



**MINISTRY OF RURAL DEVELOPMENT**  
Government of India

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# Standard Operating Procedures Manual for RSETIs **Part - I**

## **Organisational setup & Governance of RSETIs**

*Developed & Presented*



**National Academy of RUDSETI**  
Sponsors: SDME Trust, Syndicate Bank & Canara Bank

“Today, the world and India need a skilled workforce. If we have to promote the development of our country then our mission has to be `skill development' and `Skilled India'. Millions and millions of Indian youth should acquire the skills which could contribute towards making India a modern country. I also want to create a pool of young people who are able to create jobs and the ones who are not capable of creating jobs and do not have the opportunities, they must be in a position to face their counterparts in any corner of the world while keeping their heads high by virtue of their hard work and their dexterity of hands and win the hearts of people around the world through their skills. We want to go for the capacity building of such young people. My brothers and sisters, having taken a resolve to enhance the skill development at a highly rapid pace, I want to accomplish this.”

**Shri Narendra Modi”**

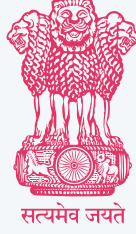
“Hon'ble Prime Minister of India,

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## Foreword

Rural Self Employment Training Institutes (RSETIs) established and managed by different Banks are operating with common objectives of identifying, training, motivating & facilitating unemployed youth to take up self employment. This model has been considered as an effective model for creation of sustainable livelihoods through Self Employment. The Ministry of Rural Development, Government of India (MoRD), under its flagship programme NRLM, has been providing financial assistance to Banks for setting up and operating the RSETIs.

The Government of India, to fulfill its vision of Skilled India to empower the youth of the country with skill sets which make them more employable and more productive in their work environment, has formed Ministry for Skill Development & Entrepreneurship (MSDE). The MSDE has launched National Skill Development Mission and adopted National Policy on Skill Development and Entrepreneurship, 2015. These initiatives are expected to meet the challenge of skilling at scale with speed and standard (quality). In terms of National Policy for Skill Development and Entrepreneurship 2015, MSDE has notified Common Norms (CNN) for rationalization of Central Government Schemes on Skill Development. The norms stipulate standards for training inputs/output, funding/cost norms, third party certification and assessment, etc. across various skill development programmes.

The training programmes conducted by the RSETIs have already been aligned with the stipulations of the Common Norms. Besides the training courses there are other aspects of training and administration which RSETIs need to change as per the requirements of CNN.

At present the RSETIs are governed by the Manual of Standard Practices released by the Ministry in April 2012 and also the notifications issued from time to time.

In view of the changes required by the CNN and the other changes needed to suit the contemporary demand of the target group, revised Manuals are issued in form of Standard Operating Procedures (SOPs).

I hope that the SOPs will work as Standard reference material for all the concern stakeholders of RSETI movement and bring uniformity and standard in functioning of the RSETIs.

**Alka Upadhyaya**

Join Secretary

# Preface

Rural Self Employment Training Institutes (RSETIs) are unique skill development organisations operating at district level across the country. The RSETIs are engaged in developing skills among rural youth and facilitate them establish rural enterprises and secure sustainable livelihoods. Though RSETIs are sponsored and managed by different Banks they have a common objective of promoting creation of sustainable rural enterprises. To achieve a common goal, the RSETIs need to follow uniform practices, system and procedures. RSETIs also required to have standardised training infrastructure and inputs to bring in quality outcome. Hence it is desirable to have systematically documented Standard Operating Procedures (SOPs) for RSETIs to ensure consistency in their operations and facilitate the stakeholders to have standard source of reference. The development and use of SOPs are fundamental part of a successful quality system as it makes available information to concern stakeholders to perform their role effectively and efficiently. A SOP facilitates consistency in the quality and integrity of an end product or end result. Clear and effective SOPs are essential in the development and deployment of any solution. Documenting the Standard Operating Procedures gains still higher significance in view of the stakeholders' multi-diversity in the RSETI programme. RSETI is a three-way partnership between the Ministry of Rural Development, Govt. of India, the Banks and the State Governments. It is essential to have a standard document of reference so that all the partners perform their respective roles with clarity. In the above backdrop, National Academy of RUDSETI (NAR) has developed SOPs in 4 parts covering the entire gamut of RSETI functioning.

## Part I: Organisation and Governance of RSETIs

- Organisational structure of RSETIs
- Governance – Roles and responsibilities of various stakeholders
- Human Resource Management at RSETIs
- Funding of RSETI Training

## Part II: RSETIs -- Campus and Infrastructure

- Standard Training Infrastructure
- Training aids/equipments
- Creation, Ownership and Maintenance of Infrastructure

## Part III: Training Administration

- Training Courses – Duration and Curriculum, Training Methodology, Training and Learning Materials
- Mobilisation of candidates, Eligibility criteria & Selection of Candidates
- Annual Action Plan
- Assessment and Certification of training outcome

## Part IV: Post Training Interventions - Monitoring and Evaluation

- Post Training Escort services, Settlement and Credit Linkage, Marketing Support, Networking, RSETI Bazaar, ASARE
- Monitoring & Evaluation of RSETIs
- Management Information System & Reporting of Progress

The SOPs are intended to be used as a supplement to various guidelines on RSETIs issued from time to time.

**The present SOP is the Part I of the set of 4 SOPs and deals with Organisation and Governance of RSETIs explained in 4 different chapters.**

**R R Singh**

Director General  
National Academy of RUDSETI

## Standard Operating Procedures for RSETIs

### *Certificate*

1. Goal of SOPs – Standard documents for reference.
2. Scope of SOP – To provide collection information about whole gamut of RSETI functioning.
3. Target audience – All the stakeholders of RSETI
4. Dispute and Complaint Procedures: Disputes related to interpretation of the guidelines of SOPs should be sent to the Director General, NAR who in view of available guidelines will clarify. Else, will refer to MoRD and obtain clarification. MoRD will be authority to finally interpretate the contents.
5. Disclaimer: It is to help the stakeholders get an idea of the RSETI concept and its management. Culled from the past practices and available guidelines. It is more of academic and practical importance. No content of this SOP can be challenged in any court of law. But the discrepancies are to be brought to the notice of the authors who may either remove the discrepant contents or correct it.

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3	Content Approved by	Joint Secretary Ministry of Rural Development Govt of India	

# Standard Operating Procedure Manual

## Part I

### Organisational set up & Governance of RSETIs

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# Organisation and Governance of Rural Self Employment Training Institutes

### Objective:

Objective of this chapter is to provide the information and standard guidelines on Evolution of RSETIs, its Organisation structure and Governance mechanism

### Synopsis:

- RSETIs are evolved on the successful RUDSETI Model of Short duration Intensive Training
- RSETIs are Sponsored and Managed by Banks
- Sponsor Banks create a separate Trust or Society for giving institutional status to RSETIs
- There are Structured Governance Mechanisms for RSETIs within and outside Banks
- Within a Bank there are Board of Trustees, Governing Council, Dedicated Trust, Managing Trustees and Secretary, etc.
- Outside Bank there are various committees - National Level Advisory Committee, State Level Steering Committee, District Level RSETI Advisory Committee

### 1. Background:

Our country presently faces a dual challenge of paucity of skilled workforce and non-employability of large sections of the conventionally educated youth, who possess little or no job skills. Millions of youth are entering the job market every year in this country but are unable to find suitable employment. The country is facing a serious challenge of enabling these aspiring youth for employment, as most of these youth, both educated & semi educated, do not possess employable skills or competencies. This is more so in case of youth from Rural and semi urban background. Due to lack of awareness & necessary skills for undertaking particular entrepreneurial activity and also their lack of capacity to access the formal vocational training institutions due to lack of basic entry qualifications, it is difficult for the rural youth to take up Self Employment. Even where they initiate some self employment activity they need hand holding in the form of periodic doses of skill up gradation/Entrepreneurship training for making their venture viable and sustainable in an increasingly competitive environment.

In such a scenario, the need for promoting self employment for the unemployed rural youth by skilling and periodic skill up gradation to keep them abreast of latest technologies assumes importance. Once trained appropriately, the youth will be able to launch profitable micro-enterprises for a sustainable livelihood and enhance their own standards of living. In the process they will also contribute for strengthening MSME, Agriculture and Allied sectors which are playing a significant role in economic development of the country.

With the aim of mitigating the unemployment problem among the youth, a unique initiative was tried jointly by Sri Dharmasthala Manjunatheshwara Educational Trust, Syndicate Bank and Canara Bank in 1982 by setting up of the “RURAL DEVELOPMENT AND SELF EMPLOYMENT TRAINING INSTITUTE” with its acronym RUDSETI near Dharmasthala in Karnataka. After realising the success of this model in facilitating unemployed youth to launch & manage Self Employment ventures, the initiative was expanded by establishing RUDSETI type training Institutes across the country.

The Government of India has been implementing the National Rural Livelihood Mission (NRLM) through the Ministry of Rural Development. The Mission aims to create sustainable livelihoods for rural BPL families through various interventions largely focusing on skill development for employment & promotion of Micro enterprises. Since RUDSETI was viewed as a successful and replicable model, MoRD decided to support establishment of one RUDSETI type Institutions in every district of the country. Accordingly the Ministry initiated action and played a significant and decisive role in expansion of RUDSETI Model of institution across the country. The replicated Institutes are called Rural Self Employment Training Institutes (RSETIs). These are Bank led institutions - established, owned, managed and run by the Banks.

**RUDSETI Model of Skilling & Entrepreneurship Development**

The core offering of RUDSETI model is 'Intensive Short Term Residential' Training for skill development and motivation to rural youth coupled with post training escort and hand holding services to ensure establishment of the Micro Enterprises by them and their sustainability.

**2. Vision, Mission & Objectives of Rural Self Employment Training Institutes (RSETIs)**

Development institutions are created and nurtured to achieve specific objectives contributing for socio economic development of the country. The sustainability of the organization lies in commitment to the objectives and consistent efforts. The objectives of RSETIs are defined to guide the stakeholders and the functionaries to focus on achieving the objectives in a sustainable manner.

Vision	Developing Human & Social Capital for Nation building
Mission	Empowering youth to share economic progress equitably and transformation of rural youth to acquire productive identity through short duration intervention.
Objectives	<ul style="list-style-type: none"> <li>▪ To Identify, Orient, Motivate, Train and Assist the youth to take up Self Employment as an alternative career.</li> <li>▪ To skill the unemployed youth to take up wage employment as a source of livelihoods.</li> <li>▪ To promote Rural Entrepreneurship</li> <li>▪ To enhance the effectiveness of Livelihoods promotion programmes of the Government.</li> <li>▪ To facilitate sustainability and growth of Micro Enterprises of RSETI trained persons With Credit Linkage and Skill up gradation training.</li> <li>▪ To provide counselling and project consultancy services.</li> <li>▪ To take up research and development in the area of Entrepreneurship and Rural Development</li> <li>▪ To train the stakeholders &amp; personnel of Community Development &amp; Financial inclusion Initiatives.</li> <li>▪ To take up research and development in Rural Entrepreneurship and Rural Development.</li> </ul>



### 3. Organisation of Rural Self Employment Training Institutes

#### 3.1 RUDSETIs

The RUDSETI is a society established jointly by three agencies viz. Syndicate Bank, Canara Bank and Sri Dharmasthala Manjunatheshwara Educational Trust. RUDSETI is a registered trademark with a distinct logo. The individual Institutes are managed by a Director deputed from sponsor Banks. Executive Director of RUDSETI is an executive deputed from either of the sponsor Banks and monitors the functioning of all RUDSETIs across country. Governing Council and the Board of Governors are the apex policy making and guidance bodies of the RUDSETIs.

#### 3.2 Organizational Structure of the New RUDSETI Type Institutions -- RSETIs

##### 3.2.1 Nomenclature:

The institutes to be opened in all the districts of the country may have a simpler name and preferably should be identical. These institutes are to be called 'Rural Self Employment Training Institutes' (RSETI). The acronym 'RSETI' may be prefixed with the abbreviation of the concerned bank, e.g., PNB RSETI, BOB RSETI, CORP RSETI, etc. Some Banks have already established their organizations with similar objectives and distinctive names with some brand image. They may continue with their own nomenclature but they may indicate within the parentheses that it is a RSETI type institution established with the support from the MoRD.

##### 3.2.2 Nature of the Organisation:

Rural Self Employment Training Institutes (RSETIs) are created to serve the social objective of solving the unemployment problem by empowering the youth. The targeted people are provided with free training and other services. As such, RSETIs are considered as Social organisations operating on No profit basis. Any organisation to operate efficiently and achieve the objectives should have proper organisation structure and governance practices, confirming to the statutory requirements. RSETIs being social organisations should have simple organisation structure, non bureaucratic administrative machinery and efficient operational procedures. The focus should be on easy accessibility to the users and hassle free efficient delivery of services. Transparency and Accountability are to be the hallmarks of such organisations. Structure of a Not for Profit organisation is appropriate for RSETIs. RSETI sponsor Banks shall create a separate organisation under one of the following forms at apex level and register at the place of its head quarters:

- Society, governed under the societies Act.
- Trust, governed under the Indian Trusts Act.

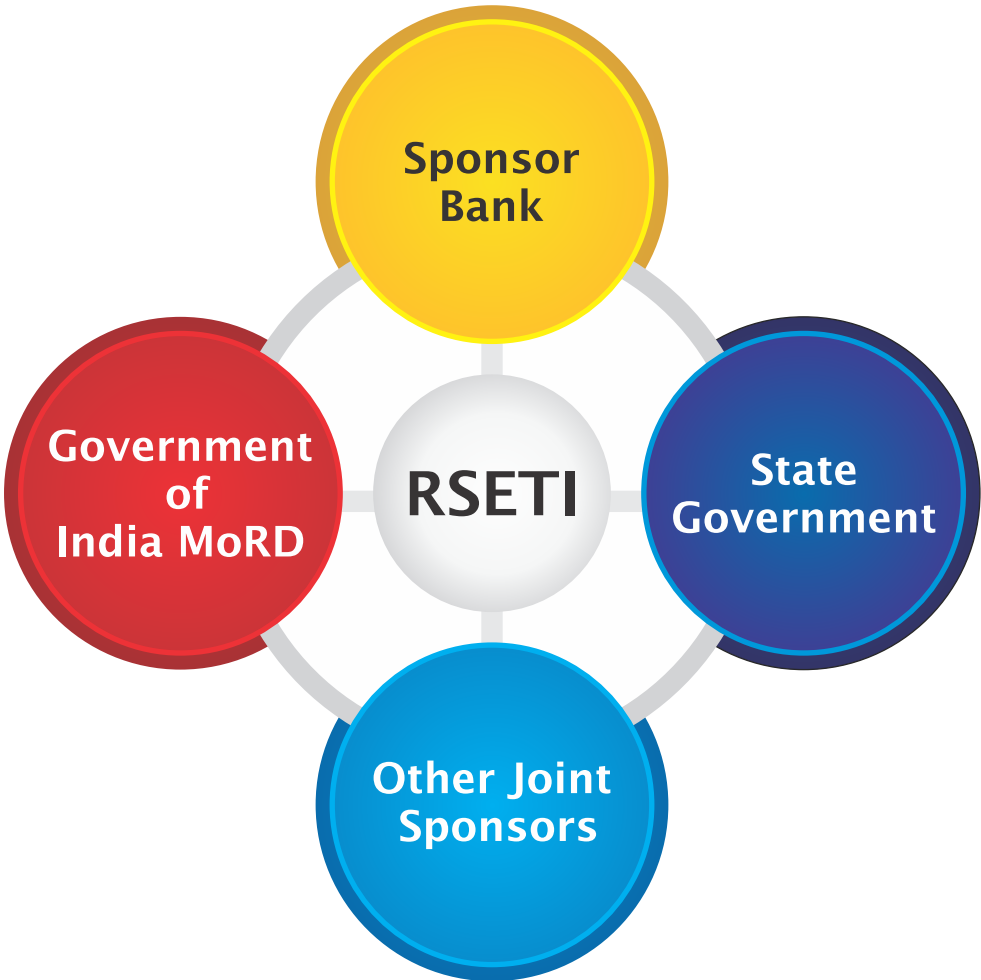
##### 3.2.3 Sponsorship:

RSETIs are to be sponsored by Banks and hence ownership of RSETIs vests with the sponsoring Bank. Other developmental/Social/Educational/Voluntary Organisations may join as co-sponsors. Since RSETIs are supported and funded by multiple agencies including Government of India, State Governments, other stakeholders shall be represented in the Governance structures.

### 3.2.4 Establishment procedure

For setting up of RSETIs the following procedure to be followed:

- I. The State Government in consultation with the banks in SLBC assigns districts, preferably to the respective Lead Banks in the States to set up RSETIs.
- ii. There shall be single bank's sponsorship of the RSETI to avoid any overlapping / disruption in management. This also helps in branding the RSETIs in future.
- iii. Suitable land for setting up the RSETI in a District to be allotted to the concerned Banks, free of cost, by the State Government.
- iv. The construction of the building for the RSETIs will be undertaken by the concerned Bank, Trust/Society. In case the banks so desire they may request the State Government for assistance for construction.
- v. Till the time a suitable land is identified and building constructed the RSETI may operate from hired premises or a rent-free Government building provided in the District.



***Primary Stakeholders of RSETI***

## 4. Governance Structure



### 4.1 Internal Governance Structure

<b>Board of Governors or Board of Trustees</b>	The apex body providing leadership to the organization including overall guidance, defining the vision, framing the policies, setting the goals and objectives, advising the policies and review the implementation.
<b>Governing Council or Executive Committee</b>	Comprising of Senior Executives of Sponsor Banks and eminent personalities from the field of Entrepreneurship/Rural Development assists the Board of Governors/Trustees for guiding and monitoring the implementation of the policies & programmes of RSETIs.
<b>Secretary or Executive Director /Executive Officer</b>	An official appointed or deputed by the Bank manages the affairs of the Trust/Society controlling the RSETIs.
<b>Director</b>	Head of individual unit of RSETI at the operational level, who is an officer deputed by the sponsoring Bank.
<b>Support Staff</b>	The Director is assisted by a team of staff of the institute including faculty/Training Co Coordinator, Office/Training Assistant, Attender, Watchman, etc.

### 4.2. External Governance Structure

#### 4.2.1 National Level Advisory Committee on RSETIs

National Level Advisory Committee on RSETIs headed by the Secretary, Ministry of Rural Development will guide & monitor the Governance and activities of Rural Self Employment Training Institutes. The committee shall also lay down policies concerning RSETIs and review the performance of each of the sponsoring banks periodically. The constitution of the committee shall be as shown below:

01. Secretary, MoRD-- Chairman
02. Dr D Veerendra Heggade, President, NAR, Bangalore – Co-Chairman
03. Joint Secretary (RL), MoRD – Member
04. Joint Secretary, Banking, Ministry of Finance-- Member
05. Nominee of Secretary, NITI Ayog – Member
06. Chairman, SIDBI (or his representative) -- Member
07. Chairman, NABARD (or his representative) -- Member
08. Chief Executive, IBA -- Member

09. Representative of RBI -- Member
10. Director General, CAPART -- Member
11. Director General, NIRD, Hyderabad – Member
12. Executive Director, RUDSETI – Member
13. Director, BIRD Lucknow – Member
14. Director EDI, Ahmadabad – Member
15. NIESBUD, Noida – Member
16. General Manager, Canara Bank, Syndicate Bank, State Bank of India, Punjab National Bank, Bank of Baroda, Bank of India, Central Bank of India – Members
17. General Manager, any other three banks by rotation
18. Principal Secretary, Rural Development of three States (on rotation basis)
19. Director General, NAR, Bangalore – Member
20. National Director, NACER -- Member

The committee shall have the following terms of reference:

1. To lay down the policies concerning the RSETIs and approve the guidelines for operationalising the scheme.
2. To periodically monitor the progress and review the performance of each of the sponsoring banks.
3. To peruse and approve the reporting formats and to suggest changes as may be necessary, to the Ministry of Skill Development & entrepreneurship as well as the Ministry of Finance, on the functioning of the scheme.
4. To commission periodical studies or evaluations, to be done by agencies as decided by the Committee.
5. Any other matter related to the functioning of RSETIs.

The Committee shall meet at least twice in a year at half yearly intervals. The Committee, if feels the need for it, may invite representatives of any Bank/s, other than those specified above, as special invitees.

#### **4.2.2 State level Steering Committee**

A sub-committee of the SLBC may be set up in every State which will function as the State level Steering Committee for all the RSETIs functioning in the State. This will be co-chaired by the Principal Secretary, Rural Development of the State and the SLBC Convener bank of the State. The members will include top executives of those banks having RSETIs in the State and CGM, NABARD.

The committee shall have the following terms of reference:

1. To monitor the progress and review the performance of each of the RSETIs through the Lead Bank forums i.e. DCC/SLBC.
2. To conduct evaluations of functioning of RSETIs to be done by agencies as decided by the Committee.

3. Any other matter related to the functioning of RSETIs.

The Committee shall meet at least four times in a year at quarterly intervals. The Committee, if feels the need for it, may invite representatives of any Bank/s, other than those specified above, as special invitees.

#### 4.2.3 District Level RSETI Advisory Committee (DLRAC)

District Level RSETI Advisory Committee (DLRAC) at the Institute level should be formed with District Collector/CEO of DRDS/Zilla Panchayath as Chairperson. Regional Head of the sponsoring bank, Lead district Manager, District Development Manager of NABARD, GM of District Industries Centre, PD of DRDA, District Manager of NRLM, Regional Manager of RRB, the Employment Exchange Officer, heads of vocational institutes in the district like ETCs, ITIs, Polytechnics, KVKs, etc. and two or three eminent personalities connected with rural development training in the district may be the members. The Director of the RSETI shall be the Convener. The DLRAC shall have representation from local business and industrial houses, and leading NGOs working in the areas of skill development and self-employment.

The committee shall have the following terms of reference:

1. To assist the Institute in ensuring that the objectives of RSETIs, as listed in Chapter I of these guidelines are followed strictly.
2. To guide the Institute, to identify, orient, motivate, train and assist the rural BPL youth to take up self-employment ventures as an alternative career or to gain wage employment.
3. Periodically review and monitor the progress of the concerned RSETI.
4. To recommend Annual Action Plan of training and reimbursement claims to competent authorities for processing/approval.
5. Provide a forum for networking with different agencies/stakeholders and ensure better identification of opportunities and demand.

Name of Committee	Chaired by	Co-chaired by	Frequency of Meeting
National Level Advisory Committee on RSETIs	Secretary, Ministry of Rural Development	Dr D Veerendra Heggade, President, NAR, Bangalore	Half Yearly
State level Steering Committee	Principal Secretary, Rural Development Department of the concerned State	SLBC Convener bank of the State	Quarterly
District Level RSETI Advisory Committee	District Collector/CEO of DRDS/Zilla Panchayath	Regional Head of the RSETI sponsoring bank of the District	Quarterly

#### *RSETI Governance Organogram*

# Roles & Responsibilities of RSETI Stakeholders

### Objective:

The objective of this chapter is to provide information and clarity on the role and responsibilities of various stakeholders in establishing and managing of RSETIs

### Synopsis:

- Sponsoring Banks of RSETIs create an exclusive Trust/Society for establishment & Management of RSETIs. They develop the campus, deploy staff, ensure sustainable funding, provide guidance and monitor the functioning of the institutes.
- Ministry of Rural Development Government of India drives the movement by providing policy directives, Infrastructure grants, capacity building, co ordinating the other sponsors and facilitating support from state Governments & Other Departments/Organizations of the Government.
- State Governments support Infrastructure development & training.
- Ministry of Skill Development & Entrepreneurship Development facilitates covering the RSETIs under Common Norms.
- NAR, the resource organization for RSETIs is involved in Capacity building, developing training modules & Learning materials, assessment & certification in respect of RSETI Training Programmes. NACER delivers the services of mentoring, monitoring & evaluation of RSETIs.

## 1. Role of Rural Self Employment Training Institutes (RSETIs) and their Activities

### Role of RSETIs:

**RSETIs are District level skill & Entrepreneurship Development Organisations broadly playing the following Roles:**

- Creating Awareness on Skill Development among the youth and orienting them towards self employment.
- Skilling the rural youth through training, motivating and facilitating them to take up self employment
- Promoting Rural Entrepreneurship & facilitating growth of Micro & Small Enterprises.
- Facilitating Creation of Sustainable livelihoods to rural Poor families.
- Designing and implementing Interventions for socio economic Development of the region.
- Empowering women & disadvantaged sections of the society.

## Functions & Activities:

- Creating awareness on developing skills, taking up self employment as a career option among the rural unemployed youth, through formal outreach programmes and using various forums.
- Maintaining comprehensive information on the potential of the district, entrepreneurial opportunities, developmental projects / schemes in the district, institutions operating in the region profiles of existing industries, locally available resources & skills etc, through socio economic survey & collecting information from different sources.
- Mobilizing candidates for training by reaching out to people in all the parts of the district through DRDA, Banks, NGOs, Government departments and other organizations.
- Designing and conducting Skill development, reskilling, Entrepreneurship Development training courses to unemployed persons and Micro entrepreneurs.
- Conducting training courses as per the course modules designed by National Academy of RUDSETI and approved by NSQF, Ministry of Skill Development & Entrepreneurship.
- Designing & conducting exclusive training courses to Women & Persons with disabilities for skill development and Empowerment.
- Designing innovative training programmes, which are dynamic and area specific, to enable the emerging entrepreneurs in acquiring the appropriate entrepreneurial skills to tap the business opportunities in the emerging areas
- Conducting skill up gradation/reskilling training programmes to hone the skills of entrepreneurs to match up with the latest cutting edge technologies and to compete in this ever-developing global market.
- Providing handholding services to the trained persons including business counseling, marketing exposure, networking, credit linkage, innovative and all such comprehensive business Development Services.
- Conducting HRD Training programmes to the support system including Banks, development Organizations & Government agencies for capacity building in the area of soft skills, rural development & entrepreneurship Development.
- Identifying, selecting and developing technical trainers and maintain a pool of technical professionals for effective skill imparting in RSETI training courses.
- Organizing Specific skill development Training courses to the target group & stakeholders of the Government programmes like PMKPV, MNREGA, etc., being implemented under skilling India & make in India and other initiatives by different Ministries like Ministry of MSME, MoRD, MoSDE, etc., state Governments, Banks & Financial Institutions.
- To create a wide network of people connected with Rural Development activity by organizing NGO-Banker, Govt. official-Banker, Industrialist-Banker Interface Meetings on the issues affecting the Micro Enterprises.
- Recognize the achievers among the RSETI trained entrepreneurs, project them as role models, encourage & Promote Alumni association of RSETI trained entrepreneurs for multiplier effect and also facilitating growth of Micro Entrepreneurs through this extended arm.
- Promotion of Agriculture & allied activities by enabling the farmers to hone their skills & practices to improve farm practices for reducing the cost & increasing their income.
- Conducting all relevant promotional, outreach & IEC activities in the District for wider reach of RSETI.

## Note

- The above lists of functions of RSETIs are only illustrative and are provided here to guide & orient the new functionaries.
- RSETIs are expected to conceive & conduct any of the activities for achieving the defined objectives, with the approval of the competent authorities as explained at relevant places in the SOP Manuals.
- Wherever the activities are codified in SOP manuals, such functions should be performed by following the processes and adhering to the requirements prescribed in the Manual

RSETIs sponsored by Banks and operating at the district level have to work in close co ordination with a host of other agencies/organisations for functioning and achieving the objectives. The following agencies are directly involved in the affairs/activities of RSETIs, by providing guidelines, funding, capacity building, mobilising the candidates, sharing the resources, monitoring, etc. The role of the following agencies is of critical importance to establishment and effective functioning of RSETIs.

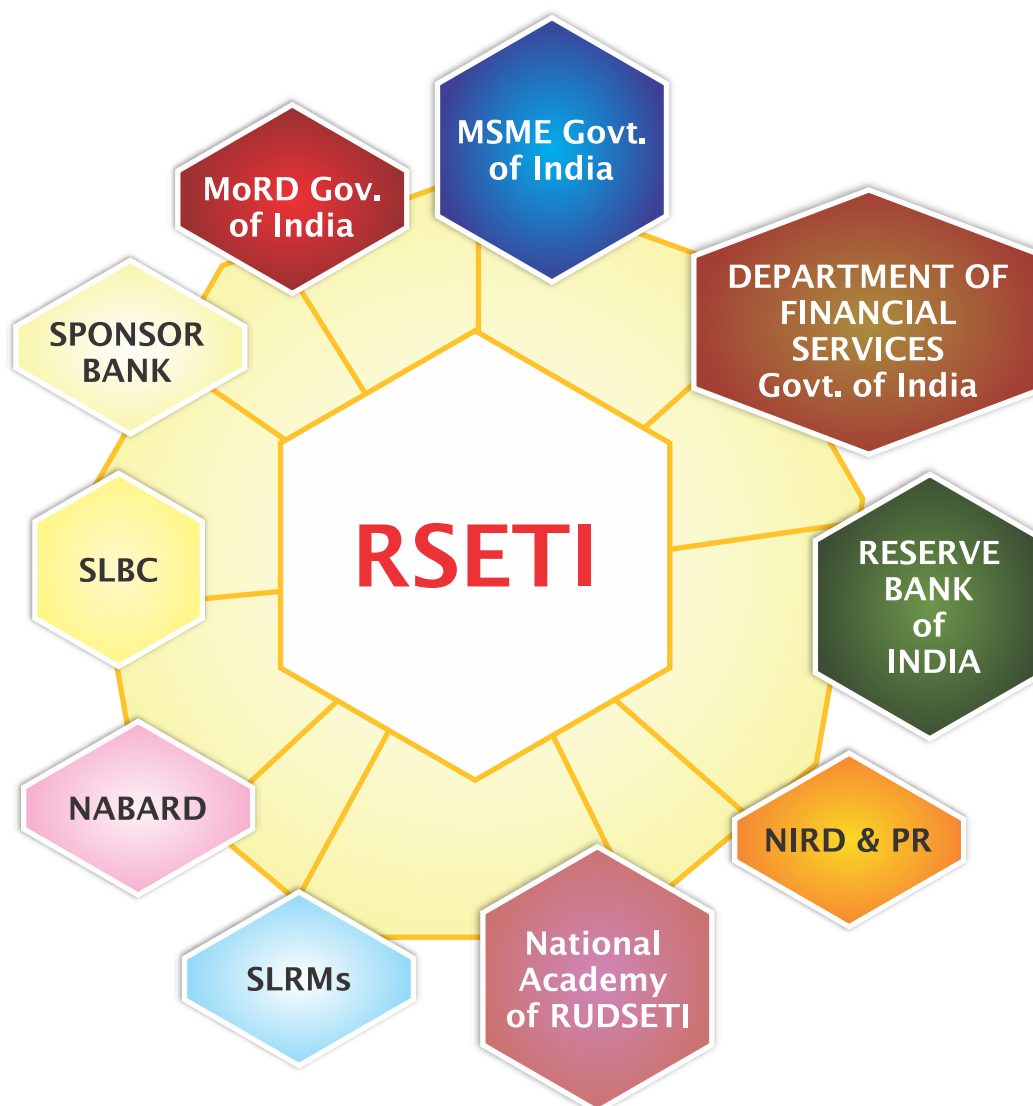
- Banks sponsoring the RSETIs
- Ministry of Rural Development, Government of India
- State Governments
- National Academy of RUDSETI along with NACER
- Ministry of Skill Development and Entrepreneurship, Government of India

As such, they are considered as the primary stakeholders of RSETIs.

Brief descriptions of Significant Role & Responsibilities of the above agencies are provided below for the guidance of RSETIs. It is the responsibility of the RSETI to maintain close co ordination with the above agencies and secure the support/services for its effective functioning and development.



## Organisations as RSETI Stake Holders



## 2. Primary Stakeholders of RSETIs

### 2.1 Banks sponsoring the RSETIs:

RSETIs are established managed and owned by the Banks. The sponsoring Banks being the main stakeholders of RSETIs, it shall be their primary responsibility to ensure effective functioning of the institutes for achieving the objectives by developing them as centres of excellence.

Major responsibilities of sponsor Banks are:

- Forming exclusive Trust or Society for establishment & management of RSETIs and deploying a dedicated team at the Corporate/Controlling Office for continuous facilitation and monitoring of RSETIs.
- Providing standard infrastructure, training logistics and required staff component to RSETIs.
- Constituting the Governing Council for monitoring & guiding the RSETIs and ensuring their periodical meeting to provide guidance & directions.
- Approving the Annual Action plan and annual budget of the RSETIs and providing seamless flow of funds for implementing the annual Action Plan.

- Coordinating with Central & State Governments, SLBC, NABARD, NACER/NAR, etc for mobilization of Training programmes, trainees, funding support and other resources to the Institutes.
- Assisting the RSETIs for mobilizing the candidates for training and providing credit linkages to the trained entrepreneurs by educating and directing the Bank branches appropriately.
- Continuously monitoring the activities of the institutes by obtaining periodical progress reports and personal visit of executives, reviewing every aspect of functioning and providing feedback and directions for desired performance.
- Continuous capacity building of the Institutes by exposing the Director & staff for training to acquire knowledge & skills in the areas of latest developments and organizing innovative activities for involving the Institutes in various socio economic development initiatives in the region.

## 2.2 Ministry of Rural Development, Government of India (MoRD)

- As the promoter and major partner, the MoRD has been instrumental in establishment and bringing standardisation and uniformity in administration & functioning of the RSETIs established by different Banks. As the apex level authority for RSETIs in the country, the MoRD shall play the following major roles for effective functioning of RSETIs:
- Constitution of National Level Advisory Committee (NLAC) on RSETIs in the Ministry for Policy making & monitoring the RSETIs and ensuring its effective functioning by conducting periodical meetings.
- Framing, approving and issuing guidelines for RSETIs in all the areas of functioning by following the due process of consultation.
- Obtaining feedback/study reports, views & suggestions from various stakeholders.
- Extending funding support for infrastructure development of RSETIs and also Training programmes for Training stakeholders of the Schemes of the Ministry and for any other initiatives for growth of RSETIs.
- Facilitating RSETIs to access the target group of various schemes of the Ministry as trainees by issuing appropriate instructions to State Governments, DRDAs, Banks, development bodies and such other agencies as may be needed.
- Coordinating with the Ministry of Skill Development & Entrepreneurship and other apex level bodies constituted for skill development including NSDC, NSDA, etc.
- Extending support for aligning the RSETI training programmes with the Common Norms notified by the Ministry and facilitating flow of Training funds to RSETIs.
- Continuous independent monitoring of RSETIs through the nominating organizations like NACER of NAR, NIRD, etc.
- Annual evaluation & rating of performance of RSETIs and rewarding & encouraging them for achieving excellence.
- Capacity building of RSETIs, continuously through training by NAR for developing capabilities to conduct variety of training programmes to cater to the emerging needs.

- Coordinating with sponsor Banks, Other Ministries and other Organizations for facilitating growth and effectiveness of RSETIs.

### 2.3. State Governments:

- Allotment of suitable land to RSETIs for developing own campus, free of cost/at nominal cost. Transferring the rights over the land, permitting land usage and handing over possession of the property.
- Assistance for infrastructure development, including approval license/approval for building construction, water, electricity, access road, etc.
- Utilizing the services of RSETIs for training the stakeholders of livelihoods promotion and development projects of the Government.
- Sponsoring eligible candidates under NRLM and other schemes of the Government for RSETI Training and reimbursing Training cost.
- Assisting RSETIs for mobilization of candidates for training through Government bodies/forums.
- Enabling the RSETI trained entrepreneurs to access the incentives and assistance of the Government for promotion of Micro & Small Enterprises.
- Supporting the RSETIs for expansion/enhancement of training infrastructure through the development schemes of the Government

### 2.4 National Academy of RUDSETI

- National Resource Organization for RSETIs
- Capacity building of RSETIs by Training the Directors, faculty & other staff in RUDSETI model of Entrepreneurship Development & other areas
- Developing Administrative/Management practices for RSETIs
- Developing Training Course modules
- Mentoring, Monitoring & Evaluating the performance of RSETIs

### 2.5. Ministry of Skill Development & Entrepreneurship, Government of India.

- The Ministry shall facilitate RSETIs to align their Training courses with the Common Norms notified by the Ministry to ensure standardization & uniformity of Skill development models in the Country.
- Co ordinate with other Apex agencies under Skill India Mission of the Government including NSDC, NSDA, NSQF etc., for facilitating the RSETIs to be part of this ambitious National initiative.
- Facilitate RSETIs to join the mainstream skill development initiatives of the Government.

### 3. Other Support Organizations

The significant roles of other National/Apex level agencies are indicated in the following table:

Sl No.	Agency/Organisation	Role
1	Ministry of MSME, Government of India	Facilitating RSETIs for Training the Entrepreneurs & providing other services for implementation of PMEGP. Issuing instructions to KVIC/KVIB & DICs in this regard.
2	Department of Financial Services, Ministry of Finance, Government of India	Facilitating RSETIs to train the stakeholders of Financial Inclusion & providing other services in FI Initiatives of the Banks. Issuing necessary instructions for Credit support to RSETI trainees.
3	Reserve Bank of India	Facilitating RSETIs to train the stakeholders of Financial Inclusion & providing other services in FI Initiatives of the Banks.
4	State Level Bankers Committee(SLBC)	Monitoring of RSETIs through SLRC & RSETI sub Committee of SLBC and issuing suitable instructions to Banks & FIs.
5	NABARD	Facilitating RSETIs for implementation of NABARD's projects. Monitoring the RSETIs through DLRAC.
6	SRLMs	Facilitating RSETIs for training the stakeholders of SRLM and other livelihoods promotion & rural Development activities.
7	NIRD, Hyderabad	Monitoring and release of one time building grant to RSETIs.

Model of processes involved and role responsibilities of different stakeholders in establishing and operationalising RSETIs is presented below:

#### A. Establishment & Operationalising RSETIs

##### Overview

Item	Description
Purpose	To initialise/establish & operationalise the RSETIs
Reference to Guidelines	Guidelines from MoRD/Sponsoring Bank
Prerequisites	Sponsoring Bank should be the Lead Bank of the respective district identified for starting RSETI or other Bank selected by SLBC
Time for completion	Immediately after getting the approval of SLBC /MoRD
Resources	Required infrastructure and manpower as specified in SOP
Process owner	MoRD, GoI, Sponsoring Bank/ Trust Sponsored by the Bank & State Government

## Activities

Actor	Action	Time for completion	Relevant Document
SLBC	Identifying the District for starting RSETI and passing resolution in the meeting	As and when need arises	MoRD guidelines
RSETI Sponsoring Bank (Lead Bank of the District)	Forming exclusive Trust or Society for establishment & management of RSETIs	immediately	Trust deed/Minutes of the Board of Director of the Bank for forming the Trust
RSETI Sponsoring Bank	Deploying a dedicated team at the Corporate/Controlling Office for guiding and continuous facilitation and monitoring of RSETIs	Immediately	Office Order/Note of the concerned Section of the Bank
Trust/Sponsoring Bank	Identify a suitable place for starting RSETI in the District	Within one month of SLBC allotment	Minutes of SLBC Meeting
Trust/Sponsoring Bank	Identifying a suitable Officer and posting him/her as Director to the RSETI on deputation	Immediately after getting permission from the Bank	Transfer Order
Director of RSETI	Identifying and fixing a suitable building for RSETI either on Rent or lease	One month Before opening of RSETI	SOP on Campus Development
Trust/Bank	Providing standard infrastructure, training logistics and required staff component to RSETIs	Immediately on fixing the building	Staff as Per SOP on HR Policy Infrastructure and training equipments are as per SOP ON campus development
Director RSETI	Prepare a Training plan for the year, get its approval from the Trust & schedule the Training	Within one week of opening RSETI Office	Training Plan & budget
Director RSETI	Mobilise Candidates for Training programmes	One month from opening	<ul style="list-style-type: none"> <li>▪ Awareness programmes</li> <li>▪ Newspaper ad</li> <li>▪ Radio announcements.</li> <li>▪ Mass contact</li> </ul>
Bank's Trust	Guide the RSETI to constitute the DLRAC to provide guidance at the district level	Immediately on opening of RSETI	MoRD guidelines and Minutes of the Trust's meeting
Director of RSETI	Constituting the District Level RSETI Advisory Committee	Within a week of starting.	MoRD guidelines & Instructions of the Trust

## Activities

Actor	Action	Time for completion	Relevant Document
Bank Trust	Providing all instructions/material/Manual/guidelines for functioning & organising Training	One week before opening RSETI	<ul style="list-style-type: none"> <li>MoRD guidelines</li> <li>SOPs</li> </ul>
RSETI	Launch the training activity	One month from the date of opening.	
Bank Trust	Posting the Director & Faculty to undergo Trainers' Training Programme on EDP at National Academy of RUDSETI, Bengaluru	Within 3 months of launching RSETI	<ul style="list-style-type: none"> <li>MoRD Guidelines</li> </ul>
Director/Bank/Trust	Coordinating with Central & State Governments, SLBC, NABARD, NACER/NAR, etc. for mobilization of Training programmes, trainees, funding support and other resources to the Institutes	Soon after commencement of the Institute	NABARD, SIDBI, State and Central Govt. scheme guidelines/Circulars

## B. Role of Stakeholders in Functioning of RSETIs

### Overview

Item	Description
Purpose	Effective functioning of the RSETIs on sustainable basis. Standardisation in Training Practices & Uniformity in administration.
Reference to Guidelines	Guidelines from MoRD/Sponsoring Bank
Prerequisites	RSETI has commenced its operations in the Lead District of the Sponsoring Bank.
Time for completion	Ongoing basis.
Resources	Required infrastructure and manpower as specified in SOP –Part III
Process owner	RSETI, MoRD, GoI, Sponsoring Bank/ Trust Sponsored by the Bank & State Government.

## Activities

Actor	Action	Time for completion	Relevant Document
RSETI	Prepare Annual Action Plan & budget & submit for approval & sanction to Trust.	January every Year	<ul style="list-style-type: none"> <li>Guidelines on preparation of AAP from MoRD</li> <li>SOP Manual</li> </ul>
Bank's Trust	Approve the Annual Action plan and annual budget of the RSETIs	Before end of Feb. every year	MoRD guidelines. AAP submitted by RSETI
Bank's Trust	Provide funds to RSETIs as per the approved budget.	On monthly basis in advance	Annual Action Plan
RSETI	Organising Training programmes & other activities as per approved AAP	During a given year	Approved Annual Action Plan
Branches of Sponsor Bank	Assist RSETIs in Organising the EAPs for mobilizing the candidates for training.	As and when required by RSETIs in the respective areas.	Instructions from Sponsor Banks.
Sponsor Bank	Issuing the directions/circular to Bank Branches for extending credit linkages to the RSETI trained entrepreneurs.	In frequent intervals.	MoRD guidelines on credit linkage Banks circular on different schemes for MSME
Do	Monitor the activities of the institutes. Review every aspect of functioning and provide feedback and directions for desired performance.	<ul style="list-style-type: none"> <li>Monthly Review</li> <li>Quarterly visits by Bank's executives</li> </ul>	MPR, MIS as per Bank's format and MIS Report.
Do	Continuous capacity building of the Institutes by posting the Director & staff for training(TTP & RTP) to acquire updated knowledge & skills in the relevant areas.	TTP- within 3 months of reporting RTP of one year of completion of TTP	MoRD Guidelines
Sponsor Bank/Trust	Sanctioning Leave/travel etc., of staff Performance Appraisal of staff	Ongoing basis Half yearly	Leave Application/HRMS Package Appraisal form
RSETI	Identifying Suitable land and apply to State Government for allotment.	Immediately on commencement of functioning	MoRD guidelines
State Government	Allotment of land, Transferring the rights, permitting land usage, handing over possession and permission for building construction.	Within the time frame fixed by MoRD, Gol	MoRD Guidelines

## Activities

Actor	Action	Time for completion	Relevant Document
RSETI	Apply to MoRD, GoI for sanctioning the grant for owned campus development.	Immediately on securing the land.	<ul style="list-style-type: none"> <li>MoRD guidelines</li> </ul>
MoRD, GoI	Sanction infrastructure grant after due diligence through NIRD & PR	Within the Prescribed Time Frame.	MoRD Guidelines
NIRD & PR	Disburse the infrastructure grant & Monitor the progress of Campus development.	As per the progress	MoRD guidelines
RSETI & Bank's Trust	Construct Campus & create Infrastructure.	Within 2 years	MoRD & trust's guidelines & SOP Manual
State Government	Sponsor eligible candidates for training & Reimburse Training Cost.	Ongoing basis	MoRD guidelines
MoRD, GOI	Constitute National Level Advisory Committee (NLAC) Conduct meetings	Ongoing basis  Half yearly	MoRD guidelines
MoRD, GOI	Issue Instructions to State Governments, DRDAs, Banks, Development Bodies and such other agencies for facilitating RSETIs to access the Target Groups.	Periodically	MoRD guidelines, Minutes of NLAC
MoRD, GOI	Coordinate with Ministry of Skill Development & Entrepreneurship Development (MSDE) and skill development related apex level bodies ,including NSDC, NSDA etc	On an Ongoing basis	Minutes of NLAC Meetings
MoRD, Government of India	<ul style="list-style-type: none"> <li>Monitoring</li> <li>Evaluation of RSETIs</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> <li>Annual</li> </ul>	<ul style="list-style-type: none"> <li>MIS</li> <li>Evaluation Reports</li> </ul>
National Academy of RUDSETI	<ul style="list-style-type: none"> <li>Training RSETI staff</li> <li>Providing SOPs, Training modules &amp; Learning Material</li> <li>Assessment &amp; Certification of RSETI Training courses.</li> <li>Mentoring, Monitoring &amp; Evaluation of RSETIs through NACER</li> </ul>	Ongoing basis Within 1 month of indent/ Request	MoRD guidelines/SOP



# Human Resource Management

### Objective:

Objectives of this Chapter are to provide information and guidance on Human Resource Management of RSETIs. HR Management for RSETIs includes various manpower resources, their Roles and Responsibilities, Service Conditions, etc.

### Synopsis:

- Every RSETI has two category of staff i.e. Deputed from Banks and engaged on contract
- The eligibility criteria and Service Conditions differ among different category of staff as their roles also differ
- The process of engagement, remuneration, leave and other staff benefits
- Code of conduct for staff

### 1. Background:

Developing Human Capital is the core activity of RSETIs. As such, the Institutes should be equipped with committed and professional team of Human Resources for effective conduct of the RSETI activities.

As a Professional Management Practice, RSETIs should have comprehensive Human Resources Policy and practice to develop and retain competent staff for efficient functioning of the institute.

The MoRD has prepared a draft HR policy through consultation with the sponsor Banks. NLAC, the apex policy making body has approved the policy and advised the sponsoring banks to adopt a policy on similar lines for their RSETIs. The components of draft HR policy advised by the Ministry along with desirable practices are codified and described in the following paragraphs for implementation in RSETIs.

The RSETIs are mandated to have following staff structure:

Sl No.	Designation	Staff Strength
1	Director	1
2	Faculty	2
3	Office Assistant	2
4	Attender	1
5	Watchman Cum Gardener	1

## 2. Director

The Director is an identified Middle Management Grade officer with requisite background deputed by the Sponsor Bank to RSETI. The Director shall be holding independent charge of the institute and responsible for overall functioning of the institute. The Director assumes the role of an Entrepreneurship Development facilitator managing the Training, facilitation of trained candidates and administration of the institute. The role of Director is of critical importance for achieving the objectives of RSETIs.

The Director has to be posted for a minimum tenure of 3 years to maintain consistency in management and operations of the institute. Persons with impeccable track record and Zeal are to be identified and posted through transparent process.

### 2.1 The desirable attributes for selecting a Director are furnished below:

Attributes	Criteria for selection
Age	Less than 45 Years
Education	Graduation/Post graduation (Preferred: Agriculture Science/Social Science/Management)
Scale/Rank in the Bank	Middle Management Scale II/III
Core Experience	Rural Banking 3 to 5 years MSME Credit, Financial Inclusion, CSR projects, etc
Competencies	Communication, Public Relations, Leadership
Preferred Skills	Command over English & Regional language besides Trainer skills

### 2.2 Process of posting of the Director

Item	Description
Purpose	To post a suitable Officer to head the RSETI
Reference to Guidelines	Guidelines from MoRD/Sponsoring Bank
Prerequisites	Refer Eligibility criteria at Table No. 2.1
Time for completion	One Month before opening of the RSETI/Before transfer and relief of the existing Director
Resources	Suitable MMG officers of Bank
Process owner	Sponsoring Bank

## Activities

Actor	Action	Time for completion	Relevant Document
HO/Corporate Office of RSETI Sponsor Bank	Identifying eligible Officers through options from the employees or reference from Regional/Zonal Offices	4 Weeks	Criteria prescribed at Table No. 2.1
HO/Corporate Office of RSETI Sponsor Bank	Selecting the suitable Officer as per the criteria prescribed at Table No.2.1	2 weeks	<ul style="list-style-type: none"> <li>▪ Officer's Bio data/ profile</li> <li>▪ Performance Appraisal Reports/Records</li> <li>▪ Interview</li> </ul>
HO/Corporate Office of RSETI Sponsor Bank	Obtaining permission from the competent authority for posting	Immediately	
HO/Corporate/Zonal Office of RSETI Sponsor Bank	Posting the Director to the RSETI on deputation	1 Week	Transfer Order
Designated Director	Reporting at RSETI	Within 1 week of receiving instructions & Immediately on relief	Transfer/posting order
NAR	Trainers Training Programme on EDP	Within 3 months from reporting	Sponsoring Banks posting order for TTP

### 3. Support Staff at RSETIs:

Except the Director who will be a serving Bank officer deputed from sponsor Bank, all other staff of RSETI are hired from market. The support staff at RSETI should be hired by the respective Bank Trust by following a transparent and objective process of engagement. The eligibility criteria for the support staff at RSETIs are provided as annexure

### 4. Recruitment Process

RSETI staff shall be recruited from open market. Trust / Society / RSETI will advertise for the most competent candidates in relevant local / regional newspapers which have the reach to the district level; on the Trust / Society/ RSETI website and will also be put up on the RSETI Notice Board in order to ensure a fair and transparent recruitment process.

### 5. Do's & Don'ts

- a) Advertisements will generally be displayed on RSETI Notice Board for a minimum of two weeks
- b) The last date for receiving applications will be clearly indicated in the advertisement.
- c) Applications received after the last date shall not be considered for the selection process
- d) No candidate shall be considered without an application for the position.
- e) All candidates shall go through a uniform, formal selection process.

## 6. Minimum Standards

- (I) Only those candidates who meet the minimum eligibility criteria as outlined in the Advertisement will be considered. RSETI will endeavor to recruit the best candidate with the most appropriate competencies and desirable attitudes and behavior.
- (ii) The contract will be valid for a period of 3 years subject to annual.

## 7. Conflict of Interest

- (a) RSETI staff is required to disclose any potential or real conflict of interest with the organization prior to their recruitment or during their stay in the organization. Similarly, RSETI staff with recruitment responsibility, i.e. personal interview panel members, must declare any conflict of interest with candidates who are going through the selection process.

For example, the RM cannot be on the panel if his relative is among the candidates.

- (b) Spouses are not encouraged to be selected. Sponsor Banks may clarify on areas of conflict of interest in the selection process.

## 8. Selection Process

- (a) The selection process will comprise of:
  - (i) Written Test to assess General Knowledge and Computer capability
  - (ii) Personal Interview to assess communication ability, leadership qualities, attitude, problem solving ability and ability to get along with the trainees, developmental approach
  - (iii) Demonstration / Presentation to assess teaching skills and communication capability
- (b) The persons responsible for recruitment will develop a set of criteria to be followed in the selection process.
- (c) In order to avoid any ambiguity and ensure uniformity in the process of selection, the Centralized Question Bank will be prepared by a Committee specially constituted for the purpose by the management of RSETI.

## 9. Selection Panel

- (a) Chairman of the Committee  
The Regional Head / Circle Head of the Bank which has sponsored the RSETI will be the Chairperson of the Selection Committee. The Regional Head is also the Co- Chairperson of the DLRAC i.e. District Level RSETI Advisory Committee.

(b) Panel members

The panel members will comprise of the following:

- The LDM,
- DDM ( NABARD),
- PD – DRDA or his / her nominee
- Nodal officer looking after RSETI in the Regional/Circle/Zonal/ Head Office and
- One Representative from HO / Trust / Society (Optional).

## 10. Completion of Selection Process

- (a) On completion of the selection process, an assessment sheet will be filled and signed by all the members of the interview panel.
- (b) Reference checks of the successful candidates will be conducted by the Bank/ RSETI before offer of appointment is made. Such reference checks will be done from the previous organization / Institution where the candidate has worked / studied.
- (c) Also independently, due diligence about the antecedents of the candidates may be done if it is found that the candidate had a disciplinary case against him/ her or was on long leave without sanction from the competent authority or had a poor record of performance, such candidates may not be considered for selection, unless the bonafides are established to the satisfaction of the Trust. Otherwise, the next best candidate shall be selected.
- (d) The result of the selection process will be announced within 7 working days from the completion of selection process. At the end of the selection process, a report will be prepared by the panel and placed on record /filed for any future reference.
- (e) Selection list will have 3-5 candidates selected / empanelled under waiting list, valid for one year from the date of selection for future absorption, if required.

## 11. Engagement

- (a) The Offer of Engagement of services will be issued by the Competent Authority / Trust/Society set up by the Bank to take up RSETI work and there will be no link or connection whatsoever with the parent Bank.
- (b) There will be no commitment / obligation / liability for the Bank to absorb such candidates who are selected on contract for any job in the Bank at any time.

## 12. Joining Formalities

- (a) The selected candidate will be required to submit a medical fitness report signed by a district level Medical Officer, prior to joining to confirm his/ her current state of health.
- (b) The selected candidate will be required to join soon, in any case not later than 15 days from the date of receiving the offer letter.
- (c) The offer letter will contain details of contract, effective date, remuneration, duration and clause on renewal of contract subject to satisfactory review once in a year.

- (d) If either party decides to discontinue the contract, for any reason, whatsoever, the staff member or the organization, will be required to give one month's notice or equivalent salary in lieu thereof.
- (e) If there is any disciplinary action taken against any selected candidate in his / her earlier organization, the decision of the Management of Trust / Society / RSETI regarding the selection / non – selection of the said candidate, shall be final and binding.
- (f) The Trust reserves the right to terminate the contract without assigning any reasons. In such case, one month notice or salary in lieu thereof will be payable by the organization.
- (g) The new apointee will submit a joining report to the Director and complete the required joining formalities.
- (h) The job description will also form part of the Offer of Appointment: Annexure – .

### 13. Process of engaging Faculty

#### Overview

Item	Description
Purpose	To engage Faculty staff for the Institute
Reference to Guidelines	Guidelines from MoRD/Sponsoring Bank
Prerequisites	Eligibility as per table 3.1 Permission from Bank/Trust Procedure and Guidelines to recruit Faculty
Time for completion	Immediately on opening of the RSETI/Arising of the vacancy within one month
Resources	NA
Process owner	Sponsoring Bank's Trust & authorized Official of the Trust/RSETI Director

#### Activities

Actor	Action	Time for completion	Relevant Document
Director RSETI	Obtaining permission from the sponsor Bank/Trust for engaging a faculty	Immediately on opening of the Institute or on creation of vacancy	MoRD guidelines. Instructions from the Trust
RSETI Director	Mobilising applications of aspiring candidates	Within 2 Weeks of getting permission	News Paper Ad. /Publishing in the website, Word of mouth
Bank/Trust	Constituting the selection committee & informing to Director.	Along with permission for filling up the vacancy	Permission letter

## Activities

Actor	Action	Time for completion	Relevant Document
RSETI Director	Conducting the written test and Interview for selection as per Annexure 5-a,b, and c	Within 10 days of closure of application date	Interview Sheet/Marks allotment
Director RSETI	Sending the selection list to sponsoring Bank for approval	Immediately on selection	Interview sheet signed by all the members of the Committee
Sponsoring Bank	According permission to appoint the selected faculty	Within 2 days	
RSETI Director	Issuing Appointment order	On the day of receipt of permission from the Trust	Appointment order
Appointed Faculty	Joining the Institute	Within the date permitted in the appointment letter.	Appointment letter/ Service Agreement

## 14. Process of engaging Office Assistant, Attender & Watchman cum Gardener

### Overview

Item	Description
Purpose	To appoint supporting & subordinate staff viz. Office Assistant, Attender & Watchman cum Gardener to RSETI.
Reference to Guidelines	Guidelines from MoRD/Sponsoring Bank/Trust
Prerequisites	Eligibility as per table 3.1 Guidelines to recruit Office Assistant Permission from the Trust
Time for completion	Immediately on opening of the RSETI/within one month of arising of the vacancy
Resources	NA
Process owner	Sponsoring Bank's Trust /Person authorised by the Trust/RSETI Director.

## Activities

Actor	Action	Time for completion	Relevant Document
Director RSETI	Obtaining permission from the sponsor Bank/Trust for Engaging supporting staff	Immediately on opening of the Institute or on creation of vacancy	MoRD guidelines/ Instructions from the Trust.

## Activities

Actor	Action	Time for completion	Relevant Document
RSETI Director	Mobilising applications of aspiring candidates	Within 2 Weeks of getting permission	News Paper Ad. /Publishing in the website, Word of mouth.
Bank/Trust	Constituting the selection committee & informing to Director.	Along with permission for filling up the vacancy	Permission letter
RSETI Director	Conducting the written test and Interview for selection as explained above.	Within 10 days of closure of application date.	Interview Sheet/Marks allotment
Director RSETI	Sending the selection list to sponsoring Bank for approval	Immediately on selection	Interview sheet signed by all the members of the Committee
Sponsoring Bank	According permission to appoint the selected faculty	Within 2 days	
RSETI Director	Issuing Appointment order	On the day of receipt of permission from the Trust	Appointment order
Appointed Staff	Joining the Institute	Within the date permitted in the appointment letter.	Appointment letter Service Agreement

## 15. Roles and Responsibilities of Staff at RSETI

Sl. No.	Personnel	Role/s
1	Director (Head of the Institute)	<ul style="list-style-type: none"> <li>▪ Total in charge of affairs of the Institute</li> <li>▪ Trainer</li> <li>▪ Administrator Facilitator</li> </ul>
2	Faculty	<ul style="list-style-type: none"> <li>▪ Trainer</li> <li>▪ Facilitator</li> <li>▪ Supervisor</li> <li>▪ Training Coordinator</li> </ul>
3	Office Assistant	<ul style="list-style-type: none"> <li>▪ Training Assistant</li> <li>▪ Office Record Keeper</li> <li>▪ Accounts Keeper</li> <li>▪ Facilitator</li> </ul>
4	Attender	<ul style="list-style-type: none"> <li>▪ Subordinate Staff</li> <li>▪ Campus Maintainer</li> <li>▪ Helper to the Director &amp; staff in the activities of the Institute</li> </ul>
5	Watchman cum Gardener	<ul style="list-style-type: none"> <li>▪ Security personnel of the Institute Garden Keeper</li> </ul>

*Detailed roles and responsibilities of these officials at RSETIs are provided as annexure ..... & .....*



## 16. Job Orientation and Training of RSETI Staff

RSETIs are the vibrant institutions engaged in diversified activities. All the personnel of the Institute should develop capabilities to perform the assigned/expected job efficiently as prescribed/expected. They should be equipped with appropriate job knowledge, skills and right attitude required to play their role effectively. These are to be acquired and updated on an ongoing basis. To facilitate this, capacity building of personnel is the integral part of Human Resources Management practices of the Organisation.

The Director coming from banking experience, assumes a different role primarily as a Trainer, facilitator & administrator. It is necessary for him/her to understand the various aspects of RSETI model of Entrepreneurship and acquire the required knowledge and training skills. Hence he has to undergo a formal induction training immediately on joining the Institute. Similarly the Faculty also need to be trained in a formal training programme.

Apart from training skills and knowledge on Entrepreneurship Development, they are to be proficient in handling Rural development and other initiatives undertaken by the institute. To enable this, they need to be exposed to related training programmes, as and when required. There are National level Training Organisations like EDII, Ahmedabad, NIRD, Hyderabad, BIRD Lucknow, etc. offering the courses on Entrepreneurship Development & Rural Development. National Academy of RUDSETI (NAR) Bengaluru, a professional and exclusive resource organisation for RSETIs promoted and managed by the pioneers of RUDSETI model is recognised by the Ministry of Rural Development, Government of India for Capacity building of RSETIs.

The following Training courses offered by National Academy of RUDSETI, Bengaluru are prescribed /recommended for RSETI personnel. It is compulsory for the Organisation to post the concerned personnel for the training programmes, as per the Ministry guidelines:

Sl. No	Training Course	To Whom	At what time
1	Trainers' Training Programme on Entrepreneurship Development	<ul style="list-style-type: none"> <li>▪ Director</li> <li>▪ Faculty</li> </ul>	Within 6 months of joining
2	Refresher Training Programme	<ul style="list-style-type: none"> <li>▪ Director</li> <li>▪ Faculty</li> </ul>	After 1 year of service.
3	Trainers' Training on Financial Inclusion/Financial Literacy	Director	As & when required
4	Efficiency Enrichment Programme	Office Assistants	Once in a year
5	Faculty Orientation Programme	Technical Faculty	Within 6 months of enrolment.
6	Workshops/Capsule programmes on specific areas like: <ul style="list-style-type: none"> <li>▪ Common Norms</li> <li>▪ NRLM</li> <li>▪ Project Report Preparation,</li> <li>▪ Facilitation Skills,</li> <li>▪ Training module &amp; Content development</li> <li>▪ Trainers' skills, etc.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Director</li> <li>▪ Faculty</li> </ul>	As & when Required.

## 17. Remunerations and Benefits

### 17.1 Director:

As the Director of RSETI is a Bank Officer on deputation to RSETI, he/she is governed by the Service Conditions/Regulations of the parent Bank. He/She is not eligible for any privileges/perks/reimbursements for the services rendered to RSETI. He/She has to claim all eligible allowances/perks/leave etc., directly from the parent bank by submitting the request to the appropriate authorities. However, any specific incentives awarded by the parent Bank towards recognising his/her exemplary services in RSETI may be claimed directly from the Bank.

### 17.2 Salary and Emoluments of support staff (engaged by RSETI Trust)

Support staff of RSETI refers to the staff appointed by the RSETI Managing Trust/RSETI only and not the Director or any other staff deputed by the Bank to RSETI, who is an employee of the Bank. The emoluments payable to RSETI staff engaged on contract, as suggested by the MoRD is furnished as annexure ....

## 13. Leave and Travel Rules

Sl No	Category of leave	Period
1	Casual Leave	12 days per year
2	PRIVILEGE LEAVE	10 days per year
3	Sick Leave	10 days
4	MATERNITY LEAVE	90 days per child in a contract of one year after completing six months of entering into contract subject to maximum of two surviving children.

### 18.1 Casual Leave (CL) :

CL is calculated at the rate of one day for each calendar month completed or part thereof, subject to a maximum of 12 days in a calendar year (January - December), computed on pro-rata basis. CL balance at the end of the year will lapse.

### 18.2 Privilege Leave (PL):

- Each staff member is entitled for 10 days of PL for completed year of active service (active service is the service rendered excluding the leave other than the leave earned during the relevant period.)
- For the purpose of availing PL, the support staff shall submit application at least 15 days prior to the date of commencement of leave. The leave sanctioning authority may waive the notice in exceptional circumstances at its sole discretion.
- PL may be availed/sanctioned on pro-rata basis. Unavailed PL at the end of the contract period will lapse.

### 18.3 Sick Leave:

Sick leave, when availed by a person on contract for one day or more at a stretch, will require the staff member to submit a medical certificate and fitness certificate from a Registered Medical Practitioner

### 18.4 Leave Without Pay ( LWP ) :

In extraordinary circumstances, when there is no accumulated leave of whatsoever kind available with the staff member, the Director may recommend to the Regional Office to consider granting LWP depending on the merits of the case for a period not exceeding 10 days in a year under any circumstances. In any case, the staff member shall not be granted LWP more than once during a contract period of 1 year.

### 18.5 Maternity Leave:

A female support staff of the Institute may be granted maternity leave in the case of less than 2 surviving children on full pay up to a period of 90 days per year subject to a maximum of 180 days, if the contract period extends to second / more years from the date of its commencement. During such period, she shall be paid leave salary equal to the emoluments drawn immediately before proceeding on leave. Maternity leave may be granted in case of miscarriage including abortion for a period of 6 weeks in a year. The application for maternity leave should be supported by a medical certificate from a registered medical practitioner.

#### 18.5.1 Eligibility for Maternity Leave:

The female support staff member should have served for a minimum period of 6 months to become eligible for maternity leave.

#### 18.5.2 No other kind of leave for any reason is permitted.

### 19. Leave Sanctioning Authority:

Sl No.	Category	Sanctioning Authority
1	Casual Leave /PL / Sick Leave	Director of RSETI
2	Maternity Leave / Leave without pay (LWP)	Regional Manager on recommendation of the Director

## 20. General Rules for Leave :

- a) Leave shall not be availed of as a matter of right. Availing of leave is subject to office exigencies. Support staff shall apply for leave and obtain sanction before availing the same. In exceptional cases involving sudden illness or other unforeseen events, the sanctioning authority, after considering the explanation furnished by the support staff member, may approve the leave period thereof.
- b) Absence, which is neither approved nor sanctioned, shall be treated as unauthorized. The support staff will not earn emoluments for the period of unauthorized absence and shall be liable for disciplinary action/termination of contract as may be deemed appropriate by the Trust / Society.
- c) All leaves other than Maternity Leave will be computed pro – rata. Where a support staff member requests for leave, for any reason whatsoever, prior to becoming eligible for it, or before it is credited into his/ her account, or avails leave without prior approval, such leave will be treated as unauthorized and treated as Leave without pay. In the case of emergency, the support staff member will be required to inform the approving authority within 24 hours of availing the leave, failing which such leave will also be treated as leave without pay (LWP).
- d) There will be no accrual of leave for the period of LWP.

## 21. National Holidays:

Holidays as declared every year in advance by the Institute which includes Republic Day, Independence Day, Mahatma Gandhi's Birthday.

## 22. Hours of Work & Weekly Holiday

- The normal hours of work shall be 8 hours, excluding half an hour lunch, per day from Monday to Saturday.
- The Institute shall be entitled to fix and regulate the daily hours of work within this ceiling.
- There shall be recess/interval of half hour after the first four hours of work on every working day.
- Every Sunday or any other day in a week as determined and notified by the Director generally or individually shall be weekly holiday for the employee.
- The employees may also be required to attend the office at any time apart from the regular hours of work or on any holiday without any additional wages if, in the opinion of the RSETI, such attendance is necessary for performing office work.

## 23. Induction:

- (a) Induction is a systematic process of introducing the new appointees to RSETI, to enable them to understand the Vision, Mission, Values, Objectives of RSETI, Key features of RSETI, as well as their job responsibilities.

- (b) The MoRD, has made it mandatory for all Faculties to undergo induction training / Train the Trainers Programme (TTP) .

## 24. Performance Management System:

- (a) The purpose of PMS is:
- i. To acknowledge staff's contribution to the organization and shortcomings, if any.
  - ii. To enable decision making regarding continuance / termination of the contract
- (b) As the operation of contract is initially for a year, at the end of the 11th month, an objective review of performance should be undertaken by the Director to decide for or otherwise of continuing the contract. Such exercise should be completed within a month, i.e. before the expiry of contract for taking a decision in the matter.
- (c) Management is advised to build records of all the contract staff, by the Director, as per Annexure , to assess / justify that the support staff is performing or not performing and the review should be available at half yearly intervals. Feedback received from trainees on training may also be taken into account at the time of renewal of such contract in case of faculty members. Annexure .. provides separate performance assessment formats for Faculty and Office Assistant positions

## 25. Increment

- (i) The contract staff will be eligible for increment once she/he completes the contract period of one year satisfactorily.
- (ii) The annual Increment rate for the Senior Faculty / Senior Office Assistant may be fixed at 15%.

## 26. Career Planning

- (a) If a faculty member has been performing very well and the contract has been renewed for two consecutive terms, s/he may be designated as Senior Faculty for the next contract of three years.
- (b) Similarly, if an Office Assistant has been performing very well and the contract has been renewed for two consecutive terms of three years, s/he may be designated as Senior Office Assistant for the next contract.
- (c) Any extension / renewal in contract shall be done within timeframe which is mandatory.

## 27. Grievance Redressal Mechanism

- (a) A Grievance may be described to include :
- Unfair / biased / prejudiced treatment by Director or other staff of RSETI
  - Delayed response to questions raised or clarifications sought if not furnished within 30 days will be deemed as delayed response.
  - Salary non – payment in time
  - Issues related to interpersonal problems

- (b) Any grievance other than against the Director is to be given in writing to the Director with a copy to be addressed to the Regional Head concerned. In case of the Director, the grievance may be addressed to the Regional Head concerned. Controlling Head of the RSETI will appoint an Enquiry Officer to conduct an enquiry, during which both parties will be given an opportunity to be heard. The person conducting the enquiry will then submit a report with recommendations to the Regional Manager. Thereafter the Regional Manager will take a decision and implement the same which will be binding on both the parties.

## 28. Separation

- i. Resignation : The contract staff member who resigns from the services of the organization, will be required to serve one month after serving the notice or will forfeit proportionate salary / make good the salary as per the contract.
- ii. Dismissal for disciplinary reasons: The contract of the staff may be terminated by the Director for reasons of serious misconduct by following due process as laid down, with due approval from the concerned Regional Manager.

## 29 . Code of Conduct:

### A. Misconduct

No staff member shall indulge in any form of misconduct in the organization. Misconduct will be categorized as – (i) Minor Misconduct and (ii) Major Misconduct. Without prejudice to the general meaning of the word “ misconduct” the following omissions and commissions will constitute minor/ major misconduct

#### (i) Minor Misconduct

This refers to irregularities and misconduct on the part of staff that are improper but not grave enough to warrant immediate suspension or dismissal viz.: Absence from duty without showing proper cause or without reporting the absence in a timely manner, even for a day

#### (ii) Major Misconduct

Given below is the list of grave actions that warrant immediate investigation and suspension /dismissal viz.

- (a) Theft, fraud and falsification of records.
- (b) Misappropriation of funds and property.
- (c) Failure to carry out duties as stated in the job description .
- (d) Failure to maintain responsible work behavior.
- (e) Failure to carry out instructions of the superiors.
- (f) Abuse of administrative rules and procedures for monetary gain.
- (g) Corruption (ie giving or accepting bribes or kickbacks in the form of money , services, gifts or discounts directly or indirectly).
- (h) Engaging directly in trade, commercial activity, other employment or any other activity regarded as conflict of interest.

- (l) absence from duty for 3 or more consecutive days without prior intimation /permission.
  - (j) Unauthorised disclosure of any confidential or classified information to public/outside/others
  - (k) Undisclosed conflict of interest
  - (l) Insubordination (i.e. undermining authority ).
  - (m) Physical violence against staff.
  - (n) Discrimination and harassment whether racial, social or sexual.
  - (o) Repeated instances of one or more minor misconduct.
  - (p) Gross negligence or negligence of work which may be harmful to the organization.
  - (q) Criminal conviction by a court.
  - (r) Any action which may result in or create a situation detrimental to RSETI's work or reputation, outside or inside the place of work.
  - (s) Holding double employment.
- B. No individual or group shall be discriminated against or harassed on the grounds of sex, gender, race, ethnic origin, age, caste, colour, marital status, social background etc.

### 30. Anti - Sexual Harassment Policy

- (a) It is a core principle of RSETI to ensure gender equality and gender justice through all interventions and practices thus ensuring an organizational climate free from gender discrimination and harassment.
- (b) No staff [contractual or otherwise] shall be subjected to sexual harassment at the workplace.
- (c) "Sexual harassment" includes any unwelcome sexually determined behavior (whether direct or by implication ) such as :
  - i. physical contact and advances either physical or non – physical
  - ii. a demand or request for sexual favours
  - iii. making sexually coloured remarks
  - iv. showing pornography
  - v. creating a hostile work environment
  - vi. any other unwelcome "sexually determined behavior" be it physical, verbal or non – verbal conduct of a sexual nature.
- (d) Also, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unacceptable and will be actionable.
- (e) Any conduct that may be described as "sexual harassment" will not be tolerated and any complaints received in this regard will be dealt with promptly, in accordance with The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

### 31. Disciplinary Action and procedure thereof

- (a) In the case of minor misconduct, informal procedures such as one – to – one discussions will be conducted. Formal procedures will be employed in cases where informal mechanisms have failed. Even verbal warnings will be documented on file.
- (b) In cases of major misconduct appropriate action will be initiated by the Director. RM or his/ her representative will conduct an enquiry at the Institute to provide the opportunity for all

concerned to put forward their cases. The person conducting the enquiry will then submit a report with recommendations. RM will take a decision and implement the same which will be binding on both the parties.

- (c) In case of termination of contract for act of major misconduct, the staff member shall be relieved from the services with immediate effect and no contract amount in lieu of notice period will be payable.
- (d) All disciplinary procedures will be unbiased and fair investigations will be conducted with the opportunity for defence.
- (e) A staff member who is alleged to have committed an act of misconduct or has allegedly failed to comply with RSETI's policies will be given a show – cause notice / charge – sheet clearly mentioning the acts of omission / commission s/he is alleged to have indulged in seeking her/his explanation for the same.
- (f) The staff member will be given 7 days time to reply to the show – cause notice/ charge sheet from the date on which such notice is served on the concerned staff member.
- (g) On receipt of the explanation from the staff member, disciplinary action as deemed fit by the RM shall be initiated as follows:
  - (1) If the staff member admits the charges and allegations, the RM may decide to impose such punishment as deemed fit
  - (2) If the staff member denies the charges and allegations, the RM may appoint an Enquiry Authority (EA) to go into the charges and allegations and submit the report within 15 days of the response.
  - (3) The EA will afford all reasonable opportunities to the staff member to be heard in the enquiry. The EA shall also examine any witnesses and evidence as may be placed before it.
- (h) On receipt of the report of the EA, the RM after due consideration of the report may:
  - (1) If the EA has found the person guilty, agree to the charges, then, EA may impose such punishment as they deem fit, including dismissal where necessary
  - (2) For reasons to be recorded, disagree with the findings and impose such punishment /acquit the person, as they deem fit.
- (i) While arriving at the decision, the RM will take into account the findings of the EA, the past service records of the staff member, any extenuating circumstances and all other relevant material.

### **32. Certificate of Service**

A contract employee, on leaving the organization, will be issued a certificate of service stating the period of service and the position held. This will be given to the contract staff member on their last working day in the organization, if s/he so desires without any future liability to RSETI.

### **33. Standards of Service:**

The staff member shall carry out the assignment in accordance with the highest standard of professional and ethical competence and integrity, having due regard to the nature and purpose of the assignment and will conduct herself / himself in the required manner.



# Funding of RSETI Training

### Objective:

Objectives of this Chapter are to provide information and guidance on various procedures of funding RSETI training. It includes both the funding for Capital Infrastructure creation and funding of training cost.

### Synopsis:

- Significant definitions and terminologies used for RSETI funding
- MoRD guidelines with regard to eligibility for getting funding support
- Activities for which funding support is available, extent of support, parameters considered for support, terms and conditions, etc
- Step by step procedures to be followed for submission of claims to the respective agencies by the RSETIs and release of the eligible claims from the Government agencies.
- Timeline for submission, role & responsibilities of different stakeholders involved in the process, etc.

## 1. Terminologies and Definitions

The terminologies used and the definitions adopted by the stakeholders of Rural Self Employment Training Institutes (RSETIs) and brief explanation of important terminologies used for considering the claims are furnished below for providing clarity. These definitions & explanations are relevant and applicable in the context of RSETIs and the support of the Government to the activities of RSETIs. For detailed understanding of these terminologies, respective chapters of RSETI guidelines may kindly be referred.

### 1.1 RSETIs

Rural Self Employment Training Institutes (RSETIs) are the institutions created/sponsored by the Banks in each District across the country (RSETIs) to address the unemployment problem by promoting Self Employment among rural unemployed youth. The unique model of developing Entrepreneurship through short duration skill development Training and post training handholding support, is replicated from RUDSETIs (Rural Development & Self Employment Training Institutes), a Not for profit Organisation, which has developed this model since 1982. The Ministry of Rural Development, Government of India, adopted the model and up scaling this since 2008 by facilitating the Banks to establish RSETIs in all Districts of the country by extending funding support and co-ordination. All the services of RSETI are extended to rural unemployed youth/eligible candidates free of cost. RSETIs in the present context are considered as skill Development Training Institutions.

## 1.2 Training Courses

The training courses notified by the MoRD will be eligible for reimbursement. One category of courses is those aligned with National Skill Qualification Framework (NSQF) and approved by the National Skill Qualification Committee (NSQC). Other category is the core EDP courses which are not required to be aligned but will be notified by the MoRD for RSETIs. All these courses compulsorily follow specified duration and course modules prepared by the National Academy of RUDSETI.

## 1.3 Residential Training & Non Residential Training:

An RSETI trainee is considered to have undergone residential training when the trainee resides in the RSETI campus and is provided with full fledged standard lodging and boarding facility by the RSETI.

A trainee, who undergoes RSETI training but is not provided with residential facility by the institute, is considered as a non-residential candidate.

## 1.4 Certified Candidates:

The Candidates who have undergone training in RSETIs and on completion of the training are subjected to an assessment test. The candidates who have been successfully certified by the assessment agency as per the assessment norms prescribed under common norms.

## 1.5 Settlement:

Settlement of trained Candidates is the expected outcome of RSETI Training prescribed by MoRD which is detailed as under:

- I. Settlement means establishment of a Self Employment venture or securing a wage employment by the trainee.
- II. In case of self-employment, candidates should have been gainfully employed in livelihood enhancement occupations which are evidenced in terms of anyone or more of the following:
  - a) Trade license
  - b) Setting up of an enterprise – photograph of the enterprise activity
  - c) Becoming a member of a producer group
  - d) Proof of additional earnings (bank statement)
  - e) Bank loan sanction document
  - f) Any other suitable and verifiable document

The referred proof shall be uploaded in MIS.

- III. In case of wage employment - a candidate shall be placed in a job that provides wages at least equal to minimum wages prescribed and such candidates should continue to be in jobs for a minimum period of three months, from the date of placement in the same or a higher level with the same or any other employer.
- IV. In case of re-skilling or skill up-gradation of persons already engaged in an occupation, at least 70% of such persons shall have an increase of at least 3% in remuneration within 14 months of completion of the skill development training.

### **1.6 Annual Action Plan:**

Preparation of Annual Action Plan (AAP) is an important annual exercise of Rural Self Employment Training Institutes. Based on the local demand and the available resources with the RSETIs to conduct the programmes, RSETIs prepare the AAP. For the purpose of reimbursement, AAP means the plans submitted by the RSETIs and approved by the MoRD.

### **1.7 Trust:**

For the purpose of maintaining uniformity in functioning of RSETIs sponsored by different Banks and their effective functioning as development organizations, as advised by MoRD individual Banks sponsoring the RSETIs have established separate not for profit organizations which are registered as Trusts or Societies. These organizations are looking after management and monitoring of the activities of RSETIs including funding. These are also termed as controlling offices of RSETIs. These trusts are mandated for guiding, monitoring and ensuring effective functioning of all the RSETIs sponsored by the respective Banks in different states across the country irrespective of the place of their Head Quarters.

### **1.8 Common Norms:**

Common Norms means set of guidelines issued by the Ministry of Skill Development and Entrepreneurship for Skill Development Courses supported by the Government.

The different skill development schemes of various central government ministries and its agencies have aligned their schemes with the National Skills Qualifications Framework (NSQF) in terms of the common norms.

Common norms have helped to harmonise the various schemes, and bring base level consistency in input, process and output metrics. This is likely to enable a common framework, improve quality and bring consistency across stakeholders.

## **2. Eligibility for Claim**

The Government, under the scheme, shall provide funding support to RSETIs towards training and facilitating eligible rural candidates for employment and self employment. The eligibility conditions for the institutes, training batches and training candidates are as under:

## 2.1 Eligible RSETI

To become eligible for receiving support for training cost under the scheme of MoRD, RSETIs should have full-fledged training infrastructure and Manpower set up.

### The Common minimum infrastructures prescribed for an RSETI include:

- Two to three class-rooms
- One workshop
- One Computer lab
- One Director's room
- One administrative room with reception and visitors area
- Two guest faculty rooms
- Separate Ladies and Gents Dormitories with bath and toilet facilities
- One kitchen and one dining hall
- One store room

## 2.2 Eligible Training Batch

A Batch of training course conducted by RSETI fulfilling the following conditions are considered as eligible for reimbursement of Training cost:

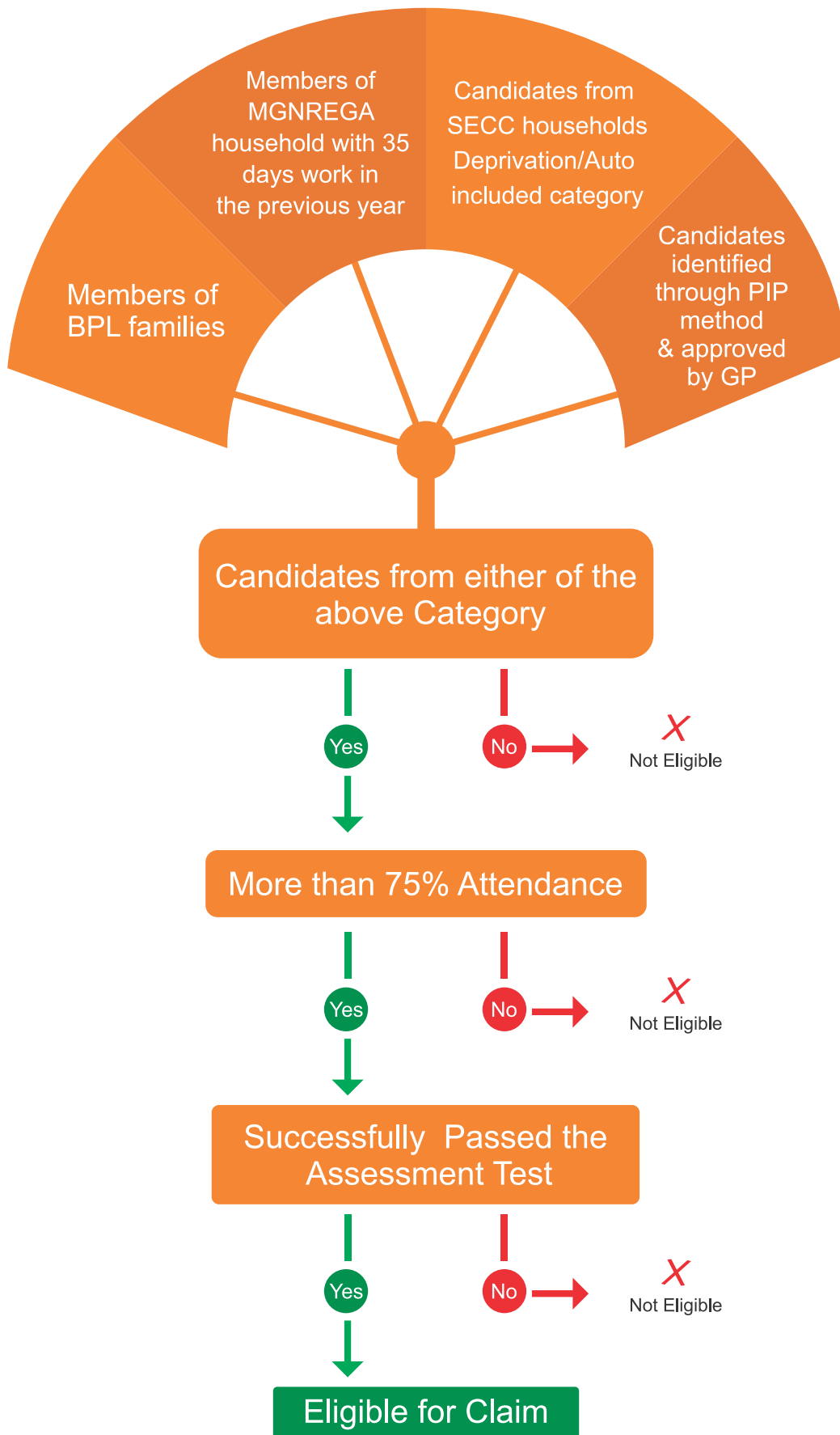
- a. Training duration as specified under common norms
- b. Training modules prepared by NAR & approved by NSQC
- c. Technical training imparted by certified domain trainers
- d. Deploying Industry benchmarked standard training aids/equipments as prescribed by NAR

## 2.3 Eligible Trainees

The candidates undergoing training at RSETIs in the training programmes defined at 2.2 above and satisfying the following criteria under NRLM are considered as eligible trainees whose cost will be reimbursed to the RSETIs.

- a) Members of BPL families
- b) Members of MGNREGA household with 35 days work in the previous year
- c) Candidates from SECC households Deprivation/Auto included category
- d) Candidates identified through Participatory Identification of Poor (PIP) method & approved by Gram Panchayats
- e) Candidates fulfilling the eligibility criteria as above and have more than 75% attendance in the training course as evidenced in the relevant records maintained at RSETIs and uploaded in MIS
- f) Candidates who have passed the assessment and certification at the end of the training course by empanelled assessment agency

## Eligible Trainees



### 3. Funding Support to RSETIs – Schedule of Costs

Rural Self Employment Training Institutes (RSETIs) are not-for-profit Organisations sponsored by the Banks. As the services of RSETI to the end users are free of costs, it's very important for the RSETIs to get funding support for their sustaining the operations. The sponsoring Banks of RSETIs are primarily responsible for arranging funding to RSETIs. As the RSETIs contribute for achieving the objectives of the Government specifically implementing the NRLM, the MoRD extends funding support to RSETIs in the following manner:

- A. Towards one time capital investment up to Rs.100 lakhs for one institute in each district for creation of Training infrastructure.
- B. Reimbursing Training cost towards training certain category of candidates.

Now RSETIs have aligned with the stipulations of the Common Norms and as per the Common Norms funding under skill development schemes is available for either of the following:

- i) Meeting the capital expenditure for creation/up gradation of infrastructure for skill development training; and
- ii) Meeting the recurring cost of training individual trainees including post-placement costs

The MoRD has accepted to continue funding for both the above types of costs. And also to adopt recurring cost funding schedule of CNN as revised from time to time.

The MoRD, under the NRLM scheme shall support funding of RSETIs towards recurring expenses by reimbursing the training cost of eligible candidates through respective SRLMs as under:

#### 3.1 Base cost of Training:

**Base training cost includes the expenditure on the following items/activities:**

- i) Mobilization of candidates: This includes the cost of conducting Entrepreneurship Awareness Programmes by the RSETIs. Conducting EAPs systematically and regularly in the area of operation of a RSET Institute helps to create awareness among the target group about self-employment/entrepreneurship (including business opportunities in the area) and the support available from the Banks and Government agencies. The programme also provides a forum for informing the target group about the RSETI and the facilities available for skill development at RSETI. Besides generating applications for the training programmes to be conducted at the Institute, the forum is also useful for counselling the youth (on a one-to-one basis) and identifies the particular needs and interests of the youth.

Getting SECC data from the district authorities and contacting eligible youth is also one of very important method to mobilise the candidates.

- ii) Post-placement tracking
- iii) Curriculum development
- iv) Placement expenses
- v) Trainers' training
- vi) Training Equipment
- vii) Amortization of Infrastructure costs/ Utilities
- viii) Teaching Aid
- ix) Raw-material for Training
- x) Salary of trainers
- xi) Uniform/ Safety gear
- xii) Tool kit to be given to candidates

The RSETIs will be reimbursed the Base Cost of training with respect to eligible candidates as defined under para 2.3 above as per the rates below:

### Training Programme

Category	Rate in Rs. Per Hour Per Candidate
<b>I</b>	<b>42.40</b>
<b>II</b>	<b>36.40</b>
<b>III</b>	<b>30.20</b>

All the programmes conducted by the RSETIs and aligned with NSQF have been classified under 3 different categories. These categories are based on the level of capital expenditure and operational expenditure for imparting a course. The RSETIs to refer the categories as per list provided to them for claiming applicable rates per hour.

**Note:**

In case of candidates from special areas (North Eastern States, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Andaman & Nicobar Islands, Lakshadweep & districts affected by Left Wing Extremism (LWE) an additional 10% of base cost shall be allowed as Training cost.

## 3.2 Boarding & lodging Cost

### I. Residential

**Lodging:** Conducting residential training is the standard practice of RSETI. Each RSETI should have adequate lodging facilities for trainees, accommodating one to three batches of trainees at a given point of time. Quite a good number of training programmes are being conducted for women participants besides combined batch consisting of women and men participants. Hence it is necessary to have separate residential accommodation for ladies and gents. Keeping in mind that Institute conducts a maximum of 3 batches at a time, the RSETIs must plan dormitories accordingly.

It is essential for the Institute to ensure that the beddings and linen (beds sheets, pillow covers) etc. are regularly washed and dried. The dormitory must be maintained neat and clean and free of bed bugs and other insects. The walls must be white washed at regular intervals and must not be damp and fungus infested. Un-hygienic and un-comfortable living conditions in the dormitories can seriously hamper the learning process of the candidates since they may not feel 'at-home' on the campus and this may lead to drop out or absenteeism. This is also necessary to maintain the reputation and image of the Institute.

**Facilities for Boarding** - In a residential training programme, ensuring proper food and accommodation for the trainees becomes critical to the success of the entire programme. Since, the trainees could be from different backgrounds and communities there may be issues related to their expectations, common dining etc. The Institute Administration should carefully look into these issues and create a conducive atmosphere in the Hostel and Dining Hall, in which the trainees feel comfortable and thus are able to devote their full physical and mental energies to the learning process.

## Boarding Facilities/ Catering Services

### Kitchen and its Management:

Procuring food from outside should be avoided even when the Institute is functioning in rented premises. The Catering Services may be sub-contracted to a reliable contractor who can manage the kitchen. In such a situation a written contract should be entered into with the Catering Service Provider. Broadly this contract should include the following aspects:

#### Food related aspects:

Sl No	Process No.	Process Name	Standard Specifications
1	1.1	Food	Canteen should supply/ prepare fresh food in desirable quantity and quality in a clean and hygienic manner.
2	1.2	Menu	The menu for Breakfast, Lunch and Dinner may be decided by each Institute under the guidance of controlling office/ LAC keeping in view the local food habits/ trainees needs.
3	1.3	Planning Menu	The menu for Breakfast, Lunch and Dinner for the entire week should be preplanned and displayed as shown in the Menu Specifications table given below:
4	1.4	Food Serving Timings	Breakfast: 8:00-9:30 AM Lunch : 1:00- 2:30 PM Dinner : 7:30- 9:30 Pm Timings can be slightly changed by the RSETI in consultation with the trainees.
5	1.5	Food Charges	The rates for food on per day basis can be worked out in consultation with caterer and fixed with prior recommendation of LAC and approved of controlling office.



## Menu Specifications:

<b>Lunch/ Dinner</b>	Dal/ Sambhar/ Rasam
	Seasonal vegetables
	Rice/ pulao
	Chappatis/ Parathas/ Puris
<b>Breakfast</b>	Continental as well as Indian foods.
	Tea/ Coffee/ Milk/ Curd or any other milk product.

**Note:** If the local cuisine is different the same can be provided in consultation with the students instead of what is given above.

## Other aspects:

Sl No	Process No.	Process Name	Standard Specifications
1	1.1	Safe Guarding against losses	The Institute is safe guarded against any losses caused to goods, equipment are personnel during the operations of the kitchen.
2	1.2	Security deposit	The caterer should keep security deposit of a requisite amount as may be decided by the sponsoring bank to indemnify against theft and losses.
3	1.3	Fuel, Water, Electricity etc.	The fuel, water and Electricity provided should be used economically with care and this can be borne by the RSETI but should be accounted for costing the food and negotiating the rate with the caterer.
4	4.1	Non-interference of the caterer	The caterer should not interfere with the activities of the trainees and staff of the institute. He should not engage in catering for other private parties using the facilities of the Institute.

*For Due diligence refer- Form No.....*

The Ministry will reimburse Boarding & Lodging Costs up to a Maximum / Trainee / day as below:

Location Of Center Category of City	Rates Per Trainee Per Day in Rs.	Location Of Center Category of City	Rates Per Trainee Per Day in Rs.
X	300/-	Z	200/-
Y	250/-	Rural Area	175/-

The various cities/towns of the country have been categorised by the Central Pay Commission for payment of HRA. For reimbursement of Boarding and Lodging Cost to RSETIs the same categorisation has been adopted. The Institutes may claim eligible rates as per their respective category of Cities as per annexure ...

## II. Food & Travel Cost in case of Non Residential training:

Support for food and one time to and fro conveyance expenses for candidates for Non Residential training shall be allowed at a consolidated sum of Rs 100 per day per candidate.

### 3.2 Additional Support for Persons with Disability (PwD)

#### i. Base Cost of Training:

- 10% over and above Base Cost for orthopedically handicapped/physically handicapped
- 20% over and above the Base Cost for visually impaired/hearing impaired
- 25% over and above the Base Cost for intellectual and learning disabilities, mental illness/mental retardation

#### ii. Support Costs:

- Uniform cost (includes 2 pairs of uniform and shoes) -- Rs 3000 per PwD
- Personal assistive aids --- Rs 5000 per PwD

## 4. Reimbursement of Costs

To ensure Seamless and hassle free flow of funds from the Government to the RSETIs, satisfying the laid down criteria, a systematic procedure is adopted. Reimbursement involves two stages viz.

- i. Submission of eligible claims by the RSETIs to the Government through appropriate agencies and processing and
- ii. Release of sanctioned amount by the Government

### 4.1 Submission of Claims:

The following step by step process shall be adopted for submission of claims:

#### *Summary of Standard Instructions*

Sl No	Process No.	Process Name	Standard Instructions	Standard Form
1	1.1	Submission of Annual Action Plan by RSETIs for Approval of budget by MoRD	Upload AAP approved by the Trust to MIS	AAP format
2	1.2	Approval of AAP and budget by MoRD	Approve the AAP of Individual RSETIs	
3	1.3	Convey the Approval	Convey the physical targets and financial budgets as per AAP to the SRLMS covering RSETIs of the respective State	AAP format
4	1.4	Seek Advance from MoRD	SRLMs to seek 30% of total sanctioned budget as advance from MoRD	Submitting the UC and ARs
5	1.5	Advance to Trusts	SRLMs to release 30% advance to the Trusts	As per approved AAP After due diligence of facilities
6	1.6	Further Instalments	Individual RSETIs to submit claims to respective Trusts at Quarterly intervals	III - 1
7	1.7	Further Instalments	RSETI controlling Trusts to submit consolidated claims at quarterly intervals to respective SRLM	III-2
8	1.8	Seek Final Instalment	Individual RSETIs to submit claims to respective Trusts, after the year end	III - 1
9	1.9	Seek Final Instalment	RSETI controlling Trusts to submit consolidated claims after the year end to respective SRLMs	III-2

## Role of Stakeholders

Sl no	Activity	Process No	Process Name	Steps	Time for Completion	Formats for presenting the results
1	Uploading of AAP	1.1	Submission of AAP	RSETIs to plan need based prog	End of February	AAP format of RSETIs
2	Approval of AAPs of Individual RSETIs	1.2	Approving AAP	Compilation & approval at MoRD	Mid March	
3	Convey the Approval	1.3	Conveying the Approval	Convey the physical targets and financial budgets to the SRLMS	End of March	
4	SRLMs seeking advance from MoRD	1.4	Seeking Advance from MoRD	SRLMs to seek 30% of total sanctioned budget as advance from MoRD	April	
5	Release of advance to Trusts	1.5	Release as per due diligence	SRLM to Trusts within State	May	Due diligence format
6	Individual RSETIs to submit claims	1.6	Further instalments	Individual RSETIs to submit claims to respective Trusts,	Within one month of end of quarter	III - 1
7	RSETI controlling Trusts to submit consolidated claims	1.7	Further instalments	RSETI controlling Trusts to submit consolidated claims to respective SRLM	Within two month of end of quarter	III-2

### Process of Claim:

- Individual RSETIs shall prepare their Annual Action Plan (AAP) for the forthcoming financial year well in advance & upload the AAP to the MIS portal for approval of MoRD. Approved AAP itself is considered as the claim for release of advance funds as prescribed by the Ministry.
- On approval, the MoRD will convey the physical targets and financial budgets as per AAP to the SRLMS covering RSETIs of the respective State.
- The SRLMs will seek 30% of total sanctioned budget as advance from MoRD duly following the laid down procedure of submitting the UC and ARs.
- On Receipt of the advance from MoRD, the SRLMs will release the advance to the Trusts/Controlling Offices of the RSETIs of the concerned State

e) Further claims will be submitted on quarterly basis.

The Claims shall be submitted in the format provided in the Annexure along with the following documents:

- I. Duly filled up utilization certificate &
- II. Audited Financial Statements of the Institute for the previous year

f) On receipt of claims from individual RSETIS, the Trusts/Controlling Offices of the respective Banks shall submit the state wise consolidated claims to the SRLMs of the respective states in the prescribed format as provided in the annexure along with the following documents:

- I. Duly filled up utilization certificate &
- ii. Audited Financial Statements of the Trust for the previous year

g) After completion of the financial year, individual RSETIs shall submit the final claims for the year in the prescribed format ( furnished in the Annexure) to the Trusts / Controlling offices of the respective Banks along with the following documents:

- I. Duly filled up utilization certificate &
- ii. Audited Financial Statements of the Institute for the year for which the reimbursement is claimed.

h) The Trusts/ Controlling offices of the Banks monitoring the RSETIs shall submit the state wise consolidated claims to the respective SRLMs in the prescribed format as provided in the annexure along with the following documents:

- I. Duly filled up utilization certificate &
- ii. Audited Financial Statements of the Trust for the year for which claims are submitted.

l) SRLMs in turn shall submit the consolidated claims in respect of all the RSETIs operating in the state to the MoRD in the prescribed format for sanction.

**Note:**

1. Trust/ Controlling offices of RSETI sponsoring Banks shall follow-up with RSETIs and co-ordinate with the SRLMs of respective states having their RSETIs for timely submission and release of eligible claims.
2. Trusts/Controlling offices of respective Banks monitoring the RSETIs shall scrutinize the claim of individual RSETIs with regard to compliance of eligibility conditions (candidates & training programmes) and eligible amount as prescribed under the scheme of NRLM before submitting the consolidated claims to the SRLM.

## 4.2 Release of eligible funds

### Overview

Item	Description
Purpose	To Lay down the fund release process for Advance/First Installment
Reference to guidelines	
Prerequisites	Approval of Annual Action Plan by MoRD
Time for Completion	30th April
Resource/s	Approved AAP of Individual RSETIs
Process Owner	For RSETIs :Trusts For Trusts: SRLMs of respective states For SRLMs: MoRD, Government of India

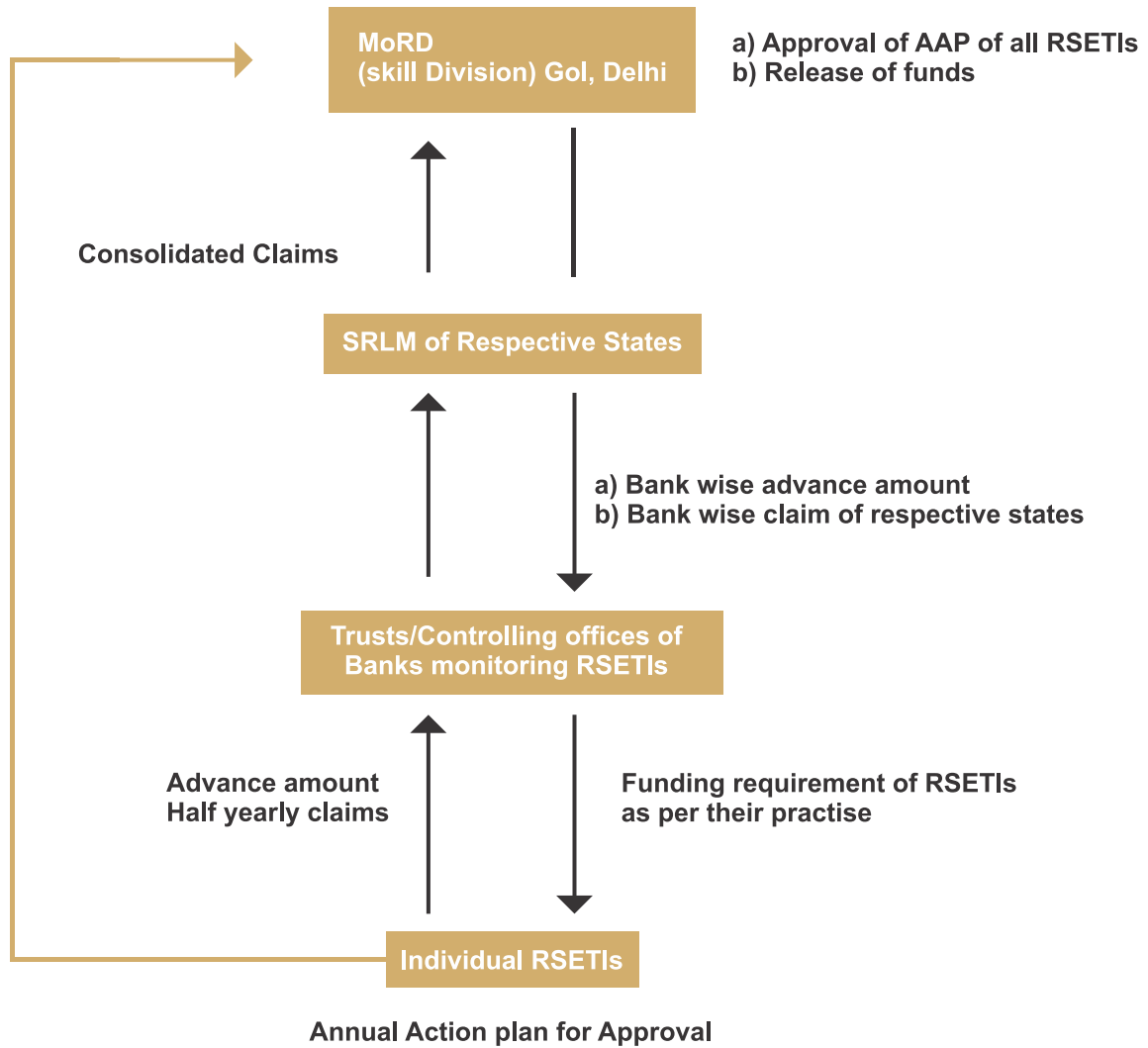
### Activities

Actor	Action	Time for Completion	Relevant Documents
RSETI	Uploading of Approved AP to MIS	End of February of previous year	AAP in specified format
MoRD	Approving the AAPs of RSETIs	Mid of March of previous year	
MoRD	Conveying the approved targets & budget	End of March of previous year	

The funds towards supporting of RSETIs shall be released as under against the eligible claims:

- I. 30% of eligible claims as advance on approval of AAP by the MoRD
  - II. 50% -- Quarterly Instalments as per performance
  - III. Remaining balance of eligible claims shall be released on receipt of final claims for the entire year
1. SRLMs shall scrutinize the claims of RSETIs with regard to their eligibility & eligible amount & release the amount on satisfactory fulfilment of the terms & conditions. In case of any inadequacies/discrepancies in claims they shall take up with the respective trusts/RSETI for clarifications
  2. The claims of all the RSETIs in the state sponsored by different Banks shall be released by the respective SRLMs to the respective Trusts/Controlling offices of the Banks controlling the RSETIs
  3. Consolidated claims of all RSETIs in the states shall be reimbursed to the respective SRLMs by MoRD

## Flow Chart for submission & release of claims



## ANNEXURE

LEAVE APPLICATION FORMAT

Date:

From	
Designation	
Staff No.	

To:

Director/Trust/Bank

.....

Dear Sir,

I request you to sanction/modify/cancel the following leave:

1. Fresh Leave/ Modification	
2. Incase of modification reference no.	
3. Category of Leave	Casual leave/Privilege leave / Sick leave
4. Duration	
5. Number of days	
6. Reason for the Leave	

**Encl:** Medical certificate & Fitness certificate in case of sick leave enclosed.

**Signature of the**

**Staff**

---

**For office use**

**Information to be furnished:**

1) a) Sick leave at credit \_\_\_\_\_ b) Privilege leave at credit -

\_\_\_\_\_

2) No. of times SL availed during the year (Jan. to Dec. \_\_\_\_\_):

\_\_\_\_\_

3) No. of times PL availed during the year (Jan. to Dec. \_\_\_\_\_):

\_\_\_\_\_

**SIGNATURE OF THE COMPETENT AUTHORITY**



**Annexure**

**APPRAISAL REPORT FOR OFFICE ASSISTANT  
RSET Institute \_\_\_\_\_  
APPRAISAL REPORT BY THE DIRECTOR**

---

Name of the Staff	:	
Institute	:	
Employee No.	:	
Year	:	

**PART – I**

**1) COMMENTS ON THE PERFORMANCE OF THE EMPLOYEE IN RELATION TO :**

A) Allotted work:

B) Additional contribution

C) Computer proficiency

MARKS	Allotted Work	Additional contribution	Computer proficiency
Allotted	40	10	10
AWARDED			

Date:

Signature of Director

**PART- II**

**2) ASSESSMENT OF WORK KNOWLEDGE & QUALITY**

1	Knowledge of work handled	:	Very Good/Good/Average/Poor
2	Following the laid down procedures in the work	:	Very good/Good/Average/Poor
3	Completing the work in allotted time	:	Always/mostly/sometimes/Rarely
4	Hand writing	:	Very good/Legible/Average/Poor
5	Supervision required	:	:Rarely/Little/ sometimes/Always
6	Accepting responsibility	:	Readily/sometimes/ rarely/never
7	Level of Effort in the work entrusted	:	Full capacity/Average/below capacity/poor
8	Conformity to punctuality	:	Always/mostly/ sometimes/ rarely
9	Maintenance of decorum in the office	:	Always/mostly/ sometimes/ rarely
10	Judicious leave taking	:	Always/mostly/sometimes/ rarely
11	Utilisation of office time for maximum output	:	Always/mostly/sometimes/Rarely
12	Accepting the directions of the superiors	:	Always/mostly/sometimes /Rarely
13	Effectiveness in follow up	:	Very Effective/Good/Average /Poor
14	Interest in learning beyond the particular job	:	Eager/average/casual/disinterested
15	Handling financial matters	:	Very good/Good/Average/Poor
16	Taking initiative for improving work quality	:	Always/sometimes/Rarely/never
17	Organising&co-ordinating the training programs	:	Very good/Good/Average/Poor
18	Updating Training knowledge & skills	:	Very good/Good/Average/Poor
19	Involvement in overall management of the Institute	:	Very good/Good/Average/Poor
20	Supervision/monitoring the work of subordinates	:	Very good/Good/Average/Poor

MARKS	Allotted	20
	Awarded	

Date:  
Director

Signature of the

### **PART III**

#### **3) PERSONALITY AND POTENTIAL**

1.	Attitude towards work	:	Always positive/Mostly positive/ Generally positive/Rarely positive
2	Enthusiasm and cheerful disposition	:	Always / Mostly / Rarely / Never
3.	Ability to communicate with clarity and effectiveness	:	:Very good/Good/Average/Poor
4.	Capacity to shoulder higher responsibilities	:	Very good/Good/Average/Poor
5.	Willingness to shoulder higher responsibility	:	Always/Sometime/Rarely/poor
6.	Ambition to come up in the organisation	:	Very much/some /little / No ambition
7.	Willingness to put in efforts to achieve The ambition	:	Very much/some/little/negligible
8.	Behaviour towards customers/trainees/ entrepreneurs	:	Courteous and helpful/courteous but not helpful/Helpful but not courteous /rude
9.	Getting on well with the colleagues	:	Always/ Mostly/Rarely / Never.
10.	Suggesting modification & creativity for improvement in the work Adopting	:	Very good / Good / average / poor
11.	Organising ability	:	Very good / Good / Average / Poor
12.	Flair for Public relations	:	Very good / Good / Average / Poor
13.	Ability to assume leadership & carry people along	:	Very good / Good / Average / Poor
14.	Ability to cope up with stress and strain (emotional	::	Very good/Good/Average/Poor

	Strength)		
15.	Capacity to solve problems encountered in work life	:	Very good/Good/Average/ Poor

MARKS	Allotted	20
	Awarded	

Date:

Signature.

**FINAL RATINGS**

Particulars	Allotted	Awarded
Performance	40	
Additional contribution	10	
Computer proficiency	10	
Knowledge and quality of work	20	
Personality and potential	20	
TOTAL	100	

OVERALL RATING	Out standing	Superior	Above average	Average	Poor
----------------	--------------	----------	---------------	---------	------

a) Significant contribution to the organization :
b) Special skills/talents :
c) Areas of strength :
d) Areas requiring improvement ;

e) Identified training needs :

f) Misconduct if any :

I confirm having discussed with the employee regarding his/her performance, provided feedback on his/her strengths and areas requiring improvements and counselled him/her for improvement.

**Date:**

**DIRECTOR.**

Annexure ...

**APPRAISAL REPORT FOR FACULTY**

**NAME OF THE RSET INSTITUTE:**

**APPRAISAL REPORT OF THE FACULTY BY THE DIRECTOR**

---

Name of the Faculty	:	
Institute	:	
Employee No.	:	
Year/Month	:	

**PART – I**

**1) COMMENTS ON THE PERFORMANCE OF THE EMPLOYEE IN RELATION TO :**

A) Allotted work:

B) Additional contribution

C) Computer proficiency

MARKS	Allotted Work	Additional contribution	Computer proficiency
Alloted	40	10	10
AWARDED			

Date:

Signature of the Director

**PART- II**

**2) ASSESSMENT OF WORK KNOWLEDGE & QUALITY**

1	Knowledge of work handled	:	Very Good/Good/Average/Poor
2	Following the laid down procedures in the work	:	Very good/Good/Average/Poor
3	Completing the work in allotted time	:	Always/mostly/sometimes/Rarely
4	Hand writing	:	Very good/Legible/Average/Poor
5	Supervision required	:	:Rarely/Little/ sometimes/Always
6	Accepting responsibility	:	Readily/sometimes/ rarely/never
7	Level of Effort in the work entrusted	:	Full capacity/Average/below capacity/poor
8	Conformity to punctuality	:	Always/mostly/ sometimes/ rarely
9	Maintenance of decorum in the office	:	Always/mostly/ sometimes/ rarely
10	Judicious leave taking	:	Always/mostly/sometimes/ rarely
11	Utilisation of office time for maximum output	:	Always/mostly/sometimes/Rarely
12	Accepting the directions of the superiors	:	Always/mostly/sometimes /Rarely
13	Effectiveness in follow up	:	Very Effective/Good/Average /Poor
14	Interest in learning beyond the particular job	:	Eager/average/casual/disinterested
15	Handling financial matters	:	Very good/Good/Average/Poor
16	Taking initiative for improving work quality	:	Always/sometimes/Rarely/never
17	Organising&co-ordinating the training programs	:	Very good/Good/Average/Poor
18	Updating Training knowledge & skills	:	Very good/Good/Average/Poor
19	Involvement in overall management of the Institute	:	Very good/Good/Average/Poor
20	Supervision/monitoring the work of subordinates	:	Very good/Good/Average/Poor

MARKS	Allotted	20
	Awarded	

Date:

Signature of the Director

### **PART III**

#### **3) PERSONALITY AND POTENTIAL**

1.	Attitude towards work	:	Always positive/Mostly positive/ Generally positive/Rarely positive
2.	Enthusiasm and cheerful disposition	:	Always / Mostly / Rarely / Never
3.	Ability to communicate with clarity and effectiveness	:	:Very good/Good/Average/Poor
4.	Capacity to shoulder higher responsibilities	:	Very good/Good/Average/Poor
5.	Willingness to shoulder higher responsibility	:	Always/Sometime/Rarely/poor
6.	Ambition to come up in the organisation	:	Very much/some /little / No ambition
7.	Willingness to put in efforts to achieve The ambition	:	Very much/some/little/negligible
8.	Behaviour towards customers/trainees/ entrepreneurs	:	Courteous and helpful/courteous but not helpful/Helpful but not courteous /rude
9.	Getting on well with the colleagues	:	Always/ Mostly/Rarely / Never.
10.	Suggesting modification & creativity for improvement in the work Adopting	:	Very good / Good / average / poor
11.	Organising ability	:	Very good / Good / Average / Poor
12.	Flair for Public relations	:	Very good / Good / Average / Poor
13.	Ability to assume leadership & carry people along	:	Very good / Good / Average / Poor
14.	Ability to cope up with stress and strain (emotional Strength)	::	Very good/Good/Average/Poor
15.	Capacity to solve problems encountered in work life	:	Very good/Good/Average/ Poor

MARKS	Allotted	20
	Awarded	



Date:

Signature.

**FINAL RATINGS**

	Allotted	Awarded
Performance	40	
Additional contribution	10	
Computer proficiency	10	
Knowledge and quality of work	20	
Personality and potential	20	
TOTAL	100	

<b>OVERALL RATING</b>	Out standing	Superior	Above average	Average	Poor
-----------------------	--------------	----------	---------------	---------	------

- a) Significant contribution to the organisation
- b) Special skills/talents
- c) Areas of strength
- d) Areas requiring improvement
- e) Identified training needs.
- f) Misconduct if any

Confirm that I have obtained feedback from the joint director on the performance of the employee and there are no disagreements between the director and joint director on the ratings awarded

I confirm having discussed with the employee regarding his performance, provided feedback on his strengths and areas requiring improvements and counselled him for improvement.

Date:

DIRECTOR.

**ADDITIONAL INFORMATION TO BE FURNISHED BY THE DIRECTOR**

1. Case studies and training study materials prepared for effective delivery of sessions.

2. Feedback collected on emerging business opportunities in the area.
3. New training programmes designed.
4. New topics on which he/she has handled sessions.
5. Proficiency in writing accounts at the Institute.
6. Success stories prepared and circulated.
7. Post-programme reports prepared.
8. Liaison established with outside agencies.
9. Number of Awareness programmes conducted independently.

Date	Place	No. of Participants

10. Any other initiative taken by him/her during the year.

**DIRECTOR**

Annexure ....

Eligibility Criteria for support Staff

Personal Attributes	Faculty	Office Assistant	Attender	Watchman cum Gardener
<b>Age in years</b>	22 - 40	22-40	22-40	22-40
<b>Minimum Educational Qualification</b>	MA in Psychology/ Journalism/Rural Development/ Sociology/M.Com. or B.Sc. in Agriculture & Allied subjects/Master of Social Works or BBM/BA/B.Sc./B.Com with B.Ed./ M.Ed.	Graduation in any stream (BA, B Sc, B.Com, BBM)	Matriculate	7th standard pass
<b>Knowledge</b>	Proficiency in English & Regional Language, both spoken & writing, Fluency in both spoken and written Hindi will be an additional qualification	Fluency in English & Regional Language, both spoken & writing	Fluency in Regional Language	Fluency in Regional Language
<b>Preferred Skills</b>	Communication, Typing in English & Regional Language	Basic Accounting, Typing in English & Regional Language	Past Experience	Gardening /Agriculture
<b>Other Attributes</b>	Proficiency in MS Office, Teaching Experience Working in NGO/Development Projects	Proficiency in MS Office, Working in NGO/Development Projects		

### **1 Role and Responsibilities of the Faculties:**

- Assisting the Director in conducting Training Programmes
- Conducting pre training activities including awareness programmes, generation of applications and selection of candidates.
- Assisting the Director in preparation of Annual Action plan, designing customized training programmes and evaluation of training.
- Organizing logistics for the training programmes, including training materials and guest faculty.
- Handling sessions relating to motivation, Entrepreneurship, market survey, Business Opportunity Guidance, Business plan preparation, launching formalities and Enterprise Management aspects (costing pricing, inventory management, Marketing, Customer Relations etc.)
- Drawing the Training curriculum well in advance to fix the resource persons.
- Providing post training escort services including follow up meets/visits.
- Preparation of Business plans/Project report to RSETI trained entrepreneurs,
- Providing counseling, credit linkage, marketing linkage, etc., to the trained entrepreneurs.
- Preparation of success stories/case studies of entrepreneurs.
- Collection of settlement details from the settled candidates and updating in MIS.
- Maintaining and updation of MIS pertaining the training and post training activities.
- Preparation of notes for training sessions, Post programme report, Monthly progress report & Annual Activity Report.
- Organising the functions, events and meetings of the institute.
- Preparation of press release/reports on the activities of the institute for media coverage.
- Supervising the work of the Office Assistant,(checking of day book and general ledger) sub-staff, watchman of the Institute.
- Monitoring the performance of Guest Faculty (skill training)
- Maintenance of Fixed assets & Library of the institute
- Overseeing the maintenance of campus including class rooms, kitchen, dining hall and dormitories.
- Up keep of premises/campus of the Institutes and all Fixed Assets including furniture and fixtures and library books of the Institute.
- Maintaining discipline in the Institute including the practices of DAILY ATTENDANCE, PRAYER, MILLY, YOGA and SHRAMADAAN.
- Any other work / responsibilities, entrusted by the Director.

### **2 Role and Responsibilities of Office Assistants:**

- Assisting the Director and Faculty in functioning of the Institute to achieve the objectives of the organisation.

- Maintaining and updating the day book/cash book, General Ledger, preparation and maintenance of vouchers, maintaining the accounts in MIS, preparation of monthly and annual receipt and payment statement following the prescribed procedure for managing the accounts of the Institute.
- Maintaining all the books and registers of the Institutes (Manual or Electronic).
- Creating, maintaining and updating data relating to training and all the activities of the Institute in MIS
- Preparation of periodical reports to be submitted to the controlling office, Ministry and other agencies.
- Organizing the required logistics for the training programmes including Boarding and Lodging to the trainees.
- Registration of candidates to the training, taking daily attendance in the training as well as for boarding.
- Post training follow up of trainees and submission of report to the Director.
- Maintaining of Library books and issuing books to the trainees as and when they demand.
- Updating the follow up cards of all batches.
- Up keep of premises/campus of the Institutes and all Fixed Assets including furniture and fixtures and library books of the Institute.
- Carryout all the Instructions/any other work given by the Director and faculty from time to time.

### **3 Role and Responsibilities of Attender**

- a. Up keeping of premises including office, training class rooms dormitory, Bathrooms, filing cabinet, visitors lounge etc.
- b. Filing the documents in respective files as per direction of office Assistant/Faculty/Director.
- c. Going to Bank branches for all Bank work like for getting pass book updation etc. as per the instructions of Director/faculty
- d. Any other work entrusted by the Director /faculty from time to time.

### **4. Role and Responsibilities of Watchman cum Gardner**

- a. Watch and ward of the premises
- b. Gardening work and maintenance and upkeep of the premises
- c. In case of need to perform the duties of the attender
- d. Any other work entrusted by the Director/faculty from time to time.

## Annexure ----

### Roles and Responsibilities of Director

Major roles and responsibilities of the Director of RSETIs are as follows:

- Creating awareness on the Institute, its objective and the importance of Self-employment / entrepreneurship in the area of operation.
- Identification and selection of candidates to the training
- Identifying the potential entrepreneurial opportunities in the area and designing/planning suitable training programmes
- Organizing faculty for skill training
- Arranging training materials
- Imparting EDP/Soft skills effectively in the training
- Ensuring quality of training
- Effective post training facilitation and counselling to the trained candidates
- Credit linkages with Banks to the settled entrepreneurs
- Organizing sensitization workshops to Bank Officers, NGOs and Government Officials
- Liaisoning with Banks, NGOs and Development Institutions, Government departments etc.
- Ensuring efficient management of the Institute

Based on the above Guidelines the detailed role, responsibilities/functions of the Director shall be as under:

1. Studying the potential of the area of operation of the Institute for promoting self-employment and Micro, Small and Medium Enterprises (MSMEs) with available resources and skills. This consists of mapping the potential business opportunities and skill gaps, collecting relevant data from different sources (DIC, NABARD, DRDA, etc.) and assessing scope for different trades / vocations for promoting self employment.
2. Preparing Annual Action Plan (AAP) for the Institute taking into consideration the objectives and expectations of sponsor banks, commitments to the Ministry of Rural Development, other sponsoring and funding agencies. Getting approval of Annual Action Plan from the competent authority in the sponsoring Bank.
3. Creating awareness about the Institute, its objectives and importance of Self-Employment and Entrepreneurship in the area of operation.
4. Conducting Entrepreneurship Awareness programmes (EAP) in association with various agencies including DRDA, other Government Agencies, NGOs and other social and developmental organizations for generating applications for different training programmes.

5. Selection of candidates for various trainings through screening of applications, conducting tests and personal interviews.
6. Conducting Entrepreneurship Development (skill development and Entrepreneurship Development Training), Rural Development, HRD and Technology Transfer programmes as per the approved Annual Action Plan (AAP) of the Institute and achieving the targets fixed under AAP.
7. Designing and conducting training programmes to SHG's on SHG Management and micro enterprise creations and skill development and also programmes under Financial Inclusion.
8. Handling sessions on Motivational, Entrepreneurship Development, Business Opportunity guidance and Enterprise Management aspects in all the Training Programmes.
9. Conducting second level of training wherever required (Skill up-gradation and Growth training) for sustenance and growth of Entrepreneurs.
10. Arranging the required training material and skilled/technical faculty for the training programmes.
11. Ensuring quality of training by providing a conducive environment in the Institute, suitable training modules & delivery of inputs.
12. Ensuring effective post training, hand holding support and guidance, including counseling to trained candidates and help them to set up their own enterprises.
13. Intensely follow up with the trained candidates facilitating credit linkage in desirable cases and achieving a settlement rate as prescribed under AAP.
14. Facilitating marketing support to trained entrepreneurs by organizing RSETI bazaars.
15. Guiding & facilitating the RSETI trained Entrepreneurs to organize Alumni Associations for mutual benefits and supplementing the efforts of RSETI.
16. Maintaining all the prescribed records and books, for ensuring proper housekeeping of the Institute.
17. Maintaining the accounts of the Institute as prescribed, submission of monthly accounting statements to controlling office and annual audited financial statements (balance sheet, income and expenditure statement and receipts & payments account).
18. Conducting sensitization programmes to Bank officers/executives, DRDA/Govt. Officials and other in the various organizations/Institutions which are supposed to support the RSEIs in achieving its objectives.
19. Liaisoning with sponsoring Bank (head office, regional/zonal office as well as branches) as well as other Banks (PSBs, RRBs, Cooperative Banks, Private Sector Banks, NBFCs, MFIs) for mobilizing credit linkage for trained candidates to help them set up their own enterprises.
20. Convening periodical LAC meetings, preparing exhaustive and relevant/prescribed agenda for LAC meetings and implementing the guidance of LAC.
21. Clearly defining the objectives of each training programme, duly incorporating the latest guidelines, feedback and inputs received from resource and support organizations. Plan and devise the training programmes accordingly.
22. Continuously developing his/her own capacity and that of the staff members by reading, practicing and seeking training/guidance from resource organizations like National Academy of RUDSETI. Keeping abreast of the latest developments in the field of Entrepreneurship Development and Skill Development

23. Promotion of the Institute through regular image building activities, publicity in the media, inviting important personalities, representing in various forums, etc.
24. Maintaining liaison with Banks, SIDBI, NABARD, DIC, DRDA/ZP, other state level development agencies/bodies, NGOs, internationally funded projects operating in the area of operation. Coordinating with those agencies for mobilizing candidates to the RSETI training and extending training services to the beneficiaries of those schemes.
25. Continuous evaluation of efficacy and adequacy of training curriculum/inputs and viability of the activity in respect of each training programme by collecting feedback from the skill faculty, trainees, experts/practitioners and market information. Incorporate the required modifications/additions in to the training modules (under information to NAR).
26. Participating in BLBC/DLRC/DCC meetings for sensitizing the stakeholders and to discuss about the credit linkage with the Bankers.



**ANNEXURE**  
**EMOLUMENTS OF SUPPORT STAFF**

Sl. No.	Category	Salary Structure
01	Faculty	<p>(i) Consolidated salary of <b>Rs. 20,000/-</b> which may be revised for the ensuing year by an amount of 10% of preceding year's consolidated salary based on satisfactory review/ performance of services rendered.</p> <p>(ii) Fixed Travel Allowance [FTA]: Actual subject to minimum of Rs 1500/- pm against bills or can claim Rs 500/- on declaration basis.</p> <p>(iii) EPF(Max. of 12% of Rs.15000/-)ESI &amp;Gratuity as per rules of the applicable area.</p>
01	Office Assistant	<p>(i) Consolidated salary of <b>Rs.12,000/-</b> which may be revised for the ensuing year by an amount not exceeding 10% of preceding year's consolidated salary based on satisfactory review/ performance of services rendered.</p> <p>(ii) Fixed Travel Allowance [FTA]: Actual subject to minimum of Rs 1000/- pm against bills or can claim Rs 500/- on declaration basis.</p> <p>(iii) EPF,(Max.12% of 12000/-) ESI,&amp; Gratuity as per rules of the applicable area</p>
03	Attendant	<p>(i) Consolidated salary of <b>Rs. 8,000/-</b> which may be revised for the ensuing year by an amount not exceeding 10% of preceding year's consolidated salary based on satisfactory review/ performance of services rendered.</p> <p>(ii) Fixed Travel Allowance [FTA]: Rs 500/-pm</p> <p>(iii) EPF,(Max.12% of 8000/-) ESI,&amp; Gratuity as per rules of the applicable area</p>
04	Watchman/ Gardner	<p>(i) Consolidated salary of <b>Rs. 6,000/-</b> which may be revised for the ensuing year by an amount not exceeding 10% of preceding year's consolidated salary based on satisfactory review/ performance of services rendered.</p> <p>(ii) Fixed Travel Allowance [FTA]: Rs 500/-pm</p> <p>(iii) EPF,(Max. 12% of Rs.6000/-) ESI, &amp;Gratuity as per rules of the applicable area.</p>

**OTHER BENEFITS FOR CONTRACT EMPLOYEES:**

01	<p><b>Annual Medical Allowance</b> on declaration basis.</p> <p>Group Insurance: All Support staff members may be covered under the group insurance scheme up to a reasonable monetary limit. Benefits of Jan Dhan Yojana may also be passed on to the outsourced staff by making requisite payment to the Bank by RSETI on behalf of the staff.</p>	Faculty	3,000
		Office Asst.	2,500
		Attender	1,500
		Watchman	1,500

02	TA for outstation duties	<p>The travelling expenses payable for travel to the staff of RSETI is dependent on the office exigencies and approval of the tour programme on duty either for follow up / EAP / other office work by the competent authority i.e. Director of RSETI. For the approved tour programme/travel on duty, eligible mode is III AC by train for Faculties and II Class sleeper by train for other staff by the regular/shortest route or equivalent class by Public Transport (Bus). A reasonable local conveyance by public transport may also be reimbursed.</p>		
03	<p>HA for outstation tour (per day)</p> <p><b>Refer Annexure</b></p>		4 hrs and above up to 8 hrs.	> 8 hrs
		Faculty	150.00	300.00
		Office Asst.	100.00	200.00

**STAFF CARD**

NAME OF THE EMPLOYEE			STAFF NO.
Blood Group :		Qualification/s :	
Date of Birth :		Date of Joining :	
Present Grade :		Date of Promotion to Present Cadre :	
PAN NO			
ADHAR NO.			
Residential Address :		Permanent Address :	
Telephone No - Res. :		Telephone No - Res. :	
Mob :			
Whether Married :		Category : SC/ST/OBC/PH/General	
No. of Children :		Place of Domicile :	
Date of increment :		HomeState :	
Languages Known			<b>DIRECTOR</b>
Speak	Read	Write	

# Boarding Facilities/ Catering Services

Checklist for conducting Due diligence of RSETI Dormitory – Form No .....

## Food related aspects:

Sl. No.	Process Name	Standard Specifications	Actuals
1.	Food	Canteen should supply/ prepare fresh food in desirable quantity and quality in a clean and hygienic manner.	
2.	Menu	The menu for Breakfast, Lunch and Dinner may be decided by each Institute under the guidance of controlling office/ LAC keeping in view the local food habits/ trainees needs.	
3.	Planning Menu	The menu for Breakfast, Lunch and Dinner for the entire week should be preplanned and displayed as shown in the Menu Specifications table given below:	
4.	Food Serving Timings	Breakfast: 8:00-9:30 AM Lunch : 1:00- 2:30 PM Dinner : 7:30- 9:30 Pm Timings can be slightly changed by the RSETI in consultation with the trainees.	
5.	Food Charges	The rates for food on per day basis can be worked out in consultation with caterer and fixed with prior recommendation of LAC and approved of controlling office.	

## Menu Specifications:

	Menu	Actuals
Lunch/ Dinner	Dal/ Sambhar/ Rasam	
	Seasonal vegetables	
Rice/	pulao	
	Chappatis/ Parathas/ Puris	

Breakfast	Continental as well as Indian foods.	
	Tea/ Coffee/ Milk/ Curd or any other milk product.	
Note: If the local cuisine is different the same can be provided in consultation with the students instead of what is given above.		

Other aspects:

Sl. No.	Process Name	Standard Specifications	Actuals
1.	Safe Guarding against losses	The Institute is safe guarded against any losses caused to goods, equipment are personnel during the operations of the kitchen.	
2.	Security deposit	The caterer should keep security deposit of a requisite amount as may be decided by the sponsoring bank to indemnify against theft and losses.	
3.	Fuel, Water, Electricity etc.	The fuel, water and Electricity provided should be used economically with care and this can be borne by the RSETI but should be accounted for costing the food and negotiating the rate with the caterer.	
4.	Non-interference of the caterer	The caterer should not interfere with the activities of the trainees and staff of the institute. He should not engage in catering for other private parties using the facilities of the Institute.	



**MINISTRY OF RURAL DEVELOPMENT**  
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