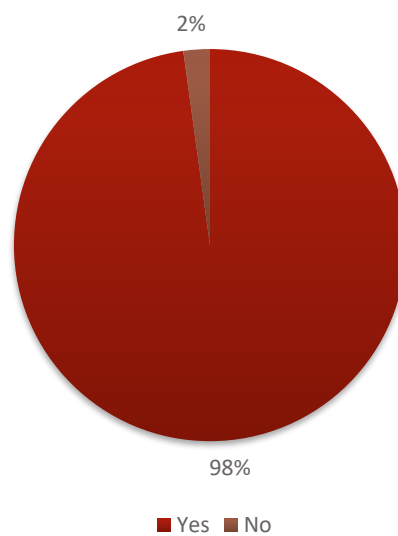


FIGURE 23: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED STANDARD T-SHIRT

Q. Did you receive Standard T-shirt for males and jacket or T-shirt for females?

Number of respondents:367

98% of the beneficiaries have reported that they have received T-shirt for males and jacket or T-shirt for females. Only 2% of the beneficiaries have reported they have never received such kits.

8.4.3.2 Standard cap

The following chart show the overall percentage of beneficiaries whose specific job role kit contained standard cap:

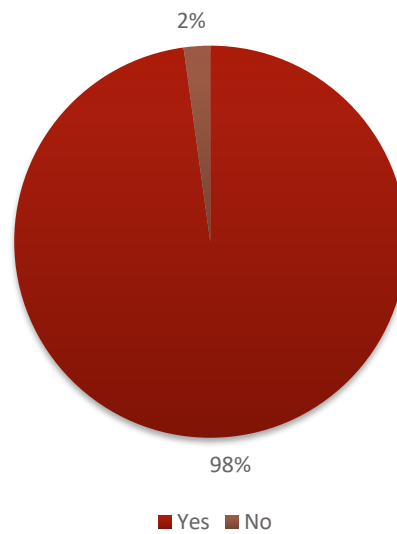


FIGURE 24: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED STANDARD T-CAP AND JACKET

Q. Did you receive Standard cap?

Number of respondents:367

98% of the beneficiaries have reported that they have received standard cap. Only 2% of the beneficiaries have reported that they did not receive standard cap.

8.4.3.3 Study material

The following chart show the overall percentage of beneficiaries whose specific job role kit contained study material:

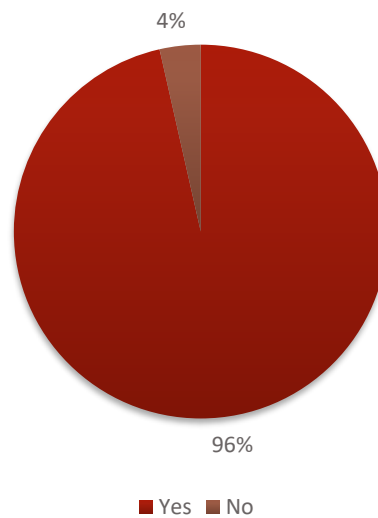


FIGURE 25: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED STUDY MATERIAL

Q. Did you receive Study material?

Number of respondents:367

A majority of the beneficiaries (96%) informed that they received study material. The remaining 4% of the beneficiaries did not receive the study material.

8.5 Assessment

8.5.1 Assessment status

The following chart shows the overall percentage of assessed beneficiaries:

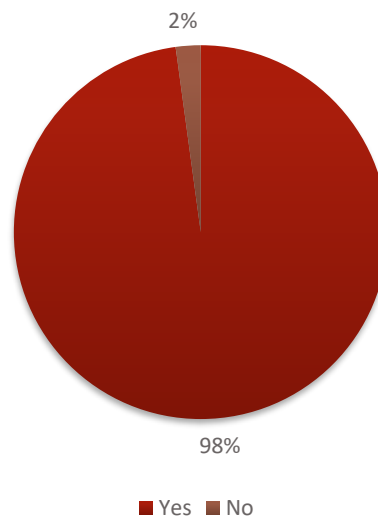


FIGURE 26: ASSESSMENT STATUS

Q. Did you pass the final assessment?

Number of respondents:372

98% of the beneficiaries have reported that they completed the training and passed the assessment. Only 2% of the beneficiaries have reported they have been not able to complete the assessment test.

8.6 Certification and payout

8.6.1 Marksheet

The following chart shows the overall percentage of beneficiaries who received marksheet:

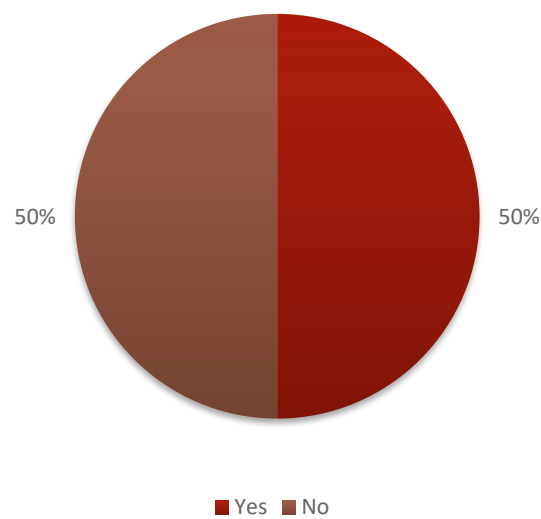


FIGURE 27: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED SKILL CARD AND BADGE

Q. Did you receive the mark sheet?

Number of respondents:364

50% of the beneficiaries have reported that they have received the certificate after completion of the program and the remaining 50% of the beneficiaries have reported that have not received the certificate after the program.

8.6.2 Payout

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

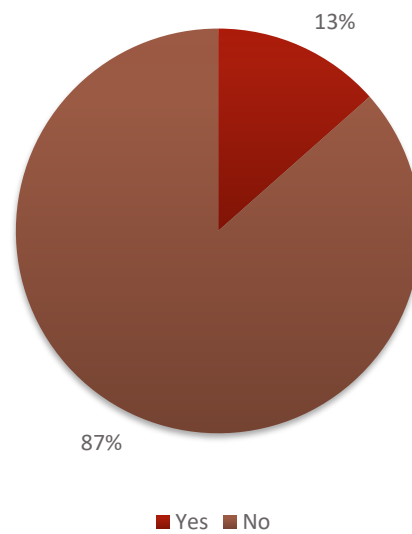


FIGURE 28: OVERALL PERCENTAGE OF BENEFICIARIES RECEIVED INR 500

Q. Did you receive INR 500?

Number of respondents:364

The majority of the beneficiaries (87%) have reported that did not receive the INR 500 amount after completion of program. Only 13% of the beneficiaries have reported they have received the payout amount INR 500.

IMPACT ON BENEFICIARIES



9 Impact on beneficiaries

9.1 Employment status

9.1.1 Employment status before the program

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

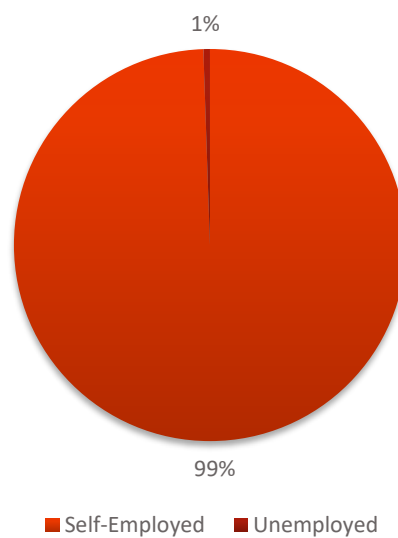


FIGURE 29: EMPLOYMENT STATUS BEFORE RPL CERTIFICATION

Q. What was your Employment status when you started the training?

Number of respondents:372

A majority of the beneficiaries (99%) mentioned that they were self-employed before the program. Only 1% of the beneficiaries claimed that they were unemployed.

9.1.2 Employment status after the program

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

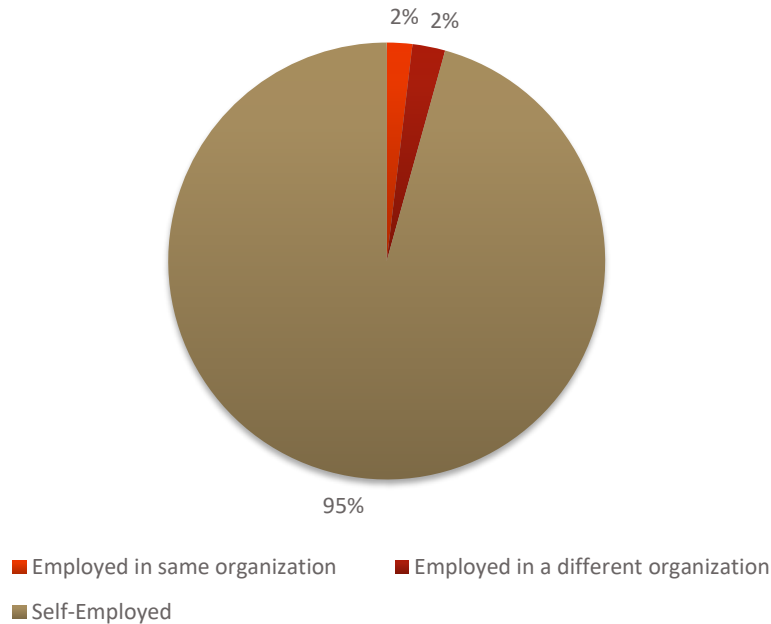


FIGURE 30: EMPLOYMENT STATUS AFTER RPL CERTIFICATION

Q. What is your employment status now?

Number of respondents:372

A majority of the beneficiaries (95%) informed that they were self-employed after the program. Among the remaining 4%, 2% of the beneficiaries informed that they were employed in same organization and 2% in different organization.

9.2 Certification status

The following chart shows the overall percentage of certified beneficiaries:

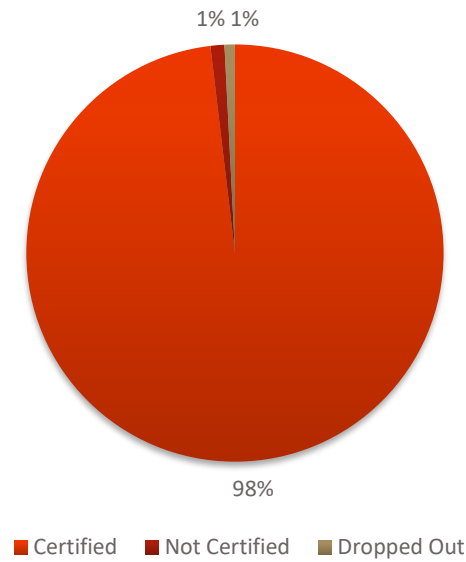


FIGURE 31: EMPLOYMENT STATUS AFTER RPL CERTIFICATION

Q. What is your certification status now?

Number of respondents:372

A majority of the beneficiaries (98%) claimed that they are certified. Only 1% of the beneficiaries informed that they were not certified and another 1% informed that they dropped out from the program.

9.3 Certification impact

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

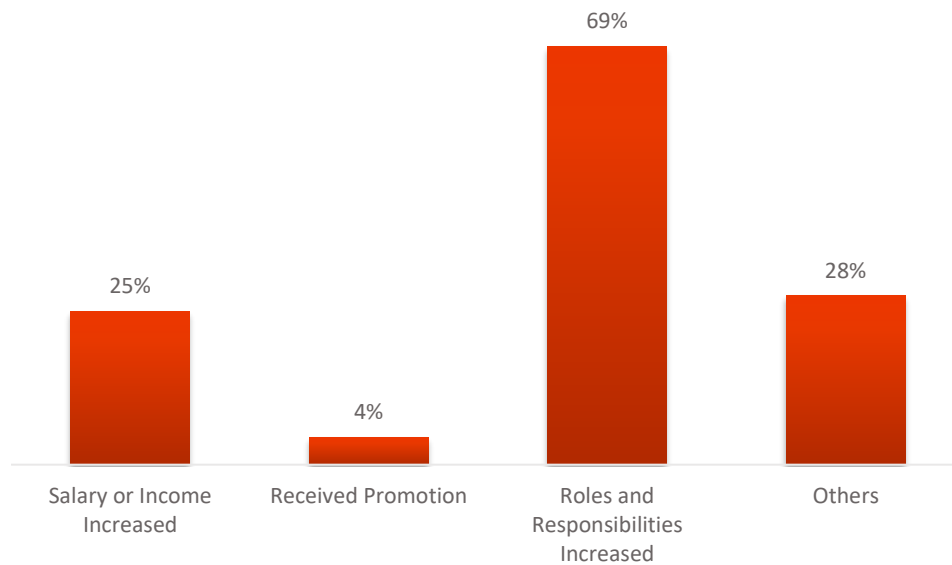


FIGURE 32: OVERALL CERTIFICATION IMPACT

Q. In what ways has the certificate benefited you?

Number of respondents:365

A majority of the beneficiaries (69%) informed that their roles and responsibilities improved after certification. 25% of the beneficiaries informed that their salary or income increased and 4% of the beneficiaries reported that they received promotion.

9.4 Income level

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

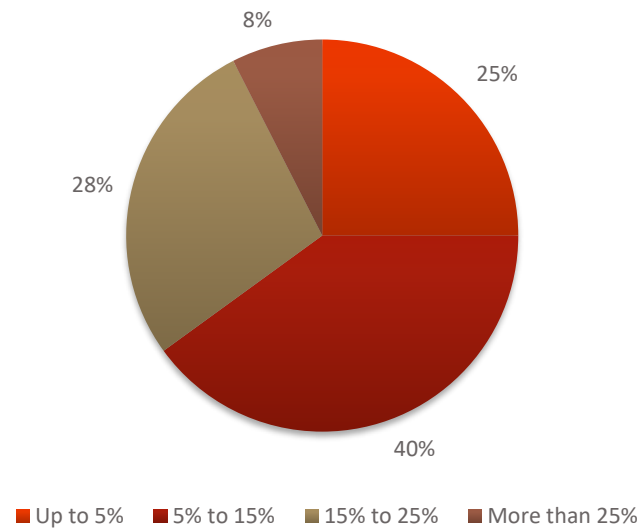


FIGURE 33: OVERALL CHANGE IN INCOME/SALARY

Q. What percentage of income/salary has increased after the program?

Number of respondents:40

A majority of the beneficiaries (40%) informed that their income level increased by 5% to 15% followed by 28% of the beneficiaries who had experienced an income rise of 15% to 25%.

9.5 Mudra loan

9.5.1 Loan undertaken by beneficiaries

9.5.2 Reason for undertaking the loan by beneficiaries

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

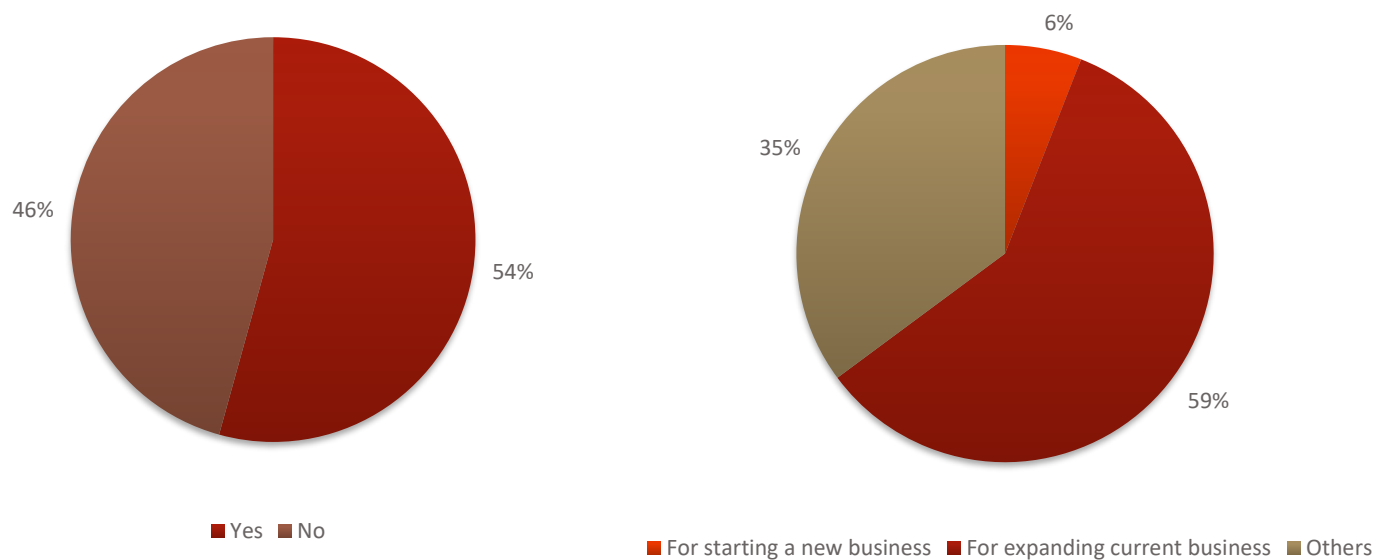


FIGURE 34: BENEFICIARIES APPLIED FOR MUDRA LOAN

Q. Did you apply for Mudra loans?

Number of respondents:372

Q. For what purpose did you avail of the loan?

Number of respondents:202

A majority of the beneficiaries (54%) informed that they applied for mudra loan. A follow up question was asked to beneficiaries who applied for mudra loan “For what purpose did you avail the loan”, it was found that 59% of the beneficiaries availed the loan for expanding their current business, 35% for starting a new business and remaining 6% for other purpose.

9.5.3 Difficulties faced by the beneficiaries

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

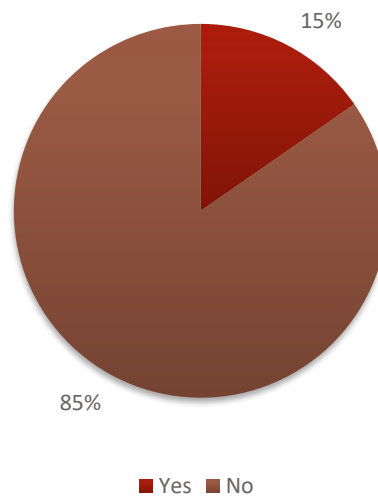


FIGURE 35: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN

Q. Did you face any difficulty in availing of a loan?

Number of respondents:202

Among the beneficiaries (54%) who applied for the mudra loan, 85% of the beneficiaries did not face problem and the remaining 15% faced the difficulties.

9.6 Impact of RPL project

9.6.1 About health and safety standards

The following chart shows the overall percentage of beneficiaries aware about the health and safety standards:

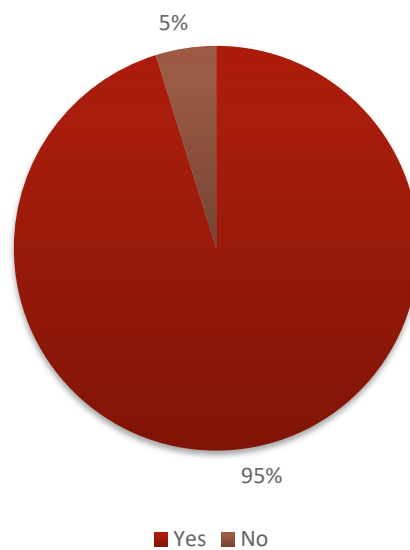


FIGURE 36: AWARENESS ABOUT HEALTH AND SAFETY STANDARDS

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

Number of respondents:372

A majority of the beneficiaries (95%) informed that they were made aware about health and safety standards. The remaining 5% of the beneficiaries informed that they were not made aware about health and safety standards.

9.6.2 About safety provisions under COVID – 19 protocols

The following chart shows the overall percentage of beneficiaries aware about safety provisions under COVID – 19 protocols:

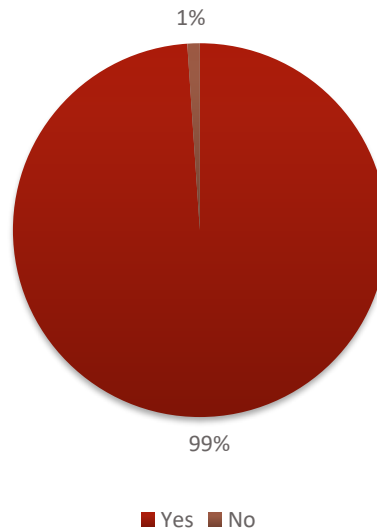


FIGURE 37: AWARENESS ABOUT SAFETY PROVISIONS UNDER COVID – 19 PROTOCOLS

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

Number of respondents:372

A majority of the beneficiaries (99%) informed that they were made aware about safety provisions under COVID -19 protocols. Only 1% of the beneficiaries informed that they were not made aware about safety provisions under COVID -19 protocols.

9.6.3 About communication techniques with staff and customers

The following chart shows the overall percentage of beneficiaries aware about communication techniques with staff and customers:

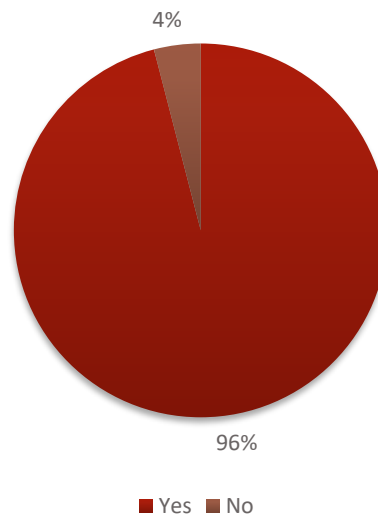


FIGURE 38: AWARENESS ABOUT COMMUNICATION TECHNIQUES WITH STAFF AND CUSTOMERS

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

Number of respondents:372

A majority of the beneficiaries (96%) informed that they were made aware about communication techniques with staff and customers. The remaining 4% of the beneficiaries informed that they were not made aware about communication techniques with staff and customers

9.6.4 About digital literacy

The following chart shows the overall percentage of beneficiaries aware about digital literacy:

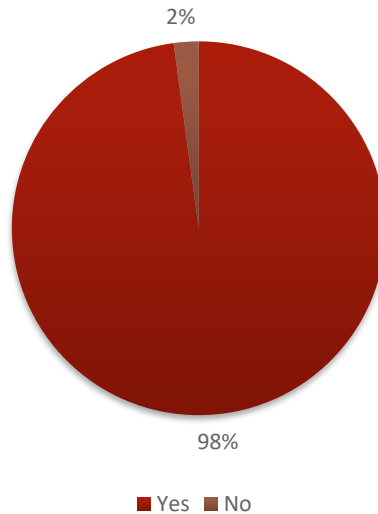


FIGURE 39: AWARENESS ABOUT DIGITAL LITERACY

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

Number of respondents:372

A majority of the beneficiaries (98%) informed that they were made aware about digital literacy. The remaining 2% of the beneficiaries informed that they were not made aware about digital literacy.

9.6.5 About financial literacy

The following chart shows the overall percentage of beneficiaries aware about financial literacy:

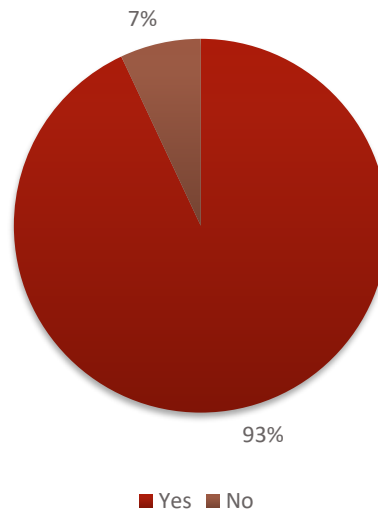


FIGURE 40: AWARENESS ABOUT FINANCIAL LITERACY

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

Number of respondents:372

A majority of the beneficiaries (93%) informed that they were made aware about financial literacy. The remaining 7% of the beneficiaries informed that they were not made aware about financial literacy.

9.6.6 About digital payments and e-selling

The following chart shows the overall percentage of beneficiaries aware about digital payments and e-selling:

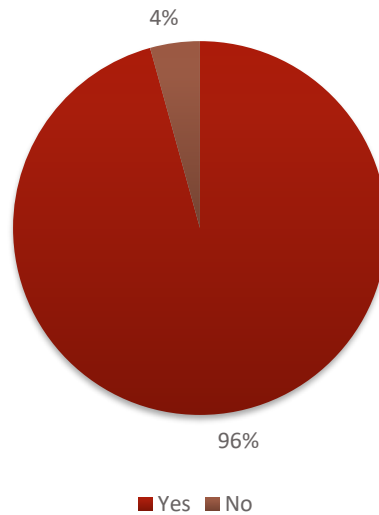


FIGURE 41: AWARENESS ABOUT DIGITAL PAYMENTS AND E-SELLING

Q. In what ways has the certificate benefited you?

Number of respondents:365

A majority of the beneficiaries (96%) informed that they were made aware about digital payments and e-selling. The remaining 4% of the beneficiaries informed that they were not made aware about digital payments and e-selling

9.6.7 E-cart license

The following chart shows the overall percentage of beneficiaries aware about E-cart license:

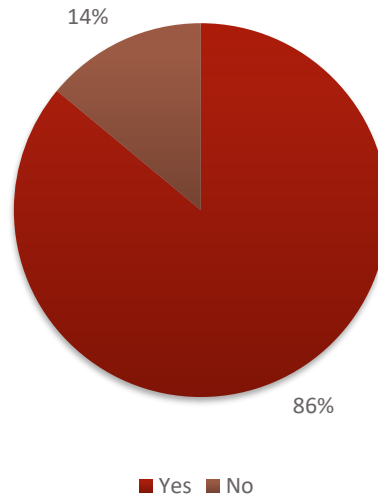


FIGURE 42: AWARENESS ABOUT E-CART LICENSE

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

Number of respondents:372

A majority of the beneficiaries (86%) informed that availed E-cart license. The remaining 14% of the beneficiaries informed that they did not avail E-cart license.

IMPACT ON SOCIAL WELL-BEING



10 Impact on social well being

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

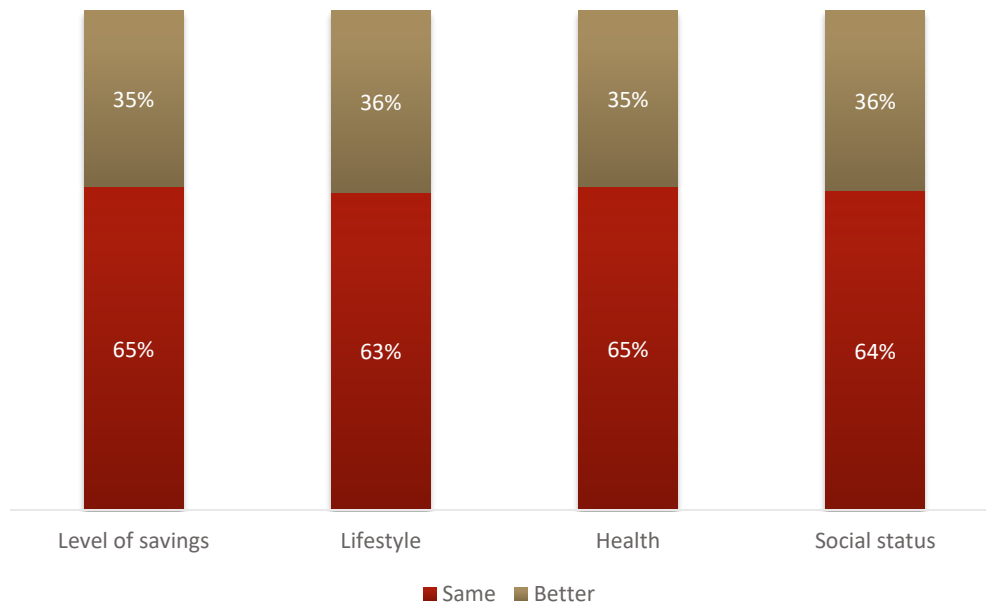


FIGURE 43: IMPACT OF RPL PROGRAM ON SOCIAL WELL BEING

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

Number of respondents:372

36% of the beneficiaries mentioned that their level of savings and social status improved after the program on the other hand 35% of the beneficiaries mentioned that their level of savings and health improved after the program. It was observed that 65% of the beneficiaries informed that their level of savings and health remains same as before.

FEEDBACK ON TRAINING INSTITUTE



11 Feedback on training institute by beneficiaries

The following chart shows the overall perception of training institute:



FIGURE 44: OVERALL PERCEPTION OF TRAINING INSTITUTE

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

Number of respondents:372

For all the four parameters such as classroom, Trainer Quality, Training Material and Placement, the perception of the beneficiaries was above average (Rating above 3 out of 5). Highest rating had been given to Trainer Quality (4.39 out of 5) and lowest rating had been given to placement (3.22 out of 5).

12 Impact on workplace

12.1 Beneficiary perception on impact on workplace

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

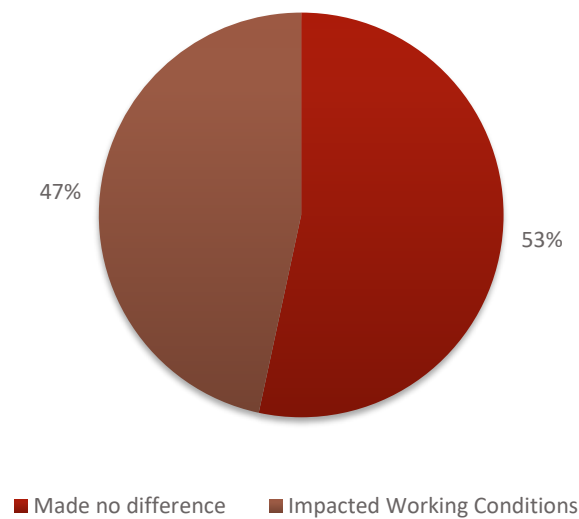


FIGURE 45: OVERALL IMPACT OF RPL ON WORKPLACE

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

Number of respondents:372

47% of the beneficiaries informed that their working conditions improved after the program.

12.2 Improvement in working conditions

Beneficiaries who mentioned that the working condition have improved were further asked about changes that they noticed at the workplace.

The following chart shows the changes noticed by beneficiaries at the work place:

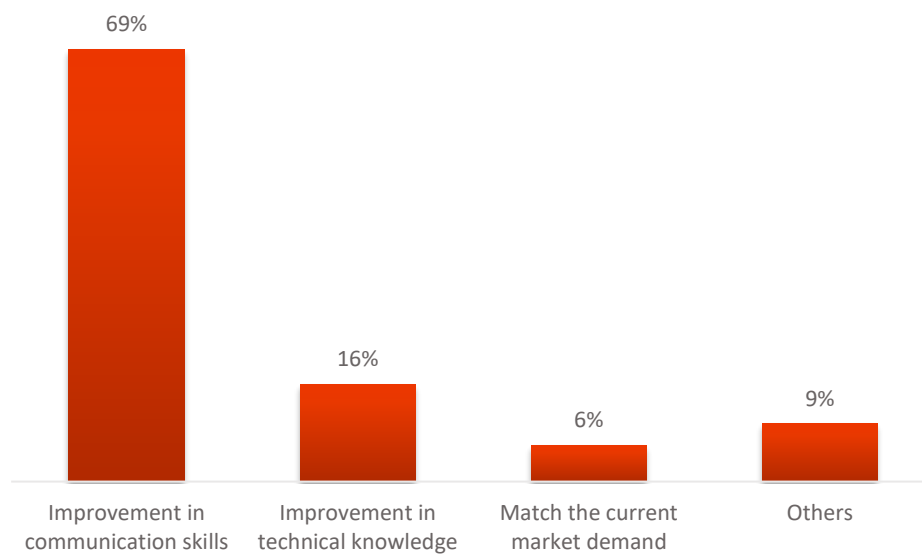


FIGURE 46: CHANGES NOTICED AT WORK PLACE

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

Number of respondents:372

Among the beneficiaries who reported that their working conditions improved, 69% of the beneficiaries claimed that their communication skills improved and 16% of the beneficiaries informed that their technical knowledge improved.

KEY FINDINGS AND RECOMMENDATIONS



13 Key findings and recommendation

13.1 Key findings

1. A majority of the beneficiaries (69%) informed that they undertook the program to improve their subject knowledge followed by 44% of the beneficiaries who reported that they enrolled to the program to seek new employment opportunities.
2. A majority of the beneficiaries (44%) mentioned that they come to know about RPL program through mobilizing agency.
3. A majority of the beneficiaries (95%) informed that they watched the induction video in the pre-assessment and counselling step of the program. It was observed that 92% of the beneficiaries informed that self-assessment sheet was helpful in identifying skill gaps.
4. A majority of the beneficiaries (99%) of the beneficiaries claimed that they received job role specific kit and only a small proportion of the beneficiaries (13%) received the INR 500.
5. A majority of the beneficiaries (98%) informed that they are certified. Among the certified beneficiaries, 43% of the beneficiaries reported that the certification benefitted them.
6. A majority of the beneficiaries (54%) applied for the mudra loans. Among the beneficiaries who applied for the loan, 54% of the beneficiaries applied for expanding their current business. It was observed that majority of the beneficiaries (85%) did not face any difficulties while applying for the loan.
7. The program had a positive impact on social well-being of the beneficiaries. None of the beneficiaries reported that their level of savings, lifestyle, health and social status become worse after the program. 36% of the beneficiaries reported that their lifestyle and social status improved and 35% of the beneficiaries reported that their level of savings and health improved.
8. The beneficiaries had given rating of above average (rating more than 3 out of 5) for four parameters such as class rooms, trainer quality, training material and placement.
9. There is an overall improvement in the working conditions of the beneficiaries. 46% of the beneficiaries reported that their working conditions improved after the program. Among the 46% of the beneficiaries, 69% of the beneficiaries indicated that their communication skills improved at their workplace.

13.2 Recommendations

- PIA 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 Northern States remain more committed to successfully completing the entire program as compared to other states, PIA in Northern 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.
- Some beneficiaries did not receive orientation in soft skills. 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.
- 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.

ANNEXURE-1



14 Annexure 1

Below is the demographic analysis of the E Cart beneficiaries:

14.1 Gender wise analysis

14.1.1 Program motivation

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



FIGURE 47: PROGRAM MOTIVATION-GENDER WISE DISTRIBUTION

Q. In what ways has the certificate benefited you?

Number of respondents:365

A majority of female (74%) and male beneficiaries (69%) mentioned that their subject knowledge improved after the program.

14.1.2 Mobilization

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

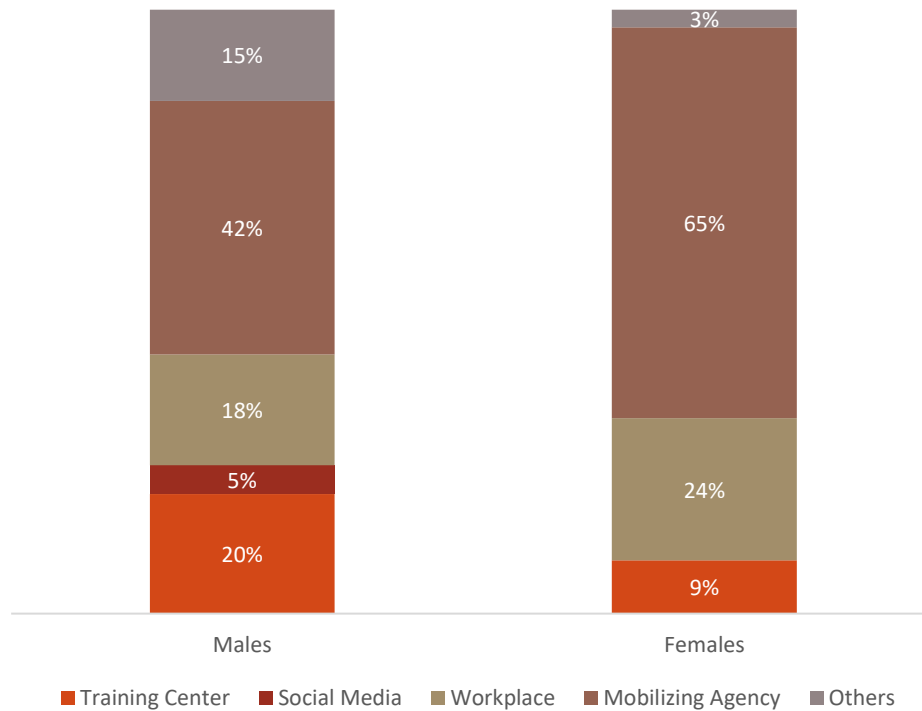


FIGURE 48: MOBILIZATION-GENDER WISE DISTRIBUTION

Q. In what ways has the certificate benefited you?

Number of respondents:365

A majority of the female (65%) and male beneficiaries (42%) claimed that they come to know about the program through mobilizing agency.

14.1.3 Pre – assessment and counseling

14.1.3.1 Brief about MSDE, skill India program, and processes

The following charts show the gender wise distribution of the beneficiaries who received the brief about MSDE, skill India program, and processes:

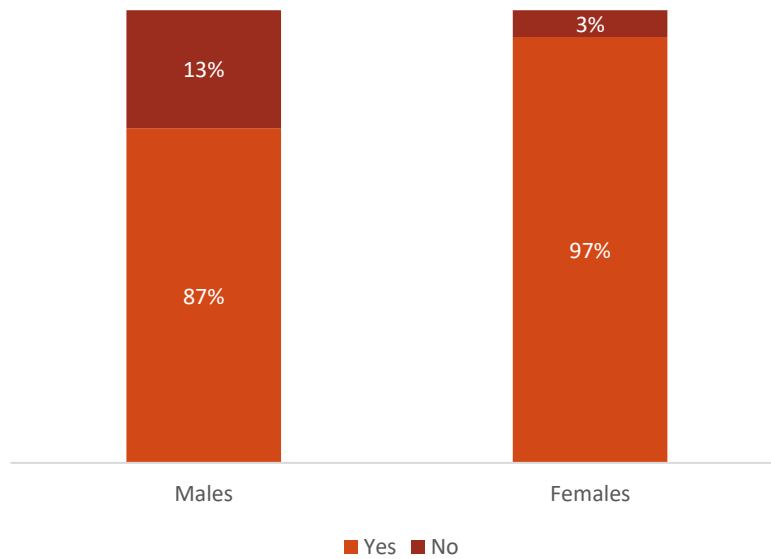


FIGURE 49: AWARENESS OF MSDE, SKILL INDIA PROGRAM, AND PROCESSES BY GENDER

Q. Were briefed about MSDE, skill India program, and processes?

Number of respondents:372

A majority of female (97%) and male beneficiaries (87%) informed that they were made aware about MSDE, skill India program and processes.

14.1.3.2 Eligibility criteria for appearing for the certification

The following charts show the gender wise distribution of the beneficiaries who were made aware of the eligibility criteria for appearing for the certification:

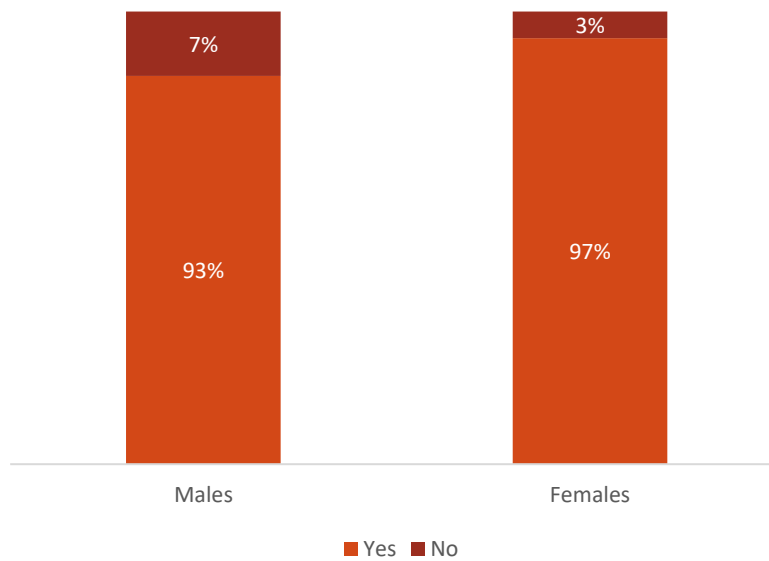


FIGURE 50: AWARENESS OF ELIGIBILITY CRITERIA FOR APPEARING FOR THE CERTIFICATION BY GENDER

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

Number of respondents:372

A majority of female (97%) and male beneficiaries (93%) informed that they were made aware about eligibility criteria for appearing for the certification.

14.1.3.3 Benefits of certification and how to avail those benefits

The following charts show the gender wise distribution of the beneficiaries who were made aware of the benefits of certification and how to avail those benefits:

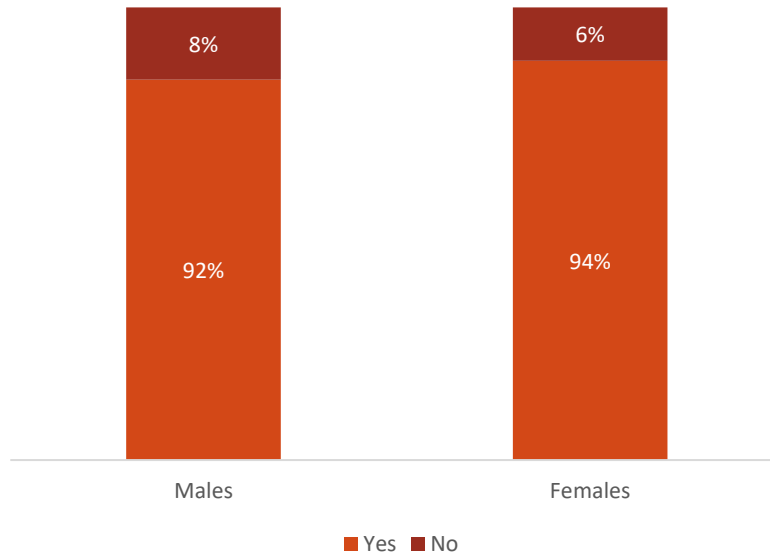


FIGURE 51: AWARENESS OF BENEFITS OF CERTIFICATION AND HOW TO AVAIL THOSE BENEFITS BY GENDER

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

Number of respondents:372

A majority of female (94%) and male beneficiaries (92%) informed that they were made aware about benefits of certification and how to avail those benefits.

14.1.3.4 Possible career progression (Vertical and horizontal)

The following charts show the gender wise distribution of the beneficiaries who were made aware of the possible career progression (Vertical and horizontal):

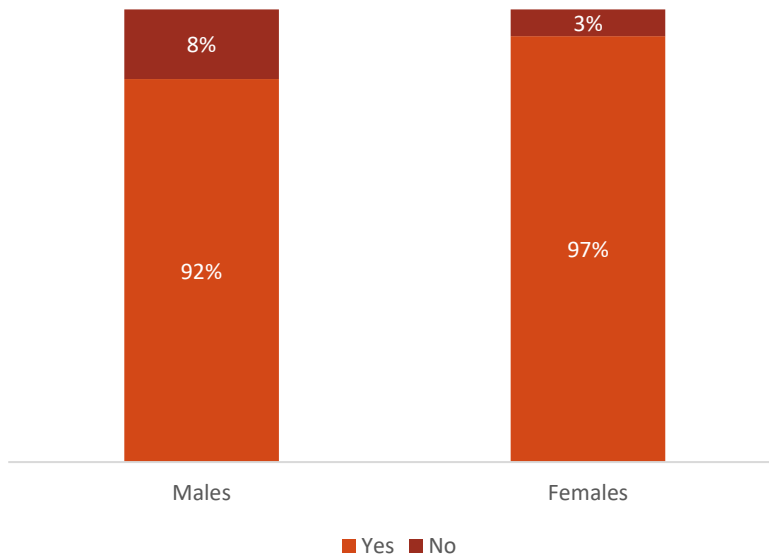


FIGURE 52: AWARENESS OF POSSIBLE CAREER PROGRESSIONS BY GENDER

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

Number of respondents:372

A majority of female (97%) and male beneficiaries (92%) informed that they were made aware about possible career progression (vertical and horizontal).

14.1.3.5 Employment opportunity (both wage and self) with learned skill

The following charts show the gender wise distribution of the beneficiaries who were made aware of the employment opportunity (both wage and self) with learned skill:

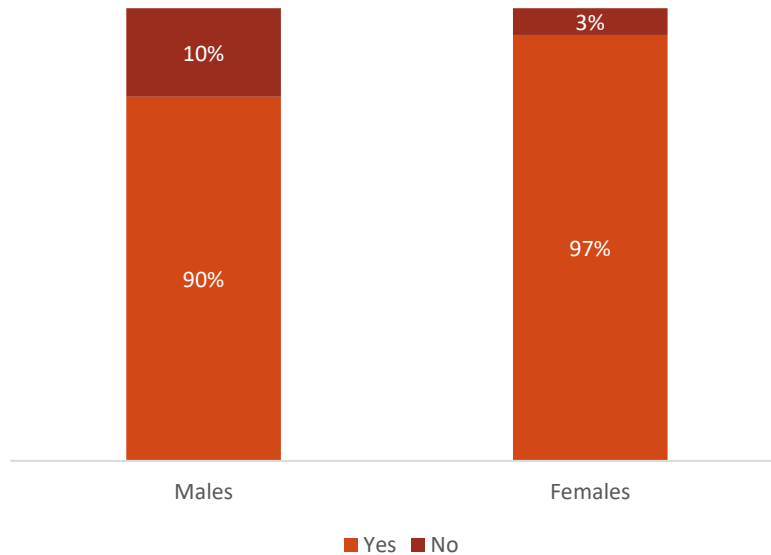


FIGURE 53: AWARENESS OF EMPLOYMENT OPPORTUNITIES BY GENDER

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

Number of respondents:372

A majority of female (97%) and male beneficiaries (90%) informed that they were made aware about employment opportunity (both wage and self) with learned skill.

14.1.3.6 Induction video on the program

The following charts show the gender wise distribution of the beneficiaries who watched the induction video on the program:

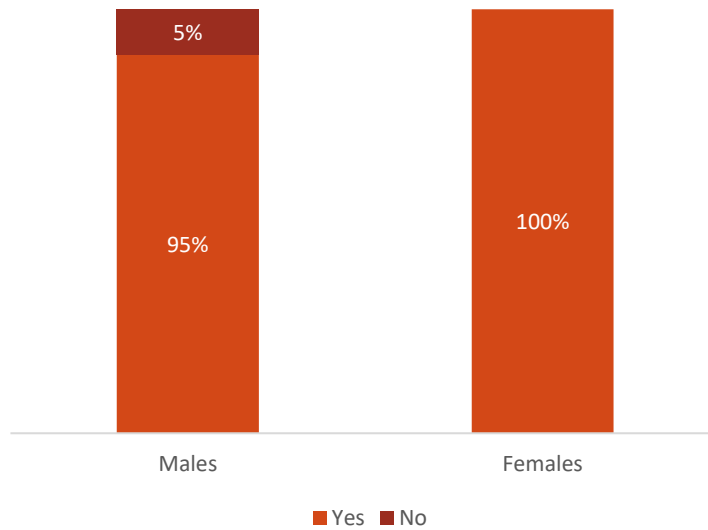


FIGURE 54: BENEFICIARIES WATCHED INDUCTION VIDEO LOAN BY GENDER

Q. Did you watch the induction video on the program undertaken?

Number of respondents:372

100% of the female beneficiaries and 95% of the male beneficiaries informed that watched the induction video.

14.1.3.7 Pre-assessment sheet

The following charts show the gender wise distribution of the beneficiaries indicated that the self-assessment sheet was helpful in identifying the skill gap:

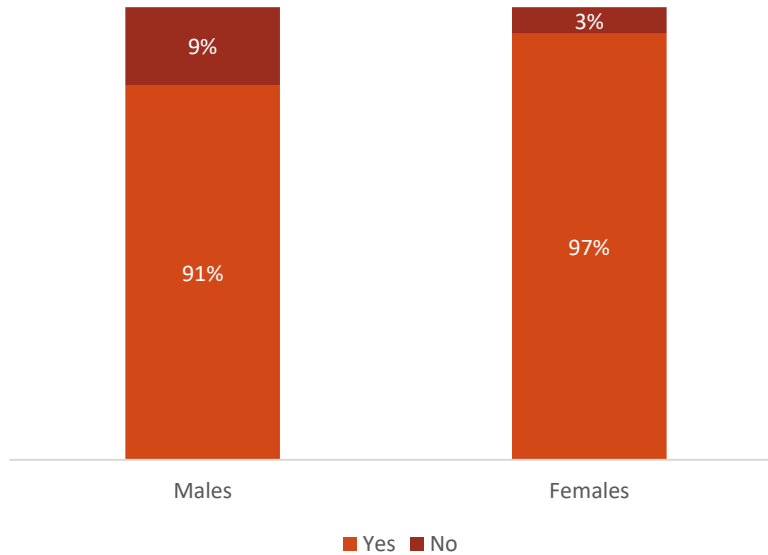


FIGURE 55: SELF – ASSESSMENT SHEET FOR IDENTIFYING SKILL GAP BY GENDER

Q. Have you been informed about Benefits of certification and how to avail those benefits?
Number of respondents:372

Number of

A majority of female (97%) and male beneficiaries (91%) informed that the pre- assessment was helpful in identifying skill gaps.

14.1.4 Orientation

14.1.4.1 Orientation on domain, soft skills and entrepreneurship

The following charts show the gender wise distribution of the beneficiaries who received orientation on domain, soft skills and entrepreneurship:

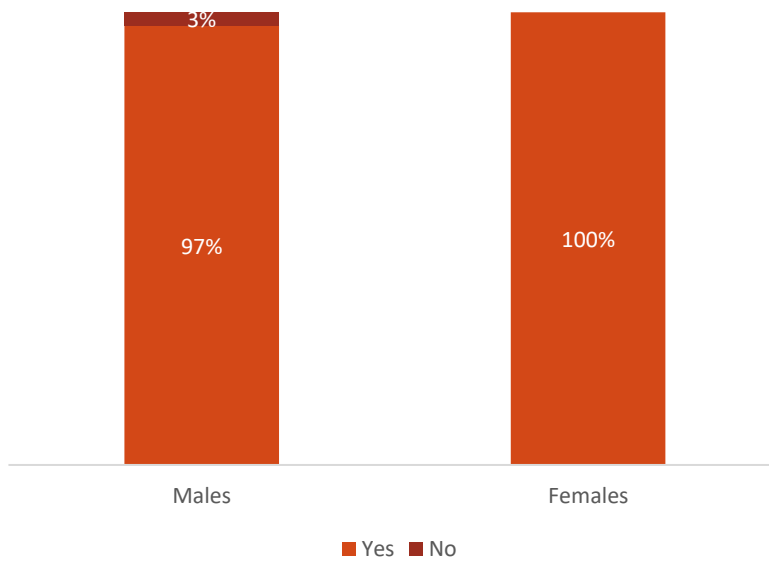


FIGURE 56: PERCENTAGE OF BENEFICIARIES WHO RECEIVED ORIENTATION BY GENDER

Q. Did you pass the final assessment?

Number of respondents:372

100% of the female beneficiaries and 97% of the male beneficiaries informed that they were imparted orientation on domain, soft skills and entrepreneurship.

14.1.4.2 Job role specific kit

The following charts show the gender wise distribution of the beneficiaries who received the specific job role kit:

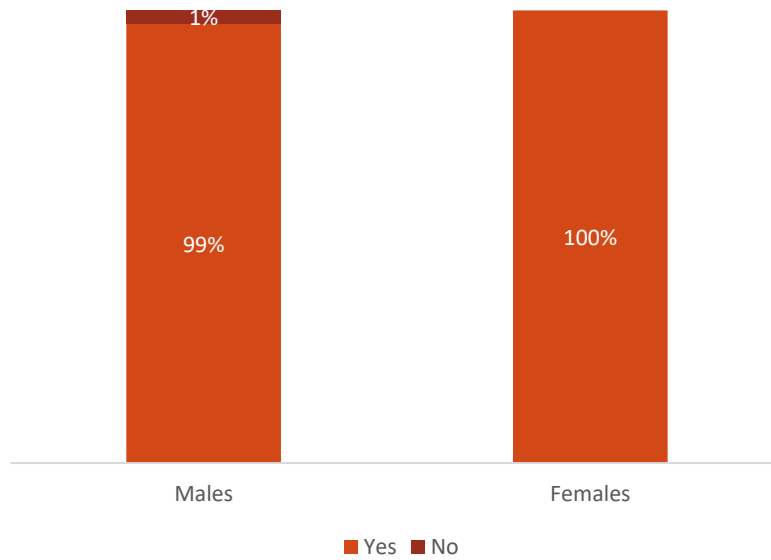


FIGURE 57: BENEFICIARIES WHO RECEIVED SPECIFIC JOB ROLE KIT BY GENDER

Q. Did you receive a job role specific kit?

Number of respondents:372

100% of the female beneficiaries and 99% of the male beneficiaries informed that they received job role specific kit.

14.1.4.3 Contents of job role specific kit

14.1.4.3.1 Standard T-shirt

The following charts show the gender wise distribution of the beneficiaries who received the standard T-shirt in their specific job role kit.:

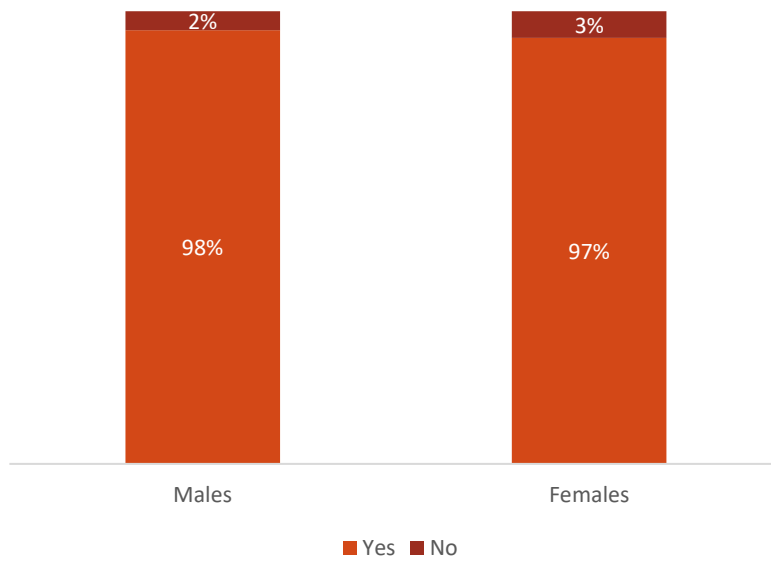


FIGURE 58: BENEFICIARIES WHO RECEIVED STANDARD T-SHIRT BY GENDER

Q. Did you receive Standard T-shirt for males and jacket or T-shirt for females?

Number of respondents:367

A majority of male (98%) and female (97%) beneficiaries informed that standard T-shirt was included in the job role specific kit.

14.1.4.3.2 Standard cap

The following charts show the gender wise distribution of the beneficiaries who received the standard cap in their specific job role kit.:

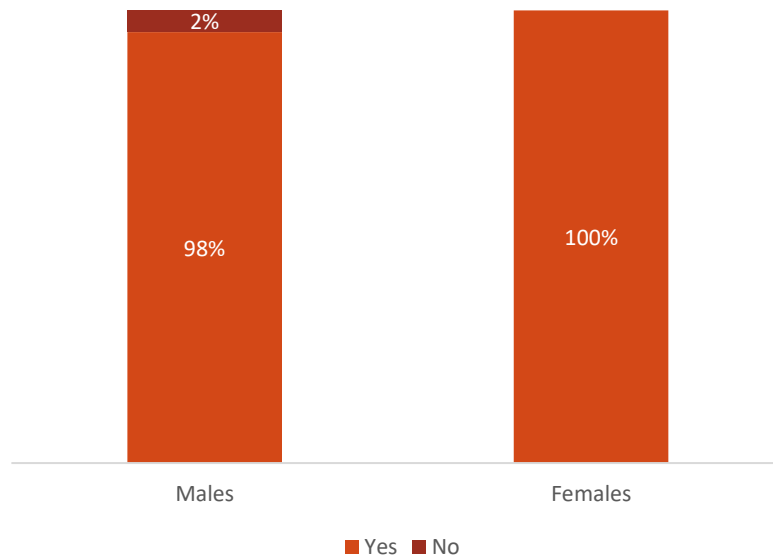


FIGURE 59: BENEFICIARIES WHO RECEIVED STANDARD CAP BY GENDER

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

Number of respondents:372

100% of the female beneficiaries and 98% of the male beneficiaries informed that standard cap was included in the job role specific kit.

14.1.4.3.3 Study material

The following charts show the gender wise distribution of the beneficiaries who received the study material in their specific job role kit.:

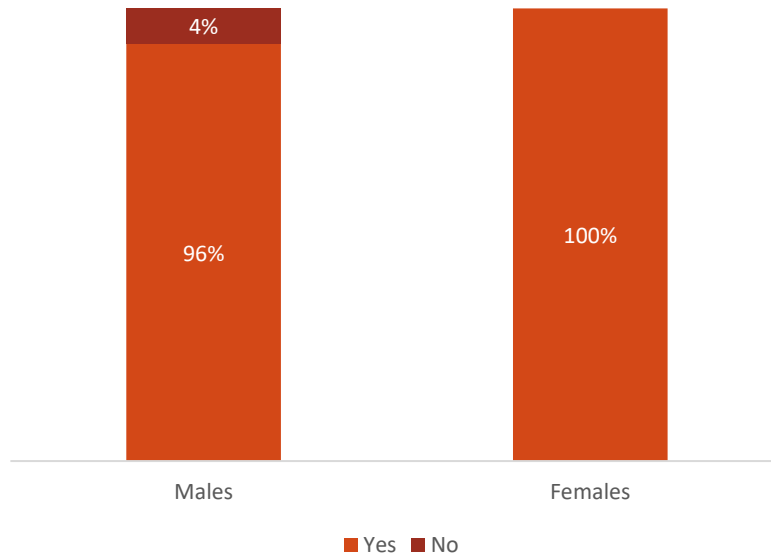


FIGURE 60: BENEFICIARIES WHO RECEIVED STUDY MATERIAL BY GENDER

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

Number of respondents:372

100% of the female beneficiaries and 96% of the male beneficiaries informed that study material was included in the job role specific kit.

14.1.5 Assessment

14.1.5.1 Assessment status

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

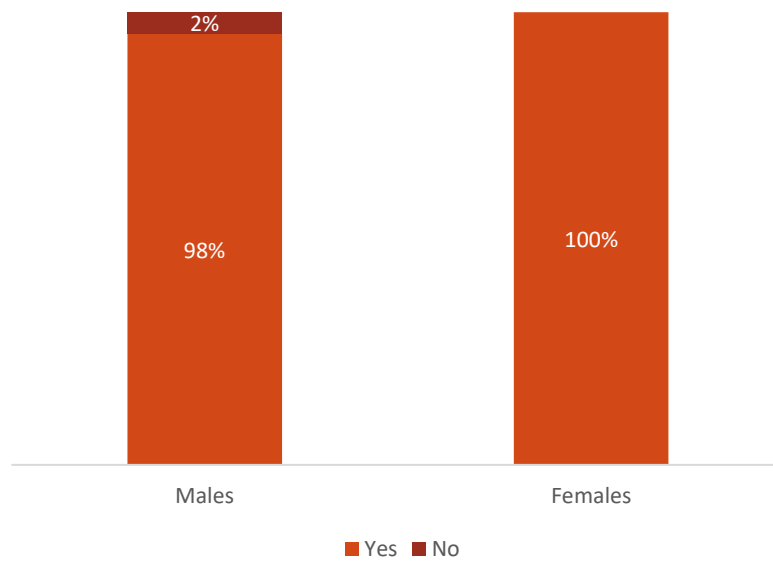


FIGURE 61: PERCENTAGE OF ASSESSED BENEFICIARIES BY GENDER

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

Number of respondents:372

100% of the female beneficiaries and 98% of the male beneficiaries claimed that they passed the assessment.

14.1.6 Certification and payout

14.1.6.1 Marksheet

The following chart shows the percentage of beneficiaries by gender who received marksheet:

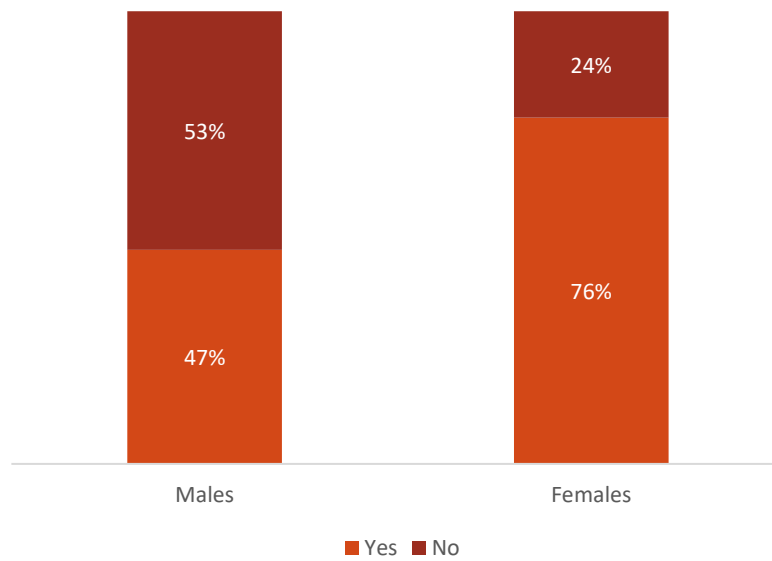


FIGURE 62: PERCENTAGE OF BENEFICIARIES RECEIVED MARKSHEET BY GENDER

Q. Did you receive the marksheet?

Number of respondents:364

76% of the female beneficiaries and 47% of the male beneficiaries informed that they received the marksheet.

14.1.6.2 Payout

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

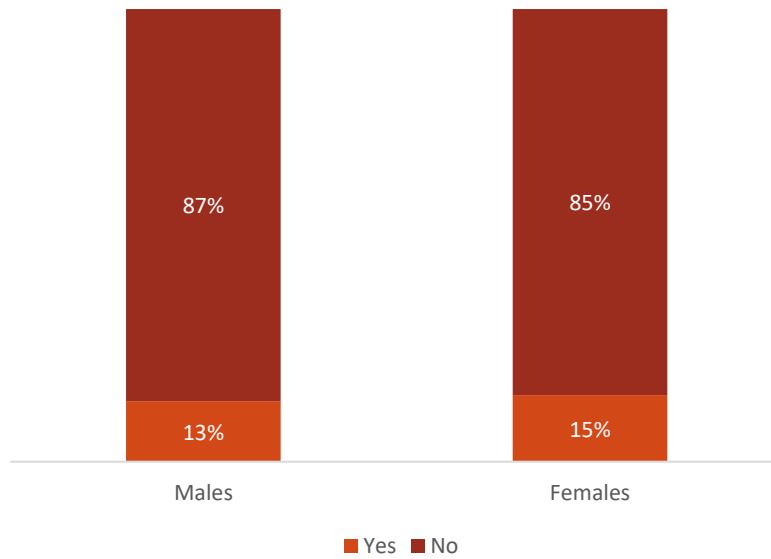


FIGURE 63: PERCENTAGE OF BENEFICIARIES RECEIVED INR 500 BY GENDER

Q. Did you receive INR 500?

Number of respondents:364

Only 15% of the female beneficiaries and 13% of the male beneficiaries received the INR 500 after the course completion.

14.1.7 Impact on beneficiaries

14.1.7.1 Employment status before the program

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

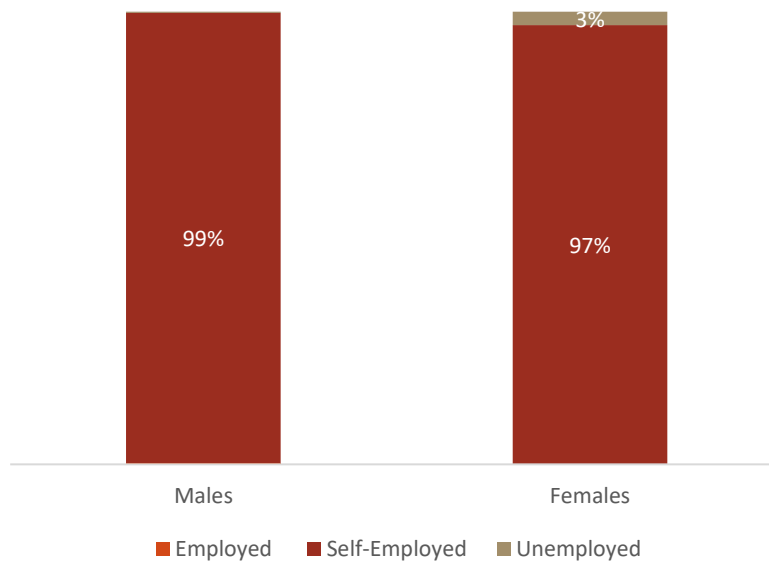


FIGURE 64: EMPLOYMENT STATUS OF THE BENEFICIARIES BEFORE THE CERTIFICATION BY GENDER

Q. What was your Employment status when you started the training?

Number of respondents:372

99% of the male beneficiaries and 97% of the female beneficiaries mentioned that they were self-employed before starting of the program.

Only 3% of the female beneficiaries mentioned that were unemployed before starting of the program.

14.1.7.2 Employment status after the program

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



FIGURE 65: EMPLOYMENT STATUS OF THE BENEFICIARIES AFTER THE CERTIFICATION BY GENDER

Q. What was your Employment status now?

Number of respondents:372

100% of the female beneficiaries and 95% of the male beneficiaries mentioned that they are self-employed after the program.

Only 3% of the male beneficiaries mentioned that are employed in different organization and 3% mentioned they are employed in same organization

14.1.7.3 Certification status

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

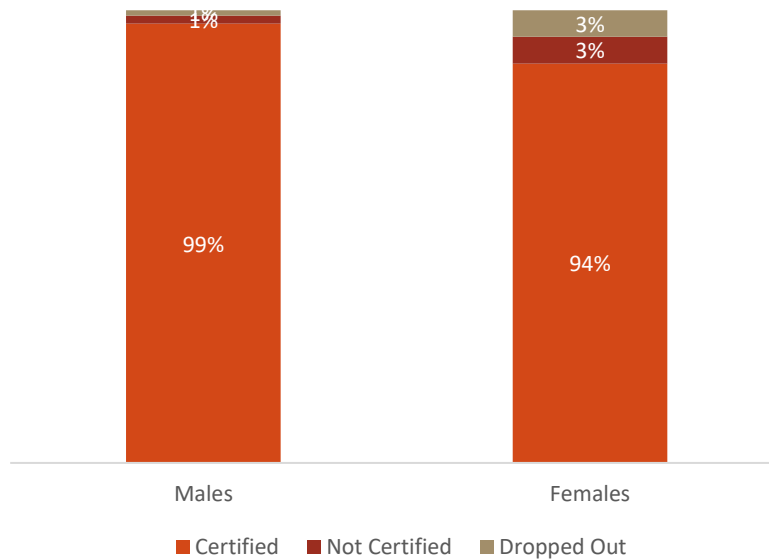


FIGURE 66: PERCENTAGE OF CERTIFIED BENEFICIARIES BY GENDER

Q. What is your Certification status now?

Number of respondents:372

99% of the male beneficiaries have mentioned that they were certified after completion of the program, whereas only 1% of the remaining male beneficiaries reported that they were not certified.

Similarly, 94% of the female beneficiaries have mentioned that they were certified after completion of the program, whereas only 3% of the remaining female beneficiaries reported that they were not certified.

14.1.7.4 Certification impact

The following chart the benefits of RPL program received by the beneficiaries after undergoing the certification by gender:

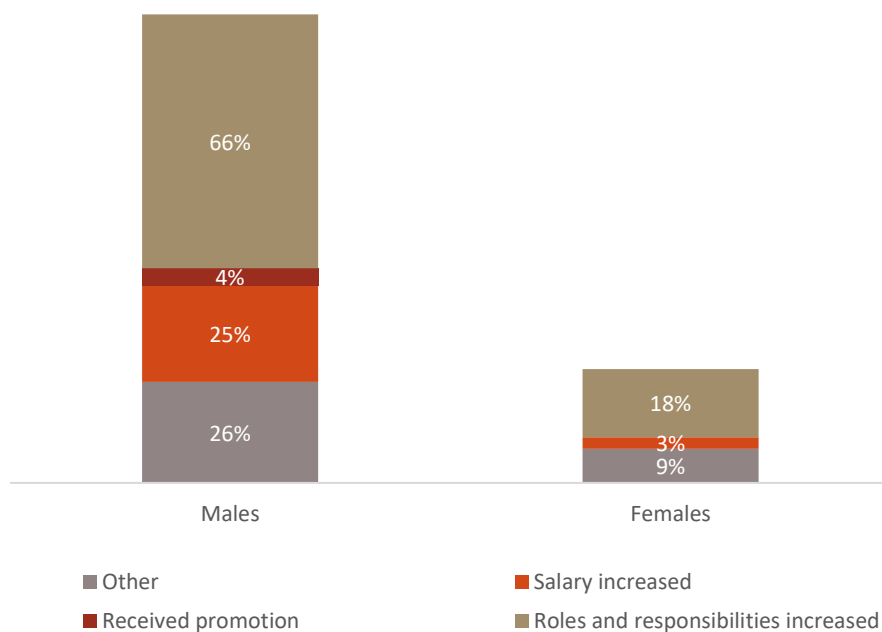


FIGURE 67: IMPACT OF RPL CERTIFICATE BY GENDER

Q. In what ways has the certificate benefited you?

Number of respondents:365

A majority of the male beneficiaries (66%) and 18% of the female beneficiaries informed that their roles and responsibilities improved after the program. It was observed that 25% of the male beneficiaries informed that their salary increased as a result of the program.

14.1.7.5 Income level

The following chart shows the certification impact on the income of the beneficiaries by gender:

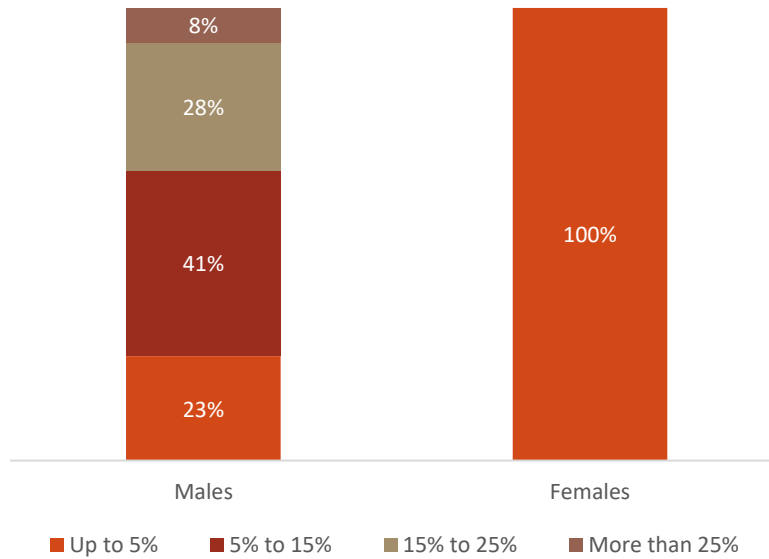


FIGURE 68: CHANGE IN INCOME/SALARY BY GENDER

Q. In what ways has the certificate benefited you?

Number of respondents:365

100% of the female beneficiaries informed that their income level increased up to 5%. Among males, majority of the beneficiaries (41%) informed that they had experienced a rise of 5% to 15%.

14.1.7.6 Mudra loan

14.1.7.6.1 Loan undertaken by the beneficiaries

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

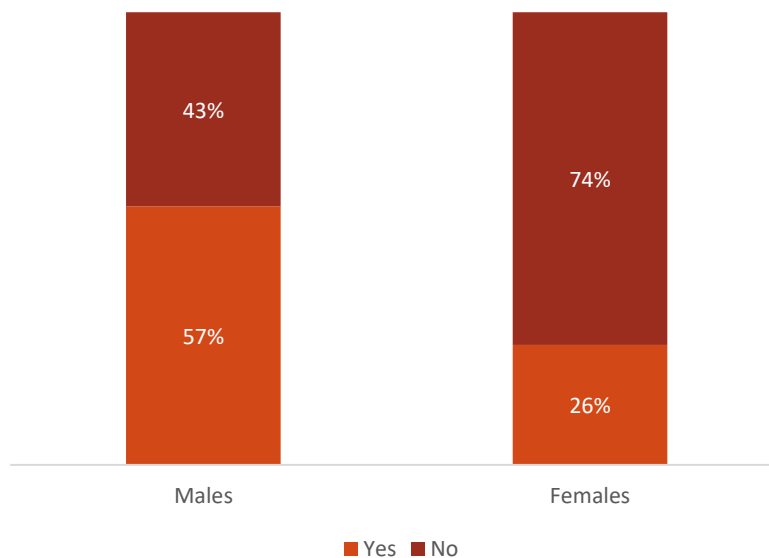


FIGURE 69: BENEFICIARIES APPLIED FOR MUDRA LOAN BY GENDER

Q. Did you apply for Mudra loans?

Number of respondents:372

57% of the male beneficiaries have applied for MUDRA loans whereas remaining 43% of male beneficiaries were not aware on how to apply for the loan.

Similarly, only 26% of the female beneficiaries have applied for MUDRA loans whereas a large portion i.e., 74% of female beneficiaries were not aware on how to apply for the loan.

14.1.7.6.2 Reason for undertaking the loan by beneficiaries

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:

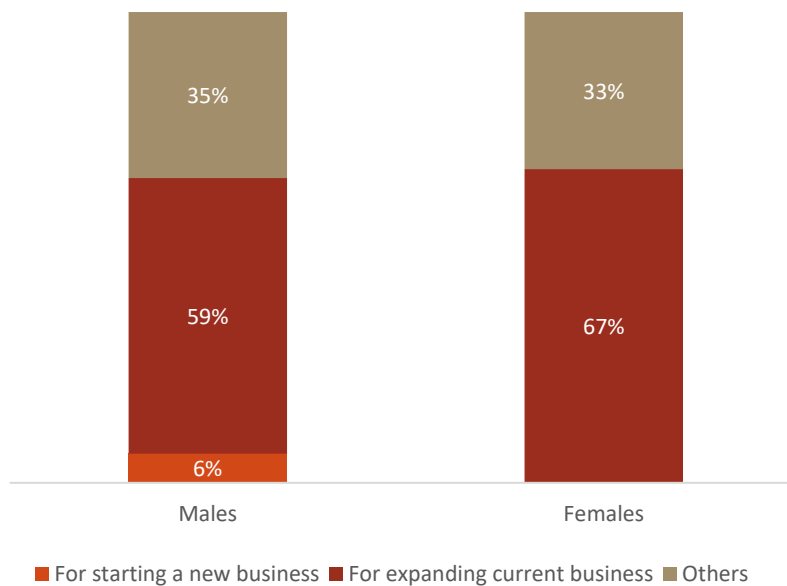


FIGURE 70: REASON OF APPLYING FOR MUDRA LOAN BY GENDER

Q. For what purpose did you avail of the loan?

Number of respondents:202

Only 6% of the male beneficiaries have opted the loan amount to start a new business, whereas 59% of them opted for expansion of their current business. Remaining 35% of the beneficiaries utilized the loan amount for other purposes.

None of the female beneficiaries have opted the loan amount to start a new business, whereas 67% of them opted for expansion of their current business. Remaining 33% of the beneficiaries utilized the loan amount for other purposes.

14.1.7.6.3 Difficulties faced by the beneficiaries

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

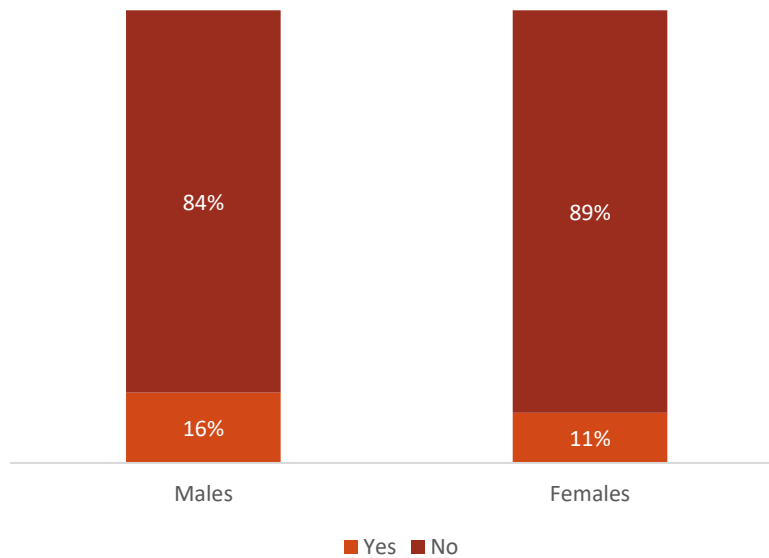


FIGURE 71: DIFFICULTIES FACED WHILE APPLYING FOR THE LOAN BY GENDER

Q. Did you face any difficulty in availing of a loan?

Number of respondents:202

84% of the male beneficiaries have reported that they have faced difficulty while availing the loan and the remaining 16% beneficiaries did not experience any difficulty.

89% of the female beneficiaries have reported that they have faced difficulty while availing the loan and the remaining 11% beneficiaries did not experience any difficulty.

14.1.8 Impact of RPL project

14.1.8.1 About health and safety standards

The following charts show the gender wise distribution of the beneficiaries who were made aware of the health and safety standards:

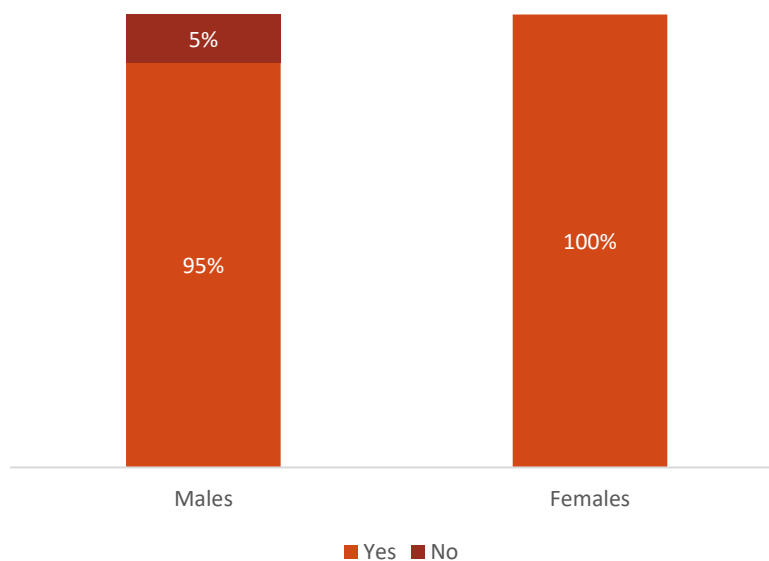


FIGURE 72: AWARENESS OF HEALTH AND SAFETY STANDARDS BY GENDER

Q. Did you made aware with regards to health and safety standards?

Number of respondents:372

95% of the male beneficiaries have faced issues with their health and safety standards awareness at the workplace. Only 5% of the male beneficiaries have reported that they did not face any issue.

Similarly, 100% of the female beneficiaries have faced issues with their health and safety standards awareness at the workplace. None of the female beneficiaries have reported that they did not face any issue.

14.1.8.2 About safety provisions under COVID – 19 protocols

The following charts show the gender wise distribution of the beneficiaries who were made aware of the safety provisions under COVID – 19 protocols:

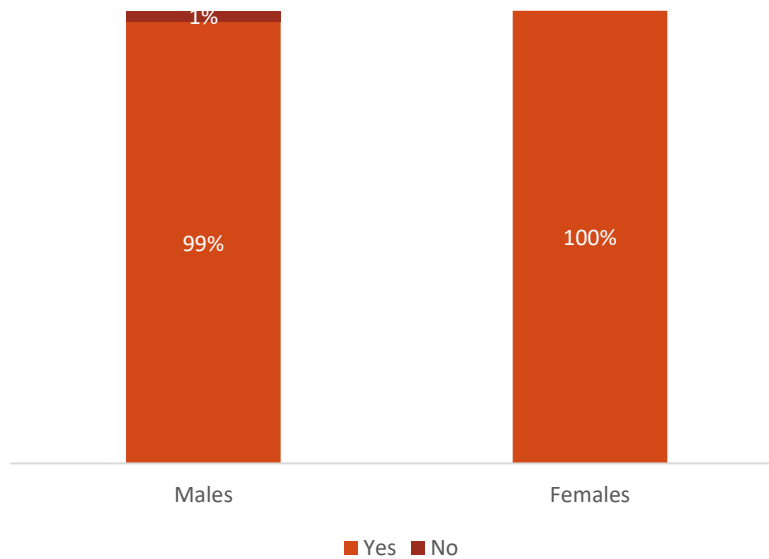


FIGURE 73: AWARENESS OF SAFETY PROVISIONS UNDER COVID – 19 PROTOCOLS BY GENDER

Q. Were you made aware about the safety provisions under COVID – 19 protocols? Number of respondents:372

99% of the male beneficiaries have faced issues with safety provisions awareness under COVID – 19 protocols at the workplace. Only 1% of the male beneficiaries have reported that they did not face any issue.

Similarly, 100% of the female beneficiaries have faced issues with safety provisions awareness under COVID – 19 protocols at the workplace. None of the female beneficiaries have reported that they did not face any issue.

14.1.8.3 About communication techniques with staff and customers

The following charts show the gender wise distribution of the beneficiaries who were made aware of the communication techniques with staff and customers:

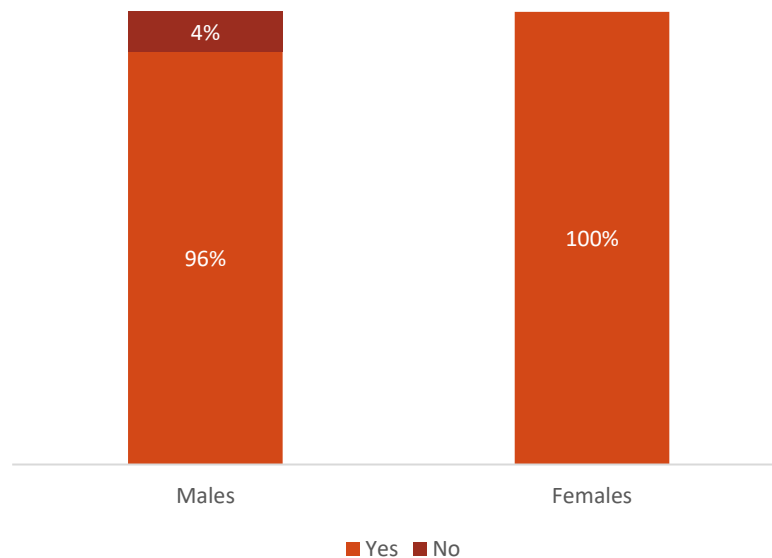


FIGURE 74: AWARENESS OF COMMUNICATION TECHNIQUES WITH STAFF AND CUSTOMERS BY GENDER

Q. Were you made aware about the communication techniques with staff and customers? Number of respondents:372

96% of the male beneficiaries have faced issues while communicating with staffs and customers. Only 4% of the male beneficiaries have reported that they did not face any issue.

Similarly, 100% of the female beneficiaries have faced issues while communicating with staffs and customers. None of the female beneficiaries have reported that they did not face any issue.

14.1.8.4 About digital literacy

The following charts show the gender wise distribution of the beneficiaries who were made aware of the digital literacy:

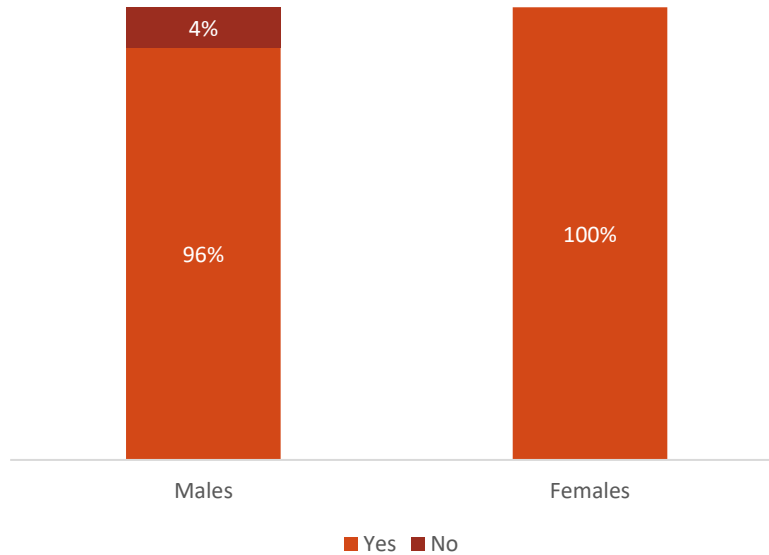


FIGURE 75: AWARENESS OF DIGITAL LITERACY BY GENDER

Q. Were you made aware about the digital literacy?

Number of respondents:372

96% of the male beneficiaries and 100% of the female beneficiaries confirmed that they were made aware about the digital literacy.

14.1.8.5 About financial literacy

The following charts show the gender wise distribution of the beneficiaries who were made aware of the financial literacy:

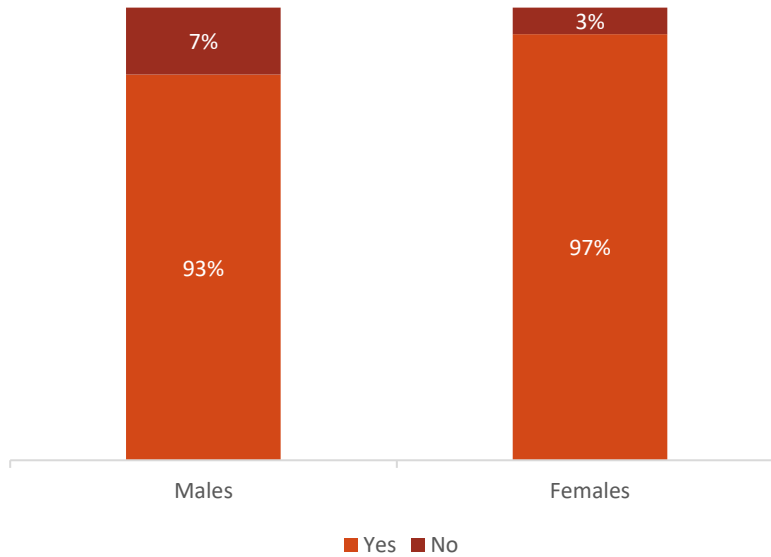


FIGURE 76: AWARENESS OF FINANCIAL LITERACY BY GENDER

Q. Were you made aware about the financial literacy?

Number of respondents:372

93% of the male beneficiaries and 97% of the female beneficiaries confirmed that they were made aware about the financial literacy.

14.1.8.6 About digital payments and e-selling

The following charts show the gender wise distribution of the beneficiaries who were made aware of the digital payments and e-selling:

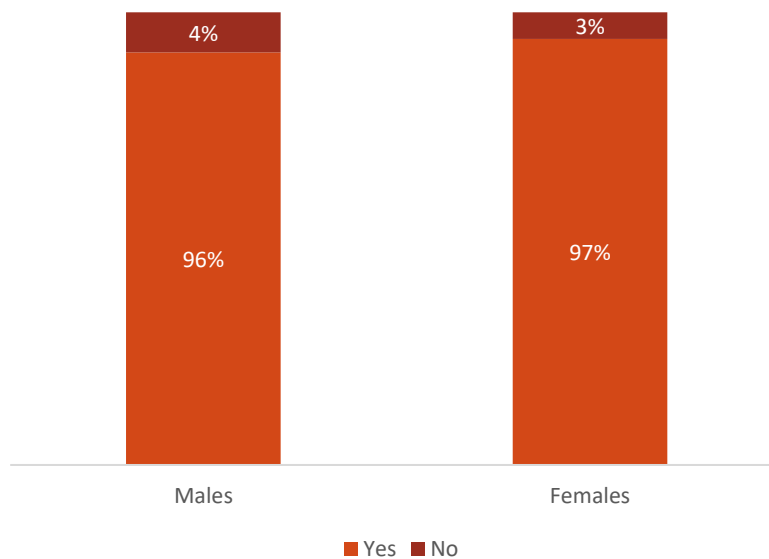


FIGURE 77: AWARENESS OF DIGITAL PAYMENTS AND E-SELLING BY GENDER

Q. Were you made aware about the digital payments and e-selling techniques?

Number of respondents:372

96% of the male beneficiaries and 97% of the female beneficiaries confirmed that they were made aware about the digital payments and e-selling techniques.

Only 4% of the male beneficiaries and 3% of the female beneficiaries confirmed that they were not made aware.

14.1.8.7 E-Cart license

The following charts show the gender wise distribution of the beneficiaries who were made aware of the E-Cart license:

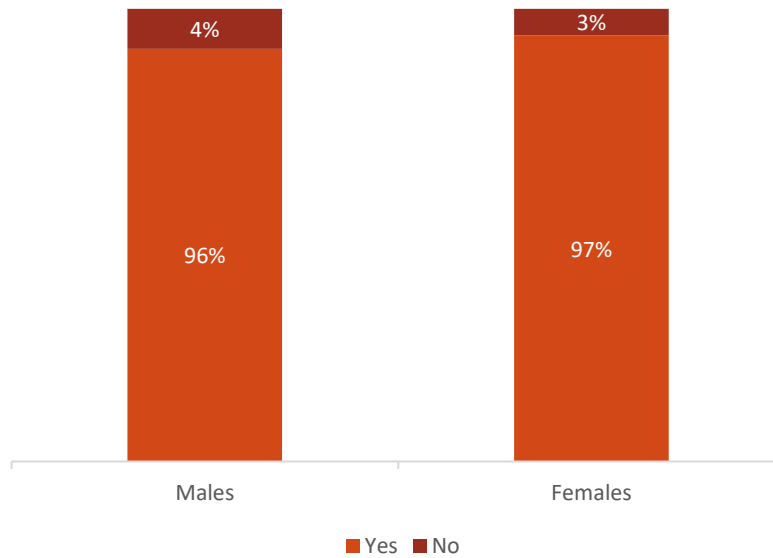


FIGURE 78: AWARENESS OF E-CART LICENSE BY GENDER

Q. Were you made aware about the E-cart License?

Number of respondents:372

96% of the male beneficiaries and 97% of the female beneficiaries confirmed that they were made aware about the E-cart License.

Only 4% of the male beneficiaries and 3% of the female beneficiaries confirmed that they were not made aware about the E-cart License.

14.1.9 Impact on social well being

14.1.9.1 Level of savings

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

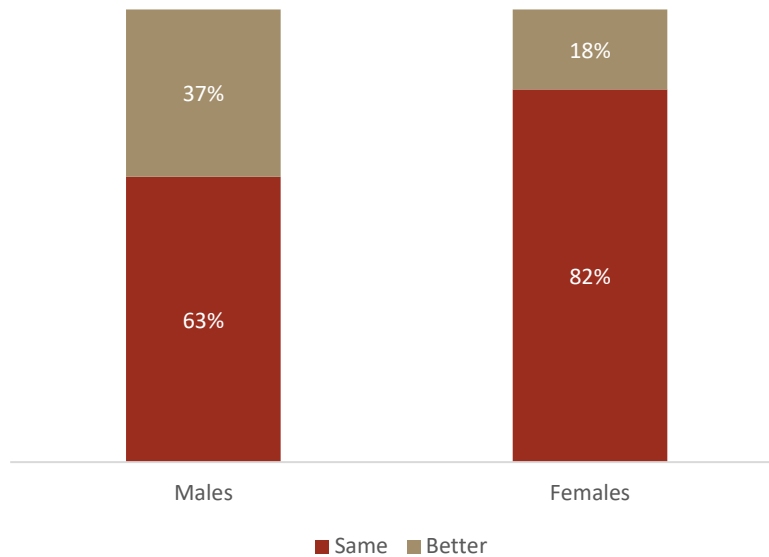


FIGURE 79: IMPACT OF RPL PROGRAM ON LEVEL OF SAVINGS BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

63% of the male beneficiaries have reported that they have not seen any change in their level of savings whereas only 37% of the beneficiaries have reported that there is a rise in their level of savings.

Similarly, 82% of the female beneficiaries have reported that they have not seen any change in their level of savings whereas only 18% of the beneficiaries have reported that there is a rise in their level of savings.

14.1.9.2 Lifestyle

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

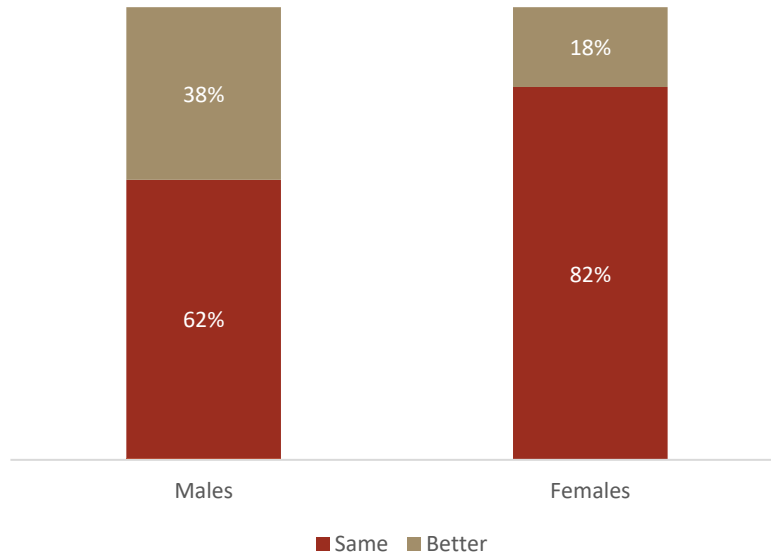


FIGURE 80: IMPACT OF RPL PROGRAM ON LIFESTYLE BY GENDER

Q. What has been the change in the following as a result of the program?
respondents:372

Number of

62% of the male beneficiaries have reported that they have not seen any change in their lifestyle whereas only 38% of the beneficiaries have reported that there is a change in their lifestyle.

Similarly, 82% of the female beneficiaries have reported that they have not seen any change in their lifestyle whereas only 18% of the beneficiaries have reported that there is a change in their lifestyle.

14.1.9.3 Health

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

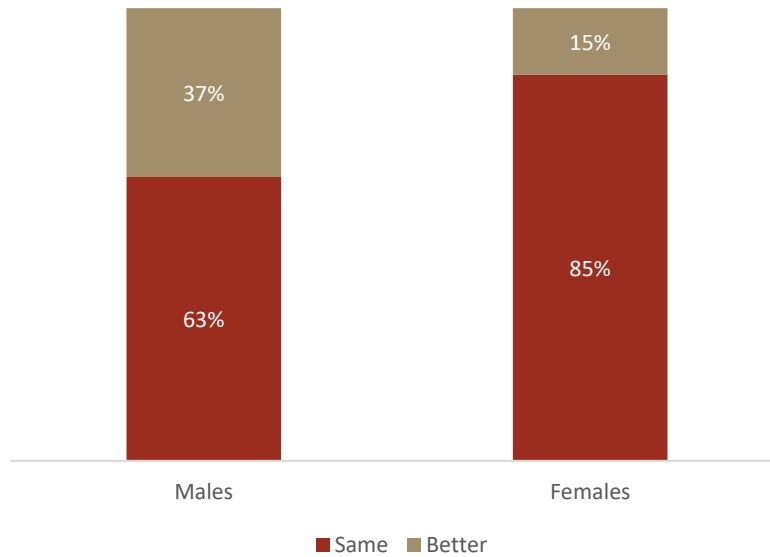


FIGURE 81: IMPACT OF RPL PROGRAM ON HEALTH BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

63% of the male beneficiaries have reported that they have not seen any change in their health whereas only 37% of the beneficiaries have reported that there is a change in their health.

Similarly, 85% of the female beneficiaries have reported that they have not seen any change in their health whereas only 15% of the beneficiaries have reported that there is a change in their health.

14.1.9.4 Social status

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

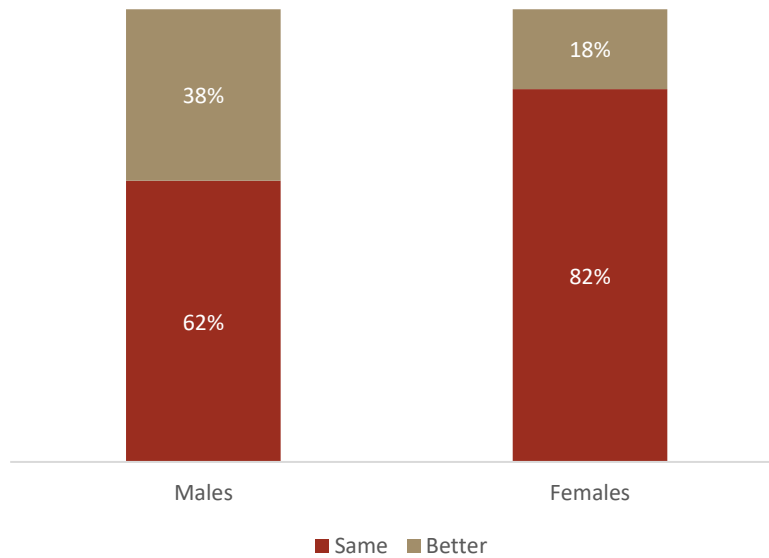


FIGURE 82: IMPACT OF RPL PROGRAM ON SOCIAL STATUS BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

62% of the male beneficiaries have reported that they have not seen any change in their social status whereas only 38% of the beneficiaries have reported that there is a change in their social status.

Similarly, 82% of the female beneficiaries have reported that they have not seen any change in their social status whereas only 18% of the beneficiaries have reported that there is a change in their social status.

14.1.10 Feedback on training institute

14.1.10.1 Class rooms

The following chart shows the perception of classroom by gender :

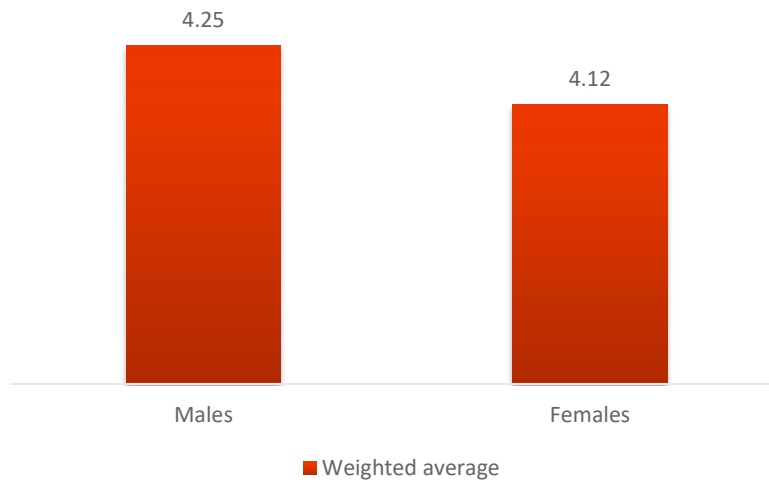


FIGURE 83: IMPACT OF RPL PROGRAM ON CLASSROOM BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

The male beneficiaries had given a rating higher rating (4.25 out of 5) than female beneficiaries (4.12) out of 5) for the parameter classroom.

14.1.10.2 Trainer quality

The following chart shows the perception of training quality by gender:

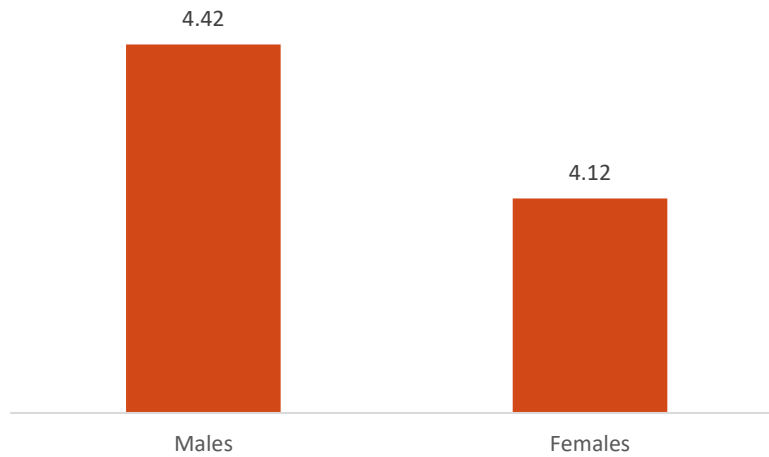


FIGURE 84: IMPACT OF RPL PROGRAM ON TRAINING QUALITY BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

The male beneficiaries had given a higher rating (4.42 out of 5) than female beneficiaries (4.12) out of 5) for the parameter trainer quality.

14.1.10.3 Training material

The following chart shows the perception of training material by gender

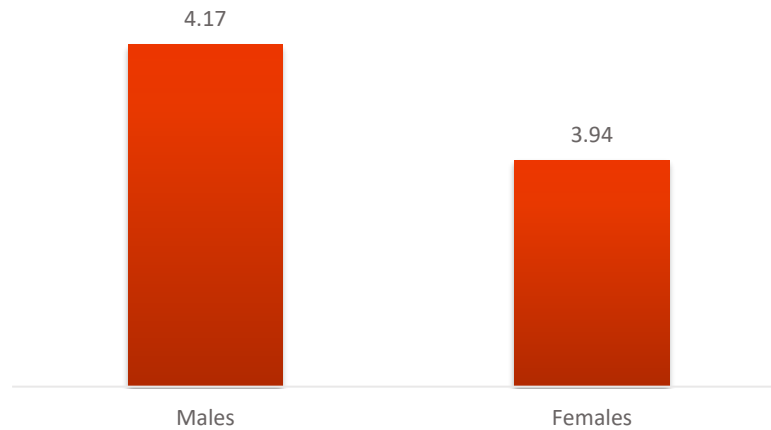


FIGURE 85: IMPACT OF RPL PROGRAM ON TRAINING MATERIAL BY GENDER

Q. What has been the change in the following as a result of the program?
respondents:372

Number of

The male beneficiaries had given a rating higher rating (4.17 out of 5) than female beneficiaries (3.94 out of 5) for the parameter training material.

14.1.10.4 Placement

The following chart shows the perception of placement assistance by gender:

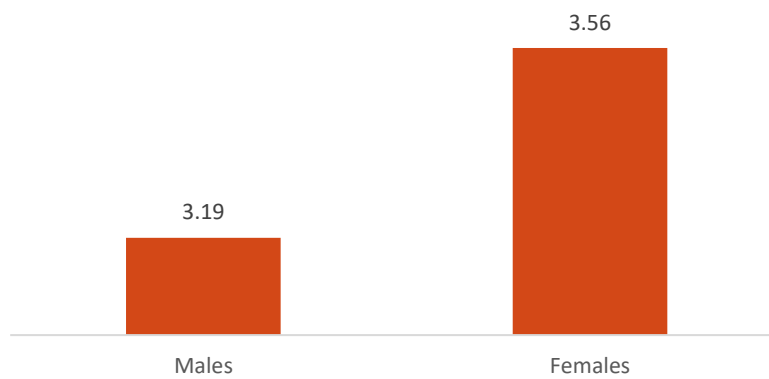


FIGURE 86: IMPACT OF RPL PROGRAM ON PLACEMENT BY GENDER

Q. What has been the change in the following as a result of the program?

Number of respondents:372

The female beneficiaries had given a rating higher rating (3.56 out of 5) than male beneficiaries (3.19) out of 5) for the parameter trainer quality.

14.1.11 Impact on workplace

14.1.11.1 Beneficiary perception on impact on workplace

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

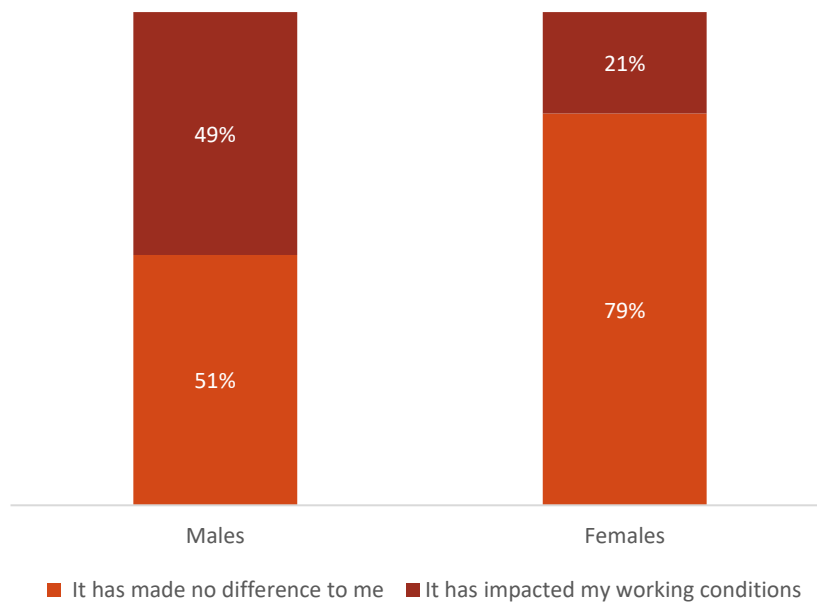


FIGURE 87: IMPACT OF RPL ON WORKPLACE BY GENDER

Q. What impact did the program have on working conditions at your workplace?

Number of respondents:371

51% of the male beneficiaries have reported that they have not seen any change in their working conditions at work place whereas 49% of the beneficiaries have reported that there is a significant rise in their working conditions at work place.

Similarly, 79% of the female beneficiaries have reported that they have not seen any change in their working conditions at work place whereas 21% of the beneficiaries have reported that there is a significant rise in their working conditions at work place.

14.1.11.1.2 Improvement in working conditions

Beneficiaries who mentioned that the working condition have improved were further asked about changes that they noticed at the workplace. The following chart shows the changes noticed by beneficiaries at the work place by gender:

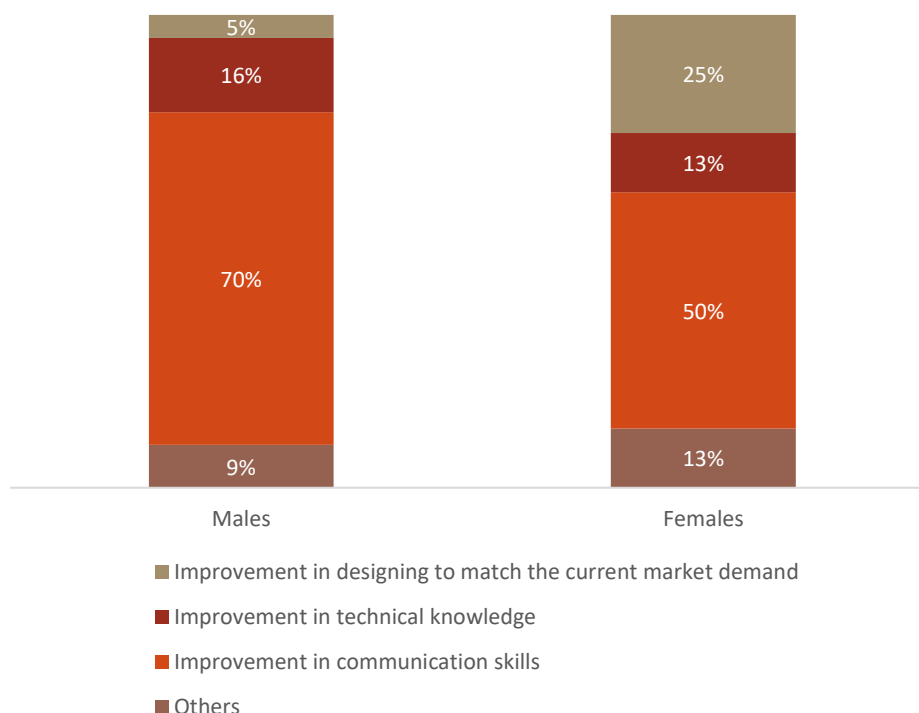


FIGURE 88: CHANGES NOTICED AT WORK PLACE BY GENDER

Q. If impacted, what change did you notice?

Number of respondents:173

70% of the male beneficiaries have reported raise in their communication skills whereas 16% of them reported rise in the technical knowledge and 5% reported in skills improved to match current market demand. Remaining 9% of the beneficiaries have reported the conditions were improved in other categories.

50% of the female beneficiaries have reported raise in their communication skills whereas 13% of them reported rise in the technical knowledge and 25% reported in skills improved to match current market demand. Remaining 13% of the beneficiaries have reported the conditions were improved in other categories.

ANNEXURE-2



15 Annexure 2 - Questionnaire

15.1.1 Questionnaires for Beneficiaries

Date of survey	
State	
District	
Month and year of RPL training	
Location of training center	
Job role name	
Beneficiary ID	
Name of the beneficiary	
Age	
Gender	<ol style="list-style-type: none"> 1. Male 2. Female
Marital status	
Mobile number	
Did you complete "E-Cart" RPL training?	<ol style="list-style-type: none"> 1. Yes 2. No <p>Note – If no, then stop the interview and change the candidate)</p>

1. Employment status before and after the program											
1.1	What was your Employment status when you started the training? (Select any one of the following)										
	<table border="1"> <tr> <td>1. Employed <i>Note - (Answer Q 8.1, if selected)</i></td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Self-Employed <i>Note - (Answer Q 8.1, if selected)</i></td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Unemployed</td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Student</td> <td><input type="checkbox"/></td> </tr> </table>	1. Employed <i>Note - (Answer Q 8.1, if selected)</i>	<input type="checkbox"/>	2. Self-Employed <i>Note - (Answer Q 8.1, if selected)</i>	<input type="checkbox"/>	3. Unemployed	<input type="checkbox"/>	4. Student	<input type="checkbox"/>		
1. Employed <i>Note - (Answer Q 8.1, if selected)</i>	<input type="checkbox"/>										
2. Self-Employed <i>Note - (Answer Q 8.1, if selected)</i>	<input type="checkbox"/>										
3. Unemployed	<input type="checkbox"/>										
4. Student	<input type="checkbox"/>										
1.2	What is your employment status now? (Select any one of the following)										
	<table border="1"> <tr> <td>1. Employed in the same organization</td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. Employed in a different organization</td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. Self Employed</td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Unemployed and not looking for a job</td> <td><input type="checkbox"/></td> </tr> <tr> <td>5. Unemployed and looking for a job</td> <td><input type="checkbox"/></td> </tr> </table>	1. Employed in the same organization	<input type="checkbox"/>	2. Employed in a different organization	<input type="checkbox"/>	3. Self Employed	<input type="checkbox"/>	4. Unemployed and not looking for a job	<input type="checkbox"/>	5. Unemployed and looking for a job	<input type="checkbox"/>
1. Employed in the same organization	<input type="checkbox"/>										
2. Employed in a different organization	<input type="checkbox"/>										
3. Self Employed	<input type="checkbox"/>										
4. Unemployed and not looking for a job	<input type="checkbox"/>										
5. Unemployed and looking for a job	<input type="checkbox"/>										
2. Program Motivation											
2.1	Why did you undertake the program? (Select as many options that are applicable)										
	<table border="1"> <tr> <td>1. To improve income</td> <td><input type="checkbox"/></td> </tr> <tr> <td>2. To seek new employment opportunities</td> <td><input type="checkbox"/></td> </tr> <tr> <td>3. To improve subject knowledge</td> <td><input type="checkbox"/></td> </tr> <tr> <td>4. Employer made it mandatory</td> <td><input type="checkbox"/></td> </tr> <tr> <td>5. Others (specify)</td> <td></td> </tr> </table>	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)	
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)											

3. About the Program	
3.A.	Mobilization
3.1.	How did you come to know about RPL course/project?
	1. Training Center <input type="checkbox"/>
	2. Social Media <input type="checkbox"/>
	3. Workplace <input type="checkbox"/>
	4. Mobilizing Agency, other than Training Center <input type="checkbox"/>
	5. Others (specify) <input type="checkbox"/>

Answer the following questions in yes or no type		Yes	No
3.B.	Pre-assessment and Counselling		
3.2	Were you made aware of the following?		
a.	Brief about MSDE, skill India program, and processes	<input type="checkbox"/>	<input type="checkbox"/>
b.	Eligibility criteria for appearing for the certification	<input type="checkbox"/>	<input type="checkbox"/>
c.	Benefits of certification and how to avail those benefits	<input type="checkbox"/>	<input type="checkbox"/>
d.	Possible career progression (Vertical and horizontal)	<input type="checkbox"/>	<input type="checkbox"/>
e.	Employment opportunity (both wage and self) with learned skill	<input type="checkbox"/>	<input type="checkbox"/>
3.3	Did you watch the induction video on the program undertaken?	<input type="checkbox"/>	<input type="checkbox"/>
3.4	Did the self–assessment sheet was helpful in identifying skill gaps?	<input type="checkbox"/>	<input type="checkbox"/>
3.C.	Orientation		
3.5	Were you given orientation on the domain, soft skills and entrepreneurship tips, and familiarization with the assessment process and terms?	<input type="checkbox"/>	<input type="checkbox"/>
3.6	Did you receive a job role specific kit?	<input type="checkbox"/>	<input type="checkbox"/>

3.7 If yes, did the job role specific kit included the following?			
a.	Standard T-shirt for males and jacket or T-shirt for females	<input type="checkbox"/>	<input type="checkbox"/>
b.	Standard PMKVY cap	<input type="checkbox"/>	<input type="checkbox"/>
c.	The study material for the job role opted	<input type="checkbox"/>	<input type="checkbox"/>
3.D.	Assessment		
3.8	Did you pass the final assessment?	<input type="checkbox"/>	<input type="checkbox"/>
3.E.	Certification and payout (Answer only if answered yes in Q.3.8)		
3.9	Did you receive the mark sheet?	<input type="checkbox"/>	<input type="checkbox"/>
3.10	Did you receive INR 500?	<input type="checkbox"/>	<input type="checkbox"/>

4. Certification status after the program			
4.1	What is your Certification status now? <i>(Select any one of the following)</i>		
	1. Certified <i>Note - (Answer Q 5.1 and Q 5.2, if selected)</i>	<input type="checkbox"/>	
	2. Not Certified	<input type="checkbox"/>	
	3. Dropped Out	<input type="checkbox"/>	

5. Benefits and Impact of the Program			
5.	<i>(Answer Q.5.1 and Q.5.2 only if selected certified in Q.4.1)</i>		
1	In what ways has the certificate benefited you? (Select as many options that are applicable)		
	1.It has made no difference to me	<input type="checkbox"/>	
	2.It has impacted my working and financial conditions*	<input type="checkbox"/>	

Impact assessment of PMKVY3.0 for E-cart

5.2	<i>*If impacted, please choose from the below options</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"/>	
	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"/>	
5.3	If the answer to the above question for Option 2 is Yes, What percentage of income/salary has increased after the program? <i>(Select anyone)</i>		
	<input type="checkbox"/> Up to 5%	<input type="checkbox"/> 5% to 15%	<input type="checkbox"/> 15% to 25%
	<input type="checkbox"/> More than 25%		
5.4	Did you make aware of the following during the certification course?	Yes	No
a.	About health and safety standards	<input type="checkbox"/>	<input type="checkbox"/>
b.	About safety provisions under COVID – 19 protocols	<input type="checkbox"/>	<input type="checkbox"/>
c.	About communication techniques with staff and customers	<input type="checkbox"/>	<input type="checkbox"/>
d.	About digital literacy	<input type="checkbox"/>	<input type="checkbox"/>
e.	About financial literacy	<input type="checkbox"/>	<input type="checkbox"/>
f.	About digital payments and e-selling	<input type="checkbox"/>	<input type="checkbox"/>
5.5	After completing the training program, did you avail e-cart license?	<input type="checkbox"/>	<input type="checkbox"/>
5.6	Did you apply for Mudra loans?		

Impact assessment of PMKVY3.0 for E-cart

	1. Yes	<input type="checkbox"/>
	2. No	<input type="checkbox"/>
5.7	Answer 5.7 and 5.8 only if selected yes in Q.5.6 For what purpose did you avail of the loan?	
	1. For starting a new business	<input type="checkbox"/>
	2. For expanding current business	<input type="checkbox"/>
	3. Others (Specify) _____ _____ –	
5.8	Did you face any difficulty in availing of a loan?	
	1. Yes (Please specify) _____	<input type="checkbox"/>
	2. No	<input type="checkbox"/>

6. Program Impact on social well being

6.1	What has been the change in the following as a result of the 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"/>

Impact assessment of PMKVY3.0 for E-cart

7. Perception of Training Institute							
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	Bad	Average	Very Good	Excellent	N/A
		1	2	3	4	5	
	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"/>

8. Impact on Workplace	
8.1	<p><i>(Answer only if selected employed or self-employed in Q.1.1)</i></p> <p>What impact did the program have on working conditions at your workplace?</p> <p>1.It has made no difference to me <input type="checkbox"/></p> <p>2.It has impacted my working conditions* <input type="checkbox"/></p>
8.2	<p><i>*If impacted, please choose from the below options</i></p> <p>1.Improvement in communication skills <input type="checkbox"/></p> <p>2.Improvement in technical knowledge <input type="checkbox"/></p> <p>3.Improvement in designing to match the current market demand <input type="checkbox"/></p> <p>4.Others (specify) <input type="checkbox"/></p> <p>_____</p> <p>_____</p>

DATAWISE® offers a suite of products and solutions suited to the needs of various situations and industries. Solutions provided for one customer are not necessarily suitable for others, and readers are advised to use their own judgment regarding the suitability of these solutions to their business needs.

DATAWISE®'s business analysis services support the full spectrum of clients' needs with services directed mainly at helping companies discover opportunities for improvement through use of analytical capabilities. We offer analytical services in the following areas:

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.

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