

**J-17060/399/2015 DDU-GKY**  
**Ministry of Rural Development**  
**Department of Rural Development**  
**DDU-GKY (Skills Division)**

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Dated: 3<sup>rd</sup> March, 2016

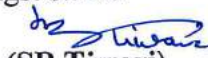
**Notification No.13/2016**

**Sub: - Notification of Reference Framework for the Establishment and Operations of MSCs reg.**

Section 3.2.1.4 of DDU-GKY Guidelines, notified vide Notification No. 04/2015 dated 10<sup>th</sup> February, 2015 recommend the establishment of Migration Support Centres (MSCs) by State Rural Livelihood Missions (SRLMs) / State Skill Missions (SSMs) to provide support to DDU-GKY alumni placed in jobs away from their native geographies so as to enable the effective assimilation migrant youth in their work environments and new societies and to promote effective outcomes from DDU-GKY

2. In this context, to facilitate the establishment of MSC by SRLMs/ SSSMs under DDU-GKY, the Ministry has developed a Reference Framework for Establishment & Operations of MSCs to provide an initial blueprint to operationalize MSCs under DDU-GKY. The Reference Framework has been developed based on extensive consultative studies of similar centres operated by NGOs, States Governments and others as well as in-depth consultations with various stakeholders in order to provide a practical, sustainable and progressive approach to the effective design and implementation of MSC.

3. Accordingly, the Ministry hereby notifies the Reference Framework for the Establishment and Operations of Migration Support Centres (**at Annexure**) with immediate effect for implementation by SRLMs either individually or as a partnership amongst states.

  
(SB Tiwari)

**Under Secretary to the Government of India**  
**Tel: 011-23743625-26**

**Enclosure:- Migration Support Centre Reference Framework**

To

1. All Secretaries (in-charge), of Rural Development in State Governments.
2. All State Nodal Agencies for Skills/NRLM.
4. All Officials in DDU-GKY Division, MoRD.
5. All Officials in Rural Livelihoods Division, MoRD.
6. Project Director, NIRD.
7. DGM, NABCONS.
8. Ministry of Skill Development and Entrepreneur
9. Ministry of Social Justice
10. National Urban Livelihoods Mission, MoHUPA
8. Guard File
9. Shri Rabindra Kesri-with a request to ensure that this notification is uploaded on the website.



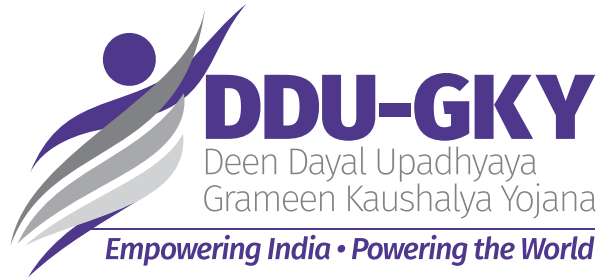
# Migration Support Centre

*Reference Framework*









## **Deen Dayal Upadhyaya–Grameen Kaushalya Yojana, Ministry of Rural Development**

### **Migration Support Centre**

A Framework for the establishment and operations of a Migration Support Centre

Date: 31/07/2015

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This document provides inputs relevant for establishing a Migration Support Centre, and guides the reader through the various features and functions of Migration Support Centre, based on the experiences of similar endeavours in India.

DDU-GKY



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## Acknowledgement



## Acknowledgement

The Migration Support Centre (MSC) Framework draws from the experiences of M/s Aajeevika Bureau, a pioneering public service organization, that, institutionalized migration support to seasonal migrants in India. Aajeevika Bureau has assisted a community of civil society organizations across 9 States to set up facilitation centres for migrant workers. This document is therefore well informed by practice and the experience of organizations working in diverse settings of the country.

The DDU-GKY National Programme Implementation Unit (NPIU) is grateful to M/s Aajeevika Bureau, for its insightful experience share and strategic inputs for developing this MSC Framework.



## Glossary of terms

|         |                                                    |       |                                                                |
|---------|----------------------------------------------------|-------|----------------------------------------------------------------|
| APL     | Above Poverty Line                                 | MoU   | Memorandum of Understanding                                    |
| ATM     | Automated Teller Machine                           | MSC   | Migration Support Centre                                       |
| BDO     | Block Development Officer                          | NCVT  | National Council for Vocational Training                       |
| BOCW    | Building and Other Construction Workers            | NGO   | Non-Governmental Organizations                                 |
| BPL     | Below Poverty Line                                 | NMMU  | National Mission Management Unit                               |
| CBS     | Core Banking Solution (in the context of Banks)    | NOC   | No Objection Certificate                                       |
| CTSA    | Central Technical Support Agency                   | NPSDE | National Policy on Skill Development and Entrepreneurship 2015 |
| DA      | Dearness Allowance                                 | NRHM  | National Rural Health Mission                                  |
| DDU-GKY | Deen Dayal Upadhyaya – Grameen Kaushalya Yojana    | NSDC  | National Skill Development Corporation                         |
| DLO     | District Labour Officer                            | NU    | National Unit                                                  |
| EPF     | Employee Provident Fund                            | PDS   | Public Distribution System                                     |
| GoI     | Government of India                                | PIA   | Project Implementing Agency                                    |
| HRA     | House Rent Allowance                               | PPP   | Public Private Partnership                                     |
| IEC     | Information, Education and Communications          | PPS   | Post-Placement Support                                         |
| KYC     | Know Your Customer                                 | PPT   | Post-placement Tracking                                        |
| LSG     | Local Self Government Bodies                       | RSBY  | Rashtriya Swasthya Biman Yojana                                |
| MFI     | Mutual Fund Institution                            | SDM   | Sub Divisional Magistrate                                      |
| MIS     | Management Information System                      | SRLM  | State Rural Livelihood Mission                                 |
| MoRD    | Ministry of Rural Development, Government of India | SSC   | Sector Skills Council                                          |
|         |                                                    | SSM   | State Skill Mission                                            |
|         |                                                    | YMCA  | Young Mens Christian Association                               |
|         |                                                    | YWCA  | Young Womens Christian Association                             |

**DDU-GKY****Migration Support Centres (MSCs): stakeholders and responsibilities and roles****1. MSC partner:**

- a. Establish and operate the MSC as per the defined expectations of the SRLMs/ SSMS

**2. DDU-GKY:**

- a. Preparation of Framework for the establishment and operations of the Migration Support Centres
- b. Initial capital Grant of Rs. 10 Lakhs (Rs. 10,00,000/-) only towards the setting-up of a Migration Support Centre, as provided for in its programme Guidelines, 2013. This initial capital grant can be used for the establishment of the MSC, identification of premises, acquisition of capital or long-term assets.
- c. Sharing Best Practices, Learning and Knowledge input from the implementation and continuous monitoring and evaluation of MSC

**3. State Governments/ State Rural Livelihood Missions (SRLMs)/ State Skill Missions (SSMs):**

- a. Additional core funding required to establish and operate MSCs for the rural youth from the state
- b. Balance initial capital for long-term expenditure as well as working capital to maintain the Core and additional operations of the MSC provisions of this Framework, budgeted annually and continuously invested into, to deliver the expected scale of operations over time.
- c. Identification of migration hot-spots (destinations of trained rural youth from the state) and preparation of clear strategy to establish and operate a suitable MSC sustainably
- d. Establish and operate the MSC, including:
  - i. Support MSCs to develop and sustain affirmative relationships with local media; local services like municipal services, emergency services, police and other law enforcement agencies, courts and tribunals etc.; local community and local public administration, government and government agencies
  - ii. Create and sustain a budget comprising of manpower, infrastructure, IEC, legal, ICT and finance heads
  - iii. Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs,
  - iv. Support MSCs to develop a strategy for sustainability
- e. Ensure a clear organization structure and consistency of leadership to ensure MSC is instituted and relevant over a sustained period in time.
- f. State governments should support other state MSCs in their states for affirmative relationships.

**4. Rural migrant youth:**

- a. Constitute the primary population and beneficiary of the services of the MSC
- b. It is expected that the first set of beneficiaries will be constituted of the migrant rural youth trained under the DDU-GKY
- c. It is expected that over time, all migrant rural youth from the respective state will constitute the population and beneficiaries of the MSC

**5. Project Implementing Agencies (PIAs) of the DDU-GKY:**

- a. The source of the trained DDU-GKY alumni/ rural youth
- b. Provide relevant data and MIS regarding the migrant rural youth aimed at the respective destination, thereby empowering the MSC with its initial population
- c. Provide Post-placement Tracking derived information inputs that call for subsequent actions like qualitative research on the work and quality of life of alumni, engagement with employers on specific causes like the issuance of salary slips or Joint Salary Certificate, dispute resolutions between alumni and employers etc.
- d. Provide regular and timely information on significant issues like loss of track or contact, loss of job etc.
- e. Support MSCs in all activities as mandated by the SRLMs/SSMs

**6. Employers, across the hierarchy, from Line Supervisors to HR heads:**

- a. Provide regular and timely information on the attendance and performance of trained rural youth placed in their respective organizations. This information as per the current MIS needs of the DDU-GKY includes provision of salary slip or Joint Salary Certificate, attendance record, performance appraisals, income growth, career path etc.
- b. Engage with MSC regularly to provide feedback or take community sessions, labour meetings, skilling workshops etc. where and when needed.
- c. Offer healthy interactions with tribunals or mediators in case of disputes to arrive at amicable solutions in a timely manner.
- d. Offer placements and job opportunities to registered and trained youth of the MSC in various trades, through the Placement Counselors available at the MSC.

**7. CTSAs of DDU-GKY:**

- a. Provide timely and regular MIS inputs in terms of findings of Post-Placement Tracking
- b. Information requests and planned interventions with necessary research instruments for qualitative studies in terms of quality of life, quality of work-life, reasons for drop-outs etc. of migrant rural youth trained by the DDU-GKY. The MSC will serve as the venue for the interaction/ intervention and facilitate access to candidates for interviews/ discussions. The MSC will not engage in any post-placement tracking to complement or supplement PPT performed normally.

It is expected that as the MSC grows in stature, services and population, the above will be suitably amended.

## DDU-GKY

### Preface

The National Policy of Skill Development & Entrepreneurship 2015 states that India is at the cusp of demographic opportunity. This is juxtaposed by the fact that the USA, Europe and China are expected to face a shortage of 57 million workers, while India today has **a 55 million<sup>1</sup> strong potential rural workforce in the age group of 18 and 35 years**. This presents a historic opportunity to transform India into the preferred human resource capital of the world. In order to address this opportunity, the Ministry of Rural Development has pioneered the implementation of a placement-linked skill training programme called the **Deen Dayal Upadhyaya – Grameen Kaushalya Yojana (DDU-GKY)**. **DDU-GKY is the only skill training programme in the country which is uniquely focused to enable the poor and disadvantaged rural youth** in fulfilling their career aspirations through skill training and participation in labour market thereby enhancing nation's economy through productivity and growth. Success of DDU-GKY is critical to the success of the National Policy of Skill Development & Entrepreneurship 2015 and the success of India's vision for 'Make In India', 'Digital India' and 'Skill India' initiatives.

Apart from its unique focus, DDU-GKY has many firsts in implementing its placement-linked skill training program:

- DDU-GKY is the first programme to unambiguously define placement in wage employment as the outcome of skill training programs.
- DDU-GKY is the first programme to implement quality standards through its detailed Standard Operating Procedures (SOPs)
- The programme is a precursor to Digital India through its funding and mandate for digital inclusion through basic IT training and provision of tablet PCs for use by every trainee.
- DDU-GKY is the first programme that lays foundation for sustainable economic inclusion through incentives for career progression and post-placement salary top-ups to candidates, which has become the norm for the industry at this time.

In line with its pioneering nature, DDU-GKY provides in its design, an initial capital for the making of Migration Support Centres to enable migrating candidates and their families.

#### The main objects of DDU-GKY are:

- Focus on **rural youth from poor families** in in the age group of 15 to 35 years of age (with an inclusive definition not limited by restrictive evidences). The maximum age limit is relaxed to 45 years for persons with disabilities and other vulnerable groups like victims of human trafficking etc. Kindly refer to the DDU-GKY Programme Guidelines for more information.
- With **Social Inclusion** in its composition (reaching even the most disadvantaged groups through community led programs)
- With **Pioneering Progressive Innovation** in its design :
  - i. Support for job retention
  - ii. Incentive for Career Progression
  - iii. Incentive for International Placement
  - iv. Tablet-PC as a training tool
  - v. Guidelines and Standard Operating Procedures (SOPs) to define quality with transparency and accountability

<sup>1</sup> Census 2011, rural unemployed / marginally employed population between 18 and 35

- **Ownership of the entire lifecycle** of the training and development process:
  - i. Policy making and planning
  - ii. Implementation
  - iii. Monitoring and evaluation
  - iv. Feedback loop with a self-learning principle
- Through **Market-linked, training process in PPP** mode:
  - i. Training partners from the industry
  - ii. Curriculum framing and Assessment through NCVT (National Council on Vocational Training) or SSCs (Sector Skills Councils) of NSDC
  - iii. Industry partnerships for latest technology and trends
- Spanning over **220 trades<sup>2</sup> and skills**
- Assuring **placement of 75% of all candidates trained**, through support to the PIA as well as relationships with industry
  - i. With a minimum monthly salary of Rs. 6,000/-
- **Tracking performance post placement for year**

### Incubating Migration Support Centres:

Demand for skills and skilled manpower abounds in urban and industrial clusters of the country. To fulfill their career aspirations, skilled rural poor youth often have to migrate to find income and growth opportunities. New to the city, confronted with lifestyle and cultural shocks and unfamiliar with the norms and demands of urban labour markets, most alumni face problems in adapting to the urban environment. Often they find it difficult to cope with the higher cost of living, social and economic demands of the city, resulting in poor job retention, unfulfilled aspirations and inability to integrate with the urban main-stream labour market.

Experiences of programme implementing agencies (PIAs) of DDU-GKY have revealed the pressing needs for providing hand-holding and support services to young workers from rural backgrounds to facilitate economic and social inclusion in their urban destinations. In order to provide such sensitive and timely support, DDU-GKY has conceptualized in its design, the set-up of a Migration Support Centre and post-placement support interventions including salary top-ups. In its design, DDU-GKY visualizes MSCs to offer alumni support, accommodation assistance, counselling services, identity documentation services, healthcare linkages, periodic get-togethers, networking with employers and other key services relevant to the local client group. Early experiences of setting up support centres for DDU-GKY alumni have been highly encouraging. NIFA, a PIA working in Jaipur, Rajasthan and offering shelter, food, counselling support and entertainment facilities through a pilot initiative named “Aanchal” confirms its positive impact on trainee retention at work and validates the need for creating institutional support structures for migrants. The design of the support services, however, needs a holistic understanding of the hardships faced by migrant trainees and needs to be adapted to their specific needs.

In order to incubate and facilitate an institutional framework for MSCs, DDU-GKY has provisioned an initial investment of Rs. 10 Lakhs to SRLMs/SSMs of DDU-GKY.

<sup>2</sup> In approved Projects as on date, covering the next 2 years

## DDU-GKY

### About this document

This document provides detailed procedural guidance and insights for the establishment and operations of Migration Support Centres (MSCs), within the provisions of DDU-GKY. It characterizes the migrant workforce, identifies the key issues or problems faced by them; offers ideas for targeted solutions and describes the steps involved in effective delivery of services to the target group. The MSC Framework seeks to complement the efforts made by PIAs in undertaking high quality skill training and placement services and ensures desired results with closer handholding of the alumni at destination. In its first phase, the MSCs will focus on delivering services to DDU-GKY alumni; however taking into consideration the need for the operating model to become self-sustainable, it is recommended that gradually the MSCs include other migrant workers in respective States within their ambit.

The MSC Framework is intended to provide a base narrative for starting up and sustaining a centre dedicated to improving the conditions of migrant workers. The document has been developed primarily to aid in the establishment and operations of MSCs by SRLMs/SSMs of DDU-GKY. It can also be used by other agencies to arrive at an effective starting framework. There will be scope to contextualize the services to specific conditions but the Framework has attempted to establish a reference point for various services to be offered by the MSCs.

### Disclaimer

This document provides experience-based inputs and insights relevant for establishing and operationalizing Migration Support Centres, and guides the reader through the various features and functions of Migration Support Centre. This document is ONLY intended for the purpose of providing guidance to the relevant stakeholders, and shall not be perceived as PRESCRIPTIONS or MANDATES. This document shall be an evolving document, which will proactively adapt and respond to emerging challenges and contexts. The cost norms highlighted are highly tentative and not contextualized to the diverse demographic or socio-economic dynamics, and therefore shall not be perceived or considered as a STANDARD NORM.







## 1. Labour Migration in India - Magnitude, Corridors and Key Issues







## 1. Labour Migration in India - Magnitude, Corridors and Key Issues

### 1.1 Labour Migration in India

Rising inequities in job and income opportunities between urban and rural India have led to an unprecedented movement of labour force across the length and breadth of India. As a developing economy, India faces the classical problem of managing economic growth vis-à-vis equitable distribution of employment opportunities. In the last few decades, the economy has not been able to create enough employment in the formal sector and the welfare of workers has not received due attention. 92 per cent of India's work force is employed in the informal economy, devoid of any social or legal protection. Migrant workers form a distinct category within this 423 million<sup>3</sup> strong unorganized workforce; facing a great deal of vulnerability. There is also a geographical mismatch in growth of labour force and employment opportunities, leading to rise in migration rates. States such as Bihar, Odisha, Uttar Pradesh, West Bengal, and Rajasthan are key suppliers of work force to other parts of the country. At the other end, Gujarat, Maharashtra, Delhi, Punjab, Haryana, Tamil Nadu, Karnataka and Kerala with more dynamic labour markets attract large number of workers. There is, however, no mechanism for formal recruitment or structures to support this movement of labour force.

### 1.2 Size of the Migrant Workforce

In 2001, the Census reported 309 million internal migrants, of these, 70.7 per cent were women, two thirds (67.2 per cent) of them were rural and only 32.8 per cent were urban. The percentage of male migrants in intra-district, inter-district and inter-state migration was 52.2 per cent, 26.7 per cent and 21.1 per cent, respectively, compared with 66.9 per cent, 23 per cent and 10.1 per cent, respectively, for female migrants in these three streams. The NSS (in its 64th round in 2007-08) estimates 326 million migrants (28.5 per cent of the population)<sup>4</sup>.

Internal migrants have widely varying degrees of education, income levels, and skills, and varying profiles in terms of caste, religion, family composition, age, and other characteristics. National-level data that identify trends in these features are not adequately captured yet. However, micro-surveys suggest that most migrants are between ages 16 and 40 years, particularly among semi-permanent and temporary migrants, whose duration of stay may vary between 60 days and one year. Scheduled tribes and castes that are explicitly protected in India's constitution because of their historic social and economic inequality are over-represented in short-term migration flows. Most labor migrants are employed in a few key subsectors, including construction, domestic work, textile and brick manufacturing, transportation, mining and quarrying, and agriculture<sup>5</sup>.

With the rapid increase in the coverage of training and placement opportunities through State and privately funded programmes, there is a steady inflow of skilled rural youth coming into urban labour markets. The average age of this segment is 18 – 25 years and a number of them are likely to be first time migrants, displaced away from their native homes for the very first time.

<sup>3</sup> NCEUS (2007), *Report on conditions of work and promotion of livelihoods in the unorganized sector, National Commission for Enterprises in the Unorganized Sector*

<sup>4</sup> UNESCO – UNICEF National Workshop on Internal Migration and Human Development in India, December 2011

<sup>5</sup> <http://www.migrationpolicy.org/article/internal-labor-migration-india-raises-integration-challenges-migrants>

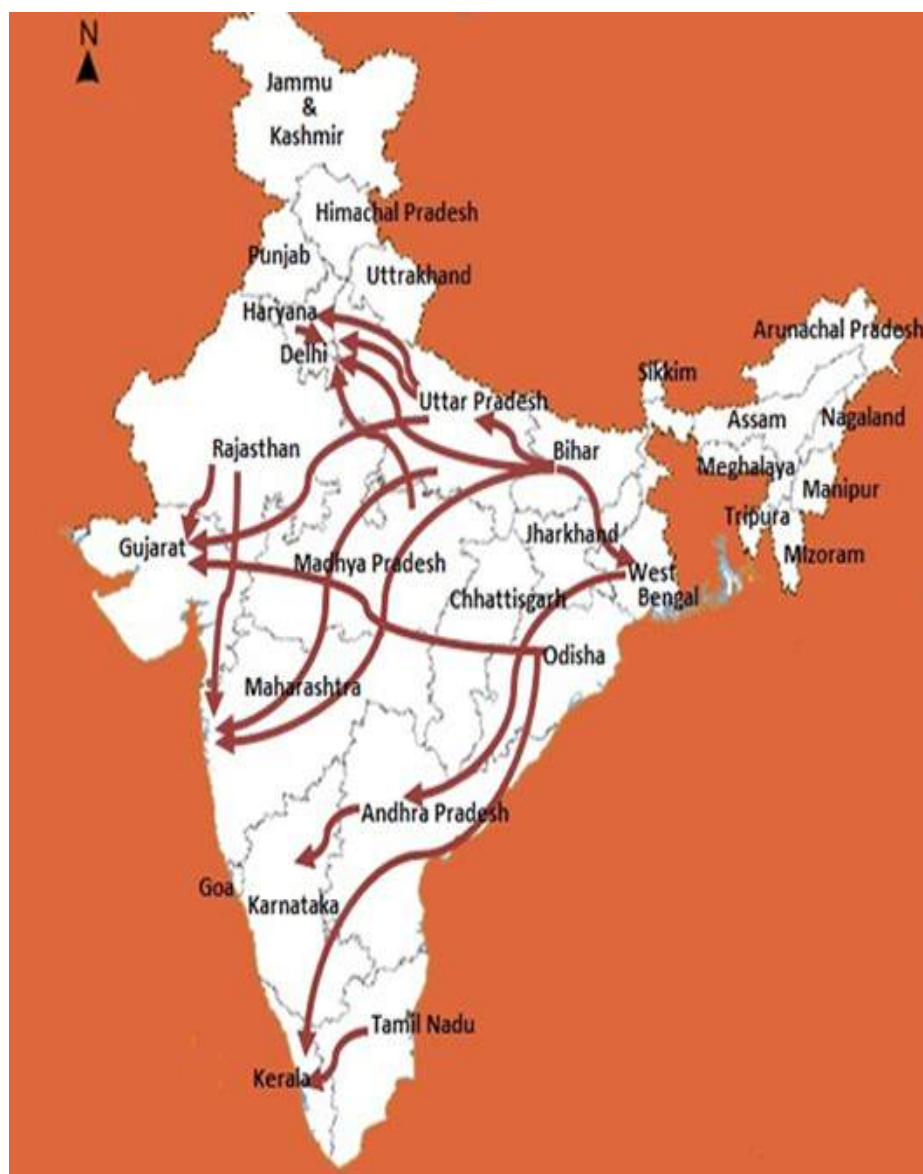
### 1.3 Migrant Hotspots in India

The poorer States are the largest exporters of labour and, the relatively prosperous ones act as magnets of such economically challenged communities. The adjoining map generated with the help of Census 2001 data provides a broad sketch of the main migration corridors in the country and outlines the main sending and receiving States.

The general tide of labour movement is from north and east of India to west and south. Some of the prominent labour-sending States are Bihar, Uttar Pradesh, Rajasthan, Chhattisgarh, Jharkhand, Madhya Pradesh, Uttarakhand and Odisha. Gujarat, Maharashtra, Delhi, Haryana, Punjab, Karnataka, Tamil Nadu and Kerala serve as the key labour recipients. The significant migration corridors that emerge at the national level are –

- Bihar → Punjab-Haryana/ Delhi - National Capital Region (NCR)
- UP → Maharashtra/ Delhi-NCR
- Rajasthan → Gujarat
- Odisha → Gujarat/Andhra Pradesh/Kerala

Figure 1: Key Internal Migration Corridors in India





## 1.4 Key Work Sectors Employing Migrant Workers

Migrant workers are predominantly employed in the informal segment at the destination economies. They are generally engaged in manual unskilled/semi-skilled jobs and struggle to find a decent employment at entry level. The jobs that come to them are typically high-risk, low-paying jobs, which have either been rejected by the local workers or have not been offered to them. The key sectors which are found to have a large concentration of migrant workers are –

- |                               |                 |                            |
|-------------------------------|-----------------|----------------------------|
| • Construction                | • Mining        | • Recycling and scrap work |
| • Transportation/Head-loading | • Brick-kilns   | • Vending and hawking      |
| • Hotel and hospitality       | • Agriculture   | • Textile industry         |
| • Factory work                | • Domestic work | • Security services        |

In most cases migrant workers are employed as replacement to the local high-cost resources, either due to competitive availability of such resources or the jobs being perceived by the local resources as menial. Further, the migrant workers are generally subjected to exploitation like long working hours, less-favourable working and living environment, and low wages, due to lack of scope for unionization. This has usually resulted in lack of job and social security to the migrant workers.

However, the DDU-GKY aims at enabling market-relevant skilling, entry-level job with assured minimum wages, with reasonable job and social security, career progression and access to welfare entitlements.

## 1.5 What are the Unique Problems or Challenges faced by Migrant Workers?

The search for a better livelihood somewhere a far often comes at a price for the job-seeker. The labour markets constrain their welfare, cities treat them with opportunistic indifference and they are also denied access to several critical rightful entitlements as citizens –

- New to the urban areas, workers suffer from lack of information and struggle to navigate their course in the city. Need for support during the initial period is critical to get them acclimatized and help them settle in the new environment.
- In the cities, establishing one's identity is an enormous problem for migrant workers. Lack of a verifiable proof of identity also bars them from accessing basic facilities. They frequently fall prey to harassment at the hands of police and civic authorities.
- The cities which use the labour of migrants, deny them basic services such as shelter, sanitation and access to water. Bad working and living conditions takes a toll on their health causing serious health hazards.
- Their access to banking and financial services is compromised as they are unable to produce the required proof of identity and residence at a new location. For lack of a formal saving instrument and investment opportunities the hard earned wages tend to wither away.
- Their lack of access to urban or local labour markets in the city or industrial belt restricts their ability to find suitable jobs in case of loss of job or need for growth in career and income. As a result, they are forced to continue in their current jobs or return to their native environments. This results in greater problems subsequently as their home villages may or may not have any avenues for use of their skills which often leads to growth in poverty.
- Migrants also are unable to identify or obtain further skilling or educational opportunities which restrict their personal and professional growth over time. This lack of career progression builds further frustration and often results in untimely return to native place.

- Migrants lose access to basic welfare entitlements such as subsidized food (PDS), health benefits etc. with a change in location. In families moving as a unit, children suffer most as their access to education and basic healthcare is severely affected.
- The informal economy thrives on the inability of migrant workers to demand decent work conditions or find other jobs. Most migrants earn subsistence wages and are prone to payment frauds, abuse and accidents. They are engaged in risky, hazardous occupations but rarely have access to welfare benefits such as insurance or pension.
- Several migrants enter the labour market at an early age with limited education/ skills. Hard manual labour for 12-14 hours a day leads to early return/retirement. They frequently slide back into poverty with limited savings and lack of relevant skills they can put to use back home.
- Families of migrants which are left-behind, struggle in the absence of men, with increased workload, poor access to financial services, government schemes and more.
- The plight of migrant workers is most visible when they are in transit viz. on railway stations, where they queue up for space in the general compartments, travel at the mercy of railway officials/police and are frequently robbed of their belongings.
- There is no State policy to effectively facilitate or regulate this large scale labour movement. The Inter-state Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979 is dated and hardly enforced anywhere.
- Migrants are away at work during election time and are unable to participate in the electoral process. Their concerns do not reflect in policy documents as they have limited representation at any level of the government

Despite the growing scale of migration and its associated vulnerabilities, there is no concerted policy attempt for its mitigation. India does not yet have formal estimates on the magnitude of migration. This is a bigger reason underlying a poor policy response to the phenomenon. Migrant workers may fall outside the purview of current Government policies and welfare measures at both source and destination ends. The civil society too, limited by its 'rural' and 'urban' operational geographies, has not paid due attention to this floating population.

It is in this context of exclusion that Migration Support Centres proposed by DDU-GKY assume strong relevance. There is a growing experience of setting up and operating MSCs by specialized organisations such as Aajeevika Bureau, and their services shows real value through creating a framework of support services for migrant or displaced workers. The following sections elaborate on the role of MSCs, Core services required for migrant workers and the processes involved in delivery of these services.



## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs







## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs

A follow-up of DDU-GKY trained youth reveals that a large number of successful trainees tend to migrate in search of better (and/ or relevant) placement opportunities (better pay, assured number of work-days, etc.). Often the site of work is far away from the youth's native place - either outside their native districts or in townships located in other States. DDU-GKY has been working to reduce the vagaries associated with migration of youth in three ways - by offering youth with suitable training opportunities, by helping them prepare for employment away from home and by providing counselling and support services for a reasonable period of time, say one year, which enables them to adapt to a foreign environment.

Migration Support Centres (MSCs) are a further step in this direction, conceptualized as walk-in resource centres for successful trainees of DDU-GKY, displaced from their native in search of better employment prospects. MSCs would offer counselling, access to information, acclimatization support and targeted services to vulnerable displaced workers. These centres can be set up both at the source, closer home to the migrants and/or at the destination, where they go to work. As per DDU-GKY (erstwhile Aajeevika skills) Guidelines, the MSCs set up within the State are expected to focus on the more vulnerable groups such as SCs/STs and women. The second type of MSCs, outside the State, is to be set up in areas where a large number of DDU-GKY trainees have been placed. In stage I, DDU-GKY plans to support setting up of MSCs in the cities that receive large number of migrant rural youth. Creation of support centres at source locations of DDU-GKY trainees would be undertaken in second phase. Annexure 1 provides a brief overview of the nature and constituents of an MSC at source.

There are certain fundamentals that a better functioning Migration Support Centre should adhere to at the design stage. This section delves into specifics and operational details of setting up such a centre – key services to be offered, role of the support centre, manpower requirement, costs and more.

### 2.1 Migration Services

A collection of services meant to reduce the hardships of young skilled workers coming to cities from rural areas and enable greater income and quality of life from the urban labour markets are termed as migration services. These services are proposed to be offered through a network<sup>6</sup> of walk-in resource centres catering to the requirements, and exigencies faced by workers and their families. The core migration support services include –

- Registration of workers migrated out of their home (native) locations and facilitating access to identity related documents
- Access to immediate housing support or transit accommodation is a high impact service to be provided at a subsidized cost by the MSCs. The state needs to consider housing as key and ensure provision of suitable funding support.
- Access to information on basic social services: housing-related, schools, hospitals, etc. The MSC can also serve as the venue for service providers who can offer the above services at a reasonable cost.
- Access to information on basic Government services, social programmes/ schemes, etc. The MSC can serve as the venue facilitating interactions and access to services and programmes.

<sup>6</sup> It is observed that a large number of migrant rural youth tend to move from one destination to another, driven by availability of better job opportunities and social networks. The MSCs set up in high migrant receiving locations would thus need to work in a networked fashion. Further, once the source MSCs become operational they would also need to work closely with the destination MSCs, sharing information on migrants and undertaking joint outreach activities and follow-ups on core services.



- Financial inclusion, bank linkages, salary remittance from remote locations, financial counselling, and linkages to social security
- Healthcare counselling, health education and linkages with formal institutions/schemes
- Access to urban organized labour markets and further education or skilling opportunities
- Legal education, mediation and counselling services for workers facing disputes at work
- Help-line number with agents who can provide information on the MSC set of products/ services as well as support migrants or their families at source through creating an alternate communication channel

*[Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]*

Additionally, city-specific or work group specific services can be added on. The MSCs can also offer youth development and recreational facilities for the workers. The ones listed above, however, form the core of the migration services model – they are relevant to workers across geographies and sectors and have borne significant impact on their welfare.

## 2.2 Role of the Migration Support Centre

The centres are the operational nodes through which information and services are delivered to workers who have been displaced from their native locations. The primary roles of the centre are as follows –

- Providing workers with information and services helping them settle in a new geographical location
- Pre-Migration Preparatory Support – Counselling for Training, Exposure Visit, etc.
- Post-Placement Counselling
- Providing identity validation/ verification services
- Registering migrant workers and undertaking periodic counselling
- Undertaking qualitative research amongst candidates and employers as follow-up to Post-Placement tracking
- Job retention and career progression Counselling
- Facilitation for securing utility services
- Provide inter-department or inter-institution liaison support
- Helping workers and their families in linkages with Government-sponsored welfare schemes
- Providing support to workers in case of exigencies and work disputes
- Collecting and synthesizing information on migration from the region
- Formally and informally escalating the concerns and challenges of workers displaced from their native locations to local administration and/ or relevant authority
- Community building activities like celebrating festivals from different regions or youth development activities like sporting events and competitions
- Emergency Deportation Support Services
- Providing migrant workers and their family members at source with a help-line number

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To be able to deliver these services, the centre needs to undertake a range of activities to reach out to the community – labour meetings, meetings with local community including elected representatives and families of migrant workers, campaigns and special drives, meetings to promote legal and financial literacy, awareness on social security, health, sanitation and workshops with important stakeholders in the local administration, media, industry to highlight the issues of workers widely and seek redress.

It is strongly recommended that an MSC cater to all migrants visiting the centre and not be limited to serving DDU-GKY alumni alone. This will not only help enhance the impact created by the centre affecting many more lives but will also lead to a better utilization of resources and facilities set up through public resources. The MSCs may maintain separate documentation for the larger migrant group and the DDU-GKY alumni. The documentation, processes and reports to meet reporting requirements of DDU-GKY alumni is to be aligned to requirements as detailed in the DDU-GKY Programme Guidelines and Standard Operating Procedures (SOPs, Part 1 and Part 2). How to do so is dealt with in the later chapters.

### 2.3 Operational Coverage

The operational coverage of the MSC will predominantly focus on DDU-GKY alumni. However, depending upon the capacity of the operator, other migrant workers from the home state and other states could also be considered. Information on the number of alumni – total number and their work profile will be made available by the SRLMs/ DDU-GKY SSMs to the MSC through appropriate means. For other groups the MSC would need to outline its coverage strategy and plan the expansion of MSC outreach and services. These processes may be detailed as apart of the proposal submitted by an MSC to the SRLM/ DDU-GKY SSM implementing DDU-GKY programs.

The coverage and services of the centre would be related to the nature of the work sector the MSC is targeting to service. It is best to start with a focus on one or two occupational groups. The initial mapping of the operational area (discussed later) will help selecting and mobilizing these target groups. It is expected that once the MSC is completely populated and operational, it will be working for migrants employed across a wide spectrum of occupational groups.

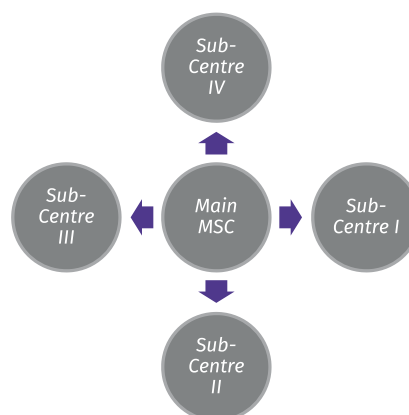
If it is a construction workers' group, the team may reach out to 8-10 labour posts (Nakas), 4-5 labour colonies of 250-300 households. Out of the total labour posts, 6-7 labour posts could be small, attracting 500 odd workers daily, and 2-3 could be large posts, with 800-1000 workers.

For occupational groups such as factory workers, domestic workers, it is best to reach out to them in labour colonies or residential areas. For loaders, both the markets and labour colonies can offer opportunities for engagement. In a span of three years, each centre should aim for an active outreach to 5,000-10,000 migrant workers.

After establishing the 'Centre' in the midst of the community, sub-centres could also be set up to reach out to a larger number of workers. The selection of the location for sub-centres can be based on the high concentration of workers, distance from the main centre and the need for close and intensive



outreach. The diagram herein gives a visual representation of a main MSC supported by a group of sub-centres. The number of sub-centres may vary depending on the maturity of the main MSC. A sub-centre may be conceptualized after a period of 2-3 years when the main MSC has been able to create a good rapport in the community and is reaching out to 5,000-10,000 workers on its own. The sub-centres may also be conceptualized as points of activity (without a physical infrastructure) to reach out to specific worker groups, otherwise distant and difficult to reach from the main MSC.



**Figure 2: Structure of MSCs and sub-centres**

### Joint setting up of a Migration Support Centre

From the key Migration Corridors (map given in Fig 1, Chapter 1), it is evident that youth from several source areas migrate into limited destination areas. For instance, Mumbai as a destination witnesses migration from Uttar Pradesh, Bihar & Rajasthan. In such circumstance, it may be advisable that the 3 states collaborate, pool their resources and set-up one or multiple MSC in Mumbai, as in the metropolis, there are multiple industrial belts & commercial districts which are far apart from each other. While this may result in a larger fraternity of members and might require larger physical infrastructure, it will also build in economies of scale and enable sustainability through revenue generating activities (core and value add activities that can be reasonably priced, which are detailed later in this book). In case of a collaborative MSC, all the states could identify a 'Lead State' to manage the MSC, along with a Management Committee comprising of members of all states SRLMs/ SSMs of DDU-GKY. This Committee could also create and manage the fund pool for the MSC.

## 2.4 Manpower and Role Description

A fully functional MSC may be manned by a team of eight to ten persons for the initial Core services (as described in Chapter 6 of this document). The team may be divided into administrative and functional teams. The Administrative team may include a 'centre coordinator', an 'associate coordinator', 'community mobilizers or counselors', 'MIS, accounts and administrative assistant' and an 'office assistant'. This team may need to be supported by a part-time data entry operator. The functional team could comprise of consultants and external resources who are specialists engaged to offer specific services to the candidates and other stakeholders of the MSC, for instance a General Practitioner Doctor, Research Specialists etc. The coordination of the functional team is to be performed by the administrative team.

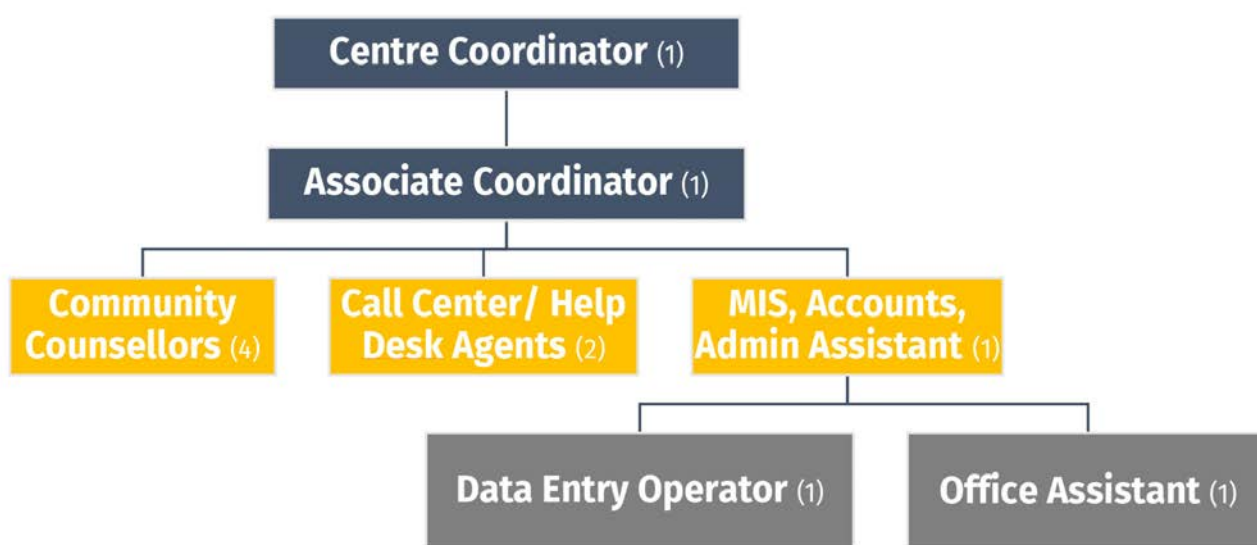
The centre coordinator would be in-charge of the coordination of all activities as well as reporting of work. He/ She may be assisted by an associate coordinator, who would look after immediate supervision of field activities, the MIS and documentation at the centre. There could be a team of four community mobilizers in charge of field activities, outreach and service delivery.

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For a fully mature centre which is seeking to reach out to new geographies, sub-centres can be added as its extended arms to facilitate greater outreach. A sub-centre may be manned by two community counsellors, to be supervised by an associate and centre coordinator of the main centre.

For the overall strategic guidance to the project the centre team would require inputs from the head and senior management of the implementing organization. The costing of the project should include provision for time of the Executive Director/ Chairman/ Secretary of the respective organizations.

Figure 3: Indicative MSC Team Structure



The following table presents the key roles and responsibilities of the various positions highlighted in the Team Structure, including the qualification criteria for each position holders.

| Designation       | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Qualification                                                    |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Programme Manager | <ul style="list-style-type: none"> <li>Strategic and administrative oversight</li> <li>Networking and Liaison with State and National-level authorities</li> <li>Networking and partnership with support institutions like NGOs, CSOs, Foundations, etc.</li> <li>Ensure over-all compliance to Programme Guidelines and prescriptions</li> <li>Reporting to DDU-GKY as per the mandate</li> <li>Ensure social and gender safeguards as per the appropriate State and National legislations</li> <li>Responsible for induction of Centre Coordinators and other key staff</li> <li>Review monthly performance</li> <li>Review and respond to escalated complaints and grievances</li> </ul> | Head of the Programme Management Unit within SRLM/SSM of DDU-GKY |

| Designation           | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Qualification                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Centre Coordinator    | <ul style="list-style-type: none"> <li>• Management, coordination, and operationalization of the Centre's activities</li> <li>• Formulation of plans and targets for the team and their supervision</li> <li>• Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc.</li> <li>• Liaison with external support agencies, other partners and other centres</li> <li>• Periodic (monthly, half-yearly, annually) reporting of centre's activities to senior management/ external support agencies (if any)</li> <li>• Undertaking household listing exercise and surveys, research studies, impact assessment, and report writing</li> <li>• Organizing monthly team meetings and regular reflection workshops</li> <li>• Organizing capacity building activities for different team members, as well as beneficiaries</li> <li>• Engage with external resources and vendors to deliver key services</li> <li>• Build revenue for the MSC through provision of services to candidates and rental of space to service providers facilitating the Core operations of the MSC</li> </ul> | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 5-8 Years of relevant work experience</p> <p>Technical Skills/Aptitude:<br/>Adept at using MS Office , team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |
| Associate Coordinator | <ul style="list-style-type: none"> <li>• Guide and lead household listing exercise within the settlements comprising of workers who were displaced from their native locations.</li> <li>• Direct supervision of field-level operations; and preparation of monthly activity plans and ensuring compliance</li> <li>• Direct supervision, monitoring of activities of the community mobilizers and MIS assistant</li> <li>• Direct handholding of community mobilizers and MIS assistant</li> <li>• Managing effectiveness and innovation in team activities</li> <li>• Overseeing administration, and accounting at the centre level</li> <li>• Periodic report writing, overseeing management of documentation and MIS at the centre level</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 3-5 Years of relevant work experience</p> <p>Technical Skills /Aptitude:<br/>Adept at using MS Office, team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |

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| Designation                            | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Qualification                                                                                                                                                                                                     |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Counsellors                  | <ul style="list-style-type: none"> <li>Outreach, establishing contacts and rapport building with migrant workers and their families</li> <li>Organizing labour meetings and workshops</li> <li>Awareness building on issues of migration and services at the community level</li> <li>Undertaking registration and issue of ID cards, providing legal assistance, legal literacy meetings, financial literacy meetings, post-training follow-ups of trainees, linkages with social security and all other centre's services</li> <li>Interaction with important stakeholders – bank officials, contractors, employers, hospital officials, government officials etc.</li> <li>Survey and data collection related to profiling of workers and documentation of centre's effectiveness and impact of services</li> <li>Work counselling of candidates</li> </ul> | <p>Educational Qualifications: Graduate with at least 2 years relevant experience</p> <p>Technical Skills/ Aptitude: Community mobilization and rapport building, able to work in a team, two-wheeler driving</p> |
| MIS, Accounts and Admin Assistant      | <ul style="list-style-type: none"> <li>Management of all service related documentation at the centre level</li> <li>Management of programme MIS and its sharing with senior management/external support agency</li> <li>Administrative and logistical support to MSC program team</li> <li>Reception of workers walking into the centre and maintaining required records</li> <li>Book-keeping of all transactions and settlement of accounts at the centre level</li> <li>Ensuring necessary documentation, fulfilling of IT statutory requirements and providing Audit support</li> <li>Assistance in undertaking activities related to centre's administration</li> </ul>                                                                                                                                                                                   | <p>Educational Qualifications: Graduate (B.Com preferable), with at least 2 years' relevant work experience</p> <p>Technical Skills: Conversant with MS Office, Accounts management and Office Administration</p> |
| Data Entry Operator<br><br>(Part-time) | <ul style="list-style-type: none"> <li>Registration data entry, reporting and documentation of programme activities executed by the centre</li> <li>Data entry of the surveys undertaken by the centre's team</li> <li>Data entry related to all core services in soft form – word/excel/other software provided for the purpose</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Educational Qualifications: 12thStd and above</p> <p>Technical Qualifications: Conversant with MS Office especially Word, Excel and Power Point, Hindi/English typing</p>                                      |



| Designation      | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Qualification                                                                                                                                                                                                       |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office Assistant | <ul style="list-style-type: none"> <li>• Management of office – its furniture and assets and daily cleanliness</li> <li>• Receiving workers and other guests visiting the centre</li> <li>• Providing requisite hospitality support – cooking, preparation of tea, serving water, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Educational Qualifications: 8th pass</p> <p>Able to read and write well, manage basic communication</p>                                                                                                          |
| Office Assistant | <ul style="list-style-type: none"> <li>• Inbound Calls: <ul style="list-style-type: none"> <li>- Provide timely information on products and services or activities of the MSC as and when needed</li> <li>- Receive and store information or messages from families in the source location</li> <li>- Bridge communication gaps between migrant workers and their family members or other stakeholders like Gram Panchayat</li> </ul> </li> <li>• Outbound Calls: <ul style="list-style-type: none"> <li>- Support SRLMs/ SSMS on reaching out to migrant workers for research or to verify data or tracking purposes (Note: this calling service is only for exceptions or specific to occasions where the stakeholders need to hold a group meeting or bring alumni for meaningful interactions)</li> <li>- Support MSC team on core services</li> <li>- Support MSC team on calling for public or labour meetings, launch or disseminate information on new products and services and any action deemed suitable by the Centre Coordinator</li> </ul> </li> </ul> | <p>Educational Qualifications: Graduates from any discipline</p> <p>Should possess strong communication skills and multi-lingual</p> <p>Must have prior experience in development sector or working with labour</p> |

**Note:** For other roles/jobs, the MSC may detail other roles and responsibilities as relevant.

## 2.5 Space and Infrastructure

The physical infrastructure of the MSC could include the following:

1. Dormitory facilities: a dorm for 30 occupants as transit accommodation with bedding and storage space that can be used as the first destination for incoming migrant rural youth trained at DDU-GKY for an initial period of 15 days. This service can be offered for a period beyond 15 days, but not exceeding a period of 75 days in exchange for a small fee to either the candidates themselves or the PIAs who trained and placed the candidates. The candidates may be charged a subsidized fee, lower than the PPS of the DDU-GKY alumni (for further information, refer to the DDU-GKY Programme Guidelines). The overall size could be between 1,200 and 1,500 sq. ft.

2. A common room – that can be used a Conference Hall or Multi-purpose Hall when facilitating interactions with employers or other stakeholders, and as an activity room when such conferences are not scheduled. The common room could have a television with a cable connection capable of playing popular channels of the source state. The overall size could be between 600 and 1,000 sq. ft.
3. Three rooms – one to serve as the office and reception space for workers; one as a counselling room or interview room with adequate seating for 4 and a guest room to be used by the team during night-halts, or by the guests. The respective rooms should be suitably furnished and adequate power supply.
4. A Computer centre: should have 2-3 computers with its basic accessories such as a colour printer with scanner, UPS, a camera, a lamination machine and a broadband internet connection. It should be suitably furnished. This service is essential as most candidates may not have access or the ability to afford computers in their homes. The functioning of the computer centre could also become a source of revenue.
5. If the electricity supply is erratic or unreliable, the centre shall keep provision for a backup power supply, say, an inverter with adequate capacity.
6. A basic kitchen (optional) could be considered to prepare food for all in transit candidates and guests. This could also be an outsourced activity. Then in that case, the kitchen should be replaced with a dining hall with adequate furnishing.
7. Two toilets and bathrooms (separate for men and women) are to be considered.
8. The Counselling room can also be used as a Doctor's Consultation room, where routinely clinic must be maintained with a certified GP.
9. The office room or the Computer centre could also house a travel desk facilitating train and bus tickets for candidates for a small fee.
10. Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the centre.
11. Due care should be taken to ensure that persons with disabilities feel at home in the MSC with suitable ramps and other infrastructure built as and where needed.
12. A separate room with 2-3 tables for 2-3 call centre agents with suitable calling infrastructure

The overall space for the MSC may be planned as 3,000 sq. ft. to house the above, targeting a population of about 500 migrant rural youth. However, smaller units should be considered if the migrant population is limited.

### **Learning from the recent experience of Bihar in setting up a Migration Resource Centre (MRC):**

It may be better to acquire or lease physical infrastructure directly and outsource the management of the centre and its services to a professional team under a legal arrangement. It is suggested that pre-fabricated construction like rooms or dorms as available in the market be used to expand the physical infrastructure as desired to ensure that the MSC can be set-up and made operational in a very short time-frame. Some examples of such pre-fabricated constructions can be found at: <http://everestind.com/products/applications-11>. These are pre-fabricated steel buildings. Everest is one such manufacturer and this information is being provided for reference purposes only without prejudice.

## 2.6 Fixed and Recurring Costs of Migration Support Centres

The cost of setting up and running a migration support centre depends upon several factors such as location, human resource pool, geographical coverage, service offering, the revenue capacity of the centre etc. In order to encourage establishment of the MSC, DDU-GKY has committed a grant of Rs 10 lakhs for establishing of the MSC.

Key expense heads to be considered for operating a MSC include: Staff Salaries; Rent, Travel and Utility expenses; Outreach and mobilization; Development of IEC material; and Meetings, Workshops and special interventions. Approximately 50% of the total operational cost of a centre comprises of the Staff Salaries, while programme expenses such as campaigns, outreach and mobilization, service delivery and team capacity building account for around 25% of all expenses. Rent, travel and utilities and capital expenses such as computers, printers, lamination machines, furniture, motorcycles etc. make up the remaining 25% of costs.

## 2.7 MSC at a pilot scale

The table below provides an illustrative expense portfolio that could support establishing and operating of a MSC at a pilot scale, with the support of DDU-GKY.

| Expense Head                                                                                       | Remarks                                                                    |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Staff Salary Expense</b>                                                                        |                                                                            |
| Programme Manager – 1 no. (Part time)                                                              | Shared resource                                                            |
| Centre Coordinator – 1 no.                                                                         | Full-time resource                                                         |
| Community Counselors – 1 no.                                                                       | Full-time and/or part-time resource, numbers subject to the worker traffic |
| Call Centre Agents – 2 nos                                                                         | Full-time resource, numbers subject to the worker traffic                  |
| <b>Support Staff – 2 nos</b>                                                                       | Office boy/ Runners, full-time resources                                   |
|                                                                                                    |                                                                            |
| <b>Office Asset and Vehicle Expense</b>                                                            |                                                                            |
| Computers other accessories and furniture [Color printer, laminator, digital camera, and inverter] |                                                                            |
| PABX with 1 dedicated number & line                                                                |                                                                            |
| Relevant or applicable software(s)                                                                 |                                                                            |
|                                                                                                    |                                                                            |
| Vehicle Purchase and Maintenance Cost (1)                                                          |                                                                            |
| Vehicle Hiring Cost                                                                                |                                                                            |
| Fuel Cost                                                                                          |                                                                            |

**DDU-GKY**

|                                                                      |  |
|----------------------------------------------------------------------|--|
|                                                                      |  |
| Programme Expenses                                                   |  |
| Outreach & mobilization, events and campaigns                        |  |
| Migration Support Services                                           |  |
| IEC material incl. Resource material for Volunteers/<br>Team/Workers |  |
| Survey and studies                                                   |  |
| Hiring of Technical Experts                                          |  |
| Documentation and Storage/ Archival                                  |  |
| Calling (Outbound)                                                   |  |
| Overhead- rent, travel, utilities, AMC-IT                            |  |
| Books, Stationery and others                                         |  |

*Note: this is an indicative list.*





# आजीविका ब्यूरो

श्रमिक सहायता एवं संदर्भ केन्द्र गोगुन्दा  
श्रमिकों के लिए परामर्श, सहायता, प्रशिक्षण तथा  
रोजगार सूचना केन्द्र

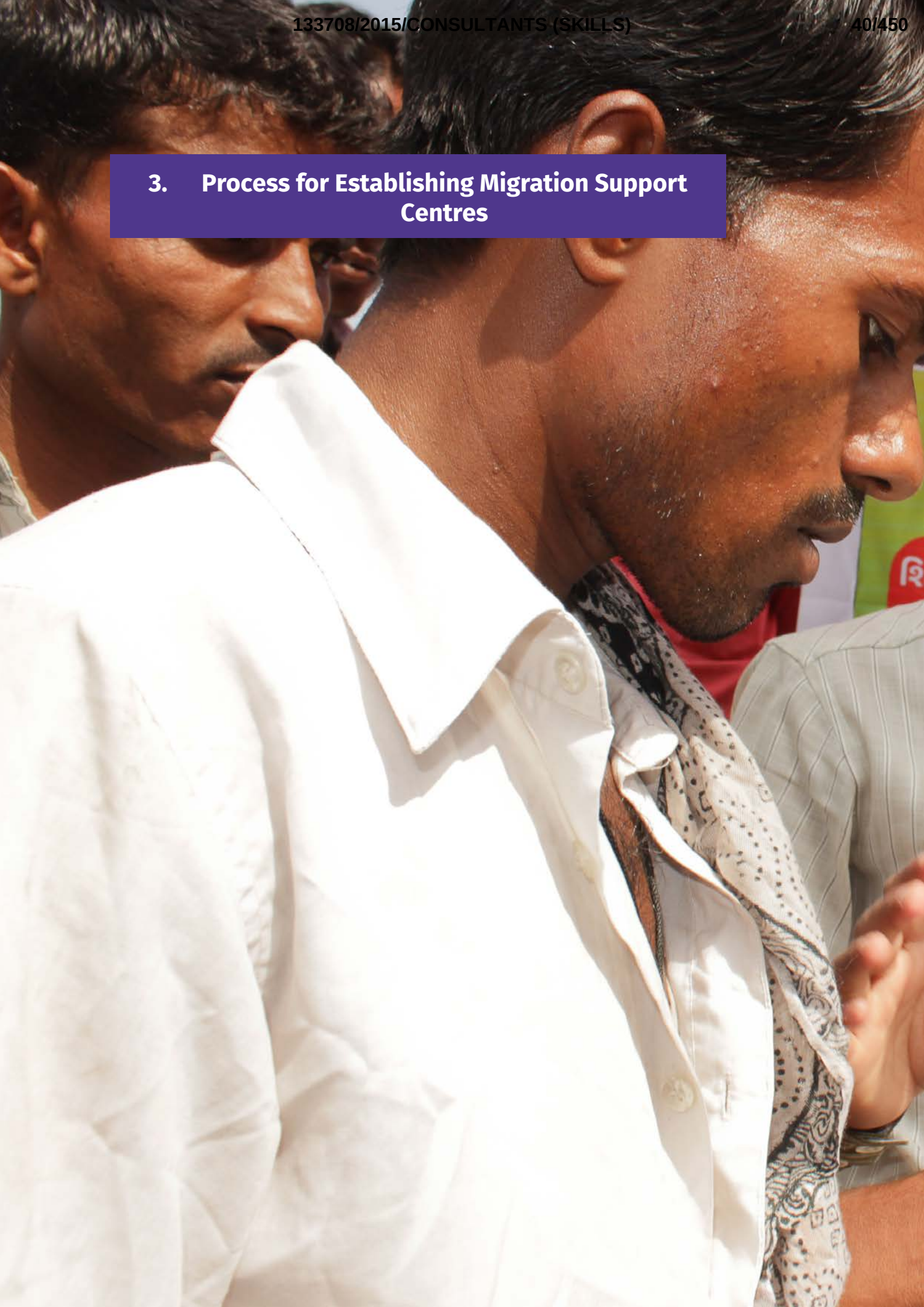


श्रमिक सहायता एवं संदर्भ केन्द्र  
नारोल अहमदाबाद

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### 3. Process for Establishing Migration Support Centres







### 3. Process for Establishing Migration Support Centres

While it is difficult to set-out a blue-print for how a MSC will evolve in a manner that will be relevant across all contexts, there are certain steps which are common and could be considered for establishing and operating a MSC:

- **Understanding the nature and dynamics of migration in the region** – This can be done by undertaking destination mapping exercises (involving listing of household with migrants), occupational profiling studies accompanied by discussions with workers to understand their concerns and service needs.
- **Undertaking extensive on-ground awareness campaigns and meetings** with migrant workers, local community and key stakeholders.
- **Initial service delivery** – Rather than rolling out all services at once, a centre can roll out services that are Core (and of immediate concern/need) aimed at trained candidates from the DDU-GKY. Given that in most occasions the MSC connectivity is established with the prospective beneficiary only after the job-placement is secured by the PIA, the MSC could start with adaptation support relevant for the new town/city. This is then followed by the identity establishment services, registration service, post-placement tracking of youth and counselling. [Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhaar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]
- **Public inauguration of the MSC** – This is important from the point of creating visibility for the MSC and the services it proposes to offer to the community. This must, however, be done after some basic services get established.

#### 3.1 Some Do's

- **Approachability of the MSC is a critical parameter.** The MSC should be conveniently located such that workers can reach it with ease - preferably close to a bus stand/ railway station/ local market/ government offices, etc. They can also be set up close to either the work sites or industry cluster or residence of the targeted migrant community. In choosing the location of the Centre, a fine balance shall be maintained between the scale of outreach and proximity to the target group.
- **One of the defining features of the Centres is its accessibility to the community.** Efforts should be made to keep the MSC within the reach of migrants and also to adapt its functioning to suit the migration and work cycle of migrant workers and provide a safe, enabling environment for them. For instance, the opening and closing time of the Centre should be adapted to the convenience of the workers. In cities workers find it difficult to come to the office during daytime, as they are at work. The centre can chose to work in the morning and late evening hours. Alternatively, it can work on a Sunday, which is a holiday for most workers. In turn, the Centre's team can take a leave on a regular weekday.
- **During office hours, the Centre shall always be kept open and be available to workers.** The team must ensure that the Centre is manned by at least one person, when they go away for field visits and other outreach related work.
- **Call centre at the MSC should be available during peak traffic hours and holidays as well in addition to the office working hours of the MSC.** The team must ensure that the call centre is adequately staffed in shifts to ensure that the Help-line facilities are active and available when migrant workers are free and can call/ walk-in

- Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the Centre.

**Access to successful trainees or alumni of DDU-GKY:**

The MSC Operator shall continually be in touch with respective states SRLM or Skills Mission, who enable placements within the operational jurisdiction of the MSC from the specific state. On completion of every batch of placements, the PIAs, through SRLMs or states Skills Missions shall share the relevant details of the successful trainees to the respective MSC Operators within such geographies. The MSC Operators shall therefrom directly connect to the respective DDU-GKY Alumni, and extend their services to their specific needs.





#### 4. Migration Support Centres – Outreach Strategies and Activities





## 4. Migration Support Centres – Outreach Strategies and Activities

One of the key challenges faced by MSCs during their initial period of establishment is the ‘outreach’ and ‘mobilization’ of the target community. However, if the outreach and mobilization are systematically and strategically planned and implemented, the same could enhance the effectiveness of the reach and response. Some of the suggestive thumb-rules for planning an effective outreach, to mobilize migrant or displaced communities at their destinations, include:

- Aligning the outreach efforts in-sync with the migration cycles or the batch-arrivals as indicated by the DDU-GKY communication
- Building a strong cadre of volunteers and involving them in the activities of the Centre
- Good communication and connect to opinion leaders within the community who can effectively convey the Centre’s message to the migrants with conviction
- Build relationships through multiple touch-points or conversations with migrant workers and their families at source
- Maximizing on the short windows of interaction with creative capsules of information

In cities/ towns, it is difficult to find a suitable window for interaction with workers as they are employed and cannot find time for meetings, during the course of a working day. It is also difficult to gain their trust, as being new to the city/ town, they are usually quite cautious and do not open up to strangers. Some activities and strategies that can aid in reaching migrants more effectively include –

### 4.1 Labour Meetings or Community Meetings

Regular meetings of migrant workers and their family members shall be organized by the community counselors. Some of such meetings could be general outreach meetings intended to disseminate information about the MSC and its entire menu of services (relevant for the target communities). Others shall include community-level meetings (including workers) and meetings to address specific issues/ service requirements, depending upon the maturity of the relationship between MSC staff and the community. For instance meeting for event- specific mobilization, spreading awareness about social security and related welfare schemes, conveying information about the legal counselling and mediation services could be held.

It is ideal to organize these meetings in small groups of 15-25 people, as the interaction can then get deeper. Each MSC shall conduct 3-6 meetings in a month. It is advisable that the meeting is planned well in advance – its purpose and content, structure and delivery strategy to ensure greater effectiveness. Prior preparations shall also mean targeted community mobilization specific to their priority needs i.e. specific objective-oriented meetings.

#### 4.1.1 Prior Preparations for Labour Meetings

Prior preparations for Labour meetings shall be carried out at two-levels: (a) MSC-level; and (b) Community-level.

- MSC-level preparations will involve:
- Content of the meeting
- Approaching the target community
- Tools and modules to be adopted

The contents and approach of the meeting shall be finalized for various target groups keeping in mind their age, gender, education level, social affiliations and other parameters. For instance a meeting on labour rights would have varying content and would be conducted differently for educated male workers compared to relatively less educated male workers.



Based on the target groups, specific tools and exercises may be developed. The use of creative media (like games and other fun involved activities) with youth help in capturing their attention, whereas experience suggests that in case of female workers, exercises and games may be used to deliver the core messages itself.

Community level preparations will involve:

- Identification and contacting of key persons/volunteers among the target-group of workers, particularly if there are multiple groups scattered across the city
- Engaging volunteers to assist in mobilizing workers for the meeting
- Preparing a list of tools and material needed for the meeting and arranging them at least a day earlier
- Selecting an appropriate venue for the meeting, if held outside of the MSC
- Finalizing the timings of the meeting based on availability of the group as a whole, and communicating the same with reasonable notice-time
- Keeping in mind the dates of major festivals and social events when workers are more likely to move back to their hometowns
- Confirming the availability of a resource person (for example lawyers) if required for the meeting

#### 4.1.2 Integrated Outreach Campaigns

The primary objective of conducting integrated outreach campaigns is to impart awareness to the target community and promote the services offered at the MSC.

**Labour post (Naka) Campaigns<sup>7</sup>** – The MSC shall map all the important nakas within the neighbourhood geography. The MSC shall identify certain strategic nakas and undertake daily campaigns there. One of the criteria for selecting the nakas could be the linkages with prominent source areas from where the workers were displaced. It is best to organize these campaigns in the morning, before workers disperse for work and/or in the evening when they are at leisure. Once a labour post is selected, the MSC team along with identified volunteers shall ensure regular visits to the location.

For workers from other work sectors such as domestic workers, head-loaders, factory-workers, the MSC can organize special meetings at their residential areas. This can be done in the evenings when the prospective beneficiaries are back from work. Outreach visits to work sites can also be undertaken, though they would need to be brief and well targeted with due permission from supervisors or contractors.

**Places of Interest:** labour hot-spots like gardens in an industrial area or tea stalls also witness large gatherings during lunch-hour. Such places should be mapped and used to make contact with opinion leaders of the community. Such locations should be used for informal meetings or providing notices for meetings at least 1 day in advance.

**Outbound calling:** Outbound calls to migrant workers, alumni and other community support staff (Volunteers) as a reminder or invitation for the program. Such outbound calling activity must be done at least 1 day in advance to the actual event or meeting.

**Help-line service:** Inbound calls for timely information dissemination as well as record attendance or absences from such meetings. Information dissemination is one of the larger roles of the call centre and it should be ensured that all call centre agents are properly advised on upcoming events and campaigns of the MSC. Ideally, the conversation should also be scripted to ensure effective delivery where and when needed

<sup>7</sup> Labour posts or nakas are good catchment areas where the Centre can reach out to large number of workers in the vicinity, especially those employed in the construction sector.



## DDU-GKY

Some suggestive tips to make the campaigns more effective –

- Colorful canopies decorated with IEC material can be used to draw people's attention
- Local representatives and volunteers should be involved in planning and execution of the campaign
- The campaign can be physically located at a bus stand or at popular eateries or any other popular meeting point
- Vehicles decorated with IEC material may be used as it helps cover a larger geography. As far as possible, the MSC should encourage the use of word-of-mouth. In case of larger community oriented messages, it could work better to record communication interspersed with popular music and played through loudspeakers.
- Audio-visual devices could be used to grab attention. Some organizations have developed radio programmes that are run during these campaigns to attract the public/workers' attention.
- Posters and banners in public areas and at frequently visited locations is recommended. Local tea-stalls and paan-beedi outlets could also serve as poster points. However, the posters should not be stuck. They should be hung such that they can be removed.

### 4.1.3 Special Stakeholder Meetings

The MSC shall regularly reach out to its key stakeholders – Government officials (especially from the labour department), bank officials, corporate establishments, other NGOs working within the geography. These could be carried out through targeted visits, where MSC representatives update the stakeholders about the developments at the Centre and seek required support. This will build credibility for the Centre's work.

#### The most critical thing in outreach is...the team

Representatives of the MSC or the Programme Team of the MSC play a vital link and role in any successful outreach. Often, it is the person and his/her demeanor that attracts or deters workers from the Centre. This will require developing a personal connect with the target workers, endowed with empathetic listening.

Technology may be leveraged appropriately to establish and sustain consistent connectivity with the target workers/ communities. Periodic tele-calling and/ or SMS updates could also be adopted for updating the target workers/ community on the various features (existing and new) of the services rendered at the MSC. This could also facilitate information sharing on specific services requested by the beneficiaries say, collection advice on identity cards, details and due-date for payment of insurance premium, etc.

### 4.1.4 On-invitation meeting of workers

Centre Coordinator and Community Counselors shall constantly encourage workers and the target community to visit the Centre. Key advantage include: undivided attention, adequate time to introduce full-range services of the Centre, community members transforming into the role of ambassadors for

### How to receive a worker at a Centre?

The experience that a worker has when visiting the Centre for the first time will determine the longevity of his/her relationship with the Centre. The set-up of the office should not be intimidating for the workers. The visitors shall be greeted with respect, empathy and made to feel comfortable. Most of visitors may have had grueling experiences of visiting other offices, made to run umpteen times for seeking a small service and they are most likely to approach the MSC expecting similar treatment. Therefore, MSC shall try and ensure that this Centre breaks the myth surrounding 'offices' – by making them feel comfortable, ensuring that they sit on a chair with the Centre team as equals, and the services are extended with utmost professionalism, making workers feel that it is their space, their own Centre – *Mazdooron ka Kendra*. *Care must be taken to ensure that the MSC does not become a proxy office of the State Government or typified to a particular community or occupation only.*

#### 4.1.5 Visits to the Source Location of Migrant Workers

Linking the source and the destination is an important part of the operational strategy. This is unique to an intervention focused on migrant/ displaced workers. Field teams at both Centres – at source and the destination – shall make regular visits to the other end of the migration corridor as an integral part of their outreach efforts. Such visits can be planned for 2-4 days, depending on the distance between the two locations. This, however, comes at a relatively mature stage of the programme – at least after a year. The respective State's SRLMs/SSMs must travel to the MSC frequently and ensure that they are in touch with the migrant community, keeping them abreast with developments in the state and offering other help or services.

The Centre's team at the destination can make visits to the native place of origin of workers, especially during festivals when most migrants return to their homes. This serves as an excellent opportunity of building rapport with the target group. It also helps the Centre to tide over the lean period in destination end activities, when workers are away on such holidays.

It is most useful to include a local like-minded organization to participate during these visits. Migrants can be introduced to those organizations and encouraged to reach out to them. Synergies can also be built in within different services with the partner organization at the other end.

For better results, the team must undertake good planning beforehand. The rapport built at the local migrant community level can be leveraged in planning of the visits. Data captured on the location of migrants by way of the registration process can be put to use for a better planning of these visits. The team may also collate specific contact information of senior community leaders so that the visit can be made more purposeful.

The PIA and its trainers play a critical role in the native or source region of the candidates. The MSC personnel must endeavour to organize meetings at the PIAs for returning or holidaying migrants to ensure the relationship is strong and candidates feel at home at the training centre. The opportunity of interaction can also be used for several purposes like motivating other candidates in training, briefing candidates about employment, work conditions and expectations, experience of living in the city and brushing up on soft skills, solving problems with trainers and counselors etc.

#### 4.1.6 Leveraging other supportive interventions

To build a better rapport with workers, the Centre must try and participate in their festivities and special events. The Centre can also organize special cultural, sports or other entertainment events for workers such as bhajan sandhyas (community prayers) etc. Workers have limited opportunities for entertainment in the city and through these activities a space can be created for an interaction.

Health camps are another very effective means of outreach in the cities, where it is difficult to find an avenue to engage with workers. The MSC could run registration camps or other service related meetings alongside the health camps.

#### 4.1.7 Voice communications with migrant workers at destination and families at source

Voice communications are a support activity to all engagements on behalf of the MSC.

Outbound calling to migrant workers in destinations or registered members of the MSC is to:

- Disseminate timely information on availability or access to events, products and services offered by the MSC. For instance, the call centre team could support the Volunteers in organizing labour meetings at the MSC or at Labour nakas as the case may be.
- Support counselling and research interventions at the behest of the MSC coordinating team or the SRLM/ SSM of the state, on matters relating to work, or to support tracking interventions. However, it is to be noted that the call centre team is not to perform the core task of post-placement tracking on behalf of DDU-GKY PIAs
- Act as a communications bridge between SRLM/SSMs or MSC or families of migrant workers on messages, events or visits or researches being planned or facilitate alumni interactions at the source or at DDU-GKY PIAs prior to placements. Such communication is purely to facilitate exchange of information

Inbound calls from migrant workers or registered members of the MSC are usually to seek information. Call centre agents should:

- Provide information on upcoming events and activities at the MSC, New products and services being launched at the MSC and others deemed essential by the MSC Centre Coordinator and / or the SRLMs/ SSMs
- Identify and record problems or issues as 'first information' and provide information/ feedback to concerned members of the MSC team and/or its engaged experts. For instance, if a worker calls to complain of an incident at work, the same needs to be recorded and shared with the MSC Centre Coordinator and Legal or Para-Legal teams engaged with the MSC for suitable action or consequence.
- Serve as a Help-line and facilitate the delivery of a product or service or information regarding the same. The interaction again should be recorded and provided as information input to the relevant officers of the MSC and/or its engaged team of experts. For instance, if a worker calls and seeks information on getting a gas connection, the entire information or process as applicable and offered by the MSC should be provided on phone. It should also be recorded and action should be initiated with the concerned team at the MSC, like filling of a Gas Application

form. The services of the Help-line should also extend beyond the normal services offered by the MSC where possible. For instance, if a migrant worker calls for information on trains to a particular destination, the call centre agents should be able to recommend suitable trains and dates for the journey. This can be facilitated through online services and the call centre agents should be able to access information online and provide the same.

- Inbound calls from families at source are mostly contact services. The call centre agent should be able to collect a message and pass it on the worker at a later convenience.
- Inbound calls from other stakeholders are for information services. The call centre agents must have access to the upcoming calendar of events and activities at the MSC to be able to provide timely information.

### How to make or receive a call from a worker?

Most migrant workers will have limited access to outgoing calls, as they will mostly be using pre-paid connections in the city. Telephonic communication technology like IVRS (Interactive Voice Response Systems) are time consuming and lengthy. They also block the communication line for a longer time per instance. It is preferred that the call center is manned by people and the worker is greeted and spoken to by a human voice each time. Due to the nature of their work, long conversations must be avoided. When receiving a call, the agent must immediately record caller details, inquire about a suitable time and call back at the time band given. In the case of making calls, the call center agent must engage with workers and provide information in a timely and brief manner. As far as possible, call center agents should be fluent in the regional or vernacular language of the worker and must use the same in every conversation. This will foster familiarity. Also, call center agents must record all conversations. Every attempt must be made to ensure that workers do not have repeat or go through lengthy data gathering activities on the phone unless specifically requested by the SRLM/ SSM or the MSC Coordinator. Every conversation should be ended with a greeting and indication of response time where needed.

## 4.2 Records and Documentation

The Centre team must maintain rigorous documentation of the visits made to the Centre, as well as the persons reached through the various modes of outreach. A standard template may be used to capture details of the target workers, nature of request and required follow-ups.

Some of the illustrative formats for maintaining records of the target community, including visitors are presented herein:



Illustration 1: Report of Labour Meetings/ Seminars

|                                                                                                                         |                                 |                                         |               |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|---------------|
| Migration Support Centre: .....                                                                                         |                                 |                                         |               |
| Report of Labour Meetings/ Seminars:                                                                                    |                                 |                                         |               |
| Date:                                                                                                                   | Location:                       |                                         |               |
| Time: ..... to .....                                                                                                    | Identity of Target Group: ..... |                                         |               |
| No. of Migrants Participated:                                                                                           | Malev.....                      | Female.....                             | Children..... |
| No. of DDU-GKY Alumni among migrants:                                                                                   | Male.....                       | Female.....                             | Children..... |
| Topics & Services Covered in the Campaign:                                                                              |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| MSC Services promoted/ linked to target group:                                                                          |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar                                 |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| Signature of Centre Coordinator                                                                                         |                                 | Signature of Officer-in-charge of Event |               |
| <b>Note:</b> Separate list of DDU-GKY alumni participants (or attendance sheets with signatures) needs to be maintained |                                 |                                         |               |

## Illustration 2: Report of outreach campaign

| Migration Support Centre .....                                                                                                                                                                           |                                 |              |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------|---------------------|
| Report of Outreach Campaign: .....                                                                                                                                                                       |                                 |              |                     |
| Date: .....                                                                                                                                                                                              | Location: .....                 |              |                     |
| Time: ..... to .....                                                                                                                                                                                     | Identity of Target Group: ..... |              |                     |
| In this campaign a canopy was set and information regarding various services, schemes, security and rights were provided to migrants. In this campaign, direct services were provided to ..... migrants. |                                 |              |                     |
| No. of Migrants Participated:                                                                                                                                                                            | Male .....                      | Female ..... | Children .....      |
| No. of DDU-GKY Alumni among migrants:                                                                                                                                                                    | Male .....                      | Female ..... | Children .....      |
| Topics & Services Covered in the Campaign:                                                                                                                                                               |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| MSC Services promoted/ linked to target group:                                                                                                                                                           |                                 |              |                     |
| 1. Registration                                                                                                                                                                                          |                                 |              |                     |
| 2. Migrant Attendance Diary                                                                                                                                                                              |                                 |              |                     |
| 3. Registration to BOCW                                                                                                                                                                                  |                                 |              |                     |
| 4. Health camps/ doctor consultations                                                                                                                                                                    |                                 |              |                     |
| 5. Remittance services                                                                                                                                                                                   |                                 |              |                     |
| 6. Labour disputes registered                                                                                                                                                                            |                                 |              |                     |
| 7. Youth counselling                                                                                                                                                                                     |                                 |              |                     |
| 8. Linkages to Pension schemes                                                                                                                                                                           |                                 |              |                     |
| 9. Linkages to Insurance                                                                                                                                                                                 |                                 |              |                     |
| 10. Linkages to Utility services                                                                                                                                                                         |                                 |              |                     |
| 11. Voters ID/Ration Card/PAN Card                                                                                                                                                                       |                                 |              |                     |
| 12. Others (specify .....)                                                                                                                                                                               |                                 |              |                     |
| New Contacts with Volunteers/ Shramik Mitras                                                                                                                                                             |                                 |              |                     |
| Sl. No.                                                                                                                                                                                                  | Name                            | Occupation   | Contact Coordinates |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |

Illustration 3: Report of Source Visit

| Migration Support Centre .....                                                                                                     |                                 |                                         |                |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|----------------|
| Report of Source Visit: .....                                                                                                      |                                 |                                         |                |
| Date: .....                                                                                                                        | Location: .....                 |                                         |                |
| Time: ..... to .....                                                                                                               | Identity of Target Group: ..... |                                         |                |
| No. of meetings conducted during the visit: .....                                                                                  |                                 |                                         |                |
| No. of Migrants Participated:                                                                                                      | Male .....                      | Female .....                            | Children ..... |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar</b><br>.....<br>.....<br>.....<br>..... |                                 |                                         |                |
| Signature of Centre Coordinator                                                                                                    |                                 | Signature of Officer-in-charge of Event |                |

Illustration 4: Footfall Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of visit | Qualification (Skill) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|------------------|-----------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |

Note: \*From where did the individual know about the MSC OR since when the person is aware of the MSC

Illustration 5: Voice record Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of Call | Next Action (record follow-up activity as promised on call) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|-----------------|-------------------------------------------------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |





**5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres**





## 5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres

Collaborations enable bringing together complementing services and support, packaged to respond adequately to the requirements of the migrant workers. Establishing key partnerships with various stakeholders also enables greater visibility of the Centre and helps build greater credibility of migration services within the target community.

### 5.1 Key Stakeholders and Partners Agencies

The Centre should identify its important stakeholders and work towards establishing a good working relationship with them. Some of the key stakeholders that the Centre may reach out to on a regular basis are as follows –

- |                                                     |                     |                                                     |
|-----------------------------------------------------|---------------------|-----------------------------------------------------|
| • Migrants for employment                           | • Local community   | • Local administration                              |
| • Local self-governance bodies such as Municipality | • Corporate bodies  | • Other civil society organizations working locally |
| • Employers and contractors                         | • Opinion leaders   | • Local businesses                                  |
| • Labour collectives and volunteers                 | • Labour Department |                                                     |

The Centre shall ensure regular contact and active engagement with the labour department and Government offices, including providing information on the events it organizes and sharing updates on its operations. Several entitlements are rolled out from these offices and hence a sustained relationship with these bodies can expedite the linkage of migrant workers to various Government schemes and services.

The Centre shall work closely with the Local Self Government (LSG) bodies/ municipal bodies in order to secure support for its work and its beneficiaries. Concerns related to basic facilities, sanitation, water supply and others could be voiced by the beneficiaries to the local administration, either directly or through the Centre. Ward members can also play a critical role in the delivery of migrant registration and validation services. The Centre shall regularly conduct sensitization workshops for various LSG members such as the ward members etc., on the key challenges and possible resolutions for co-existence of migrant population. Organizing interactions between the municipality officials and the migrant workers is yet another initiative that shall be taken by the MSC.

Regular interaction with the local Police station is of utmost importance to the Centre. Often workers complain of harassment at the hands of the State authorities and/ or local community. Enabling an environment where migrants and the local administration get to interact with each other and become aware of each other's concerns can go a long way in providing a good, amicable environment to a migrant/ physically displaced person in an unfamiliar location. Further, a strong rapport with the local police administration can help significantly in resolution of some worker disputes, identity validation, etc.

Forming liaisons with local businesses, corporate bodies and banking institutions also play a major role in making the Centre a success. For instance, local businesses may provide opportunities for direct placement of workers in jobs and/ or enabling career progression opportunities; some larger corporates may also assist in offering well designed life skills and soft skills training. Local bank

branches and Block level Banking Committees provide a useful platform to learn about various affordable financial services for migrant/ physically displaced workers and aspiring entrepreneurs among them. Hospitals and local clinics especially those which are close to worker habitations and working sites shall be in active network of the Centre. The Centre should also try to reach out to large health establishments, both in the Government and private sectors, and develop a working relationship with them. Support from hospitals and health institutions can help significantly in conducting health camps and health awareness events for the target community.

Other civil society organisations are an important stakeholder since they can provide good insights into the experiences and needs of the community. In cases where there isn't a corresponding source Centre, the destination Centre can build strong partnerships with NGOs in the relevant source areas to deliver migration services efficiently both at source and at destination. Worker collectives can also help the Centre in reaching out to larger groups of workers and enabling necessary services. Some of the registration work may also be carried out with the help of worker collectives.

The Centre could also set up an Advisory committee from within the local community to act as a sounding board. This committee could comprise of locally respected and influential individuals and leaders such as school teachers/professors, retired Government officials, police officials, lawyers, social reformers, activists, media-persons etc. This committee shall perform a key role of providing guidance and feedback on the performance of the Centre. It shall help the Centre attain greater credibility in the local community, and also act as a body which establishes accountability of the Centre towards the community, so that its services remain relevant and the team remains committed to the cause. The committee may meet on a quarterly basis to review and comment on the activities of the MSC and provide necessary guidance.

The local community is another important stakeholder that the Centre must reach out-to on a regular basis. Ensuring a good rapport with the community could help the Centre and also identify volunteers amongst them who can further act as extended arms of the Centre, enabling a greater outreach of services.

## 5.2 Key Tasks to be performed

Following are the key tasks to be performed by the Centre:

- Organizing sensitization workshops for key stakeholders, ideally at the Centre to introduce them to the Centre's mandate, range of services and facilities being provided and to seek their complementing and enabling support in delivery of migration support services
- Regular visits to Government offices at the labour department, other Government departments, banks, hospitals to apprise them of the Centre's mandate, its services and seek support in its execution, and to engage them on targeted events
- Organizing interface workshops with police department officials to facilitate exchange of information, concerns and advise and access to grievance redress mechanisms
- Organizing advisory committee meetings once every quarter to consult, inform and to seek guidance



**DDU-GKY**

- Organizing media workshops or briefings to share updates and developments at the Centre
- Organizing interaction with contractors and employers to share information, concerns, seek cooperation and collectively arrive at possible solutions
- Organizing orientation and sensitization workshops for volunteers, monthly meetings and provide the required capacity building inputs for increased effectiveness

**In addition to the above, the following tasks shall be specifically carried out, targeted towards the DDU-GKY Alumni:**

- Organizing peer-network and alumni meetings of DDU-GKY alumni
- Organizing SRLM briefing meetings on the MSC services and interactions with alumni
- On engagement by the SRLM or SSM, carry out research investigations to complement or supplement the post-placement tracking of the DDU-GKY alumni in cases of exception

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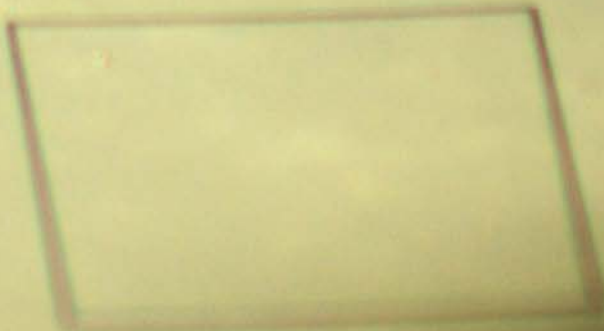
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क सहायता एवं संदर्भ केन्द्र



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## श्रमिक हाजरी डायरी



श्रमिक का नाम

श्रमिक का नाम



## 6. Core Migration Support Services







## 6. Core Migration Support Services

The MSC is itself a facilitation centre that provides timely information and support where needed by way direct interaction and engagement in person with the migrant workers as well as their families in source locations on occasion.

Information and support should be made accessible to migrant worker by way of voice contact as well (telephony to a Help-Line). This is an essential part of the service delivery program as coming and going to the centre may be a time consuming exercise or journey. The Help-Line should be managed by call centre agents, under direct supervision of the Centre Coordinator and where each agent functions as a Community Counselor as well as first point of contact for the completion of expert driven services.

### 6.1 Help-Line Services

When migrating is necessary, the MSC's primary roles lies in mitigating risks associated with migration. The biggest risk is access to services in itself. While the MSC can facilitate several challenges faced by migrating youth, it needs registration and face-to-face interaction or physical availability at the centre. Physical presence and interaction is only possible after the migrant has reached the destination location. However, there are several tasks to be performed while planning, packing and leaving for the destination by the youth. Some of these are critical for success in joining placement in a timely manner, and for job retention on the whole. Even after reaching the destination and joining work, it may not be possible for candidates to visit the MSC frequently, due to either paucity of time or inconvenience in terms of distance to travel etc. However, such lack of physical access to the MSC should not become a limiting factor. Therefore, it is suggested that the MSC establish and operate a Help-Line as a primary or core service, whose functional delivery is to facilitate communication, aid the service delivery of the MSC by pulling in relevant audiences for various events, supporting the Community Counselors in their effort, pre-register candidates for events and activities where needed. The Help-Line will also be a single channel of communication or access available to relatives, family members and community left behind in source areas offering them communication facilitation in the event they are unable to establish contact or provide them with basic information on the service offerings of the MSC.

In order to put together an efficient Help-Line, the MSC needs to:

- Identify a toll-free number with 2 or 3 lines, both incoming and outgoing. It is essential that the Help-Line be an easy to remember number and should have some connect with the source state establishing the MSC. For instance Bihar should look for a Help-Line number that has the digits – 24427 (corresponding to Bihar on the alphanumeric keypad). This would be easy to remember among all migrant workers coming from Bihar.
- Populate the Help-Line centre with agents who are
  - i. Bi-lingual, should be able to communicate in the regional language as well as Hindi or English fluently.
  - ii. Minimum Graduates of any discipline or stream.
  - iii. Experienced – minimum 1 year of work experience post educational qualification in a respectable BPO handling outgoing voice-led communications
  - iv. Trained in all the services offered by and aspects of the MSC and its engagements with all its stakeholders by way of an Orientation Program of not less than 3 working days duration

- Ensure proper MIS of all activities undertaken by the agents. As all calls will result in some data interchange (from the Agent to relevant members of the MSC) or provision of information, it is essential that each call be recorded and suitable computerized MIS system be developed and used to track calls and establish an analysis framework (like trends). A sample log file is presented in the table below

Over-time, it is suggested that the Help-Line be extended to relevant social media platforms and messaging platforms to create a point of interaction as well as engagement with migrant workers. Such media expansion may be done once the sufficient database of registered members be generated as well as broadcast content may be prepared, like photographs and videos.

It is essential to note that the Help-Line is another channel of communication with migrant workers, but should not be used as the primary channel of interaction or engagement. Migrant workers must be encouraged to visit the MSC in person as often as possible, to ensure better relationships and better performance of services offered through specialist or domain experts who may be engaged with from time to time, for the delivery of said services.

**Illustration 1: Sample of Call Register or Log Record**

| S. No. | Name | Address and Contact Information | Call Date | Call Time | Duration of Call | Action Taken/ Information provided | Actionable/ Pending or Follow-up Action | Agent | Responsibility |
|--------|------|---------------------------------|-----------|-----------|------------------|------------------------------------|-----------------------------------------|-------|----------------|
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |

## 6.2 Registration and Photo ID Service

'Proof of identity' is one of the most pressing concerns of migrant workers. Despite the fact that rights to mobility and livelihood are enshrined as Fundamental Rights in the Constitution, possessing a valid proof of identity is a pre-requisite to asserting citizenship rights and access to basic services, especially in the case of long-distance, inter-State migration/ displacement of workers.

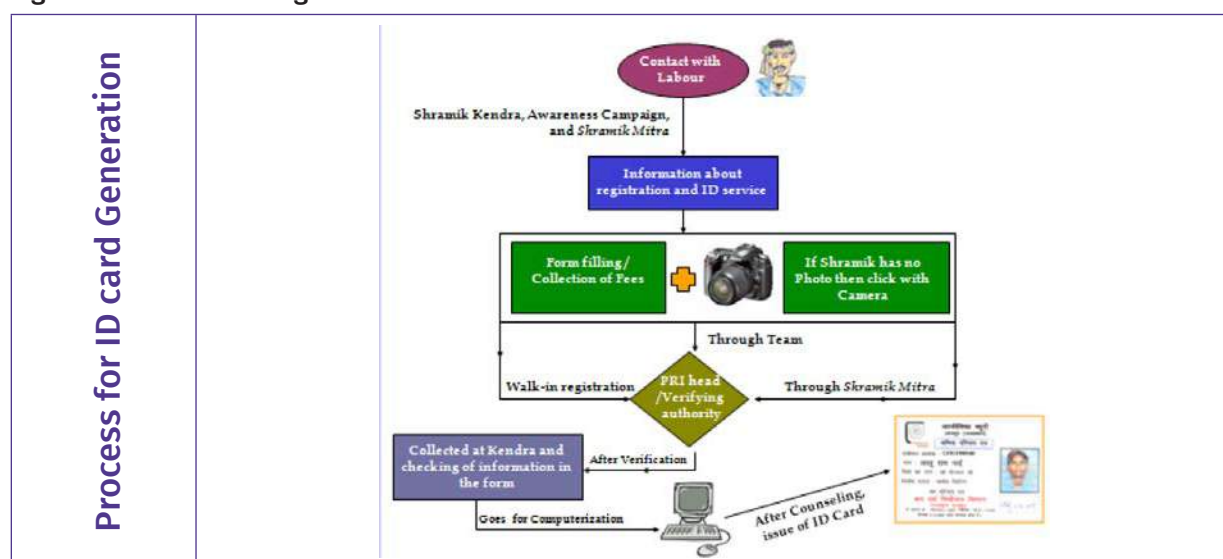
On a day to day basis, inability to produce an identity-proof greatly increases their vulnerability to be abused by public and many authorities including the Police, the Municipal Authority and others. Getting randomly picked for questioning, false implications in case of thefts and forcible evictions are very frequent occurrences in the lives of migrants. Absence of an identity proof also exacerbates the challenges related to access to basic services and entitlements. For instance, getting a SIM card for mobile phone service requires proof of identity; similarly to rent a house it is imperative to produce an identity proof, and opening a bank account too is a challenge as migrants are unable to produce the required proof of identity and residence. Absence of an identity credential has implications on migrants' livelihood as well. There are certain sectors such as hospitality, domestic work, driving, shops and establishments, which demand a high degree of trust and reliability in the employee. Unable to establish identity and validate their credentials, the migrant/ displaced workers are constrained from securing employment.

### 6.2.1 Process for offering Registration and Photo ID Service

The Centre can start by registering migrant workers and offering them a Photo ID, verified by suitable authorities. The Centre in partnership with the local PRI head and other relevant authorities, especially in the city, can offer a Photo ID, which contains important information including workers' domicile, trade, education, work destination and contact details. Information can be collected with the help of a simple form, checked by the Centre team, verified by relevant authorities, and then computerized with the help of a 'registration software'. Registration can be carried out by the Centre team or by well trained volunteers. The process of making the photo ID is explained with the help of a flow chart below.

The call centre may be used to provide information to migrant workers on the availability and use of identity information as well as to confirm appointments to ensure that the capacity is utilized optimally.

Figure 4: Process for Registration and issuance of Photo-ID



While giving away the ID, workers must be counseled on its usage and the importance of carrying it with them at all times

This service is primarily intended for workers with the following attributes:

- Age 15 years and above
- Income from blue or rust collar jobs – organized or unorganized sector
- Significant portion of the annual income is from a location where displaced due to job
- Destination – outside the administrative block

### 6.2.2 Linkages to Aadhaar<sup>8</sup> Identity Card

Aadhar Identity Card can serve as a proof of identity and address, and has now become essential to avail various entitlements. For the purpose of enrolling into the course DDU-GKY prescribes the need for cross-validation by Aadhar identity. However, in cases where such identity is not provided, the respective PIA under the DDU-GKY shall initiate registration and securing of Aadhar ID during the course of the training. Aadhar enrollment also requires the applicant to produce a proof of identity and address. However if a trainee/ alumni does not possess any document, they may take the help of an 'Introducer' as approved by the Registrar. The MSC may identify the enrollment Centre

<sup>8</sup> Aadhaar is a unique 12 digit individual number issued on behalf of the Government of India.

nearest to them by accessing the following link: <https://appointments.uidai.gov.in/easearch.aspx>. Furthermore, it is recommended that an appointment is made for enrollment by accessing the link <https://appointments.uidai.gov.in/>. For any grievances or information, one may make use of their help-line – 18003001947.

### 6.2.3 Stakeholder support for Identity Validation

The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), Sub-Divisional Magistrate (SDM) etc. in order to authenticate the ID card. More importantly, the MSC must lobby with various bodies such as banks, police stations, mobile service providers etc. in order to create wider acceptance of the migrant ID card as a valid proof of identity and address. The MSC shall also build ties with nearby Aadhar enrolment centres to facilitate speedier enrolment of alumni.

Aajeevika Bureau, an NGO based in Rajasthan has been offering registration and photo ID service to migrant workers, with the authorization of the State Labour Department. Use of this ID as a KYC document has also been recommended by the ex-Deputy Governor, Reserve Bank of India. A sample of these letters is attached in Annexures 4 and 5.

*Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY.*



[illegible]

## 6.3 Post-training and Pre-placement Support

Skill development is a significant step towards empowering the rural youth from disadvantaged backgrounds and enabling relevant employment and thereby securing their economic wellbeing. However, migration challenges become a deterrent to many who get displaced from their native locations to new locations for the purpose of securing better economic prospects. Therefore, in addition to skill development, pre-placement counselling for the DDU-GKY trainees, and post placement counselling of DDU-GKY alumni, are vital in ensuring job retention and success in the labour market.

Given that the pre-placement support services are a mandate of the project implementation agencies (PIAs), the MSCs, through a formal contract with the PIAs for a fee, at the leave of the SRLM/ SSM, have an important role in preparing candidates for their new work-life and life in the destination city, facilitating work readiness and migration through targeted information and services.

Contact with Alumni is an integral part of pre-placement services. The MSC through its call centre and outbound calling services should facilitate alumni interactions with pre-placement candidates to ensure that they have a friend before reaching the destination and organization. The call centre Help-Line shall also become a source of pre-placement information like directions to MSC, Services offered by the MSC like Identification, Accommodation etc. and pre-registration. It is however, to be noted that the Help-Line is not to be used as a tool to establish contact with employers and PIAs, enter into negotiations or other normal responsibilities of the DDU-GKY PIAs. For the purpose of building familiarity or facilitation migration services, the SRLM/ SSM may share the Help-Line information with pre-placement candidates.

### 6.3.1 Pre-placement Negotiation

MSCs should be engaged at this (pre-placement) phase only through a special request by the PIAs for destination related services and support as well as conversations with prospect employers. However, this plays a crucial part in ensuring successful and sustainable placements. Key negotiation elements at the pre-placement phase could include – provision of (as and where applicable):

- Social security (insurance, pension, medical benefits, maternity benefits etc.)
- Boarding and lodging facilities, if provided
- Pick up and drop facilities to and from the work site, especially in case of female workers, if provided or the provision of transport guidance, where provided
- One time meal facility at the work site (where appropriate/ provided)
- Salaries through bank accounts
- Regular provision of Salary slip or Joint Salary Certificate listing all the components of the salary payable clearly

These negotiations shall be undertaken by the DDU-GKY PIAs, who are mandated with training and placement of the concerned trainee. It is also suggested that the officers of the MSC accompany PIAs when visiting proposed workplace. During this visit, a quick reconnaissance of the work site shall be done in addition to identifying possible residential areas and eateries within the neighborhood. The DDU-GKY PIA shall negotiate a deal with suitable dormitories, eateries or caterers, hospitals etc. to support the target workers on his/ her arrival. Relevant personnel of the MSC may oversee the negotiation process for compliance or monitoring purposes. Several PIAs currently engage in one or

more such negotiations. For instance IndiaCan negotiates with HR contractors to ensure that longer distance and inter-state placements are accompanied by social security and support. Similarly, IL&FS also conducts a recce of the workplace and living areas prior to placements with the help of their migration facilitation desk in cities. One important information that the MSC must provide is the access to the centre from the nearest bus-station/ train-station so that migrant rural youth can reach the MSC easily.

### 6.3.2 Initial Accommodation and food for migrant candidates for a period of 15 days:

In cases where accommodation is not a part of the employer's offer to migrant candidates, the MSC should offer its dormitory services free of cost inclusive of 2 meals for a period of 15 days. One of the biggest challenges for youth is to find accommodation in an unfamiliar city immediately upon arrival. As a result, they tend to gravitate towards poor housing facilities or slums based on information provided by other workers in the same work-place or peer from the source villages. Subsequently, this dormitory services could be a paid service charged to the PIA. This will not only ensure that they are able to comfortably join work and look for accommodation closer to their workplace with responsible advice from the MSC, it will also ensure that all trainees join work as well as register with the MSC in the initial period itself.

In this service, it is suggested that the PIA enter into a contract with the MSC only through the SRLM/ SSM and it is suggested that the SRLM/ SSM may decide the applicable cost/ rent. The Help-Line may then be shared with trainees for facilitating easy access and familiarization services. The SRLM/ SSM may also share the Help-Line services to individual candidates seeking dormitory services of their accord. This service should be a free service only for a limited time-period, say 15 days from date of arrival.

### 6.3.3 Post-placement Arrival Support

Once DDU-GKY trainees are placed, particularly in towns/cities which are far away from their native places, MSC shall, on the arrival of the trainees at the city or town of their proposed workplace, provide orientation and familiarization support to allay their anxieties of migrating into an unknown (unfamiliar) geography. The experience of the DDU-GKY alumni at the new place of their employment, during their initial days of adapting into the new place, plays a vital role in determining their stability and sustained stay, in addition to its reflection on their productivity at work. The PIA and MSC may work together to provide such support. A member of the PIA and MSC may be present at the work place prior to the migrant's arrival. The Table below provides a checklist of orientation and familiarisation support:

| Sl. No. | Service                                                                                                                                                                                                                                  | WHEN                                                           | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | By WHOM                                                 |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1       | Providing information on the placement town/ city – For instance : <ul style="list-style-type: none"> <li>• Climate</li> <li>• Clothes to carry</li> <li>• Common phrases in local language</li> <li>• Important social norms</li> </ul> | Post placement, but prior to arrival of migrant in destination | Prepare a hand-out for each work location which can be provided to the trainee upon placement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | PIA with the support of MSC                             |
| 2       | Arranging accommodation and food for the first week or post the first 15 days wherein the dormitory services had been provided on payment by the PIA                                                                                     | Prior to arrival of migrant                                    | <ul style="list-style-type: none"> <li>• Under the Post Placement Support provision of DDU-GKY, accommodation and food for the first 15 days of placement could be offered for a fee.</li> <li>• Provide information about or build arrangements with local hostels or dormitories near the workplace. Youth hostels, YMCA, YWCA, working women hostels etc. may offer such facilities. Several of these hostels also offer a mess facility.</li> </ul>                                                                                                                                                                                                                                                                              | PIA with the support of MSC/ MSC with on payment by PIA |
| 3       | Familiarizing the migrant with the neighbourhood, particularly: grocery stores, eateries, clinics and hospitals, pharmacies, train and bus stations, police stations, post offices, theatres, cinema halls, places of interest etc.      | Within the first 7 days of arrival                             | <ul style="list-style-type: none"> <li>• The MSC shall build arrangements with various institutions, particularly local eateries/ catered tiffin services, clinics, hospitals and pharmacies and the local police station to ensure access to migrants.</li> <li>• The MSC shall prepare a hand-out with functional and utility details of the neighbourhood. This hand-out can be provided to the migrant upon arrival or registration.</li> <li>• MSC representative shall spend a few hours with the alumni to facilitate familiarization of the extended-neighbourhood.</li> <li>• In case of multiple placements at the same location, such orientation shall be done in groups in the form of an “Orientation Walk”</li> </ul> | MSC                                                     |



## DDU-GKY

| Sl. No. | Service                                                                                                        | WHEN                                | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | By WHOM                                     |
|---------|----------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 4       | Providing suitable information for accommodation as well as facilitating formal renting agreements with owners | Within the first 15 days of arrival | <ul style="list-style-type: none"> <li>The MSC shall build arrangements with certain housing societies and real estate agents to identify inexpensive but comfortable housing options for alumni (preferably closer to the workplace, if already known)</li> <li>In the absence of such prior-arrangements, a member of the MSC shall spend some time with the migrant to help them connect with reliable real estate agents to find suitable housing.</li> <li>The SRLM/ SSM may share the details of the alumni placed prior to their arrival to provide ample time for the MSC to make such arrangements</li> <li>The MSC must ensure that all rental arrangements be formalized as rent agreements to generate a valid form of local address proof as well as secure offer of premises for a fixed time-period so that the migrants can focus on their work</li> </ul> | MSC with consistent engagement with the PIA |
| 5       | Procuring a local SIM card for mobile communication                                                            | Within the first 30 days of arrival | With the help of the rent agreement, the alumni can be assisted in purchasing a local SIM card or transfer of their existing SIM card. In either case, once provided the MSC will register the new number or existing number in the record and share the information with SRLMs/SSMs the concerned PIAs for all their communication activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MSC                                         |

| Sl. No. | Service                           | WHEN                                                                                                                                                                     | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | By WHOM                                        |
|---------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 6       | Facilitating food/ kitchen making | Access to Tiffin catering services at reasonable rates or Application to respective organizations for a gas connection to be made as soon as rent agreement is finalized | <p>For Tiffin catering: MSC to identify and approve vendors of tiffins for migrant rural youth in terms of quality, cost and frequency/ timings as part of its services/ arrangements. Information on such then to be offered to all candidates. In case candidates prefer a new service offering their native food, the MSC should rigorously examine food quality and negotiate prices before empaneling the vendor.</p> <p>For a new gas connection:</p> <ul style="list-style-type: none"> <li>• Approach the nearest gas distributor to apply for a new connection (or in case of HP gas, an online application can be made)</li> <li>• Provide a coloured photograph and valid proof of identity and local address</li> <li>• Facilitate the provision of the smaller integrated gas/ stove unit to ensure that costs are affordable to migrant rural youth and/or their families.</li> <li>• Upon completion of the application, it may take upto 15 days for the connection to be established</li> </ul> <p>For transfer of a gas connection:</p> <ul style="list-style-type: none"> <li>• In case of a transfer, in addition to the valid documents, the migrant will have to obtain a Termination Voucher (TV) from the previous distributor in order to make an application in the place of residence.</li> <li>• Upon confirmation of placements, the PIA may counsel trainees to obtain necessary transfer documents prior to relocating to the work destination.</li> <li>• The MSC may assist the alumni in identifying authorized distributors in the destination.</li> </ul> | MSC with pre-placement period support from PIA |

## DDU-GKY

| Sl. No. | Service                                                                                                                               | WHEN                              | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | By WHOM                                            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 7       | Opening a bank account (DDU-GKY trainees already would have accounts with CBS compliant banks). Accounts need to be opened for others | Post placement, prior to arrivals | <ul style="list-style-type: none"> <li>For DDU-GKY trainees, financial information will be provided on nearest bank branches and the issue of ATM cards will be facilitated if available, with a counselling session on how-to use the ATM facilities. Operating the bank account, reading the account statements, keeping balances and managing funds should be a part of an information session to be organized with representatives of the bank.</li> <li>For others, It is suggested that bank accounts be opened after placements, but prior to the arrival of the migrant at destination</li> <li>Ideally accounts may be opened in banks which have a presence at the destination</li> </ul> | PIA with information support and guidance from MSC |

It is to be noted that in all the above services, the Help-Line may be engaged as an information dissemination service or for pre-registration purposes. In this respect, the Help-Line is to be used only as an inbound call service.

In addition to familiarization support, the PIA and MSC may also work together to address more subtle issues:

- (a) adapting to a new culture and environment (including local food availability);
- (b) adapting to a new work culture;
- (c) dealing with isolation in a new destination and building healthy social circles; and
- (d) preventing oneself from indulging in substance abuse and anti-social activities.

Given that there is a mandate for the PIA to track the DDU-GKY alumni for a period of 1 year after placement, the PIAs could collaborate with the MSC for information exchange, critical qualitative research where needed and counselling interventions where needed. At present such services are directly being rendered by the PIAs, e.g. PIAs such as YouthForJobs and IL & FS run a successful help-line and Call Centre and address issues such as home-sickness, isolation in the city, the inability to vote and concern for their own children's education. An innovation on this front by NIFA includes the provision of subsidized accommodation along with breakfast, tiffin services and entertainment during the first two months after placement.

The Help-Line/ Call Centre may be used as an extension of the SRLM/ SSM in their tracking efforts. Across a sample, the Call Centre may initiate verification of Post-Placement Tracking on behalf of the SRLM/ SSM. And in some exceptional cases, it may be used (with suitable domain experts) to investigate or perform qualitative research interventions to better understand work situation, problems and grievances of the placed candidates. This qualitative research shall be at the behest of the SRLM/ SSM only. The Call Centre is NOT to be used as an extension of the PIA team in post-placement verification. All cases may be referred to the SRLM/ SSM by the DDU-GKY PIAs who in turn may choose to employ the Call Centre.

### 6.3.4 Post-placement Tracking and Impact Assessment

DDU-GKY lays great emphasis on guaranteeing sustainable placement after training and enabling mechanisms that help track the career progression of each trainee. All PIAs are mandated to undertake tracking of the trainees for a year, and provide required counselling and facilitation support. As per DDU-GKY Guidelines 2013, Placement for the successful trainees is defined as continuous employment of the successful trainees for a period of not less than three months, and supported by a salary slip as evidence. It is important to have frequent follow ups with alumni in order to understand their changing needs and assess the impact of the training programme on their livelihoods and understand whether the skills training programme offered is relevant to industry's demand.

The MSC, as an extension of the SRLMs/SSMs should play an important role in monitoring and strengthening the post-placement tracking efforts on tracking the DDU-GKY trainees, in their respective locations. The MSC shall work closely with the DDU-GKY PIAs in undertaking the visits to work sites, offer counselling support and trouble-shooting and thereby create a strong feedback loop to improve the overall outcomes of the skill training initiatives of DDU-GKY. The MSC should also engage with employers to facilitate the provision of Salary Slip or Joint Salary Certificate where needed and update critical information to the PIAs within 30 days of migrants reaching and settling down in the city and their work roles.



Illustration 3: A suggested template (for information update to be shared with SRLM/ PIA):

| S. No. | Name of the Candidates | Aadhaar Number (if present) | Present Information                                 |                             |                                                        | PIA                               |                            | Date of Registration/ Arrival | Name of Employer/ Supervisor with contact number |
|--------|------------------------|-----------------------------|-----------------------------------------------------|-----------------------------|--------------------------------------------------------|-----------------------------------|----------------------------|-------------------------------|--------------------------------------------------|
|        |                        |                             | MSC Registration number (if different from Aadhaar) | Present Residential Address | Present Telephone Number (changed SIM from old number) | Name & Address of Training Centre | Name of Trainer/ Counselor |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |

At the instance of the SRLMs/SSMs the MSC should engage with relevant specialists and complete an Impact Assessment Study after a reasonable period (say 6 months). This study should comprise of a qualitative interaction (a minimum of 3 focus groups with at least 6-8 participants in each) among candidates to investigate change in lifestyle, culture and consumption, ability to work and grow, local integration, financials, prudence, savings and fund management between the migrant and the larger family in native source; and depth interviews (one-on-one) with employers (line manager, supervisors as well as HR team members) to investigate work performance, career making opportunities, issues and suggested improvements in training and work-readiness. In addition to the suggested impact assessment, the MSC should also do routine investigations around events like drop-outs or non-performance or excellence etc.

The Call Centre may be used to support the Community Counselors and Volunteers in facilitating research interventions where needed. However, it is advised that if the Call Centre is to be used for research conversations without a face-to-face interaction with migrant workers, then such conversations be performed by relevant domain experts specially made available for the exercise.

#### 6.3.4.1 Follow-up

As per DDU-GKY Standard Operating Procedures, each PIA is expected to share a list of the placed trainee with details of placement, geographic distribution and gender break-up with the District Mission Management Unit (DMMU). This also includes information on the contact numbers of coordinators, PIA representatives in charge and the employers. PIAs requiring the support of MSCs under exceptional circumstances at the leave of the SRLM/SSMs, shall share the same list to respective MSCs to facilitate the process of follow-ups.

While telephonic follow-ups are most convenient, a certain percentage of follow ups may be done in person to document their experiences in detail. Here, it is necessary to note that the MSC Call Centre shall NOT be used by the DDU-GKY PIAs in the follow-up exercise. It may be used as a back-up resource if other mechanisms or resources have failed to make contact. The MSC Call Centre may only be used at the direction of the SRLM/ SSM. The MSCs shall play an important role by undertaking work site visits to placed youth and secure first-hand report of the status and well-being of trainees, and adherence to the terms of employment by the employers. Information from the tracking process should be uploaded on a designated web-link established by DDU-GKY and/ or SRLM.

#### 6.3.4.2 Elements of Follow-up

A follow up discussion may address the following questions:

- What is the alumnus currently doing? – Working/ Studying/ Neither
- Is the alumnus currently working in the same organization or not?
- Is it relevant to the trade in which they underwent training?
- Was the training sufficient to meet the demands of job placed in
- How much do they currently earn wages/ salaries? Do they get other rightful benefits?
- Are they aware of a career path at the work-place?
- What have been their successes and challenges during the given period?
- How settled/ comfortable do the alumni feel in their current placement of work?
- Have there been any disputes with their employers?

The first 3 months after placement are most crucial and hence tracking and follow up during this period is critical. In light of the feedback, it is recommended that follow up and tracking be done with the following frequency:

## DDU-GKY

- **Immediate after completion of the training:** The MSC shall follow up with the successful trainees (being proposed for placement) for registration with MSC and inform them on location/ how-to reach etc..
- **Immediate after successful placement:** When candidates are placed, the MSC should follow-up for registration, provide counselling and identify issues and solutions where possible.
- **Three – Six Months after Completion of Training:** The first 3-6 months after completion of training are considered the most crucial months since they determine whether or not the DDU-GKY alumni will be continue in his/ her job. The urge and likelihood of diversions and moving back to their previous/ native location is extremely high during this period. Hence, the MSC shall follow up with the alumni regularly at this stage to provide support and counselling, if needed. The follow-ups can be undertaken in the 1<sup>st</sup>, 3<sup>rd</sup> and the 6<sup>th</sup> month, after completion of training.
- **Annual Follow up:** the MSC shall follow up with every alumnus once a year to understand their current situation. An annual get-together of alumni can be organized wherein alumni can discuss their successes, challenges and means of overcoming them.

It will not be possible for the MSC to follow-up with all placed candidates. Therefore, it is suggested that the MSC perform a full follow-up intervention only for a sample or in special cases as requested by the SRLMs/SSMs or PIAs. It is to be noted that the follow-up and tracking are responsibilities of the PIAs and monitoring agencies. The MSC is not a monitoring agency but a facilitation agency which should aim its services in achieving the objectives of DDU-GKY (facilitating migration and job retention) over time.

**Illustration 4: Trainee Follow-up**

Migration Support Centre-----

**Trainee Follow up Format**

Period-----

|                 |                                                              |                |              |                      |      |              |                      |
|-----------------|--------------------------------------------------------------|----------------|--------------|----------------------|------|--------------|----------------------|
| Name:           |                                                              | Father's Name: |              | Registration No.:    |      |              |                      |
| Training Skills |                                                              | Training Date  |              | Months               |      |              |                      |
|                 |                                                              |                |              | Year                 |      |              |                      |
| <b>1</b>        | <b>Information Regarding Pre Training Work</b>               |                |              |                      |      |              |                      |
| 1.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |
| 1.2             |                                                              |                |              |                      |      |              |                      |
| 1.3             |                                                              |                |              |                      |      |              |                      |
| 1.4             | Other Facilities                                             | Housing        | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| <b>2</b>        | <b>Post Training Information Regarding First Appointment</b> |                |              |                      |      |              |                      |
| 2.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |

|     |                  |         |              |                      |         |              |                      |
|-----|------------------|---------|--------------|----------------------|---------|--------------|----------------------|
| 2.2 | Place            |         | City         |                      | State   |              |                      |
| 2.3 | Wages            |         | Daily        |                      | Monthly |              |                      |
| 2.4 | Other Facilities | Housing | Free of Cost | Deduction from Wages | Food    | Free of Cost | Deduction from Wages |

|          |                                                            |             |              |                      |      |              |                      |
|----------|------------------------------------------------------------|-------------|--------------|----------------------|------|--------------|----------------------|
| <b>3</b> | <b>Information Regarding Present Work</b>                  |             |              |                      |      |              |                      |
| 3.1      | Work                                                       | Institution | Contractor   |                      |      |              |                      |
| 3.2      | Place                                                      | City        | State        |                      |      |              |                      |
| 3.3      | Wages                                                      | Daily       | Monthly      |                      |      |              |                      |
| 3.4      | Other Facilities                                           | Housing     | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| 3.5      | Is doing the same work in which he/she has been skilled    |             |              | Yes:                 |      | No:          |                      |
| 3.6      | If not, then what were the reasons for not doing that work |             |              |                      |      |              |                      |
| 3.6.1    | Skill Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.2    | Place Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.3    | Institution or Contractor Related Reason                   |             |              |                      |      |              |                      |
| 3.6.4    | Wage Related Reason                                        |             |              |                      |      |              |                      |
| 3.6.5    | Family Reason                                              |             |              |                      |      |              |                      |
| 3.6.6    | Related to Fellow Workers                                  |             |              |                      |      |              |                      |
| 3.6.7    | Other Reason (Please Mention)                              |             |              |                      |      |              |                      |
| 4        | Future Work Plan                                           |             |              |                      |      |              |                      |
| 4.1      | What Planning next                                         |             |              |                      |      |              |                      |
| 4.2      | What help do you want fro the Centre                       |             |              |                      |      |              |                      |

Signature.....

Name of the Surveyor..... Place..... Block.....

Date.....



## 6.4 Legal Aid and Education

The unorganized sector, wherein migrant workers are employed in large numbers, is ridden with unfair labour practices, flouting of labour laws and frequent breach of labour contracts. This labour market functions informally – most labour contracts are verbal and there are no written agreements (though not the case in PIA supported placements). This often creates a conflict situation where a worker complains of being denied wages and work conditions agreed upon earlier. There are also frequent cases of withholding of wages, less payment, and delayed payment. In case there is an accident at the work site, workers are refused compensation or offered compensation to support minimal treatment.

Some of the most common disputes faced by migrant workers include: (i) payment related {less and/or delayed and/or complete denial of wage payment, denial and/or less payment towards overtime, lack of timely wage increments, manipulation in wage rates or no. of days worked, etc.}; (ii) poor or no compensation for work site accidents; (iii) lack of basic amenities at work site; (iv) dismissal without sufficient notice; (v) verbal and physical harassment; (vi) sexual abuse of women workers; (vii) bondage; and others.

### 6.4.1 Role of the MSC

Following are the key roles of the MSC in addressing the common disputes:

- Provide a safe and sensitive environment for workers to seek counsel and redressal for their work-related disputes
- Promote legal awareness among workers to help them make effective representations and demands of their legal rights
- Establish best practices for mediation processes and a platform to resolve worker disputes
- Sensitize the Labour Department and local officials on issues faced by migrant workers

#### 6.4.1.1 Legal Literacy Event

Building the awareness of the migrant worker about the legal support-services offered by the MSC, as well as the various legal provisions available for securing their employment is critical to the success in supporting the migrant workers in ensuring sustainable employment. MSC shall organize frequent meetings of the target community (of migrant workers) to promote legal literacy among workers. These meetings could be around specific trades where the risks, rights and responsibilities related to that trade could be discussed in detail.

The content of legal literacy inputs is best drawn from the context and made pertinent to the worker-groups being addressed. However, there are some common ideas which can be taken up by the Centre's team for designing these sessions.

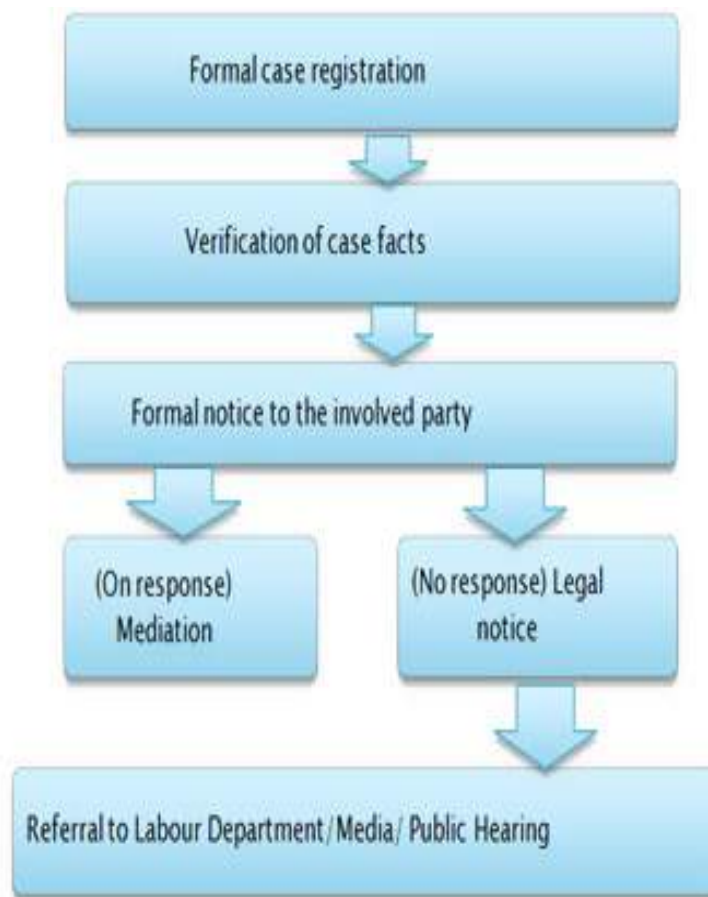
The MSC Call Centre may be used to support the Community Counselors and Volunteers in outreach and building awareness for the event. The Call Centre may inform all registered members of the schedule of the event and motivate migrant workers to come and share their problems in the event.

#### 6.4.1.2 Legal Aid and Mediation

The MSC, with the consent or engagement by the migrant worker(s) shall extend support or lead mediation between the migrant worker and employer/ contractor in an attempt to resolving dispute. As the first step the Centre shall try and ensure that the worker feels comfortable in sharing information with the counselor (appointed/ deputed by the MSC). All relevant details shall be documented properly by the team member undertaking the counselling. This will be registered as a complaint.

The next step is to verify the facts shared by the complainant. This is very critical in ensuring that the

process is rigorous and complete. The verification can be carried out by speaking to a co-worker(s) of the complainant, or other members in his/her community and/or a visit to the work-site, as needed. The counsellor can also speak to the party under dispute to assess if the facts narrated by the complainant are valid/ correct. Once the facts are duly verified to be true, then the MSC will formally register the case and initiate preparation of the case file. All verified facts will be then be included in the case file and a formal notice will be drawn up, formally stating the legal position of the complainant, MSC and the case. The complainant or the MSC can also engage a legal professional through a regular 'vakalatnama'.



The parties under dispute shall be requested to visit the Centre for mediation. As an alternative, a letter can be sent to the second party, documenting the facts shared by the complainant and asking him/her to either visit the Centre or present a written response.

In several cases, it is likely that the complainant would not have a written proof, supporting his/her claims. It is, however, suggested that the Centre shall register and pursue such cases diligently. The MSC-appointed counselor shall work with the complainant and document the claim systematically. If it is a case of cheating in wage payment, details of the work such as number of work days, wages promised (as per the appointment letter), advances taken, etc. can be documented. Well documented proceedings of the follow-ups also serve as evidence in Labour courts. Labour Courts tend to favor workers and it is the onus of the contractor/employer to prove that the worker is wrong in his/her claims.

If the two parties are willing to negotiate, the counselor and/ or a mediator shall undertake mediation and arrive at a solution agreeable to both. In case the second party does not respond after repeated calls/letters, the case shall be referred to the labour department/labour court. Special forums for public hearing of disputes and media coverage of the dispute shall be organized to create pressure on the second party. It is important that the MSC maintains a systematic documentation of all the follow-ups and related responses in a separate file for each case. If the case has to be referred to the labour court, the proceedings documented by the Centre's team shall serve as good evidence. It is also to be noted that all such cases will also be informed to the respective SRLMs/SSMs for suitable action/ intervention. The SRLMs help may be used to appoint or engage a mediator.

Here, the Help-Line Centre may be used to first register and acknowledge complaints on behalf of the migrant workers. However, it is essential to note that the Help-Line may not be used as a Legal or a para-legal worker as the Agents may or may not be qualified as such. In such cases as disputes as informed at the Help-Line, it is essential that the agents refer the case immediately to the relevant legal/ para-legal experts engaged by the MSC for the delivery of the said or relevant remedial action.

#### 6.4.1.3 Legal Clinic Days

As the flow of cases starts to build up at the Centre, the Centre team shall start conducting special legal clinic days at the Centre, on the days dedicated to the redressal of work related disputes. Both the complainant and the party under dispute shall be invited to the Centre on these days for mediation. The MSC shall ensure that a lawyer or an expert in labour laws is present for advice and counsel. The Centre team shall plan its other legal aid and education related activities on this day, register new complaints and undertake counselling, process the case files, conduct required follow-ups and carry out legal literacy events.

The Centre team needs to popularize these days as a platform for registering disputes and their speedy redressal. Information on legal clinic day should be included in the IEC material.

While the legal cell will primarily work with the migrants in registering and redressing cases, it shall also work with employers in the case of a dispute to amicably settle issues. However, the MSC will not aid in the event of a general or labour strike or stoppage of work. At the same, it is also to be noted that the MSC shall not hinder work or provoke a strike under any circumstances. If any such misrepresentation or causative action has occurred, then it is required that the SRLMs/SSMs should take over and ensure that work is resumed prior to pursuing redressal. In all events, the SRLMs/SSMs is to have final and binding authority.

Here, the Help-Line may be used as a tool to generate traffic into the MSC as well as a medium for outreach, supporting the activity of the Community Counselors.

#### 6.4.1.4 Promoting a Cadre of Para-Legal Workers

Depending upon the nature and magnitude of the disputes and work-related concerns, a cadre of paralegal workers<sup>9</sup> shall be established by the MSC, from among the target community (workers). Their principal role will be to build awareness and provide legal information to the target community (workers). This cadre shall serve as the extended arm of the Centre and help taking the services deeper into the community. The possible roles of the para-legal workers will include: (1) undertaking workers' education, (2) primary counselling of workers in case of a work related dispute, (3) identification of disputes and bringing them to the Centre and (4) carrying out basic documentation of disputes.

A suitable incentive structure should be put in place for the para-legal workers.

<sup>9</sup> Local dynamic youth in the age group of 20-35 years, with a minimal education till 10th standard can be identified and trained for this role. Students, shopkeepers, alumni with good access to large numbers of people, migrants and returnees can be groomed with systematic and regular inputs on basic labour laws and workers' rights to undertake this responsibility.

#### 6.4.1.5 Stakeholder Engagement

It is important for the MSC to position itself, and to be perceived by the key stakeholders that the Centre is a platform where both workers and contractors/ employers will be heard and responded to empathetically and objectively.

The MSC shall build a strong working relationship with the labour department and local police officials who may assist the Centre, particularly in challenging cases. Local advocates and lawyers shall also be sensitized and consulted as appropriate, and as and when required.

The MSC shall utilize platforms such as labour collectives and the Centre's advisory committee in delivery of these services. These bodies can act as effective pressure groups and help in resolution of certain disputes.

All disputes resolved should be properly documented with tripartite signing of a MoU. The purpose of the MoU is to ensure that a legally valid proof is made available for subsequent action if needed.

#### 6.4.1.6 Documentation

Maintaining Case Files is of utmost importance to the Centre and the same shall be maintained rigorously. Each worker complaint shall be filed separately and shall include documents such as dispute registration form, labour consent form, evidence (attendance diaries, records of advance payment, written agreement, photo copies of cheques received etc.), proceedings of all exchanges between the worker and the contractor/ employer and Centre and the party under dispute (contractor/employer) with signature of both parties, copies of notices served, mediation forms and others. Also, closed files or complaints must preserve a copy of the MoU of the resolution of the dispute.



## DDU-GKY

Some illustrative formats are provided for reference:

**Illustration 1: Dispute Registration Form**

| <b>Dispute Registration Form</b>                                                                                                                                                                                                                                   |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration No. ....                                                                                                                                                                                                                                              | Shramik Sahayta evam Sandarbh Kendra .....                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Case No. ....                                                                                                                                                                                                                                                      | Date .....                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>First Party</u></b><br>Name .....<br>Father's Name .....<br>Age .....<br>Education .....<br>Class .....<br>Gender .....<br>Total workers involved in the case .....<br>Address .....<br>.....                                                                | <b><u>Second Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>.....<br><b><u>Third Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>..... | <b><u>Source of</u></b><br><input type="checkbox"/> Through Paralegal<br><input type="checkbox"/> Through Shramik Mitra<br><input type="checkbox"/> Through Collective/Union<br><input type="checkbox"/> Through Team<br><input type="checkbox"/> Through LabourLine<br><input type="checkbox"/> In Public Hearing<br><input type="checkbox"/> By Migrant Himself<br><input type="checkbox"/> Others (Specify) |
| Description of dispute .....                                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <i>(Attach additional pages for details)</i>                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Intra - State/Inter - State                                                                                                                                                                                                                                        | Place of Dispute .....                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Type of Dispute</u></b><br>1. Payment of Wages <input type="checkbox"/><br>2. Minimum wage <input type="checkbox"/><br>3. Accident <input type="checkbox"/><br>4. Missing <input type="checkbox"/><br>5. Others <input type="checkbox"/><br><i>(Specify)</i> | <b><u>Attached Documents</u></b><br>1 .....<br>2 .....<br>3 .....<br>4 .....<br>5 .....                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Verification</u></b>                                                                                                                                                                                                                                         |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| I / We pledge that the above facts and information provided is completely true. We are seeking help solve above case through Shramik Sahayta evam Sandarbh Kendra .....                                                                                            |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Place .....                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Date .....                                                                                                                                                                                                                                                         | Signature of First Party                                                                                                                                                                                                  | Signature of Witness                                                                                                                                                                                                                                                                                                                                                                                           |

Illustration 2: Legal Clinic Day Format

|                                                  |  |
|--------------------------------------------------|--|
| Migration Support Centre .....                   |  |
| Legal Clinic Day: Details of Transacted Services |  |
| Dispute Counselling:                             |  |
| Registered:                                      |  |
| Solution:                                        |  |
| Amount:                                          |  |
| Case Closed                                      |  |
| Centre Notice:                                   |  |
| Legal notice:                                    |  |
| Referral Cases                                   |  |
| Total Pending Cases                              |  |
| Refer:                                           |  |
| Labour Court                                     |  |
| Police Station                                   |  |
| Other Department                                 |  |
| No. of Migrants present                          |  |
| No. of Paralegals present                        |  |
| Special Details:                                 |  |

## 6.5 Financial Inclusion, Financial Literacy and Social Security Linkages

### 6.5.1 Financial Services for the Target Group

Most DDU-GKY alumni are in the age group of 15-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labour market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs such as:

- Facilitating financial inclusion through the opening of a Bank account (savings type)
- Information and advisory on
  - i. Safekeeping of hard earned income
  - ii. Cushioning against risks of death, disability, illness and old age
  - iii. Building up wealth and assets for short term and long term goals
  - iv. Smoothening of cash flows
- Remitting money safely back home through various channels
- Basic Financial planning and budgeting

It is therefore important to adopt a 'asset management' approach to financial services for migrant alumni which offers financial solutions customized to their life-cycle needs.

#### 6.5.1.1 Financial Literacy Meetings

Financial literacy meetings shall be organized with groups of 20-25 workers. Pre-defined modules and interactive tools are an effective way to communicate information about various services. The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. At destination, the best time to conduct these meetings is late in the evenings after work or during holidays. It's best to restrict the meetings to 10-15 minutes since fatigue might set in quite easily after a long day of work.

The MSCs shall on a periodic basis engage with respective experts from the local community to organize financial literacy meetings among the target communities. Such meetings shall cover a wide range of topics including:

- Calculation of piecemeal work payments, treatment of advances, overtime
- Understanding basics of salary components – i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
- Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
- Managing various risks such as death, disability, illness and old age
- Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
- Information on investment opportunities with their associated risks
- Basic banking how-to's – deposit and withdrawal slips, passbook, cheque books, use of ATMs, identifying fake notes

Here, the Help-Line centre should be used to support the Community Counselors and other members of the MSC in getting together migrant workers for the camp. The Help-Line centre could also provide basic support through information like How-To's for banking, as above, some tips and tricks on managing money etc., however, it should not be treated as a substitute for the camp wherein domain experts have been engaged to specifically study and address the needs of migrant workers.

### 6.5.1.2 Social Security Camps

Social security camps are special outreach events that complement the financial literacy meetings by reaching a broader base of migrant workers. The camp can be held at central locations such as labour nakas, residential colonies, bus stands etc. wherein important features of social security schemes are imparted in great detail. It makes linkages to social security schemes convenient and quick for migrant households spread across the city. At destination, these camps may be run during strategic hours. For instance, the camps may run for 2 hours in the day before workers head to work, 1 hour during lunch breaks and 2 hours in the evening once they return from work. The scale of social security camps may be determined depending upon the concentration of migrants in select pockets. Larger camps may reach out to over 400 workers, while more targeted camps may reach out to 100-150 workers. A team of at least 3 members shall be present at the camp to impart information and also link workers with various schemes. Brochures, pamphlets and information booklets on various schemes should be made available during such camps. Officers from the local administration may be invited to attend these camps. These events shall be in association with subject matter experts from the local community or sponsored by private companies. However, care must be taken to ensure that no individual or collective organization is benefited directly or indirectly.

### 6.5.1.3 Exposure visits

The MSC shall organize group visits to a nearby bank in consultation with the bank manager. During these visits, the participants can get acquainted with various services, banking procedures and also get to know the banking staff.

### 6.5.1.4 Financial Inclusion Days

Since it may not always be possible to bring together workers at destination, the MSC may declare one day every week as 'Financial Inclusion' day (for instance every Tuesday can be the Financial Inclusion day). During this day, there can be a focus on linking workers with various financial services and planned financial literacy meetings can be organized with specific groups of workers.

### 6.5.1.5 Opening a Bank Account

Opening a bank account at destination is the first step towards financial inclusion. Not only does it help the migrant secure and save his/ her hard earned money, but also provides a secure means of remitting money home. In order to open a bank account at destination, one needs a photograph, proof of identity and proof of address. Recent RBI guidelines stipulate that if the migrant does not have a local address proof at destination, even a permanent address proof from their place of origin or a self-declaration of local address is sufficient to open a bank account.

Trainees from DDU-GKY will already have a bank account with a bank compliant with CBS norms. For all other migrant workers, the MSC shall guide and support the migrant worker in opening up a Bank Account, by provision of 'proof of identity', linking-up to the relevant banks (or representatives of Banks) and by filling-up the relevant forms. If the migrant worker already possesses a bank account, which was opened in a town other than their work destination, they may still be able to transfer



their account<sup>10</sup>. The MSC shall facilitate such request as may be required by the migrant worker for transferring of their bank account. In case of DDU-GKY trainees, the MSC shall ensure that the KYC is updated and the candidates are properly linked to their respective banks in the vicinity.

### 6.5.1.6 Linkages to Social Security Services

The Centre shall link migrant workers with schemes such as the Rashtriya Swasthya Bima Yojana (RSBY) which offers the convenience of split health cards. The provision of having split (two) cards allows a migrant to carry the medical insurance with him/her as he/she travels and the family back home is also covered for its medical expenses. Furthermore, in case of intra-State migrants, the MSC shall also link the migrant to several State run health schemes. For instance the Government of Maharashtra offers upto 972 surgeries/therapies and procedures for both BPL and APL families free of cost under the Rajiv Gandhi Jeevandayee Arogya Yojana.

Employer where alumni are placed after training may not necessarily offer benefits such as EPF. Hence, the MSC shall facilitate linkages to contributory old age pension schemes run by the Government, particularly in case of workers who are engaged in physically demanding jobs. MSC shall also link-up the migrant to pension contributions under the NPS Swavalamban Pension Scheme or the Atal Pension Scheme for unorganized workers or other relevant Schemes. The MSC shall link-up to the nearest aggregator by calling the toll free help-line – 1800110708 to get more information and enroll into the scheme.

In addition to insurance and pension services, the MSC shall enable linkages to specialized social protection measures relevant to a worker's occupational sector. For instance social protection packages for construction workers, mine workers and tea plantation workers already exist. The Centre shall work closely with relevant departments to link workers with these schemes. For instance the Labour department in each district links construction workers with the Labour Welfare Board which offers benefits such as scholarships for children, maternity benefits and housing subsidies in addition to insurance and pension.

The linkages shall also be carried out through social security camps. It is, however, extremely important to keep a clear output focus on the camps.

In order to ensure that the benefits of such social security linkages continue even in spite of changes in location or jobs, the MSC may advise the alumni to follow certain simple steps:

- Store all insurance policies, pension statements and social security documents in one single pouch/ folder, and store it at an easy to access compartment. Repeated changing of the stored location should be avoided, to ensure easy recall and avoidance of mishandling. For alumni well versed in computers, online financial record keeping portals may also be recommended.
- Inform a trusted family member or friend about the same to ensure that they are aware of where to access the documents in the event of any untoward incident.

Since October 2014, portability of EPF has been introduced by way of a Universal Account Number (UAN). Thus alumni can operate a single EPF account even if they change jobs or organisations. One can check if a UAN has been allotted by accessing the following link: <http://uanmembers.epfoservices.in/> . Furthermore, in case certain alumni already have multiple EPF accounts from previous employers, they can facilitate a transfer either by speaking with their employer or by accessing the online transfer claim portal facility at this link: [http://www.epfindia.com/Employee\\_OTCP.html](http://www.epfindia.com/Employee_OTCP.html) . The MSC may assist the alumni in doing so.

<sup>10</sup> This refers to transfer of one's 'base branch' to avoid any additional fee that may be incurred on performing transactions at a different branch.

Here, the Help-Line centre may be used as the first point of contact for workers who want to avail of such services. The data should then collated and transferred to relevant personnel in the MSC for subsequent action or fulfillment of service.

### 6.5.1.7 Linkages to Ration Cards at Destination

A ration card is an important document to enable access to subsidized food and fuel, in addition to various social security benefits. However portability of ration cards remains an issue and hence on migrating to a new location, one would have to either obtain a new ration card or transfer one's ration card. After placement, DDU-GKY trainees may obtain ration cards at their new location in the following manner:

**New Ration Card:** If the DDUGKY trainee does not possess a ration card in their home town/ their name is not listed in any ration cards, then a new ration card can be secured by following these steps:

- Approach the branch office of the Food and Civil Supplies Department in their respective town/city.
- Fill up a new ration card application form, specifying details of current residence. Alternatively, application forms for certain states can also be accessed from the website: <http://india.gov.in/topics/food-public-distribution>
- Provide the following documents:
  - i. 3 duly attested passport sized photographs
  - ii. ID proof
  - iii. Local address proof (Some states even require an NOC from the landlord)
  - iv. Proof of income
  - v. A Certificate declaring the individual has no valid ration card elsewhere
- In the event that the DDU-GKY alumni are not able to furnish any residential proof, the officer from the department may conduct an inquiry from the neighbourhood and record statements of at least two witnesses from the neighbourhood.
- In case the MSC has sufficient space in its premises, it shall also rent out its premises for a Fair Price Shop for all daily and grocery items. Such stores, on the lines of Mess or Canteens run by the army should be suitably stocked. This store will also ensure that the registered members frequent the MSC.
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Transfer of Ration Card:** If the alumni are existing ration card holders and wish to transfer it to the town/city where they have relocated for their placements, then in addition to the above mentioned documents, they will have to furnish the following documents:

- A Surrender certificate of the previous ration card (obtained from the circle office in their hometown's jurisdiction)
- A Deletion certificate (in case of deletion of one's name from the family's ration card)
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Portability of Ration Cards**

In Andhra Pradesh, several PDS shops are linked to Aadhaar-enabled central servers and hence ration card holders can purchase their rations anywhere within the state. Once all PDS shops in the state are linked to the central server, there will be complete portability of ration cards within the state. Similarly states such as Chattisgarh and Kerala, are using the smart card-based technology of RSBY to bring in more transparency and portability in PDS rations distributions.

**Temporary Ration Cards**

In Maharashtra, families planning to migrate may obtain a signature from the Tehsildar, enabling them to temporarily access subsidized rations in the town/city that they migrate to. Similarly the state of Himachal Pradesh has a provision to issue temporary ration cards to migrant for a period not exceeding three months. The Rationing KrutiSamiti (RKS) is a network of around 180 NGOs and CBOs working on PDS and food security in Maharashtra. The RKS helps facilitate 'roaming ration cards' for intra-state migrants in Maharashtra.

GKY alumni

**6.5.1.8 Educating and encouraging savings**

While bank accounts help in safekeeping of cash, the MSC shall guide and encourage alumni to start saving regularly through investment in diverse financial instruments. Guidance could be provided by the MSC on Bank supported fixed investment products such as Fixed Deposits and Recurring Deposits with unit sizes as low as Rs 100 to Rs 500 a month, long term postal savings deposits with local post offices, etc. The MSC shall facilitate linkages to credible Asset Management Companies (AMCs), which can provide alternative investment options such as Money Market Mutual Funds and Index Funds. The MSC shall also warn the migrants from investing in fraudulent chit funds or fly-by night operators, and enabling linkages to trusted financial institutions.

Timed to the payment of monthly salary, outgoing calls from the Help-Line centre may be used to encourage savings as well as in giving timely reminders to encourage savings in instruments as above.

**6.5.1.9 Support to Credit linkages**

Migrants may need credit support for various purposes ranging from consumption needs, setting up small enterprise, purchasing of asset or for self/ family emergencies. The MSC shall refer the migrants to various banks/ MFIs at the destination to help obtain timely credit at reasonable interest rates. In case of special groups such as STs, SCs, persons with disabilities or from poor economic backgrounds, there are several Government led credit schemes delivered through banks. For instance several banks offer credit to aspiring entrepreneurs from economically weak families at interest rates as low as 4% per annum under the DIRA scheme (Differential Interest Rates scheme). The MSC shall approach the local banks and collate all relevant material on such schemes, to make it readily available to the migrant workers. The MSC shall also, on the request from the migrant worker, may guide and facilitate the process of securing such credits. However, it is to be noted that all such credits or advances should not exceed Rs. 5,000/- a year. It is also suggested that while the MSC issues advances, it will remain primarily a guidance or counselling centre.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

#### 6.5.1.10 Stakeholder Engagement

The MSC shall partner with and garner support from local banks, MFIs, insurance providers and Government departments to facilitate linkages with various financial services and schemes. Furthermore, building a relationship with hospitals empaneled under RSBY or other health insurance schemes will help smoothen 'claims' processes, if any.

### 6.6 Health Services and Health Education

DDU-GKY alumni who migrate to cities for work are vulnerable to various health shocks, due to unhealthy and unhygienic environs at the new urban location. Among the migrants, there is also high prevalence of indulgence into unhealthy practices such as alcoholism, smoking and unsafe sex. Since most migrants are less familiar with the city and its healthcare systems, they tend to either defer seeking care when ill or visit unqualified local medical practitioners or return back to their hometowns which they know better. They prefer informal private providers (over formal public providers) owing to the ease in accessing them, flexible payment options and extended hours of service.

#### 6.6.1 Preventive Health Workshops

MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics:

- Nutrition
- Family planning and birth control
- Cleanliness, hygiene and work safety
- Prevention of HIV/AIDS; Information on confidential testing centres & help-lines
- First aid methods

Several of these workshops may also include activities and exercises. For example, a workshop on nutrition could include a cooking demonstration on how to make nutritious meals within a reasonable budget; a session on cleanliness may be followed by a community drive to clean up the migrants' living spaces. Doctors, nutritionists, local health workers and social workers may be invited as resource persons during these workshops.

#### 6.6.2 Doctor visits and consultation

The MSC should engage the services of a General Practitioner and ensure that the Doctor is in the house for a minimum of 3 hours every day for consultation. The MSC could engage a lady doctor as well and ensure that the Doctors are available by rotation. The GP should be empowered to make Medical Certificates where necessary and prescribe medicines where and when needed. The doctor and the MSC should also be encouraged to keep a stock of commonly used medicines for ailments like stomach ache, fever, headache etc. and a first-aid box. The doctor(s) should also be linked with local hospitals for low cost recommendations/ admittance of migrant workers. In such cases that may need hospitalization, the MSC should refer patients to the nearby ESI Hospitals or Govt Hospitals for free of charge treatments.



### 6.6.3 Health Camps

MSCs shall organize Health Camps at the destination of migrants for various purposes, which include:

- **Basic health profiling and general diagnosis** – This would include blood group testing, hemoglobin levels, blood sugar count, white blood count, BMI, blood pressure etc. The purpose of these camps is to ensure that the migrants have their basic health data available in case of emergencies or accidents requiring blood transfusion or surgeries. {These camps also offer preliminary diagnosis on ailments faced by the workers. A system of referrals to other health care providers in case of more serious illnesses should be set up at these camps.} These camps and profiling must be done annually.
- **Specialized health camps focused on specific occupational diseases** – The MSC can bring together specific occupational groups such as construction workers, factory workers, head-loaders etc. and address occupational health issues faced by them. For instance camps could be organized to deal with ailments such as bronchitis and asthma commonly faced by construction workers, hearing disabilities common among factory workers and joint and muscle pains faced by head-loaders.
- **Health camps focused on women's health** – Given that more than one third of DDU-GKY alumni are females, health camps focused on their health issues can be organized. These camps could address issues of reproductive and sexual health, ANC's in case of expecting mothers, PNC's, birth control etc.
- **Immunization camps** – Health camps with a focus on immunizations can be organized for all groups of migrant workers and their families. Vaccinations of tuberculosis, typhoid etc. in addition to immunization of expecting mothers, new mothers and young infants can be a part of the agenda.

A health camp can be of varying scales. While general diagnosis health camps can be organized on a large scale at popular junctions with an average participation of 200-250 people, specialized health camps can be organized at a smaller scale (approximately 50-100 people per camp) near the working or living areas of migrants such as construction sites.

Health services require constant follow up, particularly in case of illnesses like TB or even in case of expecting mothers. It is recommended that a health camp be organized every 3 months with follow ups by the MSC staff in between. Immunization camps and women's health camps on the other hand can be organized more frequently with one camp every month.

The MSC shall tie up with doctors, diagnosticians and healthcare providers from Government hospitals and certified private doctors at destination, who can be available for an entire day. Specialized camps would also require the participation of relevant doctors such as Gynaecologists, ENT specialists etc.

Apart from providing basic healthcare services, MSC shall extend support to migrant workers suffering from major ailments and illness through linking them with other healthcare institutions located in the area. For example, MSC shall engage themselves in dialogue with local municipality which runs PHC, CHC and dispensaries in towns and cities. ESI hospitals provide free of cost treatment, medicines and surgeries to registered workers only who are working in factories/industries falling under Industrial Disputes Act. Charitable organizations like Lions Club and Rotary Club extend financial support to poor who needs to undergo surgery/operation for survival and they have blood banks which provide bloods to the needy in times of emergency. There is a provision in the State policy of almost all the destination States which prescribe the private and public hospitals (which are provided land at subsidized rates) to offer treatment to the poor at subsidized rates. The eligibility of availing such

benefit varies from State to State. MSC shall approach hospitals at destination for seeking support to provide free/subsidized treatment to the migrant workers who may not fall under the stipulated BPL definition but are suffering from severe deprivation.

The Help-Line Centre should be used to disseminate information about Health Camps, availability of Doctors etc., and aid the work of the Community Counselors in putting together members for meetings. The Help-Line may also be used as an Emergency contact point to energize Community Counselors in reaching candidates in a Health or Medical Emergency. The information record must be captured and referred to medical personnel immediately. However, the Help-Line is not a substitute for visit to the MSC and should not be used to give medical advice or prescribe any remedial actions like medicines etc. Such activity should be performed only by qualified medical experts.

The image shows a close-up of a hand using scissors to cut a document. The document is a form with text in Hindi. At the top left, there is a small portrait of a man. Below it, the text reads "आजी" (Ajji) and "उदयपुर (राजस्थान)" (Udaypur, Rajasthan). To the right, it says "प्रवासी परिचय पत्र" (Passenger Identity Card) and "UDGGJ670". Further down, the name "श्रीधर लाल चौहान" (Shridhar Lal Chauhan) is visible. On the right side, there is a section titled "अंगार विभाग" (Angar Department) and "अंगार कार्ड" (Angar Card). The hand is holding the scissors, which are positioned to cut along the edge of the paper.

## 7.







## 7. Value add Services of the MSC

Once the MSC achieves a strong pull among migrant rural youth as well as is able to populate and offer core services on a routine basis, the MSC could be expanded to offer the following services in addition.

### 7.1 Work Counselling

The primary object of the MSC lies in facilitating job retention and career progression. While each DDU-GKY PIA completes a work readiness module as part of training program, it is expected that the trainees will often require further counselling once they have joined work. This counselling is a preventive measure intended to reduce the incidence of drop-outs and ensure continued presence in the labour market. However, this counselling should be a need-based intervention and should not become a long arm of the SRLMs/SSMs. Its primary beneficiary remains the trainee and his or her interest.

#### 7.1.1 Work health Assessment

In the case of DDU-GKY trainees, the MSC should collect information from the Post-Placement Tracking (PPT) to identify vulnerable individuals and contact them frequently to assess their current work situation and work relationships. This assessment should be about the ability of the individual to accept work goals or targets, translate newly acquired skills into productive assets and build a sync between the organization's and personal financial and life goals. A sample of set of questions and possible achievements has been suggested in the MIS document below. It should be ideal to add job-role specific questions as well. In the case of non-DDU-GKY trainees/ migrant rural youth, the vulnerability could be determined through sampled interventions by the Community Counselors. Sampling should purposive based on job-roles and presence of large groups.

#### 7.1.2 Counselling Needs assessment

The MSC shall often engage with different organizations, employers and trainees or migrant workers to identify work related problems such as falling behind on targets or incomplete documentation etc. While such problems are minor, they can become causes for loss of job. Other area that affects work is home-sickness. Often these problems are only symptoms of a deeper problem. The Community Counselors must reach out to the trainees in their homes and provide immediate assistance. Listening is one of the key services of these community counselors. Once they have identified the problem, they must persuade the individual to visit the MSC and ensure that at the time of visit, the MSC has a few fellow trainees and a few alumni to facilitate in the counselling.

The Counselors must examine Work Goals, Relationships, Job Skill Requirements and Personal Financial Goals to identify the symptoms and/ or the problems. These are probing areas but a Guidance approach is identified in the MIS document.

#### 7.1.3 Counselling the individual

This is a problem-solution intervention. The MSC should try to engage the support of Trainers from relevant PIAs or subject matter experts to ensure that the trainees are guided and the solution is facilitated. Often, this solution will take a period in time to generate positive results. Interim, it is necessary that there is continuous contact with the trainee. A suggested example of the intervention:

- Intelligence: a group of trainees is planning to quit placement due to leader quitting
- Problem(s): poor references/ role-model for the entire group, not able to see the other side of the story, herd mentality.

- Desired Impact: retain as many as possible in the current placement
- Possible solution: introduce reference points of successful alumni where available who can create a parallel story or convert fence-sitters into continuing their earning ways. The alumni will serve to create a different and successful example by sharing their personal stories, the fulfillment of their aspirations etc.
- Action to be taken: a group counselling intervention at the MSC followed by individual counselling at home by Alumni and Trainer if needed. This counselling should completely be about how the alumnus has turned around his or her life and fulfilled several personal and familial aspirations through sticking it out at the placement.

### 7.1.4 Follow-up Intervention

This should be done by Alumni and the Community Counselors. A formal intervention in the MSC should be routinely followed up with visits at home at high frequency for the remainder of the calendar month. The MSC and its authorized representatives should endeavor to meet the trainee for 2-3 days each week during this period.

### 7.1.5 Documentation/ MIS

this process is an individual transaction that needs to be mined for Knowledge and later sharing with SRLMs/SSMs for inclusion in work-readiness training modules with PIAs/ necessary policy changes to enhance job retention and career progression. It is essential that this intervention be properly documented and shared with all stakeholders as it will be instrumental in identifying causes and effects of drop-outs.

Illustration 1: Typical MIS form

| <b>MSC</b><br>Work Counseling Intervention Record (WCIR)                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>REGISTERED TRAINEE</b>                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Trainee Unique Identity                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          | Job Role                                                                                                                                                                                                                                   |  |
| Trainee Name                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                          | Review Period                                                                                                                                                                                                                              |  |
| Employer – Name of Organization                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                          | Supervisor                                                                                                                                                                                                                                 |  |
| <b>IDENTIFY/ TACKLE WORK PROBLEMS</b>                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>PERFORMANCE GOALS AND OBJECTIVES</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your targets.</li> <li>– Work with your Supervisor to define and document your goals. Identify review period and success criteria.</li> <li>– Learn on-the-job</li> </ul>                       | <ul style="list-style-type: none"> <li>– Make certain defined goals and criteria are realistic. Renegotiate if necessary.</li> <li>– Self-review of progress on a daily basis</li> <li>– Informal progress review with Supervisor on a weekly basis</li> <li>– Manage time and Identify Outcomes</li> <li>– Prioritize outcomes (if possible)</li> </ul> | <ul style="list-style-type: none"> <li>– Review performance goals with Supervisor</li> <li>– Reprioritize work accordingly.</li> </ul>                                                                                                     |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>SKILLS AND KNOWLEDGE DEVELOPMENT</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Understand the specific skills and knowledge needed.</li> <li>– On-the-Job training to build/ supplement skills.</li> <li>– Complete assessment of new skills acquired</li> </ul>                                    | <ul style="list-style-type: none"> <li>– Refresher on work or job skills required if not meeting productivity goals or targets</li> </ul>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>– Identify skills upgrading for retention/ career progression. Plan a skill acquisition program with MSC/ PIA.</li> </ul>                                                                           |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>WORK ENVIRONMENT/ RELATIONSHIPS</b>                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your work environment/ specific outcomes</li> <li>– Build relationships with other workers in your department/ work area</li> <li>– Identify process owners and expectations thereof</li> </ul> | <ul style="list-style-type: none"> <li>– Build an effective team that collectively achieves the goals/ targets</li> <li>– Play multiple roles in teams (Gatekeeper, facilitator etc.) to enhance or sustain productivity</li> </ul>                                                                                                                      | <ul style="list-style-type: none"> <li>– Have a strong work and community network</li> <li>– Have strong relationships beyond work</li> <li>– Get to know the people beyond work who can become a support system for each other</li> </ul> |  |

## DDU-GKY

| PERSONAL GOALS/ FINANCIALS...                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Zero to 2 months                                                                                                                                                       | 2 to 4 months                                                                                                                                                                                                                                          | 4-6 months                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>Identify short-term and long-term personal financial goals</li> <li>Have a clear plan of how-to use the money earned</li> </ul> | <ul style="list-style-type: none"> <li>Manage monthly income and all expenses</li> <li>Build some kind of savings or building assets (could be also consumption of durables etc.)</li> <li>Set-up a household (in case of family migration)</li> </ul> | <ul style="list-style-type: none"> <li>Start investing in oneself (skill acquisition or upgrading for career making)</li> <li>Contribute emotionally and financially to family / household income back in the village</li> </ul> |
| NOTES/ACTIONS                                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| KEY PROBLEM IDENTIFIED                                                                                                                                                 |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| PROPOSED SOLUTION                                                                                                                                                      |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| COUNSELING NEED                                                                                                                                                        | COUNSELING TEAM MEMBERS                                                                                                                                                                                                                                | ACTION PROPOSED                                                                                                                                                                                                                  |
|                                                                                                                                                                        | Team Leader/ Coordinator:<br><br>SME:<br><br>Community Counselor/ Alumnus: [must]                                                                                                                                                                      |                                                                                                                                                                                                                                  |
| RECORD OF INTERVENTION VISIT 1                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| RECORD OF INTERVENTION VISIT 2                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| EXCEPTION REPORT (Closing of intervention)                                                                                                                             |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|                                                                                                                                                                        |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |

Report Prepared By: \_\_\_\_\_ SRLM/ Skills Mission \_\_\_\_\_ PIAs/ Trainers \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

**Note:** For problems identified, it will be good to refer to DDU-GKY SOPs for Drop-out Category information and enter the same code where applicable. If the trainee drop-outs despite the intervention, it should be recorded so in the Exceptions section

The completed MIS document must be shared with SRLMs/SSMs the PIAs/ Trainers. It should also be suitably inserted into the DDU-GKY MIS and ERP system where possible/ applicable.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial information of all members calling in desirous of availing this service. The Help-Line should also be used in offering timely advice or counsel on work-related issues as well. All the Call agents must be trained in counselling interactions and should act as the first point of contact on behalf of the MSC in the Work Counselling service. The Help-Line/ Call Centre could also be used as a Multiplying resource in all matters related to Work Counselling, however, must not be used to create contact or interface with employers. All such interactions must be transferred to relevant officers of the MSC or SRLM or DDU-GKY Skills Missions as deemed fit. The SRLMs or DDU-GKY Skills Missions may further identify or detail the scope of activities to be performed by the Help-Line/ Call Centre in this regard.

## 7.2 Access to Placement services, Urban labour markets and learning opportunities

DDU-GKY is keenly oriented on job retention and career progressions for its trainees. Career making is the result of several knowledge and skilling inputs, each growing with time. The individuals. Absence of career making initiatives often result in drop-outs from the system. Further education is one of the most commonly cited reasons. It is symptomatic of a deeper dissatisfaction with the job-role or disconnect between personal job aspirations and actual job-role post training. In this respect, DDU-GKY understands that creating opportunities for lateral movement is a must to retain youth in earning ways. Lateral movements primarily are in terms of:

- Suitable alternative placements in the Urban labour market that lead to growth
- Suitable opportunities to study while working which will lead to growth in career or access to better jobs over time

### 7.2.1 Access to Placement Services (Urban labour markets)

Most often migrant rural youth who are exploited in a job find themselves with no option but to return to their native villages. This further results in problems - one, there are no or limited avenues to employ their newly acquired skills in villages, and two, such returns affect their abilities to find newer jobs and retain those jobs as employers become wary on account of uncertainty.

This return also denies earning ways for the youth and results in a throw-back into poverty or other semi-skilled or unskilled work roles. This completely wastes the entire investment DDU-GKY makes in the individual.

Limited access or no access to the developed urban labour market is one of the biggest reasons behind this reverse migration (both geographically and economically). This is a preventable reversal which is purposed to be addressed by the Placement services of the MSC.

The MSC should invest in building linkages with the local industrial, Small and Medium Entrepreneurial landscape of the urban environment and identify placement opportunities for several trades of DDU-GKY's trainees and other migrant workers. It should then identify and build a relationship with a placement agency or consultant who specializes in blue and rust collar placements. It should also identify a day in the month for a 'Placement Mela' or 'Job Fair' to ensure that those migrants who no longer have a job or even those looking to change to rise in their respective careers have the opportunity to do so. This facilitation or lateral movement in job is proposed with the view that it will be easier to retain migrants in earning ways through different or more suitable opportunities and at the same give better opportunities in the local labour market for those deserving of it.

#### 7.2.1.1 Stakeholders of the Placement Mela or Job Fair:

- **Placement agent or counselor:** an experienced professional recruiter with adequate local access to the labour market, the placement agent or counselor should be an external resource who finds employers and jobs for the DDU-GKY trainees and other migrant labour.
- **Employers:** employers should also be encouraged to engage with the MSC to identify jobs. In the Placement Mela, employers should be able to make a pitch for the most suitable candidates by presenting their respective companies, business practices and HR policies.
- **MSC:** besides being the facilitator of the platform, the MSC should play a large role in negotiating the job on behalf of candidates, ensuring they get a better deal and their rights and entitlements are honored. The MSC, through its officers, should also help the candidate transition from one employment to another, with all necessary shifting of personal and financial assets (like PF or Pension investments, Bonuses etc.).



- **Community Counselors:** mobilizing suitable candidates from among the registered members of the MSC becomes the responsibility of the Community Counselors. They should conduct meetings at labour 'nakas' and use other means of IEC to ensure that they attract the right talent for the Placement Mela. However, care must be taken to ensure that workers who enjoy good relationships and advantages in their current placements are not encouraged to jump ship for a small raise in monthly income. The Community Counselors should strike the right balance in identifying the deserving without breaking the career rhythm of those well-placed.

### 7.2.1.2 Promoting the Placement Melas or Job Fairs

The primary task is to identify a particular day each month for the Placement Mela. Once the day is appointed, then mobilizing for the Mela should be one-to-many interpersonal communications as the primary medium. Labour meetings at labour 'nakas', posters at the MSC, posters in labour colonies should be information media. The messaging should be about the jobs available and the kind of candidates being sought. Care must be taken to ensure that currently successfully placed trainees are not disturbed from their current placements.

### 7.2.1.3 Implementing the Placement Mela or Job Fairs

The Placement Mela should be for a planned day each month. It should be timed convenient for both the workers as well as agents and employers. For instance, it could be planned for the last Sunday of each month, from 4 pm to 7 pm to ensure maximum attendance. It should be done in the large Multi-purpose Hall. Employers could be allotted time slots of 15 minutes each to present their organizations and job roles, followed by 15 minutes for candidates to volunteer for the job role called for. The job offer must be confirmed with an Offer Letter. The Offer Letter must contain the proposed salary (with complete break-ups where needed) and other particulars like number of working days in the month, timings as well as list expectations on behalf of the employers. Each such Offer Letter must be counter-signed by the Community Counselor.

### 7.2.1.4 Transitioning from one job to another

Usually, workers stop attending one organization and join the next from the next working day or as convenient. Such shifts result in lots of losses to both, existing employers as well as the workers themselves. The MSC should intervene and build a healthy process to ensure that the transition is completed smoothly. Some of the interventions possibly are:

- Ensure that there is a proper Notice of termination given to the current employer, this could be for 3 weeks to ensure smooth transition.
  - i. In the first week, confirm the veracity of the job Offer by examining the Offer Letter, visiting the job site and review the working conditions, engage with existing workers at the job site to get inform feedback on company and its working policies
  - ii. In the second week, ensure that all documentation is completed to facilitate the transition (shifting of PF, Pension funds etc., closing of pending dues and claims). All the documentation for the transition must be completed by or under the supervision of the Community Counselors.
  - iii. In the third week, confirm the transition to the current employer and that the trainee/ candidate completes the period of Notice and the last day of working. It is necessary to ensure that all dues are cleared on or before the last day at work.

- iv. In the fourth week, join the candidate to the new workplace to identify routes, transport timings and services, work timings and ease of commute. The Community Counselors should facilitate the gathering of this information and ensure that the candidates are well prepared to travel to the new work place. The candidates must also be counseled prior to joining work and introduced to alumni already working in the new workplace. This is to ensure that the candidates have linkages at the new workplace prior to joining.
- v. In the fourth week, confirm the transition to PIAs, Trainers, CTSA's and SRLMs/ Skills Missions to update databases. This is essential to facilitate Post-Placement Tracking of candidates of DDU-GKY.
- vi. In the fourth week, if the new workplace demands a shift of residence, facilitate shifting, similarly as when supported initially for the candidates on their arrivals to the city/ industrial belt.

#### 7.2.1.5 Documenting Transitions

The following template could act as the suggested MIS (however, this should be in compliance the prevalent DDU-GKY MIS system)

Illustration 2: MSC Change in Employment Record

| Name of Candidate | Parent's Name | Aadhaar Card No | Tele-phone no | Current Employer's details |                                    |                      |          |                             | Reason for Change | New Employer's details |                           |                      |          |                               |
|-------------------|---------------|-----------------|---------------|----------------------------|------------------------------------|----------------------|----------|-----------------------------|-------------------|------------------------|---------------------------|----------------------|----------|-------------------------------|
|                   |               |                 |               | Name of Em- ployer         | Address of Employ- er/ Work- place | Name of Super- visor | Job role | Monthly Salary (CTC) in Rs. |                   | Name of Em- ployer     | Em- ploy- er/ Work- place | Name of Super- visor | Job role | Month- ly Salary (CTC) in Rs. |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |

**Some Do's:**

- ☑ Understand the desired profiles for jobs prior to planning the campaign
- ☑ Meet the relevant people by attending the relevant labour nakas
- ☑ Prior to the Mela, ensure that the process of selection is known and clear to all the individuals
- ☑ Ensure that all documentation is complete available (Contracts, Identification etc.)
- ☑ Participate in negotiations (job role, pay and career progression)
- ☑ Ensure that a proper Notice period is given and completed, and the transition is completed as planned with the candidates joining the new workplace as committed
- ☑ Ensure that all documentation needed for the transition is completed prior to the transition is effected
- ☑ Ensure that there are linkages (alumni and potential friends) for candidates in the new workplace prior to joining
- ☑ Ensure that work related information is completed with all stakeholders and all stakeholders are connected to the candidate as needed

**Some Don't's:**

- ☒ Do not use mass media. The MSC placements is a tool to reduce drop-outs, not to increase mobility or induce whimsical shifts amongst successful trainees
- ☒ Do not encourage shifting of jobs and roles prior to completion of the first 3 months. This is to ensure that Placements are confirmed prior to changes in workplace or jobs
- ☒ Do not encourage informal engagements or transitions

The Help-Line/ Call Centre is NOT to be used in the context of Placements or access to labour markets. While it may be used to aid the work of the Community Counselors in contacting members who have already registered with relevant officers of the MSC with regard to Placements, it will not even be used as a source of information dissemination. It is expected that the Help-Line will remain a service to encourage job retention but not be used frivolously to access new jobs.

### 7.3 Access to further education opportunities

Most of the migrant workers are likely to have completed a skill-training program prior to joining work. Some of them may be joining work very early, even before completing schooling. Some of them could be drop-outs from school in various years, right from primary to senior secondary. On the other hand, some of them could also be graduates or pursuing graduation through distance education. That said, all of them share a common ambition and perception, that completing higher education is necessary or essential to get better, more secure and paying jobs. This often results in workers quitting jobs to complete their studies. In some cases, it becomes necessary that candidates acquire further qualifications to achieve career progression. The MSC must facilitate the acquisition of further qualifications without harming the work cycles or current placements to ensure that candidates can realize their ambitions or aspirations as well as remain eligible in the labour market and in earning ways. Some of the services that should be offered to facilitate lateral movement or parallel acquisition of qualifications are:



### 7.3.1 Linkages to Open Schooling where available

Linkages must be developed with open schooling system to facilitate the completion of a relevant school year where needed, to ensure that the candidates can access further education opportunities that might come in their way of career and growth or as per their ambitions and aspirations. These should be for significant milestones only, like Matriculation or Inter-mediate or School Leaving Certificate examinations. Open schools require documentation effort and entrance tests (in some cases) prior to enrolment. The MSC should facilitate the same by assisting in procuring the necessary completion certificates and transfer certificate from school attended by the candidate prior to skill training and job working. This could be done through the concerned SRLM or Skills Missions team or the MSC at the Source (if put in place). The process could be as follows:

- Once the linkage is completed, inform relevant candidates of the opportunity (registering and completing a school year) to candidates and workers through labour meetings, get-togethers or orientation meetings at the MSC etc. This should be done sufficiently in advance (60 days prior to commencement of the school year) to ensure that candidates can make up their minds as well as adequate time to complete all the documentation needed for the registration.
- Facilitate enrolments through supporting the documentation as well as counselling to setting right expectations prior to the beginning of the school year.
- Confirm registrations and freeze batches of 5 where applicable. This is to ensure that all registrants can form study circles and work with each other to complete all the requirements of the school year.
- Inform and engage all stakeholders (primarily the Community Counselors and the Trainers of relevant PIAs) to ensure that the candidates can seek help and get adequate support during the school year to complete the planned qualification.
- Inform employers to ensure that the candidates can be given a study leave prior to their final examinations or year-end examinations. This is to ensure that the candidates do not have to leave the current employment just to find time to complete their school year.
- Facilitate the taking of the examination with sufficient follow-ups on Admit Cards, test-taking and preparation
- Get results information and ensure that all those who successfully completed the school year get the necessary Certificates/ documents to confirm the achievement. The MSC could also hold a small graduation ceremony for all successful candidates at the centre. This would also ensure that other candidates will be encouraged to fulfill their respective ambitions/ aspirations.

### 7.3.2 Linkages to Distance Education with recognized Universities for Degree or Diploma programs

The MSC should develop suitable linkages to reputed and recognized Universities from its home state to offer access to Distance Education opportunities to its registered members and other migrant workers. The MSC should facilitate the setting up of a Study centre at its premises if space permits and ensure that candidates are adequately facilitated in acquiring learning qualifications without disturbing their current work engagements and earning ways. The study centre once setup should be adequately publicized among the members of the MSC. Similar to its role in the Open Schooling,

the MSC should facilitate in registration, documentation, taking of examinations etc. The MSC should also encourage the making of a library to ensure that candidates have access to adequate learning material and course books. The candidates themselves must be encouraged to contribute books to the library once they have used them.

### **7.3.3 Provision of a library in the premises of the MSC**

The MSC may establish, in conjunction with National Open School and / or affiliated Universities/ Community Colleges, a relevant library with curricular books to aid the migrant workers in taking up additional study programs. The library may be set-up as a regular library with a minimum inventory of 3 copies of each such book as advised in its shelves, in a properly classified manner that is loaned to registered members only. The Help-Line Centre may be used to keep track of the books on loan, returns etc. to ensure that all registered members have equal access to the library and books.



**8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres**







## 8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres

For a MSC to operate effectively and efficiently, it will require good quality checks from the start – a performance monitoring system with clear indicators, a robust management of programme information and most importantly an elaborate system of documentation at the Centre level. DDU-GKY has a robust internet-enabled workflow driven MIS which is able to integrate programme information across PIAs. A website dedicated to DDU-GKY interventions and its online reporting exists by the name of [www.ruralskills.in](http://www.ruralskills.in). Efforts shall be made to integrate access-to and reporting into the MIS portal/database maintained by the DDU-GKY, with access controls shared with the respective SRLMs. Such integration shall enable further synergies within the programme activities.

This section establishes the framework of quality management, monitoring and tracking of program information with the help of an MIS and background documentation.

### 8.1 Documentation requirement at the Centre

To enable smooth operations at the Centre, it is important to keep records of all activities undertaken at the Centre, services provided and linkages pursued for migrant communities. The type of documents required at the Centre can be broadly categorized into four – formats, reports, registers and lists generated on a monthly basis. These documents also form the basis of information to be filled in the migration programme MIS and need to be maintained with utmost rigour.

### 8.2 Performance Monitoring Indicators

The multi-activity nature of the MSC mandates the performance indicators to reflect adequate diversity. Each of the core services be it registration, post-training/placement support or legal aid, entails a series of activities and requires a number of process-checks. The indicators provided herein are developed specific to each core service and help track outputs, process efficiency in service delivery and finally the desired outcomes. Inputs are also provided on the monitoring systems that can be instituted which help in tracking of the given indicators. Table below provides details on the service-wise monitoring indicators and monitoring systems:

Table: MSCs - Output, Outcome Indicators and Means of Verification

| Interventions/<br>Services                                                             | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                      | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Programme Outreach and relationship with stakeholders                                  | <ul style="list-style-type: none"> <li>Number of labour nakas/ work sites/ migrant habitations covered, based on suggested number</li> <li>Footfalls at the centre per month</li> <li>Regularity in outreach events, based on the suggested number</li> <li>Regularity in capacity building events for volunteers, based the suggested number</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Demand of services (Ex. IDs) through walk-ins</li> <li>Partnership of PRI representatives, block officials, labour department in centre activities.</li> <li>Participation of volunteers in delivery of services to the community</li> <li>Creation of support systems for migrants that they access in need</li> </ul> | <ul style="list-style-type: none"> <li>Programme MIS</li> <li>Footfall registers</li> <li>Monthly team review meetings and its records</li> </ul>                                                                                                                                  |
| Worker Registration & Photo ID service                                                 | <ul style="list-style-type: none"> <li>Number of registrations –monthly/quarterly</li> <li>Gap in application received and IDs issued</li> <li>Gap in IDs issued and IDs disbursed</li> <li>Percentage of migrants registered (registered migrants/total migrants)*100</li> <li>% of women migrants registered</li> <li>% of inter-state migrants registered</li> <li>% of walk-in registrations</li> </ul> | <ul style="list-style-type: none"> <li>Creation of a database of migrant workers</li> <li>Reduction in identity related harassment in transit, in cities</li> <li>Access to basic services at the destination</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Monthly program MIS</li> <li>Internal and external audits of registration forms</li> <li>Documentation of cases on usage of photo IDs</li> <li>Monthly programme review meetings</li> </ul>                                                 |
| Post-Training/ Placement Tracking & Support Investigations (Qualitative research only) | <ul style="list-style-type: none"> <li>SRLMs/ Skills Missions and PIAs to provide information on:</li> <li>Number of youth followed up per quarter</li> <li>Alumni drop-out ratio (from placements)</li> </ul>                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Increase in income post-training</li> <li>Increase in man-days of employment</li> <li>Increased access to social security benefits</li> <li>Increased stability in income and employment cycles</li> <li>Better integration in urban labour markets</li> <li>Improved confidence levels and bargaining power</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation at every stage of service</li> <li>Periodic follow-up of trainees</li> <li>Case studies on impact of training &amp; placement</li> <li>Monthly programme review meetings</li> </ul> |

| Interventions/<br>Services                                | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                   | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                     |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal Aid and<br>Literacy                                 | <ul style="list-style-type: none"> <li>Number of cases registered per month (refer Table 5, for benchmarks)</li> <li>Number of workers reached out to</li> <li>Ratio of Legal Cases Resolved/Registered</li> <li>Nature of cases – ratio of inter versus intra-state</li> <li>Type of cases processed – payment, accident etc.</li> <li>Monthly case processing efficiency</li> <li>Size of disputes addressed</li> <li>% of women workers serviced</li> <li>Number of workers reached out to through legal literacy</li> <li>Number of Haziri Diaries disbursed</li> </ul> | <ul style="list-style-type: none"> <li>Amount of compensation facilitated through the centre</li> <li>Access to fast legal recourse for workers</li> <li>Awareness on labour rights and entitlements</li> <li>Improved account keeping and documentation of work by migrants</li> <li>Increased visibility of labour disputes in informal sector</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation of cases/ processes followed</li> <li>Follow-up on impact</li> <li>Monthly programme review meetings</li> </ul>                   |
| Financial<br>Inclusion and<br>Social Security<br>Linkages | <ul style="list-style-type: none"> <li>Number of bank linkages per month</li> <li>Number of insurance, pension linkages per month</li> <li>Number of financial literacy events organized per month and participants reached out to</li> </ul>                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Value of benefits leveraged from insurance, pension, labour welfare schemes</li> <li>Improved linkages to formal financial system</li> <li>Increase in savings</li> <li>Access to safe saving options and reduction in fraud, cheating by contractors/ employers</li> </ul>                                          | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Case documentation on usage of banking services and its impact</li> <li>List of benefits facilitated</li> <li>Monthly programme review meetings</li> </ul> |

### 8.3 Programme MIS

All tasks and programme specific activities shall be systematically recorded and monitored through a comprehensively structured MIS, which can feed into and interface with the Programme MIS of DDU-GKY. The MIS shall use standard templates designed specifically for each of the interventions and tasks mandated to the MSC,

The programmatic information is managed with the help of an MIS, where information is collected on a monthly basis. The MIS uses a standard template designed to facilitate data-sharing. It covers all the core services offered by a migration support centre. Each of the core services have been divided further into the finer processes/chain of activities involved in their delivery. The MIS has been developed as a self-evaluation tool, which not just helps in monitoring quantitative achievements but also helps the team analyze where the gaps lie in management and implementation of the program and address them promptly.

An illustrative set of formats depicting the programme MIS is presented as part of the Annexure 3 to this Framework.

All MIS will be individual centric. There will be a basic Master Database of all registrations. Every transaction or intervention performed at the MSC will be recorded as Transaction under the individual's master record. So will be exceptions (like labour meeting missed, health camp missed etc.). The individual's record should be a compilation of Transactions and Exceptions.

If a candidate features an Exception report on 3 consecutive occasions, the MSC Counselors should seek out the individual and investigate for the cause. All such reports must be shared with the SRLMs/ Skills Missions and respective PIAs.

### 8.4 Performance Monitoring

One good way to capture the effectiveness of the centre – whether its services are being valued by the community, is to keep a track of the number of people visiting the centre, i.e. the footfalls. A register can be maintained and record kept for capturing the incidence of footfalls and the purpose of visits made to the centre by workers and their families. Footfalls can reflect very well, whether the services offered by the centre are reaching out to the target group sufficiently and are benefitting them. They can actually serve as a litmus test for the credibility and relevance of the intervention, as judged by the target community.

With that said, footfalls are not the sole indicator of effectiveness. The Centre team must engage in a regular reflection and self-evaluation exercise to understand whether they are being effective. It should take regular stock of - which services are doing well and which ones are lagging behind. Only a reflective team, which adapts its intervention to respond to the changes in its strategic environment and more importantly the needs of the community, can determine the success of the Centre.

Illustration: For a centre which is three years old the model coverage considered is 10,000 to 15,000 workers. Given this coverage here are some useful service-wise indicators to facilitate reflection and analysis on the effectiveness of the Centre:



## MSC - Coverage Benchmarks and Quality Checks

| Service/Indicator                         | Desired Coverage                                                       |                                                                                   |                                                                             | Remarks                                                                                                                                                                 |
|-------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 1 year                                                                 | 2 years                                                                           | 3 years                                                                     |                                                                                                                                                                         |
| Footfalls                                 | 100-125 pm                                                             | 150-200 pm                                                                        | 250-300 per month                                                           |                                                                                                                                                                         |
| Registrations                             | 1,000-1,500                                                            | 5,000-6,000                                                                       | 8,500-10,000                                                                | IDs through walk-in 35-40% of total                                                                                                                                     |
| Legal Aid                                 | 25-30                                                                  | 100-125                                                                           | 200-250 disputes registered                                                 | Resolution rate – 60%, Monthly case processing efficiency – 80%                                                                                                         |
| Legal Literacy                            | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Financial Inclusion and Social Security   | Pension 250-500<br>Insurance-200-350<br>Worker welfare boards -500-750 | Pension -1,000-1,200<br>Insurance – 800-900<br>Worker welfare boards -1,500-2,000 | Pension – 2,000<br>Insurance – 1,500<br>Worker welfare boards – 2,500-3,000 | The desired minimum renewal rate for different schemes are – Pension (75-80%), Insurance (60%) and Welfare boards (75-80%) Welfare boards – for construction and others |
| Financial Literacy                        | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Health Camps                              | 1,500-2,000                                                            | 3,000-4,000                                                                       | 5,000-6,000                                                                 | 2-3 camps per month, may vary in size                                                                                                                                   |
| Health Literacy                           | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Alumni meet/ Youth Interaction/ Job Fairs | 750-1,000                                                              | 1,500-2,000                                                                       | 2,500-3,000                                                                 |                                                                                                                                                                         |

## 8.5 Monitoring Systems

The primary responsibility of instituting and managing a rigorous monitoring system lies with the Centre coordinator and associate coordinator. The Framework lay out elaborate checks or benchmarks to assess the performance of the centre. Here are some enabling conditions that the Centre must have as part of its programme monitoring system –

- Documentation of all the activities performed by the Centre, under the supervision of the coordinators.
- Maintenance of a programme MIS capturing monthly activity and service delivery details.
- Periodic audits of the registration formats and documents maintained at the centre. The Centre team shall include the target community and volunteers for this purpose as well.
- Monthly review meetings to assess progress, identify gaps and planning for improvement.
- Monthly, half-yearly and annual reports of the activities performed by the Centre and its achievements.



## Annexure 1:

### Nature and Constituents of Migrant Support Centres at Source

A Migration Support Centre at the source is very similar to that at the destination. However, key strategies of outreach and advocacy may differ significantly due to the presence of families of migrants at source as well as availability of migrants during specific periods. Similarly certain services form the core of MSCs, with additional services that are unique to the source.

#### Role of the Migration Support Centre at Source

In addition to the services rendered at MSC at destinations, the Centre at source also plays a key role in building trust among the (prospective) migrant community. A visible presence in the area of their origin lends credibility to migration services offered both at source and destination. While the key roles of the MSC at source remain the same as that in destination, a distinct feature is their ability to reach out to three additional target groups, namely: (a) Families (family members) of migrant workers who are left behind at the instance of migration; (b) Youth at the threshold of migration; and (c) Returnees (or return migrants).

Hence services and outreach strategies suited to each of these groups result in a perceptible difference between MSCs at source and destination.

#### Structure and location of MSCs

MSCs at source may be located at the block level, typically covering a radius of around 30 kms. In order to reach out to far flung panchayats in more remote locations, the MSC may set up sub-centres in these areas. In general the structure and staffing of MSCs at source is similar to that of destination.

Several volunteers and support groups at source, may not necessarily be migrant workers and could include college students, shopkeepers, influential persons locally as well as wives of migrant workers.

#### Understanding the Nature of Migration from the Region

Unlike destination surveys, the incidence of migration from a particular source area can be more easily captured. Panchayat level census surveys which cover every single household in a given panchayat provide relatively accurate estimates of migration from the region, in addition to occupations, work sectors and destinations. Panchayat level surveys can then be aggregated at the block level to provide estimates on migration incidence from the region.

#### Services, Outreach and Activities at Source

Services that MSCs at source may focus on in addition to core migration services are:

- Organising and empowering left behind families of migrant workers to enable them to access their entitlements and manage male absence
- Providing longer term skill training opportunities to youth on the threshold of migration
- Engaging with returnees through skill building programmes focusing on entrepreneurial trades and developing entrepreneurial traits
- Financing occupation shifts and enterprises of these returnees

**Outreach activities by source MSCs also benefit from the availability of workers and their families for longer durations compared to destination MSCs. Some outreach activities that can be undertaken by source MSCs are:**

- **Integrated Outreach Campaigns** – These campaigns can last for 2-3 days particularly in newer panchayats or villages. Once the Centre's identity is established in these areas, campaigns may be conducted with reduced frequency. i.e. once in six months.
- **Destination Visits** – Building trust among communities is relatively easier at the source end and hence



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destination visits by team members from the source MSC help in enhancing services at both ends of the migration journey.

- **Local Government Campaigns** – Local Governments often organize campaigns such as “Prashasan Gaon ke Sang”, wherein Government officers from various departments are brought together under one roof in order to enable quick access to their entitlements. Participation by the MSC in such campaigns can create greater visibility of the MSC in source communities and also enable linkages to migration services.
- **Public Hearings** – Jan Sunvai’s or public hearings are an effective means of bringing together communities on common issues faced by them. A detailed description of public hearings is provided below:

### Public Hearings

Objective: Public hearings provide a platform for migrants and their families to discuss anxieties and challenges faced by them. These hearings also help create greater visibility of the migrants, bridge the gap between them and the administration and create accountability of public servants.

#### Preparing for a Public Hearing:

- Finalise an agenda/theme – Public hearings can be used to address a variety of issues such as labour disputes, availability of work under MNREGS, village level issues such as functioning of schools, anganwadis, PDS systems etc. However, it is best to have a focused agenda for the hearing and accordingly determine its location, participants and scale.
- Documenting Cases and Stories – According to the theme of the public hearing, a set of cases and stories shall be systematically documented and compiled, particularly in a manner that is easy for administrative officers and policy makers to read and understand. This should include a small summary of the case as well as a more detailed annexure with evidence and follow ups. The stakeholders in these cases shall necessarily participate in the hearing and discuss the case. For instance in case of a wage settlement dispute, the details of the case and parties involved should be documented, along with copies of available evidence. Both the workers and the contractor/employer involved in dispute must be present at the hearing.
- Logistics – The date and timings of the public hearing must be finalized keeping in mind local holidays, festivals and availability of workers and public officials. A suitable venue for the hearing shall have adequate ventilation, drinking water and sanitation facilities. Other arrangements include: (i) tea and refreshment; (ii) microphone and loudspeakers; (iii) transportation for workers from far-flung areas; (iv) photographers; and (v) IEC material.
- Invitations – All concerned stakeholders shall receive prior intimation about the date, location and timing of the public hearing. In case of public officials, regular follow ups may be needed to ensure their participation.

#### Target participants:

In addition to migrant workers and their families, the following stakeholders may participate in the public hearing, (keeping in mind the overall theme and their relevance): (a) Local administration such as PRI members, BDOs, SDMs, District officials and Labour department officials; (b) Police administration; (c) Media persons; (d) Other NGOs whose work may be complementing or relevant to the overall theme/ some specific cases; and (e) Key persons and respected members of the community.

**Expected outcomes and follow-ups:**

- Redressal of select cases with assistance of local administration present at the hearing
  - Greater awareness among the community about their rights.
  - Building trust among workers and encouraging them to be vocal about issues that they were earlier reluctant to discuss
  - Sensitizing the administration, and building ties for future assistance and advocacy efforts
  - The MSC shall follow up on assurances made by the administration during the hearing.
-

## Annexure 2

### Diversifying Financial Support for MSCs

Given the high potential to impact the labour market through migration support services, there is now a growing body of organisations and agencies that have expressed interest in funding and supporting migration support/ facilitation services. Furthermore existing fund sources within the Government departments are also of relevance to specific services for migrant workers. Based on the type of service or category of migrant workers being reached, the MSC may approach departments such as the Tribal Welfare department, Minority affairs department etc. These are potential avenues that MSCs may explore in order to widen the ambit of their services and reach out to migrant workers in addition to existing alumni in select locations. Moreover certain services already have existing revenue streams which may be altered, given the context in which the MSC operates.

The following table highlights potential fund sources for each service offered by the MSC along with a description of revenue streams:

| Service                   | Potential Fund sources                                                                                                                                                                                              | Revenue Stream (Existing/Potential)                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity and Registration | Integration with Aadhar - a possibility                                                                                                                                                                             | Existing revenue of Rs 15 per card. This may be reviewed depending upon the costs incurred and the ability to pay                                                                                                                                                                                                                                                                                   |
| Legal Aid                 | District Legal Services Authority under the Legal Services Authorities Act, 1987 - They have a provision to support grass roots paralegal workers                                                                   | Currently no revenue from legal aid services (i.e. for-free service), however the MSC may consider charging a small fee for facilitating settlement of disputes                                                                                                                                                                                                                                     |
| Financial Inclusion       | <ul style="list-style-type: none"> <li>Almost all banks provide funds under 'Priority Sector Lending'</li> <li>Bank CSRs may be approached for grant funding for promotion of social security products</li> </ul>   | Most financial services have existing revenue streams in the form of 'fee incomes'. This may be negotiated with respective service providers, based on the number of migrants to be covered.                                                                                                                                                                                                        |
| Healthcare                | <ul style="list-style-type: none"> <li>NRHM and its associated schemes such as JSY</li> <li>Free medicines for illnesses such as TB</li> <li>RSBY as a tool of health financing</li> <li>Doctor Consults</li> </ul> | <p>Health fees may be subsidized in a manner such that at least the cost of medicines and basic medical tests are covered. The rest may be subsidized through linkages with existing government departments and schemes.</p> <p>Also, Consultant Doctors may be offered for a subsidized fee, suggested as Rs. 50 per visit. This may be revised from time to time depending on access or usage</p> |

In addition to the above, the MSC could consider revenue linkage to some of the services provided to candidates and employers as stakeholders. Some of the services are listed below:

| Service                                                                     | Potential Fund sources                                                                                                                                                                                                                         | Revenue Stream (Existing/Potential)                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Train/ Bus Ticketing                                                        | Facilitated by the Computer Centre through <a href="http://www.irctc.co.in">www.irctc.co.in</a>                                                                                                                                                | The MSC could charge a small transaction fee to each migrant worker for tickets, linked to the ticket value                                                                                                                                       |
| Rental of Dormitory services to PIAs for up to 15 days (inclusive of meals) | DDU-GKY PIAs could be offered Dorm for their placed candidates for the 15 days for a fee. The services should include Bed and 1 full meal each day                                                                                             | A minimum of Rs. 150/- per day for each candidate could be charged to ensure viability for the MSC                                                                                                                                                |
| Space rental to Bank for ATM/ Sales Counter of financial products           | Nationalized banks or other private banks of repute which have branches in both source and destinations could be offered space for ATM and manned customer sales or support centre                                                             | Banks often pay Rs. 25,000/- per month and more for renting space for ATMs. The MSC should charge a similar amount or applicable market rates for renting out space. This should not be linked to any numbers in terms of registered members etc. |
| Space rentals for Events linked to the services offered by the MSC          | <ul style="list-style-type: none"> <li>Space Rental to Financial Services Agents/ Organizations for Day Camps</li> <li>Space Rental to Placement Agent</li> </ul> Space Rental for University Study Centre offering Distance Learning Programs | Space Rentals should be linked to applicable market rates (Per Sq. Ft.) and offered to interested public or private organizations. All such contracts entered into must be valid under Contract Act, 1956 and should be for a reasonable period.  |
| Space Rentals for Support Services to migrant workers                       | <ul style="list-style-type: none"> <li>Space Rental for a Fair Price Shop</li> <li>Space Rental for Remittance Vendor/ India Post (as a remittance agent as well as postal services)</li> </ul>                                                | Space Rental at applicable market rates be offered to relevant service providers and/or private brands. However, it is suggested that space be offered to India Post at no cost.                                                                  |

When the MSC will start generating such monthly revenues, it should be first used to generate adequate staffing and build necessary linkages. Then the MSC should build scale of operations and offer better quality of services to migrants. Amortization should follow once the MSC is capable and ready to manage services for its proposed full capacity of 5,000 to 10,000 candidates.



## Annexure 3

## MIS formats

Illustration 1: Programme coverage and status – Activities and Services delivered by the MSC

|                          |                                                               | Jan-16 | Feb-16 | March-16 | Till March'16 |
|--------------------------|---------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach<br>(In nos.)    | Footfalls                                                     | X      | X      | X        | X             |
|                          | Campaigns                                                     | X      | X      | X        | X             |
|                          | Destination/Source visits                                     | X      | X      | X        | X             |
|                          | Training events for volunteers                                | X      | X      | X        | X             |
| Registration             | ID cards Issued                                               | X      | X      | X        | X             |
| Legal aid                | Total disputes registered                                     | X      | X      | X        | X             |
|                          | Total disputes resolved                                       | X      | X      | X        | X             |
|                          | Total Compensation facilitated                                | X      | X      | X        | X             |
|                          | Legal literacy [no: of events]                                | X      | X      | X        | X             |
|                          | Legal literacy [total participants]                           | X      | X      | X        | X             |
| Social security linkages | BoCW linkages                                                 | X      | X      | X        | X             |
|                          | Insurance linkages                                            | X      | X      | X        | X             |
|                          | Pension linkages                                              | X      | X      | X        | X             |
|                          | Social security claims settled                                | X      | X      | X        | X             |
|                          | Amount settled                                                | X      | X      | X        | X             |
|                          | Linkages at destination<br>[PAN/Voter ID/PDS/Driving license] | X      | X      | X        | X             |
| Financial Inclusion      | No: of bank linkages                                          | X      | X      | X        | X             |
|                          | Financial literacy                                            | X      | X      | X        | X             |
|                          | Financial literacy participants                               | X      | X      | X        | X             |
|                          | No: of Credit linkages                                        | X      | X      | X        | X             |
|                          | Credit linkages - Amount                                      | X      | X      | X        | X             |
| Health                   | No: of health camps                                           | X      | X      | X        | X             |
|                          | No: of beneficiaries from health camps                        | X      | X      | X        | X             |
|                          | No: of health awareness events                                | X      | X      | X        | X             |
|                          | health awareness events                                       | X      | X      | X        | X             |
|                          | No: of health cards issued                                    | X      | X      | X        | X             |
|                          | No: of health linkages                                        | X      | X      | X        | X             |
| Policy Advocacy          | No: of Policy advocacy events organized                       | X      | X      | X        | X             |
|                          | No: of participants                                           | X      | X      | X        | X             |

|                       |                                        |   |   |   |   |
|-----------------------|----------------------------------------|---|---|---|---|
| Team Capacity<br>Bldg | No: of capacity bldg workshop for team | x | x | x | x |
|                       | No: of exposure visits                 | x | x | x | x |

Illustration 2: Programme coverage and status – Services provided to DDU-GKY trainees

|                                               |                                                            | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-----------------------------------------------|------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach                                      | Footfalls of DDU-GKY trainees                              | x      | x      | x        | x             |
| Registration                                  | ID cards Issued to DDU-GKY trainees                        | x      | x      | x        | x             |
| Legal aid for DDU-GKY trainees                | Total disputes registered                                  | x      | x      | x        | x             |
|                                               | Total disputes resolved                                    | x      | x      | x        | x             |
|                                               | Total Compensation facilitated                             | x      | x      | x        | x             |
| Social security linkages for DDU-GKY trainees | BoCW linkages for DDU-GKY trainees                         | x      | x      | x        | x             |
|                                               | Insurance linkages                                         | x      | x      | x        | x             |
|                                               | Pension linkages                                           | x      | x      | x        | x             |
|                                               | Social security claims settled                             | x      | x      | x        | x             |
|                                               | Amount settled                                             | x      | x      | x        | x             |
|                                               | Linkages at destination [PAN/Voter ID/PDS/Driving license] | x      | x      | x        | x             |
| Financial Inclusion for DDU-GKY trainees      | No: of bank linkages                                       | x      | x      | x        | x             |
|                                               | No: of Credit linkages                                     | x      | x      | x        | x             |
|                                               | Credit linkages - Amount                                   | x      | x      | x        | x             |
| Health linkages for DDU-GKY trainees          | No: of health cards issued                                 | x      | x      | x        | x             |
|                                               | No: of health linkages                                     | x      | x      | x        | x             |
|                                               | No: of exposure visits                                     | x      | x      | x        | x             |

Illustration 3: Programme coverage and status – Outreach and Registration

|                         |                                                                         |                                                                        |               |   | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------|---------------|---|--------|--------|----------|---------------|
| Outreach & Mobilization | No: of monthly footfalls at the Kendra                                  |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | No: of Village/Labour Meetings                                          |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Campaigns [Mobile Kiosks, Abhiyans etc.]                                |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Special Stake-holder linkages/meetings (Provide number)                 |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Service Providers [Banks, Hospitals]                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | GovtDept [Labour Dept., Police etc.]                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Others (provide no:)                                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Please specify                                                         |               |   | 0      | 0      | 0        | 0             |
|                         | ShramikMitra Meetings/Workshop                                          | No. of meetings/ workshop                                              |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | No. of participants                                                    |               |   | 0      | 0      | 0        | 0             |
|                         | Source/Destination Visits (Provide number)                              | Number of visits                                                       |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Meetings with migrant workers                                          |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Special events with migrants                                           | No: of events |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | No: of beneficiaries                                                   | 0             |   | 0      | 0      | 0        |               |
|                         |                                                                         | Nature of the event (e.g.: health camp, training, legal literacy etc.) |               |   | 0      | 0      | 0        | 0             |
| Registration and ID     | No. of Applications Received (to be considered only after fee is taken) | Walk-Ins                                                               |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Shramik Mitras                                                         |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Team                                                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Total                                                                  |               |   | 0      | 0      | 0        | 0             |
|                         | ID Cards Issued                                                         |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Break-up of Photo IDs issued Destination                                | Gender                                                                 | Male          | 0 | 0      | 0      | 0        |               |
|                         |                                                                         |                                                                        | Female        | 0 | 0      | 0      | 0        |               |
|                         |                                                                         |                                                                        | Total         | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Inter-State                                                            |               | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Intra-State                                                            |               | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Total                                                                  |               | 0 | 0      | 0      | 0        |               |
|                         | ID Cards Distributed                                                    |                                                                        |               |   |        |        |          |               |
|                         | Remarks, if any .....                                                   |                                                                        |               |   |        |        |          |               |
| .....                   |                                                                         |                                                                        |               |   |        |        |          |               |
| .....                   |                                                                         |                                                                        |               |   |        |        |          |               |
|                         | Discussion/Remarks from Technical Support Agency                        |                                                                        |               |   |        |        |          |               |

## Illustration 4: Legal Aid

|                                                 |                                             |                                                               | 16-Jan | 16-Feb | 16-Mar | Till March'16 |
|-------------------------------------------------|---------------------------------------------|---------------------------------------------------------------|--------|--------|--------|---------------|
| Legal Case Counselling                          | Through Team                                |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Identified through (Provide number)       | Registered by worker (walk-in)              |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Through collectives/Jansunvai               |                                                               | x      | x      | x      | x             |
|                                                 | Team                                        |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| No: of Workers/Migrants Involved in the dispute | Male workers                                |                                                               | x      | x      | x      | x             |
|                                                 | Women workers                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Legal Clinic Day                                | No. of legal clinic days                    |                                                               | x      | x      | x      | x             |
|                                                 | No. of cases registered on legal clinic day |                                                               | x      | x      | x      | x             |
|                                                 | No: of pending cases processed              | No: of cases which were followed-up(notices, phone calls etc) | x      | x      | x      | x             |
|                                                 |                                             | No: of counsellings done                                      | x      | x      | x      | x             |
|                                                 |                                             | No. of mediations done                                        | x      | x      | x      | x             |
|                                                 |                                             | Total                                                         | x      | x      | x      | x             |
| Types of Cases Registered (Provide number)      | Payment-related cases                       |                                                               | x      | x      | x      | x             |
|                                                 | Accident/ death at work place               |                                                               | x      | x      | x      | x             |
|                                                 | Harassment/physical/verbal abuse            |                                                               | x      | x      | x      | x             |
|                                                 | Others (Provide Number)                     |                                                               | x      | x      | x      | x             |
|                                                 | Others, Please specify (Type)               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Place of occurrence (Provide number)            | Within state                                |                                                               | x      | x      | x      | x             |
|                                                 | Outside state                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Resolved through (Provide number)         | Counselling of worker                       |                                                               | x      | x      | x      | x             |
|                                                 | Notice/Mediation by the centre              |                                                               | x      | x      | x      | x             |
|                                                 | Legal notice/Police/LabourDept              |                                                               | x      | x      | x      | x             |
|                                                 | Labour Courts/Other Courts                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |



## DDU-GKY

|                                                  |                                          |  | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------|--|--------|--------|--------|------------------|
| Total Compensation facilitated by the centre     |                                          |  | x      | x      | x      | x                |
| Cases Under process<br>(Provide number)          | In Court                                 |  | x      | x      | x      | x                |
|                                                  | Pending cases at the centre              |  | x      | x      | x      | x                |
|                                                  | Cases closed without resolution          |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Cases processed during the month                 |                                          |  | x      | x      | x      | x                |
| Number of Labour Diaries issued                  |                                          |  | x      | x      | x      | x                |
| Legal Literacy Events for<br>Migrants            | Number of events                         |  | x      | x      | x      | x                |
|                                                  | Type of event (e.g.: meeting/workshop)   |  | x      | x      | x      | x                |
|                                                  | Number of female participants            |  | x      | x      | x      | x                |
|                                                  | Number of male participants              |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Training events for para-<br>legal workers       | Number of training events                |  | x      | x      | x      | x                |
|                                                  | Total Participants in the training event |  | x      | x      | x      | x                |
| Remarks, if any                                  |                                          |  |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                          |  |        |        |        |                  |

Illustration 5: Social Security, Financial Inclusion and Healthcare

|                                        |                                                                                                                     |                                 |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------|--------|--------|--------|--------|------------------|
| Linkage with Social Security Benefices | Special Outreach events for Social security (pension, insurance, linkage with Construction Board, provide no. only) |                                 |        | x      | x      | x      | x                |
|                                        | Linkage with Construction Worker Welfare Board                                                                      | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Male                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Female                          |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | No. of people receiving benefit |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Amount of benefit               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Benefit Received        |        | x      | x      | x      | x                |
|                                        | No. of Migrants enrolled for Pension                                                                                |                                 |        | x      | x      | x      | x                |
|                                        | Number of Migrants linked with insurance                                                                            | RSBY                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Life insurance                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Accident insurance              |        |        | x      | x      | x                |
|                                        |                                                                                                                     | Other insurance                 |        |        | x      | x      | x                |
|                                        |                                                                                                                     | please specify                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        |        | x      | x      | x                |
|                                        | Insurance claims settled                                                                                            | No:                             |        |        |        |        |                  |
| Financial Literacy and Inclusion       | Soc Sec Linkages at destination [PDS linkage, PAN card, Voter ID etc.]                                              | Amount settled                  |        |        |        | x      | x                |
|                                        |                                                                                                                     | No. of linkages                 |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Linkage                 |        |        |        |        |                  |
|                                        | Total claims settled [BoCW+ Insurance]                                                                              | No:                             |        |        |        |        |                  |
|                                        |                                                                                                                     | Amount                          |        |        | x      | x      | x                |
|                                        | Special Outreach events for financial services (bank account opening camps, provide no. only)                       |                                 |        | x      | x      | x      | x                |
|                                        | Bank Accounts opened                                                                                                |                                 |        |        |        |        |                  |
|                                        | Credit Linkages                                                                                                     | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total loan amount               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Lending institution             |        |        | x      | x      | x                |
|                                        | Financial Literacy Events                                                                                           | No. of events                   |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Participants                    | Male   |        | x      | x      | x                |
|                                        |                                                                                                                     |                                 | Female |        | x      | x      | x                |
| Total                                  |                                                                                                                     |                                 |        | x      | x      | x      |                  |

## DDU-GKY

|                                                  |                                                |                            |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------------|----------------------------|--------|--------|--------|--------|------------------|
| Health                                           | Number of health awareness events              |                            |        |        | x      | x      | x                |
|                                                  | No. of Participants of health awareness events |                            |        |        | x      | x      | x                |
|                                                  | Health Camps                                   | Number of Health camps     |        | x      | x      | x      | x                |
|                                                  |                                                | Number of beneficiaries    | Male   | x      | x      | x      | x                |
|                                                  |                                                |                            | Female |        | x      | x      | x                |
|                                                  |                                                |                            | Total  | x      | x      | x      | x                |
|                                                  | No: of Health Cards Linkages                   |                            |        |        |        | x      | x                |
|                                                  | Health                                         | Number                     |        |        | x      | x      | x                |
|                                                  | Health Camps/Linkages                          | Name of the institution    |        | x      | x      | x      | x                |
|                                                  |                                                | Type of the health benefit |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
| Remarks, if any                                  |                                                |                            |        |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                                |                            |        |        |        |        |                  |

## Illustration 6: Research and Policy Advocacy

|                                |                          |                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------|--------------------------|------------------------------|--------|--------|----------|---------------|
| Migration Profile and Research | Migration Profile        | Data Collection              | x      | x      | x        | x             |
|                                |                          | Data Entry                   | x      | x      | x        | x             |
|                                |                          | Analysis and Report writing  | x      | x      | x        | x             |
|                                | Other Migration Research | No:                          | x      | x      | x        | x             |
|                                |                          | Title of Research            | x      | x      | x        | x             |
|                                |                          | Task undertaken in the month | x      | x      | x        | x             |

|                                                  |                                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------------------------|----------------------------------------------|--------|--------|----------|---------------|
| Policy Advocacy                                  | No: of events                                | x      | x      | x        | x             |
|                                                  | Type and topic of Event                      | x      | x      | x        | x             |
|                                                  | Organizing entity [Name of the Organisation] | x      | x      | x        | x             |
|                                                  | No: of Participants                          | x      | x      | x        | x             |
| Remarks, if any                                  |                                              |        |        |          |               |
| Discussion/Remarks from Technical Support Agency |                                              |        |        |          |               |

## Illustration 7: Team Capacity Building

|                                                  |                                     |                                                                                      | Jan-15 | Feb-15 | March-15 | Till<br>March'15 |
|--------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------|--------|--------|----------|------------------|
| Capacity Building of the Team                    | Workshops<br>Organized/<br>Attended | No. of workshops                                                                     | x      | x      | x        | x                |
|                                                  |                                     | No: of Participants                                                                  | x      | x      | x        | x                |
|                                                  |                                     | Type of input provided<br>(research, writing, legal aid,<br>project management etc.) | x      | x      | x        | X                |
|                                                  | Exposure visits<br>undertaken       | No: of visits                                                                        | x      | x      | x        | x                |
|                                                  |                                     | Duration (days)                                                                      | x      | x      | x        | x                |
|                                                  |                                     | No. of Participants                                                                  | x      | x      | x        | X                |
|                                                  |                                     | Organisation & Location                                                              | x      | x      | x        | x                |
|                                                  | Remarks/Observations, If any        |                                                                                      |        |        |          |                  |
| Discussion/Remarks from Technical Support Agency |                                     |                                                                                      |        |        |          |                  |

DDU-GKY

## Annexure 4

## Rajasthan Labour Department Order for Migrant Registrations

राजस्थान सरकार

श्रम विभाग

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31320

जयपुर, दिनांक: 4-12-07

कार्यालय आदेश

राज्य के असंगठित क्षेत्र के श्रमिकों द्वारा राज्य के बाहर विशेषकर दक्षिण राजस्थान से पलायन किया जाता है। इन श्रमिकों की कार्य दशाएँ संतोषजनक नहीं होने के कारण इनका शोषण होता है तथा समय पर पूर्ण मजदूरी का भुगतान भी नहीं होता है। इस विषय पर राष्ट्रीय बालक अधिकार संरक्षण आयोग, नई दिल्ली ने भी राज्यों का ध्यान आकर्षित कर आवश्यक कार्यवाही करने व श्रमिकों को बेहतर सुविधाएँ उपलब्ध कराने का निर्देश दिया है। इस क्रम में मा० मुख्यमंत्री व श्रम मंत्री महोदय के निर्देशानुसार प्रमुख शासन सचिव, श्रम एवं नियोजन की अध्यक्षता में दिनांक 4.10.07 को एक बैठक का आयोजन किया गया था जिसमें यह प्रमुख समस्या आयी कि इन श्रमिकों को राज्य से बाहर अपनी पहचान बताने में काफी कठिनाई आती है जिसे दूर करने के लिये ऐसे श्रमिकों को पहचान-पत्र जारी करने का निर्णय लिया गया।

अतः राज्य के बाहर पलायन करने वाले श्रमिकों को परिचय-पत्र जारी करने के लिये श्रम विभाग द्वारा आजीविका ब्यूरो, उदयपुर को निम्न शर्तों पर अधिकृत किया जाता है :-

1. संस्था गांव के सरपंच से प्राप्त सूची अनुसार पहचान-पत्र जारी करेगी तथा इस पहचान-पत्र पर गांव के सरपंच के भी हस्ताक्षर होंगे।
2. जारी किये गये पहचान-पत्रों की सूची संस्थान हर तीन माह में जिले के श्रम विभाग कार्यालय को उपलब्ध करायेगी।
3. इस पहचान-पत्र का उपयोग सिर्फ श्रमिक की पहचान के लिये ही किया जायेगा, इसके अलावा अन्य किसी उपयोग/संदर्भ में यह मान्य नहीं होगा।

(बजरंग लाल)

अतिरिक्त श्रम आयुक्त

राजस्थान, जयपुर।

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31321-38

जयपुर, दिनांक:

4-12-07

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु:-

1. निजी सचिव, प्रमुख शासन सचिव, श्रम एवं नियोजन विभाग, राजस्थान, जयपुर।
2. निजी सचिव, श्रम आयुक्त, राजस्थान, जयपुर।
3. जिला कलेक्टर, उदयपुर/डूंगरपुर/बांसवाड़ा/राजसमंद/पाली/सिरोही/-----
4. संभागीय संयुक्त श्रम आयुक्त, उदयपुर/जोधपुर/अजमेर/कोटा/बीकानेर/जयपुर को अपने अधीनस्थ कार्यालय को भिजवाये जाने हेतु प्रेषित है
5. प्रोग्राम डायरेक्टर, आजीविका ब्यूरो, उदयपुर।
6. प्रोग्राम डायरेक्टर, राजस्थान आजीविका मिशन, जयपुर।
7. प्रोग्राम डायरेक्टर, अरावली, जयपुर।

उप श्रम आयुक्त (विधि)

राजस्थान, जयपुर।



## Annexure 5

## Letter by RBI to accept Migrant ID as Valid KYC



भारतीय रिजर्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

Ref. RPCD.JPR./ 316 /02.02.36/ 2008-09

July 15, 2008

The Convenor  
State Level Bankers' Committee  
Bank of Baroda  
Zonal Office  
S.C.Road  
Jaipur.

|                             |                 |
|-----------------------------|-----------------|
| बैंक ऑफ बड़ौदा              |                 |
| अखिल भारतीय कार्यालय, जयपुर |                 |
| मु.प्र. राजस्थान            | मु.प्र. राजभाषा |
| 17 JUL 2008                 |                 |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |

Dear Sir,

Reference from Government of Rajasthan

Using Photo ID Cards issued to migrant workers for KYC purposes

We advise that Government of Rajasthan had requested RBI that the banks may be instructed to accept Photo ID Cards issued to migrant workers as a valid KYC document and open bank accounts on the strength of this card. In this connection, you may please advise the banks to take appropriate decision in the matter at their end.

Yours faithfully,

(P.S. Venkateswaram)  
Assistant General Manager

राजस्थान राज्य सरकार, जयपुर, राजस्थान - 302 052  
फोन : (0141) 2564661(पब्लिक), 5113652, फैक्स : 2566419

Telephone: (0141) 2564661(PBX), 5113652 Fax: 2566419, e-mail: rpcdjaipur@rbi.org.in  
Rural Planning and Credit Department, Tonk Road, JAIPUR - 302 052

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COPY OF LETTER SE  
TO RBID.O. No. PS/L2B/08/225-  
Dated : 29/5/08

Greetings from Jaipur. I am writing to you to seek your kind cooperation in enhancing Government of Rajasthan's efforts towards ensuring financial inclusion among unorganised sector labourers and migrant workers of the state. In her recent Budget Speech, Hon'ble Chief Minister Smt Vasundhara Raje made a strong announcement to facilitate linkages of migrant workers and labourers to institutional financial services.

As you are aware the Department of Labour and Employment has been making special efforts to bring new services to thousands of rural migrants of the state, particularly inter-state migrants of the state. In this direction we have officially authorised a well known specialized organisation - Aajeevika Bureau - to register and issue Photo ID cards to migrant workers. The Photo ID cards serve as a powerful means of proving rural workers' identity - it is counter-signed by the Sarpanch and it bears the home address of the worker. So far nearly 20000 photo ID cards have been issued by the Bureau to migrant workers and this Photo ID service is soon being expanded through other reputed NGOs and labour organisations of the State.

There is a strong demand from migrant workers to open bank accounts and avail of institutional services like savings and remittances through core banking solution now available through many banks. Though there is now a provision for opening no-frill, zero balance accounts for financial inclusion, many banks and branches are demanding proof of identity from small clients, which is very difficult for migrant workers to obtain particularly in cities.

In order to smoothen the financial inclusion process for migrant workers it would be a great help if your office can instruct all the banks to accept this Photo ID card as a valid KYC document and open bank accounts on the strength of this card. This will help the Department and NGOs in facilitating linkages of migrant workers to banking services and help reduce their risk and financial losses.

We have already briefed the Regional Director, RBI as well as many senior officers of PSU banks in Jaipur and they have expressed good support to this initiative. However an official order from you will help in bringing full sanction to this move.

I would be grateful if you could kindly have this issue analyze by the Reserve Bank of India and issue necessary instructions to the Regional Director, Reserve Bank of India for further directing the Banks operating in the State of Rajasthan.

Yours sincerely,

  
(Dr. Lalit K. Panwar)

Ms. Usha Thorat,  
Deputy Governor,  
Reserve Bank of India,  
Central Office, Shahid Bhagat Singh Marg,  
Fort, Mumbai 400 001.

30.5.08

## Annexure 6

Bihar State has piloted an MSC. From the experience of Bihar State, the following costs have been discovered:

### Bihar's Investment on Migration Resource Centre (MRC)

| MIGRANT RESOURCE CENTRE-TOTAL BUDGET |                                |               |
|--------------------------------------|--------------------------------|---------------|
| S.No.                                | Potential Fund sources         | Amount(in Rs) |
| 1                                    | PART A (Initial Establishment) | 5,00,950      |
| Legal Aid                            | PART B (Recurring Expenditure) | 38,28,000     |
| Total Amount                         |                                | 43,28,950     |

| MIGRANTRESOURCECENTRE_ANNUALBUDGET    |      |                           |      |                   |                             |                               |
|---------------------------------------|------|---------------------------|------|-------------------|-----------------------------|-------------------------------|
| Initial Establishment Cost Estimation |      |                           |      |                   |                             |                               |
|                                       | S.No | Particulars               | Unit | Unit cost (in Rs) | Total cost estimate (in Rs) | Remarks                       |
| Furniture                             | 1    | Table                     | 4    | 6,000             | 24,000                      | Compatible for computer usage |
|                                       | 2    | Office chair              | 10   | 2,500             | 25,000                      | For office bearers and guests |
|                                       | 3    | Almirah                   | 2    | 8,000             | 16,000                      | For office use                |
|                                       | 4    | office side rack          | 4    | 11,000            | 44,000                      | (2 big, 2 small)              |
|                                       | 5    | plastic chair/bench       | 10   | 600               | 6,000                       |                               |
|                                       | 6    | Daree /Carpet             | 5    | 2,000             | 10,000                      |                               |
| Electricity                           | 7    | Fan                       | 6    | 2,000             | 12,000                      |                               |
|                                       | 8    | Exhaust fan-medium        | 2    | 3,500             | 7,000                       |                               |
|                                       | 9    | Exhaust fan-small         | 3    | 1,500             | 4,500                       |                               |
|                                       | 10   | wiring and fitting approx | 1    | 20,000            | 20,000                      |                               |
|                                       | 11   | CFL Bulb                  | 20   | 300               | 6,000                       |                               |
|                                       | 12   | Tubelight                 | 4    | 200               | 800                         |                               |
|                                       | 13   | Electricity sub-meter     | 1    | 2,000             | 2,000                       |                               |
| Fixture                               | 14   | Whiteboard                | 3    | 6,000             | 18,000                      |                               |
|                                       | 15   | AC/Cooler                 | 1    | 40,000            | 40,000                      |                               |
|                                       | 16   | Noticeboard               | 2    | 6,000             | 12,000                      |                               |

|                 |    |                           |   |        |                 |                                                             |
|-----------------|----|---------------------------|---|--------|-----------------|-------------------------------------------------------------|
| IT Requirements | 17 | Computer                  | 3 | 50,000 | 1,50,000        |                                                             |
|                 | 18 | speaker, Mic              | 1 | 12,000 | 12,000          |                                                             |
|                 | 19 | web camera                | 1 | 4,250  | 4,250           | for skype communication between migrants and their families |
|                 | 20 | Digital Camera            | 1 | 10,000 | 10,000          |                                                             |
|                 | 21 | Wi-Fi Internet            | 1 | 5,000  | 5,000           |                                                             |
|                 | 22 | LCD Projector with screen | 1 | 50,000 | 50,000          | for training and mobilization purposes                      |
|                 |    |                           |   |        |                 |                                                             |
| Communication   | 23 | Telephone line            | 1 | 4,000  | 4,000           |                                                             |
|                 | 24 | Flex/Banner               | 5 | 1,500  | 7,500           |                                                             |
|                 | 25 | Sign Board                | 4 | 800    | 3,200           |                                                             |
|                 | 26 | Pamphlet                  | 4 | 800    | 3,200           | 1 set of 1000 pamphlets each                                |
|                 | 27 | Standies                  | 2 | 2,250  | 4,500           | For advertising at entrance and other places.               |
|                 |    | <b>Total Cost</b>         |   |        | <b>5,00,950</b> |                                                             |



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| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET |                        |           |            |    |    |    |                       |                    |               |               |               |                    |
|----------------------------------------|------------------------|-----------|------------|----|----|----|-----------------------|--------------------|---------------|---------------|---------------|--------------------|
| Recurring Expenses                     |                        |           |            |    |    |    |                       |                    |               |               |               |                    |
| Particulars                            | Unit                   | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |               |               |               | Total Cost (in Rs) |
|                                        |                        |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2 (3 months) | Q3 (3 months) | Q4 (3 months) |                    |
|                                        |                        |           |            |    |    |    |                       |                    |               |               |               |                    |
| MRC Manager                            | (per unit per month)   | 50,000    | -          | -  | -  | -  | 1                     | 1,50,000           | 1,50,000      | 1,50,000      | 1,50,000      | 6,00,000           |
| MRC Counsellor                         | (per unit per month)   | 30,000    | -          | -  | -  | -  | 1                     | 90,000             | 90,000        | 90,000        | 90,000        | 3,60,000           |
| MRC Support Staff                      | (per unit per month)   | 15,000    | -          | -  | -  | -  | 1                     | 45,000             | 45,000        | 45,000        | 45,000        | 1,80,000           |
| Outsource Service of Office Boy        | (Per Unit per month)   | 8,000     | -          | -  | -  | -  | 1                     | 24,000             | 24,000        | 24,000        | 24,000        | 96,000             |
| Housekeeping service                   | (per unit per month)   | 2,000     | -          | -  | -  | -  | 1                     | 6,000              | 6,000         | 6,000         | 6,000         | 24,000             |
| Total Manpower expense                 |                        |           |            |    |    |    |                       |                    |               |               |               | 12,60,000          |
| Office space rent                      | (per unit per quarter) | 1,80,000  | 1          | 1  | 1  | 1  | 4                     | 1,80,000           | 1,80,000      | 1,80,000      | 1,80,000      | 7,20,000           |
| Equipment and Maintenance Charge       | (per Qtr)              | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000         | 5,000         | 5,000         | 20,000             |
| Vehicle Hiring Charges                 | (Per Day)              | 2,000     | 45         | 45 | 45 | 45 | 180                   | 90,000             | 90,000        | 90,000        | 90,000        | 3,60,000           |

| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                       |                         |           |            |    |    |    |                       |                    |               |               |               |                    |
|------------------------------------------------------------------------------|-------------------------|-----------|------------|----|----|----|-----------------------|--------------------|---------------|---------------|---------------|--------------------|
| Recurring Expenses                                                           |                         |           |            |    |    |    |                       |                    |               |               |               |                    |
| Particulars                                                                  | Unit                    | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |               |               |               | Total Cost (in Rs) |
|                                                                              |                         |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2 (3 months) | Q3 (3 months) | Q4 (3 months) |                    |
| Telephone/ Fax/ Internet                                                     | (per unit per quarter)  | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Printing & Stationery and etc.                                               | (Per Qtr)               | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000         | 5,000         | 5,000         | 20,000             |
| Books/Periodicals/ Newspapers                                                | (Per Qtr)               | 3,000     | 1          | 1  | 1  | 1  | 4                     | 3,000              | 3,000         | 3,000         | 3,000         | 12,000             |
| Electricity, water etc                                                       | (per month per quarter) | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Other office expenses                                                        | Per Qtr                 | 15,000    |            |    |    |    |                       | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Total operational expense                                                    |                         |           |            |    |    |    |                       |                    |               |               |               | 13,12,000          |
| Expenses related to community meeting, CMD, Community Awareness drive., etc. | Lump sum                | 1,00,000  | 4          | 4  | 4  | 4  |                       | lump sum           | lump sum      | lump sum      | lump sum      | 1,00,000           |

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| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                 |                   |           |            |    |    |    |                       |                    |              |               |               |                    |
|------------------------------------------------------------------------|-------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|---------------|---------------|--------------------|
| Recurring Expenses                                                     |                   |           |            |    |    |    |                       |                    |              |               |               |                    |
| Particulars                                                            | Unit              | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |               |               | Total Cost (in Rs) |
|                                                                        |                   |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3 (3 months) | Q4 (3 months) |                    |
|                                                                        |                   |           |            |    |    |    |                       |                    |              |               |               |                    |
| Workshop for industry collaboration, government departments, NGOs, etc | Lump sum          | 3,00,000  |            | 1  | 1  |    |                       |                    |              |               |               | 3,00,000           |
|                                                                        | Per event         | 2,500     | 2          | 2  | 2  | 2  | 8                     | 5000               | 5000         | 5000          | 5000          | 20,000             |
|                                                                        | Lump sum          | 1,00,000  |            |    |    | 1  |                       | lump sum           | lump sum     | lump sum      | lump sum      | 1,00,000           |
|                                                                        | Lump sum          | 1,50,000  |            |    |    |    |                       | lump sum           | lump sum     | lump sum      | lump sum      | 1,50,000           |
| Review meeting                                                         | Per month per Qtr | 3,000     | 3          | 3  | 3  | 3  | 12                    | 9,000              | 9,000        | 9,000         | 9,000         | 36,000             |
| other unforeseen expenses                                              | Per Qtr           | 50,000    | 1          | 1  | 1  | 1  | 4                     |                    |              |               |               | 2,00,000           |
| Total Outreach Program expense                                         |                   |           |            |    |    |    |                       |                    |              |               |               | 9,06,000           |

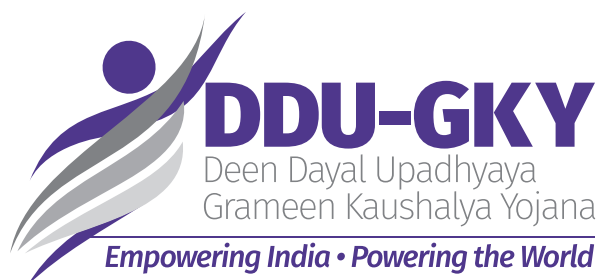
| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                                                                                              |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|-----------|
| Recurring Expenses                                                                                                                                  |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Particulars                                                                                                                                         | Unit      | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |           |
|                                                                                                                                                     |           |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3months)       | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |           |
|                                                                                                                                                     |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Other communication Material, Promotion material , advertisement, Wall Painting, Flex, Rollup Stands, brochure, pamphlets, etc                      | Lump Sum  | 1,50,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,50,000  |
| Solidarity events, Awareness Drive/ Campaign                                                                                                        | Per Event | 10,000    | 2          | 2  | 2  | 2  | 8                     |                    | 20,000       | 20,000       | 20,000        | 20,000             | 80,000    |
| Hiring of agency for Awareness Drive and mobilization at various places for eg. Bus Stand , Migrant Localities, Labour Chowk, Railway station etc., | Lump Sum  | 1,00,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,00,000  |
| Library, books, magazines , CDs, TLM etc.                                                                                                           | Lump Sum  | 20,000    |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 20,000    |
| Total Communication material expense                                                                                                                |           |           |            |    |    |    |                       |                    |              |              |               |                    | 3,50,000  |
| Grand Total                                                                                                                                         |           |           |            |    |    |    |                       |                    |              |              |               |                    | 38,28,000 |













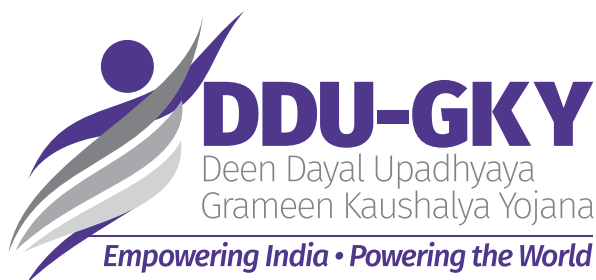
# Migration Support Centre

*Reference Framework*









**Deen Dayal Upadhyaya–Grameen Kaushalya Yojana,  
Ministry of Rural Development**

**Migration Support Centre**

A Framework for the establishment and operations of a Migration Support Centre

Date: 31/07/2015

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This document provides inputs relevant for establishing a Migration Support Centre, and guides the reader through the various features and functions of Migration Support Centre, based on the experiences of similar endeavours in India.

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## Acknowledgement



## Acknowledgement

The Migration Support Centre (MSC) Framework draws from the experiences of M/s Aajeevika Bureau, a pioneering public service organization, that, institutionalized migration support to seasonal migrants in India. Aajeevika Bureau has assisted a community of civil society organizations across 9 States to set up facilitation centres for migrant workers. This document is therefore well informed by practice and the experience of organizations working in diverse settings of the country.

The DDU-GKY National Programme Implementation Unit (NPIU) is grateful to M/s Aajeevika Bureau, for its insightful experience share and strategic inputs for developing this MSC Framework.



## Glossary of terms

|         |                                                    |       |                                                                |
|---------|----------------------------------------------------|-------|----------------------------------------------------------------|
| APL     | Above Poverty Line                                 | MoU   | Memorandum of Understanding                                    |
| ATM     | Automated Teller Machine                           | MSC   | Migration Support Centre                                       |
| BDO     | Block Development Officer                          | NCVT  | National Council for Vocational Training                       |
| BOCW    | Building and Other Construction Workers            | NGO   | Non-Governmental Organizations                                 |
| BPL     | Below Poverty Line                                 | NMMU  | National Mission Management Unit                               |
| CBS     | Core Banking Solution (in the context of Banks)    | NOC   | No Objection Certificate                                       |
| CTSA    | Central Technical Support Agency                   | NPSDE | National Policy on Skill Development and Entrepreneurship 2015 |
| DA      | Dearness Allowance                                 | NRHM  | National Rural Health Mission                                  |
| DDU-GKY | Deen Dayal Upadhyaya – Grameen Kaushalya Yojana    | NSDC  | National Skill Development Corporation                         |
| DLO     | District Labour Officer                            | NU    | National Unit                                                  |
| EPF     | Employee Provident Fund                            | PDS   | Public Distribution System                                     |
| GoI     | Government of India                                | PIA   | Project Implementing Agency                                    |
| HRA     | House Rent Allowance                               | PPP   | Public Private Partnership                                     |
| IEC     | Information, Education and Communications          | PPS   | Post-Placement Support                                         |
| KYC     | Know Your Customer                                 | PPT   | Post-placement Tracking                                        |
| LSG     | Local Self Government Bodies                       | RSBY  | Rashtriya Swasthya Biman Yojana                                |
| MFI     | Mutual Fund Institution                            | SDM   | Sub Divisional Magistrate                                      |
| MIS     | Management Information System                      | SRLM  | State Rural Livelihood Mission                                 |
| MoRD    | Ministry of Rural Development, Government of India | SSC   | Sector Skills Council                                          |
|         |                                                    | SSM   | State Skill Mission                                            |
|         |                                                    | YMCA  | Young Mens Christian Association                               |
|         |                                                    | YWCA  | Young Womens Christian Association                             |

## Migration Support Centres (MSCs): stakeholders and responsibilities and roles

### 1. MSC partner:

- a. Establish and operate the MSC as per the defined expectations of the SRLMs/ SSMS

### 2. Ministry of Rural Development, Government of India:

- a. Preparation of Framework for the establishment and operations of the Migration Support Centres
- b. Approve grant of support cost for MSC at the rate of Rs.10 lakhs per center per year under Action Plan submitted by each State Government.
- c. Sharing Best Practices, Learning and Knowledge input from the implementation and continuous monitoring and evaluation of MSC

### 3. State Governments/ State Rural Livelihood Missions (SRLMs)/ State Skill Missions (SSMs):

- a. Additional core funding required to establish and operate MSCs for the rural youth from the state
- b. Balance initial capital for long-term expenditure as well as working capital to maintain the Core and additional operations of the MSC provisions of this Framework, budgeted annually and continuously invested into, to deliver the expected scale of operations over time.
- c. Identification of migration hot-spots (destinations of trained rural youth from the state) and preparation of clear strategy to establish and operate a suitable MSC sustainably
- d. Establish and operate the MSC, including:
  - i. Support MSCs to develop and sustain affirmative relationships with local media; local services like municipal services, emergency services, police and other law enforcement agencies, courts and tribunals etc.; local community and local public administration, government and government agencies
  - ii. Create and sustain a budget comprising of manpower, infrastructure, IEC, legal, ICT and finance heads
  - iii. Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs,
  - iv. Support MSCs to develop a strategy for sustainability
- e. Ensure a clear organization structure and consistency of leadership to ensure MSC is instituted and relevant over a sustained period in time.
- f. State governments should support other state MSCs in their states for affirmative relationships.

### 4. Rural migrant youth:

- a. Constitute the primary population and beneficiary of the services of the MSC
- b. It is expected that the first set of beneficiaries will be constituted of the migrant rural youth trained under the DDU-GKY
- c. It is expected that over time, all migrant rural youth from the respective state will constitute the population and beneficiaries of the MSC

### 5. Project Implementing Agencies (PIAs) of the DDU-GKY:

- a. The source of the trained DDU-GKY alumni/ rural youth
- b. Provide relevant data and MIS regarding the migrant rural youth aimed at the respective destination, thereby empowering the MSC with its initial population
- c. Provide Post-placement Tracking derived information inputs that call for subsequent actions like qualitative research on the work and quality of life of alumni, engagement with employers on specific causes like the issuance of salary slips or Joint Salary Certificate, dispute resolutions between alumni and employers etc.
- d. Provide regular and timely information on significant issues like loss of track or contact, loss of job etc.
- e. Support MSCs in all activities as mandated by the SRLMs/SSMs

**6. Employers, across the hierarchy, from Line Supervisors to HR heads:**

- a. Provide regular and timely information on the attendance and performance of trained rural youth placed in their respective organizations. This information as per the current MIS needs of the DDU-GKY includes provision of salary slip or Joint Salary Certificate, attendance record, performance appraisals, income growth, career path etc.
- b. Engage with MSC regularly to provide feedback or take community sessions, labour meetings, skilling workshops etc. where and when needed.
- c. Offer healthy interactions with tribunals or mediators in case of disputes to arrive at amicable solutions in a timely manner.
- d. Offer placements and job opportunities to registered and trained youth of the MSC in various trades, through the Placement Counselors available at the MSC.

**7. CTSAs of DDU-GKY:**

- a. Provide timely and regular MIS inputs in terms of findings of Post-Placement Tracking
- b. Information requests and planned interventions with necessary research instruments for qualitative studies in terms of quality of life, quality of work-life, reasons for drop-outs etc. of migrant rural youth trained by the DDU-GKY. The MSC will serve as the venue for the interaction/ intervention and facilitate access to candidates for interviews/ discussions. The MSC will not engage in any post-placement tracking to complement or supplement PPT performed normally.

It is expected that as the MSC grows in stature, services and population, the above will be suitably amended.

## DDU-GKY

### Preface

The National Policy of Skill Development & Entrepreneurship 2015 states that India is at the cusp of demographic opportunity. This is juxtaposed by the fact that the USA, Europe and China are expected to face a shortage of 57 million workers, while India today has **a 55 million<sup>1</sup> strong potential rural workforce in the age group of 18 and 35 years**. This presents a historic opportunity to transform India into the preferred human resource capital of the world. In order to address this opportunity, the Ministry of Rural Development has pioneered the implementation of a placement-linked skill training programme called the **Deen Dayal Upadhyaya – Grameen Kaushalya Yojana (DDU-GKY)**. **DDU-GKY is the only skill training programme in the country which is uniquely focused to enable the poor and disadvantaged rural youth** in fulfilling their career aspirations through skill training and participation in labour market thereby enhancing nation's economy through productivity and growth. Success of DDU-GKY is critical to the success of the National Policy of Skill Development & Entrepreneurship 2015 and the success of India's vision for 'Make In India', 'Digital India' and 'Skill India' initiatives.

Apart from its unique focus, DDU-GKY has many firsts in implementing its placement-linked skill training program:

- DDU-GKY is the first programme to unambiguously define placement in wage employment as the outcome of skill training programs.
- DDU-GKY is the first programme to implement quality standards through its detailed Standard Operating Procedures (SOPs)
- The programme is a precursor to Digital India through its funding and mandate for digital inclusion through basic IT training and provision of tablet PCs for use by every trainee.
- DDU-GKY is the first programme that lays foundation for sustainable economic inclusion through incentives for career progression and post-placement salary top-ups to candidates, which has become the norm for the industry at this time.

In line with its pioneering nature, DDU-GKY provides in its design, an initial capital for the making of Migration Support Centres to enable migrating candidates and their families.

#### The main objects of DDU-GKY are:

- Focus on **rural youth from poor families** in the age group of 15 to 35 years of age (with an inclusive definition not limited by restrictive evidences). The maximum age limit is relaxed to 45 years for persons with disabilities and other vulnerable groups like victims of human trafficking etc. Kindly refer to the DDU-GKY Programme Guidelines for more information.
- With **Social Inclusion** in its composition (reaching even the most disadvantaged groups through community led programs)
- With **Pioneering Progressive Innovation** in its design :
  - i. Support for job retention
  - ii. Incentive for Career Progression
  - iii. Incentive for International Placement
  - iv. Tablet-PC as a training tool
  - v. Guidelines and Standard Operating Procedures (SOPs) to define quality with transparency and accountability

<sup>1</sup> Census 2011, rural unemployed / marginally employed population between 18 and 35

- **Ownership of the entire lifecycle** of the training and development process:
  - i. Policy making and planning
  - ii. Implementation
  - iii. Monitoring and evaluation
  - iv. Feedback loop with a self-learning principle
- Through **Market-linked, training process in PPP** mode:
  - i. Training partners from the industry
  - ii. Curriculum framing and Assessment through NCVT (National Council on Vocational Training) or SSCs (Sector Skills Councils) of NSDC
  - iii. Industry partnerships for latest technology and trends
- Spanning over **220 trades<sup>2</sup> and skills**
- Assuring **placement of 75% of all candidates trained**, through support to the PIA as well as relationships with industry
  - i. With a minimum monthly salary of Rs. 6,000/-
- **Tracking performance post placement for year**

### Incubating Migration Support Centres:

Demand for skills and skilled manpower abounds in urban and industrial clusters of the country. To fulfill their career aspirations, skilled rural poor youth often have to migrate to find income and growth opportunities. New to the city, confronted with lifestyle and cultural shocks and unfamiliar with the norms and demands of urban labour markets, most alumni face problems in adapting to the urban environment. Often they find it difficult to cope with the higher cost of living, social and economic demands of the city, resulting in poor job retention, unfulfilled aspirations and inability to integrate with the urban main-stream labour market.

Experiences of programme implementing agencies (PIAs) of DDU-GKY have revealed the pressing needs for providing hand-holding and support services to young workers from rural backgrounds to facilitate economic and social inclusion in their urban destinations. In order to provide such sensitive and timely support, DDU-GKY has conceptualized in its design, the set-up of a Migration Support Centre and post-placement support interventions including salary top-ups. In its design, DDU-GKY visualizes MSCs to offer alumni support, accommodation assistance, counselling services, identity documentation services, healthcare linkages, periodic get-togethers, networking with employers and other key services relevant to the local client group. Early experiences of setting up support centres for DDU-GKY alumni have been highly encouraging. NIFA, a PIA working in Jaipur, Rajasthan and offering shelter, food, counselling support and entertainment facilities through a pilot initiative named “Aanchal” confirms its positive impact on trainee retention at work and validates the need for creating institutional support structures for migrants. The design of the support services, however, needs a holistic understanding of the hardships faced by migrant trainees and needs to be adapted to their specific needs.

In order to incubate and facilitate an institutional framework for MSCs, DDU-GKY has provisioned an initial investment of Rs. 10 Lakhs to SRLMs/SSMs of DDU-GKY.

<sup>2</sup> In approved Projects as on date, covering the next 2 years



## DDU-GKY

### About this document

This document provides detailed procedural guidance and insights for the establishment and operations of Migration Support Centres (MSCs), within the provisions of DDU-GKY. It characterizes the migrant workforce, identifies the key issues or problems faced by them; offers ideas for targeted solutions and describes the steps involved in effective delivery of services to the target group. The MSC Framework seeks to complement the efforts made by PIAs in undertaking high quality skill training and placement services and ensures desired results with closer handholding of the alumni at destination. In its first phase, the MSCs will focus on delivering services to DDU-GKY alumni; however taking into consideration the need for the operating model to become self-sustainable, it is recommended that gradually the MSCs include other migrant workers in respective States within their ambit.

The MSC Framework is intended to provide a base narrative for starting up and sustaining a centre dedicated to improving the conditions of migrant workers. The document has been developed primarily to aid in the establishment and operations of MSCs by SRLMs/SSMs of DDU-GKY. It can also be used by other agencies to arrive at an effective starting framework. There will be scope to contextualize the services to specific conditions but the Framework has attempted to establish a reference point for various services to be offered by the MSCs.

### Disclaimer

Section 4.8 of DDU-GKY Guidelines provides for Empowered Committee in MoRD to approve protocols for various activities related to implementation of DDU-GKY. One of the protocols pertain to Migration Support Center. Accordingly, MoRD has developed a draft protocol for establishment and operating a Migration Support Center (MSC). These protocols have been developed after wide consultations with stakeholders, including State Governments, Central Technical Support Agencies (CTSAs), subject Experts and PIAs, taking into account the requirements of target audience, i.e migrant rural youth.

This document provides experience-based inputs and insights relevant for establishing and operationalizing Migration Support Centres, and guides the reader through the various features and functions of Migration Support Centre. This document is ONLY intended for the purpose of providing guidance to the relevant stakeholders, and shall not be perceived as PRESCRIPTIONS or MANDATES. This document shall be an evolving document, which will proactively adapt and respond to emerging challenges and contexts. The cost norms highlighted are highly tentative and not contextualized to the diverse demographic or socioeconomic dynamics, and therefore shall not be perceived or considered as a STANDARD NORM.





## 1. Labour Migration in India - Magnitude, Corridors and Key Issues







## 1. Labour Migration in India - Magnitude, Corridors and Key Issues

### 1.1 Labour Migration in India

Rising inequities in job and income opportunities between urban and rural India have led to an unprecedented movement of labour force across the length and breadth of India. As a developing economy, India faces the classical problem of managing economic growth vis-à-vis equitable distribution of employment opportunities. In the last few decades, the economy has not been able to create enough employment in the formal sector and the welfare of workers has not received due attention. 92 per cent of India's work force is employed in the informal economy, devoid of any social or legal protection. Migrant workers form a distinct category within this 423 million<sup>3</sup> strong unorganized workforce; facing a great deal of vulnerability. There is also a geographical mismatch in growth of labour force and employment opportunities, leading to rise in migration rates. States such as Bihar, Odisha, Uttar Pradesh, West Bengal, and Rajasthan are key suppliers of work force to other parts of the country. At the other end, Gujarat, Maharashtra, Delhi, Punjab, Haryana, Tamil Nadu, Karnataka and Kerala with more dynamic labour markets attract large number of workers. There is, however, no mechanism for formal recruitment or structures to support this movement of labour force.

### 1.2 Size of the Migrant Workforce

In 2001, the Census reported 309 million internal migrants, of these, 70.7 per cent were women, two thirds (67.2 per cent) of them were rural and only 32.8 per cent were urban. The percentage of male migrants in intra-district, inter-district and inter-state migration was 52.2 per cent, 26.7 per cent and 21.1 per cent, respectively, compared with 66.9 per cent, 23 per cent and 10.1 per cent, respectively, for female migrants in these three streams. The NSS (in its 64th round in 2007-08) estimates 326 million migrants (28.5 per cent of the population)<sup>4</sup>.

Internal migrants have widely varying degrees of education, income levels, and skills, and varying profiles in terms of caste, religion, family composition, age, and other characteristics. National-level data that identify trends in these features are not adequately captured yet. However, micro-surveys suggest that most migrants are between ages 16 and 40 years, particularly among semi-permanent and temporary migrants, whose duration of stay may vary between 60 days and one year. Scheduled tribes and castes that are explicitly protected in India's constitution because of their historic social and economic inequality are over-represented in short-term migration flows. Most labor migrants are employed in a few key subsectors, including construction, domestic work, textile and brick manufacturing, transportation, mining and quarrying, and agriculture<sup>5</sup>.

With the rapid increase in the coverage of training and placement opportunities through State and privately funded programmes, there is a steady inflow of skilled rural youth coming into urban labour markets. The average age of this segment is 18 – 25 years and a number of them are likely to be first time migrants, displaced away from their native homes for the very first time.

<sup>3</sup> NCEUS (2007), *Report on conditions of work and promotion of livelihoods in the unorganized sector, National Commission for Enterprises in the Unorganized Sector*

<sup>4</sup> UNESCO – UNICEF National Workshop on Internal Migration and Human Development in India, December 2011

<sup>5</sup> <http://www.migrationpolicy.org/article/internal-labor-migration-india-raises-integration-challenges-migrants>



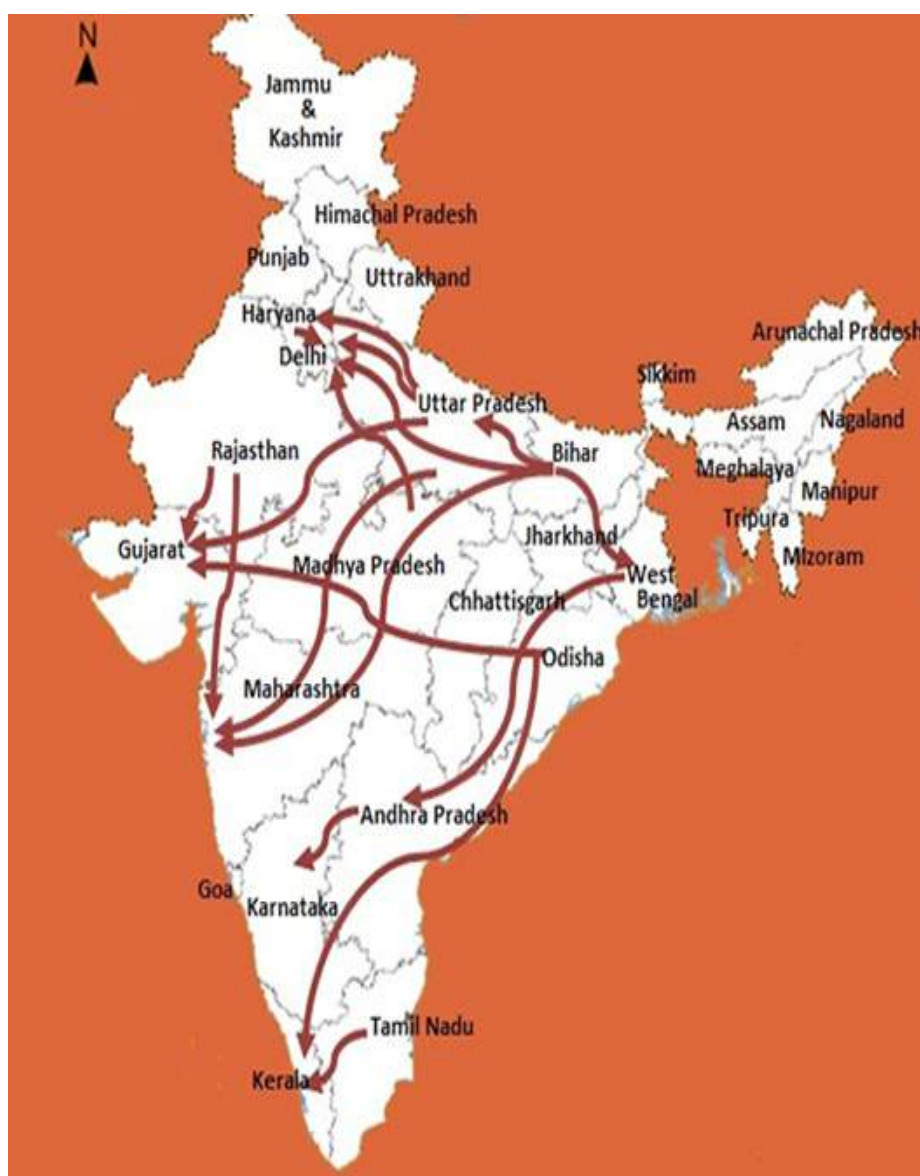
### 1.3 Migrant Hotspots in India

The poorer States are the largest exporters of labour and, the relatively prosperous ones act as magnets of such economically challenged communities. The adjoining map generated with the help of Census 2001 data provides a broad sketch of the main migration corridors in the country and outlines the main sending and receiving States.

The general tide of labour movement is from north and east of India to west and south. Some of the prominent labour-sending States are Bihar, Uttar Pradesh, Rajasthan, Chhattisgarh, Jharkhand, Madhya Pradesh, Uttarakhand and Odisha. Gujarat, Maharashtra, Delhi, Haryana, Punjab, Karnataka, Tamil Nadu and Kerala serve as the key labour recipients. The significant migration corridors that emerge at the national level are –

- Bihar → Punjab-Haryana/ Delhi - National Capital Region (NCR)
- UP → Maharashtra/ Delhi-NCR
- Rajasthan → Gujarat
- Odisha → Gujarat/Andhra Pradesh/Kerala

Figure 1: Key Internal Migration Corridors in India



## 1.4 Key Work Sectors Employing Migrant Workers

Migrant workers are predominantly employed in the informal segment at the destination economies. They are generally engaged in manual unskilled/semi-skilled jobs and struggle to find a decent employment at entry level. The jobs that come to them are typically high-risk, low-paying jobs, which have either been rejected by the local workers or have not been offered to them. The key sectors which are found to have a large concentration of migrant workers are –

- |                               |                 |                            |
|-------------------------------|-----------------|----------------------------|
| • Construction                | • Mining        | • Recycling and scrap work |
| • Transportation/Head-loading | • Brick-kilns   | • Vending and hawking      |
| • Hotel and hospitality       | • Agriculture   | • Textile industry         |
| • Factory work                | • Domestic work | • Security services        |

In most cases migrant workers are employed as replacement to the local high-cost resources, either due to competitive availability of such resources or the jobs being perceived by the local resources as menial. Further, the migrant workers are generally subjected to exploitation like long working hours, less-favourable working and living environment, and low wages, due to lack of scope for unionization. This has usually resulted in lack of job and social security to the migrant workers.

However, the DDU-GKY aims at enabling market-relevant skilling, entry-level job with assured minimum wages, with reasonable job and social security, career progression and access to welfare entitlements.

## 1.5 What are the Unique Problems or Challenges faced by Migrant Workers?

The search for a better livelihood somewhere a far often comes at a price for the job-seeker. The labour markets constrain their welfare, cities treat them with opportunistic indifference and they are also denied access to several critical rightful entitlements as citizens –

- New to the urban areas, workers suffer from lack of information and struggle to navigate their course in the city. Need for support during the initial period is critical to get them acclimatized and help them settle in the new environment.
- In the cities, establishing one's identity is an enormous problem for migrant workers. Lack of a verifiable proof of identity also bars them from accessing basic facilities. They frequently fall prey to harassment at the hands of police and civic authorities.
- The cities which use the labour of migrants, deny them basic services such as shelter, sanitation and access to water. Bad working and living conditions takes a toll on their health causing serious health hazards.
- Their access to banking and financial services is compromised as they are unable to produce the required proof of identity and residence at a new location. For lack of a formal saving instrument and investment opportunities the hard earned wages tend to wither away.
- Their lack of access to urban or local labour markets in the city or industrial belt restricts their ability to find suitable jobs in case of loss of job or need for growth in career and income. As a result, they are forced to continue in their current jobs or return to their native environments. This results in greater problems subsequently as their home villages may or may not have any avenues for use of their skills which often leads to growth in poverty.
- Migrants also are unable to identify or obtain further skilling or educational opportunities which restrict their personal and professional growth over time. This lack of career progression builds further frustration and often results in untimely return to native place.

- Migrants lose access to basic welfare entitlements such as subsidized food (PDS), health benefits etc. with a change in location. In families moving as a unit, children suffer most as their access to education and basic healthcare is severely affected.
- The informal economy thrives on the inability of migrant workers to demand decent work conditions or find other jobs. Most migrants earn subsistence wages and are prone to payment frauds, abuse and accidents. They are engaged in risky, hazardous occupations but rarely have access to welfare benefits such as insurance or pension.
- Several migrants enter the labour market at an early age with limited education/ skills. Hard manual labour for 12-14 hours a day leads to early return/retirement. They frequently slide back into poverty with limited savings and lack of relevant skills they can put to use back home.
- Families of migrants which are left-behind, struggle in the absence of men, with increased workload, poor access to financial services, government schemes and more.
- The plight of migrant workers is most visible when they are in transit viz. on railway stations, where they queue up for space in the general compartments, travel at the mercy of railway officials/police and are frequently robbed of their belongings.

Despite the growing scale of migration and its associated vulnerabilities, there is no concerted policy attempt for its mitigation. India does not yet have formal estimates on the magnitude of migration. This is a bigger reason underlying a poor policy response to the phenomenon. Migrant workers may fall outside the purview of current Government policies and welfare measures at both source and destination ends. The civil society too, limited by its 'rural' and 'urban' operational geographies, has not paid due attention to this floating population.

It is in this context of exclusion that Migration Support Centres proposed by DDU-GKY assume strong relevance. There is a growing experience of setting up and operating MSCs by specialized organisations such as Aajeevika Bureau, and their services shows real value through creating a framework of support services for migrant or displaced workers. The following sections elaborate on the role of MSCs, Core services required for migrant workers and the processes involved in delivery of these services.



## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs









## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs

A follow-up of DDU-GKY trained youth reveals that a large number of successful trainees tend to migrate in search of better (and/ or relevant) placement opportunities (better pay, assured number of work-days, etc.). Often the site of work is far away from the youth's native place - either outside their native districts or in townships located in other States. DDU-GKY has been working to reduce the vagaries associated with migration of youth in three ways - by offering youth with suitable training opportunities, by helping them prepare for employment away from home and by providing counselling and support services for a reasonable period of time, say one year, which enables them to adapt to a foreign environment.

Migration Support Centres (MSCs) are a further step in this direction, conceptualized as walk-in resource centres for successful trainees of DDU-GKY, displaced from their native in search of better employment prospects. MSCs would offer counselling, access to information, acclimatization support and targeted services to vulnerable displaced workers. These centres can be set up both at the source, closer home to the migrants and/or at the destination, where they go to work. As per DDU-GKY (erstwhile Aajeevika skills) Guidelines, the MSCs set up within the State are expected to focus on the more vulnerable groups such as SCs/STs and women. The second type of MSCs, outside the State, is to be set up in areas where a large number of DDU-GKY trainees have been placed. In stage I, DDU-GKY plans to support setting up of MSCs in the cities that receive large number of migrant rural youth. Creation of support centres at source locations of DDU-GKY trainees would be undertaken in second phase. Annexure 1 provides a brief overview of the nature and constituents of an MSC at source.

There are certain fundamentals that a better functioning Migration Support Centre should adhere to at the design stage. This section delves into specifics and operational details of setting up such a centre – key services to be offered, role of the support centre, manpower requirement, costs and more.

### 2.1 Migration Services

A collection of services meant to reduce the hardships of young skilled workers coming to cities from rural areas and enable greater income and quality of life from the urban labour markets are termed as migration services. These services are proposed to be offered through a network<sup>6</sup> of walk-in resource centres catering to the requirements, and exigencies faced by workers and their families. The core migration support services include –

- Registration of workers migrated out of their home (native) locations and facilitating access to identity related documents
- Access to immediate housing support or transit accommodation is a high impact service to be provided at a subsidized cost by the MSCs. The state needs to consider housing as key and ensure provision of suitable funding support.
- Access to information on basic social services: housing-related, schools, hospitals, etc. The MSC can also serve as the venue for service providers who can offer the above services at a reasonable cost.
- Access to information on basic Government services, social programmes/ schemes, etc. The MSC can serve as the venue facilitating interactions and access to services and programmes.

<sup>6</sup> It is observed that a large number of migrant rural youth tend to move from one destination to another, driven by availability of better job opportunities and social networks. The MSCs set up in high migrant receiving locations would thus need to work in a networked fashion. Further, once the source MSCs become operational they would also need to work closely with the destination MSCs, sharing information on migrants and undertaking joint outreach activities and follow-ups on core services.

- Financial inclusion, bank linkages, salary remittance from remote locations, financial counselling, and linkages to social security
- Healthcare counselling, health education and linkages with formal institutions/schemes
- Access to urban organized labour markets and further education or skilling opportunities
- Legal education, mediation and counselling services for workers facing disputes at work
- Help-line number with agents who can provide information on the MSC set of products/ services as well as support migrants or their families at source through creating an alternate communication channel

*[Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]*

Additionally, city-specific or work group specific services can be added on. The MSCs can also offer youth development and recreational facilities for the workers. The ones listed above, however, form the core of the migration services model – they are relevant to workers across geographies and sectors and have borne significant impact on their welfare.

## 2.2 Role of the Migration Support Centre

The centres are the operational nodes through which information and services are delivered to workers who have been displaced from their native locations. The primary roles of the centre are as follows –

- Providing workers with information and services helping them settle in a new geographical location
- Pre-Migration Preparatory Support – Counselling for Training, Exposure Visit, etc.
- Post-Placement Counselling
- Providing identity validation/ verification services
- Registering migrant workers and undertaking periodic counselling
- Undertaking qualitative research amongst candidates and employers as follow-up to Post-Placement tracking
- Job retention and career progression Counselling
- Facilitation for securing utility services
- Provide inter-department or inter-institution liaison support
- Helping workers and their families in linkages with Government-sponsored welfare schemes
- Providing support to workers in case of exigencies and work disputes
- Collecting and synthesizing information on migration from the region
- Formally and informally escalating the concerns and challenges of workers displaced from their native locations to local administration and/ or relevant authority
- Community building activities like celebrating festivals from different regions or youth development activities like sporting events and competitions
- Emergency Deportation Support Services
- Providing migrant workers and their family members at source with a help-line number

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To be able to deliver these services, the centre needs to undertake a range of activities to reach out to the community – labour meetings, meetings with local community including elected representatives and families of migrant workers, campaigns and special drives, meetings to promote legal and financial literacy, awareness on social security, health, sanitation and workshops with important stakeholders in the local administration, media, industry to highlight the issues of workers widely and seek redress.

It is strongly recommended that an MSC cater to all migrants visiting the centre and not be limited to serving DDU-GKY alumni alone. This will not only help enhance the impact created by the centre affecting many more lives but will also lead to a better utilization of resources and facilities set up through public resources. The MSCs may maintain separate documentation for the larger migrant group and the DDU-GKY alumni. The documentation, processes and reports to meet reporting requirements of DDU-GKY alumni is to be aligned to requirements as detailed in the DDU-GKY Programme Guidelines and Standard Operating Procedures (SOPs, Part 1 and Part 2). How to do so is dealt with in the later chapters.

### 2.3 Operational Coverage

The operational coverage of the MSC will predominantly focus on DDU-GKY alumni. However, depending upon the capacity of the operator, other migrant workers from the home state and other states could also be considered. Information on the number of alumni – total number and their work profile will be made available by the SRLMs/ DDU-GKY SSMs to the MSC through appropriate means. For other groups the MSC would need to outline its coverage strategy and plan the expansion of MSC outreach and services. These processes may be detailed as apart of the proposal submitted by an MSC to the SRLM/ DDU-GKY SSM implementing DDU-GKY programs.

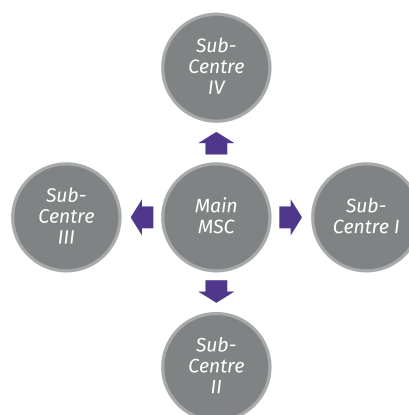
The coverage and services of the centre would be related to the nature of the work sector the MSC is targeting to service. It is best to start with a focus on one or two occupational groups. The initial mapping of the operational area (discussed later) will help selecting and mobilizing these target groups. It is expected that once the MSC is completely populated and operational, it will be working for migrants employed across a wide spectrum of occupational groups.

If it is a construction workers' group, the team may reach out to 8-10 labour posts (Nakas), 4-5 labour colonies of 250-300 households. Out of the total labour posts, 6-7 labour posts could be small, attracting 500 odd workers daily, and 2-3 could be large posts, with 800-1000 workers.

For occupational groups such as factory workers, domestic workers, it is best to reach out to them in labour colonies or residential areas. For loaders, both the markets and labour colonies can offer opportunities for engagement. In a span of three years, each centre should aim for an active outreach to 5,000-10,000 migrant workers.

After establishing the 'Centre' in the midst of the community, sub-centres could also be set up to reach out to a larger number of workers. The selection of the location for sub-centres can be based on the high concentration of workers, distance from the main centre and the need for close and intensive

outreach. The diagram herein gives a visual representation of a main MSC supported by a group of sub-centres. The number of sub-centres may vary depending on the maturity of the main MSC. A sub-centre may be conceptualized after a period of 2-3 years when the main MSC has been able to create a good rapport in the community and is reaching out to 5,000-10,000 workers on its own. The sub-centres may also be conceptualized as points of activity (without a physical infrastructure) to reach out to specific worker groups, otherwise distant and difficult to reach from the main MSC.



**Figure 2: Structure of MSCs and sub-centres**

### Joint setting up of a Migration Support Centre

From the key Migration Corridors (map given in Fig 1, Chapter 1), it is evident that youth from several source areas migrate into limited destination areas. For instance, Mumbai as a destination witnesses migration from Uttar Pradesh, Bihar & Rajasthan. In such circumstance, it may be advisable that the 3 states collaborate, pool their resources and set-up one or multiple MSC in Mumbai, as in the metropolis, there are multiple industrial belts & commercial districts which are far apart from each other. While this may result in a larger fraternity of members and might require larger physical infrastructure, it will also build in economies of scale and enable sustainability through revenue generating activities (core and value add activities that can be reasonably priced, which are detailed later in this book). In case of a collaborative MSC, all the states could identify a 'Lead State' to manage the MSC, along with a Management Committee comprising of members of all states SRLMs/ SSMs of DDU-GKY. This Committee could also create and manage the fund pool for the MSC.

## 2.4 Manpower and Role Description

A fully functional MSC may be manned by a team of eight to ten persons for the initial Core services (as described in Chapter 6 of this document). The team may be divided into administrative and functional teams. The Administrative team may include a 'centre coordinator', an 'associate coordinator', 'community mobilizers or counselors', 'MIS, accounts and administrative assistant' and an 'office assistant'. This team may need to be supported by a part-time data entry operator. The functional team could comprise of consultants and external resources who are specialists engaged to offer specific services to the candidates and other stakeholders of the MSC, for instance a General Practitioner Doctor, Research Specialists etc. The coordination of the functional team is to be performed by the administrative team.

The centre coordinator would be in-charge of the coordination of all activities as well as reporting of work. He/ She may be assisted by an associate coordinator, who would look after immediate supervision of field activities, the MIS and documentation at the centre. There could be a team of four community mobilizers in charge of field activities, outreach and service delivery.

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For a fully mature centre which is seeking to reach out to new geographies, sub-centres can be added as its extended arms to facilitate greater outreach. A sub-centre may be manned by two community counsellors, to be supervised by an associate and centre coordinator of the main centre.

For the overall strategic guidance to the project the centre team would require inputs from the head and senior management of the implementing organization. The costing of the project should include provision for time of the Executive Director/ Chairman/ Secretary of the respective organizations.

Figure 3: Indicative MSC Team Structure



The following table presents the key roles and responsibilities of the various positions highlighted in the Team Structure, including the qualification criteria for each position holders.

| Designation       | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Qualification                                                    |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Programme Manager | <ul style="list-style-type: none"> <li>Strategic and administrative oversight</li> <li>Networking and Liaison with State and National-level authorities</li> <li>Networking and partnership with support institutions like NGOs, CSOs, Foundations, etc.</li> <li>Ensure over-all compliance to Programme Guidelines and prescriptions</li> <li>Reporting to DDU-GKY as per the mandate</li> <li>Ensure social and gender safeguards as per the appropriate State and National legislations</li> <li>Responsible for induction of Centre Coordinators and other key staff</li> <li>Review monthly performance</li> <li>Review and respond to escalated complaints and grievances</li> </ul> | Head of the Programme Management Unit within SRLM/SSM of DDU-GKY |



| Designation           | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Qualification                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Centre Coordinator    | <ul style="list-style-type: none"> <li>• Management, coordination, and operationalization of the Centre's activities</li> <li>• Formulation of plans and targets for the team and their supervision</li> <li>• Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc.</li> <li>• Liaison with external support agencies, other partners and other centres</li> <li>• Periodic (monthly, half-yearly, annually) reporting of centre's activities to senior management/ external support agencies (if any)</li> <li>• Undertaking household listing exercise and surveys, research studies, impact assessment, and report writing</li> <li>• Organizing monthly team meetings and regular reflection workshops</li> <li>• Organizing capacity building activities for different team members, as well as beneficiaries</li> <li>• Engage with external resources and vendors to deliver key services</li> <li>• Build revenue for the MSC through provision of services to candidates and rental of space to service providers facilitating the Core operations of the MSC</li> </ul> | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 5-8 Years of relevant work experience</p> <p>Technical Skills/Aptitude:<br/>Adept at using MS Office , team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |
| Associate Coordinator | <ul style="list-style-type: none"> <li>• Guide and lead household listing exercise within the settlements comprising of workers who were displaced from their native locations.</li> <li>• Direct supervision of field-level operations; and preparation of monthly activity plans and ensuring compliance</li> <li>• Direct supervision, monitoring of activities of the community mobilizers and MIS assistant</li> <li>• Direct handholding of community mobilizers and MIS assistant</li> <li>• Managing effectiveness and innovation in team activities</li> <li>• Overseeing administration, and accounting at the centre level</li> <li>• Periodic report writing, overseeing management of documentation and MIS at the centre level</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 3-5 Years of relevant work experience</p> <p>Technical Skills /Aptitude:<br/>Adept at using MS Office, team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |

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| Designation                            | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Qualification                                                                                                                                                                                                     |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Counsellors                  | <ul style="list-style-type: none"> <li>Outreach, establishing contacts and rapport building with migrant workers and their families</li> <li>Organizing labour meetings and workshops</li> <li>Awareness building on issues of migration and services at the community level</li> <li>Undertaking registration and issue of ID cards, providing legal assistance, legal literacy meetings, financial literacy meetings, post-training follow-ups of trainees, linkages with social security and all other centre's services</li> <li>Interaction with important stakeholders – bank officials, contractors, employers, hospital officials, government officials etc.</li> <li>Survey and data collection related to profiling of workers and documentation of centre's effectiveness and impact of services</li> <li>Work counselling of candidates</li> </ul> | <p>Educational Qualifications: Graduate with at least 2 years relevant experience</p> <p>Technical Skills/ Aptitude: Community mobilization and rapport building, able to work in a team, two-wheeler driving</p> |
| MIS, Accounts and Admin Assistant      | <ul style="list-style-type: none"> <li>Management of all service related documentation at the centre level</li> <li>Management of programme MIS and its sharing with senior management/external support agency</li> <li>Administrative and logistical support to MSC program team</li> <li>Reception of workers walking into the centre and maintaining required records</li> <li>Book-keeping of all transactions and settlement of accounts at the centre level</li> <li>Ensuring necessary documentation, fulfilling of IT statutory requirements and providing Audit support</li> <li>Assistance in undertaking activities related to centre's administration</li> </ul>                                                                                                                                                                                   | <p>Educational Qualifications: Graduate (B.Com preferable), with at least 2 years' relevant work experience</p> <p>Technical Skills: Conversant with MS Office, Accounts management and Office Administration</p> |
| Data Entry Operator<br><br>(Part-time) | <ul style="list-style-type: none"> <li>Registration data entry, reporting and documentation of programme activities executed by the centre</li> <li>Data entry of the surveys undertaken by the centre's team</li> <li>Data entry related to all core services in soft form – word/excel/other software provided for the purpose</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Educational Qualifications: 12thStd and above</p> <p>Technical Qualifications: Conversant with MS Office especially Word, Excel and Power Point, Hindi/English typing</p>                                      |

| Designation      | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Qualification                                                                                                                                                                                                       |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office Assistant | <ul style="list-style-type: none"> <li>Management of office – its furniture and assets and daily cleanliness</li> <li>Receiving workers and other guests visiting the centre</li> <li>Providing requisite hospitality support – cooking, preparation of tea, serving water, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Educational Qualifications: 8th pass</p> <p>Able to read and write well, manage basic communication</p>                                                                                                          |
| Office Assistant | <ul style="list-style-type: none"> <li>Inbound Calls: <ul style="list-style-type: none"> <li>Provide timely information on products and services or activities of the MSC as and when needed</li> <li>Receive and store information or messages from families in the source location</li> <li>Bridge communication gaps between migrant workers and their family members or other stakeholders like Gram Panchayat</li> </ul> </li> <li>Outbound Calls: <ul style="list-style-type: none"> <li>Support SRLMs/ SSMS on reaching out to migrant workers for research or to verify data or tracking purposes (Note: this calling service is only for exceptions or specific to occasions where the stakeholders need to hold a group meeting or bring alumni for meaningful interactions)</li> <li>Support MSC team on core services</li> <li>Support MSC team on calling for public or labour meetings, launch or disseminate information on new products and services and any action deemed suitable by the Centre Coordinator</li> </ul> </li> </ul> | <p>Educational Qualifications: Graduates from any discipline</p> <p>Should possess strong communication skills and multi-lingual</p> <p>Must have prior experience in development sector or working with labour</p> |

**Note:** For other roles/jobs, the MSC may detail other roles and responsibilities as relevant.

## 2.5 Space and Infrastructure

The physical infrastructure of the MSC could include the following:

1. Dormitory facilities: a dorm for 30 occupants as transit accommodation with bedding and storage space that can be used as the first destination for incoming migrant rural youth trained at DDU-GKY for an initial period of 15 days. This service can be offered for a period beyond 15 days, but not exceeding a period of 75 days in exchange for a small fee to either the candidates themselves or the PIAs who trained and placed the candidates. The candidates may be charged a subsidized fee, lower than the PPS of the DDU-GKY alumni (for further information, refer to the DDU-GKY Programme Guidelines). The overall size could be between 1,200 and 1,500 sq. ft.

2. A common room – that can be used a Conference Hall or Multi-purpose Hall when facilitating interactions with employers or other stakeholders, and as an activity room when such conferences are not scheduled. The common room could have a television with a cable connection capable of playing popular channels of the source state. The overall size could be between 600 and 1,000 sq. ft.
3. Three rooms – one to serve as the office and reception space for workers; one as a counselling room or interview room with adequate seating for 4 and a guest room to be used by the team during night-halts, or by the guests. The respective rooms should be suitably furnished and adequate power supply.
4. A Computer centre: should have 2-3 computers with its basic accessories such as a colour printer with scanner, UPS, a camera, a lamination machine and a broadband internet connection. It should be suitably furnished. This service is essential as most candidates may not have access or the ability to afford computers in their homes. The functioning of the computer centre could also become a source of revenue.
5. If the electricity supply is erratic or unreliable, the centre shall keep provision for a backup power supply, say, an inverter with adequate capacity.
6. A basic kitchen (optional) could be considered to prepare food for all in transit candidates and guests. This could also be an outsourced activity. Then in that case, the kitchen should be replaced with a dining hall with adequate furnishing.
7. Two toilets and bathrooms (separate for men and women) are to be considered.
8. The Counselling room can also be used as a Doctor's Consultation room, where routinely clinic must be maintained with a certified GP.
9. The office room or the Computer centre could also house a travel desk facilitating train and bus tickets for candidates for a small fee.
10. Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the centre.
11. Due care should be taken to ensure that persons with disabilities feel at home in the MSC with suitable ramps and other infrastructure built as and where needed.
12. A separate room with 2-3 tables for 2-3 call centre agents with suitable calling infrastructure

The overall space for the MSC may be planned as 3,000 sq. ft. to house the above, targeting a population of about 500 migrant rural youth. However, smaller units should be considered if the migrant population is limited.

### **Learning from the recent experience of Bihar in setting up a Migration Resource Centre (MRC):**

It may be better to acquire or lease physical infrastructure directly and outsource the management of the centre and its services to a professional team under a legal arrangement. It is suggested that pre-fabricated construction like rooms or dorms as available in the market be used to expand the physical infrastructure as desired to ensure that the MSC can be set-up and made operational in a very short time-frame. Some examples of such pre-fabricated constructions can be found at: <http://everestind.com/products/applications-11>. These are pre-fabricated steel buildings. Everest is one such manufacturer and this information is being provided for reference purposes only without prejudice.

## 2.6 Fixed and Recurring Costs of Migration Support Centres

The cost of setting up and running a migration support centre depends upon several factors such as location, human resource pool, geographical coverage, service offering, the revenue capacity of the centre etc. In order to encourage the establishment and operations of the MSC, DDU-GKY has committed a recurring grant of Rs. 10 lakhs per year per centre under Action Plan submitted by each State Government. This support cost may be used to meet the recurring and non-recurring costs of the MSC on a yearly basis.

Key expense heads to be considered for operating a MSC include: Staff Salaries; Rent, Travel and Utility expenses; Outreach and mobilization; Development of IEC material; and Meetings, Workshops and special interventions. Approximately 50% of the total operational cost of a centre comprises of the Staff Salaries, while programme expenses such as campaigns, outreach and mobilization, service delivery and team capacity building account for around 25% of all expenses. Rent, travel and utilities and capital expenses such as computers, printers, lamination machines, furniture, motorcycles etc. make up the remaining 25% of costs.

## 2.7 MSC at a pilot scale

The table below provides an illustrative expense portfolio that could support establishing and operating of a MSC at a pilot scale, with the support of DDU-GKY.

| Expense Head                                                                                       | Remarks                                                                    |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Staff Salary Expense</b>                                                                        |                                                                            |
| Programme Manager – 1 no. (Part time)                                                              | Shared resource                                                            |
| Centre Coordinator – 1 no.                                                                         | Full-time resource                                                         |
| Community Counselors – 1 no.                                                                       | Full-time and/or part-time resource, numbers subject to the worker traffic |
| Call Centre Agents – 2 nos                                                                         | Full-time resource, numbers subject to the worker traffic                  |
| <b>Support Staff – 2 nos</b>                                                                       | Office boy/ Runners, full-time resources                                   |
|                                                                                                    |                                                                            |
| <b>Office Asset and Vehicle Expense</b>                                                            |                                                                            |
| Computers other accessories and furniture [Color printer, laminator, digital camera, and inverter] |                                                                            |
| PABX with 1 dedicated number & line                                                                |                                                                            |
| Relevant or applicable software(s)                                                                 |                                                                            |
|                                                                                                    |                                                                            |
| Vehicle Hiring Cost                                                                                |                                                                            |



**DDU-GKY**

|                                                                      |  |
|----------------------------------------------------------------------|--|
|                                                                      |  |
| Programme Expenses                                                   |  |
| Outreach & mobilization, events and campaigns                        |  |
| Migration Support Services                                           |  |
| IEC material incl. Resource material for Volunteers/<br>Team/Workers |  |
| Survey and studies                                                   |  |
| Hiring of Technical Experts                                          |  |
| Documentation and Storage/ Archival                                  |  |
| Calling (Outbound)                                                   |  |
| Overhead- rent, travel, utilities, AMC-IT                            |  |
| Books, Stationery and others                                         |  |

*Note: this is an indicative list.*



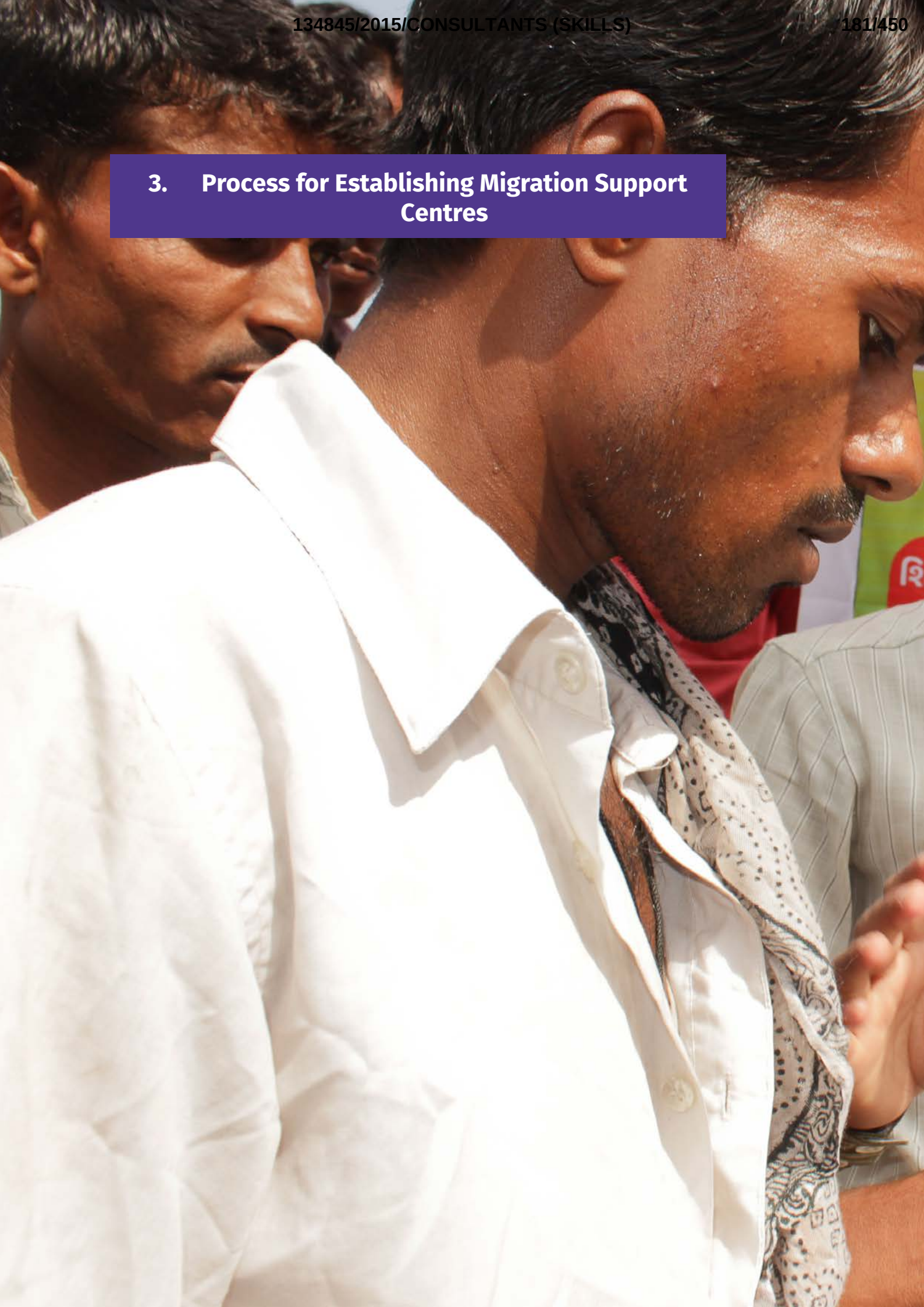
आजीविका ब्यूरो

श्रमिक सहायता एवं संदर्भ केन्द्र गोगुन्दा  
श्रमिकों के लिए परामर्श, सहायता, प्रशिक्षण तथा  
रोजगार सूचना केन्द्र



श्रमिक सहायता एवं संदर्भ केन्द्र  
नारोल अहमदाबाद  
फ़ोन.नं.- 079-65441706, 079-26670441, 09727266451



A close-up photograph of two men, likely of South Asian descent, looking down and slightly to the right. The man in the foreground is wearing a white button-down shirt and a patterned scarf. The man behind him is also looking down. The image is used as a background for the document.

### **3. Process for Establishing Migration Support Centres**





### 3. Process for Establishing Migration Support Centres

While it is difficult to set-out a blue-print for how a MSC will evolve in a manner that will be relevant across all contexts, there are certain steps which are common and could be considered for establishing and operating a MSC:

- **Understanding the nature and dynamics of migration in the region** – This can be done by undertaking destination mapping exercises (involving listing of household with migrants), occupational profiling studies accompanied by discussions with workers to understand their concerns and service needs.
- **Undertaking extensive on-ground awareness campaigns and meetings** with migrant workers, local community and key stakeholders.
- **Initial service delivery** – Rather than rolling out all services at once, a centre can roll out services that are Core (and of immediate concern/need) aimed at trained candidates from the DDU-GKY. Given that in most occasions the MSC connectivity is established with the prospective beneficiary only after the job-placement is secured by the PIA, the MSC could start with adaptation support relevant for the new town/city. This is then followed by the identity establishment services, registration service, post-placement tracking of youth and counselling. [Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhaar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]
- **Public inauguration of the MSC** – This is important from the point of creating visibility for the MSC and the services it proposes to offer to the community. This must, however, be done after some basic services get established.

#### 3.1 Some Do's

- **Approachability of the MSC is a critical parameter.** The MSC should be conveniently located such that workers can reach it with ease - preferably close to a bus stand/ railway station/ local market/ government offices, etc. They can also be set up close to either the work sites or industry cluster or residence of the targeted migrant community. In choosing the location of the Centre, a fine balance shall be maintained between the scale of outreach and proximity to the target group.
- **One of the defining features of the Centres is its accessibility to the community.** Efforts should be made to keep the MSC within the reach of migrants and also to adapt its functioning to suit the migration and work cycle of migrant workers and provide a safe, enabling environment for them. For instance, the opening and closing time of the Centre should be adapted to the convenience of the workers. In cities workers find it difficult to come to the office during daytime, as they are at work. The centre can chose to work in the morning and late evening hours. Alternatively, it can work on a Sunday, which is a holiday for most workers. In turn, the Centre's team can take a leave on a regular weekday.
- **During office hours, the Centre shall always be kept open and be available to workers.** The team must ensure that the Centre is manned by at least one person, when they go away for field visits and other outreach related work.
- **Call centre at the MSC should be available during peak traffic hours and holidays as well in addition to the office working hours of the MSC.** The team must ensure that the call centre is adequately staffed in shifts to ensure that the Help-line facilities are active and available when migrant workers are free and can call/ walk-in



- Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the Centre.

**Access to successful trainees or alumni of DDU-GKY:**

The MSC Operator shall continually be in touch with respective states SRLM or Skills Mission, who enable placements within the operational jurisdiction of the MSC from the specific state. On completion of every batch of placements, the PIAs, through SRLMs or states Skills Missions shall share the relevant details of the successful trainees to the respective MSC Operators within such geographies. The MSC Operators shall therefrom directly connect to the respective DDU-GKY Alumni, and extend their services to their specific needs.



#### 4. Migration Support Centres – Outreach Strategies and Activities





## 4. Migration Support Centres – Outreach Strategies and Activities

One of the key challenges faced by MSCs during their initial period of establishment is the ‘outreach’ and ‘mobilization’ of the target community. However, if the outreach and mobilization are systematically and strategically planned and implemented, the same could enhance the effectiveness of the reach and response. Some of the suggestive thumb-rules for planning an effective outreach, to mobilize migrant or displaced communities at their destinations, include:

- Aligning the outreach efforts in-sync with the migration cycles or the batch-arrivals as indicated by the DDU-GKY communication
- Building a strong cadre of volunteers and involving them in the activities of the Centre
- Good communication and connect to opinion leaders within the community who can effectively convey the Centre’s message to the migrants with conviction
- Build relationships through multiple touch-points or conversations with migrant workers and their families at source
- Maximizing on the short windows of interaction with creative capsules of information

In cities/ towns, it is difficult to find a suitable window for interaction with workers as they are employed and cannot find time for meetings, during the course of a working day. It is also difficult to gain their trust, as being new to the city/ town, they are usually quite cautious and do not open up to strangers. Some activities and strategies that can aid in reaching migrants more effectively include –

### 4.1 Regular Meetings with migrant rural youth or Target Community Meetings

Regular meetings of migrant workers and their family members shall be organized by the community counselors. Some of such meetings could be general outreach meetings intended to disseminate information about the MSC and its entire menu of services (relevant for the target communities). Others shall include community-level meetings (including workers) and meetings to address specific issues/ service requirements, depending upon the maturity of the relationship between MSC staff and the community. For instance meeting for event- specific mobilization, spreading awareness about social security and related welfare schemes, conveying information about the legal counselling and mediation services could be held.

It is ideal to organize these meetings in small groups of 15-25 people, as the interaction can then get deeper. Each MSC shall conduct 3-6 meetings in a month. It is advisable that the meeting is planned well in advance – its purpose and content, structure and delivery strategy to ensure greater effectiveness. Prior preparations shall also mean targeted community mobilization specific to their priority needs i.e. specific objective-oriented meetings.

#### 4.1.1 Prior Preparations for Target community meetings

Prior preparations for Target community meetings shall be carried out at two-levels: (a) MSC-level; and (b) Community-level.

- MSC-level preparations will involve:
- Content of the meeting
- Approaching the target community
- Tools and modules to be adopted

The contents and approach of the meeting shall be finalized for various target groups keeping in mind their age, gender, education level, social affiliations and other parameters. For instance a meeting on labour rights would have varying content and would be conducted differently for educated male



workers compared to relatively less educated male workers.

Based on the target groups, specific tools and exercises may be developed. The use of creative media (like games and other fun involved activities) with youth help in capturing their attention, whereas experience suggests that in case of female workers, exercises and games may be used to deliver the core messages itself.

Community level preparations will involve:

- Identification and contacting of key persons/volunteers among the target-group of workers, particularly if there are multiple groups scattered across the city
- Engaging volunteers to assist in mobilizing workers for the meeting
- Preparing a list of tools and material needed for the meeting and arranging them at least a day earlier
- Selecting an appropriate venue for the meeting, if held outside of the MSC
- Finalizing the timings of the meeting based on availability of the group as a whole, and communicating the same with reasonable notice-time
- Keeping in mind the dates of major festivals and social events when workers are more likely to move back to their hometowns
- Confirming the availability of a resource person (for example lawyers) if required for the meeting

#### 4.1.2 Integrated Outreach Campaigns

The primary objective of conducting integrated outreach campaigns is to impart awareness to the target community and promote the services offered at the MSC.

**Labour post (Naka) Campaigns<sup>7</sup>** – The MSC shall map all the important nakas within the neighbourhood geography. The MSC shall identify certain strategic nakas and undertake daily campaigns there. One of the criteria for selecting the nakas could be the linkages with prominent source areas from where the workers were displaced. It is best to organize these campaigns in the morning, before workers disperse for work and/or in the evening when they are at leisure. Once a labour post is selected, the MSC team along with identified volunteers shall ensure regular visits to the location.

For workers from other work sectors such as domestic workers, head-loaders, factory-workers, the MSC can organize special meetings at their residential areas. This can be done in the evenings when the prospective beneficiaries are back from work. Outreach visits to work sites can also be undertaken, though they would need to be brief and well targeted with due permission from supervisors or contractors.

**Places of Interest:** labour hot-spots like gardens in an industrial area or tea stalls also witness large gatherings during lunch-hour. Such places should be mapped and used to make contact with opinion leaders of the community. Such locations should be used for informal meetings or providing notices for meetings at least 1 day in advance.

**Outbound calling:** Outbound calls to migrant workers, alumni and other community support staff (Volunteers) as a reminder or invitation for the program. Such outbound calling activity must be done at least 1 day in advance to the actual event or meeting.

**Help-line service:** Inbound calls for timely information dissemination as well as record attendance or absences from such meetings. Information dissemination is one of the larger roles of the call centre and it should be ensured that all call centre agents are properly advised on upcoming events and campaigns of the MSC. Ideally, the conversation should also be scripted to ensure effective delivery

<sup>7</sup> Labour posts or nakas are good catchment areas where the Centre can reach out to large number of workers in the vicinity, especially those employed in the construction sector.



## DDU-GKY

where and when needed

Some suggestive tips to make the campaigns more effective –

- Colorful canopies decorated with IEC material can be used to draw people's attention
- Local representatives and volunteers should be involved in planning and execution of the campaign
- The campaign can be physically located at a bus stand or at popular eateries or any other popular meeting point
- Vehicles decorated with IEC material may be used as it helps cover a larger geography. As far as possible, the MSC should encourage the use of word-of-mouth. In case of larger community oriented messages, it could work better to record communication interspersed with popular music and played through loudspeakers.
- Audio-visual devices could be used to grab attention. Some organizations have developed radio programmes that are run during these campaigns to attract the public/workers' attention.
- Posters and banners in public areas and at frequently visited locations is recommended. Local tea-stalls and paan-beedi outlets could also serve as poster points. However, the posters should not be stuck. They should be hung such that they can be removed.

### 4.1.3 Special Stakeholder Meetings

The MSC shall regularly reach out to its key stakeholders – Government officials (especially from the labour department), bank officials, corporate establishments, other NGOs working within the geography. These could be carried out through targeted visits, where MSC representatives update the stakeholders about the developments at the Centre and seek required support. This will build credibility for the Centre's work.

#### **The most critical thing in outreach is....the team**

Representatives of the MSC or the Programme Team of the MSC play a vital link and role in any successful outreach. Often, it is the person and his/her demeanor that attracts or deters workers from the Centre. This will require developing a personal connect with the target workers, endowed with empathetic listening.

Technology may be leveraged appropriately to establish and sustain consistent connectivity with the target workers/ communities. Periodic tele-calling and/ or SMS updates could also be adopted for updating the target workers/ community on the various features (existing and new) of the services rendered at the MSC. This could also facilitate information sharing on specific services requested by the beneficiaries say, collection advice on identity cards, details and due-date for payment of insurance premium, etc.

### 4.1.4 On-invitation meeting of workers

Centre Coordinator and Community Counselors shall constantly encourage workers and the target community to visit the Centre. Key advantage include: undivided attention, adequate time to introduce

full-range services of the Centre, community members transforming into the role of ambassadors for

### How to receive a worker at a Centre?

The experience that a worker has when visiting the Centre for the first time will determine the longevity of his/her relationship with the Centre. The set-up of the office should not be intimidating for the workers. The visitors shall be greeted with respect, empathy and made to feel comfortable. Most of visitors may have had grueling experiences of visiting other offices, made to run umpteen times for seeking a small service and they are most likely to approach the MSC expecting similar treatment. Therefore, MSC shall try and ensure that this Centre breaks the myth surrounding 'offices' – by making them feel comfortable, ensuring that they sit on a chair with the Centre team as equals, and the services are extended with utmost professionalism, making workers feel that it is their space, their own Centre – *Mazdooron ka Kendra*. *Care must be taken to ensure that the MSC does not become a proxy office of the State Government or typified to a particular community or occupation only.*

### 4.1.5 Visits to the Source Location of Migrant Workers

Linking the source and the destination is an important part of the operational strategy. This is unique to an intervention focused on migrant/ displaced workers. Field teams at both Centres – at source and the destination – shall make regular visits to the other end of the migration corridor as an integral part of their outreach efforts. Such visits can be planned for 2-4 days, depending on the distance between the two locations. This, however, comes at a relatively mature stage of the programme – at least after a year. The respective State's SRLMs/SSMs must travel to the MSC frequently and ensure that they are in touch with the migrant community, keeping them abreast with developments in the state and offering other help or services.

The Centre's team at the destination can make visits to the native place of origin of workers, especially during festivals when most migrants return to their homes. This serves as an excellent opportunity of building rapport with the target group. It also helps the Centre to tide over the lean period in destination end activities, when workers are away on such holidays.

It is most useful to include a local like-minded organization to participate during these visits. Migrants can be introduced to those organizations and encouraged to reach out to them. Synergies can also be built in within different services with the partner organization at the other end.

For better results, the team must undertake good planning beforehand. The rapport built at the local migrant community level can be leveraged in planning of the visits. Data captured on the location of migrants by way of the registration process can be put to use for a better planning of these visits. The team may also collate specific contact information of senior community leaders so that the visit can be made more purposeful.

The PIA and its trainers play a critical role in the native or source region of the candidates. The MSC personnel must endeavour to organize meetings at the PIAs for returning or holidaying migrants to ensure the relationship is strong and candidates feel at home at the training centre. The opportunity of interaction can also be used for several purposes like motivating other candidates in training, briefing candidates about employment, work conditions and expectations, experience of living in the city and brushing up on soft skills, solving problems with trainers and counselors etc.

#### 4.1.6 Leveraging other supportive interventions

To build a better rapport with workers, the Centre must try and participate in their festivities and special events. The Centre can also organize special cultural, sports or other entertainment events for workers such as bhajan sandhyas (community prayers) etc. Workers have limited opportunities for entertainment in the city and through these activities a space can be created for an interaction.

Health camps are another very effective means of outreach in the cities, where it is difficult to find an avenue to engage with workers. The MSC could run registration camps or other service related meetings alongside the health camps.

#### 4.1.7 Voice communications with migrant workers at destination and families at source

Voice communications are a support activity to all engagements on behalf of the MSC.

Outbound calling to migrant workers in destinations or registered members of the MSC is to:

- Disseminate timely information on availability or access to events, products and services offered by the MSC. For instance, the call centre team could support the Volunteers in organizing Target community meetings at the MSC or at Labour nakas as the case may be.
- Support counselling and research interventions at the behest of the MSC coordinating team or the SRLM/ SSM of the state, on matters relating to work, or to support tracking interventions. However, it is to be noted that the call centre team is not to perform the core task of post-placement tracking on behalf of DDU-GKY PIAs
- Act as a communications bridge between SRLM/SSMs or MSC or families of migrant workers on messages, events or visits or researches being planned or facilitate alumni interactions at the source or at DDU-GKY PIAs prior to placements. Such communication is purely to facilitate exchange of information

Inbound calls from migrant workers or registered members of the MSC are usually to seek information. Call centre agents should:

- Provide information on upcoming events and activities at the MSC, New products and services being launched at the MSC and others deemed essential by the MSC Centre Coordinator and / or the SRLMs/ SSMs
- Identify and record problems or issues as 'first information' and provide information/ feedback to concerned members of the MSC team and/or its engaged experts. For instance, if a worker calls to complain of an incident at work, the same needs to be recorded and shared with the MSC Centre Coordinator and Legal or Para-Legal teams engaged with the MSC for suitable action or consequence.
- Serve as a Help-line and facilitate the delivery of a product or service or information regarding the same. The interaction again should be recorded and provided as information input to the relevant officers of the MSC and/or its engaged team of experts. For instance, if a worker calls and seeks information on getting a gas connection, the entire information or process as applicable and offered by the MSC should be provided on phone. It should also be recorded and action should be initiated with the concerned team at the MSC, like filling of a Gas Application

form. The services of the Help-line should also extend beyond the normal services offered by the MSC where possible. For instance, if a migrant worker calls for information on trains to a particular destination, the call centre agents should be able to recommend suitable trains and dates for the journey. This can be facilitated through online services and the call centre agents should be able to access information online and provide the same.

- Inbound calls from families at source are mostly contact services. The call centre agent should be able to collect a message and pass it on the worker at a later convenience.
- Inbound calls from other stakeholders are for information services. The call centre agents must have access to the upcoming calendar of events and activities at the MSC to be able to provide timely information.

### How to make or receive a call from a worker?

Most migrant workers will have limited access to outgoing calls, as they will mostly be using pre-paid connections in the city. Telephonic communication technology like IVRS (Interactive Voice Response Systems) are time consuming and lengthy. They also block the communication line for a longer time per instance. It is preferred that the call center is manned by people and the worker is greeted and spoken to by a human voice each time. Due to the nature of their work, long conversations must be avoided. When receiving a call, the agent must immediately record caller details, inquire about a suitable time and call back at the time band given. In the case of making calls, the call center agent must engage with workers and provide information in a timely and brief manner. As far as possible, call center agents should be fluent in the regional or vernacular language of the worker and must use the same in every conversation. This will foster familiarity. Also, call center agents must record all conversations. Every attempt must be made to ensure that workers do not have repeat or go through lengthy data gathering activities on the phone unless specifically requested by the SRLM/ SSM or the MSC Coordinator. Every conversation should be ended with a greeting and indication of response time where needed.

## 4.2 Records and Documentation

The Centre team must maintain rigorous documentation of the visits made to the Centre, as well as the persons reached through the various modes of outreach. A standard template may be used to capture details of the target workers, nature of request and required follow-ups.

Some of the illustrative formats for maintaining records of the target community, including visitors are presented herein:

## Illustration 1: Report of Target community meetings/ Seminars

|                                                                                                                         |                                 |                                         |               |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|---------------|
| Migration Support Centre: .....                                                                                         |                                 |                                         |               |
| Report of Target community meetings/ Seminars:                                                                          |                                 |                                         |               |
| Date:                                                                                                                   | Location:                       |                                         |               |
| Time: ..... to .....                                                                                                    | Identity of Target Group: ..... |                                         |               |
| No. of Migrants Participated:                                                                                           | Malev.....                      | Female.....                             | Children..... |
| No. of DDU-GKY Alumni among migrants:                                                                                   | Male.....                       | Female.....                             | Children..... |
| Topics & Services Covered in the Campaign:                                                                              |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| MSC Services promoted/ linked to target group:                                                                          |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar                                 |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| .....                                                                                                                   |                                 |                                         |               |
| Signature of Centre Coordinator                                                                                         |                                 | Signature of Officer-in-charge of Event |               |
| <b>Note:</b> Separate list of DDU-GKY alumni participants (or attendance sheets with signatures) needs to be maintained |                                 |                                         |               |



## Illustration 2: Report of outreach campaign

| Migration Support Centre .....                                                                                                                                                                           |                                 |              |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------|---------------------|
| Report of Outreach Campaign: .....                                                                                                                                                                       |                                 |              |                     |
| Date: .....                                                                                                                                                                                              | Location: .....                 |              |                     |
| Time: ..... to .....                                                                                                                                                                                     | Identity of Target Group: ..... |              |                     |
| In this campaign a canopy was set and information regarding various services, schemes, security and rights were provided to migrants. In this campaign, direct services were provided to ..... migrants. |                                 |              |                     |
| No. of Migrants Participated:                                                                                                                                                                            | Male .....                      | Female ..... | Children .....      |
| No. of DDU-GKY Alumni among migrants:                                                                                                                                                                    | Male .....                      | Female ..... | Children .....      |
| Topics & Services Covered in the Campaign:                                                                                                                                                               |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| MSC Services promoted/ linked to target group:                                                                                                                                                           |                                 |              |                     |
| 1. Registration                                                                                                                                                                                          |                                 |              |                     |
| 2. Migrant Attendance Diary                                                                                                                                                                              |                                 |              |                     |
| 3. Registration to BOCW                                                                                                                                                                                  |                                 |              |                     |
| 4. Health camps/ doctor consultations                                                                                                                                                                    |                                 |              |                     |
| 5. Remittance services                                                                                                                                                                                   |                                 |              |                     |
| 6. Labour disputes registered                                                                                                                                                                            |                                 |              |                     |
| 7. Youth counselling                                                                                                                                                                                     |                                 |              |                     |
| 8. Linkages to Pension schemes                                                                                                                                                                           |                                 |              |                     |
| 9. Linkages to Insurance                                                                                                                                                                                 |                                 |              |                     |
| 10. Linkages to Utility services                                                                                                                                                                         |                                 |              |                     |
| 11. Voters ID/Ration Card/PAN Card                                                                                                                                                                       |                                 |              |                     |
| 12. Others (specify .....)                                                                                                                                                                               |                                 |              |                     |
| New Contacts with Volunteers/ Shramik Mitras                                                                                                                                                             |                                 |              |                     |
| Sl. No.                                                                                                                                                                                                  | Name                            | Occupation   | Contact Coordinates |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |

Illustration 3: Report of Source Visit

| Migration Support Centre .....                                                                                                     |                                 |                                         |                |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|----------------|
| Report of Source Visit: .....                                                                                                      |                                 |                                         |                |
| Date: .....                                                                                                                        | Location: .....                 |                                         |                |
| Time: ..... to .....                                                                                                               | Identity of Target Group: ..... |                                         |                |
| No. of meetings conducted during the visit: .....                                                                                  |                                 |                                         |                |
| No. of Migrants Participated:                                                                                                      | Male .....                      | Female .....                            | Children ..... |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar</b><br>.....<br>.....<br>.....<br>..... |                                 |                                         |                |
| Signature of Centre Coordinator                                                                                                    |                                 | Signature of Officer-in-charge of Event |                |

Illustration 4: Footfall Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of visit | Qualification (Skill) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|------------------|-----------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |

Note: \*From where did the individual know about the MSC OR since when the person is aware of the MSC

Illustration 5: Voice record Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of Call | Next Action (record follow-up activity as promised on call) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|-----------------|-------------------------------------------------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |



**5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres**







## 5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres

Collaborations enable bringing together complementing services and support, packaged to respond adequately to the requirements of the migrant workers. Establishing key partnerships with various stakeholders also enables greater visibility of the Centre and helps build greater credibility of migration services within the target community.

### 5.1 Key Stakeholders and Partners Agencies

The Centre should identify its important stakeholders and work towards establishing a good working relationship with them. Some of the key stakeholders that the Centre may reach out to on a regular basis are as follows –

- |                                                     |                     |                                                     |
|-----------------------------------------------------|---------------------|-----------------------------------------------------|
| • Migrants for employment                           | • Local community   | • Local administration                              |
| • Local self-governance bodies such as Municipality | • Corporate bodies  | • Other civil society organizations working locally |
| • Employers and contractors                         | • Opinion leaders   | • Local businesses                                  |
| • Labour collectives and volunteers                 | • Labour Department |                                                     |

The Centre shall ensure regular contact and active engagement with the labour department and Government offices, including providing information on the events it organizes and sharing updates on its operations. Several entitlements are rolled out from these offices and hence a sustained relationship with these bodies can expedite the linkage of migrant workers to various Government schemes and services.

The Centre shall work closely with the Local Self Government (LSG) bodies/ municipal bodies in order to secure support for its work and its beneficiaries. Concerns related to basic facilities, sanitation, water supply and others could be voiced by the beneficiaries to the local administration, either directly or through the Centre. Ward members can also play a critical role in the delivery of migrant registration and validation services. The Centre shall regularly conduct sensitization workshops for various LSG members such as the ward members etc., on the key challenges and possible resolutions for co-existence of migrant population. Organizing interactions between the municipality officials and the migrant workers is yet another initiative that shall be taken by the MSC.

Regular interaction with the local Police station is of utmost importance to the Centre. Often workers complain of harassment at the hands of the State authorities and/ or local community. Enabling an environment where migrants and the local administration get to interact with each other and become aware of each other's concerns can go a long way in providing a good, amicable environment to a migrant/ physically displaced person in an unfamiliar location. Further, a strong rapport with the local police administration can help significantly in resolution of some worker disputes, identity validation, etc.

Forming liaisons with local businesses, corporate bodies and banking institutions also play a major role in making the Centre a success. For instance, local businesses may provide opportunities for direct placement of workers in jobs and/ or enabling career progression opportunities; some larger corporates may also assist in offering well designed life skills and soft skills training. Local bank

branches and Block level Banking Committees provide a useful platform to learn about various affordable financial services for migrant/ physically displaced workers and aspiring entrepreneurs among them. Hospitals and local clinics especially those which are close to worker habitations and working sites shall be in active network of the Centre. The Centre should also try to reach out to large health establishments, both in the Government and private sectors, and develop a working relationship with them. Support from hospitals and health institutions can help significantly in conducting health camps and health awareness events for the target community.

Other civil society organisations are an important stakeholder since they can provide good insights into the experiences and needs of the community. In cases where there isn't a corresponding source Centre, the destination Centre can build strong partnerships with NGOs in the relevant source areas to deliver migration services efficiently both at source and at destination. Worker collectives can also help the Centre in reaching out to larger groups of workers and enabling necessary services. Some of the registration work may also be carried out with the help of worker collectives.

The Centre could also set up an Advisory committee from within the local community to act as a sounding board. This committee could comprise of locally respected and influential individuals and leaders such as school teachers/professors, retired Government officials, police officials, lawyers, social reformers, activists, media-persons etc. This committee shall perform a key role of providing guidance and feedback on the performance of the Centre. It shall help the Centre attain greater credibility in the local community, and also act as a body which establishes accountability of the Centre towards the community, so that its services remain relevant and the team remains committed to the cause. The committee may meet on a quarterly basis to review and comment on the activities of the MSC and provide necessary guidance.

The local community is another important stakeholder that the Centre must reach out-to on a regular basis. Ensuring a good rapport with the community could help the Centre and also identify volunteers amongst them who can further act as extended arms of the Centre, enabling a greater outreach of services.

## 5.2 Key Tasks to be performed

Following are the key tasks to be performed by the Centre:

- Organizing sensitization workshops for key stakeholders, ideally at the Centre to introduce them to the Centre's mandate, range of services and facilities being provided and to seek their complementing and enabling support in delivery of migration support services
- Regular visits to Government offices at the labour department, other Government departments, banks, hospitals to apprise them of the Centre's mandate, its services and seek support in its execution, and to engage them on targeted events
- Organizing interface workshops with police department officials to facilitate exchange of information, concerns and advise and access to grievance redress mechanisms
- Organizing advisory committee meetings once every quarter to consult, inform and to seek guidance

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- Organizing media workshops or briefings to share updates and developments at the Centre
- Organizing interaction with contractors and employers to share information, concerns, seek cooperation and collectively arrive at possible solutions
- Organizing orientation and sensitization workshops for volunteers, monthly meetings and provide the required capacity building inputs for increased effectiveness

**In addition to the above, the following tasks shall be specifically carried out, targeted towards the DDU-GKY Alumni:**

- Organizing peer-network and alumni meetings of DDU-GKY alumni
- Organizing SRLM briefing meetings on the MSC services and interactions with alumni
- On engagement by the SRLM or SSM, carry out research investigations to complement or supplement the post-placement tracking of the DDU-GKY alumni in cases of exception

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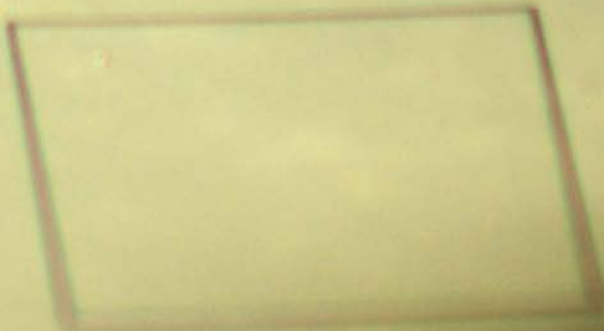
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## श्रमिक हाजरी डायरी



श्रमिक का नाम

श्रमिक का नाम





## 6. Core Migration Support Services





## 6. Core Migration Support Services

The MSC is itself a facilitation centre that provides timely information and support where needed by way direct interaction and engagement in person with the migrant workers as well as their families in source locations on occasion.

Information and support should be made accessible to migrant worker by way of voice contact as well (telephony to a Help-Line). This is an essential part of the service delivery program as coming and going to the centre may be a time consuming exercise or journey. The Help-Line should be managed by call centre agents, under direct supervision of the Centre Coordinator and where each agent functions as a Community Counselor as well as first point of contact for the completion of expert driven services.

### 6.1 Help-Line Services

When migrating is necessary, the MSC's primary roles lies in mitigating risks associated with migration. The biggest risk is access to services in itself. While the MSC can facilitate several challenges faced by migrating youth, it needs registration and face-to-face interaction or physical availability at the centre. Physical presence and interaction is only possible after the migrant has reached the destination location. However, there are several tasks to be performed while planning, packing and leaving for the destination by the youth. Some of these are critical for success in joining placement in a timely manner, and for job retention on the whole. Even after reaching the destination and joining work, it may not be possible for candidates to visit the MSC frequently, due to either paucity of time or inconvenience in terms of distance to travel etc. However, such lack of physical access to the MSC should not become a limiting factor. Therefore, it is suggested that the MSC establish and operate a Help-Line as a primary or core service, whose functional delivery is to facilitate communication, aid the service delivery of the MSC by pulling in relevant audiences for various events, supporting the Community Counselors in their effort, pre-register candidates for events and activities where needed. The Help-Line will also be a single channel of communication or access available to relatives, family members and community left behind in source areas offering them communication facilitation in the event they are unable to establish contact or provide them with basic information on the service offerings of the MSC.

In order to put together an efficient Help-Line, the MSC needs to:

- Identify a toll-free number with 2 or 3 lines, both incoming and outgoing. It is essential that the Help-Line be an easy to remember number and should have some connect with the source state establishing the MSC. For instance Bihar should look for a Help-Line number that has the digits – 24427 (corresponding to Bihar on the alphanumeric keypad). This would be easy to remember among all migrant workers coming from Bihar.
- Populate the Help-Line centre with agents who are
  - i. Bi-lingual, should be able to communicate in the regional language as well as Hindi or English fluently.
  - ii. Minimum Graduates of any discipline or stream.
  - iii. Experienced – minimum 1 year of work experience post educational qualification in a respectable BPO handling outgoing voice-led communications
  - iv. Trained in all the services offered by and aspects of the MSC and its engagements with all its stakeholders by way of an Orientation Program of not less than 3 working days duration

- Ensure proper MIS of all activities undertaken by the agents. As all calls will result in some data interchange (from the Agent to relevant members of the MSC) or provision of information, it is essential that each call be recorded and suitable computerized MIS system be developed and used to track calls and establish an analysis framework (like trends). A sample log file is presented in the table below

Over-time, it is suggested that the Help-Line be extended to relevant social media platforms and messaging platforms to create a point of interaction as well as engagement with migrant workers. Such media expansion may be done once the sufficient database of registered members be generated as well as broadcast content may be prepared, like photographs and videos.

It is essential to note that the Help-Line is another channel of communication with migrant workers, but should not be used as the primary channel of interaction or engagement. Migrant workers must be encouraged to visit the MSC in person as often as possible, to ensure better relationships and better performance of services offered through specialist or domain experts who may be engaged with from time to time, for the delivery of said services.

**Illustration 1: Sample of Call Register or Log Record**

| S. No. | Name | Address and Contact Information | Call Date | Call Time | Duration of Call | Action Taken/ Information provided | Actionable/ Pending or Follow-up Action | Agent | Responsibility |
|--------|------|---------------------------------|-----------|-----------|------------------|------------------------------------|-----------------------------------------|-------|----------------|
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |

## 6.2 Registration and Photo ID Service

'Proof of identity' is one of the most pressing concerns of migrant workers. Despite the fact that rights to mobility and livelihood are enshrined as Fundamental Rights in the Constitution, possessing a valid proof of identity is a pre-requisite to asserting citizenship rights and access to basic services, especially in the case of long-distance, inter-State migration/ displacement of workers.

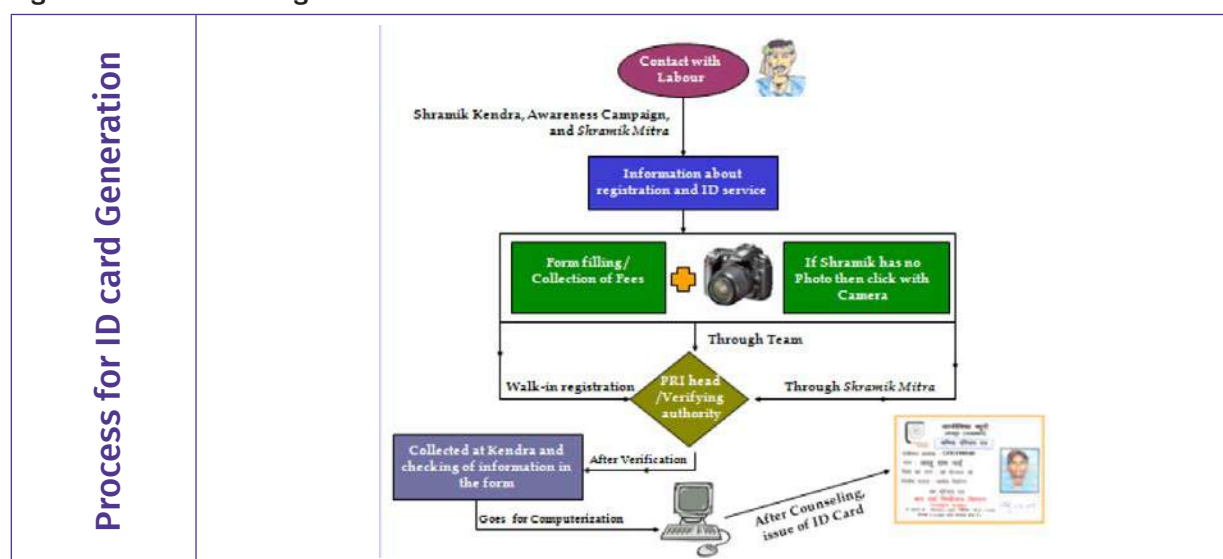
On a day to day basis, inability to produce an identity-proof greatly increases their vulnerability to be abused by public and many authorities including the Police, the Municipal Authority and others. Getting randomly picked for questioning, false implications in case of thefts and forcible evictions are very frequent occurrences in the lives of migrants. Absence of an identity proof also exacerbates the challenges related to access to basic services and entitlements. For instance, getting a SIM card for mobile phone service requires proof of identity; similarly to rent a house it is imperative to produce an identity proof, and opening a bank account too is a challenge as migrants are unable to produce the required proof of identity and residence. Absence of an identity credential has implications on migrants' livelihood as well. There are certain sectors such as hospitality, domestic work, driving, shops and establishments, which demand a high degree of trust and reliability in the employee. Unable to establish identity and validate their credentials, the migrant/ displaced workers are constrained from securing employment.

### 6.2.1 Process for offering Registration and Photo ID Service

The Centre can start by registering migrant workers and offering them a Photo ID, verified by suitable authorities. The Centre in partnership with the local PRI head and other relevant authorities, especially in the city, can offer a Photo ID, which contains important information including workers' domicile, trade, education, work destination and contact details. Information can be collected with the help of a simple form, checked by the Centre team, verified by relevant authorities, and then computerized with the help of a 'registration software'. Registration can be carried out by the Centre team or by well trained volunteers. The process of making the photo ID is explained with the help of a flow chart below.

The call centre may be used to provide information to migrant workers on the availability and use of identity information as well as to confirm appointments to ensure that the capacity is utilized optimally.

Figure 4: Process for Registration and issuance of Photo-ID



While giving away the ID, workers must be counseled on its usage and the importance of carrying it with them at all times

This service is primarily intended for workers with the following attributes:

- Age 15 years and above
- Income from blue or rust collar jobs – organized or unorganized sector
- Significant portion of the annual income is from a location where displaced due to job
- Destination – outside the administrative block

### 6.2.2 Linkages to Aadhaar<sup>8</sup> Identity Card

Aadhar Identity Card can serve as a proof of identity and address, and has now become essential to avail various entitlements. For the purpose of enrolling into the course DDU-GKY prescribes the need for cross-validation by Aadhar identity. However, in cases where such identity is not provided, the respective PIA under the DDU-GKY shall initiate registration and securing of Aadhar ID during the course of the training. Aadhar enrollment also requires the applicant to produce a proof of identity and address. However if a trainee/ alumni does not possess any document, they may take the help of an 'Introducer' as approved by the Registrar. The MSC may identify the enrollment Centre

<sup>8</sup> Aadhaar is a unique 12 digit individual number issued on behalf of the Government of India.



nearest to them by accessing the following link: <https://appointments.uidai.gov.in/easearch.aspx>. Furthermore, it is recommended that an appointment is made for enrollment by accessing the link <https://appointments.uidai.gov.in/>. For any grievances or information, one may make use of their help-line – 18003001947.

### 6.2.3 Stakeholder support for Identity Validation

The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), Sub-Divisional Magistrate (SDM) etc. in order to authenticate the ID card. More importantly, the MSC must lobby with various bodies such as banks, police stations, mobile service providers etc. in order to create wider acceptance of the migrant ID card as a valid proof of identity and address. The MSC shall also build ties with nearby Aadhar enrolment centres to facilitate speedier enrolment of alumni.

Aajeevika Bureau, an NGO based in Rajasthan has been offering registration and photo ID service to migrant workers, with the authorization of the State Labour Department. Use of this ID as a KYC document has also been recommended by the ex-Deputy Governor, Reserve Bank of India. A sample of these letters is attached in Annexures 4 and 5.

*Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY.*



[illegible]

### 6.3 Post-training and Pre-placement Support

Skill development is a significant step towards empowering the rural youth from disadvantaged backgrounds and enabling relevant employment and thereby securing their economic wellbeing. However, migration challenges become a deterrent to many who get displaced from their native locations to new locations for the purpose of securing better economic prospects. Therefore, in addition to skill development, pre-placement counselling for the DDU-GKY trainees, and post placement counselling of DDU-GKY alumni, are vital in ensuring job retention and success in the labour market.

Given that the pre-placement support services are a mandate of the project implementation agencies (PIAs), the MSCs, through a formal contract with the PIAs for a fee, at the leave of the SRLM/ SSM, have an important role in preparing candidates for their new work-life and life in the destination city, facilitating work readiness and migration through targeted information and services.

Contact with Alumni is an integral part of pre-placement services. The MSC through its call centre and outbound calling services should facilitate alumni interactions with pre-placement candidates to ensure that they have a friend before reaching the destination and organization. The call centre Help-Line shall also become a source of pre-placement information like directions to MSC, Services offered by the MSC like Identification, Accommodation etc. and pre-registration. It is however, to be noted that the Help-Line is not to be used as a tool to establish contact with employers and PIAs, enter into negotiations or other normal responsibilities of the DDU-GKY PIAs. For the purpose of building familiarity or facilitation migration services, the SRLM/ SSM may share the Help-Line information with pre-placement candidates.

#### 6.3.1 Pre-placement Negotiation

MSCs should be engaged at this (pre-placement) phase only through a special request by the PIAs for destination related services and support as well as conversations with prospect employers. However, this plays a crucial part in ensuring successful and sustainable placements. Key negotiation elements at the pre-placement phase could include – provision of (as and where applicable):

- Social security (insurance, pension, medical benefits, maternity benefits etc.)
- Boarding and lodging facilities, if provided
- Pick up and drop facilities to and from the work site, especially in case of female workers, if provided or the provision of transport guidance, where provided
- One time meal facility at the work site (where appropriate/ provided)
- Salaries through bank accounts
- Regular provision of Salary slip or Joint Salary Certificate listing all the components of the salary payable clearly

These negotiations shall be undertaken by the DDU-GKY PIAs, who are mandated with training and placement of the concerned trainee. It is also suggested that the officers of the MSC accompany PIAs when visiting proposed workplace. During this visit, a quick reconnaissance of the work site shall be done in addition to identifying possible residential areas and eateries within the neighborhood. The DDU-GKY PIA shall negotiate a deal with suitable dormitories, eateries or caterers, hospitals etc. to support the target workers on his/ her arrival. Relevant personnel of the MSC may oversee the negotiation process for compliance or monitoring purposes. Several PIAs currently engage in one or

more such negotiations. For instance IndiaCan negotiates with HR contractors to ensure that longer distance and inter-state placements are accompanied by social security and support. Similarly, IL&FS also conducts a recce of the workplace and living areas prior to placements with the help of their migration facilitation desk in cities. One important information that the MSC must provide is the access to the centre from the nearest bus-station/ train-station so that migrant rural youth can reach the MSC easily.

### 6.3.2 Initial Accommodation and food for migrant candidates for a period of 15 days:

In cases where accommodation is not a part of the employer's offer to migrant candidates, the MSC should offer its dormitory services free of cost inclusive of 2 meals for a period of 15 days. One of the biggest challenges for youth is to find accommodation in an unfamiliar city immediately upon arrival. As a result, they tend to gravitate towards poor housing facilities or slums based on information provided by other workers in the same work-place or peer from the source villages. Subsequently, this dormitory services could be a paid service charged to the PIA. This will not only ensure that they are able to comfortably join work and look for accommodation closer to their workplace with responsible advice from the MSC, it will also ensure that all trainees join work as well as register with the MSC in the initial period itself.

In this service, it is suggested that the PIA enter into a contract with the MSC only through the SRLM/ SSM and it is suggested that the SRLM/ SSM may decide the applicable cost/ rent. The Help-Line may then be shared with trainees for facilitating easy access and familiarization services. The SRLM/ SSM may also share the Help-Line services to individual candidates seeking dormitory services of their accord. This service should be a free service only for a limited time-period, say 15 days from date of arrival.

### 6.3.3 Post-placement Arrival Support

Once DDU-GKY trainees are placed, particularly in towns/cities which are far away from their native places, MSC shall, on the arrival of the trainees at the city or town of their proposed workplace, provide orientation and familiarization support to allay their anxieties of migrating into an unknown (unfamiliar) geography. The experience of the DDU-GKY alumni at the new place of their employment, during their initial days of adapting into the new place, plays a vital role in determining their stability and sustained stay, in addition to its reflection on their productivity at work. The PIA and MSC may work together to provide such support. A member of the PIA and MSC may be present at the work place prior to the migrant's arrival. The Table below provides a checklist of orientation and familiarisation support:

| Sl. No. | Service                                                                                                                                                                                                                                  | WHEN                                                           | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | By WHOM                                                 |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1       | Providing information on the placement town/ city – For instance : <ul style="list-style-type: none"> <li>• Climate</li> <li>• Clothes to carry</li> <li>• Common phrases in local language</li> <li>• Important social norms</li> </ul> | Post placement, but prior to arrival of migrant in destination | Prepare a hand-out for each work location which can be provided to the trainee upon placement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | PIA with the support of MSC                             |
| 2       | Arranging accommodation and food for the first week or post the first 15 days wherein the dormitory services had been provided on payment by the PIA                                                                                     | Prior to arrival of migrant                                    | <ul style="list-style-type: none"> <li>• Under the Post Placement Support provision of DDU-GKY, accommodation and food for the first 15 days of placement could be offered for a fee.</li> <li>• Provide information about or build arrangements with local hostels or dormitories near the workplace. Youth hostels, YMCA, YWCA, working women hostels etc. may offer such facilities. Several of these hostels also offer a mess facility.</li> </ul>                                                                                                                                                                                                                                                                              | PIA with the support of MSC/ MSC with on payment by PIA |
| 3       | Familiarizing the migrant with the neighbourhood, particularly: grocery stores, eateries, clinics and hospitals, pharmacies, train and bus stations, police stations, post offices, theatres, cinema halls, places of interest etc.      | Within the first 7 days of arrival                             | <ul style="list-style-type: none"> <li>• The MSC shall build arrangements with various institutions, particularly local eateries/ catered tiffin services, clinics, hospitals and pharmacies and the local police station to ensure access to migrants.</li> <li>• The MSC shall prepare a hand-out with functional and utility details of the neighbourhood. This hand-out can be provided to the migrant upon arrival or registration.</li> <li>• MSC representative shall spend a few hours with the alumni to facilitate familiarization of the extended-neighbourhood.</li> <li>• In case of multiple placements at the same location, such orientation shall be done in groups in the form of an “Orientation Walk”</li> </ul> | MSC                                                     |

## DDU-GKY

| Sl. No. | Service                                                                                                        | WHEN                                | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | By WHOM                                     |
|---------|----------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 4       | Providing suitable information for accommodation as well as facilitating formal renting agreements with owners | Within the first 15 days of arrival | <ul style="list-style-type: none"> <li>The MSC shall build arrangements with certain housing societies and real estate agents to identify inexpensive but comfortable housing options for alumni (preferably closer to the workplace, if already known)</li> <li>In the absence of such prior-arrangements, a member of the MSC shall spend some time with the migrant to help them connect with reliable real estate agents to find suitable housing.</li> <li>The SRLM/ SSM may share the details of the alumni placed prior to their arrival to provide ample time for the MSC to make such arrangements</li> <li>The MSC must ensure that all rental arrangements be formalized as rent agreements to generate a valid form of local address proof as well as secure offer of premises for a fixed time-period so that the migrants can focus on their work</li> </ul> | MSC with consistent engagement with the PIA |
| 5       | Procuring a local SIM card for mobile communication                                                            | Within the first 30 days of arrival | With the help of the rent agreement, the alumni can be assisted in purchasing a local SIM card or transfer of their existing SIM card. In either case, once provided the MSC will register the new number or existing number in the record and share the information with SRLMs/SSMs the concerned PIAs for all their communication activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MSC                                         |



| Sl. No. | Service                           | WHEN                                                                                                                                                                     | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | By WHOM                                        |
|---------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 6       | Facilitating food/ kitchen making | Access to Tiffin catering services at reasonable rates or Application to respective organizations for a gas connection to be made as soon as rent agreement is finalized | <p>For Tiffin catering: MSC to identify and approve vendors of tiffins for migrant rural youth in terms of quality, cost and frequency/ timings as part of its services/ arrangements. Information on such then to be offered to all candidates. In case candidates prefer a new service offering their native food, the MSC should rigorously examine food quality and negotiate prices before empaneling the vendor.</p> <p>For a new gas connection:</p> <ul style="list-style-type: none"> <li>• Approach the nearest gas distributor to apply for a new connection (or in case of HP gas, an online application can be made)</li> <li>• Provide a coloured photograph and valid proof of identity and local address</li> <li>• Facilitate the provision of the smaller integrated gas/ stove unit to ensure that costs are affordable to migrant rural youth and/or their families.</li> <li>• Upon completion of the application, it may take upto 15 days for the connection to be established</li> </ul> <p>For transfer of a gas connection:</p> <ul style="list-style-type: none"> <li>• In case of a transfer, in addition to the valid documents, the migrant will have to obtain a Termination Voucher (TV) from the previous distributor in order to make an application in the place of residence.</li> <li>• Upon confirmation of placements, the PIA may counsel trainees to obtain necessary transfer documents prior to relocating to the work destination.</li> <li>• The MSC may assist the alumni in identifying authorized distributors in the destination.</li> </ul> | MSC with pre-placement period support from PIA |

## DDU-GKY

| Sl. No. | Service                                                                                                                               | WHEN                              | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | By WHOM                                            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 7       | Opening a bank account (DDU-GKY trainees already would have accounts with CBS compliant banks). Accounts need to be opened for others | Post placement, prior to arrivals | <ul style="list-style-type: none"> <li>For DDU-GKY trainees, financial information will be provided on nearest bank branches and the issue of ATM cards will be facilitated if available, with a counselling session on how-to use the ATM facilities. Operating the bank account, reading the account statements, keeping balances and managing funds should be a part of an information session to be organized with representatives of the bank.</li> <li>For others, It is suggested that bank accounts be opened after placements, but prior to the arrival of the migrant at destination</li> <li>Ideally accounts may be opened in banks which have a presence at the destination</li> </ul> | PIA with information support and guidance from MSC |

It is to be noted that in all the above services, the Help-Line may be engaged as an information dissemination service or for pre-registration purposes. In this respect, the Help-Line is to be used only as an inbound call service.

In addition to familiarization support, the PIA and MSC may also work together to address more subtle issues:

- (a) adapting to a new culture and environment (including local food availability);
- (b) adapting to a new work culture;
- (c) dealing with isolation in a new destination and building healthy social circles; and
- (d) preventing oneself from indulging in substance abuse and anti-social activities.

Given that there is a mandate for the PIA to track the DDU-GKY alumni for a period of 1 year after placement, the PIAs could collaborate with the MSC for information exchange, critical qualitative research where needed and counselling interventions where needed. At present such services are directly being rendered by the PIAs, e.g. PIAs such as YouthForJobs and IL & FS run a successful help-line and Call Centre and address issues such as home-sickness, isolation in the city, the inability to vote and concern for their own children's education. An innovation on this front by NIFA includes the provision of subsidized accommodation along with breakfast, tiffin services and entertainment during the first two months after placement.

The Help-Line/ Call Centre may be used as an extension of the SRLM/ SSM in their tracking efforts. Across a sample, the Call Centre may initiate verification of Post-Placement Tracking on behalf of the SRLM/ SSM. And in some exceptional cases, it may be used (with suitable domain experts) to investigate or perform qualitative research interventions to better understand work situation, problems and grievances of the placed candidates. This qualitative research shall be at the behest of the SRLM/ SSM only. The Call Centre is NOT to be used as an extension of the PIA team in post-placement verification. All cases may be referred to the SRLM/ SSM by the DDU-GKY PIAs who in turn may choose to employ the Call Centre.

### 6.3.4 Post-placement Tracking and Impact Assessment

DDU-GKY lays great emphasis on guaranteeing sustainable placement after training and enabling mechanisms that help track the career progression of each trainee. All PIAs are mandated to undertake tracking of the trainees for a year, and provide required counselling and facilitation support. As per DDU-GKY Guidelines 2013, Placement for the successful trainees is defined as continuous employment of the successful trainees for a period of not less than three months, and supported by a salary slip as evidence. It is important to have frequent follow ups with alumni in order to understand their changing needs and assess the impact of the training programme on their livelihoods and understand whether the skills training programme offered is relevant to industry's demand.

The MSC, as an extension of the SRLMs/SSMs should play an important role in monitoring and strengthening the post-placement tracking efforts on tracking the DDU-GKY trainees, in their respective locations. The MSC shall work closely with the DDU-GKY PIAs in undertaking the visits to work sites, offer counselling support and trouble-shooting and thereby create a strong feedback loop to improve the overall outcomes of the skill training initiatives of DDU-GKY. The MSC should also engage with employers to facilitate the provision of Salary Slip or Joint Salary Certificate where needed and update critical information to the PIAs within 30 days of migrants reaching and settling down in the city and their work roles.

Illustration 3: A suggested template (for information update to be shared with SRLM/ PIA):

| S. No. | Name of the Candidates | Aadhaar Number (if present) | Present Information                                 |                             |                                                        | PIA                               | Name of Trainer/ Counselor |  | Date of Registration/ Arrival | Name of Employer/ Supervisor with contact number |
|--------|------------------------|-----------------------------|-----------------------------------------------------|-----------------------------|--------------------------------------------------------|-----------------------------------|----------------------------|--|-------------------------------|--------------------------------------------------|
|        |                        |                             | MSC Registration number (if different from Aadhaar) | Present Residential Address | Present Telephone Number (changed SIM from old number) | Name & Address of Training Centre |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |  |                               |                                                  |

At the instance of the SRLMs/SSMs the MSC should engage with relevant specialists and complete an Impact Assessment Study after a reasonable period (say 6 months). This study should comprise of a qualitative interaction (a minimum of 3 focus groups with at least 6-8 participants in each) among candidates to investigate change in lifestyle, culture and consumption, ability to work and grow, local integration, financials, prudence, savings and fund management between the migrant and the larger family in native source; and depth interviews (one-on-one) with employers (line manager, supervisors as well as HR team members) to investigate work performance, career making opportunities, issues and suggested improvements in training and work-readiness. In addition to the suggested impact assessment, the MSC should also do routine investigations around events like drop-outs or non-performance or excellence etc.

The Call Centre may be used to support the Community Counselors and Volunteers in facilitating research interventions where needed. However, it is advised that if the Call Centre is to be used for research conversations without a face-to-face interaction with migrant workers, then such conversations be performed by relevant domain experts specially made available for the exercise.

#### 6.3.4.1 Follow-up

As per DDU-GKY Standard Operating Procedures, each PIA is expected to share a list of the placed trainee with details of placement, geographic distribution and gender break-up with the District Mission Management Unit (DMMU). This also includes information on the contact numbers of coordinators, PIA representatives in charge and the employers. PIAs requiring the support of MSCs under exceptional circumstances at the leave of the SRLM/SSMs, shall share the same list to respective MSCs to facilitate the process of follow-ups.

While telephonic follow-ups are most convenient, a certain percentage of follow ups may be done in person to document their experiences in detail. Here, it is necessary to note that the MSC Call Centre shall NOT be used by the DDU-GKY PIAs in the follow-up exercise. It may be used as a back-up resource if other mechanisms or resources have failed to make contact. The MSC Call Centre may only be used at the direction of the SRLM/ SSM. The MSCs shall play an important role by undertaking work site visits to placed youth and secure first-hand report of the status and well-being of trainees, and adherence to the terms of employment by the employers. Information from the tracking process should be uploaded on a designated web-link established by DDU-GKY and/ or SRLM.

#### 6.3.4.2 Elements of Follow-up

A follow up discussion may address the following questions:

- What is the alumnus currently doing? – Working/ Studying/ Neither
- Is the alumnus currently working in the same organization or not?
- Is it relevant to the trade in which they underwent training?
- Was the training sufficient to meet the demands of job placed in
- How much do they currently earn wages/ salaries? Do they get other rightful benefits?
- Are they aware of a career path at the work-place?
- What have been their successes and challenges during the given period?
- How settled/ comfortable do the alumni feel in their current placement of work?
- Have there been any disputes with their employers?

The first 3 months after placement are most crucial and hence tracking and follow up during this period is critical. In light of the feedback, it is recommended that follow up and tracking be done with the following frequency:



## DDU-GKY

- **Immediate after completion of the training:** The MSC shall follow up with the successful trainees (being proposed for placement) for registration with MSC and inform them on location/ how-to reach etc..
- **Immediate after successful placement:** When candidates are placed, the MSC should follow-up for registration, provide counselling and identify issues and solutions where possible.
- **Three – Six Months after Completion of Training:** The first 3-6 months after completion of training are considered the most crucial months since they determine whether or not the DDU-GKY alumni will be continue in his/ her job. The urge and likelihood of diversions and moving back to their previous/ native location is extremely high during this period. Hence, the MSC shall follow up with the alumni regularly at this stage to provide support and counselling, if needed. The follow-ups can be undertaken in the 1<sup>st</sup>, 3<sup>rd</sup> and the 6<sup>th</sup> month, after completion of training.
- **Annual Follow up:** the MSC shall follow up with every alumnus once a year to understand their current situation. An annual get-together of alumni can be organized wherein alumni can discuss their successes, challenges and means of overcoming them.

It will not be possible for the MSC to follow-up with all placed candidates. Therefore, it is suggested that the MSC perform a full follow-up intervention only for a sample or in special cases as requested by the SRLMs/SSMs or PIAs. It is to be noted that the follow-up and tracking are responsibilities of the PIAs and monitoring agencies. The MSC is not a monitoring agency but a facilitation agency which should aim its services in achieving the objectives of DDU-GKY (facilitating migration and job retention) over time.

**Illustration 4: Trainee Follow-up**

Migration Support Centre-----

**Trainee Follow up Format**

Period-----

|                 |                                                              |                |              |                      |      |              |                      |
|-----------------|--------------------------------------------------------------|----------------|--------------|----------------------|------|--------------|----------------------|
| Name:           |                                                              | Father's Name: |              | Registration No.:    |      |              |                      |
| Training Skills |                                                              | Training Date  |              | Months               |      |              |                      |
|                 |                                                              |                |              | Year                 |      |              |                      |
| <b>1</b>        | <b>Information Regarding Pre Training Work</b>               |                |              |                      |      |              |                      |
| 1.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |
| 1.2             |                                                              |                |              |                      |      |              |                      |
| 1.3             |                                                              |                |              |                      |      |              |                      |
| 1.4             | Other Facilities                                             | Housing        | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| <b>2</b>        | <b>Post Training Information Regarding First Appointment</b> |                |              |                      |      |              |                      |
| 2.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |

|     |                  |         |              |                      |         |              |                      |
|-----|------------------|---------|--------------|----------------------|---------|--------------|----------------------|
| 2.2 | Place            |         | City         |                      | State   |              |                      |
| 2.3 | Wages            |         | Daily        |                      | Monthly |              |                      |
| 2.4 | Other Facilities | Housing | Free of Cost | Deduction from Wages | Food    | Free of Cost | Deduction from Wages |

|          |                                                            |             |              |                      |      |              |                      |
|----------|------------------------------------------------------------|-------------|--------------|----------------------|------|--------------|----------------------|
| <b>3</b> | <b>Information Regarding Present Work</b>                  |             |              |                      |      |              |                      |
| 3.1      | Work                                                       | Institution | Contractor   |                      |      |              |                      |
| 3.2      | Place                                                      | City        | State        |                      |      |              |                      |
| 3.3      | Wages                                                      | Daily       | Monthly      |                      |      |              |                      |
| 3.4      | Other Facilities                                           | Housing     | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| 3.5      | Is doing the same work in which he/she has been skilled    |             |              | Yes:                 |      | No:          |                      |
| 3.6      | If not, then what were the reasons for not doing that work |             |              |                      |      |              |                      |
| 3.6.1    | Skill Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.2    | Place Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.3    | Institution or Contractor Related Reason                   |             |              |                      |      |              |                      |
| 3.6.4    | Wage Related Reason                                        |             |              |                      |      |              |                      |
| 3.6.5    | Family Reason                                              |             |              |                      |      |              |                      |
| 3.6.6    | Related to Fellow Workers                                  |             |              |                      |      |              |                      |
| 3.6.7    | Other Reason (Please Mention)                              |             |              |                      |      |              |                      |
| 4        | Future Work Plan                                           |             |              |                      |      |              |                      |
| 4.1      | What Planning next                                         |             |              |                      |      |              |                      |
| 4.2      | What help do you want fro the Centre                       |             |              |                      |      |              |                      |

Signature.....

Name of the Surveyor..... Place..... Block.....

Date.....

## 6.4 Legal Aid and Education

The unorganized sector, wherein migrant workers are employed in large numbers, is ridden with unfair labour practices, flouting of labour laws and frequent breach of labour contracts. This labour market functions informally – most labour contracts are verbal and there are no written agreements (though not the case in PIA supported placements). This often creates a conflict situation where a worker complains of being denied wages and work conditions agreed upon earlier. There are also frequent cases of withholding of wages, less payment, and delayed payment. In case there is an accident at the work site, workers are refused compensation or offered compensation to support minimal treatment.

Some of the most common disputes faced by migrant workers include: (i) payment related {less and/or delayed and/or complete denial of wage payment, denial and/or less payment towards overtime, lack of timely wage increments, manipulation in wage rates or no. of days worked, etc.}; (ii) poor or no compensation for work site accidents; (iii) lack of basic amenities at work site; (iv) dismissal without sufficient notice; (v) verbal and physical harassment; (vi) sexual abuse of women workers; (vii) bondage; and others.

### 6.4.1 Role of the MSC

Following are the key roles of the MSC in addressing the common disputes:

- Provide a safe and sensitive environment for workers to seek counsel and redressal for their work-related disputes
- Promote legal awareness among workers to help them make effective representations and demands of their legal rights
- Establish best practices for mediation processes and a platform to resolve worker disputes
- Sensitize the Labour Department and local officials on issues faced by migrant workers

#### 6.4.1.1 Legal Literacy Event

Building the awareness of the migrant worker about the legal support-services offered by the MSC, as well as the various legal provisions available for securing their employment is critical to the success in supporting the migrant workers in ensuring sustainable employment. MSC shall organize frequent meetings of the target community (of migrant workers) to promote legal literacy among workers. These meetings could be around specific trades where the risks, rights and responsibilities related to that trade could be discussed in detail.

The content of legal literacy inputs is best drawn from the context and made pertinent to the worker-groups being addressed. However, there are some common ideas which can be taken up by the Centre's team for designing these sessions.

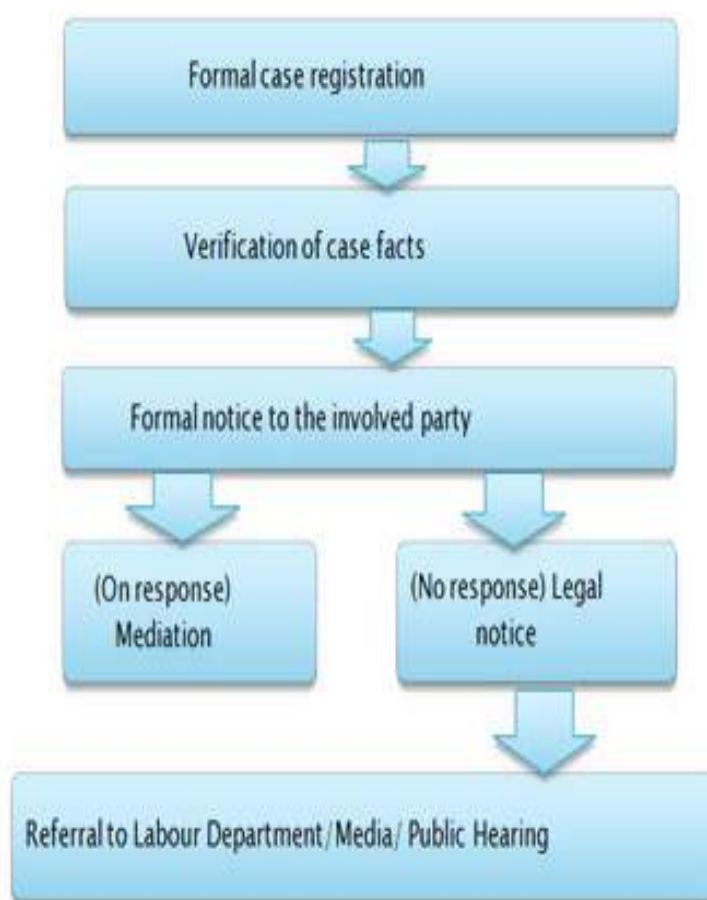
The MSC Call Centre may be used to support the Community Counselors and Volunteers in outreach and building awareness for the event. The Call Centre may inform all registered members of the schedule of the event and motivate migrant workers to come and share their problems in the event.

#### 6.4.1.2 Legal Aid and Mediation

The MSC, with the consent or engagement by the migrant worker(s) shall extend support or lead mediation between the migrant worker and employer/ contractor in an attempt to resolving dispute. As the first step the Centre shall try and ensure that the worker feels comfortable in sharing information with the counselor (appointed/ deputed by the MSC). All relevant details shall be documented properly by the team member undertaking the counselling. This will be registered as a complaint.

The next step is to verify the facts shared by the complainant. This is very critical in ensuring that the

process is rigorous and complete. The verification can be carried out by speaking to a co-worker(s) of the complainant, or other members in his/her community and/or a visit to the work-site, as needed. The counsellor can also speak to the party under dispute to assess if the facts narrated by the complainant are valid/ correct. Once the facts are duly verified to be true, then the MSC will formally register the case and initiate preparation of the case file. All verified facts will be then be included in the case file and a formal notice will be drawn up, formally stating the legal position of the complainant, MSC and the case. The complainant or the MSC can also engage a legal professional through a regular 'vakalatnama'.



The parties under dispute shall be requested to visit the Centre for mediation. As an alternative, a letter can be sent to the second party, documenting the facts shared by the complainant and asking him/her to either visit the Centre or present a written response.

In several cases, it is likely that the complainant would not have a written proof, supporting his/her claims. It is, however, suggested that the Centre shall register and pursue such cases diligently. The MSC-appointed counselor shall work with the complainant and document the claim systematically. If it is a case of cheating in wage payment, details of the work such as number of work days, wages promised (as per the appointment letter), advances taken, etc. can be documented. Well documented proceedings of the follow-ups also serve as evidence in Labour courts. Labour Courts tend to favor workers and it is the onus of the contractor/employer to prove that the worker is wrong in his/her claims.

If the two parties are willing to negotiate, the counselor and/ or a mediator shall undertake mediation and arrive at a solution agreeable to both. In case the second party does not respond after repeated calls/letters, the case shall be referred to the labour department/labour court. Special forums for public hearing of disputes and media coverage of the dispute shall be organized to create pressure on the second party. It is important that the MSC maintains a systematic documentation of all the follow-ups and related responses in a separate file for each case. If the case has to be referred to the labour court, the proceedings documented by the Centre's team shall serve as good evidence. It is also to be noted that all such cases will also be informed to the respective SRLMs/SSMs for suitable action/ intervention. The SRLMs help may be used to appoint or engage a mediator.

Here, the Help-Line Centre may be used to first register and acknowledge complaints on behalf of the migrant workers. However, it is essential to note that the Help-Line may not be used as a Legal or a para-legal worker as the Agents may or may not be qualified as such. In such cases as disputes as informed at the Help-Line, it is essential that the agents refer the case immediately to the relevant legal/ para-legal experts engaged by the MSC for the delivery of the said or relevant remedial action.

#### 6.4.1.3 Legal Clinic Days

As the flow of cases starts to build up at the Centre, the Centre team shall start conducting special legal clinic days at the Centre, on the days dedicated to the redressal of work related disputes. Both the complainant and the party under dispute shall be invited to the Centre on these days for mediation. The MSC shall ensure that a lawyer or an expert in labour laws is present for advice and counsel. The Centre team shall plan its other legal aid and education related activities on this day, register new complaints and undertake counselling, process the case files, conduct required follow-ups and carry out legal literacy events.

The Centre team needs to popularize these days as a platform for registering disputes and their speedy redressal. Information on legal clinic day should be included in the IEC material.

While the legal cell will primarily work with the migrants in registering and redressing cases, it shall also work with employers in the case of a dispute to amicably settle issues. However, the MSC will not aid in the event of a general or labour strike or stoppage of work. At the same, it is also to be noted that the MSC shall not hinder work or provoke a strike under any circumstances. If any such misrepresentation or causative action has occurred, then it is required that the SRLMs/SSMs should take over and ensure that work is resumed prior to pursuing redressal. In all events, the SRLMs/SSMs is to have final and binding authority.

Here, the Help-Line may be used as a tool to generate traffic into the MSC as well as a medium for outreach, supporting the activity of the Community Counselors.

#### 6.4.1.4 Promoting a Cadre of Para-Legal Workers

Depending upon the nature and magnitude of the disputes and work-related concerns, a cadre of paralegal workers<sup>9</sup> shall be established by the MSC, from among the target community (workers). Their principal role will be to build awareness and provide legal information to the target community (workers). This cadre shall serve as the extended arm of the Centre and help taking the services deeper into the community. The possible roles of the para-legal workers will include: (1) undertaking workers' education, (2) primary counselling of workers in case of a work related dispute, (3) identification of disputes and bringing them to the Centre and (4) carrying out basic documentation of disputes.

A suitable incentive structure should be put in place for the para-legal workers.

<sup>9</sup> Local dynamic youth in the age group of 20-35 years, with a minimal education till 10th standard can be identified and trained for this role. Students, shopkeepers, alumni with good access to large numbers of people, migrants and returnees can be groomed with systematic and regular inputs on basic labour laws and workers' rights to undertake this responsibility.



#### 6.4.1.5 Stakeholder Engagement

It is important for the MSC to position itself, and to be perceived by the key stakeholders that the Centre is a platform where both workers and contractors/ employers will be heard and responded to empathetically and objectively.

The MSC shall build a strong working relationship with the labour department and local police officials who may assist the Centre, particularly in challenging cases. Local advocates and lawyers shall also be sensitized and consulted as appropriate, and as and when required.

The MSC shall utilize platforms such as labour collectives and the Centre's advisory committee in delivery of these services. These bodies can act as effective pressure groups and help in resolution of certain disputes.

All disputes resolved should be properly documented with tripartite signing of a MoU. The purpose of the MoU is to ensure that a legally valid proof is made available for subsequent action if needed.

#### 6.4.1.6 Documentation

Maintaining Case Files is of utmost importance to the Centre and the same shall be maintained rigorously. Each worker complaint shall be filed separately and shall include documents such as dispute registration form, labour consent form, evidence (attendance diaries, records of advance payment, written agreement, photo copies of cheques received etc.), proceedings of all exchanges between the worker and the contractor/ employer and Centre and the party under dispute (contractor/employer) with signature of both parties, copies of notices served, mediation forms and others. Also, closed files or complaints must preserve a copy of the MoU of the resolution of the dispute.

## DDU-GKY

Some illustrative formats are provided for reference:

**Illustration 1: Dispute Registration Form**

| <b>Dispute Registration Form</b>                                                                                                                                                                                                                                   |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration No. ....                                                                                                                                                                                                                                              | Shramik Sahayta evam Sandarbh Kendra .....                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Case No. ....                                                                                                                                                                                                                                                      | Date .....                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>First Party</u></b><br>Name .....<br>Father's Name .....<br>Age .....<br>Education .....<br>Class .....<br>Gender .....<br>Total workers involved in the case .....<br>Address .....<br>.....                                                                | <b><u>Second Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>.....<br><b><u>Third Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>..... | <b><u>Source of</u></b><br><input type="checkbox"/> Through Paralegal<br><input type="checkbox"/> Through Shramik Mitra<br><input type="checkbox"/> Through Collective/Union<br><input type="checkbox"/> Through Team<br><input type="checkbox"/> Through LabourLine<br><input type="checkbox"/> In Public Hearing<br><input type="checkbox"/> By Migrant Himself<br><input type="checkbox"/> Others (Specify) |
| Description of dispute .....                                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <i>(Attach additional pages for details)</i>                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Intra - State/Inter - State                                                                                                                                                                                                                                        | Place of Dispute .....                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Type of Dispute</u></b><br>1. Payment of Wages <input type="checkbox"/><br>2. Minimum wage <input type="checkbox"/><br>3. Accident <input type="checkbox"/><br>4. Missing <input type="checkbox"/><br>5. Others <input type="checkbox"/><br><i>(Specify)</i> | <b><u>Attached Documents</u></b><br>1 .....<br>2 .....<br>3 .....<br>4 .....<br>5 .....                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Verification</u></b>                                                                                                                                                                                                                                         |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| I / We pledge that the above facts and information provided is completely true. We are seeking help solve above case through Shramik Sahayta evam Sandarbh Kendra .....                                                                                            |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Place .....                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Date .....                                                                                                                                                                                                                                                         | Signature of First Party                                                                                                                                                                                                  | Signature of Witness                                                                                                                                                                                                                                                                                                                                                                                           |

Illustration 2: Legal Clinic Day Format

|                                                  |  |
|--------------------------------------------------|--|
| Migration Support Centre .....                   |  |
| Legal Clinic Day: Details of Transacted Services |  |
| Dispute Counselling:                             |  |
| Registered:                                      |  |
| Solution:                                        |  |
| Amount:                                          |  |
| Case Closed                                      |  |
| Centre Notice:                                   |  |
| Legal notice:                                    |  |
| Referral Cases                                   |  |
| Total Pending Cases                              |  |
| Refer:                                           |  |
| Labour Court                                     |  |
| Police Station                                   |  |
| Other Department                                 |  |
| No. of Migrants present                          |  |
| No. of Paralegals present                        |  |
| Special Details:                                 |  |

## 6.5 Financial Inclusion, Financial Literacy and Social Security Linkages

### 6.5.1 Financial Services for the Target Group

Most DDU-GKY alumni are in the age group of 15-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labour market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs such as:

- Facilitating financial inclusion through the opening of a Bank account (savings type)
- Information and advisory on
  - i. Safekeeping of hard earned income
  - ii. Cushioning against risks of death, disability, illness and old age
  - iii. Building up wealth and assets for short term and long term goals
  - iv. Smoothing of cash flows
- Remitting money safely back home through various channels
- Basic Financial planning and budgeting

It is therefore important to adopt a 'asset management' approach to financial services for migrant alumni which offers financial solutions customized to their life-cycle needs.

#### 6.5.1.1 Financial Literacy Meetings

Financial literacy meetings shall be organized with groups of 20-25 workers. Pre-defined modules and interactive tools are an effective way to communicate information about various services. The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. At destination, the best time to conduct these meetings is late in the evenings after work or during holidays. It's best to restrict the meetings to 10-15 minutes since fatigue might set in quite easily after a long day of work.

The MSCs shall on a periodic basis engage with respective experts from the local community to organize financial literacy meetings among the target communities. Such meetings shall cover a wide range of topics including:

- Calculation of piecemeal work payments, treatment of advances, overtime
- Understanding basics of salary components – i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
- Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
- Managing various risks such as death, disability, illness and old age
- Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
- Information on investment opportunities with their associated risks
- Basic banking how-to's – deposit and withdrawal slips, passbook, cheque books, use of ATMs, identifying fake notes

Here, the Help-Line centre should be used to support the Community Counselors and other members of the MSC in getting together migrant workers for the camp. The Help-Line centre could also provide basic support through information like How-To's for banking, as above, some tips and tricks on managing money etc., however, it should not be treated as a substitute for the camp wherein domain experts have been engaged to specifically study and address the needs of migrant workers.

### 6.5.1.2 Social Security Camps

Social security camps are special outreach events that complement the financial literacy meetings by reaching a broader base of migrant workers. The camp can be held at central locations such as labour nakas, residential colonies, bus stands etc. wherein important features of social security schemes are imparted in great detail. It makes linkages to social security schemes convenient and quick for migrant households spread across the city. At destination, these camps may be run during strategic hours. For instance, the camps may run for 2 hours in the day before workers head to work, 1 hour during lunch breaks and 2 hours in the evening once they return from work. The scale of social security camps may be determined depending upon the concentration of migrants in select pockets. Larger camps may reach out to over 400 workers, while more targeted camps may reach out to 100-150 workers. A team of at least 3 members shall be present at the camp to impart information and also link workers with various schemes. Brochures, pamphlets and information booklets on various schemes should be made available during such camps. Officers from the local administration may be invited to attend these camps. These events shall be in association with subject matter experts from the local community or sponsored by private companies. However, care must be taken to ensure that no individual or collective organization is benefited directly or indirectly.

### 6.5.1.3 Exposure visits

The MSC shall organize group visits to a nearby bank in consultation with the bank manager. During these visits, the participants can get acquainted with various services, banking procedures and also get to know the banking staff.

### 6.5.1.4 Financial Inclusion Days

Since it may not always be possible to bring together workers at destination, the MSC may declare one day every week as 'Financial Inclusion' day (for instance every Tuesday can be the Financial Inclusion day). During this day, there can be a focus on linking workers with various financial services and planned financial literacy meetings can be organized with specific groups of workers.

### 6.5.1.5 Opening a Bank Account

Opening a bank account at destination is the first step towards financial inclusion. Not only does it help the migrant secure and save his/ her hard earned money, but also provides a secure means of remitting money home. In order to open a bank account at destination, one needs a photograph, proof of identity and proof of address. Recent RBI guidelines stipulate that if the migrant does not have a local address proof at destination, even a permanent address proof from their place of origin or a self-declaration of local address is sufficient to open a bank account.

Trainees from DDU-GKY will already have a bank account with a bank compliant with CBS norms. For all other migrant workers, the MSC shall guide and support the migrant worker in opening up a Bank Account, by provision of 'proof of identity', linking-up to the relevant banks (or representatives of Banks) and by filling-up the relevant forms. If the migrant worker already possesses a bank account, which was opened in a town other than their work destination, they may still be able to transfer



their account<sup>10</sup>. The MSC shall facilitate such request as may be required by the migrant worker for transferring of their bank account. In case of DDU-GKY trainees, the MSC shall ensure that the KYC is updated and the candidates are properly linked to their respective banks in the vicinity.

### 6.5.1.6 Linkages to Social Security Services

The Centre shall link migrant workers with schemes such as the Rashtriya Swasthya Bima Yojana (RSBY) which offers the convenience of split health cards. The provision of having split (two) cards allows a migrant to carry the medical insurance with him/her as he/she travels and the family back home is also covered for its medical expenses. Furthermore, in case of intra-State migrants, the MSC shall also link the migrant to several State run health schemes. For instance the Government of Maharashtra offers upto 972 surgeries/therapies and procedures for both BPL and APL families free of cost under the Rajiv Gandhi Jeevandayee Arogya Yojana.

Employer where alumni are placed after training may not necessarily offer benefits such as EPF. Hence, the MSC shall facilitate linkages to contributory old age pension schemes run by the Government, particularly in case of workers who are engaged in physically demanding jobs. MSC shall also link-up the migrant to pension contributions under the NPS Swavalamban Pension Scheme or the Atal Pension Scheme for unorganized workers or other relevant Schemes. The MSC shall link-up to the nearest aggregator by calling the toll free help-line – 1800110708 to get more information and enroll into the scheme.

In addition to insurance and pension services, the MSC shall enable linkages to specialized social protection measures relevant to a worker's occupational sector. For instance social protection packages for construction workers, mine workers and tea plantation workers already exist. The Centre shall work closely with relevant departments to link workers with these schemes. For instance the Labour department in each district links construction workers with the Labour Welfare Board which offers benefits such as scholarships for children, maternity benefits and housing subsidies in addition to insurance and pension.

The linkages shall also be carried out through social security camps. It is, however, extremely important to keep a clear output focus on the camps.

In order to ensure that the benefits of such social security linkages continue even in spite of changes in location or jobs, the MSC may advise the alumni to follow certain simple steps:

- Store all insurance policies, pension statements and social security documents in one single pouch/ folder, and store it at an easy to access compartment. Repeated changing of the stored location should be avoided, to ensure easy recall and avoidance of mishandling. For alumni well versed in computers, online financial record keeping portals may also be recommended.
- Inform a trusted family member or friend about the same to ensure that they are aware of where to access the documents in the event of any untoward incident.

Since October 2014, portability of EPF has been introduced by way of a Universal Account Number (UAN). Thus alumni can operate a single EPF account even if they change jobs or organisations. One can check if a UAN has been allotted by accessing the following link: <http://uanmembers.epfoservices.in/> . Furthermore, in case certain alumni already have multiple EPF accounts from previous employers, they can facilitate a transfer either by speaking with their employer or by accessing the online transfer claim portal facility at this link: [http://www.epfindia.com/Employee\\_OTCP.html](http://www.epfindia.com/Employee_OTCP.html) . The MSC may assist the alumni in doing so.

<sup>10</sup> This refers to transfer of one's 'base branch' to avoid any additional fee that may be incurred on performing transactions at a different branch.

Here, the Help-Line centre may be used as the first point of contact for workers who want to avail of such services. The data should then collated and transferred to relevant personnel in the MSC for subsequent action or fulfillment of service.

### 6.5.1.7 Linkages to Ration Cards at Destination

A ration card is an important document to enable access to subsidized food and fuel, in addition to various social security benefits. However portability of ration cards remains an issue and hence on migrating to a new location, one would have to either obtain a new ration card or transfer one's ration card. After placement, DDU-GKY trainees may obtain ration cards at their new location in the following manner:

**New Ration Card:** If the DDUGKY trainee does not possess a ration card in their home town/ their name is not listed in any ration cards, then a new ration card can be secured by following these steps:

- Approach the branch office of the Food and Civil Supplies Department in their respective town/city.
- Fill up a new ration card application form, specifying details of current residence. Alternatively, application forms for certain states can also be accessed from the website: <http://india.gov.in/topics/food-public-distribution>
- Provide the following documents:
  - i. 3 duly attested passport sized photographs
  - ii. ID proof
  - iii. Local address proof (Some states even require an NOC from the landlord)
  - iv. Proof of income
  - v. A Certificate declaring the individual has no valid ration card elsewhere
- In the event that the DDU-GKY alumni are not able to furnish any residential proof, the officer from the department may conduct an inquiry from the neighbourhood and record statements of at least two witnesses from the neighbourhood.
- In case the MSC has sufficient space in its premises, it shall also rent out its premises for a Fair Price Shop for all daily and grocery items. Such stores, on the lines of Mess or Canteens run by the army should be suitably stocked. This store will also ensure that the registered members frequent the MSC.
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Transfer of Ration Card:** If the alumni are existing ration card holders and wish to transfer it to the town/city where they have relocated for their placements, then in addition to the above mentioned documents, they will have to furnish the following documents:

- A Surrender certificate of the previous ration card (obtained from the circle office in their hometown's jurisdiction)
- A Deletion certificate (in case of deletion of one's name from the family's ration card)
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Portability of Ration Cards**

In Andhra Pradesh, several PDS shops are linked to Aadhaar-enabled central servers and hence ration card holders can purchase their rations anywhere within the state. Once all PDS shops in the state are linked to the central server, there will be complete portability of ration cards within the state. Similarly states such as Chattisgarh and Kerala, are using the smart card-based technology of RSBY to bring in more transparency and portability in PDS rations distributions.

**Temporary Ration Cards**

In Maharashtra, families planning to migrate may obtain a signature from the Tehsildar, enabling them to temporarily access subsidized rations in the town/city that they migrate to. Similarly the state of Himachal Pradesh has a provision to issue temporary ration cards to migrant for a period not exceeding three months. The Rationing KrutiSamiti (RKS) is a network of around 180 NGOs and CBOs working on PDS and food security in Maharashtra. The RKS helps facilitate 'roaming ration cards' for intra-state migrants in Maharashtra.

GKY alumni

**6.5.1.8 Educating and encouraging savings**

While bank accounts help in safekeeping of cash, the MSC shall guide and encourage alumni to start saving regularly through investment in diverse financial instruments. Guidance could be provided by the MSC on Bank supported fixed investment products such as Fixed Deposits and Recurring Deposits with unit sizes as low as Rs 100 to Rs 500 a month, long term postal savings deposits with local post offices, etc. The MSC shall facilitate linkages to credible Asset Management Companies (AMCs), which can provide alternative investment options such as Money Market Mutual Funds and Index Funds. The MSC shall also warn the migrants from investing in fraudulent chit funds or fly-by night operators, and enabling linkages to trusted financial institutions.

Timed to the payment of monthly salary, outgoing calls from the Help-Line centre may be used to encourage savings as well as in giving timely reminders to encourage savings in instruments as above.

**6.5.1.9 Support to Credit linkages**

Migrants may need credit support for various purposes ranging from consumption needs, setting up small enterprise, purchasing of asset or for self/ family emergencies. The MSC shall refer the migrants to various banks/ MFIs at the destination to help obtain timely credit at reasonable interest rates. In case of special groups such as STs, SCs, persons with disabilities or from poor economic backgrounds, there are several Government led credit schemes delivered through banks. For instance several banks offer credit to aspiring entrepreneurs from economically weak families at interest rates as low as 4% per annum under the DIRA scheme (Differential Interest Rates scheme). The MSC shall approach the local banks and collate all relevant material on such schemes, to make it readily available to the migrant workers. The MSC shall also, on the request from the migrant worker, may guide and facilitate the process of securing such credits. However, it is to be noted that all such credits or advances should not exceed Rs. 5,000/- a year. It is also suggested that while the MSC issues advances, it will remain primarily a guidance or counselling centre.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

#### 6.5.1.10 Stakeholder Engagement

The MSC shall partner with and garner support from local banks, MFIs, insurance providers and Government departments to facilitate linkages with various financial services and schemes. Furthermore, building a relationship with hospitals empaneled under RSBY or other health insurance schemes will help smoothen 'claims' processes, if any.

### 6.6 Health Services and Health Education

DDU-GKY alumni who migrate to cities for work are vulnerable to various health shocks, due to unhealthy and unhygienic environs at the new urban location. Among the migrants, there is also high prevalence of indulgence into unhealthy practices such as alcoholism, smoking and unsafe sex. Since most migrants are less familiar with the city and its healthcare systems, they tend to either defer seeking care when ill or visit unqualified local medical practitioners or return back to their hometowns which they know better. They prefer informal private providers (over formal public providers) owing to the ease in accessing them, flexible payment options and extended hours of service.

#### 6.6.1 Preventive Health Workshops

MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics:

- Nutrition
- Family planning and birth control
- Cleanliness, hygiene and work safety
- Prevention of HIV/AIDS; Information on confidential testing centres & help-lines
- First aid methods

Several of these workshops may also include activities and exercises. For example, a workshop on nutrition could include a cooking demonstration on how to make nutritious meals within a reasonable budget; a session on cleanliness may be followed by a community drive to clean up the migrants' living spaces. Doctors, nutritionists, local health workers and social workers may be invited as resource persons during these workshops.

#### 6.6.2 Doctor visits and consultation

The MSC should engage the services of a General Practitioner and ensure that the Doctor is in the house for a minimum of 3 hours every day for consultation. The MSC could engage a lady doctor as well and ensure that the Doctors are available by rotation. The GP should be empowered to make Medical Certificates where necessary and prescribe medicines where and when needed. The doctor and the MSC should also be encouraged to keep a stock of commonly used medicines for ailments like stomach ache, fever, headache etc. and a first-aid box. The doctor(s) should also be linked with local hospitals for low cost recommendations/ admittance of migrant workers. In such cases that may need hospitalization, the MSC should refer patients to the nearby ESI Hospitals or Govt Hospitals for free of charge treatments.

### 6.6.3 Health Camps

MSCs shall organize Health Camps at the destination of migrants for various purposes, which include:

- **Basic health profiling and general diagnosis** – This would include blood group testing, hemoglobin levels, blood sugar count, white blood count, BMI, blood pressure etc. The purpose of these camps is to ensure that the migrants have their basic health data available in case of emergencies or accidents requiring blood transfusion or surgeries. {These camps also offer preliminary diagnosis on ailments faced by the workers. A system of referrals to other health care providers in case of more serious illnesses should be set up at these camps.} These camps and profiling must be done annually.
- **Specialized health camps focused on specific occupational diseases** – The MSC can bring together specific occupational groups such as construction workers, factory workers, head-loaders etc. and address occupational health issues faced by them. For instance camps could be organized to deal with ailments such as bronchitis and asthma commonly faced by construction workers, hearing disabilities common among factory workers and joint and muscle pains faced by head-loaders.
- **Health camps focused on women's health** – Given that more than one third of DDU-GKY alumni are females, health camps focused on their health issues can be organized. These camps could address issues of reproductive and sexual health, ANC's in case of expecting mothers, PNC's, birth control etc.
- **Immunization camps** – Health camps with a focus on immunizations can be organized for all groups of migrant workers and their families. Vaccinations of tuberculosis, typhoid etc. in addition to immunization of expecting mothers, new mothers and young infants can be a part of the agenda.

A health camp can be of varying scales. While general diagnosis health camps can be organized on a large scale at popular junctions with an average participation of 200-250 people, specialized health camps can be organized at a smaller scale (approximately 50-100 people per camp) near the working or living areas of migrants such as construction sites.

Health services require constant follow up, particularly in case of illnesses like TB or even in case of expecting mothers. It is recommended that a health camp be organized every 3 months with follow ups by the MSC staff in between. Immunization camps and women's health camps on the other hand can be organized more frequently with one camp every month.

The MSC shall tie up with doctors, diagnosticians and healthcare providers from Government hospitals and certified private doctors at destination, who can be available for an entire day. Specialized camps would also require the participation of relevant doctors such as Gynaecologists, ENT specialists etc.

Apart from providing basic healthcare services, MSC shall extend support to migrant workers suffering from major ailments and illness through linking them with other healthcare institutions located in the area. For example, MSC shall engage themselves in dialogue with local municipality which runs PHC, CHC and dispensaries in towns and cities. ESI hospitals provide free of cost treatment, medicines and surgeries to registered workers only who are working in factories/industries falling under Industrial Disputes Act. Charitable organizations like Lions Club and Rotary Club extend financial support to poor who needs to undergo surgery/operation for survival and they have blood banks which provide bloods to the needy in times of emergency. There is a provision in the State policy of almost all the destination States which prescribe the private and public hospitals (which are provided land at subsidized rates) to offer treatment to the poor at subsidized rates. The eligibility of availing such



benefit varies from State to State. MSC shall approach hospitals at destination for seeking support to provide free/subsidized treatment to the migrant workers who may not fall under the stipulated BPL definition but are suffering from severe deprivation.

The Help-Line Centre should be used to disseminate information about Health Camps, availability of Doctors etc., and aid the work of the Community Counselors in putting together members for meetings. The Help-Line may also be used as an Emergency contact point to energize Community Counselors in reaching candidates in a Health or Medical Emergency. The information record must be captured and referred to medical personnel immediately. However, the Help-Line is not a substitute for visit to the MSC and should not be used to give medical advice or prescribe any remedial actions like medicines etc. Such activity should be performed only by qualified medical experts.

UDGGA (Uttarakhand Development Grant) application form. The form includes fields for personal information, a photograph, and a signature. The text is in Hindi. The hand is holding the scissors over the 'UDGGA' logo and the 'अंगार विभाग' (Angar Department) section.

## 7.







## DDU-GKY

### 7. Value add Services of the MSC

Once the MSC achieves a strong pull among migrant rural youth as well as is able to populate and offer core services on a routine basis, the MSC could be expanded to offer the following services in addition.

#### 7.1 Work Counselling

The primary object of the MSC lies in facilitating job retention and career progression. While each DDU-GKY PIA completes a work readiness module as part of training program, it is expected that the trainees will often require further counselling once they have joined work. This counselling is a preventive measure intended to reduce the incidence of drop-outs and ensure continued presence in the labour market. However, this counselling should be a need-based intervention and should not become a long arm of the SRLMs/SSMs. Its primary beneficiary remains the trainee and his or her interest.

##### 7.1.1 Work health Assessment

In the case of DDU-GKY trainees, the MSC should collect information from the Post-Placement Tracking (PPT) to identify vulnerable individuals and contact them frequently to assess their current work situation and work relationships. This assessment should be about the ability of the individual to accept work goals or targets, translate newly acquired skills into productive assets and build a sync between the organization's and personal financial and life goals. A sample of set of questions and possible achievements has been suggested in the MIS document below. It should be ideal to add job-role specific questions as well. In the case of non-DDU-GKY trainees/ migrant rural youth, the vulnerability could be determined through sampled interventions by the Community Counselors. Sampling should purposive based on job-roles and presence of large groups.

##### 7.1.2 Counselling Needs assessment

The MSC shall often engage with different organizations, employers and trainees or migrant workers to identify work related problems such as falling behind on targets or incomplete documentation etc. While such problems are minor, they can become causes for loss of job. Other area that affects work is home-sickness. Often these problems are only symptoms of a deeper problem. The Community Counselors must reach out to the trainees in their homes and provide immediate assistance. Listening is one of the key services of these community counselors. Once they have identified the problem, they must persuade the individual to visit the MSC and ensure that at the time of visit, the MSC has a few fellow trainees and a few alumni to facilitate in the counselling.

The Counselors must examine Work Goals, Relationships, Job Skill Requirements and Personal Financial Goals to identify the symptoms and/ or the problems. These are probing areas but a Guidance approach is identified in the MIS document.

##### 7.1.3 Counselling the individual

This is a problem-solution intervention. The MSC should try to engage the support of Trainers from relevant PIAs or subject matter experts to ensure that the trainees are guided and the solution is facilitated. Often, this solution will take a period in time to generate positive results. Interim, it is necessary that there is continuous contact with the trainee. A suggested example of the intervention:

- Intelligence: a group of trainees is planning to quit placement due to leader quitting
- Problem(s): poor references/ role-model for the entire group, not able to see the other side of the story, herd mentality.

- Desired Impact: retain as many as possible in the current placement
- Possible solution: introduce reference points of successful alumni where available who can create a parallel story or convert fence-sitters into continuing their earning ways. The alumni will serve to create a different and successful example by sharing their personal stories, the fulfillment of their aspirations etc.
- Action to be taken: a group counselling intervention at the MSC followed by individual counselling at home by Alumni and Trainer if needed. This counselling should completely be about how the alumnus has turned around his or her life and fulfilled several personal and familial aspirations through sticking it out at the placement.

### 7.1.4 Follow-up Intervention

This should be done by Alumni and the Community Counselors. A formal intervention in the MSC should be routinely followed up with visits at home at high frequency for the remainder of the calendar month. The MSC and its authorized representatives should endeavor to meet the trainee for 2-3 days each week during this period.

### 7.1.5 Documentation/ MIS

this process is an individual transaction that needs to be mined for Knowledge and later sharing with SRLMs/SSMs for inclusion in work-readiness training modules with PIAs/ necessary policy changes to enhance job retention and career progression. It is essential that this intervention be properly documented and shared with all stakeholders as it will be instrumental in identifying causes and effects of drop-outs.

Illustration 1: Typical MIS form

| <b>MSC</b><br>Work Counseling Intervention Record (WCIR)                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>REGISTERED TRAINEE</b>                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Trainee Unique Identity                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          | Job Role                                                                                                                                                                                                                                   |  |
| Trainee Name                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                          | Review Period                                                                                                                                                                                                                              |  |
| Employer – Name of Organization                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                          | Supervisor                                                                                                                                                                                                                                 |  |
| <b>IDENTIFY/ TACKLE WORK PROBLEMS</b>                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>PERFORMANCE GOALS AND OBJECTIVES</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your targets.</li> <li>– Work with your Supervisor to define and document your goals. Identify review period and success criteria.</li> <li>– Learn on-the-job</li> </ul>                       | <ul style="list-style-type: none"> <li>– Make certain defined goals and criteria are realistic. Renegotiate if necessary.</li> <li>– Self-review of progress on a daily basis</li> <li>– Informal progress review with Supervisor on a weekly basis</li> <li>– Manage time and Identify Outcomes</li> <li>– Prioritize outcomes (if possible)</li> </ul> | <ul style="list-style-type: none"> <li>– Review performance goals with Supervisor</li> <li>– Reprioritize work accordingly.</li> </ul>                                                                                                     |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>SKILLS AND KNOWLEDGE DEVELOPMENT</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Understand the specific skills and knowledge needed.</li> <li>– On-the-Job training to build/ supplement skills.</li> <li>– Complete assessment of new skills acquired</li> </ul>                                    | <ul style="list-style-type: none"> <li>– Refresher on work or job skills required if not meeting productivity goals or targets</li> </ul>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>– Identify skills upgrading for retention/ career progression. Plan a skill acquisition program with MSC/ PIA.</li> </ul>                                                                           |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>WORK ENVIRONMENT/ RELATIONSHIPS</b>                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your work environment/ specific outcomes</li> <li>– Build relationships with other workers in your department/ work area</li> <li>– Identify process owners and expectations thereof</li> </ul> | <ul style="list-style-type: none"> <li>– Build an effective team that collectively achieves the goals/ targets</li> <li>– Play multiple roles in teams (Gatekeeper, facilitator etc.) to enhance or sustain productivity</li> </ul>                                                                                                                      | <ul style="list-style-type: none"> <li>– Have a strong work and community network</li> <li>– Have strong relationships beyond work</li> <li>– Get to know the people beyond work who can become a support system for each other</li> </ul> |  |



## DDU-GKY

| PERSONAL GOALS/ FINANCIALS...                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Zero to 2 months                                                                                                                                                       | 2 to 4 months                                                                                                                                                                                                                                          | 4-6 months                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>Identify short-term and long-term personal financial goals</li> <li>Have a clear plan of how-to use the money earned</li> </ul> | <ul style="list-style-type: none"> <li>Manage monthly income and all expenses</li> <li>Build some kind of savings or building assets (could be also consumption of durables etc.)</li> <li>Set-up a household (in case of family migration)</li> </ul> | <ul style="list-style-type: none"> <li>Start investing in oneself (skill acquisition or upgrading for career making)</li> <li>Contribute emotionally and financially to family / household income back in the village</li> </ul> |
| NOTES/ACTIONS                                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| KEY PROBLEM IDENTIFIED                                                                                                                                                 |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| PROPOSED SOLUTION                                                                                                                                                      |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| COUNSELING NEED                                                                                                                                                        | COUNSELING TEAM MEMBERS                                                                                                                                                                                                                                | ACTION PROPOSED                                                                                                                                                                                                                  |
|                                                                                                                                                                        | Team Leader/ Coordinator:<br><br>SME:<br><br>Community Counselor/ Alumnus: [must]                                                                                                                                                                      |                                                                                                                                                                                                                                  |
| RECORD OF INTERVENTION VISIT 1                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| RECORD OF INTERVENTION VISIT 2                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| EXCEPTION REPORT (Closing of intervention)                                                                                                                             |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|                                                                                                                                                                        |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| Report Prepared By:                                                                                                                                                    | SRLM/ Skills Mission                                                                                                                                                                                                                                   | PIAs/ Trainers                                                                                                                                                                                                                   |
| Date:                                                                                                                                                                  |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| Time:                                                                                                                                                                  |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |

**Note:** For problems identified, it will be good to refer to DDU-GKY SOPs for Drop-out Category information and enter the same code where applicable. If the trainee drop-outs despite the intervention, it should be recorded so in the Exceptions section

The completed MIS document must be shared with SRLMs/SSMs the PIAs/ Trainers. It should also be suitably inserted into the DDU-GKY MIS and ERP system where possible/ applicable.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial information of all members calling in desirous of availing this service. The Help-Line should also be used in offering timely advice or counsel on work-related issues as well. All the Call agents must be trained in counselling interactions and should act as the first point of contact on behalf of the MSC in the Work Counselling service. The Help-Line/ Call Centre could also be used as a Multiplying resource in all matters related to Work Counselling, however, must not be used to create contact or interface with employers. All such interactions must be transferred to relevant officers of the MSC or SRLM or DDU-GKY Skills Missions as deemed fit. The SRLMs or DDU-GKY Skills Missions may further identify or detail the scope of activities to be performed by the Help-Line/ Call Centre in this regard.

## 7.2 Access to Placement services, Urban labour markets and learning opportunities

DDU-GKY is keenly oriented on job retention and career progressions for its trainees. Career making is the result of several knowledge and skilling inputs, each growing with time. The individuals. Absence of career making initiatives often result in drop-outs from the system. Further education is one of the most commonly cited reasons. It is symptomatic of a deeper dissatisfaction with the job-role or disconnect between personal job aspirations and actual job-role post training. In this respect, DDU-GKY understands that creating opportunities for lateral movement is a must to retain youth in earning ways. Lateral movements primarily are in terms of:

- Suitable alternative placements in the Urban labour market that lead to growth
- Suitable opportunities to study while working which will lead to growth in career or access to better jobs over time

### 7.2.1 Access to Placement Services (Urban labour markets)

Most often migrant rural youth who are exploited in a job find themselves with no option but to return to their native villages. This further results in problems - one, there are no or limited avenues to employ their newly acquired skills in villages, and two, such returns affect their abilities to find newer jobs and retain those jobs as employers become wary on account of uncertainty.

This return also denies earning ways for the youth and results in a throw-back into poverty or other semi-skilled or unskilled work roles. This completely wastes the entire investment DDU-GKY makes in the individual.

Limited access or no access to the developed urban labour market is one of the biggest reasons behind this reverse migration (both geographically and economically). This is a preventable reversal which is purposed to be addressed by the Placement services of the MSC.

The MSC should invest in building linkages with the local industrial, Small and Medium Entrepreneurial landscape of the urban environment and identify placement opportunities for several trades of DDU-GKY's trainees and other migrant workers. It should then identify and build a relationship with a placement agency or consultant who specializes in blue and rust collar placements. It should also identify a day in the month for a 'Placement Mela' or 'Job Fair' to ensure that those migrants who no longer have a job or even those looking to change to rise in their respective careers have the opportunity to do so. This facilitation or lateral movement in job is proposed with the view that it will be easier to retain migrants in earning ways through different or more suitable opportunities and at the same give better opportunities in the local labour market for those deserving of it.

#### 7.2.1.1 Stakeholders of the Placement Mela or Job Fair:

- **Placement agent or counselor:** an experienced professional recruiter with adequate local access to the labour market, the placement agent or counselor should be an external resource who finds employers and jobs for the DDU-GKY trainees and other migrant labour.
- **Employers:** employers should also be encouraged to engage with the MSC to identify jobs. In the Placement Mela, employers should be able to make a pitch for the most suitable candidates by presenting their respective companies, business practices and HR policies.
- **MSC:** besides being the facilitator of the platform, the MSC should play a large role in negotiating the job on behalf of candidates, ensuring they get a better deal and their rights and entitlements are honored. The MSC, through its officers, should also help the candidate transition from one employment to another, with all necessary shifting of personal and financial assets (like PF or Pension investments, Bonuses etc.).

- **Community Counselors:** mobilizing suitable candidates from among the registered members of the MSC becomes the responsibility of the Community Counselors. They should conduct meetings at labour 'nakas' and use other means of IEC to ensure that they attract the right talent for the Placement Mela. However, care must be taken to ensure that workers who enjoy good relationships and advantages in their current placements are not encouraged to jump ship for a small raise in monthly income. The Community Counselors should strike the right balance in identifying the deserving without breaking the career rhythm of those well-placed.

### 7.2.1.2 Promoting the Placement Melas or Job Fairs

The primary task is to identify a particular day each month for the Placement Mela. Once the day is appointed, then mobilizing for the Mela should be one-to-many interpersonal communications as the primary medium. Labour meetings at labour 'nakas', posters at the MSC, posters in labour colonies should be information media. The messaging should be about the jobs available and the kind of candidates being sought. Care must be taken to ensure that currently successfully placed trainees are not disturbed from their current placements.

### 7.2.1.3 Implementing the Placement Mela or Job Fairs

The Placement Mela should be for a planned day each month. It should be timed convenient for both the workers as well as agents and employers. For instance, it could be planned for the last Sunday of each month, from 4 pm to 7 pm to ensure maximum attendance. It should be done in the large Multi-purpose Hall. Employers could be allotted time slots of 15 minutes each to present their organizations and job roles, followed by 15 minutes for candidates to volunteer for the job role called for. The job offer must be confirmed with an Offer Letter. The Offer Letter must contain the proposed salary (with complete break-ups where needed) and other particulars like number of working days in the month, timings as well as list expectations on behalf of the employers. Each such Offer Letter must be counter-signed by the Community Counselor.

### 7.2.1.4 Transitioning from one job to another

Usually, workers stop attending one organization and join the next from the next working day or as convenient. Such shifts result in lots of losses to both, existing employers as well as the workers themselves. The MSC should intervene and build a healthy process to ensure that the transition is completed smoothly. Some of the interventions possibly are:

- Ensure that there is a proper Notice of termination given to the current employer, this could be for 3 weeks to ensure smooth transition.
  - i. In the first week, confirm the veracity of the job Offer by examining the Offer Letter, visiting the job site and review the working conditions, engage with existing workers at the job site to get inform feedback on company and its working policies
  - ii. In the second week, ensure that all documentation is completed to facilitate the transition (shifting of PF, Pension funds etc., closing of pending dues and claims). All the documentation for the transition must be completed by or under the supervision of the Community Counselors.
  - iii. In the third week, confirm the transition to the current employer and that the trainee/ candidate completes the period of Notice and the last day of working. It is necessary to ensure that all dues are cleared on or before the last day at work.

- iv. In the fourth week, join the candidate to the new workplace to identify routes, transport timings and services, work timings and ease of commute. The Community Counselors should facilitate the gathering of this information and ensure that the candidates are well prepared to travel to the new work place. The candidates must also be counseled prior to joining work and introduced to alumni already working in the new workplace. This is to ensure that the candidates have linkages at the new workplace prior to joining.
- v. In the fourth week, confirm the transition to PIAs, Trainers, CTSA's and SRLMs/ Skills Missions to update databases. This is essential to facilitate Post-Placement Tracking of candidates of DDU-GKY.
- vi. In the fourth week, if the new workplace demands a shift of residence, facilitate shifting, similarly as when supported initially for the candidates on their arrivals to the city/ industrial belt.

#### 7.2.1.5 Documenting Transitions

The following template could act as the suggested MIS (however, this should be in compliance the prevalent DDU-GKY MIS system)

Illustration 2: MSC Change in Employment Record

| Name of Candidate | Parent's Name | Aadhaar Card No | Tele-phone no | Current Employer's details |                                    |                      |          |                             | Reason for Change | New Employer's details |                           |                      |          |                               |
|-------------------|---------------|-----------------|---------------|----------------------------|------------------------------------|----------------------|----------|-----------------------------|-------------------|------------------------|---------------------------|----------------------|----------|-------------------------------|
|                   |               |                 |               | Name of Em- ployer         | Address of Employ- er/ Work- place | Name of Super- visor | Job role | Monthly Salary (CTC) in Rs. |                   | Name of Em- ployer     | Em- ploy- er/ Work- place | Name of Super- visor | Job role | Month- ly Salary (CTC) in Rs. |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |



**Some Do's:**

- ☑ Understand the desired profiles for jobs prior to planning the campaign
- ☑ Meet the relevant people by attending the relevant labour nakas
- ☑ Prior to the Mela, ensure that the process of selection is known and clear to all the individuals
- ☑ Ensure that all documentation is complete available (Contracts, Identification etc.)
- ☑ Participate in negotiations (job role, pay and career progression)
- ☑ Ensure that a proper Notice period is given and completed, and the transition is completed as planned with the candidates joining the new workplace as committed
- ☑ Ensure that all documentation needed for the transition is completed prior to the transition is effected
- ☑ Ensure that there are linkages (alumni and potential friends) for candidates in the new workplace prior to joining
- ☑ Ensure that work related information is completed with all stakeholders and all stakeholders are connected to the candidate as needed

**Some Don't's:**

- ☒ Do not use mass media. The MSC placements is a tool to reduce drop-outs, not to increase mobility or induce whimsical shifts amongst successful trainees
- ☒ Do not encourage shifting of jobs and roles prior to completion of the first 3 months. This is to ensure that Placements are confirmed prior to changes in workplace or jobs
- ☒ Do not encourage informal engagements or transitions

The Help-Line/ Call Centre is NOT to be used in the context of Placements or access to labour markets. While it may be used to aid the work of the Community Counselors in contacting members who have already registered with relevant officers of the MSC with regard to Placements, it will not even be used as a source of information dissemination. It is expected that the Help-Line will remain a service to encourage job retention but not be used frivolously to access new jobs.

### 7.3 Access to further education opportunities

Most of the migrant workers are likely to have completed a skill-training program prior to joining work. Some of them may be joining work very early, even before completing schooling. Some of them could be drop-outs from school in various years, right from primary to senior secondary. On the other hand, some of them could also be graduates or pursuing graduation through distance education. That said, all of them share a common ambition and perception, that completing higher education is necessary or essential to get better, more secure and paying jobs. This often results in workers quitting jobs to complete their studies. In some cases, it becomes necessary that candidates acquire further qualifications to achieve career progression. The MSC must facilitate the acquisition of further qualifications without harming the work cycles or current placements to ensure that candidates can realize their ambitions or aspirations as well as remain eligible in the labour market and in earning ways. Some of the services that should be offered to facilitate lateral movement or parallel acquisition of qualifications are:

### 7.3.1 Linkages to Open Schooling where available

Linkages must be developed with open schooling system to facilitate the completion of a relevant school year where needed, to ensure that the candidates can access further education opportunities that might come in their way of career and growth or as per their ambitions and aspirations. These should be for significant milestones only, like Matriculation or Inter-mediate or School Leaving Certificate examinations. Open schools require documentation effort and entrance tests (in some cases) prior to enrolment. The MSC should facilitate the same by assisting in procuring the necessary completion certificates and transfer certificate from school attended by the candidate prior to skill training and job working. This could be done through the concerned SRLM or Skills Missions team or the MSC at the Source (if put in place). The process could be as follows:

- Once the linkage is completed, inform relevant candidates of the opportunity (registering and completing a school year) to candidates and workers through labour meetings, get-togethers or orientation meetings at the MSC etc. This should be done sufficiently in advance (60 days prior to commencement of the school year) to ensure that candidates can make up their minds as well as adequate time to complete all the documentation needed for the registration.
- Facilitate enrolments through supporting the documentation as well as counselling to setting right expectations prior to the beginning of the school year.
- Confirm registrations and freeze batches of 5 where applicable. This is to ensure that all registrants can form study circles and work with each other to complete all the requirements of the school year.
- Inform and engage all stakeholders (primarily the Community Counselors and the Trainers of relevant PIAs) to ensure that the candidates can seek help and get adequate support during the school year to complete the planned qualification.
- Inform employers to ensure that the candidates can be given a study leave prior to their final examinations or year-end examinations. This is to ensure that the candidates do not have to leave the current employment just to find time to complete their school year.
- Facilitate the taking of the examination with sufficient follow-ups on Admit Cards, test-taking and preparation
- Get results information and ensure that all those who successfully completed the school year get the necessary Certificates/ documents to confirm the achievement. The MSC could also hold a small graduation ceremony for all successful candidates at the centre. This would also ensure that other candidates will be encouraged to fulfill their respective ambitions/ aspirations.

### 7.3.2 Linkages to Distance Education with recognized Universities for Degree or Diploma programs

The MSC should develop suitable linkages to reputed and recognized Universities from its home state to offer access to Distance Education opportunities to its registered members and other migrant workers. The MSC should facilitate the setting up of a Study centre at its premises if space permits and ensure that candidates are adequately facilitated in acquiring learning qualifications without disturbing their current work engagements and earning ways. The study centre once setup should be adequately publicized among the members of the MSC. Similar to its role in the Open Schooling,

the MSC should facilitate in registration, documentation, taking of examinations etc. The MSC should also encourage the making of a library to ensure that candidates have access to adequate learning material and course books. The candidates themselves must be encouraged to contribute books to the library once they have used them.

### **7.3.3 Provision of a library in the premises of the MSC**

The MSC may establish, in conjunction with National Open School and / or affiliated Universities/ Community Colleges, a relevant library with curricular books to aid the migrant workers in taking up additional study programs. The library may be set-up as a regular library with a minimum inventory of 3 copies of each such book as advised in its shelves, in a properly classified manner that is loaned to registered members only. The Help-Line Centre may be used to keep track of the books on loan, returns etc. to ensure that all registered members have equal access to the library and books.



**8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres**







## 8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres

For a MSC to operate effectively and efficiently, it will require good quality checks from the start – a performance monitoring system with clear indicators, a robust management of programme information and most importantly an elaborate system of documentation at the Centre level. DDU-GKY has a robust internet-enabled workflow driven MIS which is able to integrate programme information across PIAs. A website dedicated to DDU-GKY interventions and its online reporting exists by the name of [www.ruralskills.in](http://www.ruralskills.in). Efforts shall be made to integrate access-to and reporting into the MIS portal/database maintained by the DDU-GKY, with access controls shared with the respective SRLMs. Such integration shall enable further synergies within the programme activities.

This section establishes the framework of quality management, monitoring and tracking of program information with the help of an MIS and background documentation.

### 8.1 Documentation requirement at the Centre

To enable smooth operations at the Centre, it is important to keep records of all activities undertaken at the Centre, services provided and linkages pursued for migrant communities. The type of documents required at the Centre can be broadly categorized into four – formats, reports, registers and lists generated on a monthly basis. These documents also form the basis of information to be filled in the migration programme MIS and need to be maintained with utmost rigour.

### 8.2 Performance Monitoring Indicators

The multi-activity nature of the MSC mandates the performance indicators to reflect adequate diversity. Each of the core services be it registration, post-training/placement support or legal aid, entails a series of activities and requires a number of process-checks. The indicators provided herein are developed specific to each core service and help track outputs, process efficiency in service delivery and finally the desired outcomes. Inputs are also provided on the monitoring systems that can be instituted which help in tracking of the given indicators. Table below provides details on the service-wise monitoring indicators and monitoring systems:

Table: MSCs - Output, Outcome Indicators and Means of Verification

| Interventions/<br>Services                                                                | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                      | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Programme Outreach and relationship with stakeholders                                     | <ul style="list-style-type: none"> <li>Number of labour nakas/ work sites/ migrant habitations covered, based on suggested number</li> <li>Footfalls at the centre per month</li> <li>Regularity in outreach events, based on the suggested number</li> <li>Regularity in capacity building events for volunteers, based the suggested number</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Demand of services (Ex. IDs) through walk-ins</li> <li>Partnership of PRI representatives, block officials, labour department in centre activities.</li> <li>Participation of volunteers in delivery of services to the community</li> <li>Creation of support systems for migrants that they access in need</li> </ul> | <ul style="list-style-type: none"> <li>Programme MIS</li> <li>Footfall registers</li> <li>Monthly team review meetings and its records</li> </ul>                                                                                                                                  |
| Worker Registration & Photo ID service                                                    | <ul style="list-style-type: none"> <li>Number of registrations –monthly/quarterly</li> <li>Gap in application received and IDs issued</li> <li>Gap in IDs issued and IDs disbursed</li> <li>Percentage of migrants registered (registered migrants/total migrants)*100</li> <li>% of women migrants registered</li> <li>% of inter-state migrants registered</li> <li>% of walk-in registrations</li> </ul> | <ul style="list-style-type: none"> <li>Creation of a database of migrant workers</li> <li>Reduction in identity related harassment in transit, in cities</li> <li>Access to basic services at the destination</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Monthly program MIS</li> <li>Internal and external audits of registration forms</li> <li>Documentation of cases on usage of photo IDs</li> <li>Monthly programme review meetings</li> </ul>                                                 |
| Post-Training/<br>Placement Tracking & Support Investigations (Qualitative research only) | <ul style="list-style-type: none"> <li>SRLMs/ Skills Missions and PIAs to provide information on:</li> <li>Number of youth followed up per quarter</li> <li>Alumni drop-out ratio (from placements)</li> </ul>                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Increase in income post-training</li> <li>Increase in man-days of employment</li> <li>Increased access to social security benefits</li> <li>Increased stability in income and employment cycles</li> <li>Better integration in urban labour markets</li> <li>Improved confidence levels and bargaining power</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation at every stage of service</li> <li>Periodic follow-up of trainees</li> <li>Case studies on impact of training &amp; placement</li> <li>Monthly programme review meetings</li> </ul> |

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| Interventions/<br>Services                                | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                   | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                     |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal Aid and<br>Literacy                                 | <ul style="list-style-type: none"> <li>Number of cases registered per month (refer Table 5, for benchmarks)</li> <li>Number of workers reached out to</li> <li>Ratio of Legal Cases Resolved/Registered</li> <li>Nature of cases – ratio of inter versus intra-state</li> <li>Type of cases processed – payment, accident etc.</li> <li>Monthly case processing efficiency</li> <li>Size of disputes addressed</li> <li>% of women workers serviced</li> <li>Number of workers reached out to through legal literacy</li> <li>Number of Haziri Diaries disbursed</li> </ul> | <ul style="list-style-type: none"> <li>Amount of compensation facilitated through the centre</li> <li>Access to fast legal recourse for workers</li> <li>Awareness on labour rights and entitlements</li> <li>Improved account keeping and documentation of work by migrants</li> <li>Increased visibility of labour disputes in informal sector</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation of cases/ processes followed</li> <li>Follow-up on impact</li> <li>Monthly programme review meetings</li> </ul>                   |
| Financial<br>Inclusion and<br>Social Security<br>Linkages | <ul style="list-style-type: none"> <li>Number of bank linkages per month</li> <li>Number of insurance, pension linkages per month</li> <li>Number of financial literacy events organized per month and participants reached out to</li> </ul>                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Value of benefits leveraged from insurance, pension, labour welfare schemes</li> <li>Improved linkages to formal financial system</li> <li>Increase in savings</li> <li>Access to safe saving options and reduction in fraud, cheating by contractors/ employers</li> </ul>                                          | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Case documentation on usage of banking services and its impact</li> <li>List of benefits facilitated</li> <li>Monthly programme review meetings</li> </ul> |

### 8.3 Programme MIS

All tasks and programme specific activities shall be systematically recorded and monitored through a comprehensively structured MIS, which can feed into and interface with the Programme MIS of DDU-GKY. The MIS shall use standard templates designed specifically for each of the interventions and tasks mandated to the MSC,

The programmatic information is managed with the help of an MIS, where information is collected on a monthly basis. The MIS uses a standard template designed to facilitate data-sharing. It covers all the core services offered by a migration support centre. Each of the core services have been divided further into the finer processes/chain of activities involved in their delivery. The MIS has been developed as a self-evaluation tool, which not just helps in monitoring quantitative achievements but also helps the team analyze where the gaps lie in management and implementation of the program and address them promptly.

An illustrative set of formats depicting the programme MIS is presented as part of the Annexure 3 to this Framework.

All MIS will be individual centric. There will be a basic Master Database of all registrations. Every transaction or intervention performed at the MSC will be recorded as Transaction under the individual's master record. So will be exceptions (like labour meeting missed, health camp missed etc.). The individual's record should be a compilation of Transactions and Exceptions.

If a candidate features an Exception report on 3 consecutive occasions, the MSC Counselors should seek out the individual and investigate for the cause. All such reports must be shared with the SRLMs/ Skills Missions and respective PIAs.

### 8.4 Performance Monitoring

One good way to capture the effectiveness of the centre – whether its services are being valued by the community, is to keep a track of the number of people visiting the centre, i.e. the footfalls. A register can be maintained and record kept for capturing the incidence of footfalls and the purpose of visits made to the centre by workers and their families. Footfalls can reflect very well, whether the services offered by the centre are reaching out to the target group sufficiently and are benefitting them. They can actually serve as a litmus test for the credibility and relevance of the intervention, as judged by the target community.

With that said, footfalls are not the sole indicator of effectiveness. The Centre team must engage in a regular reflection and self-evaluation exercise to understand whether they are being effective. It should take regular stock of - which services are doing well and which ones are lagging behind. Only a reflective team, which adapts its intervention to respond to the changes in its strategic environment and more importantly the needs of the community, can determine the success of the Centre.

Illustration: For a centre which is three years old the model coverage considered is 10,000 to 15,000 workers. Given this coverage here are some useful service-wise indicators to facilitate reflection and analysis on the effectiveness of the Centre:

## MSC - Coverage Benchmarks and Quality Checks

| Service/Indicator                         | Desired Coverage                                                       |                                                                                   |                                                                             | Remarks                                                                                                                                                                 |
|-------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 1 year                                                                 | 2 years                                                                           | 3 years                                                                     |                                                                                                                                                                         |
| Footfalls                                 | 100-125 pm                                                             | 150-200 pm                                                                        | 250-300 per month                                                           |                                                                                                                                                                         |
| Registrations                             | 1,000-1,500                                                            | 5,000-6,000                                                                       | 8,500-10,000                                                                | IDs through walk-in 35-40% of total                                                                                                                                     |
| Legal Aid                                 | 25-30                                                                  | 100-125                                                                           | 200-250 disputes registered                                                 | Resolution rate – 60%, Monthly case processing efficiency – 80%                                                                                                         |
| Legal Literacy                            | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Financial Inclusion and Social Security   | Pension 250-500<br>Insurance-200-350<br>Worker welfare boards -500-750 | Pension -1,000-1,200<br>Insurance – 800-900<br>Worker welfare boards -1,500-2,000 | Pension – 2,000<br>Insurance – 1,500<br>Worker welfare boards – 2,500-3,000 | The desired minimum renewal rate for different schemes are – Pension (75-80%), Insurance (60%) and Welfare boards (75-80%) Welfare boards – for construction and others |
| Financial Literacy                        | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Health Camps                              | 1,500-2,000                                                            | 3,000-4,000                                                                       | 5,000-6,000                                                                 | 2-3 camps per month, may vary in size                                                                                                                                   |
| Health Literacy                           | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Alumni meet/ Youth Interaction/ Job Fairs | 750-1,000                                                              | 1,500-2,000                                                                       | 2,500-3,000                                                                 |                                                                                                                                                                         |



## 8.5 Monitoring Systems

The primary responsibility of instituting and managing a rigorous monitoring system lies with the Centre coordinator and associate coordinator. The Framework lay out elaborate checks or benchmarks to assess the performance of the centre. Here are some enabling conditions that the Centre must have as part of its programme monitoring system –

- Documentation of all the activities performed by the Centre, under the supervision of the coordinators.
- Maintenance of a programme MIS capturing monthly activity and service delivery details.
- Periodic audits of the registration formats and documents maintained at the centre. The Centre team shall include the target community and volunteers for this purpose as well.
- Monthly review meetings to assess progress, identify gaps and planning for improvement.
- Monthly, half-yearly and annual reports of the activities performed by the Centre and its achievements.



## Annexure 1:

### Nature and Constituents of Migrant Support Centres at Source

A Migration Support Centre at the source is very similar to that at the destination. However, key strategies of outreach and advocacy may differ significantly due to the presence of families of migrants at source as well as availability of migrants during specific periods. Similarly certain services form the core of MSCs, with additional services that are unique to the source.

#### Role of the Migration Support Centre at Source

In addition to the services rendered at MSC at destinations, the Centre at source also plays a key role in building trust among the (prospective) migrant community. A visible presence in the area of their origin lends credibility to migration services offered both at source and destination. While the key roles of the MSC at source remain the same as that in destination, a distinct feature is their ability to reach out to three additional target groups, namely: (a) Families (family members) of migrant workers who are left behind at the instance of migration; (b) Youth at the threshold of migration; and (c) Returnees (or return migrants).

Hence services and outreach strategies suited to each of these groups result in a perceptible difference between MSCs at source and destination.

#### Structure and location of MSCs

MSCs at source may be located at the block level, typically covering a radius of around 30 kms. In order to reach out to far flung panchayats in more remote locations, the MSC may set up sub-centres in these areas. In general the structure and staffing of MSCs at source is similar to that of destination.

Several volunteers and support groups at source, may not necessarily be migrant workers and could include college students, shopkeepers, influential persons locally as well as wives of migrant workers.

#### Understanding the Nature of Migration from the Region

Unlike destination surveys, the incidence of migration from a particular source area can be more easily captured. Panchayat level census surveys which cover every single household in a given panchayat provide relatively accurate estimates of migration from the region, in addition to occupations, work sectors and destinations. Panchayat level surveys can then be aggregated at the block level to provide estimates on migration incidence from the region.

#### Services, Outreach and Activities at Source

Services that MSCs at source may focus on in addition to core migration services are:

- Organising and empowering left behind families of migrant workers to enable them to access their entitlements and manage male absence
- Providing longer term skill training opportunities to youth on the threshold of migration
- Engaging with returnees through skill building programmes focusing on entrepreneurial trades and developing entrepreneurial traits
- Financing occupation shifts and enterprises of these returnees

**Outreach activities by source MSCs also benefit from the availability of workers and their families for longer durations compared to destination MSCs. Some outreach activities that can be undertaken by source MSCs are:**

- **Integrated Outreach Campaigns** – These campaigns can last for 2-3 days particularly in newer panchayats or villages. Once the Centre's identity is established in these areas, campaigns may be conducted with reduced frequency. i.e. once in six months.
- **Destination Visits** – Building trust among communities is relatively easier at the source end and hence

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destination visits by team members from the source MSC help in enhancing services at both ends of the migration journey.

- **Local Government Campaigns** – Local Governments often organize campaigns such as “Prashasan Gaon ke Sang”, wherein Government officers from various departments are brought together under one roof in order to enable quick access to their entitlements. Participation by the MSC in such campaigns can create greater visibility of the MSC in source communities and also enable linkages to migration services.
- **Public Hearings** – Jan Sunvai’s or public hearings are an effective means of bringing together communities on common issues faced by them. A detailed description of public hearings is provided below:

### Public Hearings

Objective: Public hearings provide a platform for migrants and their families to discuss anxieties and challenges faced by them. These hearings also help create greater visibility of the migrants, bridge the gap between them and the administration and create accountability of public servants.

#### Preparing for a Public Hearing:

- Finalise an agenda/theme – Public hearings can be used to address a variety of issues such as labour disputes, availability of work under MNREGS, village level issues such as functioning of schools, anganwadis, PDS systems etc. However, it is best to have a focused agenda for the hearing and accordingly determine its location, participants and scale.
- Documenting Cases and Stories – According to the theme of the public hearing, a set of cases and stories shall be systematically documented and compiled, particularly in a manner that is easy for administrative officers and policy makers to read and understand. This should include a small summary of the case as well as a more detailed annexure with evidence and follow ups. The stakeholders in these cases shall necessarily participate in the hearing and discuss the case. For instance in case of a wage settlement dispute, the details of the case and parties involved should be documented, along with copies of available evidence. Both the workers and the contractor/employer involved in dispute must be present at the hearing.
- Logistics – The date and timings of the public hearing must be finalized keeping in mind local holidays, festivals and availability of workers and public officials. A suitable venue for the hearing shall have adequate ventilation, drinking water and sanitation facilities. Other arrangements include: (i) tea and refreshment; (ii) microphone and loudspeakers; (iii) transportation for workers from far-flung areas; (iv) photographers; and (v) IEC material.
- Invitations – All concerned stakeholders shall receive prior intimation about the date, location and timing of the public hearing. In case of public officials, regular follow ups may be needed to ensure their participation.

#### Target participants:

In addition to migrant workers and their families, the following stakeholders may participate in the public hearing, (keeping in mind the overall theme and their relevance): (a) Local administration such as PRI members, BDOs, SDMs, District officials and Labour department officials; (b) Police administration; (c) Media persons; (d) Other NGOs whose work may be complementing or relevant to the overall theme/ some specific cases; and (e) Key persons and respected members of the community.

**Expected outcomes and follow-ups:**

- Redressal of select cases with assistance of local administration present at the hearing
  - Greater awareness among the community about their rights.
  - Building trust among workers and encouraging them to be vocal about issues that they were earlier reluctant to discuss
  - Sensitizing the administration, and building ties for future assistance and advocacy efforts
  - The MSC shall follow up on assurances made by the administration during the hearing.
-



## Annexure 2

### Diversifying Financial Support for MSCs

Given the high potential to impact the labour market through migration support services, there is now a growing body of organisations and agencies that have expressed interest in funding and supporting migration support/ facilitation services. Furthermore existing fund sources within the Government departments are also of relevance to specific services for migrant workers. Based on the type of service or category of migrant workers being reached, the MSC may approach departments such as the Tribal Welfare department, Minority affairs department etc. These are potential avenues that MSCs may explore in order to widen the ambit of their services and reach out to migrant workers in addition to existing alumni in select locations. Moreover certain services already have existing revenue streams which may be altered, given the context in which the MSC operates.

The following table highlights potential fund sources for each service offered by the MSC along with a description of revenue streams:

| Service                   | Potential Fund sources                                                                                                                                                                                              | Revenue Stream (Existing/Potential)                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity and Registration | Integration with Aadhar - a possibility                                                                                                                                                                             | Existing revenue of Rs 15 per card. This may be reviewed depending upon the costs incurred and the ability to pay                                                                                                                                                                                                                                                                                   |
| Legal Aid                 | District Legal Services Authority under the Legal Services Authorities Act, 1987 - They have a provision to support grass roots paralegal workers                                                                   | Currently no revenue from legal aid services (i.e. for-free service), however the MSC may consider charging a small fee for facilitating settlement of disputes                                                                                                                                                                                                                                     |
| Financial Inclusion       | <ul style="list-style-type: none"> <li>Almost all banks provide funds under 'Priority Sector Lending'</li> <li>Bank CSRs may be approached for grant funding for promotion of social security products</li> </ul>   | Most financial services have existing revenue streams in the form of 'fee incomes'. This may be negotiated with respective service providers, based on the number of migrants to be covered.                                                                                                                                                                                                        |
| Healthcare                | <ul style="list-style-type: none"> <li>NRHM and its associated schemes such as JSY</li> <li>Free medicines for illnesses such as TB</li> <li>RSBY as a tool of health financing</li> <li>Doctor Consults</li> </ul> | <p>Health fees may be subsidized in a manner such that at least the cost of medicines and basic medical tests are covered. The rest may be subsidized through linkages with existing government departments and schemes.</p> <p>Also, Consultant Doctors may be offered for a subsidized fee, suggested as Rs. 50 per visit. This may be revised from time to time depending on access or usage</p> |

In addition to the above, the MSC could consider revenue linkage to some of the services provided to candidates and employers as stakeholders. Some of the services are listed below:

| Service                                                                     | Potential Fund sources                                                                                                                                                                                                                         | Revenue Stream (Existing/Potential)                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Train/ Bus Ticketing                                                        | Facilitated by the Computer Centre through <a href="http://www.irctc.co.in">www.irctc.co.in</a>                                                                                                                                                | The MSC could charge a small transaction fee to each migrant worker for tickets, linked to the ticket value                                                                                                                                       |
| Rental of Dormitory services to PIAs for up to 15 days (inclusive of meals) | DDU-GKY PIAs could be offered Dorm for their placed candidates for the 15 days for a fee. The services should include Bed and 1 full meal each day                                                                                             | A minimum of Rs. 150/- per day for each candidate could be charged to ensure viability for the MSC                                                                                                                                                |
| Space rental to Bank for ATM/ Sales Counter of financial products           | Nationalized banks or other private banks of repute which have branches in both source and destinations could be offered space for ATM and manned customer sales or support centre                                                             | Banks often pay Rs. 25,000/- per month and more for renting space for ATMs. The MSC should charge a similar amount or applicable market rates for renting out space. This should not be linked to any numbers in terms of registered members etc. |
| Space rentals for Events linked to the services offered by the MSC          | <ul style="list-style-type: none"> <li>Space Rental to Financial Services Agents/ Organizations for Day Camps</li> <li>Space Rental to Placement Agent</li> </ul> Space Rental for University Study Centre offering Distance Learning Programs | Space Rentals should be linked to applicable market rates (Per Sq. Ft.) and offered to interested public or private organizations. All such contracts entered into must be valid under Contract Act, 1956 and should be for a reasonable period.  |
| Space Rentals for Support Services to migrant workers                       | <ul style="list-style-type: none"> <li>Space Rental for a Fair Price Shop</li> <li>Space Rental for Remittance Vendor/ India Post (as a remittance agent as well as postal services)</li> </ul>                                                | Space Rental at applicable market rates be offered to relevant service providers and/or private brands. However, it is suggested that space be offered to India Post at no cost.                                                                  |

When the MSC will start generating such monthly revenues, it should be first used to generate adequate staffing and build necessary linkages. Then the MSC should build scale of operations and offer better quality of services to migrants. Amortization should follow once the MSC is capable and ready to manage services for its proposed full capacity of 5,000 to 10,000 candidates.

## Annexure 3

## MIS formats

Illustration 1: Programme coverage and status – Activities and Services delivered by the MSC

|                          |                                                               | Jan-16 | Feb-16 | March-16 | Till March'16 |
|--------------------------|---------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach<br>(In nos.)    | Footfalls                                                     | X      | X      | X        | X             |
|                          | Campaigns                                                     | X      | X      | X        | X             |
|                          | Destination/Source visits                                     | X      | X      | X        | X             |
|                          | Training events for volunteers                                | X      | X      | X        | X             |
| Registration             | ID cards Issued                                               | X      | X      | X        | X             |
| Legal aid                | Total disputes registered                                     | X      | X      | X        | X             |
|                          | Total disputes resolved                                       | X      | X      | X        | X             |
|                          | Total Compensation facilitated                                | X      | X      | X        | X             |
|                          | Legal literacy [no: of events]                                | X      | X      | X        | X             |
|                          | Legal literacy [total participants]                           | X      | X      | X        | X             |
| Social security linkages | BoCW linkages                                                 | X      | X      | X        | X             |
|                          | Insurance linkages                                            | X      | X      | X        | X             |
|                          | Pension linkages                                              | X      | X      | X        | X             |
|                          | Social security claims settled                                | X      | X      | X        | X             |
|                          | Amount settled                                                | X      | X      | X        | X             |
|                          | Linkages at destination<br>[PAN/Voter ID/PDS/Driving license] | X      | X      | X        | X             |
| Financial Inclusion      | No: of bank linkages                                          | X      | X      | X        | X             |
|                          | Financial literacy                                            | X      | X      | X        | X             |
|                          | Financial literacy participants                               | X      | X      | X        | X             |
|                          | No: of Credit linkages                                        | X      | X      | X        | X             |
|                          | Credit linkages - Amount                                      | X      | X      | X        | X             |
| Health                   | No: of health camps                                           | X      | X      | X        | X             |
|                          | No: of beneficiaries from health camps                        | X      | X      | X        | X             |
|                          | No: of health awareness events                                | X      | X      | X        | X             |
|                          | health awareness events                                       | X      | X      | X        | X             |
|                          | No: of health cards issued                                    | X      | X      | X        | X             |
|                          | No: of health linkages                                        | X      | X      | X        | X             |
| Policy Advocacy          | No: of Policy advocacy events organized                       | X      | X      | X        | X             |
|                          | No: of participants                                           | X      | X      | X        | X             |

|                       |                                        |   |   |   |   |
|-----------------------|----------------------------------------|---|---|---|---|
| Team Capacity<br>Bldg | No: of capacity bldg workshop for team | x | x | x | x |
|                       | No: of exposure visits                 | x | x | x | x |

Illustration 2: Programme coverage and status – Services provided to DDU-GKY trainees

|                                               |                                                            | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-----------------------------------------------|------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach                                      | Footfalls of DDU-GKY trainees                              | x      | x      | x        | x             |
| Registration                                  | ID cards Issued to DDU-GKY trainees                        | x      | x      | x        | x             |
| Legal aid for DDU-GKY trainees                | Total disputes registered                                  | x      | x      | x        | x             |
|                                               | Total disputes resolved                                    | x      | x      | x        | x             |
|                                               | Total Compensation facilitated                             | x      | x      | x        | x             |
| Social security linkages for DDU-GKY trainees | BoCW linkages for DDU-GKY trainees                         | x      | x      | x        | x             |
|                                               | Insurance linkages                                         | x      | x      | x        | x             |
|                                               | Pension linkages                                           | x      | x      | x        | x             |
|                                               | Social security claims settled                             | x      | x      | x        | x             |
|                                               | Amount settled                                             | x      | x      | x        | x             |
|                                               | Linkages at destination [PAN/Voter ID/PDS/Driving license] | x      | x      | x        | x             |
| Financial Inclusion for DDU-GKY trainees      | No: of bank linkages                                       | x      | x      | x        | x             |
|                                               | No: of Credit linkages                                     | x      | x      | x        | x             |
|                                               | Credit linkages - Amount                                   | x      | x      | x        | x             |
| Health linkages for DDU-GKY trainees          | No: of health cards issued                                 | x      | x      | x        | x             |
|                                               | No: of health linkages                                     | x      | x      | x        | x             |
|                                               | No: of exposure visits                                     | x      | x      | x        | x             |

Illustration 3: Programme coverage and status – Outreach and Registration

|                         |                                                         |                                                                         |          |               | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-------------------------|---------------------------------------------------------|-------------------------------------------------------------------------|----------|---------------|--------|--------|----------|---------------|
| Outreach & Mobilization | No: of monthly footfalls at the Kendra                  |                                                                         |          |               | 0      | 0      | 0        | 0             |
|                         | No: of Village/Labour Meetings                          |                                                                         |          |               | 0      | 0      | 0        | 0             |
|                         | Campaigns [Mobile Kiosks, Abhiyans etc.]                |                                                                         |          |               | 0      | 0      | 0        | 0             |
|                         | Special Stake-holder linkages/meetings (Provide number) |                                                                         |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | Service Providers [Banks, Hospitals]                                    |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | GovtDept [Labour Dept., Police etc.]                                    |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | Others (provide no:)                                                    |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | Please specify                                                          |          |               | 0      | 0      | 0        | 0             |
|                         | ShramikMitra Meetings/Workshop                          | No. of meetings/ workshop                                               |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | No. of participants                                                     |          |               | 0      | 0      | 0        | 0             |
|                         | Source/Destination Visits (Provide number)              | Number of visits                                                        |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | Meetings with migrant workers                                           |          |               | 0      | 0      | 0        | 0             |
|                         |                                                         | Special events with migrants                                            |          | No: of events | 0      | 0      | 0        | 0             |
|                         |                                                         | No: of beneficiaries                                                    |          |               | 0      | 0      | 0        |               |
|                         |                                                         | Nature of the event (e.g.: health camp, training, legal literacy etc.)  |          |               | 0      | 0      | 0        | 0             |
| Registration and ID     |                                                         | No. of Applications Received (to be considered only after fee is taken) | Walk-Ins |               |        | 0      | 0        | 0             |
|                         | Shramik Mitras                                          |                                                                         |          | 0             | 0      | 0      | 0        |               |
|                         | Team                                                    |                                                                         |          | 0             | 0      | 0      | 0        |               |
|                         | Total                                                   |                                                                         |          | 0             | 0      | 0      | 0        |               |
|                         | ID Cards Issued                                         |                                                                         |          |               | 0      | 0      | 0        | 0             |
|                         | Break-up of Photo IDs issued Destination                | Gender                                                                  | Male     | 0             | 0      | 0      | 0        | 0             |
|                         |                                                         |                                                                         | Female   | 0             | 0      | 0      | 0        |               |
|                         |                                                         |                                                                         | Total    | 0             | 0      | 0      | 0        |               |
|                         |                                                         | Inter-State                                                             |          | 0             | 0      | 0      | 0        |               |
|                         |                                                         | Intra-State                                                             |          | 0             | 0      | 0      | 0        |               |
|                         |                                                         | Total                                                                   |          | 0             | 0      | 0      | 0        |               |
|                         | ID Cards Distributed                                    |                                                                         |          |               |        |        |          |               |
|                         | Remarks, if any .....                                   |                                                                         |          |               |        |        |          |               |
| .....                   |                                                         |                                                                         |          |               |        |        |          |               |
| .....                   |                                                         |                                                                         |          |               |        |        |          |               |
|                         | Discussion/Remarks from Technical Support Agency        |                                                                         |          |               |        |        |          |               |



## Illustration 4: Legal Aid

|                                                 |                                             |                                                               | 16-Jan | 16-Feb | 16-Mar | Till March'16 |
|-------------------------------------------------|---------------------------------------------|---------------------------------------------------------------|--------|--------|--------|---------------|
| Legal Case Counselling                          | Through Team                                |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Identified through (Provide number)       | Registered by worker (walk-in)              |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Through collectives/Jansunvai               |                                                               | x      | x      | x      | x             |
|                                                 | Team                                        |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| No: of Workers/Migrants Involved in the dispute | Male workers                                |                                                               | x      | x      | x      | x             |
|                                                 | Women workers                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Legal Clinic Day                                | No. of legal clinic days                    |                                                               | x      | x      | x      | x             |
|                                                 | No. of cases registered on legal clinic day |                                                               | x      | x      | x      | x             |
|                                                 | No: of pending cases processed              | No: of cases which were followed-up(notices, phone calls etc) | x      | x      | x      | x             |
|                                                 |                                             | No: of counsellings done                                      | x      | x      | x      | x             |
|                                                 |                                             | No. of mediations done                                        | x      | x      | x      | x             |
|                                                 |                                             | Total                                                         | x      | x      | x      | x             |
| Types of Cases Registered (Provide number)      | Payment-related cases                       |                                                               | x      | x      | x      | x             |
|                                                 | Accident/ death at work place               |                                                               | x      | x      | x      | x             |
|                                                 | Harassment/physical/verbal abuse            |                                                               | x      | x      | x      | x             |
|                                                 | Others (Provide Number)                     |                                                               | x      | x      | x      | x             |
|                                                 | Others, Please specify (Type)               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Place of occurrence (Provide number)            | Within state                                |                                                               | x      | x      | x      | x             |
|                                                 | Outside state                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Resolved through (Provide number)         | Counselling of worker                       |                                                               | x      | x      | x      | x             |
|                                                 | Notice/Mediation by the centre              |                                                               | x      | x      | x      | x             |
|                                                 | Legal notice/Police/LabourDept              |                                                               | x      | x      | x      | x             |
|                                                 | Labour Courts/Other Courts                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |

## DDU-GKY

|                                                  |                                          |  | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------|--|--------|--------|--------|------------------|
| Total Compensation facilitated by the centre     |                                          |  | x      | x      | x      | x                |
| Cases Under process<br>(Provide number)          | In Court                                 |  | x      | x      | x      | x                |
|                                                  | Pending cases at the centre              |  | x      | x      | x      | x                |
|                                                  | Cases closed without resolution          |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Cases processed during the month                 |                                          |  | x      | x      | x      | x                |
| Number of Labour Diaries issued                  |                                          |  | x      | x      | x      | x                |
| Legal Literacy Events for<br>Migrants            | Number of events                         |  | x      | x      | x      | x                |
|                                                  | Type of event (e.g.: meeting/workshop)   |  | x      | x      | x      | x                |
|                                                  | Number of female participants            |  | x      | x      | x      | x                |
|                                                  | Number of male participants              |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Training events for para-<br>legal workers       | Number of training events                |  | x      | x      | x      | x                |
|                                                  | Total Participants in the training event |  | x      | x      | x      | x                |
| Remarks, if any                                  |                                          |  |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                          |  |        |        |        |                  |

Illustration 5: Social Security, Financial Inclusion and Healthcare

|                                        |                                                                                                                     |                                 |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------|--------|--------|--------|--------|------------------|
| Linkage with Social Security Benefices | Special Outreach events for Social security (pension, insurance, linkage with Construction Board, provide no. only) |                                 |        | x      | x      | x      | x                |
|                                        | Linkage with Construction Worker Welfare Board                                                                      | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Male                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Female                          |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | No. of people receiving benefit |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Amount of benefit               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Benefit Received        |        | x      | x      | x      | x                |
|                                        | No. of Migrants enrolled for Pension                                                                                |                                 |        | x      | x      | x      | x                |
|                                        | Number of Migrants linked with insurance                                                                            | RSBY                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Life insurance                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Accident insurance              |        |        | x      | x      | x                |
|                                        |                                                                                                                     | Other insurance                 |        |        | x      | x      | x                |
|                                        |                                                                                                                     | please specify                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        |        | x      | x      | x                |
|                                        | Insurance claims settled                                                                                            | No:                             |        |        |        |        |                  |
| Financial Literacy and Inclusion       | Soc Sec Linkages at destination [PDS linkage, PAN card, Voter ID etc.]                                              | Amount settled                  |        |        |        | x      | x                |
|                                        |                                                                                                                     | No. of linkages                 |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Linkage                 |        |        |        |        |                  |
|                                        | Total claims settled [BoCW+ Insurance]                                                                              | No:                             |        |        |        |        |                  |
|                                        |                                                                                                                     | Amount                          |        |        | x      | x      | x                |
|                                        | Special Outreach events for financial services (bank account opening camps, provide no. only)                       |                                 |        | x      | x      | x      | x                |
|                                        | Bank Accounts opened                                                                                                |                                 |        |        |        |        |                  |
|                                        | Credit Linkages                                                                                                     | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total loan amount               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Lending institution             |        |        | x      | x      | x                |
|                                        | Financial Literacy Events                                                                                           | No. of events                   |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Participants                    | Male   |        | x      | x      | x                |
|                                        |                                                                                                                     |                                 | Female |        | x      | x      | x                |
| Total                                  |                                                                                                                     |                                 |        | x      | x      | x      |                  |

## DDU-GKY

|                                                  |                                                |                            |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------------|----------------------------|--------|--------|--------|--------|------------------|
| Health                                           | Number of health awareness events              |                            |        |        | x      | x      | x                |
|                                                  | No. of Participants of health awareness events |                            |        |        | x      | x      | x                |
|                                                  | Health Camps                                   | Number of Health camps     |        | x      | x      | x      | x                |
|                                                  |                                                | Number of beneficiaries    | Male   | x      | x      | x      | x                |
|                                                  |                                                |                            | Female |        | x      | x      | x                |
|                                                  |                                                |                            | Total  | x      | x      | x      | x                |
|                                                  | No: of Health Cards Linkages                   |                            |        |        |        | x      | x                |
|                                                  | Health                                         | Number                     |        |        | x      | x      | x                |
|                                                  | Health Camps/Linkages                          | Name of the institution    |        | x      | x      | x      | x                |
|                                                  |                                                | Type of the health benefit |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
| Remarks, if any                                  |                                                |                            |        |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                                |                            |        |        |        |        |                  |

## Illustration 6: Research and Policy Advocacy

|                                |                          |                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------|--------------------------|------------------------------|--------|--------|----------|---------------|
| Migration Profile and Research | Migration Profile        | Data Collection              | x      | x      | x        | x             |
|                                |                          | Data Entry                   | x      | x      | x        | x             |
|                                |                          | Analysis and Report writing  | x      | x      | x        | x             |
|                                | Other Migration Research | No:                          | x      | x      | x        | x             |
|                                |                          | Title of Research            | x      | x      | x        | x             |
|                                |                          | Task undertaken in the month | x      | x      | x        | x             |

|                                                  |                                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------------------------|----------------------------------------------|--------|--------|----------|---------------|
| Policy Advocacy                                  | No: of events                                | x      | x      | x        | x             |
|                                                  | Type and topic of Event                      | x      | x      | x        | x             |
|                                                  | Organizing entity [Name of the Organisation] | x      | x      | x        | x             |
|                                                  | No: of Participants                          | x      | x      | x        | x             |
| Remarks, if any                                  |                                              |        |        |          |               |
| Discussion/Remarks from Technical Support Agency |                                              |        |        |          |               |

## Illustration 7: Team Capacity Building

|                                                  |                               |                                                                                | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------|--------|--------|----------|---------------|
| Capacity Building of the Team                    | Workshops Organized/ Attended | No. of workshops                                                               | x      | x      | x        | x             |
|                                                  |                               | No: of Participants                                                            | x      | x      | x        | x             |
|                                                  |                               | Type of input provided (research, writing, legal aid, project management etc.) | x      | x      | x        | X             |
|                                                  | Exposure visits undertaken    | No: of visits                                                                  | x      | x      | x        | x             |
|                                                  |                               | Duration (days)                                                                | x      | x      | x        | x             |
|                                                  |                               | No. of Participants                                                            | x      | x      | x        | X             |
|                                                  |                               | Organisation & Location                                                        | x      | x      | x        | x             |
|                                                  | Remarks/Observations, If any  |                                                                                |        |        |          |               |
| Discussion/Remarks from Technical Support Agency |                               |                                                                                |        |        |          |               |



DDU-GKY

## Annexure 4

## Rajasthan Labour Department Order for Migrant Registrations

राजस्थान सरकार

श्रम विभाग

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31320

जयपुर, दिनांक: 4-12-07

कार्यालय आदेश

राज्य के असंगठित क्षेत्र के श्रमिकों द्वारा राज्य के बाहर विशेषकर दक्षिण राजस्थान से पलायन किया जाता है। इन श्रमिकों की कार्य दशाएँ संतोषजनक नहीं होने के कारण इनका शोषण होता है तथा समय पर पूर्ण मजदूरी का भुगतान भी नहीं होता है। इस विषय पर राष्ट्रीय बालक अधिकार संरक्षण आयोग, नई दिल्ली ने भी राज्यों का ध्यान आकर्षित कर आवश्यक कार्यवाही करने व श्रमिकों को बेहतर सुविधाएँ उपलब्ध कराने का निर्देश दिया है। इस क्रम में मा० मुख्यमंत्री व श्रम मंत्री महोदय के निर्देशानुसार प्रमुख शासन सचिव, श्रम एवं नियोजन की अध्यक्षता में दिनांक 4.10.07 को एक बैठक का आयोजन किया गया था जिसमें यह प्रमुख समस्या आयी कि इन श्रमिकों को राज्य से बाहर अपनी पहचान बताने में काफी कठिनाई आती है जिसे दूर करने के लिये ऐसे श्रमिकों को पहचान-पत्र जारी करने का निर्णय लिया गया।

अतः राज्य के बाहर पलायन करने वाले श्रमिकों को परिचय-पत्र जारी करने के लिये श्रम विभाग द्वारा आजीविका ब्यूरो, उदयपुर को निम्न शर्तों पर अधिकृत किया जाता है :-

1. संस्था गांव के सरपंच से प्राप्त सूची अनुसार पहचान-पत्र जारी करेगी तथा इस पहचान-पत्र पर गांव के सरपंच के भी हस्ताक्षर होंगे।
2. जारी किये गये पहचान-पत्रों की सूची संस्थान हर तीन माह में जिले के श्रम विभाग कार्यालय को उपलब्ध करायेगी।
3. इस पहचान-पत्र का उपयोग सिर्फ श्रमिक की पहचान के लिये ही किया जायेगा, इसके अलावा अन्य किसी उपयोग/संदर्भ में यह मान्य नहीं होगा।

(बजरंग लाल)

अतिरिक्त श्रम आयुक्त

राजस्थान, जयपुर।

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31321-38

जयपुर, दिनांक:

4-12-07

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु:-

1. निजी सचिव, प्रमुख शासन सचिव, श्रम एवं नियोजन विभाग, राजस्थान, जयपुर।
2. निजी सचिव, श्रम आयुक्त, राजस्थान, जयपुर।
3. जिला कलेक्टर, उदयपुर/डूंगरपुर/बांसवाड़ा/राजसमंद/पाली/सिरोही/-----
4. संभागीय संयुक्त श्रम आयुक्त, उदयपुर/जोधपुर/अजमेर/कोटा/बीकानेर/जयपुर को अपने अधीनस्थ कार्यालय को भिजवाये जाने हेतु प्रेषित है
5. प्रोग्राम डायरेक्टर, आजीविका ब्यूरो, उदयपुर।
6. प्रोग्राम डायरेक्टर, राजस्थान आजीविका मिशन, जयपुर।
7. प्रोग्राम डायरेक्टर, अरावली, जयपुर।

उप श्रम आयुक्त (विधि)

राजस्थान, जयपुर।

## Annexure 5

## Letter by RBI to accept Migrant ID as Valid KYC



भारतीय रिजर्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

Ref. RPCD.JPR./ 316 /02.02.36/ 2008-09

July 15, 2008

The Convenor  
State Level Bankers' Committee  
Bank of Baroda  
Zonal Office  
S.C.Road  
Jaipur.

|                             |                 |
|-----------------------------|-----------------|
| बैंक ऑफ बड़ौदा              |                 |
| अखिल भारतीय कार्यालय, जयपुर |                 |
| मु.प्र. राशि                | मु.प्र. राजभाषा |
| 17 JUL 2008                 |                 |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |

Dear Sir,

Reference from Government of Rajasthan

Using Photo ID Cards issued to migrant workers for KYC purposes

We advise that Government of Rajasthan had requested RBI that the banks may be instructed to accept Photo ID Cards issued to migrant workers as a valid KYC document and open bank accounts on the strength of this card. In this connection, you may please advise the banks to take appropriate decision in the matter at their end.

Yours faithfully,

(P.S. Venkateswaram)  
Assistant General Manager

राष्ट्रीय ग्रामीण विकास योजना, जयपुर - 302 052  
फोन : (0141) 2564661(फैक्स), 5113652, मोबाइल : 2566419

Telephone: (0141) 2564661(PBX), 5113652 Fax: 2566419, e-mail: rpcdjaipur@rbi.org.in  
Rural Planning and Credit Department, Tonk Road, JAIPUR - 302 052

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COPY OF LETTER SE  
TO RBID.O. No. PS/L2B/08/225-  
Dated : 29/5/08

Greetings from Jaipur. I am writing to you to seek your kind cooperation in enhancing Government of Rajasthan's efforts towards ensuring financial inclusion among unorganised sector labourers and migrant workers of the state. In her recent Budget Speech, Hon'ble Chief Minister Smt Vasundhara Raje made a strong announcement to facilitate linkages of migrant workers and labourers to institutional financial services.

As you are aware the Department of Labour and Employment has been making special efforts to bring new services to thousands of rural migrants of the state, particularly inter-state migrants of the state. In this direction we have officially authorised a well known specialized organisation - Aajeevika Bureau - to register and issue Photo ID cards to migrant workers. The Photo ID cards serve as a powerful means of proving rural workers' identity - it is counter-signed by the Sarpanch and it bears the home address of the worker. So far nearly 20000 photo ID cards have been issued by the Bureau to migrant workers and this Photo ID service is soon being expanded through other reputed NGOs and labour organisations of the State.

There is a strong demand from migrant workers to open bank accounts and avail of institutional services like savings and remittances through core banking solution now available through many banks. Though there is now a provision for opening no-frill, zero balance accounts for financial inclusion, many banks and branches are demanding proof of identity from small clients, which is very difficult for migrant workers to obtain particularly in cities.

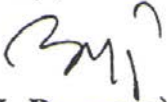
In order to smoothen the financial inclusion process for migrant workers it would be a great help if your office can instruct all the banks to accept this Photo ID card as a valid KYC document and open bank accounts on the strength of this card. This will help the Department and NGOs in facilitating linkages of migrant workers to banking services and help reduce their risk and financial losses.



We have already briefed the Regional Director, RBI as well as many senior officers of PSU banks in Jaipur and they have expressed good support to this initiative. However an official order from you will help in bringing full sanction to this move.

I would be grateful if you could kindly have this issue analyze by the Reserve Bank of India and issue necessary instructions to the Regional Director, Reserve Bank of India for further directing the Banks operating in the State of Rajasthan.

Yours sincerely,

  
(Dr. Lalit K. Panwar)

Ms. Usha Thorat,  
Deputy Governor,  
Reserve Bank of India,  
Central Office, Shahid Bhagat Singh Marg,  
Fort, Mumbai 400 001.

30.5.08

## Annexure 6

Bihar State has piloted an MSC. From the experience of Bihar State, the following costs have been discovered:

### Bihar's Investment on Migration Resource Centre (MRC)

| MIGRANT RESOURCE CENTRE-TOTAL BUDGET |                                |               |
|--------------------------------------|--------------------------------|---------------|
| S.No.                                | Potential Fund sources         | Amount(in Rs) |
| 1                                    | PART A (Initial Establishment) | 5,00,950      |
| Legal Aid                            | PART B (Recurring Expenditure) | 38,28,000     |
| Total Amount                         |                                | 43,28,950     |

| MIGRANTRESOURCECENTRE_ANNUALBUDGET    |      |                           |      |                   |                             |                               |
|---------------------------------------|------|---------------------------|------|-------------------|-----------------------------|-------------------------------|
| Initial Establishment Cost Estimation |      |                           |      |                   |                             |                               |
|                                       | S.No | Particulars               | Unit | Unit cost (in Rs) | Total cost estimate (in Rs) | Remarks                       |
| Furniture                             | 1    | Table                     | 4    | 6,000             | 24,000                      | Compatible for computer usage |
|                                       | 2    | Office chair              | 10   | 2,500             | 25,000                      | For office bearers and guests |
|                                       | 3    | Almirah                   | 2    | 8,000             | 16,000                      | For office use                |
|                                       | 4    | office side rack          | 4    | 11,000            | 44,000                      | (2 big, 2 small)              |
|                                       | 5    | plastic chair/bench       | 10   | 600               | 6,000                       |                               |
|                                       | 6    | Daree /Carpet             | 5    | 2,000             | 10,000                      |                               |
| Electricity                           | 7    | Fan                       | 6    | 2,000             | 12,000                      |                               |
|                                       | 8    | Exhaust fan-medium        | 2    | 3,500             | 7,000                       |                               |
|                                       | 9    | Exhaust fan-small         | 3    | 1,500             | 4,500                       |                               |
|                                       | 10   | wiring and fitting approx | 1    | 20,000            | 20,000                      |                               |
|                                       | 11   | CFL Bulb                  | 20   | 300               | 6,000                       |                               |
|                                       | 12   | Tubelight                 | 4    | 200               | 800                         |                               |
|                                       | 13   | Electricity sub-meter     | 1    | 2,000             | 2,000                       |                               |
| Fixture                               | 14   | Whiteboard                | 3    | 6,000             | 18,000                      |                               |
|                                       | 15   | AC/Cooler                 | 1    | 40,000            | 40,000                      |                               |
|                                       | 16   | Noticeboard               | 2    | 6,000             | 12,000                      |                               |



|                 |    |                           |   |        |                 |                                                             |
|-----------------|----|---------------------------|---|--------|-----------------|-------------------------------------------------------------|
| IT Requirements | 17 | Computer                  | 3 | 50,000 | 1,50,000        |                                                             |
|                 | 18 | speaker, Mic              | 1 | 12,000 | 12,000          |                                                             |
|                 | 19 | web camera                | 1 | 4,250  | 4,250           | for skype communication between migrants and their families |
|                 | 20 | Digital Camera            | 1 | 10,000 | 10,000          |                                                             |
|                 | 21 | Wi-Fi Internet            | 1 | 5,000  | 5,000           |                                                             |
|                 | 22 | LCD Projector with screen | 1 | 50,000 | 50,000          | for training and mobilization purposes                      |
|                 |    |                           |   |        |                 |                                                             |
| Communication   | 23 | Telephone line            | 1 | 4,000  | 4,000           |                                                             |
|                 | 24 | Flex/Banner               | 5 | 1,500  | 7,500           |                                                             |
|                 | 25 | Sign Board                | 4 | 800    | 3,200           |                                                             |
|                 | 26 | Pamphlet                  | 4 | 800    | 3,200           | 1 set of 1000 pamphlets each                                |
|                 | 27 | Standies                  | 2 | 2,250  | 4,500           | For advertising at entrance and other places.               |
|                 |    | <b>Total Cost</b>         |   |        | <b>5,00,950</b> |                                                             |

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| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET |                        |           |            |    |    |    |                       |                    |              |              |               |                    |
|----------------------------------------|------------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|
| Recurring Expenses                     |                        |           |            |    |    |    |                       |                    |              |              |               |                    |
| Particulars                            | Unit                   | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |
|                                        |                        |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |
| MRC Manager                            | (per unit per month)   | 50,000    | -          | -  | -  | -  | 1                     | 1,50,000           | 1,50,000     | 1,50,000     | 1,50,000      | 6,00,000           |
| MRC Counsellor                         | (per unit per month)   | 30,000    | -          | -  | -  | -  | 1                     | 90,000             | 90,000       | 90,000       | 90,000        | 3,60,000           |
| MRC Support Staff                      | (per unit per month)   | 15,000    | -          | -  | -  | -  | 1                     | 45,000             | 45,000       | 45,000       | 45,000        | 1,80,000           |
| Outsource Service of Office Boy        | (Per Unit per month)   | 8,000     | -          | -  | -  | -  | 1                     | 24,000             | 24,000       | 24,000       | 24,000        | 96,000             |
| Housekeeping service                   | (per unit per month)   | 2,000     | -          | -  | -  | -  | 1                     | 6,000              | 6,000        | 6,000        | 6,000         | 24,000             |
| <b>Total Manpower expense</b>          |                        |           |            |    |    |    |                       |                    |              |              |               | <b>12,60,000</b>   |
| Office space rent                      | (per unit per quarter) | 1,80,000  | 1          | 1  | 1  | 1  | 4                     | 1,80,000           | 1,80,000     | 1,80,000     | 1,80,000      | 7,20,000           |
| Equipment and Maintenance Charge       | (per Qtr)              | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000        | 5,000        | 5,000         | 20,000             |
| Vehicle Hiring Charges                 | (Per Day)              | 2,000     | 45         | 45 | 45 | 45 | 180                   | 90,000             | 90,000       | 90,000       | 90,000        | 3,60,000           |

| MIGRANT RESOURCE CENTRE - ANNUAL BUDGET                                      |                         |           |            |    |    |    |                       |                    |              |              |               |                    |
|------------------------------------------------------------------------------|-------------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|
| Recurring Expenses                                                           |                         |           |            |    |    |    |                       |                    |              |              |               |                    |
| Particulars                                                                  | Unit                    | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |
|                                                                              |                         |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |
| Telephone/ Fax/ Internet                                                     | (per unit per quarter)  | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000       | 15,000       | 15,000        | 60,000             |
| Printing & Stationery and etc.                                               | (Per Qtr)               | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000        | 5,000        | 5,000         | 20,000             |
| Books/Periodicals/ Newspaper s                                               | (Per Qtr)               | 3,000     | 1          | 1  | 1  | 1  | 4                     | 3,000              | 3,000        | 3,000        | 3,000         | 12,000             |
| Electricity, water etc                                                       | (per month per quarter) | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000       | 15,000       | 15,000        | 60,000             |
| Other office expenses                                                        | Per Qtr                 | 15,000    |            |    |    |    |                       | 15,000             | 15,000       | 15,000       | 15,000        | 60,000             |
| Total operational expense                                                    |                         |           |            |    |    |    |                       |                    |              |              |               | 13,12,000          |
| Expenses related to community meeting, CMD, Community Awareness drive., etc. | Lump sum                | 1,00,000  | 4          | 4  | 4  | 4  |                       | lump sum           | lump sum     | lump sum     | lump sum      | 1,00,000           |

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| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                 |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |
|------------------------------------------------------------------------|----------------------------------------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|---------------|---------------|--------------------|
| Recurring Expenses                                                     |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |
| Particulars                                                            | Unit                                               | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |               |               | Total Cost (in Rs) |
|                                                                        |                                                    |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3 (3 months) | Q4 (3 months) |                    |
|                                                                        |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |
| Workshop for industry collaboration, government departments, NGOs, etc | Lump sum                                           | 3,00,000  |            | 1  | 1  |    |                       |                    |              |               |               | 3,00,000           |
|                                                                        | Resource Person                                    | 2,500     | 2          | 2  | 2  | 2  | 8                     | 5000               | 5000         | 5000          | 5000          | 20,000             |
|                                                                        | Alumni Meet                                        | 1,00,000  |            |    |    | 1  |                       | lump sum           | lump sum     | lump sum      | lump sum      | 1,00,000           |
|                                                                        | Documentation (movies, videos, case studies, etc,) | 1,50,000  |            |    |    |    |                       | lump sum           | lump sum     | lump sum      | lump sum      | 1,50,000           |
| Review meeting                                                         | Per month per Qtr                                  | 3,000     | 3          | 3  | 3  | 3  | 12                    | 9,000              | 9,000        | 9,000         | 9,000         | 36,000             |
| other unforeseen expenses                                              | Per Qtr                                            | 50,000    | 1          | 1  | 1  | 1  | 4                     |                    |              |               |               | 2,00,000           |
| Total Outreach Program expense                                         |                                                    |           |            |    |    |    |                       |                    |              |               |               | 9,06,000           |

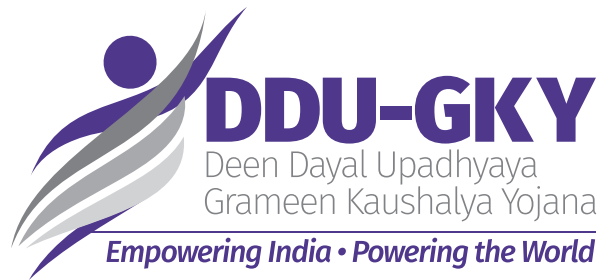
| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                                                                                              |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|-----------|
| Recurring Expenses                                                                                                                                  |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Particulars                                                                                                                                         | Unit      | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |           |
|                                                                                                                                                     |           |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3months)       | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |           |
|                                                                                                                                                     |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Other communication Material, Promotion material , advertisement, Wall Painting, Flex, Rollup Stands, brochure, pamphlets, etc                      | Lump Sum  | 1,50,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,50,000  |
| Solidarity events, Awareness Drive/ Campaign                                                                                                        | Per Event | 10,000    | 2          | 2  | 2  | 2  | 8                     | 20,000             | 20,000       | 20,000       | 20,000        | Lump sum           | 80,000    |
| Hiring of agency for Awareness Drive and mobilization at various places for eg. Bus Stand , Migrant Localities, Labour Chowk, Railway station etc., | Lump Sum  | 1,00,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,00,000  |
| Library, books, magazines, CDs, TLM etc.                                                                                                            | Lump Sum  | 20,000    |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 20,000    |
| Total Communication material expense                                                                                                                |           |           |            |    |    |    |                       |                    |              |              |               |                    | 3,50,000  |
| Grand Total                                                                                                                                         |           |           |            |    |    |    |                       |                    |              |              |               |                    | 38,28,000 |













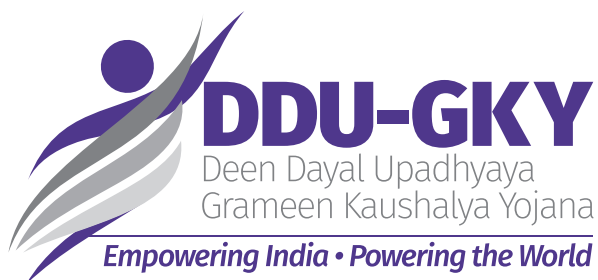
# Migration Support Centre

*Reference Framework*









**Deen Dayal Upadhyaya–Grameen Kaushalya Yojana,  
Ministry of Rural Development**

**Migration Support Centre**

A Framework for the establishment and operations of a Migration Support Centre

Date: 31/07/2015

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This document provides inputs relevant for establishing a Migration Support Centre, and guides the reader through the various features and functions of Migration Support Centre, based on the experiences of similar endeavours in India.

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## Acknowledgement





## Acknowledgement

The Migration Support Centre (MSC) Framework draws from the experiences of M/s Aajeevika Bureau, a pioneering public service organization, that, institutionalized migration support to seasonal migrants in India. Aajeevika Bureau has assisted a community of civil society organizations across 9 States to set up facilitation centres for migrant workers. This document is therefore well informed by practice and the experience of organizations working in diverse settings of the country.

The DDU-GKY National Programme Implementation Unit (NPIU) is grateful to M/s Aajeevika Bureau, for its insightful experience share and strategic inputs for developing this MSC Framework.

## Glossary of terms

|         |                                                    |       |                                                                |
|---------|----------------------------------------------------|-------|----------------------------------------------------------------|
| APL     | Above Poverty Line                                 | MoU   | Memorandum of Understanding                                    |
| ATM     | Automated Teller Machine                           | MSC   | Migration Support Centre                                       |
| BDO     | Block Development Officer                          | NCVT  | National Council for Vocational Training                       |
| BOCW    | Building and Other Construction Workers            | NGO   | Non-Governmental Organizations                                 |
| BPL     | Below Poverty Line                                 | NMMU  | National Mission Management Unit                               |
| CBS     | Core Banking Solution (in the context of Banks)    | NOC   | No Objection Certificate                                       |
| CTSA    | Central Technical Support Agency                   | NPSDE | National Policy on Skill Development and Entrepreneurship 2015 |
| DA      | Dearness Allowance                                 | NRHM  | National Rural Health Mission                                  |
| DDU-GKY | Deen Dayal Upadhyaya – Grameen Kaushalya Yojana    | NSDC  | National Skill Development Corporation                         |
| DLO     | District Labour Officer                            | NU    | National Unit                                                  |
| EPF     | Employee Provident Fund                            | PDS   | Public Distribution System                                     |
| GoI     | Government of India                                | PIA   | Project Implementing Agency                                    |
| HRA     | House Rent Allowance                               | PPP   | Public Private Partnership                                     |
| IEC     | Information, Education and Communications          | PPS   | Post-Placement Support                                         |
| KYC     | Know Your Customer                                 | PPT   | Post-placement Tracking                                        |
| LSG     | Local Self Government Bodies                       | RSBY  | Rashtriya Swasthya Biman Yojana                                |
| MFI     | Mutual Fund Institution                            | SDM   | Sub Divisional Magistrate                                      |
| MIS     | Management Information System                      | SRLM  | State Rural Livelihood Mission                                 |
| MoRD    | Ministry of Rural Development, Government of India | SSC   | Sector Skills Council                                          |
|         |                                                    | SSM   | State Skill Mission                                            |
|         |                                                    | YMCA  | Young Mens Christian Association                               |
|         |                                                    | YWCA  | Young Womens Christian Association                             |

## Migration Support Centres (MSCs): stakeholders and responsibilities and roles

### 1. MSC partner:

- a. Establish and operate the MSC as per the defined expectations of the SRLMs/ SSMs

### 2. Ministry of Rural Development, Government of India:

- a. Preparation of Framework for the establishment and operations of the Migration Support Centres
- b. Approve grant of support cost for MSC at the rate of Rs.10 lakhs per center per year under Action Plan submitted by each State Government.
- c. Sharing Best Practices, Learning and Knowledge input from the implementation and continuous monitoring and evaluation of MSC

### 3. State Governments/ State Rural Livelihood Missions (SRLMs)/ State Skill Missions (SSMs):

- a. Additional core funding required to establish and operate MSCs for the rural youth from the state
- b. Balance initial capital for long-term expenditure as well as working capital to maintain the Core and additional operations of the MSC provisions of this Framework, budgeted annually and continuously invested into, to deliver the expected scale of operations over time.
- c. Identification of migration hot-spots (destinations of trained rural youth from the state) and preparation of clear strategy to establish and operate a suitable MSC sustainably
- d. Establish and operate the MSC, including:
  - i. Support MSCs to develop and sustain affirmative relationships with local media; local services like municipal services, emergency services, police and other law enforcement agencies, courts and tribunals etc.; local community and local public administration, government and government agencies
  - ii. Create and sustain a budget comprising of manpower, infrastructure, IEC, legal, ICT and finance heads
  - iii. Establish and sustain suitable MIS, and ensure that information is shared with all relevant stakeholders of the MSCs,
  - iv. Support MSCs to develop a strategy for sustainability
- e. Ensure a clear organization structure and consistency of leadership to ensure MSC is instituted and relevant over a sustained period in time.
- f. State governments should support other state MSCs in their states for affirmative relationships.

### 4. Rural migrant youth:

- a. Constitute the primary population and beneficiary of the services of the MSC
- b. It is expected that the first set of beneficiaries will be constituted of the migrant rural youth trained under the DDU-GKY
- c. It is expected that over time, all migrant rural youth from the respective state will constitute the population and beneficiaries of the MSC

### 5. Project Implementing Agencies (PIAs) of the DDU-GKY:

- a. The source of the trained DDU-GKY alumni/ rural youth
- b. Provide relevant data and MIS regarding the migrant rural youth aimed at the respective destination, thereby empowering the MSC with its initial population
- c. Provide Post-placement Tracking derived information inputs that call for subsequent actions like qualitative research on the work and quality of life of alumni, engagement with employers on specific causes like the issuance of salary slips or Joint Salary Certificate, dispute resolutions between alumni and employers etc.
- d. Provide regular and timely information on significant issues like loss of track or contact, loss of job etc.
- e. Support MSCs in all activities as mandated by the SRLMs/SSMs

**6. Employers, across the hierarchy, from Line Supervisors to HR heads:**

- a. Provide regular and timely information on the attendance and performance of trained rural youth placed in their respective organizations. This information as per the current MIS needs of the DDU-GKY includes provision of salary slip or Joint Salary Certificate, attendance record, performance appraisals, income growth, career path etc.
- b. Engage with MSC regularly to provide feedback or take community sessions, labour meetings, skilling workshops etc. where and when needed.
- c. Offer healthy interactions with tribunals or mediators in case of disputes to arrive at amicable solutions in a timely manner.
- d. Offer placements and job opportunities to registered and trained youth of the MSC in various trades, through the Placement Counselors available at the MSC.

**7. CTSAs of DDU-GKY:**

- a. Provide timely and regular MIS inputs in terms of findings of Post-Placement Tracking
- b. Information requests and planned interventions with necessary research instruments for qualitative studies in terms of quality of life, quality of work-life, reasons for drop-outs etc. of migrant rural youth trained by the DDU-GKY. The MSC will serve as the venue for the interaction/ intervention and facilitate access to candidates for interviews/ discussions. The MSC will not engage in any post-placement tracking to complement or supplement PPT performed normally.

It is expected that as the MSC grows in stature, services and population, the above will be suitably amended.

## DDU-GKY

### Preface

The National Policy of Skill Development & Entrepreneurship 2015 states that India is at the cusp of demographic opportunity. This is juxtaposed by the fact that the USA, Europe and China are expected to face a shortage of 57 million workers, while India today has **a 55 million<sup>1</sup> strong potential rural workforce in the age group of 18 and 35 years**. This presents a historic opportunity to transform India into the preferred human resource capital of the world. In order to address this opportunity, the Ministry of Rural Development has pioneered the implementation of a placement-linked skill training programme called the **Deen Dayal Upadhyaya – Grameen Kaushalya Yojana (DDU-GKY)**. **DDU-GKY is the only skill training programme in the country which is uniquely focused to enable the poor and disadvantaged rural youth** in fulfilling their career aspirations through skill training and participation in labour market thereby enhancing nation's economy through productivity and growth. Success of DDU-GKY is critical to the success of the National Policy of Skill Development & Entrepreneurship 2015 and the success of India's vision for 'Make In India', 'Digital India' and 'Skill India' initiatives.

Apart from its unique focus, DDU-GKY has many firsts in implementing its placement-linked skill training program:

- DDU-GKY is the first programme to unambiguously define placement in wage employment as the outcome of skill training programs.
- DDU-GKY is the first programme to implement quality standards through its detailed Standard Operating Procedures (SOPs)
- The programme is a precursor to Digital India through its funding and mandate for digital inclusion through basic IT training and provision of tablet PCs for use by every trainee.
- DDU-GKY is the first programme that lays foundation for sustainable economic inclusion through incentives for career progression and post-placement salary top-ups to candidates, which has become the norm for the industry at this time.

In line with its pioneering nature, DDU-GKY provides in its design, an initial capital for the making of Migration Support Centres to enable migrating candidates and their families.

#### The main objects of DDU-GKY are:

- Focus on **rural youth from poor families** in in the age group of 15 to 35 years of age (with an inclusive definition not limited by restrictive evidences). The maximum age limit is relaxed to 45 years for persons with disabilities and other vulnerable groups like victims of human trafficking etc. Kindly refer to the DDU-GKY Programme Guidelines for more information.
- With **Social Inclusion** in its composition (reaching even the most disadvantaged groups through community led programs)
- With **Pioneering Progressive Innovation** in its design :
  - i. Support for job retention
  - ii. Incentive for Career Progression
  - iii. Incentive for International Placement
  - iv. Tablet-PC as a training tool
  - v. Guidelines and Standard Operating Procedures (SOPs) to define quality with transparency and accountability

<sup>1</sup> Census 2011, rural unemployed / marginally employed population between 18 and 35



- **Ownership of the entire lifecycle** of the training and development process:
  - i. Policy making and planning
  - ii. Implementation
  - iii. Monitoring and evaluation
  - iv. Feedback loop with a self-learning principle
- Through **Market-linked, training process in PPP** mode:
  - i. Training partners from the industry
  - ii. Curriculum framing and Assessment through NCVT (National Council on Vocational Training) or SSCs (Sector Skills Councils) of NSDC
  - iii. Industry partnerships for latest technology and trends
- Spanning over **220 trades<sup>2</sup> and skills**
- Assuring **placement of 75% of all candidates trained**, through support to the PIA as well as relationships with industry
  - i. With a minimum monthly salary of Rs. 6,000/-
- **Tracking performance post placement for year**

### Incubating Migration Support Centres:

Demand for skills and skilled manpower abounds in urban and industrial clusters of the country. To fulfill their career aspirations, skilled rural poor youth often have to migrate to find income and growth opportunities. New to the city, confronted with lifestyle and cultural shocks and unfamiliar with the norms and demands of urban labour markets, most alumni face problems in adapting to the urban environment. Often they find it difficult to cope with the higher cost of living, social and economic demands of the city, resulting in poor job retention, unfulfilled aspirations and inability to integrate with the urban main-stream labour market.

Experiences of programme implementing agencies (PIAs) of DDU-GKY have revealed the pressing needs for providing hand-holding and support services to young workers from rural backgrounds to facilitate economic and social inclusion in their urban destinations. In order to provide such sensitive and timely support, DDU-GKY has conceptualized in its design, the set-up of a Migration Support Centre and post-placement support interventions including salary top-ups. In its design, DDU-GKY visualizes MSCs to offer alumni support, accommodation assistance, counselling services, identity documentation services, healthcare linkages, periodic get-togethers, networking with employers and other key services relevant to the local client group. Early experiences of setting up support centres for DDU-GKY alumni have been highly encouraging. NIFA, a PIA working in Jaipur, Rajasthan and offering shelter, food, counselling support and entertainment facilities through a pilot initiative named “Aanchal” confirms its positive impact on trainee retention at work and validates the need for creating institutional support structures for migrants. The design of the support services, however, needs a holistic understanding of the hardships faced by migrant trainees and needs to be adapted to their specific needs.

In order to incubate and facilitate an institutional framework for MSCs, DDU-GKY has provisioned an initial investment of Rs. 10 Lakhs to SRLMs/SSMs of DDU-GKY.

<sup>2</sup> In approved Projects as on date, covering the next 2 years

## About this document

This document provides detailed procedural guidance and insights for the establishment and operations of Migration Support Centres (MSCs), within the provisions of DDU-GKY. It characterizes the migrant workforce, identifies the key issues or problems faced by them; offers ideas for targeted solutions and describes the steps involved in effective delivery of services to the target group. The MSC Framework seeks to complement the efforts made by PIAs in undertaking high quality skill training and placement services and ensures desired results with closer handholding of the alumni at destination. In its first phase, the MSCs will focus on delivering services to DDU-GKY alumni; however taking into consideration the need for the operating model to become self-sustainable, it is recommended that gradually the MSCs include other migrant workers in respective States within their ambit.

The MSC Framework is intended to provide a base narrative for starting up and sustaining a centre dedicated to improving the conditions of migrant workers. The document has been developed primarily to aid in the establishment and operations of MSCs by SRLMs/SSMs of DDU-GKY. It can also be used by other agencies to arrive at an effective starting framework. There will be scope to contextualize the services to specific conditions but the Framework has attempted to establish a reference point for various services to be offered by the MSCs.

In terms of Section 4.8 of DDU-GKY Guidelines, MoRD has developed this framework for establishment and operations of a Migration Support Center (MSC). This framework is a result of wide consultations with stakeholders, including State Governments, Central Technical Support Agencies (CTSAs), Subject Experts and PIAs, and every effort has been made to take into account the requirements of target audience, i.e migrant rural youth.

The document provides experience-based inputs and insights relevant for establishing and operationalizing Migration Support Centres, and guides the reader through the various features and functions of Migration Support Centre.

The document is an evolving document, which is intended to proactively adapt and respond to emerging challenges and contexts in establishing and running a MSC.

MoRD welcomes suggestions and ideas for improvement of the document, and the same may be sent to Deputy Secretary (Skills) at 3<sup>rd</sup> Floor, Eastern Wing, Thapar House, 124 Janpath, New Delhi 110 001.





## 1. Labour Migration in India - Magnitude, Corridors and Key Issues









## 1. Labour Migration in India - Magnitude, Corridors and Key Issues

### 1.1 Labour Migration in India

Rising inequities in job and income opportunities between urban and rural India have led to an unprecedented movement of labour force across the length and breadth of India. As a developing economy, India faces the classical problem of managing economic growth vis-à-vis equitable distribution of employment opportunities. In the last few decades, the economy has not been able to create enough employment in the formal sector and the welfare of workers has not received due attention. 92 per cent of India's work force is employed in the informal economy, devoid of any social or legal protection. Migrant workers form a distinct category within this 423 million<sup>3</sup> strong unorganized workforce; facing a great deal of vulnerability. There is also a geographical mismatch in growth of labour force and employment opportunities, leading to rise in migration rates. States such as Bihar, Odisha, Uttar Pradesh, West Bengal, and Rajasthan are key suppliers of work force to other parts of the country. At the other end, Gujarat, Maharashtra, Delhi, Punjab, Haryana, Tamil Nadu, Karnataka and Kerala with more dynamic labour markets attract large number of workers. There is, however, no mechanism for formal recruitment or structures to support this movement of labour force.

### 1.2 Size of the Migrant Workforce

In 2001, the Census reported 309 million internal migrants, of these, 70.7 per cent were women, two thirds (67.2 per cent) of them were rural and only 32.8 per cent were urban. The percentage of male migrants in intra-district, inter-district and inter-state migration was 52.2 per cent, 26.7 per cent and 21.1 per cent, respectively, compared with 66.9 per cent, 23 per cent and 10.1 per cent, respectively, for female migrants in these three streams. The NSS (in its 64th round in 2007-08) estimates 326 million migrants (28.5 per cent of the population)<sup>4</sup>.

Internal migrants have widely varying degrees of education, income levels, and skills, and varying profiles in terms of caste, religion, family composition, age, and other characteristics. National-level data that identify trends in these features are not adequately captured yet. However, micro-surveys suggest that most migrants are between ages 16 and 40 years, particularly among semi-permanent and temporary migrants, whose duration of stay may vary between 60 days and one year. Scheduled tribes and castes that are explicitly protected in India's constitution because of their historic social and economic inequality are over-represented in short-term migration flows. Most labor migrants are employed in a few key subsectors, including construction, domestic work, textile and brick manufacturing, transportation, mining and quarrying, and agriculture<sup>5</sup>.

With the rapid increase in the coverage of training and placement opportunities through State and privately funded programmes, there is a steady inflow of skilled rural youth coming into urban labour markets. The average age of this segment is 18 – 25 years and a number of them are likely to be first time migrants, displaced away from their native homes for the very first time.

<sup>3</sup> NCEUS (2007), *Report on conditions of work and promotion of livelihoods in the unorganized sector, National Commission for Enterprises in the Unorganized Sector*

<sup>4</sup> UNESCO – UNICEF National Workshop on Internal Migration and Human Development in India, December 2011

<sup>5</sup> <http://www.migrationpolicy.org/article/internal-labor-migration-india-raises-integration-challenges-migrants>

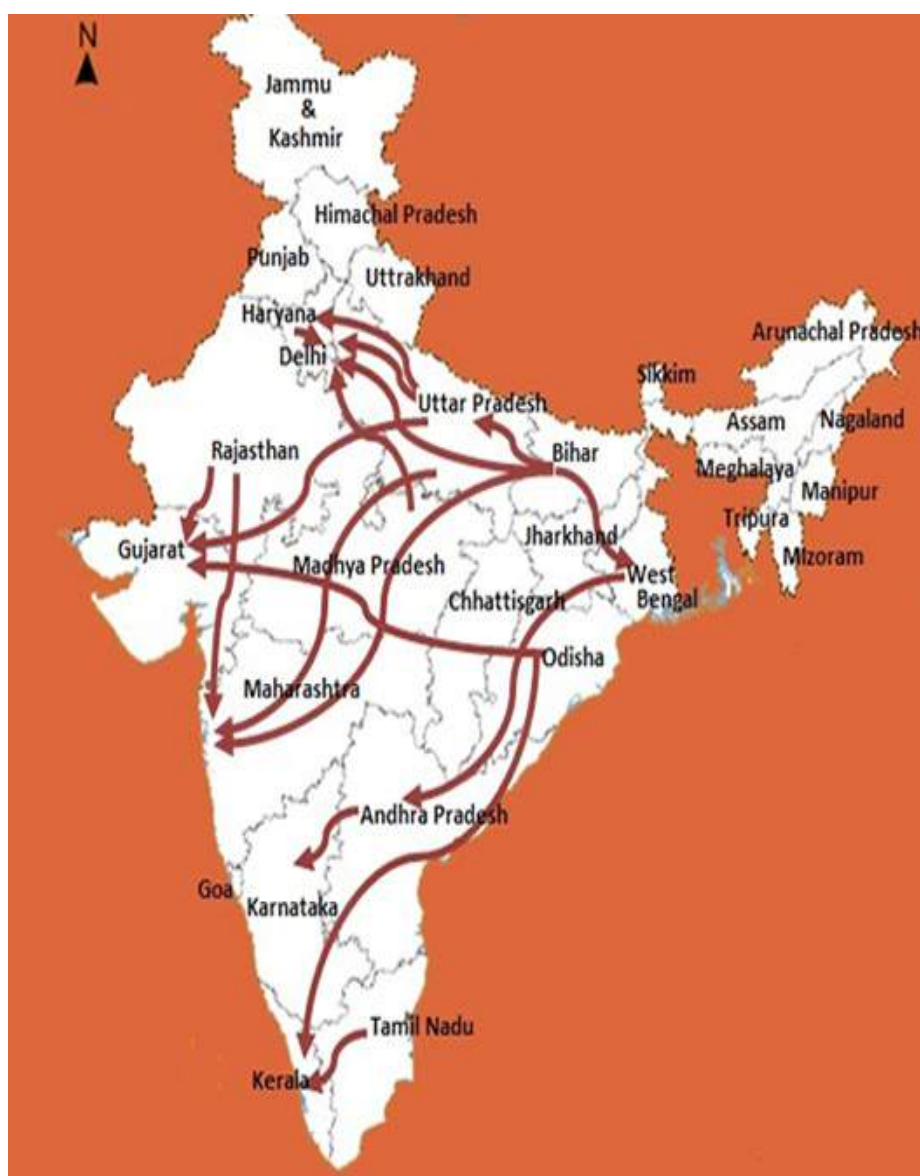
### 1.3 Migrant Hotspots in India

The poorer States are the largest exporters of labour and, the relatively prosperous ones act as magnets of such economically challenged communities. The adjoining map generated with the help of Census 2001 data provides a broad sketch of the main migration corridors in the country and outlines the main sending and receiving States.

The general tide of labour movement is from north and east of India to west and south. Some of the prominent labour-sending States are Bihar, Uttar Pradesh, Rajasthan, Chhattisgarh, Jharkhand, Madhya Pradesh, Uttarakhand and Odisha. Gujarat, Maharashtra, Delhi, Haryana, Punjab, Karnataka, Tamil Nadu and Kerala serve as the key labour recipients. The significant migration corridors that emerge at the national level are –

- Bihar → Punjab-Haryana/ Delhi - National Capital Region (NCR)
- UP → Maharashtra/ Delhi-NCR
- Rajasthan → Gujarat
- Odisha → Gujarat/Andhra Pradesh/Kerala

Figure 1: Key Internal Migration Corridors in India



## 1.4 Key Work Sectors Employing Migrant Workers

Migrant workers are predominantly employed in the informal segment at the destination economies. They are generally engaged in manual unskilled/semi-skilled jobs and struggle to find a decent employment at entry level. The jobs that come to them are typically high-risk, low-paying jobs, which have either been rejected by the local workers or have not been offered to them. The key sectors which are found to have a large concentration of migrant workers are –

- |                               |                 |                            |
|-------------------------------|-----------------|----------------------------|
| • Construction                | • Mining        | • Recycling and scrap work |
| • Transportation/Head-loading | • Brick-kilns   | • Vending and hawking      |
| • Hotel and hospitality       | • Agriculture   | • Textile industry         |
| • Factory work                | • Domestic work | • Security services        |

In most cases migrant workers are employed as replacement to the local high-cost resources, either due to competitive availability of such resources or the jobs being perceived by the local resources as menial. Further, the migrant workers are generally subjected to exploitation like long working hours, less-favourable working and living environment, and low wages, due to lack of scope for unionization. This has usually resulted in lack of job and social security to the migrant workers.

However, the DDU-GKY aims at enabling market-relevant skilling, entry-level job with assured minimum wages, with reasonable job and social security, career progression and access to welfare entitlements.

## 1.5 What are the Unique Problems or Challenges faced by Migrant Workers?

The search for a better livelihood somewhere a far often comes at a price for the job-seeker. The labour markets constrain their welfare, cities treat them with opportunistic indifference and they are also denied access to several critical rightful entitlements as citizens –

- New to the urban areas, workers suffer from lack of information and struggle to navigate their course in the city. Need for support during the initial period is critical to get them acclimatized and help them settle in the new environment.
- In the cities, establishing one's identity is an enormous problem for migrant workers. Lack of a verifiable proof of identity also bars them from accessing basic facilities. They frequently fall prey to harassment at the hands of police and civic authorities.
- The cities which use the labour of migrants, deny them basic services such as shelter, sanitation and access to water. Bad working and living conditions takes a toll on their health causing serious health hazards.
- Their access to banking and financial services is compromised as they are unable to produce the required proof of identity and residence at a new location. For lack of a formal saving instrument and investment opportunities the hard earned wages tend to wither away.
- Their lack of access to urban or local labour markets in the city or industrial belt restricts their ability to find suitable jobs in case of loss of job or need for growth in career and income. As a result, they are forced to continue in their current jobs or return to their native environments. This results in greater problems subsequently as their home villages may or may not have any avenues for use of their skills which often leads to growth in poverty.
- Migrants also are unable to identify or obtain further skilling or educational opportunities which restrict their personal and professional growth over time. This lack of career progression builds further frustration and often results in untimely return to native place.

- Migrants lose access to basic welfare entitlements such as subsidized food (PDS), health benefits etc. with a change in location. In families moving as a unit, children suffer most as their access to education and basic healthcare is severely affected.
- The informal economy thrives on the inability of migrant workers to demand decent work conditions or find other jobs. Most migrants earn subsistence wages and are prone to payment frauds, abuse and accidents. They are engaged in risky, hazardous occupations but rarely have access to welfare benefits such as insurance or pension.
- Several migrants enter the labour market at an early age with limited education/ skills. Hard manual labour for 12-14 hours a day leads to early return/retirement. They frequently slide back into poverty with limited savings and lack of relevant skills they can put to use back home.
- Families of migrants which are left-behind, struggle in the absence of men, with increased workload, poor access to financial services, government schemes and more.
- The plight of migrant workers is most visible when they are in transit viz. on railway stations, where they queue up for space in the general compartments, travel at the mercy of railway officials/police and are frequently robbed of their belongings.

Despite the growing scale of migration and its associated vulnerabilities, there is no concerted policy attempt for its mitigation. India does not yet have formal estimates on the magnitude of migration. This is a bigger reason underlying a poor policy response to the phenomenon. Migrant workers may fall outside the purview of current Government policies and welfare measures at both source and destination ends. The civil society too, limited by its 'rural' and 'urban' operational geographies, has not paid due attention to this floating population.

It is in this context of exclusion that Migration Support Centres proposed by DDU-GKY assume strong relevance. There is a growing experience of setting up and operating MSCs by specialized organisations such as Aajeevika Bureau, and their services shows real value through creating a framework of support services for migrant or displaced workers. The following sections elaborate on the role of MSCs, Core services required for migrant workers and the processes involved in delivery of these services.



## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs







## 2. Migration Support Centres – Role, Operational Coverage, Manpower, Infrastructure & Costs

A follow-up of DDU-GKY trained youth reveals that a large number of successful trainees tend to migrate in search of better (and/ or relevant) placement opportunities (better pay, assured number of work-days, etc.). Often the site of work is far away from the youth's native place - either outside their native districts or in townships located in other States. DDU-GKY has been working to reduce the vagaries associated with migration of youth in three ways - by offering youth with suitable training opportunities, by helping them prepare for employment away from home and by providing counselling and support services for a reasonable period of time, say one year, which enables them to adapt to a foreign environment.

Migration Support Centres (MSCs) are a further step in this direction, conceptualized as walk-in resource centres for successful trainees of DDU-GKY, displaced from their native in search of better employment prospects. MSCs would offer counselling, access to information, acclimatization support and targeted services to vulnerable displaced workers. These centres can be set up both at the source, closer home to the migrants and/or at the destination, where they go to work. As per DDU-GKY (erstwhile Aajeevika skills) Guidelines, the MSCs set up within the State are expected to focus on the more vulnerable groups such as SCs/STs and women. The second type of MSCs, outside the State, is to be set up in areas where a large number of DDU-GKY trainees have been placed. In stage I, DDU-GKY plans to support setting up of MSCs in the cities that receive large number of migrant rural youth. Creation of support centres at source locations of DDU-GKY trainees would be undertaken in second phase. Annexure 1 provides a brief overview of the nature and constituents of an MSC at source.

There are certain fundamentals that a better functioning Migration Support Centre should adhere to at the design stage. This section delves into specifics and operational details of setting up such a centre – key services to be offered, role of the support centre, manpower requirement, costs and more.

### 2.1 Migration Services

A collection of services meant to reduce the hardships of young skilled workers coming to cities from rural areas and enable greater income and quality of life from the urban labour markets are termed as migration services. These services are proposed to be offered through a network<sup>6</sup> of walk-in resource centres catering to the requirements, and exigencies faced by workers and their families. The core migration support services include –

- Registration of workers migrated out of their home (native) locations and facilitating access to identity related documents
- Access to immediate housing support or transit accommodation is a high impact service to be provided at a subsidized cost by the MSCs. The state needs to consider housing as key and ensure provision of suitable funding support.
- Access to information on basic social services: housing-related, schools, hospitals, etc. The MSC can also serve as the venue for service providers who can offer the above services at a reasonable cost.
- Access to information on basic Government services, social programmes/ schemes, etc. The MSC can serve as the venue facilitating interactions and access to services and programmes.

<sup>6</sup> It is observed that a large number of migrant rural youth tend to move from one destination to another, driven by availability of better job opportunities and social networks. The MSCs set up in high migrant receiving locations would thus need to work in a networked fashion. Further, once the source MSCs become operational they would also need to work closely with the destination MSCs, sharing information on migrants and undertaking joint outreach activities and follow-ups on core services.



- Financial inclusion, bank linkages, salary remittance from remote locations, financial counselling, and linkages to social security
- Healthcare counselling, health education and linkages with formal institutions/schemes
- Access to urban organized labour markets and further education or skilling opportunities
- Legal education, mediation and counselling services for workers facing disputes at work
- Help-line number with agents who can provide information on the MSC set of products/ services as well as support migrants or their families at source through creating an alternate communication channel

*[Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]*

Additionally, city-specific or work group specific services can be added on. The MSCs can also offer youth development and recreational facilities for the workers. The ones listed above, however, form the core of the migration services model – they are relevant to workers across geographies and sectors and have borne significant impact on their welfare.

## 2.2 Role of the Migration Support Centre

The centres are the operational nodes through which information and services are delivered to workers who have been displaced from their native locations. The primary roles of the centre are as follows –

- Providing workers with information and services helping them settle in a new geographical location
- Pre-Migration Preparatory Support – Counselling for Training, Exposure Visit, etc.
- Post-Placement Counselling
- Providing identity validation/ verification services
- Registering migrant workers and undertaking periodic counselling
- Undertaking qualitative research amongst candidates and employers as follow-up to Post-Placement tracking
- Job retention and career progression Counselling
- Facilitation for securing utility services
- Provide inter-department or inter-institution liaison support
- Helping workers and their families in linkages with Government-sponsored welfare schemes
- Providing support to workers in case of exigencies and work disputes
- Collecting and synthesizing information on migration from the region
- Formally and informally escalating the concerns and challenges of workers displaced from their native locations to local administration and/ or relevant authority
- Community building activities like celebrating festivals from different regions or youth development activities like sporting events and competitions
- Emergency Deportation Support Services
- Providing migrant workers and their family members at source with a help-line number

## DDU-GKY

To be able to deliver these services, the centre needs to undertake a range of activities to reach out to the community – labour meetings, meetings with local community including elected representatives and families of migrant workers, campaigns and special drives, meetings to promote legal and financial literacy, awareness on social security, health, sanitation and workshops with important stakeholders in the local administration, media, industry to highlight the issues of workers widely and seek redress.

It is strongly recommended that an MSC cater to all migrants visiting the centre and not be limited to serving DDU-GKY alumni alone. This will not only help enhance the impact created by the centre affecting many more lives but will also lead to a better utilization of resources and facilities set up through public resources. The MSCs may maintain separate documentation for the larger migrant group and the DDU-GKY alumni. The documentation, processes and reports to meet reporting requirements of DDU-GKY alumni is to be aligned to requirements as detailed in the DDU-GKY Programme Guidelines and Standard Operating Procedures (SOPs, Part 1 and Part 2). How to do so is dealt with in the later chapters.

### 2.3 Operational Coverage

The operational coverage of the MSC will predominantly focus on DDU-GKY alumni. However, depending upon the capacity of the operator, other migrant workers from the home state and other states could also be considered. Information on the number of alumni – total number and their work profile will be made available by the SRLMs/ DDU-GKY SSMs to the MSC through appropriate means. For other groups the MSC would need to outline its coverage strategy and plan the expansion of MSC outreach and services. These processes may be detailed as apart of the proposal submitted by an MSC to the SRLM/ DDU-GKY SSM implementing DDU-GKY programs.

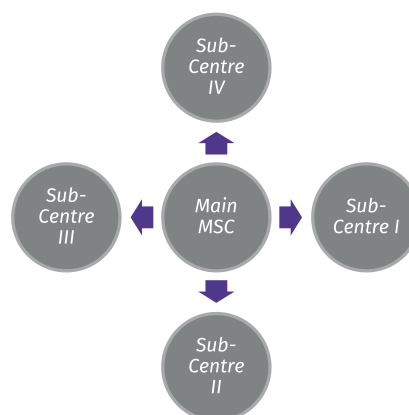
The coverage and services of the centre would be related to the nature of the work sector the MSC is targeting to service. It is best to start with a focus on one or two occupational groups. The initial mapping of the operational area (discussed later) will help selecting and mobilizing these target groups. It is expected that once the MSC is completely populated and operational, it will be working for migrants employed across a wide spectrum of occupational groups.

If it is a construction workers' group, the team may reach out to 8-10 labour posts (Nakas), 4-5 labour colonies of 250-300 households. Out of the total labour posts, 6-7 labour posts could be small, attracting 500 odd workers daily, and 2-3 could be large posts, with 800-1000 workers.

For occupational groups such as factory workers, domestic workers, it is best to reach out to them in labour colonies or residential areas. For loaders, both the markets and labour colonies can offer opportunities for engagement. In a span of three years, each centre should aim for an active outreach to 5,000-10,000 migrant workers.

After establishing the 'Centre' in the midst of the community, sub-centres could also be set up to reach out to a larger number of workers. The selection of the location for sub-centres can be based on the high concentration of workers, distance from the main centre and the need for close and intensive

outreach. The diagram herein gives a visual representation of a main MSC supported by a group of sub-centres. The number of sub-centres may vary depending on the maturity of the main MSC. A sub-centre may be conceptualized after a period of 2-3 years when the main MSC has been able to create a good rapport in the community and is reaching out to 5,000-10,000 workers on its own. The sub-centres may also be conceptualized as points of activity (without a physical infrastructure) to reach out to specific worker groups, otherwise distant and difficult to reach from the main MSC.



**Figure 2: Structure of MSCs and sub-centres**

### Joint setting up of a Migration Support Centre

From the key Migration Corridors (map given in Fig 1, Chapter 1), it is evident that youth from several source areas migrate into limited destination areas. For instance, Mumbai as a destination witnesses migration from Uttar Pradesh, Bihar & Rajasthan. In such circumstance, it may be advisable that the 3 states collaborate, pool their resources and set-up one or multiple MSC in Mumbai, as in the metropolis, there are multiple industrial belts & commercial districts which are far apart from each other. While this may result in a larger fraternity of members and might require larger physical infrastructure, it will also build in economies of scale and enable sustainability through revenue generating activities (core and value add activities that can be reasonably priced, which are detailed later in this book). In case of a collaborative MSC, all the states could identify a 'Lead State' to manage the MSC, along with a Management Committee comprising of members of all states SRLMs/ SSMs of DDU-GKY. This Committee could also create and manage the fund pool for the MSC.

## 2.4 Manpower and Role Description

A fully functional MSC may be manned by a team of eight to ten persons for the initial Core services (as described in Chapter 6 of this document). The team may be divided into administrative and functional teams. The Administrative team may include a 'centre coordinator', an 'associate coordinator', 'community mobilizers or counselors', 'MIS, accounts and administrative assistant' and an 'office assistant'. This team may need to be supported by a part-time data entry operator. The functional team could comprise of consultants and external resources who are specialists engaged to offer specific services to the candidates and other stakeholders of the MSC, for instance a General Practitioner Doctor, Research Specialists etc. The coordination of the functional team is to be performed by the administrative team.

The centre coordinator would be in-charge of the coordination of all activities as well as reporting of work. He/ She may be assisted by an associate coordinator, who would look after immediate supervision of field activities, the MIS and documentation at the centre. There could be a team of four community mobilizers in charge of field activities, outreach and service delivery.

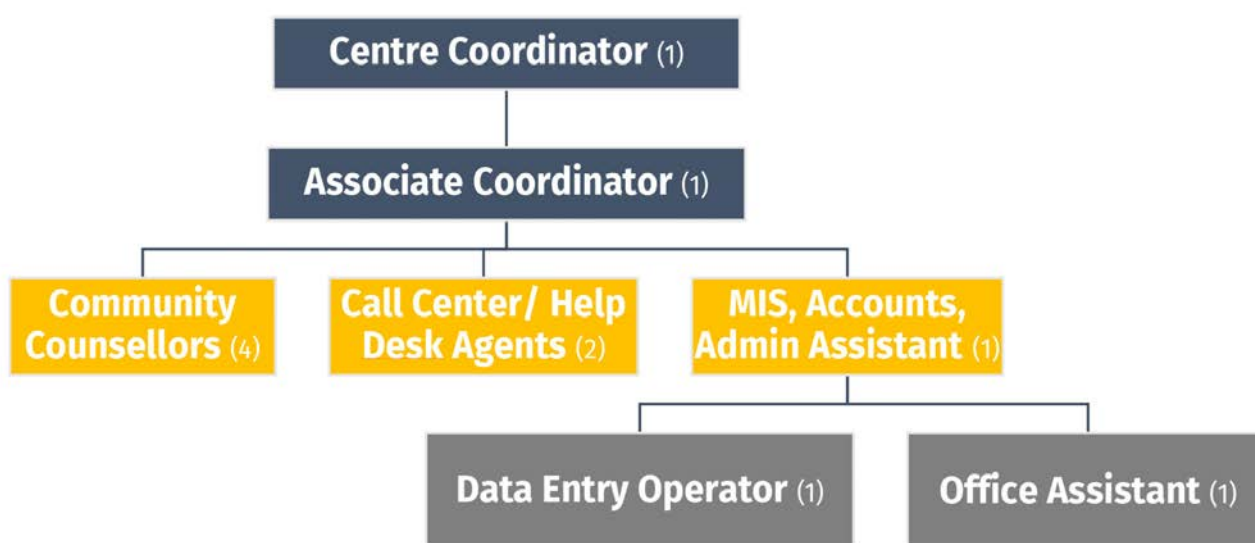


## DDU-GKY

For a fully mature centre which is seeking to reach out to new geographies, sub-centres can be added as its extended arms to facilitate greater outreach. A sub-centre may be manned by two community counsellors, to be supervised by an associate and centre coordinator of the main centre.

For the overall strategic guidance to the project the centre team would require inputs from the head and senior management of the implementing organization. The costing of the project should include provision for time of the Executive Director/ Chairman/ Secretary of the respective organizations.

Figure 3: Indicative MSC Team Structure



The following table presents the key roles and responsibilities of the various positions highlighted in the Team Structure, including the qualification criteria for each position holders.

| Designation       | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Qualification                                                    |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Programme Manager | <ul style="list-style-type: none"> <li>Strategic and administrative oversight</li> <li>Networking and Liaison with State and National-level authorities</li> <li>Networking and partnership with support institutions like NGOs, CSOs, Foundations, etc.</li> <li>Ensure over-all compliance to Programme Guidelines and prescriptions</li> <li>Reporting to DDU-GKY as per the mandate</li> <li>Ensure social and gender safeguards as per the appropriate State and National legislations</li> <li>Responsible for induction of Centre Coordinators and other key staff</li> <li>Review monthly performance</li> <li>Review and respond to escalated complaints and grievances</li> </ul> | Head of the Programme Management Unit within SRLM/SSM of DDU-GKY |

| Designation           | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Qualification                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Centre Coordinator    | <ul style="list-style-type: none"> <li>• Management, coordination, and operationalization of the Centre's activities</li> <li>• Formulation of plans and targets for the team and their supervision</li> <li>• Liaison with local stakeholders in the Government, local authority, employers, banks, hospitals, etc.</li> <li>• Liaison with external support agencies, other partners and other centres</li> <li>• Periodic (monthly, half-yearly, annually) reporting of centre's activities to senior management/ external support agencies (if any)</li> <li>• Undertaking household listing exercise and surveys, research studies, impact assessment, and report writing</li> <li>• Organizing monthly team meetings and regular reflection workshops</li> <li>• Organizing capacity building activities for different team members, as well as beneficiaries</li> <li>• Engage with external resources and vendors to deliver key services</li> <li>• Build revenue for the MSC through provision of services to candidates and rental of space to service providers facilitating the Core operations of the MSC</li> </ul> | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 5-8 Years of relevant work experience</p> <p>Technical Skills/Aptitude:<br/>Adept at using MS Office , team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |
| Associate Coordinator | <ul style="list-style-type: none"> <li>• Guide and lead household listing exercise within the settlements comprising of workers who were displaced from their native locations.</li> <li>• Direct supervision of field-level operations; and preparation of monthly activity plans and ensuring compliance</li> <li>• Direct supervision, monitoring of activities of the community mobilizers and MIS assistant</li> <li>• Direct handholding of community mobilizers and MIS assistant</li> <li>• Managing effectiveness and innovation in team activities</li> <li>• Overseeing administration, and accounting at the centre level</li> <li>• Periodic report writing, overseeing management of documentation and MIS at the centre level</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            | <p>Educational Qualifications:<br/>Post-Graduate desirable;<br/>At least a graduate in Sociology, Social Work, Management, other relevant fields, with 3-5 Years of relevant work experience</p> <p>Technical Skills /Aptitude:<br/>Adept at using MS Office, team management, planning, reporting, advocacy and liaison skills and familiarity with research, two-wheeler driving</p> |

## DDU-GKY

| Designation                            | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Qualification                                                                                                                                                                                                     |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Community Counsellors                  | <ul style="list-style-type: none"> <li>Outreach, establishing contacts and rapport building with migrant workers and their families</li> <li>Organizing labour meetings and workshops</li> <li>Awareness building on issues of migration and services at the community level</li> <li>Undertaking registration and issue of ID cards, providing legal assistance, legal literacy meetings, financial literacy meetings, post-training follow-ups of trainees, linkages with social security and all other centre's services</li> <li>Interaction with important stakeholders – bank officials, contractors, employers, hospital officials, government officials etc.</li> <li>Survey and data collection related to profiling of workers and documentation of centre's effectiveness and impact of services</li> <li>Work counselling of candidates</li> </ul> | <p>Educational Qualifications: Graduate with at least 2 years relevant experience</p> <p>Technical Skills/ Aptitude: Community mobilization and rapport building, able to work in a team, two-wheeler driving</p> |
| MIS, Accounts and Admin Assistant      | <ul style="list-style-type: none"> <li>Management of all service related documentation at the centre level</li> <li>Management of programme MIS and its sharing with senior management/external support agency</li> <li>Administrative and logistical support to MSC program team</li> <li>Reception of workers walking into the centre and maintaining required records</li> <li>Book-keeping of all transactions and settlement of accounts at the centre level</li> <li>Ensuring necessary documentation, fulfilling of IT statutory requirements and providing Audit support</li> <li>Assistance in undertaking activities related to centre's administration</li> </ul>                                                                                                                                                                                   | <p>Educational Qualifications: Graduate (B.Com preferable), with at least 2 years' relevant work experience</p> <p>Technical Skills: Conversant with MS Office, Accounts management and Office Administration</p> |
| Data Entry Operator<br><br>(Part-time) | <ul style="list-style-type: none"> <li>Registration data entry, reporting and documentation of programme activities executed by the centre</li> <li>Data entry of the surveys undertaken by the centre's team</li> <li>Data entry related to all core services in soft form – word/excel/other software provided for the purpose</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <p>Educational Qualifications: 12thStd and above</p> <p>Technical Qualifications: Conversant with MS Office especially Word, Excel and Power Point, Hindi/English typing</p>                                      |

| Designation      | Key Roles & Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Qualification                                                                                                                                                                                                       |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Office Assistant | <ul style="list-style-type: none"> <li>Management of office – its furniture and assets and daily cleanliness</li> <li>Receiving workers and other guests visiting the centre</li> <li>Providing requisite hospitality support – cooking, preparation of tea, serving water, etc.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Educational Qualifications: 8th pass</p> <p>Able to read and write well, manage basic communication</p>                                                                                                          |
| Office Assistant | <ul style="list-style-type: none"> <li>Inbound Calls: <ul style="list-style-type: none"> <li>Provide timely information on products and services or activities of the MSC as and when needed</li> <li>Receive and store information or messages from families in the source location</li> <li>Bridge communication gaps between migrant workers and their family members or other stakeholders like Gram Panchayat</li> </ul> </li> <li>Outbound Calls: <ul style="list-style-type: none"> <li>Support SRLMs/ SSMS on reaching out to migrant workers for research or to verify data or tracking purposes (Note: this calling service is only for exceptions or specific to occasions where the stakeholders need to hold a group meeting or bring alumni for meaningful interactions)</li> <li>Support MSC team on core services</li> <li>Support MSC team on calling for public or labour meetings, launch or disseminate information on new products and services and any action deemed suitable by the Centre Coordinator</li> </ul> </li> </ul> | <p>Educational Qualifications: Graduates from any discipline</p> <p>Should possess strong communication skills and multi-lingual</p> <p>Must have prior experience in development sector or working with labour</p> |

**Note:** For other roles/jobs, the MSC may detail other roles and responsibilities as relevant.

## 2.5 Space and Infrastructure

The physical infrastructure of the MSC could include the following:

1. Dormitory facilities: a dorm for 30 occupants as transit accommodation with bedding and storage space that can be used as the first destination for incoming migrant rural youth trained at DDU-GKY for an initial period of 15 days. This service can be offered for a period beyond 15 days, but not exceeding a period of 75 days in exchange for a small fee to either the candidates themselves or the PIAs who trained and placed the candidates. The candidates may be charged a subsidized fee, lower than the PPS of the DDU-GKY alumni (for further information, refer to the DDU-GKY Programme Guidelines). The overall size could be between 1,200 and 1,500 sq. ft.

2. A common room – that can be used a Conference Hall or Multi-purpose Hall when facilitating interactions with employers or other stakeholders, and as an activity room when such conferences are not scheduled. The common room could have a television with a cable connection capable of playing popular channels of the source state. The overall size could be between 600 and 1,000 sq. ft.
3. Three rooms – one to serve as the office and reception space for workers; one as a counselling room or interview room with adequate seating for 4 and a guest room to be used by the team during night-halts, or by the guests. The respective rooms should be suitably furnished and adequate power supply.
4. A Computer centre: should have 2-3 computers with its basic accessories such as a colour printer with scanner, UPS, a camera, a lamination machine and a broadband internet connection. It should be suitably furnished. This service is essential as most candidates may not have access or the ability to afford computers in their homes. The functioning of the computer centre could also become a source of revenue.
5. If the electricity supply is erratic or unreliable, the centre shall keep provision for a backup power supply, say, an inverter with adequate capacity.
6. A basic kitchen (optional) could be considered to prepare food for all in transit candidates and guests. This could also be an outsourced activity. Then in that case, the kitchen should be replaced with a dining hall with adequate furnishing.
7. Two toilets and bathrooms (separate for men and women) are to be considered.
8. The Counselling room can also be used as a Doctor's Consultation room, where routinely clinic must be maintained with a certified GP.
9. The office room or the Computer centre could also house a travel desk facilitating train and bus tickets for candidates for a small fee.
10. Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the centre.
11. Due care should be taken to ensure that persons with disabilities feel at home in the MSC with suitable ramps and other infrastructure built as and where needed.
12. A separate room with 2-3 tables for 2-3 call centre agents with suitable calling infrastructure

The overall space for the MSC may be planned as 3,000 sq. ft. to house the above, targeting a population of about 500 migrant rural youth. However, smaller units should be considered if the migrant population is limited.

### **Learning from the recent experience of Bihar in setting up a Migration Resource Centre (MRC):**

It may be better to acquire or lease physical infrastructure directly and outsource the management of the centre and its services to a professional team under a legal arrangement. It is suggested that pre-fabricated construction like rooms or dorms as available in the market be used to expand the physical infrastructure as desired to ensure that the MSC can be set-up and made operational in a very short time-frame. Some examples of such pre-fabricated constructions can be found at: <http://everestind.com/products/applications-11>. These are pre-fabricated steel buildings. Everest is one such manufacturer and this information is being provided for reference purposes only without prejudice.



## 2.6 Fixed and Recurring Costs of Migration Support Centres

The cost of setting up and running a migration support centre depends upon several factors such as location, human resource pool, geographical coverage, service offering, the revenue capacity of the centre etc. In order to encourage the establishment and operations of the MSC, DDU-GKY has committed a recurring grant of Rs. 10 lakhs per year per centre under Action Plan submitted by each State Government. This support cost may be used to meet the recurring and non-recurring costs of the MSC on a yearly basis.

Key expense heads to be considered for operating a MSC include: Staff Salaries; Rent, Travel and Utility expenses; Outreach and mobilization; Development of IEC material; and Meetings, Workshops and special interventions. Approximately 50% of the total operational cost of a centre comprises of the Staff Salaries, while programme expenses such as campaigns, outreach and mobilization, service delivery and team capacity building account for around 25% of all expenses. Rent, travel and utilities and capital expenses such as computers, printers, lamination machines, furniture, motorcycles etc. make up the remaining 25% of costs.

## 2.7 MSC at a pilot scale

The table below provides an illustrative expense portfolio that could support establishing and operating of a MSC at a pilot scale, with the support of DDU-GKY.

| Expense Head                                                                                       | Remarks                                                                    |
|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Staff Salary Expense</b>                                                                        |                                                                            |
| Programme Manager – 1 no. (Part time)                                                              | Shared resource                                                            |
| Centre Coordinator – 1 no.                                                                         | Full-time resource                                                         |
| Community Counselors – 1 no.                                                                       | Full-time and/or part-time resource, numbers subject to the worker traffic |
| Call Centre Agents – 2 nos                                                                         | Full-time resource, numbers subject to the worker traffic                  |
| <b>Support Staff – 2 nos</b>                                                                       | Office boy/ Runners, full-time resources                                   |
|                                                                                                    |                                                                            |
| <b>Office Asset and Vehicle Expense</b>                                                            |                                                                            |
| Computers other accessories and furniture [Color printer, laminator, digital camera, and inverter] |                                                                            |
| PABX with 1 dedicated number & line                                                                |                                                                            |
| Relevant or applicable software(s)                                                                 |                                                                            |
|                                                                                                    |                                                                            |
| Vehicle Hiring Cost                                                                                |                                                                            |

**DDU-GKY**

|                                                                      |  |
|----------------------------------------------------------------------|--|
|                                                                      |  |
| Programme Expenses                                                   |  |
| Outreach & mobilization, events and campaigns                        |  |
| Migration Support Services                                           |  |
| IEC material incl. Resource material for Volunteers/<br>Team/Workers |  |
| Survey and studies                                                   |  |
| Hiring of Technical Experts                                          |  |
| Documentation and Storage/ Archival                                  |  |
| Calling (Outbound)                                                   |  |
| Overhead- rent, travel, utilities, AMC-IT                            |  |
| Books, Stationery and others                                         |  |

*Note: this is an indicative list.*



# आजीविका ब्यूरो

श्रमिक सहायता एवं संदर्भ केन्द्र गोगुन्दा  
श्रमिकों के लिए परामर्श, सहायता, प्रशिक्षण तथा  
रोजगार सूचना केन्द्र

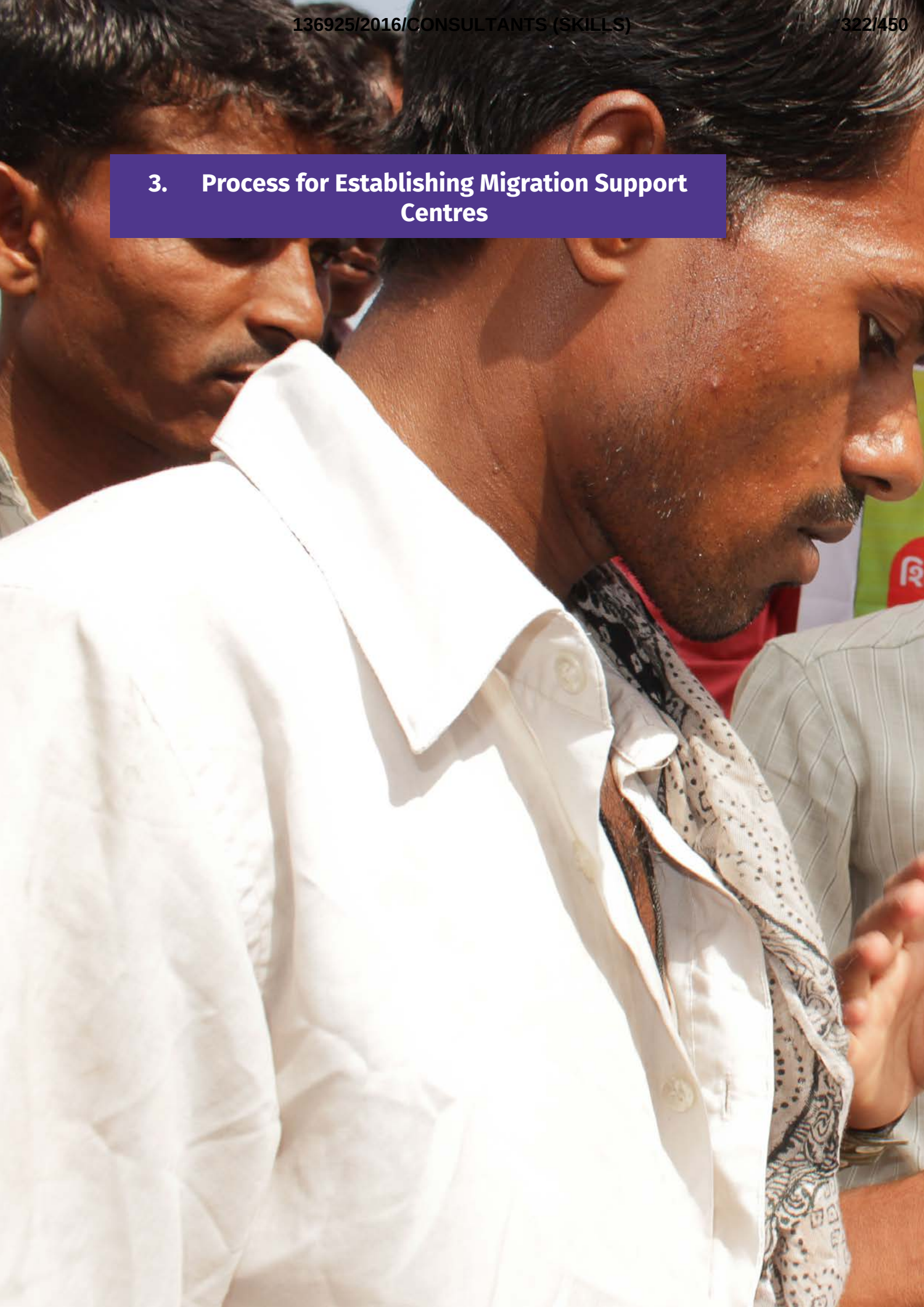


श्रमिक सहायता एवं संदर्भ केन्द्र  
नारोल अहमदाबाद

फ़ोन.नं.- 079-65441706, 079-26670441, 09727266451



### 3. Process for Establishing Migration Support Centres







અન્ય બાંધકામ શ્રમચાગી કલ્યાણ

માગ, ગુજરાત રાજ્ય દ્વારા

મના મજુરો માટે કલ્યાણ કરી યોજનાઓ

તબીબી સહાય

પોટી બીમારી માટે

૨૧ લાખ સુધી

આકસ્મિક મૃત્યુ સહાય

અથવા કાયમી

અશક્તતા સહાય

મૃત્યુ માં-૨૨ લાખ

કાયમી અશક્તતા

૨૧ લાખ

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વધુ માહિતી માટે સંપર્ક કરો.

પાવાન નગરનાં ટેકરા, મહાલક્ષ્મી પાંચ તમ, પાલકી, અમદાવાદ

૧૭૦૬, ૨૬૬૭૦૪૪૧

કાનૂન કા હાથ

વિશુલ્ક કાનૂની પરિવર્તન સેવા

સુચારુતા

શ્રમિકોના હિત

સેવા

નવરૂપી સમુદાય સેવા કોમિટી દ્વારા આપવામાં આવેલી સેવા છે.

આ સેવા કોમિટી દ્વારા આપવામાં આવેલી સેવા છે.

આ સેવા કોમિટી દ્વારા આપવામાં આવેલી સેવા છે.

આ સેવા કોમિટી દ્વારા આપવામાં આવેલી સેવા છે.



### 3. Process for Establishing Migration Support Centres

While it is difficult to set-out a blue-print for how a MSC will evolve in a manner that will be relevant across all contexts, there are certain steps which are common and could be considered for establishing and operating a MSC:

- **Understanding the nature and dynamics of migration in the region** – This can be done by undertaking destination mapping exercises (involving listing of household with migrants), occupational profiling studies accompanied by discussions with workers to understand their concerns and service needs.
- **Undertaking extensive on-ground awareness campaigns and meetings** with migrant workers, local community and key stakeholders.
- **Initial service delivery** – Rather than rolling out all services at once, a centre can roll out services that are Core (and of immediate concern/need) aimed at trained candidates from the DDU-GKY. Given that in most occasions the MSC connectivity is established with the prospective beneficiary only after the job-placement is secured by the PIA, the MSC could start with adaptation support relevant for the new town/city. This is then followed by the identity establishment services, registration service, post-placement tracking of youth and counselling. [Note: Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhaar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY]
- **Public inauguration of the MSC** – This is important from the point of creating visibility for the MSC and the services it proposes to offer to the community. This must, however, be done after some basic services get established.

#### 3.1 Some Do's

- **Approachability of the MSC is a critical parameter.** The MSC should be conveniently located such that workers can reach it with ease - preferably close to a bus stand/ railway station/ local market/ government offices, etc. They can also be set up close to either the work sites or industry cluster or residence of the targeted migrant community. In choosing the location of the Centre, a fine balance shall be maintained between the scale of outreach and proximity to the target group.
- **One of the defining features of the Centres is its accessibility to the community.** Efforts should be made to keep the MSC within the reach of migrants and also to adapt its functioning to suit the migration and work cycle of migrant workers and provide a safe, enabling environment for them. For instance, the opening and closing time of the Centre should be adapted to the convenience of the workers. In cities workers find it difficult to come to the office during daytime, as they are at work. The centre can chose to work in the morning and late evening hours. Alternatively, it can work on a Sunday, which is a holiday for most workers. In turn, the Centre's team can take a leave on a regular weekday.
- **During office hours, the Centre shall always be kept open and be available to workers.** The team must ensure that the Centre is manned by at least one person, when they go away for field visits and other outreach related work.
- **Call centre at the MSC should be available during peak traffic hours and holidays as well in addition to the office working hours of the MSC.** The team must ensure that the call centre is adequately staffed in shifts to ensure that the Help-line facilities are active and available when migrant workers are free and can call/ walk-in

- Due care shall be taken to provide appropriate seating arrangements and drinking water facility for workers and other visitors to the Centre.

**Access to successful trainees or alumni of DDU-GKY:**

The MSC Operator shall continually be in touch with respective states SRLM or Skills Mission, who enable placements within the operational jurisdiction of the MSC from the specific state. On completion of every batch of placements, the PIAs, through SRLMs or states Skills Missions shall share the relevant details of the successful trainees to the respective MSC Operators within such geographies. The MSC Operators shall therefrom directly connect to the respective DDU-GKY Alumni, and extend their services to their specific needs.





#### 4. Migration Support Centres – Outreach Strategies and Activities





## 4. Migration Support Centres – Outreach Strategies and Activities

One of the key challenges faced by MSCs during their initial period of establishment is the ‘outreach’ and ‘mobilization’ of the target community. However, if the outreach and mobilization are systematically and strategically planned and implemented, the same could enhance the effectiveness of the reach and response. Some of the suggestive thumb-rules for planning an effective outreach, to mobilize migrant or displaced communities at their destinations, include:

- Aligning the outreach efforts in-sync with the migration cycles or the batch-arrivals as indicated by the DDU-GKY communication
- Building a strong cadre of volunteers and involving them in the activities of the Centre
- Good communication and connect to opinion leaders within the community who can effectively convey the Centre’s message to the migrants with conviction
- Build relationships through multiple touch-points or conversations with migrant workers and their families at source
- Maximizing on the short windows of interaction with creative capsules of information

In cities/ towns, it is difficult to find a suitable window for interaction with workers as they are employed and cannot find time for meetings, during the course of a working day. It is also difficult to gain their trust, as being new to the city/ town, they are usually quite cautious and do not open up to strangers. Some activities and strategies that can aid in reaching migrants more effectively include –

### 4.1 Regular Meetings with migrant rural youth or Target Community Meetings

Regular meetings of migrant workers and their family members shall be organized by the community counselors. Some of such meetings could be general outreach meetings intended to disseminate information about the MSC and its entire menu of services (relevant for the target communities). Others shall include community-level meetings (including workers) and meetings to address specific issues/ service requirements, depending upon the maturity of the relationship between MSC staff and the community. For instance meeting for event- specific mobilization, spreading awareness about social security and related welfare schemes, conveying information about the legal counselling and mediation services could be held.

It is ideal to organize these meetings in small groups of 15-25 people, as the interaction can then get deeper. Each MSC shall conduct 3-6 meetings in a month. It is advisable that the meeting is planned well in advance – its purpose and content, structure and delivery strategy to ensure greater effectiveness. Prior preparations shall also mean targeted community mobilization specific to their priority needs i.e. specific objective-oriented meetings.

#### 4.1.1 Prior Preparations for Target community meetings

Prior preparations for Target community meetings shall be carried out at two-levels: (a) MSC-level; and (b) Community-level.

- MSC-level preparations will involve:
- Content of the meeting
- Approaching the target community
- Tools and modules to be adopted

The contents and approach of the meeting shall be finalized for various target groups keeping in mind their age, gender, education level, social affiliations and other parameters. For instance a meeting on labour rights would have varying content and would be conducted differently for educated male



workers compared to relatively less educated male workers.

Based on the target groups, specific tools and exercises may be developed. The use of creative media (like games and other fun involved activities) with youth help in capturing their attention, whereas experience suggests that in case of female workers, exercises and games may be used to deliver the core messages itself.

Community level preparations will involve:

- Identification and contacting of key persons/volunteers among the target-group of workers, particularly if there are multiple groups scattered across the city
- Engaging volunteers to assist in mobilizing workers for the meeting
- Preparing a list of tools and material needed for the meeting and arranging them at least a day earlier
- Selecting an appropriate venue for the meeting, if held outside of the MSC
- Finalizing the timings of the meeting based on availability of the group as a whole, and communicating the same with reasonable notice-time
- Keeping in mind the dates of major festivals and social events when workers are more likely to move back to their hometowns
- Confirming the availability of a resource person (for example lawyers) if required for the meeting

#### 4.1.2 Integrated Outreach Campaigns

The primary objective of conducting integrated outreach campaigns is to impart awareness to the target community and promote the services offered at the MSC.

**Labour post (Naka) Campaigns<sup>7</sup>** – The MSC shall map all the important nakas within the neighbourhood geography. The MSC shall identify certain strategic nakas and undertake daily campaigns there. One of the criteria for selecting the nakas could be the linkages with prominent source areas from where the workers were displaced. It is best to organize these campaigns in the morning, before workers disperse for work and/or in the evening when they are at leisure. Once a labour post is selected, the MSC team along with identified volunteers shall ensure regular visits to the location.

For workers from other work sectors such as domestic workers, head-loaders, factory-workers, the MSC can organize special meetings at their residential areas. This can be done in the evenings when the prospective beneficiaries are back from work. Outreach visits to work sites can also be undertaken, though they would need to be brief and well targeted with due permission from supervisors or contractors.

**Places of Interest:** labour hot-spots like gardens in an industrial area or tea stalls also witness large gatherings during lunch-hour. Such places should be mapped and used to make contact with opinion leaders of the community. Such locations should be used for informal meetings or providing notices for meetings at least 1 day in advance.

**Outbound calling:** Outbound calls to migrant workers, alumni and other community support staff (Volunteers) as a reminder or invitation for the program. Such outbound calling activity must be done at least 1 day in advance to the actual event or meeting.

**Help-line service:** Inbound calls for timely information dissemination as well as record attendance or absences from such meetings. Information dissemination is one of the larger roles of the call centre and it should be ensured that all call centre agents are properly advised on upcoming events and campaigns of the MSC. Ideally, the conversation should also be scripted to ensure effective delivery

<sup>7</sup> Labour posts or nakas are good catchment areas where the Centre can reach out to large number of workers in the vicinity, especially those employed in the construction sector.

## DDU-GKY

where and when needed

Some suggestive tips to make the campaigns more effective –

- Colorful canopies decorated with IEC material can be used to draw people's attention
- Local representatives and volunteers should be involved in planning and execution of the campaign
- The campaign can be physically located at a bus stand or at popular eateries or any other popular meeting point
- Vehicles decorated with IEC material may be used as it helps cover a larger geography. As far as possible, the MSC should encourage the use of word-of-mouth. In case of larger community oriented messages, it could work better to record communication interspersed with popular music and played through loudspeakers.
- Audio-visual devices could be used to grab attention. Some organizations have developed radio programmes that are run during these campaigns to attract the public/workers' attention.
- Posters and banners in public areas and at frequently visited locations is recommended. Local tea-stalls and paan-beedi outlets could also serve as poster points. However, the posters should not be stuck. They should be hung such that they can be removed.

### 4.1.3 Special Stakeholder Meetings

The MSC shall regularly reach out to its key stakeholders – Government officials (especially from the labour department), bank officials, corporate establishments, other NGOs working within the geography. These could be carried out through targeted visits, where MSC representatives update the stakeholders about the developments at the Centre and seek required support. This will build credibility for the Centre's work.

#### **The most critical thing in outreach is....the team**

Representatives of the MSC or the Programme Team of the MSC play a vital link and role in any successful outreach. Often, it is the person and his/her demeanor that attracts or deters workers from the Centre. This will require developing a personal connect with the target workers, endowed with empathetic listening.

Technology may be leveraged appropriately to establish and sustain consistent connectivity with the target workers/ communities. Periodic tele-calling and/ or SMS updates could also be adopted for updating the target workers/ community on the various features (existing and new) of the services rendered at the MSC. This could also facilitate information sharing on specific services requested by the beneficiaries say, collection advice on identity cards, details and due-date for payment of insurance premium, etc.

### 4.1.4 On-invitation meeting of workers

Centre Coordinator and Community Counselors shall constantly encourage workers and the target community to visit the Centre. Key advantage include: undivided attention, adequate time to introduce

full-range services of the Centre, community members transforming into the role of ambassadors for

### How to receive a worker at a Centre?

The experience that a worker has when visiting the Centre for the first time will determine the longevity of his/her relationship with the Centre. The set-up of the office should not be intimidating for the workers. The visitors shall be greeted with respect, empathy and made to feel comfortable. Most of visitors may have had grueling experiences of visiting other offices, made to run umpteen times for seeking a small service and they are most likely to approach the MSC expecting similar treatment. Therefore, MSC shall try and ensure that this Centre breaks the myth surrounding 'offices' – by making them feel comfortable, ensuring that they sit on a chair with the Centre team as equals, and the services are extended with utmost professionalism, making workers feel that it is their space, their own Centre – *Mazdooron ka Kendra*. *Care must be taken to ensure that the MSC does not become a proxy office of the State Government or typified to a particular community or occupation only.*

### 4.1.5 Visits to the Source Location of Migrant Workers

Linking the source and the destination is an important part of the operational strategy. This is unique to an intervention focused on migrant/ displaced workers. Field teams at both Centres – at source and the destination – shall make regular visits to the other end of the migration corridor as an integral part of their outreach efforts. Such visits can be planned for 2-4 days, depending on the distance between the two locations. This, however, comes at a relatively mature stage of the programme – at least after a year. The respective State's SRLMs/SSMs must travel to the MSC frequently and ensure that they are in touch with the migrant community, keeping them abreast with developments in the state and offering other help or services.

The Centre's team at the destination can make visits to the native place of origin of workers, especially during festivals when most migrants return to their homes. This serves as an excellent opportunity of building rapport with the target group. It also helps the Centre to tide over the lean period in destination end activities, when workers are away on such holidays.

It is most useful to include a local like-minded organization to participate during these visits. Migrants can be introduced to those organizations and encouraged to reach out to them. Synergies can also be built in within different services with the partner organization at the other end.

For better results, the team must undertake good planning beforehand. The rapport built at the local migrant community level can be leveraged in planning of the visits. Data captured on the location of migrants by way of the registration process can be put to use for a better planning of these visits. The team may also collate specific contact information of senior community leaders so that the visit can be made more purposeful.

The PIA and its trainers play a critical role in the native or source region of the candidates. The MSC personnel must endeavour to organize meetings at the PIAs for returning or holidaying migrants to ensure the relationship is strong and candidates feel at home at the training centre. The opportunity of interaction can also be used for several purposes like motivating other candidates in training, briefing candidates about employment, work conditions and expectations, experience of living in the city and brushing up on soft skills, solving problems with trainers and counselors etc.

#### 4.1.6 Leveraging other supportive interventions

To build a better rapport with workers, the Centre must try and participate in their festivities and special events. The Centre can also organize special cultural, sports or other entertainment events for workers such as bhajan sandhyas (community prayers) etc. Workers have limited opportunities for entertainment in the city and through these activities a space can be created for an interaction.

Health camps are another very effective means of outreach in the cities, where it is difficult to find an avenue to engage with workers. The MSC could run registration camps or other service related meetings alongside the health camps.

#### 4.1.7 Voice communications with migrant workers at destination and families at source

Voice communications are a support activity to all engagements on behalf of the MSC.

Outbound calling to migrant workers in destinations or registered members of the MSC is to:

- Disseminate timely information on availability or access to events, products and services offered by the MSC. For instance, the call centre team could support the Volunteers in organizing Target community meetings at the MSC or at Labour nakas as the case may be.
- Support counselling and research interventions at the behest of the MSC coordinating team or the SRLM/ SSM of the state, on matters relating to work, or to support tracking interventions. However, it is to be noted that the call centre team is not to perform the core task of post-placement tracking on behalf of DDU-GKY PIAs
- Act as a communications bridge between SRLM/SSMs or MSC or families of migrant workers on messages, events or visits or researches being planned or facilitate alumni interactions at the source or at DDU-GKY PIAs prior to placements. Such communication is purely to facilitate exchange of information

Inbound calls from migrant workers or registered members of the MSC are usually to seek information. Call centre agents should:

- Provide information on upcoming events and activities at the MSC, New products and services being launched at the MSC and others deemed essential by the MSC Centre Coordinator and / or the SRLMs/ SSMs
- Identify and record problems or issues as 'first information' and provide information/ feedback to concerned members of the MSC team and/or its engaged experts. For instance, if a worker calls to complain of an incident at work, the same needs to be recorded and shared with the MSC Centre Coordinator and Legal or Para-Legal teams engaged with the MSC for suitable action or consequence.
- Serve as a Help-line and facilitate the delivery of a product or service or information regarding the same. The interaction again should be recorded and provided as information input to the relevant officers of the MSC and/or its engaged team of experts. For instance, if a worker calls and seeks information on getting a gas connection, the entire information or process as applicable and offered by the MSC should be provided on phone. It should also be recorded and action should be initiated with the concerned team at the MSC, like filling of a Gas Application

form. The services of the Help-line should also extend beyond the normal services offered by the MSC where possible. For instance, if a migrant worker calls for information on trains to a particular destination, the call centre agents should be able to recommend suitable trains and dates for the journey. This can be facilitated through online services and the call centre agents should be able to access information online and provide the same.

- Inbound calls from families at source are mostly contact services. The call centre agent should be able to collect a message and pass it on the worker at a later convenience.
- Inbound calls from other stakeholders are for information services. The call centre agents must have access to the upcoming calendar of events and activities at the MSC to be able to provide timely information.

### How to make or receive a call from a worker?

Most migrant workers will have limited access to outgoing calls, as they will mostly be using pre-paid connections in the city. Telephonic communication technology like IVRS (Interactive Voice Response Systems) are time consuming and lengthy. They also block the communication line for a longer time per instance. It is preferred that the call center is manned by people and the worker is greeted and spoken to by a human voice each time. Due to the nature of their work, long conversations must be avoided. When receiving a call, the agent must immediately record caller details, inquire about a suitable time and call back at the time band given. In the case of making calls, the call center agent must engage with workers and provide information in a timely and brief manner. As far as possible, call center agents should be fluent in the regional or vernacular language of the worker and must use the same in every conversation. This will foster familiarity. Also, call center agents must record all conversations. Every attempt must be made to ensure that workers do not have repeat or go through lengthy data gathering activities on the phone unless specifically requested by the SRLM/ SSM or the MSC Coordinator. Every conversation should be ended with a greeting and indication of response time where needed.

## 4.2 Records and Documentation

The Centre team must maintain rigorous documentation of the visits made to the Centre, as well as the persons reached through the various modes of outreach. A standard template may be used to capture details of the target workers, nature of request and required follow-ups.

Some of the illustrative formats for maintaining records of the target community, including visitors are presented herein:



## Illustration 1: Report of Target community meetings/ Seminars

|                                                                                                                                                 |                                 |                                         |               |
|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|---------------|
| Migration Support Centre: .....                                                                                                                 |                                 |                                         |               |
| Report of Target community meetings/ Seminars:                                                                                                  |                                 |                                         |               |
| Date:                                                                                                                                           | Location:                       |                                         |               |
| Time: ..... to .....                                                                                                                            | Identity of Target Group: ..... |                                         |               |
| No. of Migrants Participated:                                                                                                                   | Malev.....                      | Female.....                             | Children..... |
| No. of DDU-GKY Alumni among migrants:                                                                                                           | Male.....                       | Female.....                             | Children..... |
| <b>Topics &amp; Services Covered in the Campaign:</b><br>.....<br>.....<br>.....<br>.....<br>.....<br>                                          |                                 |                                         |               |
| <b>MSC Services promoted/ linked to target group:</b><br>.....<br>.....<br>.....<br>.....<br>.....<br>                                          |                                 |                                         |               |
| <b>Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar</b><br>.....<br>.....<br>.....<br>.....<br>.....<br> |                                 |                                         |               |
| Signature of Centre Coordinator                                                                                                                 |                                 | Signature of Officer-in-charge of Event |               |
| <b>Note:</b> Separate list of DDU-GKY alumni participants (or attendance sheets with signatures) needs to be maintained                         |                                 |                                         |               |

## Illustration 2: Report of outreach campaign

| Migration Support Centre .....                                                                                                                                                                           |                                 |              |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------|---------------------|
| Report of Outreach Campaign: .....                                                                                                                                                                       |                                 |              |                     |
| Date: .....                                                                                                                                                                                              | Location: .....                 |              |                     |
| Time: ..... to .....                                                                                                                                                                                     | Identity of Target Group: ..... |              |                     |
| In this campaign a canopy was set and information regarding various services, schemes, security and rights were provided to migrants. In this campaign, direct services were provided to ..... migrants. |                                 |              |                     |
| No. of Migrants Participated:                                                                                                                                                                            | Male .....                      | Female ..... | Children .....      |
| No. of DDU-GKY Alumni among migrants:                                                                                                                                                                    | Male .....                      | Female ..... | Children .....      |
| Topics & Services Covered in the Campaign:                                                                                                                                                               |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| .....                                                                                                                                                                                                    |                                 |              |                     |
| MSC Services promoted/ linked to target group:                                                                                                                                                           |                                 |              |                     |
| 1. Registration                                                                                                                                                                                          |                                 |              |                     |
| 2. Migrant Attendance Diary                                                                                                                                                                              |                                 |              |                     |
| 3. Registration to BOCW                                                                                                                                                                                  |                                 |              |                     |
| 4. Health camps/ doctor consultations                                                                                                                                                                    |                                 |              |                     |
| 5. Remittance services                                                                                                                                                                                   |                                 |              |                     |
| 6. Labour disputes registered                                                                                                                                                                            |                                 |              |                     |
| 7. Youth counselling                                                                                                                                                                                     |                                 |              |                     |
| 8. Linkages to Pension schemes                                                                                                                                                                           |                                 |              |                     |
| 9. Linkages to Insurance                                                                                                                                                                                 |                                 |              |                     |
| 10. Linkages to Utility services                                                                                                                                                                         |                                 |              |                     |
| 11. Voters ID/Ration Card/PAN Card                                                                                                                                                                       |                                 |              |                     |
| 12. Others (specify .....)                                                                                                                                                                               |                                 |              |                     |
| New Contacts with Volunteers/ Shramik Mitras                                                                                                                                                             |                                 |              |                     |
| Sl. No.                                                                                                                                                                                                  | Name                            | Occupation   | Contact Coordinates |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |
|                                                                                                                                                                                                          |                                 |              |                     |

Illustration 3: Report of Source Visit

| Migration Support Centre .....                                                                                                     |                                 |                                         |                |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------|----------------|
| Report of Source Visit: .....                                                                                                      |                                 |                                         |                |
| Date: .....                                                                                                                        | Location: .....                 |                                         |                |
| Time: ..... to .....                                                                                                               | Identity of Target Group: ..... |                                         |                |
| No. of meetings conducted during the visit: .....                                                                                  |                                 |                                         |                |
| No. of Migrants Participated:                                                                                                      | Male .....                      | Female .....                            | Children ..... |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Topics Covered in the Source Visit:</b><br>.....<br>.....<br>.....<br>.....                                                     |                                 |                                         |                |
| <b>Key decisions taken (follow-up requirements identified) as part of the meeting/ seminar</b><br>.....<br>.....<br>.....<br>..... |                                 |                                         |                |
| Signature of Centre Coordinator                                                                                                    |                                 | Signature of Officer-in-charge of Event |                |

Illustration 4: Footfall Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of visit | Qualification (Skill) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|------------------|-----------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |
|         |      |      |          |        |                                |                  |                       |                    |                   |           |

Note: \*From where did the individual know about the MSC OR since when the person is aware of the MSC

Illustration 5: Voice record Register

| Sl. No. | Date | Name | Location | Mobile | Source & Years of familiarity* | Purpose of Call | Next Action (record follow-up activity as promised on call) | Services Requested | Services Provided | Signature |
|---------|------|------|----------|--------|--------------------------------|-----------------|-------------------------------------------------------------|--------------------|-------------------|-----------|
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |
|         |      |      |          |        |                                |                 |                                                             |                    |                   |           |



**5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres**





## 5. Partnerships with Government Organizations, NGO, LSGs and Corporate Bodies for Effective Functioning of Migration Support Centres

Collaborations enable bringing together complementing services and support, packaged to respond adequately to the requirements of the migrant workers. Establishing key partnerships with various stakeholders also enables greater visibility of the Centre and helps build greater credibility of migration services within the target community.

### 5.1 Key Stakeholders and Partners Agencies

The Centre should identify its important stakeholders and work towards establishing a good working relationship with them. Some of the key stakeholders that the Centre may reach out to on a regular basis are as follows –

- |                                                     |                     |                                                     |
|-----------------------------------------------------|---------------------|-----------------------------------------------------|
| • Migrants for employment                           | • Local community   | • Local administration                              |
| • Local self-governance bodies such as Municipality | • Corporate bodies  | • Other civil society organizations working locally |
| • Employers and contractors                         | • Opinion leaders   | • Local businesses                                  |
| • Labour collectives and volunteers                 | • Labour Department |                                                     |

The Centre shall ensure regular contact and active engagement with the labour department and Government offices, including providing information on the events it organizes and sharing updates on its operations. Several entitlements are rolled out from these offices and hence a sustained relationship with these bodies can expedite the linkage of migrant workers to various Government schemes and services.

The Centre shall work closely with the Local Self Government (LSG) bodies/ municipal bodies in order to secure support for its work and its beneficiaries. Concerns related to basic facilities, sanitation, water supply and others could be voiced by the beneficiaries to the local administration, either directly or through the Centre. Ward members can also play a critical role in the delivery of migrant registration and validation services. The Centre shall regularly conduct sensitization workshops for various LSG members such as the ward members etc., on the key challenges and possible resolutions for co-existence of migrant population. Organizing interactions between the municipality officials and the migrant workers is yet another initiative that shall be taken by the MSC.

Regular interaction with the local Police station is of utmost importance to the Centre. Often workers complain of harassment at the hands of the State authorities and/ or local community. Enabling an environment where migrants and the local administration get to interact with each other and become aware of each other's concerns can go a long way in providing a good, amicable environment to a migrant/ physically displaced person in an unfamiliar location. Further, a strong rapport with the local police administration can help significantly in resolution of some worker disputes, identity validation, etc.

Forming liaisons with local businesses, corporate bodies and banking institutions also play a major role in making the Centre a success. For instance, local businesses may provide opportunities for direct placement of workers in jobs and/ or enabling career progression opportunities; some larger corporates may also assist in offering well designed life skills and soft skills training. Local bank

branches and Block level Banking Committees provide a useful platform to learn about various affordable financial services for migrant/ physically displaced workers and aspiring entrepreneurs among them. Hospitals and local clinics especially those which are close to worker habitations and working sites shall be in active network of the Centre. The Centre should also try to reach out to large health establishments, both in the Government and private sectors, and develop a working relationship with them. Support from hospitals and health institutions can help significantly in conducting health camps and health awareness events for the target community.

Other civil society organisations are an important stakeholder since they can provide good insights into the experiences and needs of the community. In cases where there isn't a corresponding source Centre, the destination Centre can build strong partnerships with NGOs in the relevant source areas to deliver migration services efficiently both at source and at destination. Worker collectives can also help the Centre in reaching out to larger groups of workers and enabling necessary services. Some of the registration work may also be carried out with the help of worker collectives.

The Centre could also set up an Advisory committee from within the local community to act as a sounding board. This committee could comprise of locally respected and influential individuals and leaders such as school teachers/professors, retired Government officials, police officials, lawyers, social reformers, activists, media-persons etc. This committee shall perform a key role of providing guidance and feedback on the performance of the Centre. It shall help the Centre attain greater credibility in the local community, and also act as a body which establishes accountability of the Centre towards the community, so that its services remain relevant and the team remains committed to the cause. The committee may meet on a quarterly basis to review and comment on the activities of the MSC and provide necessary guidance.

The local community is another important stakeholder that the Centre must reach out-to on a regular basis. Ensuring a good rapport with the community could help the Centre and also identify volunteers amongst them who can further act as extended arms of the Centre, enabling a greater outreach of services.

## 5.2 Key Tasks to be performed

Following are the key tasks to be performed by the Centre:

- Organizing sensitization workshops for key stakeholders, ideally at the Centre to introduce them to the Centre's mandate, range of services and facilities being provided and to seek their complementing and enabling support in delivery of migration support services
- Regular visits to Government offices at the labour department, other Government departments, banks, hospitals to apprise them of the Centre's mandate, its services and seek support in its execution, and to engage them on targeted events
- Organizing interface workshops with police department officials to facilitate exchange of information, concerns and advise and access to grievance redress mechanisms
- Organizing advisory committee meetings once every quarter to consult, inform and to seek guidance

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- Organizing media workshops or briefings to share updates and developments at the Centre
- Organizing interaction with contractors and employers to share information, concerns, seek cooperation and collectively arrive at possible solutions
- Organizing orientation and sensitization workshops for volunteers, monthly meetings and provide the required capacity building inputs for increased effectiveness

**In addition to the above, the following tasks shall be specifically carried out, targeted towards the DDU-GKY Alumni:**

- Organizing peer-network and alumni meetings of DDU-GKY alumni
- Organizing SRLM briefing meetings on the MSC services and interactions with alumni
- On engagement by the SRLM or SSM, carry out research investigations to complement or supplement the post-placement tracking of the DDU-GKY alumni in cases of exception



क सहायता एवं संदर्भ केन्द्र

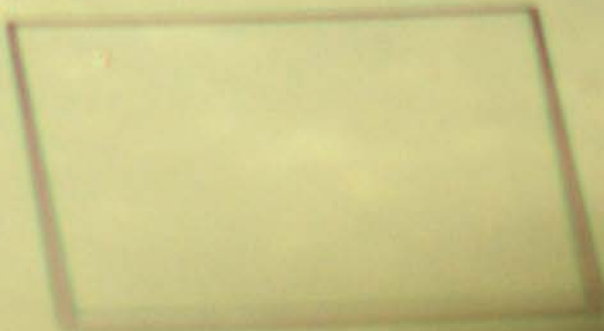
क सहायता एवं संदर्भ केन्द्र

क सहायता एवं संदर्भ केन्द्र



आ

## श्रमिक हाजरी डायरी



श्रमिक का नाम

श्रमिक का नाम





## 6. Core Migration Support Services





## 6. Core Migration Support Services

The MSC is itself a facilitation centre that provides timely information and support where needed by way direct interaction and engagement in person with the migrant workers as well as their families in source locations on occasion.

Information and support should be made accessible to migrant worker by way of voice contact as well (telephony to a Help-Line). This is an essential part of the service delivery program as coming and going to the centre may be a time consuming exercise or journey. The Help-Line should be managed by call centre agents, under direct supervision of the Centre Coordinator and where each agent functions as a Community Counselor as well as first point of contact for the completion of expert driven services.

### 6.1 Help-Line Services

When migrating is necessary, the MSC's primary roles lies in mitigating risks associated with migration. The biggest risk is access to services in itself. While the MSC can facilitate several challenges faced by migrating youth, it needs registration and face-to-face interaction or physical availability at the centre. Physical presence and interaction is only possible after the migrant has reached the destination location. However, there are several tasks to be performed while planning, packing and leaving for the destination by the youth. Some of these are critical for success in joining placement in a timely manner, and for job retention on the whole. Even after reaching the destination and joining work, it may not be possible for candidates to visit the MSC frequently, due to either paucity of time or inconvenience in terms of distance to travel etc. However, such lack of physical access to the MSC should not become a limiting factor. Therefore, it is suggested that the MSC establish and operate a Help-Line as a primary or core service, whose functional delivery is to facilitate communication, aid the service delivery of the MSC by pulling in relevant audiences for various events, supporting the Community Counselors in their effort, pre-register candidates for events and activities where needed. The Help-Line will also be a single channel of communication or access available to relatives, family members and community left behind in source areas offering them communication facilitation in the event they are unable to establish contact or provide them with basic information on the service offerings of the MSC.

In order to put together an efficient Help-Line, the MSC needs to:

- Identify a toll-free number with 2 or 3 lines, both incoming and outgoing. It is essential that the Help-Line be an easy to remember number and should have some connect with the source state establishing the MSC. For instance Bihar should look for a Help-Line number that has the digits – 24427 (corresponding to Bihar on the alphanumeric keypad). This would be easy to remember among all migrant workers coming from Bihar.
- Populate the Help-Line centre with agents who are
  - i. Bi-lingual, should be able to communicate in the regional language as well as Hindi or English fluently.
  - ii. Minimum Graduates of any discipline or stream.
  - iii. Experienced – minimum 1 year of work experience post educational qualification in a respectable BPO handling outgoing voice-led communications
  - iv. Trained in all the services offered by and aspects of the MSC and its engagements with all its stakeholders by way of an Orientation Program of not less than 3 working days duration

- Ensure proper MIS of all activities undertaken by the agents. As all calls will result in some data interchange (from the Agent to relevant members of the MSC) or provision of information, it is essential that each call be recorded and suitable computerized MIS system be developed and used to track calls and establish an analysis framework (like trends). A sample log file is presented in the table below

Over-time, it is suggested that the Help-Line be extended to relevant social media platforms and messaging platforms to create a point of interaction as well as engagement with migrant workers. Such media expansion may be done once the sufficient database of registered members be generated as well as broadcast content may be prepared, like photographs and videos.

It is essential to note that the Help-Line is another channel of communication with migrant workers, but should not be used as the primary channel of interaction or engagement. Migrant workers must be encouraged to visit the MSC in person as often as possible, to ensure better relationships and better performance of services offered through specialist or domain experts who may be engaged with from time to time, for the delivery of said services.

**Illustration 1: Sample of Call Register or Log Record**

| S. No. | Name | Address and Contact Information | Call Date | Call Time | Duration of Call | Action Taken/ Information provided | Actionable/ Pending or Follow-up Action | Agent | Responsibility |
|--------|------|---------------------------------|-----------|-----------|------------------|------------------------------------|-----------------------------------------|-------|----------------|
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |
|        |      |                                 |           |           |                  |                                    |                                         |       |                |

## 6.2 Registration and Photo ID Service

'Proof of identity' is one of the most pressing concerns of migrant workers. Despite the fact that rights to mobility and livelihood are enshrined as Fundamental Rights in the Constitution, possessing a valid proof of identity is a pre-requisite to asserting citizenship rights and access to basic services, especially in the case of long-distance, inter-State migration/ displacement of workers.

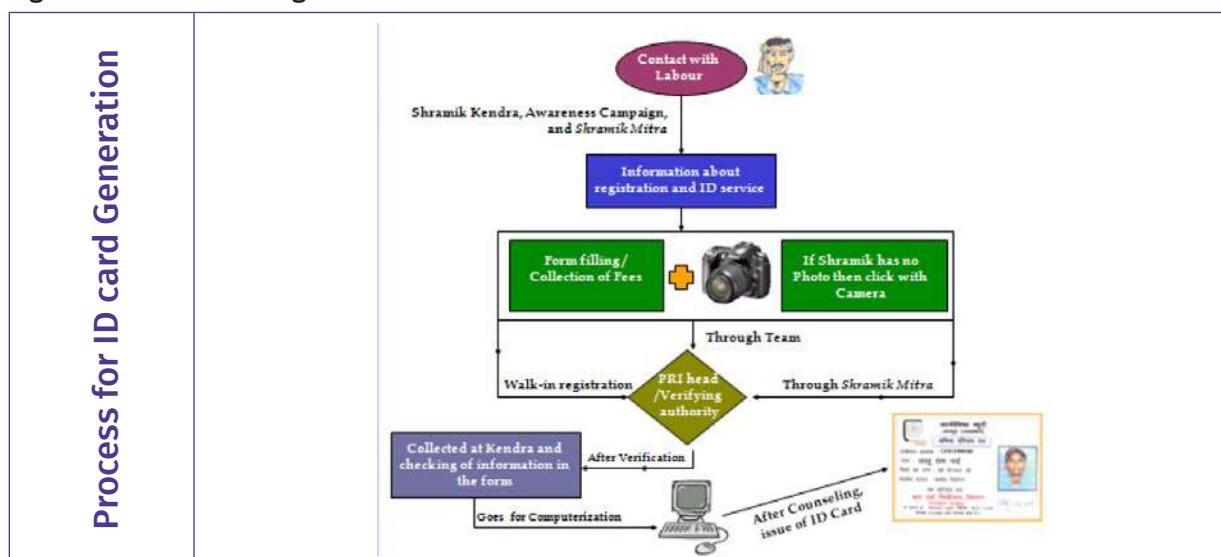
On a day to day basis, inability to produce an identity-proof greatly increases their vulnerability to be abused by public and many authorities including the Police, the Municipal Authority and others. Getting randomly picked for questioning, false implications in case of thefts and forcible evictions are very frequent occurrences in the lives of migrants. Absence of an identity proof also exacerbates the challenges related to access to basic services and entitlements. For instance, getting a SIM card for mobile phone service requires proof of identity; similarly to rent a house it is imperative to produce an identity proof, and opening a bank account too is a challenge as migrants are unable to produce the required proof of identity and residence. Absence of an identity credential has implications on migrants' livelihood as well. There are certain sectors such as hospitality, domestic work, driving, shops and establishments, which demand a high degree of trust and reliability in the employee. Unable to establish identity and validate their credentials, the migrant/ displaced workers are constrained from securing employment.

### 6.2.1 Process for offering Registration and Photo ID Service

The Centre can start by registering migrant workers and offering them a Photo ID, verified by suitable authorities. The Centre in partnership with the local PRI head and other relevant authorities, especially in the city, can offer a Photo ID, which contains important information including workers' domicile, trade, education, work destination and contact details. Information can be collected with the help of a simple form, checked by the Centre team, verified by relevant authorities, and then computerized with the help of a 'registration software'. Registration can be carried out by the Centre team or by well trained volunteers. The process of making the photo ID is explained with the help of a flow chart below.

The call centre may be used to provide information to migrant workers on the availability and use of identity information as well as to confirm appointments to ensure that the capacity is utilized optimally.

Figure 4: Process for Registration and issuance of Photo-ID



While giving away the ID, workers must be counseled on its usage and the importance of carrying it with them at all times

This service is primarily intended for workers with the following attributes:

- Age 15 years and above
- Income from blue or rust collar jobs – organized or unorganized sector
- Significant portion of the annual income is from a location where displaced due to job
- Destination – outside the administrative block

### 6.2.2 Linkages to Aadhaar<sup>8</sup> Identity Card

Aadhar Identity Card can serve as a proof of identity and address, and has now become essential to avail various entitlements. For the purpose of enrolling into the course DDU-GKY prescribes the need for cross-validation by Aadhar identity. However, in cases where such identity is not provided, the respective PIA under the DDU-GKY shall initiate registration and securing of Aadhar ID during the course of the training. Aadhar enrollment also requires the applicant to produce a proof of identity and address. However if a trainee/ alumni does not possess any document, they may take the help of an 'Introducer' as approved by the Registrar. The MSC may identify the enrollment Centre

<sup>8</sup> Aadhaar is a unique 12 digit individual number issued on behalf of the Government of India.



nearest to them by accessing the following link: <https://appointments.uidai.gov.in/easearch.aspx>. Furthermore, it is recommended that an appointment is made for enrollment by accessing the link <https://appointments.uidai.gov.in/>. For any grievances or information, one may make use of their help-line – 18003001947.

### 6.2.3 Stakeholder support for Identity Validation

The registration and Photo ID service requires the support of local Government officers like the District Labour Officer (DLO), Block Development Officer (BDO), Sub-Divisional Magistrate (SDM) etc. in order to authenticate the ID card. More importantly, the MSC must lobby with various bodies such as banks, police stations, mobile service providers etc. in order to create wider acceptance of the migrant ID card as a valid proof of identity and address. The MSC shall also build ties with nearby Aadhar enrolment centres to facilitate speedier enrolment of alumni.

Aajeevika Bureau, an NGO based in Rajasthan has been offering registration and photo ID service to migrant workers, with the authorization of the State Labour Department. Use of this ID as a KYC document has also been recommended by the ex-Deputy Governor, Reserve Bank of India. A sample of these letters is attached in Annexures 4 and 5.

*Given that, DDU-GKY enables identity creation within the trainee enrolment process with due linkages to Aadhar Card, there will be limited identity related support requirements for an alumnus of DDU-GKY.*

[illegible]

## 6.3 Post-training and Pre-placement Support

Skill development is a significant step towards empowering the rural youth from disadvantaged backgrounds and enabling relevant employment and thereby securing their economic wellbeing. However, migration challenges become a deterrent to many who get displaced from their native locations to new locations for the purpose of securing better economic prospects. Therefore, in addition to skill development, pre-placement counselling for the DDU-GKY trainees, and post placement counselling of DDU-GKY alumni, are vital in ensuring job retention and success in the labour market.

Given that the pre-placement support services are a mandate of the project implementation agencies (PIAs), the MSCs, through a formal contract with the PIAs for a fee, at the leave of the SRLM/ SSM, have an important role in preparing candidates for their new work-life and life in the destination city, facilitating work readiness and migration through targeted information and services.

Contact with Alumni is an integral part of pre-placement services. The MSC through its call centre and outbound calling services should facilitate alumni interactions with pre-placement candidates to ensure that they have a friend before reaching the destination and organization. The call centre Help-Line shall also become a source of pre-placement information like directions to MSC, Services offered by the MSC like Identification, Accommodation etc. and pre-registration. It is however, to be noted that the Help-Line is not to be used as a tool to establish contact with employers and PIAs, enter into negotiations or other normal responsibilities of the DDU-GKY PIAs. For the purpose of building familiarity or facilitation migration services, the SRLM/ SSM may share the Help-Line information with pre-placement candidates.

### 6.3.1 Pre-placement Negotiation

MSCs should be engaged at this (pre-placement) phase only through a special request by the PIAs for destination related services and support as well as conversations with prospect employers. However, this plays a crucial part in ensuring successful and sustainable placements. Key negotiation elements at the pre-placement phase could include – provision of (as and where applicable):

- Social security (insurance, pension, medical benefits, maternity benefits etc.)
- Boarding and lodging facilities, if provided
- Pick up and drop facilities to and from the work site, especially in case of female workers, if provided or the provision of transport guidance, where provided
- One time meal facility at the work site (where appropriate/ provided)
- Salaries through bank accounts
- Regular provision of Salary slip or Joint Salary Certificate listing all the components of the salary payable clearly

These negotiations shall be undertaken by the DDU-GKY PIAs, who are mandated with training and placement of the concerned trainee. It is also suggested that the officers of the MSC accompany PIAs when visiting proposed workplace. During this visit, a quick reconnaissance of the work site shall be done in addition to identifying possible residential areas and eateries within the neighborhood. The DDU-GKY PIA shall negotiate a deal with suitable dormitories, eateries or caterers, hospitals etc. to support the target workers on his/ her arrival. Relevant personnel of the MSC may oversee the negotiation process for compliance or monitoring purposes. Several PIAs currently engage in one or

more such negotiations. For instance IndiaCan negotiates with HR contractors to ensure that longer distance and inter-state placements are accompanied by social security and support. Similarly, IL&FS also conducts a recce of the workplace and living areas prior to placements with the help of their migration facilitation desk in cities. One important information that the MSC must provide is the access to the centre from the nearest bus-station/ train-station so that migrant rural youth can reach the MSC easily.

### 6.3.2 Initial Accommodation and food for migrant candidates for a period of 15 days:

In cases where accommodation is not a part of the employer's offer to migrant candidates, the MSC should offer its dormitory services free of cost inclusive of 2 meals for a period of 15 days. One of the biggest challenges for youth is to find accommodation in an unfamiliar city immediately upon arrival. As a result, they tend to gravitate towards poor housing facilities or slums based on information provided by other workers in the same work-place or peer from the source villages. Subsequently, this dormitory services could be a paid service charged to the PIA. This will not only ensure that they are able to comfortably join work and look for accommodation closer to their workplace with responsible advice from the MSC, it will also ensure that all trainees join work as well as register with the MSC in the initial period itself.

In this service, it is suggested that the PIA enter into a contract with the MSC only through the SRLM/ SSM and it is suggested that the SRLM/ SSM may decide the applicable cost/ rent. The Help-Line may then be shared with trainees for facilitating easy access and familiarization services. The SRLM/ SSM may also share the Help-Line services to individual candidates seeking dormitory services of their accord. This service should be a free service only for a limited time-period, say 15 days from date of arrival.

### 6.3.3 Post-placement Arrival Support

Once DDU-GKY trainees are placed, particularly in towns/cities which are far away from their native places, MSC shall, on the arrival of the trainees at the city or town of their proposed workplace, provide orientation and familiarization support to allay their anxieties of migrating into an unknown (unfamiliar) geography. The experience of the DDU-GKY alumni at the new place of their employment, during their initial days of adapting into the new place, plays a vital role in determining their stability and sustained stay, in addition to its reflection on their productivity at work. The PIA and MSC may work together to provide such support. A member of the PIA and MSC may be present at the work place prior to the migrant's arrival. The Table below provides a checklist of orientation and familiarisation support:

| Sl. No. | Service                                                                                                                                                                                                                                  | WHEN                                                           | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | By WHOM                                                 |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1       | Providing information on the placement town/ city – For instance : <ul style="list-style-type: none"> <li>• Climate</li> <li>• Clothes to carry</li> <li>• Common phrases in local language</li> <li>• Important social norms</li> </ul> | Post placement, but prior to arrival of migrant in destination | Prepare a hand-out for each work location which can be provided to the trainee upon placement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | PIA with the support of MSC                             |
| 2       | Arranging accommodation and food for the first week or post the first 15 days wherein the dormitory services had been provided on payment by the PIA                                                                                     | Prior to arrival of migrant                                    | <ul style="list-style-type: none"> <li>• Under the Post Placement Support provision of DDU-GKY, accommodation and food for the first 15 days of placement could be offered for a fee.</li> <li>• Provide information about or build arrangements with local hostels or dormitories near the workplace. Youth hostels, YMCA, YWCA, working women hostels etc. may offer such facilities. Several of these hostels also offer a mess facility.</li> </ul>                                                                                                                                                                                                                                                                              | PIA with the support of MSC/ MSC with on payment by PIA |
| 3       | Familiarizing the migrant with the neighbourhood, particularly: grocery stores, eateries, clinics and hospitals, pharmacies, train and bus stations, police stations, post offices, theatres, cinema halls, places of interest etc.      | Within the first 7 days of arrival                             | <ul style="list-style-type: none"> <li>• The MSC shall build arrangements with various institutions, particularly local eateries/ catered tiffin services, clinics, hospitals and pharmacies and the local police station to ensure access to migrants.</li> <li>• The MSC shall prepare a hand-out with functional and utility details of the neighbourhood. This hand-out can be provided to the migrant upon arrival or registration.</li> <li>• MSC representative shall spend a few hours with the alumni to facilitate familiarization of the extended-neighbourhood.</li> <li>• In case of multiple placements at the same location, such orientation shall be done in groups in the form of an “Orientation Walk”</li> </ul> | MSC                                                     |



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| Sl. No. | Service                                                                                                        | WHEN                                | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | By WHOM                                     |
|---------|----------------------------------------------------------------------------------------------------------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| 4       | Providing suitable information for accommodation as well as facilitating formal renting agreements with owners | Within the first 15 days of arrival | <ul style="list-style-type: none"> <li>The MSC shall build arrangements with certain housing societies and real estate agents to identify inexpensive but comfortable housing options for alumni (preferably closer to the workplace, if already known)</li> <li>In the absence of such prior-arrangements, a member of the MSC shall spend some time with the migrant to help them connect with reliable real estate agents to find suitable housing.</li> <li>The SRLM/ SSM may share the details of the alumni placed prior to their arrival to provide ample time for the MSC to make such arrangements</li> <li>The MSC must ensure that all rental arrangements be formalized as rent agreements to generate a valid form of local address proof as well as secure offer of premises for a fixed time-period so that the migrants can focus on their work</li> </ul> | MSC with consistent engagement with the PIA |
| 5       | Procuring a local SIM card for mobile communication                                                            | Within the first 30 days of arrival | With the help of the rent agreement, the alumni can be assisted in purchasing a local SIM card or transfer of their existing SIM card. In either case, once provided the MSC will register the new number or existing number in the record and share the information with SRLMs/SSMs the concerned PIAs for all their communication activities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | MSC                                         |

| Sl. No. | Service                           | WHEN                                                                                                                                                                     | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | By WHOM                                        |
|---------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 6       | Facilitating food/ kitchen making | Access to Tiffin catering services at reasonable rates or Application to respective organizations for a gas connection to be made as soon as rent agreement is finalized | <p>For Tiffin catering: MSC to identify and approve vendors of tiffins for migrant rural youth in terms of quality, cost and frequency/ timings as part of its services/ arrangements. Information on such then to be offered to all candidates. In case candidates prefer a new service offering their native food, the MSC should rigorously examine food quality and negotiate prices before empaneling the vendor.</p> <p>For a new gas connection:</p> <ul style="list-style-type: none"> <li>• Approach the nearest gas distributor to apply for a new connection (or in case of HP gas, an online application can be made)</li> <li>• Provide a coloured photograph and valid proof of identity and local address</li> <li>• Facilitate the provision of the smaller integrated gas/ stove unit to ensure that costs are affordable to migrant rural youth and/or their families.</li> <li>• Upon completion of the application, it may take upto 15 days for the connection to be established</li> </ul> <p>For transfer of a gas connection:</p> <ul style="list-style-type: none"> <li>• In case of a transfer, in addition to the valid documents, the migrant will have to obtain a Termination Voucher (TV) from the previous distributor in order to make an application in the place of residence.</li> <li>• Upon confirmation of placements, the PIA may counsel trainees to obtain necessary transfer documents prior to relocating to the work destination.</li> <li>• The MSC may assist the alumni in identifying authorized distributors in the destination.</li> </ul> | MSC with pre-placement period support from PIA |

## DDU-GKY

| Sl. No. | Service                                                                                                                               | WHEN                              | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | By WHOM                                            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| 7       | Opening a bank account (DDU-GKY trainees already would have accounts with CBS compliant banks). Accounts need to be opened for others | Post placement, prior to arrivals | <ul style="list-style-type: none"> <li>For DDU-GKY trainees, financial information will be provided on nearest bank branches and the issue of ATM cards will be facilitated if available, with a counselling session on how-to use the ATM facilities. Operating the bank account, reading the account statements, keeping balances and managing funds should be a part of an information session to be organized with representatives of the bank.</li> <li>For others, It is suggested that bank accounts be opened after placements, but prior to the arrival of the migrant at destination</li> <li>Ideally accounts may be opened in banks which have a presence at the destination</li> </ul> | PIA with information support and guidance from MSC |

It is to be noted that in all the above services, the Help-Line may be engaged as an information dissemination service or for pre-registration purposes. In this respect, the Help-Line is to be used only as an inbound call service.

In addition to familiarization support, the PIA and MSC may also work together to address more subtle issues:

- (a) adapting to a new culture and environment (including local food availability);
- (b) adapting to a new work culture;
- (c) dealing with isolation in a new destination and building healthy social circles; and
- (d) preventing oneself from indulging in substance abuse and anti-social activities.

Given that there is a mandate for the PIA to track the DDU-GKY alumni for a period of 1 year after placement, the PIAs could collaborate with the MSC for information exchange, critical qualitative research where needed and counselling interventions where needed. At present such services are directly being rendered by the PIAs, e.g. PIAs such as YouthForJobs and IL & FS run a successful help-line and Call Centre and address issues such as home-sickness, isolation in the city, the inability to vote and concern for their own children's education. An innovation on this front by NIFA includes the provision of subsidized accommodation along with breakfast, tiffin services and entertainment during the first two months after placement.

The Help-Line/ Call Centre may be used as an extension of the SRLM/ SSM in their tracking efforts. Across a sample, the Call Centre may initiate verification of Post-Placement Tracking on behalf of the SRLM/ SSM. And in some exceptional cases, it may be used (with suitable domain experts) to investigate or perform qualitative research interventions to better understand work situation, problems and grievances of the placed candidates. This qualitative research shall be at the behest of the SRLM/ SSM only. The Call Centre is NOT to be used as an extension of the PIA team in post-placement verification. All cases may be referred to the SRLM/ SSM by the DDU-GKY PIAs who in turn may choose to employ the Call Centre.

### 6.3.4 Post-placement Tracking and Impact Assessment

DDU-GKY lays great emphasis on guaranteeing sustainable placement after training and enabling mechanisms that help track the career progression of each trainee. All PIAs are mandated to undertake tracking of the trainees for a year, and provide required counselling and facilitation support. As per DDU-GKY Guidelines 2013, Placement for the successful trainees is defined as continuous employment of the successful trainees for a period of not less than three months, and supported by a salary slip as evidence. It is important to have frequent follow ups with alumni in order to understand their changing needs and assess the impact of the training programme on their livelihoods and understand whether the skills training programme offered is relevant to industry's demand.

The MSC, as an extension of the SRLMs/SSMs should play an important role in monitoring and strengthening the post-placement tracking efforts on tracking the DDU-GKY trainees, in their respective locations. The MSC shall work closely with the DDU-GKY PIAs in undertaking the visits to work sites, offer counselling support and trouble-shooting and thereby create a strong feedback loop to improve the overall outcomes of the skill training initiatives of DDU-GKY. The MSC should also engage with employers to facilitate the provision of Salary Slip or Joint Salary Certificate where needed and update critical information to the PIAs within 30 days of migrants reaching and settling down in the city and their work roles.

Illustration 3: A suggested template (for information update to be shared with SRLM/ PIA):

| S. No. | Name of the Candidates | Aadhaar Number (if present) | Present Information                                 |                             |                                                        | PIA                               |                            | Date of Registration/ Arrival | Name of Employer/ Supervisor with contact number |
|--------|------------------------|-----------------------------|-----------------------------------------------------|-----------------------------|--------------------------------------------------------|-----------------------------------|----------------------------|-------------------------------|--------------------------------------------------|
|        |                        |                             | MSC Registration number (if different from Aadhaar) | Present Residential Address | Present Telephone Number (changed SIM from old number) | Name & Address of Training Centre | Name of Trainer/ Counselor |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |
|        |                        |                             |                                                     |                             |                                                        |                                   |                            |                               |                                                  |



At the instance of the SRLMs/SSMs the MSC should engage with relevant specialists and complete an Impact Assessment Study after a reasonable period (say 6 months). This study should comprise of a qualitative interaction (a minimum of 3 focus groups with at least 6-8 participants in each) among candidates to investigate change in lifestyle, culture and consumption, ability to work and grow, local integration, financials, prudence, savings and fund management between the migrant and the larger family in native source; and depth interviews (one-on-one) with employers (line manager, supervisors as well as HR team members) to investigate work performance, career making opportunities, issues and suggested improvements in training and work-readiness. In addition to the suggested impact assessment, the MSC should also do routine investigations around events like drop-outs or non-performance or excellence etc.

The Call Centre may be used to support the Community Counselors and Volunteers in facilitating research interventions where needed. However, it is advised that if the Call Centre is to be used for research conversations without a face-to-face interaction with migrant workers, then such conversations be performed by relevant domain experts specially made available for the exercise.

#### 6.3.4.1 Follow-up

As per DDU-GKY Standard Operating Procedures, each PIA is expected to share a list of the placed trainee with details of placement, geographic distribution and gender break-up with the District Mission Management Unit (DMMU). This also includes information on the contact numbers of coordinators, PIA representatives in charge and the employers. PIAs requiring the support of MSCs under exceptional circumstances at the leave of the SRLM/SSMs, shall share the same list to respective MSCs to facilitate the process of follow-ups.

While telephonic follow-ups are most convenient, a certain percentage of follow ups may be done in person to document their experiences in detail. Here, it is necessary to note that the MSC Call Centre shall NOT be used by the DDU-GKY PIAs in the follow-up exercise. It may be used as a back-up resource if other mechanisms or resources have failed to make contact. The MSC Call Centre may only be used at the direction of the SRLM/ SSM. The MSCs shall play an important role by undertaking work site visits to placed youth and secure first-hand report of the status and well-being of trainees, and adherence to the terms of employment by the employers. Information from the tracking process should be uploaded on a designated web-link established by DDU-GKY and/ or SRLM.

#### 6.3.4.2 Elements of Follow-up

A follow up discussion may address the following questions:

- What is the alumnus currently doing? – Working/ Studying/ Neither
- Is the alumnus currently working in the same organization or not?
- Is it relevant to the trade in which they underwent training?
- Was the training sufficient to meet the demands of job placed in
- How much do they currently earn wages/ salaries? Do they get other rightful benefits?
- Are they aware of a career path at the work-place?
- What have been their successes and challenges during the given period?
- How settled/ comfortable do the alumni feel in their current placement of work?
- Have there been any disputes with their employers?

The first 3 months after placement are most crucial and hence tracking and follow up during this period is critical. In light of the feedback, it is recommended that follow up and tracking be done with the following frequency:

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- **Immediate after completion of the training:** The MSC shall follow up with the successful trainees (being proposed for placement) for registration with MSC and inform them on location/ how-to reach etc..
- **Immediate after successful placement:** When candidates are placed, the MSC should follow-up for registration, provide counselling and identify issues and solutions where possible.
- **Three – Six Months after Completion of Training:** The first 3-6 months after completion of training are considered the most crucial months since they determine whether or not the DDU-GKY alumni will be continue in his/ her job. The urge and likelihood of diversions and moving back to their previous/ native location is extremely high during this period. Hence, the MSC shall follow up with the alumni regularly at this stage to provide support and counselling, if needed. The follow-ups can be undertaken in the 1<sup>st</sup>, 3<sup>rd</sup> and the 6<sup>th</sup> month, after completion of training.
- **Annual Follow up:** the MSC shall follow up with every alumnus once a year to understand their current situation. An annual get-together of alumni can be organized wherein alumni can discuss their successes, challenges and means of overcoming them.

It will not be possible for the MSC to follow-up with all placed candidates. Therefore, it is suggested that the MSC perform a full follow-up intervention only for a sample or in special cases as requested by the SRLMs/SSMs or PIAs. It is to be noted that the follow-up and tracking are responsibilities of the PIAs and monitoring agencies. The MSC is not a monitoring agency but a facilitation agency which should aim its services in achieving the objectives of DDU-GKY (facilitating migration and job retention) over time.

**Illustration 4: Trainee Follow-up**

Migration Support Centre-----

**Trainee Follow up Format**

Period-----

|                 |                                                              |                |              |                      |      |              |                      |
|-----------------|--------------------------------------------------------------|----------------|--------------|----------------------|------|--------------|----------------------|
| Name:           |                                                              | Father's Name: |              | Registration No.:    |      |              |                      |
| Training Skills |                                                              | Training Date  |              | Months               |      |              |                      |
|                 |                                                              |                |              | Year                 |      |              |                      |
| <b>1</b>        | <b>Information Regarding Pre Training Work</b>               |                |              |                      |      |              |                      |
| 1.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |
| 1.2             |                                                              |                |              |                      |      |              |                      |
| 1.3             |                                                              |                |              |                      |      |              |                      |
| 1.4             | Other Facilities                                             | Housing        | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| <b>2</b>        | <b>Post Training Information Regarding First Appointment</b> |                |              |                      |      |              |                      |
| 2.1             | Work                                                         | Institution    |              | Contractor           |      |              |                      |

|     |                  |         |              |                      |  |         |              |                      |
|-----|------------------|---------|--------------|----------------------|--|---------|--------------|----------------------|
| 2.2 | Place            |         | City         |                      |  | State   |              |                      |
| 2.3 | Wages            |         | Daily        |                      |  | Monthly |              |                      |
| 2.4 | Other Facilities | Housing | Free of Cost | Deduction from Wages |  | Food    | Free of Cost | Deduction from Wages |

|          |                                                            |             |              |                      |      |              |                      |
|----------|------------------------------------------------------------|-------------|--------------|----------------------|------|--------------|----------------------|
| <b>3</b> | <b>Information Regarding Present Work</b>                  |             |              |                      |      |              |                      |
| 3.1      | Work                                                       | Institution | Contractor   |                      |      |              |                      |
| 3.2      | Place                                                      | City        | State        |                      |      |              |                      |
| 3.3      | Wages                                                      | Daily       | Monthly      |                      |      |              |                      |
| 3.4      | Other Facilities                                           | Housing     | Free of Cost | Deduction from Wages | Food | Free of Cost | Deduction from Wages |
| 3.5      | Is doing the same work in which he/she has been skilled    |             |              | Yes:                 |      | No:          |                      |
| 3.6      | If not, then what were the reasons for not doing that work |             |              |                      |      |              |                      |
| 3.6.1    | Skill Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.2    | Place Related Reason                                       |             |              |                      |      |              |                      |
| 3.6.3    | Institution or Contractor Related Reason                   |             |              |                      |      |              |                      |
| 3.6.4    | Wage Related Reason                                        |             |              |                      |      |              |                      |
| 3.6.5    | Family Reason                                              |             |              |                      |      |              |                      |
| 3.6.6    | Related to Fellow Workers                                  |             |              |                      |      |              |                      |
| 3.6.7    | Other Reason (Please Mention)                              |             |              |                      |      |              |                      |
| 4        | Future Work Plan                                           |             |              |                      |      |              |                      |
| 4.1      | What Planning next                                         |             |              |                      |      |              |                      |
| 4.2      | What help do you want fro the Centre                       |             |              |                      |      |              |                      |

Signature.....

Name of the Surveyor..... Place..... Block.....

Date.....

## 6.4 Legal Aid and Education

The unorganized sector, wherein migrant workers are employed in large numbers, is ridden with unfair labour practices, flouting of labour laws and frequent breach of labour contracts. This labour market functions informally – most labour contracts are verbal and there are no written agreements (though not the case in PIA supported placements). This often creates a conflict situation where a worker complains of being denied wages and work conditions agreed upon earlier. There are also frequent cases of withholding of wages, less payment, and delayed payment. In case there is an accident at the work site, workers are refused compensation or offered compensation to support minimal treatment.

Some of the most common disputes faced by migrant workers include: (i) payment related {less and/or delayed and/or complete denial of wage payment, denial and/or less payment towards overtime, lack of timely wage increments, manipulation in wage rates or no. of days worked, etc.}; (ii) poor or no compensation for work site accidents; (iii) lack of basic amenities at work site; (iv) dismissal without sufficient notice; (v) verbal and physical harassment; (vi) sexual abuse of women workers; (vii) bondage; and others.

### 6.4.1 Role of the MSC

Following are the key roles of the MSC in addressing the common disputes:

- Provide a safe and sensitive environment for workers to seek counsel and redressal for their work-related disputes
- Promote legal awareness among workers to help them make effective representations and demands of their legal rights
- Establish best practices for mediation processes and a platform to resolve worker disputes
- Sensitize the Labour Department and local officials on issues faced by migrant workers

#### 6.4.1.1 Legal Literacy Event

Building the awareness of the migrant worker about the legal support-services offered by the MSC, as well as the various legal provisions available for securing their employment is critical to the success in supporting the migrant workers in ensuring sustainable employment. MSC shall organize frequent meetings of the target community (of migrant workers) to promote legal literacy among workers. These meetings could be around specific trades where the risks, rights and responsibilities related to that trade could be discussed in detail.

The content of legal literacy inputs is best drawn from the context and made pertinent to the worker-groups being addressed. However, there are some common ideas which can be taken up by the Centre's team for designing these sessions.

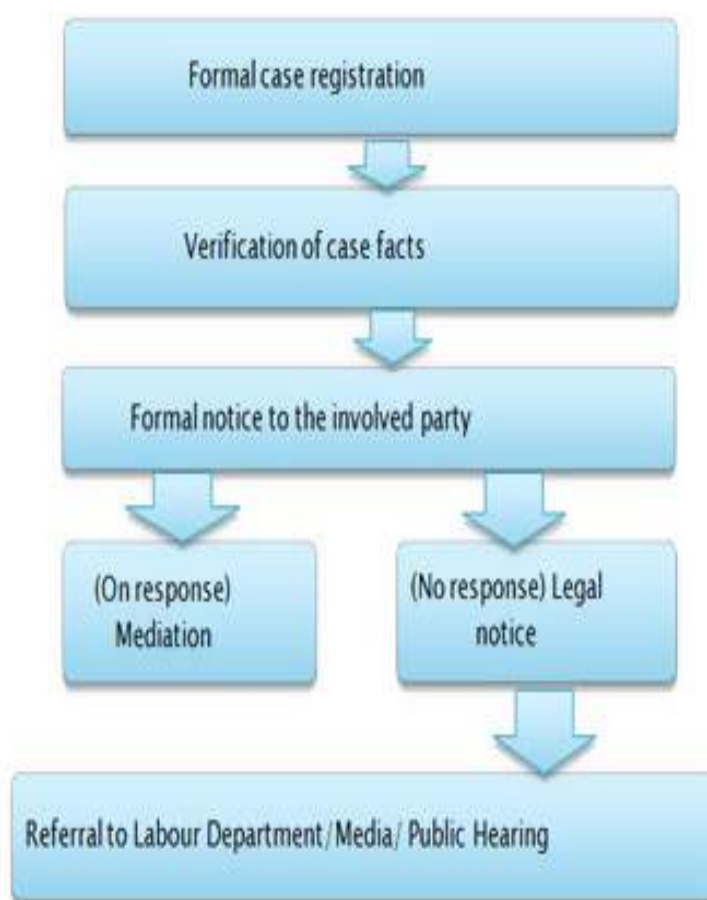
The MSC Call Centre may be used to support the Community Counselors and Volunteers in outreach and building awareness for the event. The Call Centre may inform all registered members of the schedule of the event and motivate migrant workers to come and share their problems in the event.

#### 6.4.1.2 Legal Aid and Mediation

The MSC, with the consent or engagement by the migrant worker(s) shall extend support or lead mediation between the migrant worker and employer/ contractor in an attempt to resolving dispute. As the first step the Centre shall try and ensure that the worker feels comfortable in sharing information with the counselor (appointed/ deputed by the MSC). All relevant details shall be documented properly by the team member undertaking the counselling. This will be registered as a complaint.

The next step is to verify the facts shared by the complainant. This is very critical in ensuring that the

process is rigorous and complete. The verification can be carried out by speaking to a co-worker(s) of the complainant, or other members in his/her community and/or a visit to the work-site, as needed. The counsellor can also speak to the party under dispute to assess if the facts narrated by the complainant are valid/ correct. Once the facts are duly verified to be true, then the MSC will formally register the case and initiate preparation of the case file. All verified facts will be then be included in the case file and a formal notice will be drawn up, formally stating the legal position of the complainant, MSC and the case. The complainant or the MSC can also engage a legal professional through a regular 'vakalatnama'.



The parties under dispute shall be requested to visit the Centre for mediation. As an alternative, a letter can be sent to the second party, documenting the facts shared by the complainant and asking him/her to either visit the Centre or present a written response.

In several cases, it is likely that the complainant would not have a written proof, supporting his/her claims. It is, however, suggested that the Centre shall register and pursue such cases diligently. The MSC-appointed counselor shall work with the complainant and document the claim systematically. If it is a case of cheating in wage payment, details of the work such as number of work days, wages promised (as per the appointment letter), advances taken, etc. can be documented. Well documented proceedings of the follow-ups also serve as evidence in Labour courts. Labour Courts tend to favor workers and it is the onus of the contractor/employer to prove that the worker is wrong in his/her claims.



If the two parties are willing to negotiate, the counselor and/ or a mediator shall undertake mediation and arrive at a solution agreeable to both. In case the second party does not respond after repeated calls/letters, the case shall be referred to the labour department/labour court. Special forums for public hearing of disputes and media coverage of the dispute shall be organized to create pressure on the second party. It is important that the MSC maintains a systematic documentation of all the follow-ups and related responses in a separate file for each case. If the case has to be referred to the labour court, the proceedings documented by the Centre's team shall serve as good evidence. It is also to be noted that all such cases will also be informed to the respective SRLMs/SSMs for suitable action/ intervention. The SRLMs help may be used to appoint or engage a mediator.

Here, the Help-Line Centre may be used to first register and acknowledge complaints on behalf of the migrant workers. However, it is essential to note that the Help-Line may not be used as a Legal or a para-legal worker as the Agents may or may not be qualified as such. In such cases as disputes as informed at the Help-Line, it is essential that the agents refer the case immediately to the relevant legal/ para-legal experts engaged by the MSC for the delivery of the said or relevant remedial action.

#### 6.4.1.3 Legal Clinic Days

As the flow of cases starts to build up at the Centre, the Centre team shall start conducting special legal clinic days at the Centre, on the days dedicated to the redressal of work related disputes. Both the complainant and the party under dispute shall be invited to the Centre on these days for mediation. The MSC shall ensure that a lawyer or an expert in labour laws is present for advice and counsel. The Centre team shall plan its other legal aid and education related activities on this day, register new complaints and undertake counselling, process the case files, conduct required follow-ups and carry out legal literacy events.

The Centre team needs to popularize these days as a platform for registering disputes and their speedy redressal. Information on legal clinic day should be included in the IEC material.

While the legal cell will primarily work with the migrants in registering and redressing cases, it shall also work with employers in the case of a dispute to amicably settle issues. However, the MSC will not aid in the event of a general or labour strike or stoppage of work. At the same, it is also to be noted that the MSC shall not hinder work or provoke a strike under any circumstances. If any such misrepresentation or causative action has occurred, then it is required that the SRLMs/SSMs should take over and ensure that work is resumed prior to pursuing redressal. In all events, the SRLMs/SSMs is to have final and binding authority.

Here, the Help-Line may be used as a tool to generate traffic into the MSC as well as a medium for outreach, supporting the activity of the Community Counselors.

#### 6.4.1.4 Promoting a Cadre of Para-Legal Workers

Depending upon the nature and magnitude of the disputes and work-related concerns, a cadre of paralegal workers<sup>9</sup> shall be established by the MSC, from among the target community (workers). Their principal role will be to build awareness and provide legal information to the target community (workers). This cadre shall serve as the extended arm of the Centre and help taking the services deeper into the community. The possible roles of the para-legal workers will include: (1) undertaking workers' education, (2) primary counselling of workers in case of a work related dispute, (3) identification of disputes and bringing them to the Centre and (4) carrying out basic documentation of disputes.

A suitable incentive structure should be put in place for the para-legal workers.

<sup>9</sup> Local dynamic youth in the age group of 20-35 years, with a minimal education till 10th standard can be identified and trained for this role. Students, shopkeepers, alumni with good access to large numbers of people, migrants and returnees can be groomed with systematic and regular inputs on basic labour laws and workers' rights to undertake this responsibility.

### 6.4.1.5 Stakeholder Engagement

It is important for the MSC to position itself, and to be perceived by the key stakeholders that the Centre is a platform where both workers and contractors/ employers will be heard and responded to empathetically and objectively.

The MSC shall build a strong working relationship with the labour department and local police officials who may assist the Centre, particularly in challenging cases. Local advocates and lawyers shall also be sensitized and consulted as appropriate, and as and when required.

The MSC shall utilize platforms such as labour collectives and the Centre's advisory committee in delivery of these services. These bodies can act as effective pressure groups and help in resolution of certain disputes.

All disputes resolved should be properly documented with tripartite signing of a MoU. The purpose of the MoU is to ensure that a legally valid proof is made available for subsequent action if needed.

### 6.4.1.6 Documentation

Maintaining Case Files is of utmost importance to the Centre and the same shall be maintained rigorously. Each worker complaint shall be filed separately and shall include documents such as dispute registration form, labour consent form, evidence (attendance diaries, records of advance payment, written agreement, photo copies of cheques received etc.), proceedings of all exchanges between the worker and the contractor/ employer and Centre and the party under dispute (contractor/employer) with signature of both parties, copies of notices served, mediation forms and others. Also, closed files or complaints must preserve a copy of the MoU of the resolution of the dispute.

## DDU-GKY

Some illustrative formats are provided for reference:

**Illustration 1: Dispute Registration Form**

| <b>Dispute Registration Form</b>                                                                                                                                                                                                                                   |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration No. ....                                                                                                                                                                                                                                              | Shramik Sahayta evam Sandarbh Kendra .....                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Case No. ....                                                                                                                                                                                                                                                      | Date .....                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>First Party</u></b><br>Name .....<br>Father's Name .....<br>Age .....<br>Education .....<br>Class .....<br>Gender .....<br>Total workers involved in the case .....<br>Address .....<br>.....                                                                | <b><u>Second Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>.....<br><b><u>Third Party</u></b><br>Name .....<br>Father's Name .....<br>Phone No. ....<br>Address .....<br>..... | <b><u>Source of</u></b><br><input type="checkbox"/> Through Paralegal<br><input type="checkbox"/> Through Shramik Mitra<br><input type="checkbox"/> Through Collective/Union<br><input type="checkbox"/> Through Team<br><input type="checkbox"/> Through LabourLine<br><input type="checkbox"/> In Public Hearing<br><input type="checkbox"/> By Migrant Himself<br><input type="checkbox"/> Others (Specify) |
| Description of dispute .....                                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| .....                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <i>(Attach additional pages for details)</i>                                                                                                                                                                                                                       |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Intra - State/Inter - State                                                                                                                                                                                                                                        | Place of Dispute .....                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Type of Dispute</u></b><br>1. Payment of Wages <input type="checkbox"/><br>2. Minimum wage <input type="checkbox"/><br>3. Accident <input type="checkbox"/><br>4. Missing <input type="checkbox"/><br>5. Others <input type="checkbox"/><br><i>(Specify)</i> | <b><u>Attached Documents</u></b><br>1 .....<br>2 .....<br>3 .....<br>4 .....<br>5 .....                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b><u>Verification</u></b>                                                                                                                                                                                                                                         |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| I / We pledge that the above facts and information provided is completely true. We are seeking help solve above case through Shramik Sahayta evam Sandarbh Kendra .....                                                                                            |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Place .....                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| Date .....                                                                                                                                                                                                                                                         | Signature of First Party                                                                                                                                                                                                  | Signature of Witness                                                                                                                                                                                                                                                                                                                                                                                           |

Illustration 2: Legal Clinic Day Format

|                                                  |  |
|--------------------------------------------------|--|
| Migration Support Centre .....                   |  |
| Legal Clinic Day: Details of Transacted Services |  |
| Dispute Counselling:                             |  |
| Registered:                                      |  |
| Solution:                                        |  |
| Amount:                                          |  |
| Case Closed                                      |  |
| Centre Notice:                                   |  |
| Legal notice:                                    |  |
| Referral Cases                                   |  |
| Total Pending Cases                              |  |
| Refer:                                           |  |
| Labour Court                                     |  |
| Police Station                                   |  |
| Other Department                                 |  |
| No. of Migrants present                          |  |
| No. of Paralegals present                        |  |
| Special Details:                                 |  |

## 6.5 Financial Inclusion, Financial Literacy and Social Security Linkages

### 6.5.1 Financial Services for the Target Group

Most DDU-GKY alumni are in the age group of 15-35 years, which is a time when a wide range of financial services are essential for securing their financial future. Several of them are even individuals who have just entered the labour market and are the primary bread earners for their family. Financial services for this group shall therefore be able to address a broad spectrum of needs such as:

- Facilitating financial inclusion through the opening of a Bank account (savings type)
- Information and advisory on
  - i. Safekeeping of hard earned income
  - ii. Cushioning against risks of death, disability, illness and old age
  - iii. Building up wealth and assets for short term and long term goals
  - iv. Smoothing of cash flows
- Remitting money safely back home through various channels
- Basic Financial planning and budgeting

It is therefore important to adopt a 'asset management' approach to financial services for migrant alumni which offers financial solutions customized to their life-cycle needs.

#### 6.5.1.1 Financial Literacy Meetings

Financial literacy meetings shall be organized with groups of 20-25 workers. Pre-defined modules and interactive tools are an effective way to communicate information about various services. The objective of the meeting is not only to disseminate information on the service, but more importantly to ensure that the participants understand the need for such a service for the economic wellbeing of their household. At destination, the best time to conduct these meetings is late in the evenings after work or during holidays. It's best to restrict the meetings to 10-15 minutes since fatigue might set in quite easily after a long day of work.

The MSCs shall on a periodic basis engage with respective experts from the local community to organize financial literacy meetings among the target communities. Such meetings shall cover a wide range of topics including:

- Calculation of piecemeal work payments, treatment of advances, overtime
- Understanding basics of salary components – i.e. Basic, HRA, DA, EPF etc. (applicable for alumni in salaried formal sector jobs) Goal setting, financial planning, income-expense budgeting
- Managing Cash flows i.e. managing cash coming in and going out to ensure that one always has money to pay for expenses when they are due.
- Managing various risks such as death, disability, illness and old age
- Product knowledge i.e. functions, terms and conditions of various financial products such as credit, insurance, pension etc.
- Information on investment opportunities with their associated risks
- Basic banking how-to's – deposit and withdrawal slips, passbook, cheque books, use of ATMs, identifying fake notes



Here, the Help-Line centre should be used to support the Community Counselors and other members of the MSC in getting together migrant workers for the camp. The Help-Line centre could also provide basic support through information like How-To's for banking, as above, some tips and tricks on managing money etc., however, it should not be treated as a substitute for the camp wherein domain experts have been engaged to specifically study and address the needs of migrant workers.

### 6.5.1.2 Social Security Camps

Social security camps are special outreach events that complement the financial literacy meetings by reaching a broader base of migrant workers. The camp can be held at central locations such as labour nakas, residential colonies, bus stands etc. wherein important features of social security schemes are imparted in great detail. It makes linkages to social security schemes convenient and quick for migrant households spread across the city. At destination, these camps may be run during strategic hours. For instance, the camps may run for 2 hours in the day before workers head to work, 1 hour during lunch breaks and 2 hours in the evening once they return from work. The scale of social security camps may be determined depending upon the concentration of migrants in select pockets. Larger camps may reach out to over 400 workers, while more targeted camps may reach out to 100-150 workers. A team of at least 3 members shall be present at the camp to impart information and also link workers with various schemes. Brochures, pamphlets and information booklets on various schemes should be made available during such camps. Officers from the local administration may be invited to attend these camps. These events shall be in association with subject matter experts from the local community or sponsored by private companies. However, care must be taken to ensure that no individual or collective organization is benefited directly or indirectly.

### 6.5.1.3 Exposure visits

The MSC shall organize group visits to a nearby bank in consultation with the bank manager. During these visits, the participants can get acquainted with various services, banking procedures and also get to know the banking staff.

### 6.5.1.4 Financial Inclusion Days

Since it may not always be possible to bring together workers at destination, the MSC may declare one day every week as 'Financial Inclusion' day (for instance every Tuesday can be the Financial Inclusion day). During this day, there can be a focus on linking workers with various financial services and planned financial literacy meetings can be organized with specific groups of workers.

### 6.5.1.5 Opening a Bank Account

Opening a bank account at destination is the first step towards financial inclusion. Not only does it help the migrant secure and save his/ her hard earned money, but also provides a secure means of remitting money home. In order to open a bank account at destination, one needs a photograph, proof of identity and proof of address. Recent RBI guidelines stipulate that if the migrant does not have a local address proof at destination, even a permanent address proof from their place of origin or a self-declaration of local address is sufficient to open a bank account.

Trainees from DDU-GKY will already have a bank account with a bank compliant with CBS norms. For all other migrant workers, the MSC shall guide and support the migrant worker in opening up a Bank Account, by provision of 'proof of identity', linking-up to the relevant banks (or representatives of Banks) and by filling-up the relevant forms. If the migrant worker already possesses a bank account, which was opened in a town other than their work destination, they may still be able to transfer

their account<sup>10</sup>. The MSC shall facilitate such request as may be required by the migrant worker for transferring of their bank account. In case of DDU-GKY trainees, the MSC shall ensure that the KYC is updated and the candidates are properly linked to their respective banks in the vicinity.

### 6.5.1.6 Linkages to Social Security Services

The Centre shall link migrant workers with schemes such as the Rashtriya Swasthya Bima Yojana (RSBY) which offers the convenience of split health cards. The provision of having split (two) cards allows a migrant to carry the medical insurance with him/her as he/she travels and the family back home is also covered for its medical expenses. Furthermore, in case of intra-State migrants, the MSC shall also link the migrant to several State run health schemes. For instance the Government of Maharashtra offers upto 972 surgeries/therapies and procedures for both BPL and APL families free of cost under the Rajiv Gandhi Jeevandayee Arogya Yojana.

Employer where alumni are placed after training may not necessarily offer benefits such as EPF. Hence, the MSC shall facilitate linkages to contributory old age pension schemes run by the Government, particularly in case of workers who are engaged in physically demanding jobs. MSC shall also link-up the migrant to pension contributions under the NPS Swavalamban Pension Scheme or the Atal Pension Scheme for unorganized workers or other relevant Schemes. The MSC shall link-up to the nearest aggregator by calling the toll free help-line – 1800110708 to get more information and enroll into the scheme.

In addition to insurance and pension services, the MSC shall enable linkages to specialized social protection measures relevant to a worker's occupational sector. For instance social protection packages for construction workers, mine workers and tea plantation workers already exist. The Centre shall work closely with relevant departments to link workers with these schemes. For instance the Labour department in each district links construction workers with the Labour Welfare Board which offers benefits such as scholarships for children, maternity benefits and housing subsidies in addition to insurance and pension.

The linkages shall also be carried out through social security camps. It is, however, extremely important to keep a clear output focus on the camps.

In order to ensure that the benefits of such social security linkages continue even in spite of changes in location or jobs, the MSC may advise the alumni to follow certain simple steps:

- Store all insurance policies, pension statements and social security documents in one single pouch/ folder, and store it at an easy to access compartment. Repeated changing of the stored location should be avoided, to ensure easy recall and avoidance of mishandling. For alumni well versed in computers, online financial record keeping portals may also be recommended.
- Inform a trusted family member or friend about the same to ensure that they are aware of where to access the documents in the event of any untoward incident.

Since October 2014, portability of EPF has been introduced by way of a Universal Account Number (UAN). Thus alumni can operate a single EPF account even if they change jobs or organisations. One can check if a UAN has been allotted by accessing the following link: <http://uanmembers.epfoservices.in/> . Furthermore, in case certain alumni already have multiple EPF accounts from previous employers, they can facilitate a transfer either by speaking with their employer or by accessing the online transfer claim portal facility at this link: [http://www.epfindia.com/Employee\\_OTCP.html](http://www.epfindia.com/Employee_OTCP.html) . The MSC may assist the alumni in doing so.

<sup>10</sup> This refers to transfer of one's 'base branch' to avoid any additional fee that may be incurred on performing transactions at a different branch.

Here, the Help-Line centre may be used as the first point of contact for workers who want to avail of such services. The data should then collated and transferred to relevant personnel in the MSC for subsequent action or fulfillment of service.

### 6.5.1.7 Linkages to Ration Cards at Destination

A ration card is an important document to enable access to subsidized food and fuel, in addition to various social security benefits. However portability of ration cards remains an issue and hence on migrating to a new location, one would have to either obtain a new ration card or transfer one's ration card. After placement, DDU-GKY trainees may obtain ration cards at their new location in the following manner:

**New Ration Card:** If the DDUGKY trainee does not possess a ration card in their home town/ their name is not listed in any ration cards, then a new ration card can be secured by following these steps:

- Approach the branch office of the Food and Civil Supplies Department in their respective town/city.
- Fill up a new ration card application form, specifying details of current residence. Alternatively, application forms for certain states can also be accessed from the website: <http://india.gov.in/topics/food-public-distribution>
- Provide the following documents:
  - i. 3 duly attested passport sized photographs
  - ii. ID proof
  - iii. Local address proof (Some states even require an NOC from the landlord)
  - iv. Proof of income
  - v. A Certificate declaring the individual has no valid ration card elsewhere
- In the event that the DDU-GKY alumni are not able to furnish any residential proof, the officer from the department may conduct an inquiry from the neighbourhood and record statements of at least two witnesses from the neighbourhood.
- In case the MSC has sufficient space in its premises, it shall also rent out its premises for a Fair Price Shop for all daily and grocery items. Such stores, on the lines of Mess or Canteens run by the army should be suitably stocked. This store will also ensure that the registered members frequent the MSC.
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Transfer of Ration Card:** If the alumni are existing ration card holders and wish to transfer it to the town/city where they have relocated for their placements, then in addition to the above mentioned documents, they will have to furnish the following documents:

- A Surrender certificate of the previous ration card (obtained from the circle office in their hometown's jurisdiction)
- A Deletion certificate (in case of deletion of one's name from the family's ration card)
- Here again, the Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

**Portability of Ration Cards**

In Andhra Pradesh, several PDS shops are linked to Aadhaar-enabled central servers and hence ration card holders can purchase their rations anywhere within the state. Once all PDS shops in the state are linked to the central server, there will be complete portability of ration cards within the state. Similarly states such as Chattisgarh and Kerala, are using the smart card-based technology of RSBY to bring in more transparency and portability in PDS rations distributions.

**Temporary Ration Cards**

In Maharashtra, families planning to migrate may obtain a signature from the Tehsildar, enabling them to temporarily access subsidized rations in the town/city that they migrate to. Similarly the state of Himachal Pradesh has a provision to issue temporary ration cards to migrant for a period not exceeding three months. The Rationing KrutiSamiti (RKS) is a network of around 180 NGOs and CBOs working on PDS and food security in Maharashtra. The RKS helps facilitate 'roaming ration cards' for intra-state migrants in Maharashtra.

GKY alumni

**6.5.1.8 Educating and encouraging savings**

While bank accounts help in safekeeping of cash, the MSC shall guide and encourage alumni to start saving regularly through investment in diverse financial instruments. Guidance could be provided by the MSC on Bank supported fixed investment products such as Fixed Deposits and Recurring Deposits with unit sizes as low as Rs 100 to Rs 500 a month, long term postal savings deposits with local post offices, etc. The MSC shall facilitate linkages to credible Asset Management Companies (AMCs), which can provide alternative investment options such as Money Market Mutual Funds and Index Funds. The MSC shall also warn the migrants from investing in fraudulent chit funds or fly-by night operators, and enabling linkages to trusted financial institutions.

Timed to the payment of monthly salary, outgoing calls from the Help-Line centre may be used to encourage savings as well as in giving timely reminders to encourage savings in instruments as above.

**6.5.1.9 Support to Credit linkages**

Migrants may need credit support for various purposes ranging from consumption needs, setting up small enterprise, purchasing of asset or for self/ family emergencies. The MSC shall refer the migrants to various banks/ MFIs at the destination to help obtain timely credit at reasonable interest rates. In case of special groups such as STs, SCs, persons with disabilities or from poor economic backgrounds, there are several Government led credit schemes delivered through banks. For instance several banks offer credit to aspiring entrepreneurs from economically weak families at interest rates as low as 4% per annum under the DIRA scheme (Differential Interest Rates scheme). The MSC shall approach the local banks and collate all relevant material on such schemes, to make it readily available to the migrant workers. The MSC shall also, on the request from the migrant worker, may guide and facilitate the process of securing such credits. However, it is to be noted that all such credits or advances should not exceed Rs. 5,000/- a year. It is also suggested that while the MSC issues advances, it will remain primarily a guidance or counselling centre.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial record information of all members calling in desirous of availing this service. The initial record captured must be handed over to relevant officers or consultants of the MSC assigned the task/ recruited for the purpose. The Help-Line is not a substitute for visit to the MSC.

#### 6.5.1.10 Stakeholder Engagement

The MSC shall partner with and garner support from local banks, MFIs, insurance providers and Government departments to facilitate linkages with various financial services and schemes. Furthermore, building a relationship with hospitals empaneled under RSBY or other health insurance schemes will help smoothen 'claims' processes, if any.

### 6.6 Health Services and Health Education

DDU-GKY alumni who migrate to cities for work are vulnerable to various health shocks, due to unhealthy and unhygienic environs at the new urban location. Among the migrants, there is also high prevalence of indulgence into unhealthy practices such as alcoholism, smoking and unsafe sex. Since most migrants are less familiar with the city and its healthcare systems, they tend to either defer seeking care when ill or visit unqualified local medical practitioners or return back to their hometowns which they know better. They prefer informal private providers (over formal public providers) owing to the ease in accessing them, flexible payment options and extended hours of service.

#### 6.6.1 Preventive Health Workshops

MSCs shall organize preventive health workshops and health awareness events for various groups of migrant workers on the following topics:

- Nutrition
- Family planning and birth control
- Cleanliness, hygiene and work safety
- Prevention of HIV/AIDS; Information on confidential testing centres & help-lines
- First aid methods

Several of these workshops may also include activities and exercises. For example, a workshop on nutrition could include a cooking demonstration on how to make nutritious meals within a reasonable budget; a session on cleanliness may be followed by a community drive to clean up the migrants' living spaces. Doctors, nutritionists, local health workers and social workers may be invited as resource persons during these workshops.

#### 6.6.2 Doctor visits and consultation

The MSC should engage the services of a General Practitioner and ensure that the Doctor is in the house for a minimum of 3 hours every day for consultation. The MSC could engage a lady doctor as well and ensure that the Doctors are available by rotation. The GP should be empowered to make Medical Certificates where necessary and prescribe medicines where and when needed. The doctor and the MSC should also be encouraged to keep a stock of commonly used medicines for ailments like stomach ache, fever, headache etc. and a first-aid box. The doctor(s) should also be linked with local hospitals for low cost recommendations/ admittance of migrant workers. In such cases that may need hospitalization, the MSC should refer patients to the nearby ESI Hospitals or Govt Hospitals for free of charge treatments.



### 6.6.3 Health Camps

MSCs shall organize Health Camps at the destination of migrants for various purposes, which include:

- **Basic health profiling and general diagnosis** – This would include blood group testing, hemoglobin levels, blood sugar count, white blood count, BMI, blood pressure etc. The purpose of these camps is to ensure that the migrants have their basic health data available in case of emergencies or accidents requiring blood transfusion or surgeries. {These camps also offer preliminary diagnosis on ailments faced by the workers. A system of referrals to other health care providers in case of more serious illnesses should be set up at these camps.} These camps and profiling must be done annually.
- **Specialized health camps focused on specific occupational diseases** – The MSC can bring together specific occupational groups such as construction workers, factory workers, head-loaders etc. and address occupational health issues faced by them. For instance camps could be organized to deal with ailments such as bronchitis and asthma commonly faced by construction workers, hearing disabilities common among factory workers and joint and muscle pains faced by head-loaders.
- **Health camps focused on women's health** – Given that more than one third of DDU-GKY alumni are females, health camps focused on their health issues can be organized. These camps could address issues of reproductive and sexual health, ANC's in case of expecting mothers, PNC's, birth control etc.
- **Immunization camps** – Health camps with a focus on immunizations can be organized for all groups of migrant workers and their families. Vaccinations of tuberculosis, typhoid etc. in addition to immunization of expecting mothers, new mothers and young infants can be a part of the agenda.

A health camp can be of varying scales. While general diagnosis health camps can be organized on a large scale at popular junctions with an average participation of 200-250 people, specialized health camps can be organized at a smaller scale (approximately 50-100 people per camp) near the working or living areas of migrants such as construction sites.

Health services require constant follow up, particularly in case of illnesses like TB or even in case of expecting mothers. It is recommended that a health camp be organized every 3 months with follow ups by the MSC staff in between. Immunization camps and women's health camps on the other hand can be organized more frequently with one camp every month.

The MSC shall tie up with doctors, diagnosticians and healthcare providers from Government hospitals and certified private doctors at destination, who can be available for an entire day. Specialized camps would also require the participation of relevant doctors such as Gynaecologists, ENT specialists etc.

Apart from providing basic healthcare services, MSC shall extend support to migrant workers suffering from major ailments and illness through linking them with other healthcare institutions located in the area. For example, MSC shall engage themselves in dialogue with local municipality which runs PHC, CHC and dispensaries in towns and cities. ESI hospitals provide free of cost treatment, medicines and surgeries to registered workers only who are working in factories/industries falling under Industrial Disputes Act. Charitable organizations like Lions Club and Rotary Club extend financial support to poor who needs to undergo surgery/operation for survival and they have blood banks which provide bloods to the needy in times of emergency. There is a provision in the State policy of almost all the destination States which prescribe the private and public hospitals (which are provided land at subsidized rates) to offer treatment to the poor at subsidized rates. The eligibility of availing such

benefit varies from State to State. MSC shall approach hospitals at destination for seeking support to provide free/subsidized treatment to the migrant workers who may not fall under the stipulated BPL definition but are suffering from severe deprivation.

The Help-Line Centre should be used to disseminate information about Health Camps, availability of Doctors etc., and aid the work of the Community Counselors in putting together members for meetings. The Help-Line may also be used as an Emergency contact point to energize Community Counselors in reaching candidates in a Health or Medical Emergency. The information record must be captured and referred to medical personnel immediately. However, the Help-Line is not a substitute for visit to the MSC and should not be used to give medical advice or prescribe any remedial actions like medicines etc. Such activity should be performed only by qualified medical experts.

## 7.







## 7. Value add Services of the MSC

Once the MSC achieves a strong pull among migrant rural youth as well as is able to populate and offer core services on a routine basis, the MSC could be expanded to offer the following services in addition.

### 7.1 Work Counselling

The primary object of the MSC lies in facilitating job retention and career progression. While each DDU-GKY PIA completes a work readiness module as part of training program, it is expected that the trainees will often require further counselling once they have joined work. This counselling is a preventive measure intended to reduce the incidence of drop-outs and ensure continued presence in the labour market. However, this counselling should be a need-based intervention and should not become a long arm of the SRLMs/SSMs. Its primary beneficiary remains the trainee and his or her interest.

#### 7.1.1 Work health Assessment

In the case of DDU-GKY trainees, the MSC should collect information from the Post-Placement Tracking (PPT) to identify vulnerable individuals and contact them frequently to assess their current work situation and work relationships. This assessment should be about the ability of the individual to accept work goals or targets, translate newly acquired skills into productive assets and build a sync between the organization's and personal financial and life goals. A sample of set of questions and possible achievements has been suggested in the MIS document below. It should be ideal to add job-role specific questions as well. In the case of non-DDU-GKY trainees/ migrant rural youth, the vulnerability could be determined through sampled interventions by the Community Counselors. Sampling should purposive based on job-roles and presence of large groups.

#### 7.1.2 Counselling Needs assessment

The MSC shall often engage with different organizations, employers and trainees or migrant workers to identify work related problems such as falling behind on targets or incomplete documentation etc. While such problems are minor, they can become causes for loss of job. Other area that affects work is home-sickness. Often these problems are only symptoms of a deeper problem. The Community Counselors must reach out to the trainees in their homes and provide immediate assistance. Listening is one of the key services of these community counselors. Once they have identified the problem, they must persuade the individual to visit the MSC and ensure that at the time of visit, the MSC has a few fellow trainees and a few alumni to facilitate in the counselling.

The Counselors must examine Work Goals, Relationships, Job Skill Requirements and Personal Financial Goals to identify the symptoms and/ or the problems. These are probing areas but a Guidance approach is identified in the MIS document.

#### 7.1.3 Counselling the individual

This is a problem-solution intervention. The MSC should try to engage the support of Trainers from relevant PIAs or subject matter experts to ensure that the trainees are guided and the solution is facilitated. Often, this solution will take a period in time to generate positive results. Interim, it is necessary that there is continuous contact with the trainee. A suggested example of the intervention:

- Intelligence: a group of trainees is planning to quit placement due to leader quitting
- Problem(s): poor references/ role-model for the entire group, not able to see the other side of the story, herd mentality.



- Desired Impact: retain as many as possible in the current placement
- Possible solution: introduce reference points of successful alumni where available who can create a parallel story or convert fence-sitters into continuing their earning ways. The alumni will serve to create a different and successful example by sharing their personal stories, the fulfillment of their aspirations etc.
- Action to be taken: a group counselling intervention at the MSC followed by individual counselling at home by Alumni and Trainer if needed. This counselling should completely be about how the alumnus has turned around his or her life and fulfilled several personal and familial aspirations through sticking it out at the placement.

### 7.1.4 Follow-up Intervention

This should be done by Alumni and the Community Counselors. A formal intervention in the MSC should be routinely followed up with visits at home at high frequency for the remainder of the calendar month. The MSC and its authorized representatives should endeavor to meet the trainee for 2-3 days each week during this period.

### 7.1.5 Documentation/ MIS

this process is an individual transaction that needs to be mined for Knowledge and later sharing with SRLMs/SSMs for inclusion in work-readiness training modules with PIAs/ necessary policy changes to enhance job retention and career progression. It is essential that this intervention be properly documented and shared with all stakeholders as it will be instrumental in identifying causes and effects of drop-outs.

Illustration 1: Typical MIS form

| <b>MSC</b><br>Work Counseling Intervention Record (WCIR)                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>REGISTERED TRAINEE</b>                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Trainee Unique Identity                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          | Job Role                                                                                                                                                                                                                                   |  |
| Trainee Name                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                          | Review Period                                                                                                                                                                                                                              |  |
| Employer – Name of Organization                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                          | Supervisor                                                                                                                                                                                                                                 |  |
| <b>IDENTIFY/ TACKLE WORK PROBLEMS</b>                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>PERFORMANCE GOALS AND OBJECTIVES</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your targets.</li> <li>– Work with your Supervisor to define and document your goals. Identify review period and success criteria.</li> <li>– Learn on-the-job</li> </ul>                       | <ul style="list-style-type: none"> <li>– Make certain defined goals and criteria are realistic. Renegotiate if necessary.</li> <li>– Self-review of progress on a daily basis</li> <li>– Informal progress review with Supervisor on a weekly basis</li> <li>– Manage time and Identify Outcomes</li> <li>– Prioritize outcomes (if possible)</li> </ul> | <ul style="list-style-type: none"> <li>– Review performance goals with Supervisor</li> <li>– Reprioritize work accordingly.</li> </ul>                                                                                                     |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>SKILLS AND KNOWLEDGE DEVELOPMENT</b>                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Understand the specific skills and knowledge needed.</li> <li>– On-the-Job training to build/ supplement skills.</li> <li>– Complete assessment of new skills acquired</li> </ul>                                    | <ul style="list-style-type: none"> <li>– Refresher on work or job skills required if not meeting productivity goals or targets</li> </ul>                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>– Identify skills upgrading for retention/ career progression. Plan a skill acquisition program with MSC/ PIA.</li> </ul>                                                                           |  |
| NOTES/ACTIONS                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| <b>WORK ENVIRONMENT/ RELATIONSHIPS</b>                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                            |  |
| Zero to 2 months                                                                                                                                                                                                                                              | 2 to 4 months                                                                                                                                                                                                                                                                                                                                            | 4-6 months                                                                                                                                                                                                                                 |  |
| <ul style="list-style-type: none"> <li>– Become familiar with your work environment/ specific outcomes</li> <li>– Build relationships with other workers in your department/ work area</li> <li>– Identify process owners and expectations thereof</li> </ul> | <ul style="list-style-type: none"> <li>– Build an effective team that collectively achieves the goals/ targets</li> <li>– Play multiple roles in teams (Gatekeeper, facilitator etc.) to enhance or sustain productivity</li> </ul>                                                                                                                      | <ul style="list-style-type: none"> <li>– Have a strong work and community network</li> <li>– Have strong relationships beyond work</li> <li>– Get to know the people beyond work who can become a support system for each other</li> </ul> |  |

## DDU-GKY

| PERSONAL GOALS/ FINANCIALS...                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Zero to 2 months                                                                                                                                                       | 2 to 4 months                                                                                                                                                                                                                                          | 4-6 months                                                                                                                                                                                                                       |
| <ul style="list-style-type: none"> <li>Identify short-term and long-term personal financial goals</li> <li>Have a clear plan of how-to use the money earned</li> </ul> | <ul style="list-style-type: none"> <li>Manage monthly income and all expenses</li> <li>Build some kind of savings or building assets (could be also consumption of durables etc.)</li> <li>Set-up a household (in case of family migration)</li> </ul> | <ul style="list-style-type: none"> <li>Start investing in oneself (skill acquisition or upgrading for career making)</li> <li>Contribute emotionally and financially to family / household income back in the village</li> </ul> |
| NOTES/ACTIONS                                                                                                                                                          |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| KEY PROBLEM IDENTIFIED                                                                                                                                                 |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| PROPOSED SOLUTION                                                                                                                                                      |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| COUNSELING NEED                                                                                                                                                        | COUNSELING TEAM MEMBERS                                                                                                                                                                                                                                | ACTION PROPOSED                                                                                                                                                                                                                  |
|                                                                                                                                                                        | Team Leader/ Coordinator:<br><br>SME:<br><br>Community Counselor/ Alumnus: [must]                                                                                                                                                                      |                                                                                                                                                                                                                                  |
| RECORD OF INTERVENTION VISIT 1                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| RECORD OF INTERVENTION VISIT 2                                                                                                                                         | BRIEF CONTENT                                                                                                                                                                                                                                          | OUTCOME                                                                                                                                                                                                                          |
| Date:<br>Time:<br>Participants:                                                                                                                                        | [Capture discussion in brief bullets]                                                                                                                                                                                                                  | [Capture discussion in brief bullets]                                                                                                                                                                                            |
| EXCEPTION REPORT (Closing of intervention)                                                                                                                             |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
|                                                                                                                                                                        |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| Report Prepared By:                                                                                                                                                    | SRLM/ Skills Mission                                                                                                                                                                                                                                   | PIAs/ Trainers                                                                                                                                                                                                                   |
| Date:                                                                                                                                                                  |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |
| Time:                                                                                                                                                                  |                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                  |

**Note:** For problems identified, it will be good to refer to DDU-GKY SOPs for Drop-out Category information and enter the same code where applicable. If the trainee drop-outs despite the intervention, it should be recorded so in the Exceptions section

The completed MIS document must be shared with SRLMs/SSMs the PIAs/ Trainers. It should also be suitably inserted into the DDU-GKY MIS and ERP system where possible/ applicable.

The Help-Line Centre should be used to disseminate information, aid the work of the Community Counselors in putting together members for meetings and capture initial information of all members calling in desirous of availing this service. The Help-Line should also be used in offering timely advice or counsel on work-related issues as well. All the Call agents must be trained in counselling interactions and should act as the first point of contact on behalf of the MSC in the Work Counselling service. The Help-Line/ Call Centre could also be used as a Multiplying resource in all matters related to Work Counselling, however, must not be used to create contact or interface with employers. All such interactions must be transferred to relevant officers of the MSC or SRLM or DDU-GKY Skills Missions as deemed fit. The SRLMs or DDU-GKY Skills Missions may further identify or detail the scope of activities to be performed by the Help-Line/ Call Centre in this regard.

## 7.2 Access to Placement services, Urban labour markets and learning opportunities

DDU-GKY is keenly oriented on job retention and career progressions for its trainees. Career making is the result of several knowledge and skilling inputs, each growing with time. The individuals. Absence of career making initiatives often result in drop-outs from the system. Further education is one of the most commonly cited reasons. It is symptomatic of a deeper dissatisfaction with the job-role or disconnect between personal job aspirations and actual job-role post training. In this respect, DDU-GKY understands that creating opportunities for lateral movement is a must to retain youth in earning ways. Lateral movements primarily are in terms of:

- Suitable alternative placements in the Urban labour market that lead to growth
- Suitable opportunities to study while working which will lead to growth in career or access to better jobs over time

### 7.2.1 Access to Placement Services (Urban labour markets)

Most often migrant rural youth who are exploited in a job find themselves with no option but to return to their native villages. This further results in problems - one, there are no or limited avenues to employ their newly acquired skills in villages, and two, such returns affect their abilities to find newer jobs and retain those jobs as employers become wary on account of uncertainty.

This return also denies earning ways for the youth and results in a throw-back into poverty or other semi-skilled or unskilled work roles. This completely wastes the entire investment DDU-GKY makes in the individual.

Limited access or no access to the developed urban labour market is one of the biggest reasons behind this reverse migration (both geographically and economically). This is a preventable reversal which is purposed to be addressed by the Placement services of the MSC.

The MSC should invest in building linkages with the local industrial, Small and Medium Entrepreneurial landscape of the urban environment and identify placement opportunities for several trades of DDU-GKY's trainees and other migrant workers. It should then identify and build a relationship with a placement agency or consultant who specializes in blue and rust collar placements. It should also identify a day in the month for a 'Placement Mela' or 'Job Fair' to ensure that those migrants who no longer have a job or even those looking to change to rise in their respective careers have the opportunity to do so. This facilitation or lateral movement in job is proposed with the view that it will be easier to retain migrants in earning ways through different or more suitable opportunities and at the same give better opportunities in the local labour market for those deserving of it.

#### 7.2.1.1 Stakeholders of the Placement Mela or Job Fair:

- **Placement agent or counselor:** an experienced professional recruiter with adequate local access to the labour market, the placement agent or counselor should be an external resource who finds employers and jobs for the DDU-GKY trainees and other migrant labour.
- **Employers:** employers should also be encouraged to engage with the MSC to identify jobs. In the Placement Mela, employers should be able to make a pitch for the most suitable candidates by presenting their respective companies, business practices and HR policies.
- **MSC:** besides being the facilitator of the platform, the MSC should play a large role in negotiating the job on behalf of candidates, ensuring they get a better deal and their rights and entitlements are honored. The MSC, through its officers, should also help the candidate transition from one employment to another, with all necessary shifting of personal and financial assets (like PF or Pension investments, Bonuses etc.).

- **Community Counselors:** mobilizing suitable candidates from among the registered members of the MSC becomes the responsibility of the Community Counselors. They should conduct meetings at labour 'nakas' and use other means of IEC to ensure that they attract the right talent for the Placement Mela. However, care must be taken to ensure that workers who enjoy good relationships and advantages in their current placements are not encouraged to jump ship for a small raise in monthly income. The Community Counselors should strike the right balance in identifying the deserving without breaking the career rhythm of those well-placed.

### 7.2.1.2 Promoting the Placement Melas or Job Fairs

The primary task is to identify a particular day each month for the Placement Mela. Once the day is appointed, then mobilizing for the Mela should be one-to-many interpersonal communications as the primary medium. Labour meetings at labour 'nakas', posters at the MSC, posters in labour colonies should be information media. The messaging should be about the jobs available and the kind of candidates being sought. Care must be taken to ensure that currently successfully placed trainees are not disturbed from their current placements.

### 7.2.1.3 Implementing the Placement Mela or Job Fairs

The Placement Mela should be for a planned day each month. It should be timed convenient for both the workers as well as agents and employers. For instance, it could be planned for the last Sunday of each month, from 4 pm to 7 pm to ensure maximum attendance. It should be done in the large Multi-purpose Hall. Employers could be allotted time slots of 15 minutes each to present their organizations and job roles, followed by 15 minutes for candidates to volunteer for the job role called for. The job offer must be confirmed with an Offer Letter. The Offer Letter must contain the proposed salary (with complete break-ups where needed) and other particulars like number of working days in the month, timings as well as list expectations on behalf of the employers. Each such Offer Letter must be counter-signed by the Community Counselor.

### 7.2.1.4 Transitioning from one job to another

Usually, workers stop attending one organization and join the next from the next working day or as convenient. Such shifts result in lots of losses to both, existing employers as well as the workers themselves. The MSC should intervene and build a healthy process to ensure that the transition is completed smoothly. Some of the interventions possibly are:

- Ensure that there is a proper Notice of termination given to the current employer, this could be for 3 weeks to ensure smooth transition.
  - i. In the first week, confirm the veracity of the job Offer by examining the Offer Letter, visiting the job site and review the working conditions, engage with existing workers at the job site to get inform feedback on company and its working policies
  - ii. In the second week, ensure that all documentation is completed to facilitate the transition (shifting of PF, Pension funds etc., closing of pending dues and claims). All the documentation for the transition must be completed by or under the supervision of the Community Counselors.
  - iii. In the third week, confirm the transition to the current employer and that the trainee/ candidate completes the period of Notice and the last day of working. It is necessary to ensure that all dues are cleared on or before the last day at work.

- iv. In the fourth week, join the candidate to the new workplace to identify routes, transport timings and services, work timings and ease of commute. The Community Counselors should facilitate the gathering of this information and ensure that the candidates are well prepared to travel to the new work place. The candidates must also be counseled prior to joining work and introduced to alumni already working in the new workplace. This is to ensure that the candidates have linkages at the new workplace prior to joining.
- v. In the fourth week, confirm the transition to PIAs, Trainers, CTSA's and SRLMs/ Skills Missions to update databases. This is essential to facilitate Post-Placement Tracking of candidates of DDU-GKY.
- vi. In the fourth week, if the new workplace demands a shift of residence, facilitate shifting, similarly as when supported initially for the candidates on their arrivals to the city/ industrial belt.

#### 7.2.1.5 Documenting Transitions

The following template could act as the suggested MIS (however, this should be in compliance the prevalent DDU-GKY MIS system)



Illustration 2: MSC Change in Employment Record

| Name of Candidate | Parent's Name | Aadhaar Card No | Tele-phone no | Current Employer's details |                                    |                      |          |                             | Reason for Change | New Employer's details |                           |                      |          |                               |
|-------------------|---------------|-----------------|---------------|----------------------------|------------------------------------|----------------------|----------|-----------------------------|-------------------|------------------------|---------------------------|----------------------|----------|-------------------------------|
|                   |               |                 |               | Name of Em- ployer         | Address of Employ- er/ Work- place | Name of Super- visor | Job role | Monthly Salary (CTC) in Rs. |                   | Name of Em- ployer     | Em- ploy- er/ Work- place | Name of Super- visor | Job role | Month- ly Salary (CTC) in Rs. |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |
|                   |               |                 |               |                            |                                    |                      |          |                             |                   |                        |                           |                      |          |                               |

**Some Do's:**

- ☑ Understand the desired profiles for jobs prior to planning the campaign
- ☑ Meet the relevant people by attending the relevant labour nakas
- ☑ Prior to the Mela, ensure that the process of selection is known and clear to all the individuals
- ☑ Ensure that all documentation is complete available (Contracts, Identification etc.)
- ☑ Participate in negotiations (job role, pay and career progression)
- ☑ Ensure that a proper Notice period is given and completed, and the transition is completed as planned with the candidates joining the new workplace as committed
- ☑ Ensure that all documentation needed for the transition is completed prior to the transition is effected
- ☑ Ensure that there are linkages (alumni and potential friends) for candidates in the new workplace prior to joining
- ☑ Ensure that work related information is completed with all stakeholders and all stakeholders are connected to the candidate as needed

**Some Don't's:**

- ☒ Do not use mass media. The MSC placements is a tool to reduce drop-outs, not to increase mobility or induce whimsical shifts amongst successful trainees
- ☒ Do not encourage shifting of jobs and roles prior to completion of the first 3 months. This is to ensure that Placements are confirmed prior to changes in workplace or jobs
- ☒ Do not encourage informal engagements or transitions

The Help-Line/ Call Centre is NOT to be used in the context of Placements or access to labour markets. While it may be used to aid the work of the Community Counselors in contacting members who have already registered with relevant officers of the MSC with regard to Placements, it will not even be used as a source of information dissemination. It is expected that the Help-Line will remain a service to encourage job retention but not be used frivolously to access new jobs.

### 7.3 Access to further education opportunities

Most of the migrant workers are likely to have completed a skill-training program prior to joining work. Some of them may be joining work very early, even before completing schooling. Some of them could be drop-outs from school in various years, right from primary to senior secondary. On the other hand, some of them could also be graduates or pursuing graduation through distance education. That said, all of them share a common ambition and perception, that completing higher education is necessary or essential to get better, more secure and paying jobs. This often results in workers quitting jobs to complete their studies. In some cases, it becomes necessary that candidates acquire further qualifications to achieve career progression. The MSC must facilitate the acquisition of further qualifications without harming the work cycles or current placements to ensure that candidates can realize their ambitions or aspirations as well as remain eligible in the labour market and in earning ways. Some of the services that should be offered to facilitate lateral movement or parallel acquisition of qualifications are:

### 7.3.1 Linkages to Open Schooling where available

Linkages must be developed with open schooling system to facilitate the completion of a relevant school year where needed, to ensure that the candidates can access further education opportunities that might come in their way of career and growth or as per their ambitions and aspirations. These should be for significant milestones only, like Matriculation or Inter-mediate or School Leaving Certificate examinations. Open schools require documentation effort and entrance tests (in some cases) prior to enrolment. The MSC should facilitate the same by assisting in procuring the necessary completion certificates and transfer certificate from school attended by the candidate prior to skill training and job working. This could be done through the concerned SRLM or Skills Missions team or the MSC at the Source (if put in place). The process could be as follows:

- Once the linkage is completed, inform relevant candidates of the opportunity (registering and completing a school year) to candidates and workers through labour meetings, get-togethers or orientation meetings at the MSC etc. This should be done sufficiently in advance (60 days prior to commencement of the school year) to ensure that candidates can make up their minds as well as adequate time to complete all the documentation needed for the registration.
- Facilitate enrolments through supporting the documentation as well as counselling to setting right expectations prior to the beginning of the school year.
- Confirm registrations and freeze batches of 5 where applicable. This is to ensure that all registrants can form study circles and work with each other to complete all the requirements of the school year.
- Inform and engage all stakeholders (primarily the Community Counselors and the Trainers of relevant PIAs) to ensure that the candidates can seek help and get adequate support during the school year to complete the planned qualification.
- Inform employers to ensure that the candidates can be given a study leave prior to their final examinations or year-end examinations. This is to ensure that the candidates do not have to leave the current employment just to find time to complete their school year.
- Facilitate the taking of the examination with sufficient follow-ups on Admit Cards, test-taking and preparation
- Get results information and ensure that all those who successfully completed the school year get the necessary Certificates/ documents to confirm the achievement. The MSC could also hold a small graduation ceremony for all successful candidates at the centre. This would also ensure that other candidates will be encouraged to fulfill their respective ambitions/ aspirations.

### 7.3.2 Linkages to Distance Education with recognized Universities for Degree or Diploma programs

The MSC should develop suitable linkages to reputed and recognized Universities from its home state to offer access to Distance Education opportunities to its registered members and other migrant workers. The MSC should facilitate the setting up of a Study centre at its premises if space permits and ensure that candidates are adequately facilitated in acquiring learning qualifications without disturbing their current work engagements and earning ways. The study centre once setup should be adequately publicized among the members of the MSC. Similar to its role in the Open Schooling,

the MSC should facilitate in registration, documentation, taking of examinations etc. The MSC should also encourage the making of a library to ensure that candidates have access to adequate learning material and course books. The candidates themselves must be encouraged to contribute books to the library once they have used them.

### **7.3.3 Provision of a library in the premises of the MSC**

The MSC may establish, in conjunction with National Open School and / or affiliated Universities/ Community Colleges, a relevant library with curricular books to aid the migrant workers in taking up additional study programs. The library may be set-up as a regular library with a minimum inventory of 3 copies of each such book as advised in its shelves, in a properly classified manner that is loaned to registered members only. The Help-Line Centre may be used to keep track of the books on loan, returns etc. to ensure that all registered members have equal access to the library and books.



## 8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres





## 8. Quality Checks, Managing Programme Information (MIS) and Documentation at the Migration Support Centres

For a MSC to operate effectively and efficiently, it will require good quality checks from the start – a performance monitoring system with clear indicators, a robust management of programme information and most importantly an elaborate system of documentation at the Centre level. DDU-GKY has a robust internet-enabled workflow driven MIS which is able to integrate programme information across PIAs. A website dedicated to DDU-GKY interventions and its online reporting exists by the name of [www.ruralskills.in](http://www.ruralskills.in). Efforts shall be made to integrate access-to and reporting into the MIS portal/database maintained by the DDU-GKY, with access controls shared with the respective SRLMs. Such integration shall enable further synergies within the programme activities.

This section establishes the framework of quality management, monitoring and tracking of program information with the help of an MIS and background documentation.

### 8.1 Documentation requirement at the Centre

To enable smooth operations at the Centre, it is important to keep records of all activities undertaken at the Centre, services provided and linkages pursued for migrant communities. The type of documents required at the Centre can be broadly categorized into four – formats, reports, registers and lists generated on a monthly basis. These documents also form the basis of information to be filled in the migration programme MIS and need to be maintained with utmost rigour.

### 8.2 Performance Monitoring Indicators

The multi-activity nature of the MSC mandates the performance indicators to reflect adequate diversity. Each of the core services be it registration, post-training/placement support or legal aid, entails a series of activities and requires a number of process-checks. The indicators provided herein are developed specific to each core service and help track outputs, process efficiency in service delivery and finally the desired outcomes. Inputs are also provided on the monitoring systems that can be instituted which help in tracking of the given indicators. Table below provides details on the service-wise monitoring indicators and monitoring systems:



Table: MSCs - Output, Outcome Indicators and Means of Verification

| Interventions/<br>Services                                                             | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                      | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Programme Outreach and relationship with stakeholders                                  | <ul style="list-style-type: none"> <li>Number of labour nakas/ work sites/ migrant habitations covered, based on suggested number</li> <li>Footfalls at the centre per month</li> <li>Regularity in outreach events, based on the suggested number</li> <li>Regularity in capacity building events for volunteers, based the suggested number</li> </ul>                                                    | <ul style="list-style-type: none"> <li>Demand of services (Ex. IDs) through walk-ins</li> <li>Partnership of PRI representatives, block officials, labour department in centre activities.</li> <li>Participation of volunteers in delivery of services to the community</li> <li>Creation of support systems for migrants that they access in need</li> </ul> | <ul style="list-style-type: none"> <li>Programme MIS</li> <li>Footfall registers</li> <li>Monthly team review meetings and its records</li> </ul>                                                                                                                                  |
| Worker Registration & Photo ID service                                                 | <ul style="list-style-type: none"> <li>Number of registrations –monthly/quarterly</li> <li>Gap in application received and IDs issued</li> <li>Gap in IDs issued and IDs disbursed</li> <li>Percentage of migrants registered (registered migrants/total migrants)*100</li> <li>% of women migrants registered</li> <li>% of inter-state migrants registered</li> <li>% of walk-in registrations</li> </ul> | <ul style="list-style-type: none"> <li>Creation of a database of migrant workers</li> <li>Reduction in identity related harassment in transit, in cities</li> <li>Access to basic services at the destination</li> </ul>                                                                                                                                       | <ul style="list-style-type: none"> <li>Monthly program MIS</li> <li>Internal and external audits of registration forms</li> <li>Documentation of cases on usage of photo IDs</li> <li>Monthly programme review meetings</li> </ul>                                                 |
| Post-Training/ Placement Tracking & Support Investigations (Qualitative research only) | <ul style="list-style-type: none"> <li>SRLMs/ Skills Missions and PIAs to provide information on:</li> <li>Number of youth followed up per quarter</li> <li>Alumni drop-out ratio (from placements)</li> </ul>                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Increase in income post-training</li> <li>Increase in man-days of employment</li> <li>Increased access to social security benefits</li> <li>Increased stability in income and employment cycles</li> <li>Better integration in urban labour markets</li> <li>Improved confidence levels and bargaining power</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation at every stage of service</li> <li>Periodic follow-up of trainees</li> <li>Case studies on impact of training &amp; placement</li> <li>Monthly programme review meetings</li> </ul> |

| Interventions/<br>Services                                | Output & Efficiency Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Outcome/Impact Indicators                                                                                                                                                                                                                                                                                                                                   | Means of Verification/<br>Monitoring Systems                                                                                                                                                                                     |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legal Aid and<br>Literacy                                 | <ul style="list-style-type: none"> <li>Number of cases registered per month (refer Table 5, for benchmarks)</li> <li>Number of workers reached out to</li> <li>Ratio of Legal Cases Resolved/Registered</li> <li>Nature of cases – ratio of inter versus intra-state</li> <li>Type of cases processed – payment, accident etc.</li> <li>Monthly case processing efficiency</li> <li>Size of disputes addressed</li> <li>% of women workers serviced</li> <li>Number of workers reached out to through legal literacy</li> <li>Number of Haziri Diaries disbursed</li> </ul> | <ul style="list-style-type: none"> <li>Amount of compensation facilitated through the centre</li> <li>Access to fast legal recourse for workers</li> <li>Awareness on labour rights and entitlements</li> <li>Improved account keeping and documentation of work by migrants</li> <li>Increased visibility of labour disputes in informal sector</li> </ul> | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Systematic documentation of cases/ processes followed</li> <li>Follow-up on impact</li> <li>Monthly programme review meetings</li> </ul>                   |
| Financial<br>Inclusion and<br>Social Security<br>Linkages | <ul style="list-style-type: none"> <li>Number of bank linkages per month</li> <li>Number of insurance, pension linkages per month</li> <li>Number of financial literacy events organized per month and participants reached out to</li> </ul>                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>Value of benefits leveraged from insurance, pension, labour welfare schemes</li> <li>Improved linkages to formal financial system</li> <li>Increase in savings</li> <li>Access to safe saving options and reduction in fraud, cheating by contractors/ employers</li> </ul>                                          | <ul style="list-style-type: none"> <li>Monthly programme MIS</li> <li>Case documentation on usage of banking services and its impact</li> <li>List of benefits facilitated</li> <li>Monthly programme review meetings</li> </ul> |

### 8.3 Programme MIS

All tasks and programme specific activities shall be systematically recorded and monitored through a comprehensively structured MIS, which can feed into and interface with the Programme MIS of DDU-GKY. The MIS shall use standard templates designed specifically for each of the interventions and tasks mandated to the MSC,

The programmatic information is managed with the help of an MIS, where information is collected on a monthly basis. The MIS uses a standard template designed to facilitate data-sharing. It covers all the core services offered by a migration support centre. Each of the core services have been divided further into the finer processes/chain of activities involved in their delivery. The MIS has been developed as a self-evaluation tool, which not just helps in monitoring quantitative achievements but also helps the team analyze where the gaps lie in management and implementation of the program and address them promptly.

An illustrative set of formats depicting the programme MIS is presented as part of the Annexure 3 to this Framework.

All MIS will be individual centric. There will be a basic Master Database of all registrations. Every transaction or intervention performed at the MSC will be recorded as Transaction under the individual's master record. So will be exceptions (like labour meeting missed, health camp missed etc.). The individual's record should be a compilation of Transactions and Exceptions.

If a candidate features an Exception report on 3 consecutive occasions, the MSC Counselors should seek out the individual and investigate for the cause. All such reports must be shared with the SRLMs/ Skills Missions and respective PIAs.

### 8.4 Performance Monitoring

One good way to capture the effectiveness of the centre – whether its services are being valued by the community, is to keep a track of the number of people visiting the centre, i.e. the footfalls. A register can be maintained and record kept for capturing the incidence of footfalls and the purpose of visits made to the centre by workers and their families. Footfalls can reflect very well, whether the services offered by the centre are reaching out to the target group sufficiently and are benefitting them. They can actually serve as a litmus test for the credibility and relevance of the intervention, as judged by the target community.

With that said, footfalls are not the sole indicator of effectiveness. The Centre team must engage in a regular reflection and self-evaluation exercise to understand whether they are being effective. It should take regular stock of - which services are doing well and which ones are lagging behind. Only a reflective team, which adapts its intervention to respond to the changes in its strategic environment and more importantly the needs of the community, can determine the success of the Centre.

Illustration: For a centre which is three years old the model coverage considered is 10,000 to 15,000 workers. Given this coverage here are some useful service-wise indicators to facilitate reflection and analysis on the effectiveness of the Centre:



## MSC - Coverage Benchmarks and Quality Checks

| Service/Indicator                         | Desired Coverage                                                       |                                                                                   |                                                                             | Remarks                                                                                                                                                                 |
|-------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                           | 1 year                                                                 | 2 years                                                                           | 3 years                                                                     |                                                                                                                                                                         |
| Footfalls                                 | 100-125 pm                                                             | 150-200 pm                                                                        | 250-300 per month                                                           |                                                                                                                                                                         |
| Registrations                             | 1,000-1,500                                                            | 5,000-6,000                                                                       | 8,500-10,000                                                                | IDs through walk-in 35-40% of total                                                                                                                                     |
| Legal Aid                                 | 25-30                                                                  | 100-125                                                                           | 200-250 disputes registered                                                 | Resolution rate – 60%, Monthly case processing efficiency – 80%                                                                                                         |
| Legal Literacy                            | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Financial Inclusion and Social Security   | Pension 250-500<br>Insurance-200-350<br>Worker welfare boards -500-750 | Pension -1,000-1,200<br>Insurance – 800-900<br>Worker welfare boards -1,500-2,000 | Pension – 2,000<br>Insurance – 1,500<br>Worker welfare boards – 2,500-3,000 | The desired minimum renewal rate for different schemes are – Pension (75-80%), Insurance (60%) and Welfare boards (75-80%) Welfare boards – for construction and others |
| Financial Literacy                        | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Health Camps                              | 1,500-2,000                                                            | 3,000-4,000                                                                       | 5,000-6,000                                                                 | 2-3 camps per month, may vary in size                                                                                                                                   |
| Health Literacy                           | 900-1,200                                                              | 1,800-2,400                                                                       | 3,500-4,000                                                                 | 3 events per month                                                                                                                                                      |
| Alumni meet/ Youth Interaction/ Job Fairs | 750-1,000                                                              | 1,500-2,000                                                                       | 2,500-3,000                                                                 |                                                                                                                                                                         |

## 8.5 Monitoring Systems

The primary responsibility of instituting and managing a rigorous monitoring system lies with the Centre coordinator and associate coordinator. The Framework lay out elaborate checks or benchmarks to assess the performance of the centre. Here are some enabling conditions that the Centre must have as part of its programme monitoring system –

- Documentation of all the activities performed by the Centre, under the supervision of the coordinators.
- Maintenance of a programme MIS capturing monthly activity and service delivery details.
- Periodic audits of the registration formats and documents maintained at the centre. The Centre team shall include the target community and volunteers for this purpose as well.
- Monthly review meetings to assess progress, identify gaps and planning for improvement.
- Monthly, half-yearly and annual reports of the activities performed by the Centre and its achievements.



## Annexure 1:

### Nature and Constituents of Migrant Support Centres at Source

A Migration Support Centre at the source is very similar to that at the destination. However, key strategies of outreach and advocacy may differ significantly due to the presence of families of migrants at source as well as availability of migrants during specific periods. Similarly certain services form the core of MSCs, with additional services that are unique to the source.

#### Role of the Migration Support Centre at Source

In addition to the services rendered at MSC at destinations, the Centre at source also plays a key role in building trust among the (prospective) migrant community. A visible presence in the area of their origin lends credibility to migration services offered both at source and destination. While the key roles of the MSC at source remain the same as that in destination, a distinct feature is their ability to reach out to three additional target groups, namely: (a) Families (family members) of migrant workers who are left behind at the instance of migration; (b) Youth at the threshold of migration; and (c) Returnees (or return migrants).

Hence services and outreach strategies suited to each of these groups result in a perceptible difference between MSCs at source and destination.

#### Structure and location of MSCs

MSCs at source may be located at the block level, typically covering a radius of around 30 kms. In order to reach out to far flung panchayats in more remote locations, the MSC may set up sub-centres in these areas. In general the structure and staffing of MSCs at source is similar to that of destination.

Several volunteers and support groups at source, may not necessarily be migrant workers and could include college students, shopkeepers, influential persons locally as well as wives of migrant workers.

#### Understanding the Nature of Migration from the Region

Unlike destination surveys, the incidence of migration from a particular source area can be more easily captured. Panchayat level census surveys which cover every single household in a given panchayat provide relatively accurate estimates of migration from the region, in addition to occupations, work sectors and destinations. Panchayat level surveys can then be aggregated at the block level to provide estimates on migration incidence from the region.

#### Services, Outreach and Activities at Source

Services that MSCs at source may focus on in addition to core migration services are:

- Organising and empowering left behind families of migrant workers to enable them to access their entitlements and manage male absence
- Providing longer term skill training opportunities to youth on the threshold of migration
- Engaging with returnees through skill building programmes focusing on entrepreneurial trades and developing entrepreneurial traits
- Financing occupation shifts and enterprises of these returnees

**Outreach activities by source MSCs also benefit from the availability of workers and their families for longer durations compared to destination MSCs. Some outreach activities that can be undertaken by source MSCs are:**

- **Integrated Outreach Campaigns** – These campaigns can last for 2-3 days particularly in newer panchayats or villages. Once the Centre's identity is established in these areas, campaigns may be conducted with reduced frequency. i.e. once in six months.
- **Destination Visits** – Building trust among communities is relatively easier at the source end and hence

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destination visits by team members from the source MSC help in enhancing services at both ends of the migration journey.

- **Local Government Campaigns** – Local Governments often organize campaigns such as “Prashasan Gaon ke Sang”, wherein Government officers from various departments are brought together under one roof in order to enable quick access to their entitlements. Participation by the MSC in such campaigns can create greater visibility of the MSC in source communities and also enable linkages to migration services.
- **Public Hearings** – Jan Sunvai’s or public hearings are an effective means of bringing together communities on common issues faced by them. A detailed description of public hearings is provided below:

### Public Hearings

Objective: Public hearings provide a platform for migrants and their families to discuss anxieties and challenges faced by them. These hearings also help create greater visibility of the migrants, bridge the gap between them and the administration and create accountability of public servants.

#### Preparing for a Public Hearing:

- Finalise an agenda/theme – Public hearings can be used to address a variety of issues such as labour disputes, availability of work under MNREGS, village level issues such as functioning of schools, anganwadis, PDS systems etc. However, it is best to have a focused agenda for the hearing and accordingly determine its location, participants and scale.
- Documenting Cases and Stories – According to the theme of the public hearing, a set of cases and stories shall be systematically documented and compiled, particularly in a manner that is easy for administrative officers and policy makers to read and understand. This should include a small summary of the case as well as a more detailed annexure with evidence and follow ups. The stakeholders in these cases shall necessarily participate in the hearing and discuss the case. For instance in case of a wage settlement dispute, the details of the case and parties involved should be documented, along with copies of available evidence. Both the workers and the contractor/employer involved in dispute must be present at the hearing.
- Logistics – The date and timings of the public hearing must be finalized keeping in mind local holidays, festivals and availability of workers and public officials. A suitable venue for the hearing shall have adequate ventilation, drinking water and sanitation facilities. Other arrangements include: (i) tea and refreshment; (ii) microphone and loudspeakers; (iii) transportation for workers from far-flung areas; (iv) photographers; and (v) IEC material.
- Invitations – All concerned stakeholders shall receive prior intimation about the date, location and timing of the public hearing. In case of public officials, regular follow ups may be needed to ensure their participation.

#### Target participants:

In addition to migrant workers and their families, the following stakeholders may participate in the public hearing, (keeping in mind the overall theme and their relevance): (a) Local administration such as PRI members, BDOs, SDMs, District officials and Labour department officials; (b) Police administration; (c) Media persons; (d) Other NGOs whose work may be complementing or relevant to the overall theme/ some specific cases; and (e) Key persons and respected members of the community.



**Expected outcomes and follow-ups:**

- Redressal of select cases with assistance of local administration present at the hearing
  - Greater awareness among the community about their rights.
  - Building trust among workers and encouraging them to be vocal about issues that they were earlier reluctant to discuss
  - Sensitizing the administration, and building ties for future assistance and advocacy efforts
  - The MSC shall follow up on assurances made by the administration during the hearing.
-

## Annexure 2

### Diversifying Financial Support for MSCs

Given the high potential to impact the labour market through migration support services, there is now a growing body of organisations and agencies that have expressed interest in funding and supporting migration support/ facilitation services. Furthermore existing fund sources within the Government departments are also of relevance to specific services for migrant workers. Based on the type of service or category of migrant workers being reached, the MSC may approach departments such as the Tribal Welfare department, Minority affairs department etc. These are potential avenues that MSCs may explore in order to widen the ambit of their services and reach out to migrant workers in addition to existing alumni in select locations. Moreover certain services already have existing revenue streams which may be altered, given the context in which the MSC operates.

The following table highlights potential fund sources for each service offered by the MSC along with a description of revenue streams:

| Service                   | Potential Fund sources                                                                                                                                                                                              | Revenue Stream (Existing/Potential)                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity and Registration | Integration with Aadhar - a possibility                                                                                                                                                                             | Existing revenue of Rs 15 per card. This may be reviewed depending upon the costs incurred and the ability to pay                                                                                                                                                                                                                                                                                   |
| Legal Aid                 | District Legal Services Authority under the Legal Services Authorities Act, 1987 - They have a provision to support grass roots paralegal workers                                                                   | Currently no revenue from legal aid services (i.e. for-free service), however the MSC may consider charging a small fee for facilitating settlement of disputes                                                                                                                                                                                                                                     |
| Financial Inclusion       | <ul style="list-style-type: none"> <li>Almost all banks provide funds under 'Priority Sector Lending'</li> <li>Bank CSRs may be approached for grant funding for promotion of social security products</li> </ul>   | Most financial services have existing revenue streams in the form of 'fee incomes'. This may be negotiated with respective service providers, based on the number of migrants to be covered.                                                                                                                                                                                                        |
| Healthcare                | <ul style="list-style-type: none"> <li>NRHM and its associated schemes such as JSY</li> <li>Free medicines for illnesses such as TB</li> <li>RSBY as a tool of health financing</li> <li>Doctor Consults</li> </ul> | <p>Health fees may be subsidized in a manner such that at least the cost of medicines and basic medical tests are covered. The rest may be subsidized through linkages with existing government departments and schemes.</p> <p>Also, Consultant Doctors may be offered for a subsidized fee, suggested as Rs. 50 per visit. This may be revised from time to time depending on access or usage</p> |

In addition to the above, the MSC could consider revenue linkage to some of the services provided to candidates and employers as stakeholders. Some of the services are listed below:

| Service                                                                     | Potential Fund sources                                                                                                                                                                                                                         | Revenue Stream (Existing/Potential)                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Train/ Bus Ticketing                                                        | Facilitated by the Computer Centre through <a href="http://www.irctc.co.in">www.irctc.co.in</a>                                                                                                                                                | The MSC could charge a small transaction fee to each migrant worker for tickets, linked to the ticket value                                                                                                                                       |
| Rental of Dormitory services to PIAs for up to 15 days (inclusive of meals) | DDU-GKY PIAs could be offered Dorm for their placed candidates for the 15 days for a fee. The services should include Bed and 1 full meal each day                                                                                             | A minimum of Rs. 150/- per day for each candidate could be charged to ensure viability for the MSC                                                                                                                                                |
| Space rental to Bank for ATM/ Sales Counter of financial products           | Nationalized banks or other private banks of repute which have branches in both source and destinations could be offered space for ATM and manned customer sales or support centre                                                             | Banks often pay Rs. 25,000/- per month and more for renting space for ATMs. The MSC should charge a similar amount or applicable market rates for renting out space. This should not be linked to any numbers in terms of registered members etc. |
| Space rentals for Events linked to the services offered by the MSC          | <ul style="list-style-type: none"> <li>Space Rental to Financial Services Agents/ Organizations for Day Camps</li> <li>Space Rental to Placement Agent</li> </ul> Space Rental for University Study Centre offering Distance Learning Programs | Space Rentals should be linked to applicable market rates (Per Sq. Ft.) and offered to interested public or private organizations. All such contracts entered into must be valid under Contract Act, 1956 and should be for a reasonable period.  |
| Space Rentals for Support Services to migrant workers                       | <ul style="list-style-type: none"> <li>Space Rental for a Fair Price Shop</li> <li>Space Rental for Remittance Vendor/ India Post (as a remittance agent as well as postal services)</li> </ul>                                                | Space Rental at applicable market rates be offered to relevant service providers and/or private brands. However, it is suggested that space be offered to India Post at no cost.                                                                  |

When the MSC will start generating such monthly revenues, it should be first used to generate adequate staffing and build necessary linkages. Then the MSC should build scale of operations and offer better quality of services to migrants. Amortization should follow once the MSC is capable and ready to manage services for its proposed full capacity of 5,000 to 10,000 candidates.

## Annexure 3

### MIS formats

Illustration 1: Programme coverage and status – Activities and Services delivered by the MSC

|                             |                                                                  | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-----------------------------|------------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach<br>(In nos.)       | Footfalls                                                        | X      | X      | X        | X             |
|                             | Campaigns                                                        | X      | X      | X        | X             |
|                             | Destination/Source visits                                        | X      | X      | X        | X             |
|                             | Training events for volunteers                                   | X      | X      | X        | X             |
| Registration                | ID cards Issued                                                  | X      | X      | X        | X             |
| Legal aid                   | Total disputes registered                                        | X      | X      | X        | X             |
|                             | Total disputes resolved                                          | X      | X      | X        | X             |
|                             | Total Compensation facilitated                                   | X      | X      | X        | X             |
|                             | Legal literacy [no: of events]                                   | X      | X      | X        | X             |
|                             | Legal literacy [total participants]                              | X      | X      | X        | X             |
| Social security<br>linkages | BoCW linkages                                                    | X      | X      | X        | X             |
|                             | Insurance linkages                                               | X      | X      | X        | X             |
|                             | Pension linkages                                                 | X      | X      | X        | X             |
|                             | Social security claims settled                                   | X      | X      | X        | X             |
|                             | Amount settled                                                   | X      | X      | X        | X             |
|                             | Linkages at destination<br>[PAN/Voter ID/PDS/Driving<br>license] | X      | X      | X        | X             |
| Financial<br>Inclusion      | No: of bank linkages                                             | X      | X      | X        | X             |
|                             | Financial literacy                                               | X      | X      | X        | X             |
|                             | Financial literacy participants                                  | X      | X      | X        | X             |
|                             | No: of Credit linkages                                           | X      | X      | X        | X             |
|                             | Credit linkages - Amount                                         | X      | X      | X        | X             |
| Health                      | No: of health camps                                              | X      | X      | X        | X             |
|                             | No: of beneficiaries from health<br>camps                        | X      | X      | X        | X             |
|                             | No: of health awareness events                                   | X      | X      | X        | X             |
|                             | health awareness events                                          | X      | X      | X        | X             |
|                             | No: of health cards issued                                       | X      | X      | X        | X             |
|                             | No: of health linkages                                           | X      | X      | X        | X             |
| Policy Advocacy             | No: of Policy advocacy events<br>organized                       | X      | X      | X        | X             |
|                             | No: of participants                                              | X      | X      | X        | X             |

|                       |                                        |   |   |   |   |
|-----------------------|----------------------------------------|---|---|---|---|
| Team Capacity<br>Bldg | No: of capacity bldg workshop for team | x | x | x | x |
|                       | No: of exposure visits                 | x | x | x | x |

Illustration 2: Programme coverage and status – Services provided to DDU-GKY trainees

|                                               |                                                            | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-----------------------------------------------|------------------------------------------------------------|--------|--------|----------|---------------|
| Outreach                                      | Footfalls of DDU-GKY trainees                              | x      | x      | x        | x             |
| Registration                                  | ID cards Issued to DDU-GKY trainees                        | x      | x      | x        | x             |
| Legal aid for DDU-GKY trainees                | Total disputes registered                                  | x      | x      | x        | x             |
|                                               | Total disputes resolved                                    | x      | x      | x        | x             |
|                                               | Total Compensation facilitated                             | x      | x      | x        | x             |
| Social security linkages for DDU-GKY trainees | BoCW linkages for DDU-GKY trainees                         | x      | x      | x        | x             |
|                                               | Insurance linkages                                         | x      | x      | x        | x             |
|                                               | Pension linkages                                           | x      | x      | x        | x             |
|                                               | Social security claims settled                             | x      | x      | x        | x             |
|                                               | Amount settled                                             | x      | x      | x        | x             |
|                                               | Linkages at destination [PAN/Voter ID/PDS/Driving license] | x      | x      | x        | x             |
| Financial Inclusion for DDU-GKY trainees      | No: of bank linkages                                       | x      | x      | x        | x             |
|                                               | No: of Credit linkages                                     | x      | x      | x        | x             |
|                                               | Credit linkages - Amount                                   | x      | x      | x        | x             |
| Health linkages for DDU-GKY trainees          | No: of health cards issued                                 | x      | x      | x        | x             |
|                                               | No: of health linkages                                     | x      | x      | x        | x             |
|                                               | No: of exposure visits                                     | x      | x      | x        | x             |



Illustration 3: Programme coverage and status – Outreach and Registration

|                         |                                                                         |                                                                        |               |   | Jan-16 | Feb-16 | March-16 | Till March'16 |
|-------------------------|-------------------------------------------------------------------------|------------------------------------------------------------------------|---------------|---|--------|--------|----------|---------------|
| Outreach & Mobilization | No: of monthly footfalls at the Kendra                                  |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | No: of Village/Labour Meetings                                          |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Campaigns [Mobile Kiosks, Abhiyans etc.]                                |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Special Stake-holder linkages/meetings (Provide number)                 |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Service Providers [Banks, Hospitals]                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | GovtDept [Labour Dept., Police etc.]                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Others (provide no:)                                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Please specify                                                         |               |   | 0      | 0      | 0        | 0             |
|                         | ShramikMitra Meetings/Workshop                                          | No. of meetings/ workshop                                              |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | No. of participants                                                    |               |   | 0      | 0      | 0        | 0             |
|                         | Source/Destination Visits (Provide number)                              | Number of visits                                                       |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Meetings with migrant workers                                          |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Special events with migrants                                           | No: of events |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | No: of beneficiaries                                                   | 0             |   | 0      | 0      | 0        |               |
|                         |                                                                         | Nature of the event (e.g.: health camp, training, legal literacy etc.) |               |   | 0      | 0      | 0        | 0             |
| Registration and ID     | No. of Applications Received (to be considered only after fee is taken) | Walk-Ins                                                               |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Shramik Mitras                                                         |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Team                                                                   |               |   | 0      | 0      | 0        | 0             |
|                         |                                                                         | Total                                                                  |               |   | 0      | 0      | 0        | 0             |
|                         | ID Cards Issued                                                         |                                                                        |               |   | 0      | 0      | 0        | 0             |
|                         | Break-up of Photo IDs issued Destination                                | Gender                                                                 | Male          | 0 | 0      | 0      | 0        |               |
|                         |                                                                         |                                                                        | Female        | 0 | 0      | 0      | 0        |               |
|                         |                                                                         |                                                                        | Total         | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Inter-State                                                            |               | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Intra-State                                                            |               | 0 | 0      | 0      | 0        |               |
|                         |                                                                         | Total                                                                  |               | 0 | 0      | 0      | 0        |               |
|                         | ID Cards Distributed                                                    |                                                                        |               |   |        |        |          |               |
|                         | Remarks, if any .....                                                   |                                                                        |               |   |        |        |          |               |
| .....                   |                                                                         |                                                                        |               |   |        |        |          |               |
| .....                   |                                                                         |                                                                        |               |   |        |        |          |               |
|                         | Discussion/Remarks from Technical Support Agency                        |                                                                        |               |   |        |        |          |               |

## Illustration 4: Legal Aid

|                                                 |                                             |                                                               | 16-Jan | 16-Feb | 16-Mar | Till March'16 |
|-------------------------------------------------|---------------------------------------------|---------------------------------------------------------------|--------|--------|--------|---------------|
| Legal Case Counselling                          | Through Team                                |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Identified through (Provide number)       | Registered by worker (walk-in)              |                                                               | x      | x      | x      | x             |
|                                                 | Through para-legal workers                  |                                                               | x      | x      | x      | x             |
|                                                 | Through collectives/Jansunvai               |                                                               | x      | x      | x      | x             |
|                                                 | Team                                        |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| No: of Workers/Migrants Involved in the dispute | Male workers                                |                                                               | x      | x      | x      | x             |
|                                                 | Women workers                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Legal Clinic Day                                | No. of legal clinic days                    |                                                               | x      | x      | x      | x             |
|                                                 | No. of cases registered on legal clinic day |                                                               | x      | x      | x      | x             |
|                                                 | No: of pending cases processed              | No: of cases which were followed-up(notices, phone calls etc) | x      | x      | x      | x             |
|                                                 |                                             | No: of counsellings done                                      | x      | x      | x      | x             |
|                                                 |                                             | No. of mediations done                                        | x      | x      | x      | x             |
|                                                 |                                             | Total                                                         | x      | x      | x      | x             |
| Types of Cases Registered (Provide number)      | Payment-related cases                       |                                                               | x      | x      | x      | x             |
|                                                 | Accident/ death at work place               |                                                               | x      | x      | x      | x             |
|                                                 | Harassment/physical/verbal abuse            |                                                               | x      | x      | x      | x             |
|                                                 | Others (Provide Number)                     |                                                               | x      | x      | x      | x             |
|                                                 | Others, Please specify (Type)               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Place of occurrence (Provide number)            | Within state                                |                                                               | x      | x      | x      | x             |
|                                                 | Outside state                               |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |
| Cases Resolved through (Provide number)         | Counselling of worker                       |                                                               | x      | x      | x      | x             |
|                                                 | Notice/Mediation by the centre              |                                                               | x      | x      | x      | x             |
|                                                 | Legal notice/Police/LabourDept              |                                                               | x      | x      | x      | x             |
|                                                 | Labour Courts/Other Courts                  |                                                               | x      | x      | x      | x             |
|                                                 | Total                                       |                                                               | x      | x      | x      | x             |

## DDU-GKY

|                                                  |                                          |  | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------|--|--------|--------|--------|------------------|
| Total Compensation facilitated by the centre     |                                          |  | x      | x      | x      | x                |
| Cases Under process<br>(Provide number)          | In Court                                 |  | x      | x      | x      | x                |
|                                                  | Pending cases at the centre              |  | x      | x      | x      | x                |
|                                                  | Cases closed without resolution          |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Cases processed during the month                 |                                          |  | x      | x      | x      | x                |
| Number of Labour Diaries issued                  |                                          |  | x      | x      | x      | x                |
| Legal Literacy Events for<br>Migrants            | Number of events                         |  | x      | x      | x      | x                |
|                                                  | Type of event (e.g.: meeting/workshop)   |  | x      | x      | x      | x                |
|                                                  | Number of female participants            |  | x      | x      | x      | x                |
|                                                  | Number of male participants              |  | x      | x      | x      | x                |
|                                                  | Total                                    |  | x      | x      | x      | x                |
| Training events for para-<br>legal workers       | Number of training events                |  | x      | x      | x      | x                |
|                                                  | Total Participants in the training event |  | x      | x      | x      | x                |
| Remarks, if any                                  |                                          |  |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                          |  |        |        |        |                  |

Illustration 5: Social Security, Financial Inclusion and Healthcare

|                                        |                                                                                                                     |                                 |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------|--------|--------|--------|--------|------------------|
| Linkage with Social Security Benefices | Special Outreach events for Social security (pension, insurance, linkage with Construction Board, provide no. only) |                                 |        | x      | x      | x      | x                |
|                                        | Linkage with Construction Worker Welfare Board                                                                      | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Male                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Female                          |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | No. of people receiving benefit |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Amount of benefit               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Benefit Received        |        | x      | x      | x      | x                |
|                                        | No. of Migrants enrolled for Pension                                                                                |                                 |        | x      | x      | x      | x                |
|                                        | Number of Migrants linked with insurance                                                                            | RSBY                            |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Life insurance                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Accident insurance              |        |        | x      | x      | x                |
|                                        |                                                                                                                     | Other insurance                 |        |        | x      | x      | x                |
|                                        |                                                                                                                     | please specify                  |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total                           |        |        | x      | x      | x                |
|                                        | Insurance claims settled                                                                                            | No:                             |        |        |        |        |                  |
| Financial Literacy and Inclusion       | Soc Sec Linkages at destination [PDS linkage, PAN card, Voter ID etc.]                                              | Amount settled                  |        |        |        | x      | x                |
|                                        |                                                                                                                     | No. of linkages                 |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Type of Linkage                 |        |        |        |        |                  |
|                                        | Total claims settled [BoCW+ Insurance]                                                                              | No:                             |        |        |        |        |                  |
|                                        |                                                                                                                     | Amount                          |        |        | x      | x      | x                |
|                                        | Special Outreach events for financial services (bank account opening camps, provide no. only)                       |                                 |        | x      | x      | x      | x                |
|                                        | Bank Accounts opened                                                                                                |                                 |        |        |        |        |                  |
|                                        | Credit Linkages                                                                                                     | Number of linkages              |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Total loan amount               |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Lending institution             |        |        | x      | x      | x                |
|                                        | Financial Literacy Events                                                                                           | No. of events                   |        | x      | x      | x      | x                |
|                                        |                                                                                                                     | Participants                    | Male   |        | x      | x      | x                |
|                                        |                                                                                                                     |                                 | Female |        | x      | x      | x                |
| Total                                  |                                                                                                                     |                                 |        | x      | x      | x      |                  |

## DDU-GKY

|                                                  |                                                |                            |        | 16-Jan | 16-Feb | 16-Mar | Till<br>March'16 |
|--------------------------------------------------|------------------------------------------------|----------------------------|--------|--------|--------|--------|------------------|
| Health                                           | Number of health awareness events              |                            |        |        | x      | x      | x                |
|                                                  | No. of Participants of health awareness events |                            |        |        | x      | x      | x                |
|                                                  | Health Camps                                   | Number of Health camps     |        | x      | x      | x      | x                |
|                                                  |                                                | Number of beneficiaries    | Male   | x      | x      | x      | x                |
|                                                  |                                                |                            | Female |        | x      | x      | x                |
|                                                  |                                                |                            | Total  | x      | x      | x      | x                |
|                                                  | No: of Health Cards Linkages                   |                            |        |        |        | x      | x                |
|                                                  | Health                                         | Number                     |        |        | x      | x      | x                |
|                                                  | Health Camps/Linkages                          | Name of the institution    |        | x      | x      | x      | x                |
|                                                  |                                                | Type of the health benefit |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        | x      | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
|                                                  |                                                |                            |        |        | x      | x      | x                |
| Remarks, if any                                  |                                                |                            |        |        |        |        |                  |
| Discussion/Remarks from Technical Support Agency |                                                |                            |        |        |        |        |                  |

## Illustration 6: Research and Policy Advocacy

|                                |                          |                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------|--------------------------|------------------------------|--------|--------|----------|---------------|
| Migration Profile and Research | Migration Profile        | Data Collection              | x      | x      | x        | x             |
|                                |                          | Data Entry                   | x      | x      | x        | x             |
|                                |                          | Analysis and Report writing  | x      | x      | x        | x             |
|                                | Other Migration Research | No:                          | x      | x      | x        | x             |
|                                |                          | Title of Research            | x      | x      | x        | x             |
|                                |                          | Task undertaken in the month | x      | x      | x        | x             |



|                                                  |                                              | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------------------------|----------------------------------------------|--------|--------|----------|---------------|
| Policy Advocacy                                  | No: of events                                | x      | x      | x        | x             |
|                                                  | Type and topic of Event                      | x      | x      | x        | x             |
|                                                  | Organizing entity [Name of the Organisation] | x      | x      | x        | x             |
|                                                  | No: of Participants                          | x      | x      | x        | x             |
| Remarks, if any                                  |                                              |        |        |          |               |
| Discussion/Remarks from Technical Support Agency |                                              |        |        |          |               |

## Illustration 7: Team Capacity Building

|                                                  |                               |                                                                                | Jan-15 | Feb-15 | March-15 | Till March'15 |
|--------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------|--------|--------|----------|---------------|
| Capacity Building of the Team                    | Workshops Organized/ Attended | No. of workshops                                                               | x      | x      | x        | x             |
|                                                  |                               | No: of Participants                                                            | x      | x      | x        | x             |
|                                                  |                               | Type of input provided (research, writing, legal aid, project management etc.) | x      | x      | x        | X             |
|                                                  | Exposure visits undertaken    | No: of visits                                                                  | x      | x      | x        | x             |
|                                                  |                               | Duration (days)                                                                | x      | x      | x        | x             |
|                                                  |                               | No. of Participants                                                            | x      | x      | x        | X             |
|                                                  |                               | Organisation & Location                                                        | x      | x      | x        | x             |
|                                                  | Remarks/Observations, If any  |                                                                                |        |        |          |               |
| Discussion/Remarks from Technical Support Agency |                               |                                                                                |        |        |          |               |

DDU-GKY

## Annexure 4

## Rajasthan Labour Department Order for Migrant Registrations

राजस्थान सरकार

श्रम विभाग

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31320

जयपुर, दिनांक: 4-12-07

कार्यालय आदेश

राज्य के असंगठित क्षेत्र के श्रमिकों द्वारा राज्य के बाहर विशेषकर दक्षिण राजस्थान से पलायन किया जाता है। इन श्रमिकों की कार्य दशाएँ संतोषजनक नहीं होने के कारण इनका शोषण होता है तथा समय पर पूर्ण मजदूरी का भुगतान भी नहीं होता है। इस विषय पर राष्ट्रीय बालक अधिकार संरक्षण आयोग, नई दिल्ली ने भी राज्यों का ध्यान आकर्षित कर आवश्यक कार्यवाही करने व श्रमिकों को बेहतर सुविधाएँ उपलब्ध कराने का निर्देश दिया है। इस क्रम में मा० मुख्यमंत्री व श्रम मंत्री महोदय के निर्देशानुसार प्रमुख शासन सचिव, श्रम एवं नियोजन की अध्यक्षता में दिनांक 4.10.07 को एक बैठक का आयोजन किया गया था जिसमें यह प्रमुख समस्या आयी कि इन श्रमिकों को राज्य से बाहर अपनी पहचान बताने में काफी कठिनाई आती है जिसे दूर करने के लिये ऐसे श्रमिकों को पहचान-पत्र जारी करने का निर्णय लिया गया।

अतः राज्य के बाहर पलायन करने वाले श्रमिकों को परिचय-पत्र जारी करने के लिये श्रम विभाग द्वारा आजीविका ब्यूरो, उदयपुर को निम्न शर्तों पर अधिकृत किया जाता है :-

1. संस्था गांव के सरपंच से प्राप्त सूची अनुसार पहचान-पत्र जारी करेगी तथा इस पहचान-पत्र पर गांव के सरपंच के भी हस्ताक्षर होंगे।
2. जारी किये गये पहचान-पत्रों की सूची संस्थान हर तीन माह में जिले के श्रम विभाग कार्यालय को उपलब्ध करायेगी।
3. इस पहचान-पत्र का उपयोग सिर्फ श्रमिक की पहचान के लिये ही किया जायेगा, इसके अलावा अन्य किसी उपयोग/संदर्भ में यह मान्य नहीं होगा।

(बजरंग लाल)

अतिरिक्त श्रम आयुक्त

राजस्थान, जयपुर।

क्रमांक: एफ.16(1)/2007/विजिट/बा.श्र./ 31321-38

जयपुर, दिनांक:

4-12-07

प्रतिलिपि निम्न को सूचनार्थ एवं आवश्यक कार्यवाही हेतु:-

1. निजी सचिव, प्रमुख शासन सचिव, श्रम एवं नियोजन विभाग, राजस्थान, जयपुर।
2. निजी सचिव, श्रम आयुक्त, राजस्थान, जयपुर।
3. जिला कलेक्टर, उदयपुर/डूंगरपुर/बांसवाड़ा/राजसमंद/पाली/सिरोही/-----
4. संभागीय संयुक्त श्रम आयुक्त, उदयपुर/जोधपुर/अजमेर/कोटा/बीकानेर/जयपुर को अपने अधीनस्थ कार्यालय को भिजवाये जाने हेतु प्रेषित है
5. प्रोग्राम डायरेक्टर, आजीविका ब्यूरो, उदयपुर।
6. प्रोग्राम डायरेक्टर, राजस्थान आजीविका मिशन, जयपुर।
7. प्रोग्राम डायरेक्टर, अरावली, जयपुर।

उप श्रम आयुक्त (विधि)

राजस्थान, जयपुर।

## Annexure 5

## Letter by RBI to accept Migrant ID as Valid KYC



भारतीय रिजर्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

Ref. RPCD.JPR./ 316 /02.02.36/ 2008-09

July 15, 2008

The Convenor  
State Level Bankers' Committee  
Bank of Baroda  
Zonal Office  
S.C.Road  
Jaipur.

|                             |                 |
|-----------------------------|-----------------|
| बैंक ऑफ बड़ौदा              |                 |
| अखिल भारतीय कार्यालय, जयपुर |                 |
| मु.प्र. राजस्थान            | मु.प्र. राजभाषा |
| 17 JUL 2008                 |                 |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |
| मु.प्र. सचिव                | मु.प्र. सचिव    |

Dear Sir,

Reference from Government of Rajasthan

Using Photo ID Cards issued to migrant workers for KYC purposes

We advise that Government of Rajasthan had requested RBI that the banks may be instructed to accept Photo ID Cards issued to migrant workers as a valid KYC document and open bank accounts on the strength of this card. In this connection, you may please advise the banks to take appropriate decision in the matter at their end.

Yours faithfully,

(P.S. Venkateswaram)  
Assistant General Manager

राजस्थान राज्य सरकार, जयपुर, राजस्थान - 302 052  
फोन : (0141) 2564661 (PBX), 5113652 फैक्स : 2566419, ई-मेल : rpcdjaipur@rbi.org.in

Telephone: (0141) 2564661(PBX), 5113652 Fax: 2566419, e-mail: rpcdjaipur@rbi.org.in  
Rural Planning and Credit Department, Tonk Road, JAIPUR - 302 052



DDU-GKY

COPY OF LETTER SE  
TO RBID.O. No. PS/L2B/08/225-  
Dated : 29/5/08

Greetings from Jaipur. I am writing to you to seek your kind cooperation in enhancing Government of Rajasthan's efforts towards ensuring financial inclusion among unorganised sector labourers and migrant workers of the state. In her recent Budget Speech, Hon'ble Chief Minister Smt Vasundhara Raje made a strong announcement to facilitate linkages of migrant workers and labourers to institutional financial services.

As you are aware the Department of Labour and Employment has been making special efforts to bring new services to thousands of rural migrants of the state, particularly inter-state migrants of the state. In this direction we have officially authorised a well known specialized organisation - Aajeevika Bureau - to register and issue Photo ID cards to migrant workers. The Photo ID cards serve as a powerful means of proving rural workers' identity - it is counter-signed by the Sarpanch and it bears the home address of the worker. So far nearly 20000 photo ID cards have been issued by the Bureau to migrant workers and this Photo ID service is soon being expanded through other reputed NGOs and labour organisations of the State.

There is a strong demand from migrant workers to open bank accounts and avail of institutional services like savings and remittances through core banking solution now available through many banks. Though there is now a provision for opening no-frill, zero balance accounts for financial inclusion, many banks and branches are demanding proof of identity from small clients, which is very difficult for migrant workers to obtain particularly in cities.

In order to smoothen the financial inclusion process for migrant workers it would be a great help if your office can instruct all the banks to accept this Photo ID card as a valid KYC document and open bank accounts on the strength of this card. This will help the Department and NGOs in facilitating linkages of migrant workers to banking services and help reduce their risk and financial losses.

We have already briefed the Regional Director, RBI as well as many senior officers of PSU banks in Jaipur and they have expressed good support to this initiative. However an official order from you will help in bringing full sanction to this move.

I would be grateful if you could kindly have this issue analyze by the Reserve Bank of India and issue necessary instructions to the Regional Director, Reserve Bank of India for further directing the Banks operating in the State of Rajasthan.

Yours sincerely,

  
(Dr. Lalit K. Panwar)

Ms. Usha Thorat,  
Deputy Governor,  
Reserve Bank of India,  
Central Office, Shahid Bhagat Singh Marg,  
Fort, Mumbai 400 001.

30.5.08



## Annexure 6

Bihar State has piloted an MSC. From the experience of Bihar State, the following costs have been discovered:

### Bihar's Investment on Migration Resource Centre (MRC)

| MIGRANT RESOURCE CENTRE-TOTAL BUDGET |                                |               |
|--------------------------------------|--------------------------------|---------------|
| S.No.                                | Potential Fund sources         | Amount(in Rs) |
| 1                                    | PART A (Initial Establishment) | 5,00,950      |
| Legal Aid                            | PART B (Recurring Expenditure) | 38,28,000     |
| Total Amount                         |                                | 43,28,950     |

| MIGRANTRESOURCECENTRE_ANNUALBUDGET    |      |                           |      |                   |                             |                               |
|---------------------------------------|------|---------------------------|------|-------------------|-----------------------------|-------------------------------|
| Initial Establishment Cost Estimation |      |                           |      |                   |                             |                               |
|                                       | S.No | Particulars               | Unit | Unit cost (in Rs) | Total cost estimate (in Rs) | Remarks                       |
| Furniture                             | 1    | Table                     | 4    | 6,000             | 24,000                      | Compatible for computer usage |
|                                       | 2    | Office chair              | 10   | 2,500             | 25,000                      | For office bearers and guests |
|                                       | 3    | Almirah                   | 2    | 8,000             | 16,000                      | For office use                |
|                                       | 4    | office side rack          | 4    | 11,000            | 44,000                      | (2 big, 2 small)              |
|                                       | 5    | plastic chair/bench       | 10   | 600               | 6,000                       |                               |
|                                       | 6    | Daree /Carpet             | 5    | 2,000             | 10,000                      |                               |
| Electricity                           | 7    | Fan                       | 6    | 2,000             | 12,000                      |                               |
|                                       | 8    | Exhaust fan-medium        | 2    | 3,500             | 7,000                       |                               |
|                                       | 9    | Exhaust fan-small         | 3    | 1,500             | 4,500                       |                               |
|                                       | 10   | wiring and fitting approx | 1    | 20,000            | 20,000                      |                               |
|                                       | 11   | CFL Bulb                  | 20   | 300               | 6,000                       |                               |
|                                       | 12   | Tubelight                 | 4    | 200               | 800                         |                               |
|                                       | 13   | Electricity sub-meter     | 1    | 2,000             | 2,000                       |                               |
| Fixture                               | 14   | Whiteboard                | 3    | 6,000             | 18,000                      |                               |
|                                       | 15   | AC/Cooler                 | 1    | 40,000            | 40,000                      |                               |
|                                       | 16   | Noticeboard               | 2    | 6,000             | 12,000                      |                               |

|                 |    |                           |   |        |                 |                                                             |
|-----------------|----|---------------------------|---|--------|-----------------|-------------------------------------------------------------|
| IT Requirements | 17 | Computer                  | 3 | 50,000 | 1,50,000        |                                                             |
|                 | 18 | speaker, Mic              | 1 | 12,000 | 12,000          |                                                             |
|                 | 19 | web camera                | 1 | 4,250  | 4,250           | for skype communication between migrants and their families |
|                 | 20 | Digital Camera            | 1 | 10,000 | 10,000          |                                                             |
|                 | 21 | Wi-Fi Internet            | 1 | 5,000  | 5,000           |                                                             |
|                 | 22 | LCD Projector with screen | 1 | 50,000 | 50,000          | for training and mobilization purposes                      |
|                 |    |                           |   |        |                 |                                                             |
| Communication   | 23 | Telephone line            | 1 | 4,000  | 4,000           |                                                             |
|                 | 24 | Flex/Banner               | 5 | 1,500  | 7,500           |                                                             |
|                 | 25 | Sign Board                | 4 | 800    | 3,200           |                                                             |
|                 | 26 | Pamphlet                  | 4 | 800    | 3,200           | 1 set of 1000 pamphlets each                                |
|                 | 27 | Standies                  | 2 | 2,250  | 4,500           | For advertising at entrance and other places.               |
|                 |    | <b>Total Cost</b>         |   |        | <b>5,00,950</b> |                                                             |

DDU-GKY

| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET |                        |           |            |    |    |    |                       |                    |              |              |               |                    |
|----------------------------------------|------------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|
| Recurring Expenses                     |                        |           |            |    |    |    |                       |                    |              |              |               |                    |
| Particulars                            | Unit                   | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |
|                                        |                        |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |
|                                        |                        |           |            |    |    |    |                       |                    |              |              |               |                    |
| MRC Manager                            | (per unit per month)   | 50,000    | -          | -  | -  | -  | 1                     | 1,50,000           | 1,50,000     | 1,50,000     | 1,50,000      | 6,00,000           |
| MRC Counsellor                         | (per unit per month)   | 30,000    | -          | -  | -  | -  | 1                     | 90,000             | 90,000       | 90,000       | 90,000        | 3,60,000           |
| MRC Support Staff                      | (per unit per month)   | 15,000    | -          | -  | -  | -  | 1                     | 45,000             | 45,000       | 45,000       | 45,000        | 1,80,000           |
| Outsource Service of Office Boy        | (Per Unit per month)   | 8,000     | -          | -  | -  | -  | 1                     | 24,000             | 24,000       | 24,000       | 24,000        | 96,000             |
| Housekeeping service                   | (per unit per month)   | 2,000     | -          | -  | -  | -  | 1                     | 6,000              | 6,000        | 6,000        | 6,000         | 24,000             |
| Total Manpower expense                 |                        |           |            |    |    |    |                       |                    |              |              |               | 12,60,000          |
| Office space rent                      | (per unit per quarter) | 1,80,000  | 1          | 1  | 1  | 1  | 4                     | 1,80,000           | 1,80,000     | 1,80,000     | 1,80,000      | 7,20,000           |
| Equipment and Maintenance Charge       | (per Qtr)              | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000        | 5,000        | 5,000         | 20,000             |
| Vehicle Hiring Charges                 | (Per Day)              | 2,000     | 45         | 45 | 45 | 45 | 180                   | 90,000             | 90,000       | 90,000       | 90,000        | 3,60,000           |

| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                       |                         |           |            |    |    |    |                       |                    |               |               |               |                    |
|------------------------------------------------------------------------------|-------------------------|-----------|------------|----|----|----|-----------------------|--------------------|---------------|---------------|---------------|--------------------|
| Recurring Expenses                                                           |                         |           |            |    |    |    |                       |                    |               |               |               |                    |
| Particulars                                                                  | Unit                    | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |               |               |               | Total Cost (in Rs) |
|                                                                              |                         |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2 (3 months) | Q3 (3 months) | Q4 (3 months) |                    |
| Telephone/ Fax/ Internet                                                     | (per unit per quarter)  | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Printing & Stationery and etc.                                               | (Per Qtr)               | 5,000     | 1          | 1  | 1  | 1  | 4                     | 5,000              | 5,000         | 5,000         | 5,000         | 20,000             |
| Books/Periodicals/ Newspapers                                                | (Per Qtr)               | 3,000     | 1          | 1  | 1  | 1  | 4                     | 3,000              | 3,000         | 3,000         | 3,000         | 12,000             |
| Electricity, water etc                                                       | (per month per quarter) | 15,000    | 1          | 1  | 1  | 1  | 4                     | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Other office expenses                                                        | Per Qtr                 | 15,000    |            |    |    |    |                       | 15,000             | 15,000        | 15,000        | 15,000        | 60,000             |
| Total operational expense                                                    |                         |           |            |    |    |    |                       |                    |               |               |               | 13,12,000          |
| Expenses related to community meeting, CMD, Community Awareness drive., etc. | Lump sum                | 1,00,000  | 4          | 4  | 4  | 4  |                       | lump sum           | lump sum      | lump sum      | lump sum      | 1,00,000           |

## DDU-GKY

| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                 |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |          |
|------------------------------------------------------------------------|----------------------------------------------------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|---------------|---------------|--------------------|----------|
| Recurring Expenses                                                     |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |          |
| Particulars                                                            | Unit                                               | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |               |               | Total Cost (in Rs) |          |
|                                                                        |                                                    |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3 months)      | Q2(3 months) | Q3 (3 months) | Q4 (3 months) |                    |          |
|                                                                        |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    |          |
| Workshop for industry collaboration, government departments, NGOs, etc | Lump sum                                           | 3,00,000  |            | 1  | 1  |    |                       |                    |              | lump sum      | lump sum      | lump sum           | 3,00,000 |
|                                                                        | Resource Person                                    | 2,500     | 2          | 2  | 2  | 2  | 8                     |                    | 5000         | 5000          | 5000          | 5000               | 20,000   |
|                                                                        | Alumni Meet                                        | 1,00,000  |            |    |    | 1  |                       |                    | lump sum     | lump sum      | lump sum      | lump sum           | 1,00,000 |
|                                                                        | Documentation (movies, videos, case studies, etc,) | 1,50,000  |            |    |    |    |                       |                    | lump sum     | lump sum      | lump sum      | lump sum           | 1,50,000 |
| Review meeting                                                         | Per month per Qtr                                  | 3,000     | 3          | 3  | 3  | 3  | 12                    |                    | 9,000        | 9,000         | 9,000         | 9,000              | 36,000   |
| other unforeseen expenses                                              | Per Qtr                                            | 50,000    | 1          | 1  | 1  | 1  | 4                     |                    |              |               |               |                    | 2,00,000 |
| Total Outreach Program expense                                         |                                                    |           |            |    |    |    |                       |                    |              |               |               |                    | 9,06,000 |

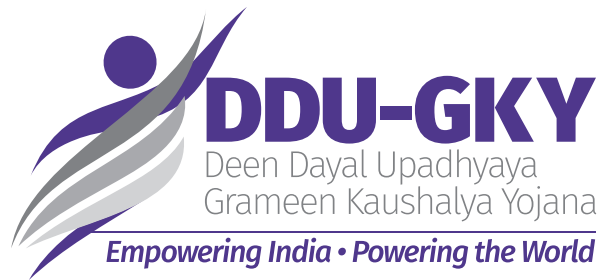


| MIGRANT RESOURCE CENTRE- ANNUAL BUDGET                                                                                                              |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|------------|----|----|----|-----------------------|--------------------|--------------|--------------|---------------|--------------------|-----------|
| Recurring Expenses                                                                                                                                  |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Particulars                                                                                                                                         | Unit      | Unit Cost | Total Unit |    |    |    | Total Units in a year | Total Cost (in Rs) |              |              |               | Total Cost (in Rs) |           |
|                                                                                                                                                     |           |           | Q1         | Q2 | Q3 | Q4 |                       | Q1 (3months)       | Q2(3 months) | Q3(3 months) | Q4 (3 months) |                    |           |
|                                                                                                                                                     |           |           |            |    |    |    |                       |                    |              |              |               |                    |           |
| Other communication Material, Promotion material , advertisement, Wall Painting, Flex, Rollup Stands, brochure, pamphlets, etc                      | Lump Sum  | 1,50,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,50,000  |
| Solidarity events, Awareness Drive/ Campaign                                                                                                        | Per Event | 10,000    | 2          | 2  | 2  | 2  | 8                     | 20,000             | 20,000       | 20,000       | 20,000        | 20,000             | 80,000    |
| Hiring of agency for Awareness Drive and mobilization at various places for eg. Bus Stand , Migrant Localities, Labour Chowk, Railway station etc., | Lump Sum  | 1,00,000  |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 1,00,000  |
| Library, books, magazines, CDs, TLM etc.                                                                                                            | Lump Sum  | 20,000    |            |    |    |    |                       |                    | lump sum     | Lump sum     | lump sum      | Lump sum           | 20,000    |
| Total Communication material expense                                                                                                                |           |           |            |    |    |    |                       |                    |              |              |               |                    | 3,50,000  |
| Grand Total                                                                                                                                         |           |           |            |    |    |    |                       |                    |              |              |               |                    | 38,28,000 |











रजिस्ट्री सं. डीएल(एन)-04/0007/2003--05

REGISTERED No. DL(N)-04/0007/2003--05



# भारत का राजपत्र The Gazette of India

साप्ताहिक/WEEKLY

प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

सं. 32] नई दिल्ली, शनिवार, अगस्त 8—अगस्त 14, 2015 (श्रावण 17, 1937)

No. 32] NEW DELHI, SATURDAY, AUGUST 8—AUGUST 14, 2015 (SRAVANA 17, 1937)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके  
(Separate paging is given to this Part in order that it may be filed as a separate compilation)

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\*Folios not received.

**भाग I — खण्ड 1****[PART I—SECTION 1]**

**[(रक्षा मंत्रालय को छोड़कर) भारत सरकार के मंत्रालयों और उच्चतम न्यायालय द्वारा जारी की गई विधितर नियमों, विनियमों, आदेशों तथा संकल्पों से संबंधित अधिसूचनाएं]**

**[Notifications relating to Non-Statutory Rules, Regulations, Orders and Resolutions issued by the Ministries of the Government of India (other than the Ministry of Defence) and by the Supreme Court]**

कृषि मंत्रालय

(कृषि एवं सहकारिता विभाग)

नई दिल्ली, दिनांक 6 जुलाई 2015

सं. 8-217/2004-पीपी.1 (भाग)—भारत सरकार, कृषि मंत्रालय, कृषि एवं सहकारिता विभाग अधिसूचना सं. 8-97/91-पीपी.1 दिनांक 26.11.1993 के आंशिक संशोधनों में समय समय पर किए गए संशोधन के रूप में एतद्वारा यह सामान्य सूचना दी जाती है कि निम्नलिखित प्रविष्टियां सम्बद्ध उल्लेख करते हुए प्रमुखों का अधिकारियों में पदनाम द्वारा जो अन्य देशों की सरकार को निर्यात के उद्देश्य से पौधों या पौध सामग्रियों के संबंध में जांच करने, धूमन करने या निष्क्रिय करने और पादप स्वच्छता प्रमाण पत्र देने के लिए प्राधिकृत किए गए हैं, जोड़कर या प्रतिस्थापन के द्वारा शामिल की जाएंगी :

1. केंद्रीय सरकार

- (XIii) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, अहमदाबाद,  
(गुजरात)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (42)]
- (XIiii) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, कालीकट,  
(केरल)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (43)]
- (XIiv) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, कोयंबटूर,  
(तमिलनाडु)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (44)]
- (XIv) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, हल्दिया,  
(पश्चिम बंगाल)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (45)]
- (XIvi) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, जेएनपीटी,  
मुंबई (महाराष्ट्र)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (46)]
- (XIvii) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, कृष्णापट्टनम,  
(आंध्र प्रदेश)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (47)]
- (XIviii) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, आईसीडी,  
तुगलकाबाद (नई दिल्ली)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (48)]

(Xlix) प्रभारी अधिकारी,  
पौध संगरोध केंद्र, मोरेह,  
(इम्फाल)  
[कोड सं. 'सी' (पीपीक्यू एस) 1 (49)]

उत्पल कुमार सिंह  
संयुक्त सचिव

नोट : मूल अधिसूचना कृषि एवं सहकारिता विभाग द्वारा दिनांक 26.11.1993 के 8-97/91-पीपी.I के तहत जारी की गई थी तथा बाद में इसे दिनांक 25.11.97 की अधिसूचना संख्या 8-97/91-पीपी.I, दिनांक 30.09.1999 की अधिसूचना संख्या 8-70/98-पीपी.I, दिनांक 06.11.2001 की अधिसूचना संख्या, 8-86/2000-पीपी.I, दिनांक 06.05.2002 की अधिसूचना संख्या 8-86/2000-पीपी.I, दिनांक 30.05.2002 की अधिसूचना संख्या 8-86/2000-पीपी.I, दिनांक 7.6.2004 की अधिसूचना संख्या 8-33/2003-पीपी.I, दिनांक 11.05.05 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट), दिनांक 20.06.05 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट), दिनांक 08.12.05 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट), दिनांक 9.1.06 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट), दिनांक 26 दिसंबर, 2011 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट) तथा दिनांक 30 जनवरी, 2013 की अधिसूचना संख्या 8-217/2004-पीपी.I (पार्ट) के तहत संशोधित किया गया।

### कौशल विकास और उद्यमशीलता मंत्रालय

नई दिल्ली-110001, दिनांक 15 जुलाई 2015

सं. एच-22011/2/2014-एसडीई-1—भिन्न-भिन्न केंद्रीय मंत्रालयों/विभागों द्वारा विभिन्न कौशल विकास स्कीमों के कार्यान्वयन में एकरूपता और मानकीकरण लाने के लिए भारत सरकार ने सामान्य मानदण्डों को अद्यतन और उपयुक्त रूप से संशोधित करने के लिए शीर्ष निकाय के रूप में सामान्य मानदण्ड समिति के गठन का अनुमोदन कर दिया है। इसका गठन निम्न प्रकार है:

- i. सचिव, कौशल विकास और उद्यमशीलता मंत्रालय – अध्यक्ष
  - ii. महानिदेशक, राष्ट्रीय कौशल विकास एजेंसी (ए.एस.डी.ए.) – सदस्य
  - iii. एम.डी. और सी.ई.ओ., राष्ट्रीय कौशल विकास निगम (एन.एस.डी.सी.) – सदस्य
  - iv. व्यय विभाग, वित्त मंत्रालय के प्रतिनिधि, जो संयुक्त सचिव के स्तर से कम के न हों – सदस्य
  - v. कौशल विकास कार्यक्रमों में लगे तीन मंत्रालयों के प्रतिनिधि, जो संयुक्त सचिव के स्तर से कम के न हों – सदस्य
  - vi. तीन राज्यों (रोटेशनल आधार पर) में कौशल विकास कार्यक्रम/मिशन के प्रभारी प्रमुख सचिव – सदस्य
  - vii. संयुक्त सचिव, कौशल विकास और उद्यमशीलता मंत्रालय – सदस्य सचिव
2. यह समिति प्रशिक्षण प्रदाताओं, भारतीय लागत लेखा संस्थान (आई.सी.ए.आई.) और ऐसे अन्य विशेषज्ञों तथा स्वामित्वधारकों (स्टेकहोल्डर), जैसा वह अपने कार्यों के निर्वहन में आवश्यक समझे, को आमंत्रित करेगी।
  3. सामान्य मानदण्ड समिति के विचारणीय विषय निम्न प्रकार होंगे :-
    - (i) विभिन्न कौशल विकास स्कीमों के कार्यकरण का एकीकरण और उनमें एकरूपता और मानकीकरण लाना।
    - (ii) कौशल विकास कार्यक्रमों के लिए प्रशिक्षण लागत की समीक्षा करना/संशोधित करना।
    - (iii) कौशल विकास कार्यक्रमों के लिए वित्तपोषण मानदण्डों की समीक्षा करना/संशोधित करना।
    - (iv) प्रशिक्षण लागत के लिए पाठ्यक्रमों/ट्रेडों के श्रेणीकरण की समीक्षा करना/संशोधित करना।
    - (v) किसी एजेंसी को नाम निर्दिष्ट करना और उस एजेंसी के माध्यम से राष्ट्रीय स्तर पर प्रशिक्षण प्रदाताओं/मूल्यांककों के पैनल बनाने की प्रक्रिया को अनुमोदित करना तथा राज्य सरकार द्वारा अपनाई गई प्रक्रिया को उसी एजेंसी के माध्यम से विधिमान्य करना।
  4. इस समिति को अनुबंध-I पर दी गई अधिसूचना की अनुसूचियों को आशोधित/संशोधित करने की शक्तियां प्राप्त होंगी।
  5. यह समिति वर्ष में एक बार बैठक करेगी अथवा किसी मंत्रालय/विभाग/अन्य स्वामित्वधारकों के अनुरोध पर कभी भी बैठक कर सकती है। परंतु सामान्य मानदण्ड समिति की किन्हीं दो समीक्षा बैठकों के बीच न्यूनतम 6 महीने का अंतर होगा। अपनी पहली बैठक में सामान्य मानदण्ड समिति एक दस्तावेज तैयार करेगी जिसमें यह निर्दिष्ट होगा कि समिति द्वारा समीक्षा, निगरानी और समायोजन किस प्रकार किया जाएगा और समीक्षा/मूल्यांकन में गुणवत्तापरक तथा मात्रापरक दोनों रूपों में क्या कवर किया जाएगा।

6. विस्तार: उपर्युक्त 'सामान्य मानदंड', विभिन्न मंत्रालयों/विभागों के जरिए कार्यान्वित की जा रही भारत सरकार की कौशल विकास स्कीमों पर लागू होंगे। राज्य सरकारों से भी यह अपेक्षा है कि वे अपनी कौशल विकास स्कीमों को सामान्य मानदंडों के साथ अनुरूपण करें ताकि एकरूपता लाई जा सके और मानकीकरण किया जा सके।
7. इस अधिसूचना के उपबंध, अधिसूचना की तारीख से प्रवृत्त होंगे। सभी चल रही वर्तमान परियोजनाएं विद्यमान स्कीमों के अनुसार पूरी की जाएंगी और प्रत्येक नया बैच प्रत्येक स्कीम में नए मानदंड में परिवर्तित हो जाएगा तथा पूर्ण परिवर्तन 1 अप्रैल, 2016 से प्रभावी होगा।
8. बैठक आयोजित किए जाने के आधार पर नियमानुसार ग्राह्य टी.ए./डी.ए., बैठक शुल्क, कौशल विकास और उद्यमशीलता मंत्रालय के बजट प्रावधान से किया जाएगा। भारत सरकार द्वारा कार्यान्वित की जा रही कौशल विकास स्कीमों के लिए सामान्य मानदण्ड निम्न प्रकार एतद्वारा अधिसूचित किए जाते हैं।

अनुबंध—I

## 1. कौशल विकास

किसी सरकारी स्कीम के प्रयोजन के लिए कौशल विकास की परिभाषा है कि किसी विशिष्ट क्षेत्र संबंधी मांग जो कौशल प्रशिक्षण कार्यकलाप पर आधारित हो और उससे रोजगार मिले अथवा कोई परिणामोन्मुख कार्यकलाप जो किसी प्रतिभागी को ऐसा कौशल प्राप्त करने में समर्थ बनाए जो किसी स्वतंत्र तृतीय पक्ष एजेंसी द्वारा विधिवत मूल्यांकित और प्रमाणित हो और जो उसे मजदूरी/स्व-रोजगार प्राप्त करवाने में समर्थ बनाए जिससे उसके/उसकी आय में वृद्धि हो, और/अथवा कार्य की बेहतर स्थितियां बने, जैसे अनौपचारिक कौशल के लिए औपचारिक प्रमाणन प्राप्त करना, और/अथवा अनौपचारिक से औपचारिक क्षेत्र के जॉब में जाना अथवा उच्च शिक्षा/प्रशिक्षण प्राप्त करने संबंधी कदम उठाना और ये नीचे दी गई श्रेणियों में आएंगे :

- (i) जॉब मार्केट में नई भर्ती वालों के लिए प्रशिक्षण अवधि, किसी अन्य संविधि द्वारा निर्धारित किए गए के सिवाए न्यूनतम 200 घण्टे की होगी (प्रायोगिक और/या आन द जॉब ट्रेनिंग सहित)।
- (ii) पहले से ही कार्य (आक्यूपेशन) में लगे व्यक्तियों के पनर्कौशलीकरण अथवा कौशल उन्नयन के लिए न्यूनतम 80 घण्टे की प्रशिक्षण अवधि होगी, जिसमें प्रायोगिक और आन द जॉब ट्रेनिंग शामिल है।
- (iii) किसी व्यावसायिक ट्रेड या शिल्प (क्राफ्ट) में अनौपचारिक, गैर-औपचारिक अथवा अनुभवजन्य प्रशिक्षण के जरिए कौशल प्राप्त कर चुके व्यक्तियों के मामले में ऐसे कौशल की मान्यता और उसका प्रमाणन, यदि आवश्यक हुआ, कौशल विकास के रूप में माना जाने वाला ब्रिज पाठ्यक्रम का प्रशिक्षण प्रदान करने के बाद किया जाएगा।

कृषि क्षेत्र और उससे संबंधित कार्यकलापों, सार्वजनिक स्वास्थ्य आदि जैसे किए गए सघन कार्य को कौशल विकास से अलग हटकर किए गए कार्यकलापों में रिकार्ड किया जाएगा। इन्हें 32 घंटे या इससे अधिक की अवधि वाला कार्यक्रम मानना होगा, इनसे ऐसा आर्थिक या सामाजिक लाभ होता है जिसे तत्काल मापना संभव नहीं होगा और सामान्य लागत मानदण्ड ऐसे सघन कार्यों पर लागू नहीं होंगे।

## 2. कौशल विकास पाठ्यक्रम

साफ्ट (वैयक्तिक) कौशल (जिसमें कंप्यूटर साक्षरता, भाषा और सेक्टर/ट्रेड से संगत कार्यस्थल इंटरपर्सनल कौशल शामिल हैं), कौशल प्रशिक्षण प्रक्रिया के अभिन्न अंग होंगे और अनुसूची-II में उपर्युक्त सभी पाठ्यक्रम माड्यूलों में उपयुक्त रूप से समेकित किए जाएंगे।

## 2.1 राष्ट्रीय कौशल विकास अर्हता ढांचा (एन.एस.क्यू.एफ.) के साथ अनुरूपण

स्कीम के ढांचे के अंतर्गत प्रस्तावित सभी कौशल विकास पाठ्यक्रम दिनांक 27.12.2013 को अधिसूचित राष्ट्रीय कौशल विकास अर्हता ढांचा (एन.एस.क्यू.एफ.) के अनुरूप होना चाहिए। इस ढांचे के अंतर्गत सभी प्रशिक्षण/शैक्षिक कार्यक्रम/पाठ्यक्रमों में इस तरह के परिवर्तन की व्यवस्था है कि वह एन.एस.क्यू.एफ. की अधिसूचना के तीसरे वर्ष की तारीख के बाद (अर्थात् 27 दिसंबर 2016 के बाद) एन.एस.क्यू.एफ. अनुपालक हो। सरकारी वित्त पोषण किसी प्रशिक्षण अथवा शैक्षिक कार्यक्रम/पाठ्यक्रम उस स्थिति में उपलब्ध नहीं होगा यदि वह एन.एस.क्यू.एफ. अनुपालक न हो। भारत सरकार के विभिन्न मंत्रालयों/विभागों/राज्य सरकारों/एन.एस.डी.ए./एन.एस.डी.सी./क्षेत्र कौशल परिषदों द्वारा पैनलीकृत/अनुमोदित सभी प्रशिक्षण प्रदाताओं को एन.एस.क्यू.एफ. की इस अपेक्षा का अनुपालन करना आवश्यक होगा, ऐसा न होने पर, संबंधित पैनल में रखने वाले/अनुमोदित करने वाले प्राधिकारी द्वारा उन्हें सूची से हटा दिया जाएगा।

## 3. इनपुट स्टैंडर्ड

3.1 यद्यपि भारत सरकार की किसी भी स्कीम के अंतर्गत वित्त पोषित सभी प्रशिक्षण कार्यक्रमों को यह सुनिश्चित करना आवश्यक है कि इन "सामान्य मानदंडों" के अनुसार परिणाम प्राप्त किए जाएं, फिर भी निम्नलिखित इनपुट पर भी विचार किया जाएगा ताकि यह सुनिश्चित हो सके कि पर्याप्त प्रशिक्षण अवसंरचना और क्षमता विद्यमान है :



- (i) समग्र प्रशिक्षण अवसंरचना विशेषकर प्रशिक्षण उपकरण और उपस्कर, उद्योग के बेंचमार्क के अनुसार हो।
- (ii) उपयुक्त अर्हता/अनुभव वाले प्रशिक्षक नियुक्त किए जाएं और प्रत्येक प्रशिक्षक, प्रशिक्षक प्रशिक्षण पाठ्यक्रम (टी.ओ.टी.) किया हुआ हो।
- (iii) शिक्षण समूहों के लिए उपयुक्त और एन.एस.क्यू.एफ./एस.डी.आई.एस. की आवश्यकताओं के अनुरूप उद्योग से जुड़े विषय-वस्तु का इस्तेमाल हो।
- (iv) छात्र और प्रशिक्षक का पंजीकरण आधार (ADHAR) से जुड़ा हो।
- (v) मूल्यांकन का वीडियो रिकॉर्ड, यदि आवश्यक हो, हुआ हो।

#### 4. कौशल विकास का परिणाम

कौशल प्राप्त व्यक्ति का स्वतंत्र तृतीय पक्ष प्रमाणन के अलावा कौशल विकास परिणामों से प्राप्त परिणाम निम्न प्रकार होंगे:

4.1 कार्य बल (वर्क फोर्स) में नई भर्ती वालों के प्रशिक्षण के लिए परिणाम की परिभाषा में निम्नलिखित सभी को शामिल किया जाएगा :

- (i) वार्षिक आधार पर न्यूनतम 70 प्रतिशत सफलतापूर्वक प्रमाणित प्रशिक्षार्थियों को प्रशिक्षण पूरा होने के तीन महीने के अंदर रोजगार (मजदूरी और स्वरोजगार दोनों) और उत्तीर्ण हुए न्यूनतम 50 प्रतिशत प्रशिक्षार्थी, मजदूरी वाले रोजगार में तैनात किए जाएं;  
परंतु, मंत्रालय/विभाग, स्वरोजगार/उद्यमशीलता के लिए अनन्य रूप से बनाई गई स्कीम की विशिष्टताओं, कार्यकलापों की प्रकृति, स्थानीय अर्थव्यवस्था, सामाजिक स्थितियों आदि के आधार पर मजदूरी और स्वरोजगार की प्रतिशतता में परिवर्तन के लिए स्वतंत्र होंगे।
- (ii) मजदूरी वाले रोजगार और पूर्व शिक्षण की मान्यता के मामले में उम्मीदवारों को ऐसे जॉब में तैनात किया जाएगा जिससे निर्धारित न्यूनतम मजदूरी के बराबर मजदूरी मिले और ऐसे उम्मीदवार उसी या किसी अन्य नियोक्ता के साथ उसी या उच्च स्तर पर तैनाती की तारीख से न्यूनतम तीन महीने की अवधि के लिए जॉब में बने रहेंगे।
- (iii) स्वरोजगार के मामले में उम्मीदवार ऐसी आजीविका सम्बर्धन गतिविधियों में लाभप्रद रूप में नियोजित हुआ हो, जो ट्रेड लाइसेंस की दृष्टि से प्रमाणित हो अथवा ऐसे उद्यम की स्थापना में हो अथवा उत्पादक समूह का सदस्य बना हो अथवा अतिरिक्त आय का उसके पास प्रमाण (बैंक स्टेटमेंट) हो अथवा ऐसा कोई अन्य उपयुक्त और सत्यापन किए जाने योग्य दस्तावेज हो जैसा संबंधित मंत्रालय/विभाग निर्धारित करे।

4.2 पहले से ही किसी ऑक्यूपेशन में लगे व्यक्तियों के पुनः कौशलीकरण अथवा कौशल उन्नयन के मामले में न्यूनतम 70 प्रतिशत ऐसे व्यक्ति, कौशल विकास प्रशिक्षण के पूरा होने के 14 महीने के अंदर न्यूनतम 3 प्रतिशत पारिश्रमिक में वृद्धि वाले होंगे।

4.3 अनौपचारिक, गैर-औपचारिक अथवा किसी व्यावसायिक ट्रेड अथवा क्राफ्ट में अनुभवजन्य प्रशिक्षण के जरिए कौशल अर्जित करने वाले व्यक्तियों के मामले में ऐसे पूर्व अर्जित कौशल की औपचारिक मान्यता और प्रमाणन (आवश्यक होने पर ब्रिज पाठ्यक्रम का प्रशिक्षण पूरा करने के बाद), जिससे मजदूरी वाले रोजगार के मामले में तत्काल और परवर्ती उत्पादन चक्र के लिए उम्मीदवार के कौशल श्रेणी के अंतर्गत मजदूरी में समुचित वृद्धि हो अथवा स्वरोजगार के मामले में 4.1 (iii) के अंतर्गत शर्तें पूरी होती हों, इस प्रयास का परिणाम माना जाएगा।

#### 5. वित्त पोषण के मानदंड

कौशल विकास स्कीमों के अंतर्गत वित्त पोषण की व्यवस्था निम्नलिखित में से किसी भी मामले के लिए उपलब्ध है:

- (i) कौशल विकास प्रशिक्षण के लिए अवसंरचना के सृजन/उन्नयन हेतु पूंजीगत व्यय पूरा करना;
- (ii) अलग-अलग व्यक्तियों के प्रशिक्षण की आवृत्ति लागत पूरा करना जिसमें तैनाती के बाद लगने वाली लागत शामिल है।

5.1 मंत्रालयों/विभागों में वित्त पोषण के मानदंडों के यौक्तिकीकरण से वे इनपुट और परिणामों पर प्रभावी ढंग से निगरानी करने में समर्थ होंगे। इससे सभी प्रशिक्षण प्रदाताओं में आयोजित किए गए प्रशिक्षण कार्यक्रमों की गुणवत्ता में भी सुचारुता आएगी। अतः अनुसूची-I में दिए गए अनुसार वित्त पोषण के मानदंड उन सभी विद्यमान और नई कौशल विकास स्कीमों पर लागू होते हैं जो अलग-अलग प्रशिक्षार्थियों के प्रशिक्षण लागत का वित्त पोषण करते हों।

परंतु, प्रशिक्षण के लिए अवसंरचना के सृजन/विस्तार को पूरा करने वाली कौशल विकास स्कीमें/स्कीमों के घटक अपने विद्यमान मानदंडों के अनुसार कार्य करते रहें, जैसा कि संबंधित मंत्रालयों/विभागों द्वारा निर्णय लिया गया है।

5.2 मूल लागत : भारत सरकार की किसी भी स्कीम के अंतर्गत प्रशिक्षण को सफलतापूर्वक पूरा करने वाले और प्रमाणित किए जाने वाले प्रत्येक प्रशिक्षार्थी के मामले में कौशल विकास प्रशिक्षण लागत का भुगतान अनुसूची-I एवं अनुसूची-IV में दिए अनुसार अदा किया जाएगा।

5.3 अनुसूची-II की श्रेणी I, II, III में सूचीबद्ध ट्रेड/जॉब की भूमिका, राष्ट्रीय कौशल अर्हता ढांचा (एन.एस.क्यू.एफ.) से अनुरूपित की जाएगी जैसा कि दिनांक 27.12.2013 की कैबिनेट अधिसूचना संख्या 8/6/2013-इनवे. द्वारा अधिसूचित किया गया है। इन श्रेणियों को संबंधित प्रशिक्षण पाठ्यक्रम प्रदान किए जाने हेतु पूंजीगत व्यय और प्रचालन व्यय के स्तर के आधार पर वर्गीकृत किया गया था। मंत्रालय/विभाग उन पाठ्यक्रमों की पहचान करने के लिए स्वतंत्र हैं जो इनमें से किसी श्रेणी के अंतर्गत वर्गीकृत किए जा सकते हैं और इस सूची के अंतर्गत नहीं आने वाले पाठ्यक्रमों के मामले में उद्योग के परामर्श से ऐसा किया जा सकता है और उसके बाद “सामान्य मानदंड समिति” का अनुमोदन प्राप्त करना होगा।

5.4 प्रति घंटा दर में निम्नलिखित लागत घटक शामिल होगा :

- i. उम्मीदवारों को इकट्ठा करना
- ii. तैनाती के बाद ट्रेकिंग/निगरानी
- iii. पाठ्यचर्या
- iv. तैनाती खर्च
- v. प्रशिक्षकों का प्रशिक्षण
- vi. उपस्कर
- vii. अवसंरचना लागत/उपयोगी सुविधाओं का परिशोधन
- viii. शिक्षण सहायता
- ix. कच्ची सामग्री
- x. प्रशिक्षकों का वेतन

5.5 इन मानदंडों से किसी विचलन की अनुमति “सामान्य मानदंड समिति” के अनुमोदन के बाद ही दी जाएगी।

5.6 ठहरने और भोजन के लिए सहायता : कतिपय अतिरिक्त लागत शीर्षों की अनुमति नीचे दिए अनुसार प्रदत्त की जाएगी :

(i) निम्नलिखित के लिए प्रदत्त की जाएगी:

- क) आवासीय प्रशिक्षण और/अथवा
- ख) उन सभी कौशल विकास प्रशिक्षण कार्यक्रमों के मामलों में जहाँ विशेष क्षेत्र से आने वाले प्रशिक्षार्थी (अनुसूची-I में यथापरिभाषित) इन विशेष क्षेत्रों से बाहर प्रशिक्षित किए जाते हैं और/अथवा
- ग) देश में किसी भी जगह प्रशिक्षण कार्यक्रम जहाँ महिला प्रशिक्षार्थियों को निकटतम प्रशिक्षण केंद्र तक पहुंचने के लिए अपने घरों से 80 किलोमीटर से अधिक की यात्रा तय करनी पड़ती है और उनके लिए जिनके द्वारा ठहरने एवं भोजन की सुविधा प्राप्त की जा रही है।

मंत्रालय/विभाग, अनुसूची-I में दिए अनुसार प्रति प्रशिक्षार्थी प्रति दिन अधिकतम सीमा के अध्यक्षीन रहने और खाने की लागत की प्रतिपूर्ति वास्तविक दर पर करेंगे। इस प्रयोजन के लिए शहरों के श्रेणियों की सूची अनुसूची-III में दी गई है।

(ii) परिवहन लागत : ‘विशेष क्षेत्रों’ से बाहर प्रशिक्षण प्राप्त करने वाले ‘विशेष क्षेत्रों’ के उम्मीदवारों के लिए आने-जाने की परिवहन लागत, जैसा अनुसूची-I में दिया गया है, देय होगी।

5.7 संसाधन जुटाना : भौगोलिक क्षेत्र/सेक्टर और प्रशिक्षार्थी समूह के मामले में जहाँ प्रशिक्षण लागत इस अधिसूचना में विनिर्दिष्ट मानदंडों से बहुत अधिक हो, प्रशिक्षण प्रदाता इस बात के लिए स्वतंत्र है कि वे राज्य सरकारों, निगमों, नियोक्ताओं, लोक हितैशी संस्थाओं आदि से अतिरिक्त वित्त सहायता जुटाएं। तथापि, निधियों के ऐसे सामंजस्य के लिए संबंधित मंत्रालयों/विभागों का अनुमोदन प्राप्त करना होगा।

5.8 वापस की जाने वाली प्रतिभूति जमा जो सभी उम्मीदवारों से वसूली जाती है : यह सुनिश्चित करने के लिए कि प्रशिक्षण कार्यक्रमों के लिए चुने गए उम्मीदवार गंभीरता से प्रशिक्षण ले रहे हैं और प्रशिक्षण पाठ्यक्रम के दौरान बीच में प्रशिक्षण छोड़ देने की दरों में कमी लाने के लिए भी प्रशिक्षण प्रदाता प्रति उम्मीदवार से 1000/- रु. (एन.एस.क्यू.एफ. स्तर 5 और इससे ऊपर के लिए), 500/- रु. (एन.एस.क्यू.एफ. स्तर 3 और 4 के लिए) और 250/- रु. (एन.एस.क्यू.एफ. स्तर 1 और 2) की वापस की जाने वाली प्रतिभूति जमा प्रशिक्षण प्रारंभ होने के समय ही वसूलेंगे। यह राशि ऐसे प्रत्येक उम्मीदवारों को वापस कर दी जाएगी जो प्रशिक्षण पूरा करते हैं और सफलतापूर्वक प्रमाणित होते हैं। धन वापसी का प्रमाण, प्रशिक्षण लागत दावे के साथ प्रशिक्षण प्रदाता से लिया जाएगा।

5.9 तृतीय पक्ष प्रमाणन और मूल्यांकन लागत : प्रशिक्षित उम्मीदवारों का स्वतंत्र और पक्षपात रहित मूल्यांकन और प्रमाणन सुनिश्चित करने के लिए प्रमाणन और मूल्यांकन की लागत एक स्वतंत्र तृतीय पक्ष को देय होगी जिसमें मूल्यांकन और प्रमाणन करने के लिए प्राधिकृत विश्वविद्यालय/संस्थान शामिल होंगे। अदा की जाने वाली तृतीय पक्ष प्रमाणन और मूल्यांकन लागत अनुसूची-I में दी गई है।

6. निधि की व्यवस्था संबंधी तंत्र : प्रशिक्षण प्रदाताओं को भुगतान, प्राप्त परिणाम के आधार पर किया जाएगा और निधियां इस रूप में जारी की जाएंगी जैसा अनुसूची-IV में कार्यक्रम को प्रभावी रूप से कार्यान्वित करने के लिए दिया गया है।

## 7. निगरानी और ट्रेकिंग :

7.1 भिन्न-भिन्न कौशल प्रशिक्षण स्कीमों की पहुंच एक ओपन, सामान्य और विस्तारणीय डाटा मानकों तक होगी ताकि यह सुनिश्चित हो सके कि उनके आई.टी. प्रणाली डाटा शेयर कर सकें और मापने योग्य रूप में कार्य कर सकें। मानकीकृत (स्टैंडर्डाइज्ड) अप्लीकेशन प्रोग्राम इंटर फेस (ए.पी.आई.) को भी विभिन्न कौशल प्रशिक्षण कार्यक्रमों की प्रबंधन सूचना तंत्र (एम.आई.एस.) में उपयोग के लिए परिभाषित किया जाएगा। इसके अलावा कौशल विकास और उद्यमशीलता मंत्रालय, उपर्युक्त मानक और ए.पी.आई.एस. के आधार पर एकीकृत और इंटरैक्टिव एम.आई.एस. के विकास की सुविधा भी उपलब्ध कराएगा जो आगे चलकर सभी मंत्रालयों/विभागों द्वारा उपयोग किए जाने के लिए उपलब्ध होगा। यह समेकित एमआईएस, राज्यों और कार्यक्रम विशेष वाले मंत्रालयों/विभागों के ई.आर.पी./एम.आई.एस. सोल्यूशन से एक एग्रीग्रेटर के रूप में कार्य करेगा।

इसकी सुविधा के लिए कौशल विकास और उद्यमशीलता मंत्रालय द्वारा पद नामित एजेंसी, भिन्न डाटा संगठनों से सूचना लेने के लिए एक तंत्र स्थापित करेगी और राज्यों/मंत्रालयों/विभागों को अपेक्षित एकीकरण तथा सूचना के निर्बाध आदान प्रदान के लिए आवश्यक तकनीकी सहायता उपलब्ध कराएगी। इस तरह का इंटरैक्टिव एम.आई.एस. गहन गुणवत्तायुक्त अंतर्दृष्टि प्रदान करेगा जिसका उपयोग नीति निरूपण के लिए किया जा सकता है।

7.2 किसी परियोजना के अंतर्गत सभी प्रशिक्षित प्रशिक्षार्थियों को नई भर्ती वालों के मामले में एक वर्ष की अवधि के लिए ट्रैक किया जाएगा और पुनः कौशलीकरण और कौशल उन्नयन के मामले में प्रशिक्षण के पूरा होने/प्रमाणन किए जाने की तारीख से उनके कैरियर की प्रगति, रिटेंशन एवं अन्य मानकों के मामले में 14 महीने के लिए ट्रैक किया जाएगा। ट्रैकिंग के लिए एक नवीन प्रणाली विकसित की जाएगी जो तकनीक (वेब और मोबाइल आधारित) का इस्तेमाल करेगी और वह ट्रैकिंग तंत्र से रिस्पॉंड करने के लिए प्रशिक्षार्थियों के लिए प्रोत्साहन रखेगी।

निगरानी और ट्रैकिंग तंत्र के लिए निम्नलिखित लागू होंगे :

- (i) यदि किसी बैच में 90 प्रतिशत उम्मीदवारों से संबंधित विवरण केंद्रीय एम.आई.एस. में फीड कर दिए जाते हैं तो यह उस बैच विशेष के उम्मीदवारों का सफल ट्रैकिंग माना जाएगा। इस कदम के पूरा होने से प्रशिक्षण प्रदाता संबंधित मंत्रालय से प्रशिक्षण लागत की एक किस्त, जो प्रशिक्षण लागत का 10 प्रतिशत होगा अथवा प्रति उम्मीदवार 5000/- रु. की राशि होगी, जो भी कम हो, के संवितरण का दावा करने के पात्र होंगे।
- (ii) प्रत्येक उम्मीदवार को नए प्रवेश वालों के मामले में एक वर्ष के लिए महीने में एक बार ट्रैक किया जाएगा और पुनः कौशलीकरण और उन्नयन के मामले में उसके प्रशिक्षण पूरा होने के बाद 14 महीने की अवधि के लिए ट्रैक किया जाएगा। ट्रैक किए जाने के लिए पैरामीटर निम्न प्रकार होगा :
  - क) प्रशिक्षण पूरा होने के तीन महीने के अंदर तैनाती होनी चाहिए।
  - ख) एक बार तैनाती हो जाने पर प्रति माह पारिश्रमिक/वृद्धिगत पारिश्रमिक।
  - ग) क्या ट्रैकिंग अवधि के अंत तक उसी या उच्च जॉब रोल कार्य करना लगातार है (उसी या अलग-अलग नियोक्ता के साथ)।
  - घ) यदि भिन्न-भिन्न जॉब के बीच बेरोजगारी की अवधि है तो ऐसे अंतराल की अवधि और दूसरा जॉब हाथ में आए बिना, पहले वाले जॉब को छोड़ देने का कारण।
- (iii) कौशल विकास के लिए भारत सरकार की सभी वित्त पोषित स्कीमों का मूल्यांकन, मंत्रालय द्वारा अथवा मंत्रालय द्वारा पदनामित एजेंसी द्वारा प्रत्येक तीन वर्ष बाद किया जाएगा और परिणाम प्राप्त न करने वाली स्कीमों के बने रहने की समीक्षा की जाएगी। यहां कार्यनिष्पादन को परिमाणात्मक (प्राप्त परिणाम) तथा गुणवत्ता (उम्मीदवारों/राज्यों/प्रशिक्षण प्रदाताओं, एन.एस.क्यू.एफ. अनुपालन की डिग्री आदि से प्राप्त फीडबैक) दोनों दृष्टियों से परिभाषित किया जाएगा।

## 8. प्रचार अभियान और जागरूकता निर्माण :

हालांकि, कौशल विकास और उद्यमशीलता मंत्रालय एक समन्वित देशव्यापी जागरूकता अभियान तैयार करेगा और उसे प्रारंभ करेगा, प्रत्येक मंत्रालय/विभाग संबंधित टारगेट समूह/लाभार्थियों तक पहुंचने के लिए सेक्टर/भौगोलिक क्षेत्र, जिन्हें कौशल विकास पहल की आवश्यकता है, पर विशेष ध्यान केंद्रित करते हुए, रणनीति तैयार करेंगे। अन्य स्वामित्वधारकों (स्टेकहोल्डर), विशेषकर नियोक्ता उद्योग को संवेदनशील किया जाना, ऐसे अभियान का अभिन्न अंग होगा।

## 9. प्रशिक्षण प्रदाताओं/मूल्यांककों का पैनल बनाना :

सभी केंद्रीय सरकारी कार्यक्रमों/स्कीमों का कार्यान्वयन उन प्रशिक्षण प्रदाताओं/मूल्यांककों के जरिए किया जाएगा जो राष्ट्रीय स्तर पर पैनल में हों, अथवा राज्य स्तर पर विधिमाम्य प्रक्रिया के जरिए की जाएगी। राष्ट्रीय स्तर पर प्रशिक्षण प्रदाताओं/मूल्यांककों का पैनल बनाने के लिए एकल प्रक्रिया अपनाई जाएगी। यह प्रक्रिया, सेक्टर विशिष्ट मामलों/भेदों में संबंधित मंत्रालयों/विभागों/क्षेत्र कौशल परिषदों के परामर्श से महत्वपूर्ण कारक होगी। राज्य, प्रशिक्षण प्रदाताओं/मूल्यांककों का पैनल बनाने की अपनी प्रक्रिया को राष्ट्रीय स्तर पर पदनामित एजेंसी द्वारा विधिमाम्य कराएंगे।

## अनुसूची-I

## लागत अनुसूची

## 1. मूल लागत

## 1.1 विभिन्न सेक्टरों के लिए मूल लागत निम्न प्रकार होगी :-

- (i) अनुसूची-II की श्रेणी I में सूचीबद्ध ट्रेडों/सेक्टरों के लिए 38.5/- रु. प्रति घंटा प्रशिक्षण।
- (ii) अनुसूची-II की श्रेणी II में सूचीबद्ध ट्रेडों/सेक्टरों के लिए 33/- रु. प्रति घंटा प्रशिक्षण।
- (iii) अनुसूची-II की श्रेणी III में सूचीबद्ध ट्रेडों/सेक्टरों के लिए 27.5/- रु. प्रति घंटा प्रशिक्षण।

लागत 10 प्रतिशत प्रति वर्ष की आवधिक वृद्धि के अधीन होगी अथवा जैसा "सामान्य मानदंड समिति" द्वारा निर्णय किया जाए परंतु किन्हीं दो संशोधनों के बीच न्यूनतम अवधि 6 महीने की होगी।

## 2. परिवहन लागत

2.1 विशेष क्षेत्रों से बाहर प्रशिक्षण प्राप्त करने वाले विशेष क्षेत्रों के उम्मीदवारों के लिए आने-जाने की परिवहन लागत, प्रति प्रशिक्षार्थी अधिकतम 5000/- रु. के अध्यक्षीन, देय होगी।

## (i) निम्नलिखित के लिए दी जाएगी:

- क) आवासीय प्रशिक्षण और/या
- ख) उन सभी कौशल विकास प्रशिक्षण कार्यक्रमों के मामलों में जहाँ विशेष क्षेत्र से आने वाले प्रशिक्षार्थी (इसमें यहां यथा परिभाषित) इन विशेष क्षेत्रों से बाहर प्रशिक्षित किए जाते हैं और/अथवा
- ग) देश में किसी भी जगह प्रशिक्षण कार्यक्रम जहाँ महिला प्रशिक्षार्थियों को निकटतम प्रशिक्षण केंद्र तक पहुंचने के लिए अपने घरों से 80 किलोमीटर से अधिक की यात्रा करनी पड़ती है और जो उनके लिए की गई व्यवस्था के अंतर्गत ठहरने और भोजन की सुविधा उठाते हैं।

मंत्रालयों द्वारा प्रति प्रशिक्षार्थी प्रति दिन अधिकतम सीमा के अध्यक्षीन ठहरने और भोजन की वास्तविक लागत की प्रतिपूर्ति निम्नलिखित तालिका के अनुसार की जाएगी:

|      |                                                                                                      |          |
|------|------------------------------------------------------------------------------------------------------|----------|
| i.   | X श्रेणी वाले शहर/कस्बा-प्रतिदिन प्रति प्रशिक्षार्थी                                                 | 300/-रु. |
| ii.  | Y श्रेणी वाले शहर/कस्बा-प्रतिदिन प्रति प्रशिक्षार्थी                                                 | 250/-रु. |
| iii. | Z श्रेणी वाले शहर/कस्बा-प्रतिदिन प्रति प्रशिक्षार्थी                                                 | 200/-रु. |
| iv.  | ग्रामीण क्षेत्र और कोई भी क्षेत्र जिसे म्युनिसिपल/कस्बा क्षेत्र के रूप में अधिसूचित नहीं किया गया है | 175/-रु. |

(शहरों के श्रेणियों की सूची अनुसूची-III में दी गई है)

## 4. तृतीय पक्ष प्रमाणन और मूल्यांकन लागत:

4.1 प्रशिक्षित उम्मीदवारों का स्वतंत्र और पक्षपात रहित मूल्यांकन और प्रमाणन सुनिश्चित करने के लिए प्रमाणन और मूल्यांकन की लागत, मूल्यांकन और प्रमाणन करने के लिए प्राधिकृत किसी स्वतंत्र तृतीय पक्ष को देय होगी। यह राशि मूल लागत के अलावा होगी और प्रति उम्मीदवार 600/-रु. से 1500/-रु. की रेंज में होगी, जैसा अलग-अलग मंत्रालय/विभाग निर्णय लें।

## 5. विशेष क्षेत्र समूह के लिए अतिरिक्त सहायता

5.1 विशेष क्षेत्रों में प्रशिक्षण: मूल लागत की अतिरिक्त लागत की अनुमति पूर्वोत्तर राज्य, जम्मू और कश्मीर, हिमाचल प्रदेश, उत्तराखंड, अण्डमान और निकोबार द्वीप समूह, लक्षद्वीप और वामपंथी उग्रवाद (एल.डब्ल्यू.ई.) द्वारा प्रभावित जिलों, जैसा गृह मंत्रालय द्वारा समेकित कार्य योजना के लिए अभिनिर्धारित (जिसे इसमें यहां "विशेष क्षेत्र" के रूप में संदर्भित है) किया गया है, में चलाए गए कौशल विकास कार्यक्रमों के लिए मूल लागत की 10 प्रतिशत के बराबर अतिरिक्त राशि दी जाएगी।

5.2 गैर आवासीय कौशल प्रशिक्षण कार्यक्रमों के सफलतापूर्वक पूरा करने के बाद और प्रमाणन होने के बाद सभी महिला उम्मीदवारों तथा अशक्त व्यक्तियों को प्रशिक्षण केंद्र से आने-जाने के लिए यात्रा में उठाए गए खर्च की प्रतिपूर्ति निम्नलिखित दर पर की जाएगी:

| प्रति माह वाहन लागत की प्रतिपूर्ति        | राशि रु. में |
|-------------------------------------------|--------------|
| 1) निवास के जिले के अंदर प्रशिक्षण केंद्र | 1000/-       |
| 2) निवास के जिले के बाहर प्रशिक्षण केंद्र | 1500/-       |

5.3 तैनाती के बाद सहायता: नए कौशल प्राप्त व्यक्तियों को उनके नए जाब/व्यवसाय में सुस्थापित करने में समर्थ करने के लिए तैनाती के बाद की सहायता निम्नलिखित अवधि के लिए प्रति माह 1500/- रु. की दर से उम्मीदवार को सीधे दी जाएगी:

| तैनाती के बाद सहायता @ प्रति माह 1500/- रु. की दर से | पुरुष   | महिला   |
|------------------------------------------------------|---------|---------|
| 1) निवास के जिले के अंदर तैनाती                      | 1 महीना | 2 महीना |
| 2) निवास के जिले के बाहर तैनाती                      | 2 महीना | 3 महीना |

5.4 अशक्त व्यक्तियों (पी.डब्ल्यू.डी.) के लिए प्रशिक्षण: मूल लागत के अतिरिक्त, मूल लागत के 10 प्रतिशत के बराबर की अतिरिक्त राशि अशक्त व्यक्तियों के लिए उपलब्ध कराए गए कौशल विकास कार्यक्रमों के लिए प्रदान की जाएगी। परंतु, विशेष क्षेत्रों में पी.डब्ल्यू.डी. के प्रशिक्षण के मामले में अनुमेय कुल लागत, मूल लागत की 120 प्रतिशत होगी। प्रत्येक वर्ष प्रत्येक मंत्रालय द्वारा पूरा किया गया कुल प्रशिक्षण का न्यूनतम 3 प्रतिशत ट्रेडों में अशक्त व्यक्तियों के लिए आरक्षित होगा, जैसा कि सामाजिक न्याय और अधिकारिता मंत्रालय, अशक्तता कार्य विभाग द्वारा एन.एस.डी.ए. के साथ संयुक्त रूप में निर्णय लिया गया है।

अनुसूची-II

निर्धारित लागत श्रेणी के अनुसार ट्रेडों की सूची

| क्र.सं. उद्योग/सेक्टर   | उप-सेक्टर/ट्रेड                                                                                      |                                                                     |                                                                                                                                                                                         |
|-------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                         | श्रेणी-I                                                                                             | श्रेणी-II                                                           | श्रेणी-III                                                                                                                                                                              |
| 1. कृषि                 | खेती की मशीनरी, पशुपालन, खेती-यांत्रिकीकरण, परिशुद्ध (प्रिसिशन) कृषि, मत्स्य पालन और संबंधित क्षेत्र | कृषि, वृक्षरोपण, बागवानी, फूलों की खेती, मुर्गी पालन                | मधुमक्खी पालन, गृह-सज्जा कला- बोनसाई, फूल, जल प्रपात, लघु वन उत्पाद प्रसंस्करण और मूल्यवर्धन, प्राकृतिक फाइबर उत्पाद प्रसंस्करण और मूल्यवर्धन (रेशम कीट पालन, कपास, सन और विविध उत्पाद) |
| 2. परिधान               | पोशाक निर्माण, फैशन डिजाइनिंग                                                                        | पोशाक बनाना                                                         |                                                                                                                                                                                         |
| 3. ऑटोमोटिव             | विनिर्माण, ऑटोमोटिव मरम्मत                                                                           | ऑटोमोटिव बिक्री                                                     |                                                                                                                                                                                         |
| 4. सौंदर्य और स्वास्थ्य |                                                                                                      | स्पा और स्वास्थ्य, सौंदर्य वर्धन, हेयर ट्रेसिंग, प्राकृतिक चिकित्सा | गृहसाज कला, मेहंदी                                                                                                                                                                      |
| 5. बी.एफ.एस.आई.         |                                                                                                      |                                                                     | बैंकिंग, लेखाकरण, बीमा                                                                                                                                                                  |
| 6. पूंजीगत माल          | फैब्रिकेशन, विद्युत यांत्रिक                                                                         |                                                                     |                                                                                                                                                                                         |
| 7. रसायन                | रसायनों का विनिर्माण और जैव रसायन प्लास्टिक प्रसंस्करण                                               | सुगंध, स्वाद और इत्र                                                |                                                                                                                                                                                         |
| 8. निर्माण              | निर्माण, उपस्कर, फैब्रिकेशन                                                                          | पेंट, लकड़ी का कार्य, बांस निर्मिति, बढ़ईगीरी                       |                                                                                                                                                                                         |
| 9. शिक्षा और कौशल विकास |                                                                                                      | शिक्षा, कौशल विकास                                                  | कौशल परामर्श (कौंसिलिंग)                                                                                                                                                                |



|     |                           |                                                                     |                                                                                                                                         |                                                                                                                                                                                                                                                          |
|-----|---------------------------|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10. | इलेक्ट्रॉनिक              | इलेक्ट्रॉनिक सिस्टम डिजाइन और विनिर्माण—रेफ्रीजेशन और एयर कंडीशनिंग | उपभोक्ता इलेक्ट्रॉनिक, बिक्री और सेवा                                                                                                   |                                                                                                                                                                                                                                                          |
| 11. | फास्ट मूविंग उपभोक्ता माल |                                                                     |                                                                                                                                         | फास्ट मूविंग उपभोक्ता माल                                                                                                                                                                                                                                |
| 12. | खाद्य प्रसंस्करण उद्योग   | खाद्य प्रसंस्करण क्षेत्र                                            |                                                                                                                                         | खाद्य प्रसंस्करण सेक्टर जैसे दुग्ध उत्पाद, फल, सब्जी उत्पादन, अन्न और अन्न उत्पाद, खाद्यान्न (मिलिंग सहित), खाद्य तेल और वसा, मांस और मांस उत्पाद, मछली और मछली उत्पाद, मिठाई और मिष्ठान्न, पेय, एरेटेड वाटर और सॉफ्ट ड्रिंक, खाद्य उत्पादों की पैकेजिंग |
| 13. | फर्नीचर और साज—सज्जा      |                                                                     | फर्नीचर बनाना                                                                                                                           |                                                                                                                                                                                                                                                          |
| 14. | रत्न और आभूषण             | रत्न और आभूषण विनिर्माण                                             |                                                                                                                                         | गृहसाज कला और आभूषण                                                                                                                                                                                                                                      |
| 15. | ग्रीन कौशल                | नवीकरणीय ऊर्जा                                                      |                                                                                                                                         | वर्षा जल संचयन, ग्रीन रिटेल, संबद्ध ग्रीन कौशल                                                                                                                                                                                                           |
| 16. | हथकरघा और हस्तशिल्प       | हथकरघा                                                              | पीतलकारी, खादी, कारपेट, हस्तशिल्प                                                                                                       | हस्त निर्मित कागज और कागज उत्पाद, गृहसाज कला— मिट्टी के बर्तनों की पेंटिंग, गृहसाज काष्ठ कला                                                                                                                                                             |
| 17. | स्वास्थ्य देख—रेख         | (ii) चिकित्सा और सेवा नर्सिंग— मशीन तकनीशियन                        | सामुदायिक स्वास्थ्य देख—रेख, स्वास्थ्य देख—रेख, सहायक, निवारक स्वास्थ्य देख—रेख (पोषण और स्वास्थ्य शिक्षा तथा स्वास्थ्य काउंसिलिंग सहित | संबद्ध स्वास्थ्य देख—रेख                                                                                                                                                                                                                                 |
| 18. | इंस्ट्रुमेंटेशन           | प्रक्रिया इंस्ट्रुमेंटेशन                                           |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 19. | लौह और इस्पात             | फाउंडरी (स्पंज लौह सहित)                                            |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 20. | आई.टी.—आई.टी.ई.एस.        |                                                                     | सूचना और संचार प्रौद्योगिकी                                                                                                             |                                                                                                                                                                                                                                                          |
| 21. | चमड़ा                     | चमड़े के जूते और चमड़े से बने खेल के सामान का निर्माण               |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 22. | जीवन विज्ञान              | फार्मास्युटिकलों का विनिर्माण                                       | फार्मास्युटिकलों की बिक्री                                                                                                              |                                                                                                                                                                                                                                                          |
| 23. | लॉजिस्टिक                 |                                                                     |                                                                                                                                         | कुरियर और लॉजिस्टिक                                                                                                                                                                                                                                      |
| 24. | प्रबंधन                   |                                                                     |                                                                                                                                         | सामग्री प्रबंधन, व्यापार और वाणिज्य                                                                                                                                                                                                                      |
| 25. | विनिर्माण                 | उत्पादन और विनिर्माण                                                |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 26. | समुद्री इंजीनियरिंग       | समुद्री इंजीनियरिंग, पोत निर्माण                                    |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 27. | मीडिया और मनोरंजन         | एनिमेशन                                                             | निर्माण सहायता, मीडिया प्रिंटिंग                                                                                                        | फिल्म निर्माण                                                                                                                                                                                                                                            |
| 28. | खनन (माइनिंग)             | खनन (माइनिंग)                                                       |                                                                                                                                         |                                                                                                                                                                                                                                                          |
| 29. | संगीत                     | संगीत यंत्र का निर्माण                                              | यंत्र संबंधी संगीत सेवा                                                                                                                 |                                                                                                                                                                                                                                                          |

|     |                          |                                                                                         |                                                              |                                                              |
|-----|--------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------|
| 30. | प्लंबिंग                 | प्लंबिंग                                                                                |                                                              |                                                              |
| 31. | बिजली और ऊर्जा           | विद्युत औद्योगिक इलेक्ट्रीशियन                                                          | घरेलू इलेक्ट्रीशियन                                          |                                                              |
| 32. | रिटेल                    |                                                                                         | स्टोर प्रचालन, एफएमसीजी                                      | रिटेल                                                        |
| 33. | रबड़                     | विनिर्माण                                                                               | रबड़, नर्सरी/वृक्षरोपण                                       |                                                              |
| 34. | सुरक्षा                  |                                                                                         | सुरक्षा, अग्नि और सुरक्षा इंजीनियरी                          |                                                              |
| 35. | खेल                      | खेल के सामान का विनिर्माण                                                               | खेल सेवा                                                     |                                                              |
| 36. | टेलीकाम                  | नेटवर्क और अवसंरचना प्रबंधन                                                             | टेलीकाम सेवा प्रदाता, हैंडसेट का विक्रय और सेवा              |                                                              |
| 37. | वस्त्र (टेक्सटाइल्स)     | कताई, बुनाई, टेक्सटाइल्स, सिलाई और सूती, मानव निर्मित अन्य सिंथेटिक फाइबर का प्रसंस्करण |                                                              |                                                              |
| 38. | पर्यटन और आतिथ्य सत्कार  | खाद्य उत्पाद, कुकिंग                                                                    | आतिथ्य सत्कार, एफएण्डबी सेवा और हाउसकीपिंग                   | यात्रा और पर्यटन                                             |
| 39. | पारंपरिक/परंपरागत सेक्टर | शीशे के बर्तन (ग्लासवेयर)                                                               | पेंटिंग और खिलौना बनाना                                      | घड़ी – मरम्मत                                                |
| 40. | अन्य सेक्टर              | ऐसा कोई ट्रेड जो उपर्युक्त किन्हीं श्रेणियों में न आ पाए हों                            | ऐसा कोई ट्रेड जो उपर्युक्त किन्हीं श्रेणियों में न आ पाए हों | ऐसा कोई ट्रेड जो उपर्युक्त किन्हीं श्रेणियों में न आ पाए हों |

अनुसूची—III

आवासीय प्रशिक्षण लागत के लिए भारतीय शहरों का श्रेणीकरण

| क्र.सं. | राज्य        | "X" के रूप में वर्गीकृत शहर              | "Y" के रूप में वर्गीकृत शहर                                                                                                |
|---------|--------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| 1.      | आंध्र प्रदेश |                                          | विजयवाड़ा [शहरी समूहन(यू.ए.)], विशाखपट्टनम (यू.ए.), गुंटूर (यू.ए.)                                                         |
| 2.      | असम          |                                          | गुवाहाटी (यू.ए.)                                                                                                           |
| 3.      | बिहार        |                                          | पटना (यू.ए.)                                                                                                               |
| 4.      | चंडीगढ़      |                                          | चंडीगढ़ (यू.ए.)                                                                                                            |
| 5.      | छत्तीसगढ़    |                                          | दुर्ग—भिलाई नगर (यू.ए.); रायपुर (यू.ए.)                                                                                    |
| 6.      | दिल्ली       | दिल्ली राष्ट्रीय राजधानी क्षेत्र (यू.ए.) |                                                                                                                            |
| 7.      | गुजरात       |                                          | अहमदाबाद(यू.ए.), राजकोट (यू.ए.), जामनगर (यू.ए.), बड़ोदरा (यू.ए.)                                                           |
| 8.      | हरियाणा      |                                          | फरीदाबाद                                                                                                                   |
| 9.      | जम्मू—कश्मीर |                                          | श्रीनगर (यू.ए.), जम्मू (यू.ए.)                                                                                             |
| 10.     | झारखण्ड      |                                          | जमशेदपुर (यू.ए.), धनबाद                                                                                                    |
| 11.     | कर्नाटक      | बेंगलूरु (यू.ए.)                         | बेलगाम (यू.ए.), हुबली—धारवाड़, मंगलौर (यू.ए.)                                                                              |
| 12.     | केरल         |                                          | कोझीकोड (यू.ए.), कोच्चि (यू.ए.), तिरुवनंतपुरम (यू.ए.)                                                                      |
| 13.     | मध्य प्रदेश  |                                          | ग्वालियर (यू.ए.), इंदौर (यू.ए.), भोपाल (यू.ए.), जबलपुर                                                                     |
| 14.     | महाराष्ट्र   | ग्रेटर मुंबई (यू.ए.)                     | अमरावती, नागपुर (यू.ए.), औरंगाबाद (यू.ए.), नासिक (यू.ए.), भिवंडी (यू.ए.), पुणे (यू.ए.), सोलापुर (यू.ए.), कोल्हापुर (यू.ए.) |
| 15.     | ओडिसा        |                                          | कटक (यू.ए.), भुवनेश्वर (यू.ए.)                                                                                             |
| 16.     | पुद्दुचेरी   |                                          | पुद्दुचेरी (यू.ए.)                                                                                                         |

|                  |                                                                                                                                           |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 17. पंजाब        | अमृतसर (यू.ए.), जालंधर (यू.ए.), लुधियाना                                                                                                  |
| 18. राजस्थान     | बीकानेर, जयपुर, जोधपुर (यू.ए.), कोटा (यू.ए.)                                                                                              |
| 19. तमिल नाडु    | चेन्नई (यू.ए.)                                                                                                                            |
|                  | सलेम (यू.ए.), तिरुप्पु (यू.ए.), कोयंबटूर (यू.ए.), तिरुचिरापल्ली (यू.ए.), मदुरै (यू.ए.)                                                    |
| 20. तेलंगाना     | हैदराबाद (यू.ए.)                                                                                                                          |
|                  | वारांगल (यू.ए.)                                                                                                                           |
| 21. उत्तर प्रदेश | मुरादाबाद (यू.ए.), मेरठ (यू.ए.), गाजियाबाद(यू.ए.), अलीगढ़ (यू.ए.), लखनऊ (यू.ए.), बरेली (यू.ए.), कानपुर (यू.ए.), इलाहाबाद (यू.ए.), गोरखपुर |
| 22. उत्तराखण्ड   | कोलकाता (यू.ए.)                                                                                                                           |
|                  | देहरादून (यू.ए.)                                                                                                                          |
| 23. पश्चिम बंगाल | आसनसोल(यू.ए.)                                                                                                                             |

विभिन्न राज्यों/संघ राज्य क्षेत्रों में ऐसे सभी अन्य शहरों/कस्बों, जिन्हें "X" अथवा "Y" के रूप में वर्गीकृत नहीं किया गया है, को "Z" के रूप में वर्गीकृत किया गया है।

(शहरों/कस्बों का उपर्युक्त श्रेणीकरण, 2008 में छठे वेतन आयोग के अनुसार एच.आर.ए. के भुगतान के लिए भारतीय शहरों/कस्बों के श्रेणीकरण से अपनाया गया है)

अनुसूची-IV

#### वित्त पोषण

1. भुगतान जारी करने की अनुसूची: प्रशिक्षण प्रदाताओं को निधियां निम्नलिखित अनुसूची के अनुसार जारी की जाएंगी:

| किस्त   | कुल लागत की प्रतिशतता                                                                          | उपलब्धि के मानक                                                                                                                           |
|---------|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| प्रथम   | प्रत्येक प्रशिक्षार्थी से वापसी योग्य वसूली गई प्रतिभूति जमा का सकल राशि घटा कर 30 प्रतिशत     | प्रशिक्षण बैच शुरू होने पर                                                                                                                |
| द्वितीय | 30 प्रतिशत                                                                                     | प्रथम किस्त का 70 प्रतिशत उपयोग किए जाने पर और न्यूनतम 70 प्रतिशत प्रारंभिक प्रशिक्षार्थियों के बने रहने के साथ प्रशिक्षण के चलते रहने पर |
| तृतीय   | 20 प्रतिशत + प्रत्येक प्रमाणित प्रशिक्षार्थी से वसूली गई वापसी योग्य प्रतिभूति जमा की सकल राशि | सफल प्रशिक्षार्थियों का प्रशिक्षण और प्रमाणन पूरा होने पर                                                                                 |
| चतुर्थ  | 20 प्रतिशत                                                                                     | निम्नलिखित पर आधारित परिणाम                                                                                                               |

2. प्रशिक्षण लागत का 20 प्रतिशत जो परिणाम (चतुर्थ किस्त) से जुड़ी होती है, निम्नलिखित के अध्यक्षीन प्रशिक्षण प्रदाता को जारी की जाएगी:

- प्रशिक्षण प्रदाता, अनुबंध-II पैरा 4.1 (I), (II) और (III), 4.2 और 4.3 के अंतर्गत प्राप्त परिणाम पर 100 प्रतिशत भुगतान के लिए पात्र होंगे;
- प्रशिक्षण प्रदाता को निम्नलिखित में से किसी की उपलब्धि पर यथा अनुपात आधार पर भुगतान किया जाएगा:
  - नई भर्ती के मामले में 50 से 69 प्रतिशत उन लोगों की तैनाती जिन्हें प्रशिक्षण पूरा होने के 3 महीने के अंदर 'कम से कम 50 प्रतिशत न्यूनतम मजदूरी रोजगार प्रमाणित प्रशिक्षार्थी' के रूप में प्रमाणित किया गया हो।
  - 50-69 प्रतिशत प्रमाणित उम्मीदवार और पुनः कौशलीकरण तथा कौशल उन्नयन के मामले में 14 महीने के अंदर कम से कम 3 प्रतिशत पारिश्रमिक की वृद्धि।
  - व्यावसायिक ट्रेड या क्राफ्ट में अनुभवजन्य प्रशिक्षण की 50-69 प्रतिशत औपचारिक मान्यता और प्रमाणन जिससे तत्काल या परवर्ती उत्पादन चक्र के लिए संबंधित कौशल श्रेणी के उम्मीदवारों की मजदूरी में समुचित वृद्धि हो अथवा स्व-रोजगार के मामले में अनुबंध I के पैरा 4.1 (III) के अंतर्गत दी गई शर्तें पूरी होती हों।
- यदि नई भर्ती के मामले में एक वर्ष की अवधि में प्राप्त परिणाम/पुनः कौशलीकरण और कौशल उन्नयन के मामले में 14 महीने में प्राप्त परिणाम नीचे दी गई परिभाषा के अनुसार असंतोषजनक रहता है तो प्रशिक्षण प्रदाता को उस ट्रेड/केंद्र विशेष में प्रशिक्षण को बंद कर देने के लिए कहा जाएगा और यथा अनुपात आधार पर उसे भुगतान किया जाएगा :

- क) नई भर्ती के मामले में प्रशिक्षण पूरा होने के 3 महीने के अंदर 'कम से कम 50 प्रतिशत न्यूनतम मजदूरी रोजगार प्रमाणित प्रशिक्षार्थी' के रूप में प्रमाणित प्रशिक्षार्थियों की 49 प्रतिशत और उससे नीचे तैनाती की संख्या होने पर।
- ख) पुनः कौशलीकरण तथा कौशल उन्नयन के मामले में 14 महीने के अंदर कम से कम 3 प्रतिशत पारिश्रमिक की वृद्धि वाले 49 प्रतिशत और उससे नीचे प्रमाणित उम्मीदवारों की संख्या होने पर।
- ग) व्यावसायिक ट्रेड या क्राफ्ट के अंतर्गत अनुभवजन्य प्रशिक्षण के मामले में औपचारिक मान्यता और प्रमाणन, जिससे तत्काल या परवर्ती उत्पादन चक्र के लिए संबंधित कौशल श्रेणी के उम्मीदवारों की मजदूरी में समुचित वृद्धि अथवा स्वरोजगार के मामले में अनुबंध-I के पैरा 4.1 (iii) के अंतर्गत दी गई शर्तें पूरी करने वाले उम्मीदवारों की संख्या 49 प्रतिशत और उससे नीचे होने पर। उक्त प्रकार के नियोजन खत्म होने पर संबंधित मंत्रालय, कार्य निष्पादन से संबंधित सभी कारकों पर सावधानी पूर्वक विचार करने के बाद ऐसे प्रशिक्षण प्रदाता को स्कीम/परियोजना के कार्यान्वयन से हटा लिया जाए या नहीं, पर तुरंत निर्णय लेगा। संबंधित मंत्रालय द्वारा प्रशिक्षण प्रदाता को पैनल में से हटा दिए जाने की कार्यवाही अन्य सभी संबंधित मंत्रालयों को सूचित करते हुए मंत्रालय द्वारा पद नामित मंत्रालय/एजेंसी को सूचित करते हुए की जाएगी। प्रशिक्षण प्रदाता को संबंधित मंत्रालय द्वारा पैनल से हटा दिए जाने की अधिसूचना की तारीख से कम से कम एक वर्ष के अंतराल के बाद ट्रेड के लिए पैनल में शामिल किए जाने हेतु पुनः आवेदन करने का अवसर प्राप्त होगा।
- (iv) प्रति उम्मीदवार अधिकतम 5000/— रु. के अध्यक्षीन कुल प्रशिक्षण लागत के 10 प्रतिशत के बराबर की राशि, किसी बैच के कम से कम 90% उम्मीदवारों से संबंधित व्योरो को समेकित एम.आई.एस. में प्रविष्टिकरण किए जाने के बाद ही जारी की जाएगी।
3. जो प्रशिक्षण प्रदाता निर्धारित परिणामों से आगे बढ़ जाते हैं उनको प्रोत्साहित करने के लिए निम्नलिखित अतिरिक्त प्रोत्साहन प्रदान किया जाएगा:
- (i) जहां परिणाम 70 प्रतिशत से 85 प्रतिशत से ऊपर है, प्रशिक्षण प्रदाता को प्रति उम्मीदवार मूल लागत का 3000/— रु. की अतिरिक्त राशि अदा की जाएगी।
- (ii) जहां परिणाम 85 प्रतिशत से ऊपर है, प्रशिक्षण प्रदाता को प्रति उम्मीदवार मूल लागत का 5000/— रु. की अतिरिक्त राशि अदा की जाएगी।

ज्योत्सना सितलिंग  
संयुक्त सचिव

MINISTRY OF AGRICULTURE  
(DEPARTMENT OF AGRICULTURE & COOPERATION)

New Delhi, the 6<sup>th</sup> July 2015

No. 8-217/2004-PP.I (Pt.)—In partial modification of Government of India, Ministry of Agriculture, Department of Agriculture & Cooperation Notification No.8-97/91-PP.I dated 26.11.1993 as amended from time to time it is hereby notified for general information that the following entries shall be included by way of addition or replacement under the relevant heads specifying officers, by designation, who are authorized to inspect, fumigate or disinfect and grant phytosanitary certificates in respect of plants and plant materials intended for export to other countries Governments of which require such certificates:

I. Central Government

- (xlii) The Officer-in-Charge,  
Plant Quarantine Station, Ahmedabad,  
(Gujarat)  
[Code No. 'C' (PPQS) 1 (42)]
- (xliii) The Officer-in-Charge,  
Plant Quarantine Station, Calicut,  
(Kerala)  
[Code No. 'C' (PPQS) 1 (43)]
- (xliv) The Officer-in-Charge,  
Plant Quarantine Station, Coimbatore,  
(Tamil Nadu)  
[Code No. 'C' (PPQS) 1 (44)]
- (xlv) The Officer-in-Charge,  
Plant Quarantine Station, Haldia  
(West Bengal)  
[Code No. 'C' (PPQS) 1 (45)]
- (xlvi) The Officer-in-Charge,  
Plant Quarantine Station, JNPT  
Mumbai (Maharashtra)  
[Code No. 'C' (PPQS) 1 (46)]
- (xlvii) The Officer-in-Charge,  
Plant Quarantine Station, Krishnapattnam,  
(Andhra Pradesh)  
[Code No. 'C' (PPQS) 1 (47)]
- (xlviii) The Officer-in-Charge,  
Plant Quarantine Station, ICD,  
Tuglakabad (New Delhi)  
[Code No. 'C' (PPQS) 1 (48)]
- (xlix) The Officer-in-Charge,  
Plant Quarantine Station, Moreh,  
(Imphal)  
[Code No. 'C' (PPQS) 1 (49)]

UTPAL KUMAR SINGH  
Joint Secretary

Note: The original notification was issued by Department of Agriculture & Cooperation vide notification no. 8-97/91-PP.I dated 26.11.1993 and subsequently modified vide notification no. 8-97/91-PP.I dated 25.11.97, notification no. 8-70/98-PP.I dated 30.09.1999, notification no. 8-86/2000-PP.I dated 06.11.2001, notification no. 8-86/2000-PP.I dated 06.05.2002, notification no. 8-86/2000-PP.I dated 30.05.2002, notification no. 8-33/2003-PP.I dated 7.6.2004, notification no.8-217/2004-PP.I(pt.) dated 11.05.05, notification no.8-217/2004-PP.I(pt.) dated 20.06.05, notification no.8-217/2004-PP.I(pt.) dated 8.12.05, notification no.8-217/2004-PP.I(pt.) dated 9.1.06, notification no.8-217/2004-PP.I(pt.) dated 26<sup>th</sup> December, 2011 and notification no. 8-217/2004-PP.I(pt.) dated 30<sup>th</sup> January, 2013.



**MINISTRY OF SKILL DEVELOPMENT AND ENTREPRENEURSHIP****New Delhi-I10001, the 15<sup>th</sup> July 2015**

No. H-22011/2/2014-SDE-I—In order to bring about uniformity and standardization in the implementation of various Skill Development Schemes by different Central Ministries / Departments, the Government of India has approved constitution of a Common Norm Committee as the apex body to update and suitably revise the Common Norms with the following composition:-

- (i) Secretary, Ministry of Skill Development and Entrepreneurship - Chairman
  - (ii) Director General, National Skill Development Agency (NSDA) - Member
  - (iii) MD & CEO, National Skill Development Corporation (NSDC) - Member
  - (iv) Representative not below the rank of Joint Secretary of Department of Expenditure, Ministry of Finance - Member
  - (v) Representative not below the rank of Joint Secretary of three ministries engaged in skill development programmes - Member
  - (vi) Principal Secretary in charge of skill development programme/mission in three states (on rotational basis) - Member
  - (vii) Joint Secretary, Ministry of Skill Development and Entrepreneurship - Member Secretary.
2. The Committee may invite Training Providers, Institute of Cost Accountants of India (ICAI) and other such experts and stakeholders as it may consider necessary in discharge of its functions.
  3. Terms of Reference of Common Norms Committee:-
    - (i) To harmonize the functioning of various skill development schemes and bring about uniformity and standardization among them.
    - (ii) To review/revise training cost for skill development programmes
    - (iii) To review/revise funding norms for skill development programmes
    - (iv) To review/revise categorization of courses/trade for training cost
    - (v) To designate an agency and approve the process of empanelment of Training Providers/Assessors at the national level through that agency and validate the process to be adopted by the State Government through that agency.
  4. The Committee will be empowered to amend/revise the Schedules of the Notification at Annexure-I.
  5. The Committee shall meet once every year or upon request of any Ministry/Department/other stakeholders. Provided that there shall be a minimum of six months between any two reviews of the Common Norms Committee. In its first meeting, the Common Norms Committee shall prepare a document specifying how the review, monitoring and adjustment will be done by the Committee, and what the review/evaluation will cover both qualitatively and quantitatively.
  6. Coverage: The above Common Norms will be applicable to the Skill Development Schemes of the Government of India being implemented through various Ministries/Departments. The State Governments are also expected to align their skill development schemes with the Common Norms so as to bring in uniformity and standardization.
  7. The provisions of this Notification will come into force from the date of its Notification. All the current projects underway would be completed as per the existing scheme and new batches would transform into new norms in every scheme and full transition would be effected from 1st April 2016.
  8. TA/ DA, Sitting Fee and other expenditure on account of the conduct of the Meetings as admissible under the rules shall be met out of the budget provision of the Ministry of Skill Development and Entrepreneurship.

**Annexure-1**

The Common Norms for Skill Development Schemes implemented by Government of India are hereby notified as under.

1. Skill Development

Skill Development, for the purpose of any Government scheme, is defined as any domain specific demand led skill training activity leading to employment or any outcome oriented activity that enables a participant to acquire a Skill, duly assessed and certified by an independent third party agency, and which enables him/her to get wage/self-employment leading to increased earnings, and/or improved working conditions, such as getting formal certification for hitherto informal skills, and/or moving from informal to formal sector jobs or pursue higher education/training and shall fall in the categories as per below:

- (i) For fresh entrants to the job market, the training duration to be minimum 200 hours (including practical and/or on the job training) except where prescribed by any Statute.
- (ii) In case of re-skilling or skill up-gradation of persons already engaged in an occupation, training programmes having a minimum duration of 80 hours of trainings including practical and/or on-the-job training.
- (iii) In the case of persons who have acquired Skill through informal, non-formal or experiential training in any vocational trade or craft, formal recognition and certification of such skill, if necessary after imparting bridge courses, to be treated as Skill Development.

Extension work, such as that carried out in the fields of agricultural and related activities, public health etc. would be recorded as an activity distinct from skill development. These would need to be programmes of durations of 32 hours or more, which leads to any economic or social benefit that may not be immediately measurable, and the Common cost norms would not be applicable to such extension work.

## 2. Skill Development Courses

Soft skills (which would include computer literacy, language and workplace inter-personal skills relevant for the sector/trade) would be an integral part of the skills training process and must be suitably integrated into the course modules of all the above-mentioned categories in section 1.

### 2.1. Alignment with the National Skills Qualifications Framework (NSQF)

All Skill Development courses offered under the scheme framework must conform to the National Skill Qualification Framework (NSQF) notified on 27.12.2013 which provides for transition of all training/educational programmes/courses so as to be NSQF compliant by the third anniversary date of the notification of the NSQF (i.e., after 27.12.2016). Government funding would not be available for any training or educational programme/course if it is not NSQF compliant. All training providers empanelled/approved by the various Ministries/Departments of the Government of India/State Governments/NSDA/NSDC/Sector Skill Councils would need to comply with this requirement of the NSQF failure to do which would lead to their de-listing by the concerned empanelling/approving authority.

## 3. Input Standards

3.1 While all training programmes funded under any scheme of the Government of India need to ensure that the outcomes are achieved as per these Common Norms, the following inputs may also be considered so as to ensure that adequate training infrastructure and capacity exists:

- (i) The overall training infrastructure specially the training aids and equipment being as per industry benchmarks.
- (ii) Trainers with suitable qualifications/experience being hired and each trainer to having undergone Training of Trainers (ToT).
- (iii) Industry relevant content, appropriate to the learning groups, and conforming to the requirements of NSQF/SDIS, being used.
- (iv) The student and trainer enrollment linked to Aadhar.
- (v) Assessments being video recorded if required.

## 4. Outcome of Skill Development

In addition to independent third party certification of the skilled individual, the outcomes from skill development programmes shall be as under:

4.1. For training of fresh entrants to the workforce, outcome shall be defined to include all of the following:

- (i) Employment (both wage and self) on an annual basis of at least 70% of the successfully certified trainees within three months of completion of training, with at least 50% of the trainees passing out being placed in wage employment;

Provided that the Ministries/Departments shall have freedom to alter the percentage of wage and self-employment based on specifics of the scheme that have been designed exclusively for self-employment/entrepreneurship, nature of activity, local economy, social conditions, etc.

- (ii) In case of wage employment and recognition of prior learning, candidates shall be placed in jobs that provide 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.
- (iii) In case of self-employment, candidates should have been employed gainfully in livelihood enhancement occupations which are evidenced in terms of trade license or setting up of an enterprise or becoming a member of a producer group or proof of additional earnings (bank statement) or any other suitable and verifiable document as prescribed by the respective Ministry/Department.

4.2 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.

4.3 In case of persons who have acquired skills, through informal, non-formal or experiential training in any vocational trade or craft, the formal recognition and certification of such skills, (after imparting bridge courses if necessary) that provide appropriate increase in wages in the skill category of the candidate for immediate and subsequent production cycle in case of wage employment or meets the conditions under 3.1 (iii) in case of self-employment will be treated as the outcome of this effort.

## 5. Funding 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.

5.1 Rationalization of funding norms across Ministries/Departments shall enable them to monitor inputs and outcomes effectively. This shall also streamline the quality of training programmes delivered across Training Providers. Therefore, the funding norms as given in SCHEDULE-I apply to all existing and new skill development schemes that fund the training costs of individual trainees.

Provided that Skill Development schemes/components of schemes catering to the creation/ augmentation of infrastructure for training should continue functioning as per their existing norms as decided by the concerned Ministries/Departments.

5.2 Base costs Skill Development training costs under any scheme of the Government of India should be paid at the rates as given in SCHEDULE-I and as per SCHEDULE-IV in respect of each trainee who successfully completes the training and is certified:

5.3. The trades/job roles listed in category I, II, III of SCHEDULE-II shall be aligned to National Skill Qualification Framework (NSQF) as notified vide Cabinet Notification No.8/6/2013-Invt.dated 27.12.2013. These categories were classified based on the level of capital expenditure and operational expenditure for imparting a course. The Ministries/Departments are free to identify the courses which can be classified under any of these categories and in case of those that are not covered in this list, it can be done in consultation with the industry, and thereafter seeking the approval of the Common Norms Committee.

5.4 The hourly rates shall be inclusive of cost components such as:

- i. Mobilization of candidates
- ii. Post-placement tracking/monitoring
- iii. Curriculum
- iv. Placement expenses

- v. Trainers' training
- vi. Equipment
- vii. Amortization of Infrastructure costs/Utilities
- viii. Teaching Aid
- ix. Raw material
- x. Salary of trainers

5.5 Any deviation from these norms would be permissible after the approval of the Common Norms Committee.

5.6 Support for Boarding & Lodging: Certain additional cost heads would be permissible as per below:

- (i) For :
  - a) residential training and/or
  - b) in respect of all skill development training programmes where trainees from Special Areas (as defined in SCHEDULE-I) are trained outside these Special Areas, and/or
  - c) training programmes anywhere in the country where women trainees have to travel more than 80 kms from their homes to reach the nearest training centre and who are availing of boarding and lodging arrangements made for them.

Ministries/Departments shall reimburse Boarding & Lodging costs at actuals, subject to a maximum per trainee per day as per SCHEDULE-I. The List of categories of cities for this purpose is given at SCHEDULE-III.

- (ii) Transport costs: For candidates from Special Areas undergoing training outside these Special Areas, to and fro transport cost as given in SCHEDULE-I shall be payable.

5.7 Pooling of Resources: In case of geographies/sectors and trainee groups where the training cost is significantly higher than the norms specified in this Notification, the Training Providers are free to pool additional funding support from State Governments, Corporates, Employers, Philanthropic Institutions etc. However such dovetailing of funds shall have the approval of the respective Ministries/Departments.

5.8 Refundable security deposit chargeable to all candidates: To ensure that candidates selected for the training programmes are undertaking the training with seriousness, and also to reduce the drop-out rates during the course of training, Training Providers shall charge a refundable security deposit of Rs. 1000/- per candidate (for NSQF Level 5 and above), Rs. 500/- (for NSQF Levels 3 & 4), and Rs. 250/- (for NSQF Levels 1 & 2) at the commencement of the training. The amount would be refunded to every candidate who completes the training programme and is successfully certified. Proof of refund should be taken from Training Provider along with claims of training costs.

5.9 Third Party Certification & Assessment Costs: To ensure independent and unbiased assessment and certification of trained candidates, costs for certification and assessment shall be payable to an independent third party including a university / institute authorized for conducting assessments and certifications. Third Party Certification & Assessment Costs to paid is given in SCHEDULE-I.

- 6. Fund Flow Mechanism : The payments to the Training Providers shall be based on the outcomes achieved, and shall be released in a manner as given in SCHEDULE-IV to implement the programmes effectively.

## 7. Monitoring & Tracking

7.1 Different skill training schemes shall have access to an open, common and extensible data standards to ensure that their IT systems can share data and do transactions in a scalable way. Standardized Application Program Interface (APIs) will also be defined for use in the Management Information System (MIS) of various skills training programs. Also, the Ministry of Skill Development and Entrepreneurship shall facilitate the development of an integrated and interactive MIS based on the above standards and APIs which should thereafter be available for use by all Ministries/Departments. This integrated MIS should serve as an aggregator from the ERP/MIS solutions of States and Ministries/Departments of specific programmes.

To facilitate this, an Agency designated by the Ministry of Skill Development and Entrepreneurship shall put in place a system for pulling in information from different data structures and provide necessary technical support to

the States/Ministries/Departments for the required integration and seamless exchange of information. Such an interactive MIS should facilitate deeper qualitative insights which could be used for policy formulation.

7.2 All the trainees trained under a project will be tracked for a period of one year in case of fresh entrants/ 14 months in case of reskilling and upskilling from the date of completion/certification of training with respect to their career progression, retention and other parameters. An Innovative system for tracking to be developed that shall use technology (web and mobile based) and has incentives for the trainees to respond to the tracking system.

The following shall apply to the Monitoring & Tracking Mechanism:

- (i) If particulars pertaining to 90% of the candidates in any batch are fed into the central MIS, then this would account for successful tracking of the candidates of that particular batch. Completion of this step would entitle the training provider to seek disbursement of one installment of the training cost from the concerned Ministry, which would be 10% of the training cost, or an amount of Rs 5,000/- per candidate, whichever is less.
- (ii) Each candidate would be tracked once every month for a period of one year in case of fresh entrants/ 14 months in case of reskilling and upskilling after she/he completes her/his training. The parameters on to be tracked would be as under:
  - a) Placement should be within 3 months of completion of training
  - b) Once placed, remuneration/incremental remuneration per month
  - c) Whether continues to work in the same or higher job role till end of the tracking period (whether with same or different employer)
  - d) If there are periods of unemployment between different jobs, duration of such gaps and reason for leaving earlier job without having a job in hand.
- (iii) All Government of India funded schemes for skill development will be evaluated every three years by the Ministry or Agency designated by the Ministry, and continuance of schemes not achieving the Outcomes shall be reviewed. Performance here would be defined in both quantitative (Outcomes met) as well as qualitative terms (feedback from candidates/ States/training providers, degree of NSQF compliance, etc.)

#### 8. Advocacy and Awareness Building

While the Ministry of Skill Development & Entrepreneurship would design and launch a coordinated countrywide awareness campaign, each of the Ministries/Departments would devise a strategy to reach out to the respective target groups/beneficiaries, with special focus on sector/geographies which are in need of skill development initiatives. The sensitization of other stakeholders, particularly employer industry, will be an integral part of such campaign.

#### 9. Empanelment of Training Providers/Assessors

All Central Government programmes/schemes will be implemented through Training Providers/Assessors that are empanelled at the national level or through a validated process at the state level. At the national level, a single process for empanelment of Training Providers/Assessors would be put in place. This process would factor in sector specific issues/nuances in consultation with the related Ministries/Departments and the Sector Skill Councils. States would get their process of empanelment of Training Providers/Assessors validated by a designated agency at the national level.

### SCHEDULE-I

#### SCHEDULE OF COST

#### 1. Base cost

##### 1.1 The Base Cost for different Sectors will be as under.

- (i) Rs.38.50 per hour of training for trades/sectors listed in Category I of SCHEDULE-II.
- (ii) Rs.33/- per hour of training trades/sectors listed in Category II of SCHEDULE-II.
- (iii) Rs.27.50 per hour of training trades/sectors listed in Category III of SCHEDULE-II.

Costs would be subject to a periodic enhancement of 10% annually or as decided by the Common Norms Committee provided minimum duration between any 2 revisions would be at least six months.

#### 2. Transport costs

2.1 For candidates from Special Areas undergoing training outside such Special Areas, to and fro transport cost as per actuals, subject to a maximum of Rs. 5000/- per trainee, shall be payable.



- (i) For :
- Residential trainings, and/or
  - in respect of all skill development training programmes where trainees from Special Areas (as defined herein) are trained outside these Special Areas, and/or
  - training programmes anywhere in the country where women trainees have to travel more than 80 kms from their homes to reach the nearest training centre and who are availing of boarding and lodging arrangements made for them.

Ministries will reimburse Boarding & Lodging Costs at actuals, subject to maximum per trainee per day as per table below:

|                                                                    |          |
|--------------------------------------------------------------------|----------|
| i. X Category Cities/Town per day per Trainee                      | Rs.300/- |
| ii. Y Category Cities/Town per day per Trainee                     | Rs.250/- |
| iii. Z Category Cities/Towns per day per Trainee                   | Rs.200/- |
| iv. Rural Areas and any Area not notified as a municipal/town area | Rs.175/- |

(The List of categories of cities is given at SCHEDULE-III)

#### 4. Third Party Certification & Assessment Costs

4.1 To ensure independent and unbiased assessment and certification of trained candidates, costs for certification and assessment shall be payable to an independent third party authorized for conducting assessments and certifications. This amount shall be over and above the Base Cost, and shall range from Rs. 600/- to Rs. 1500/- per candidate as decided by individual Ministries/Departments.

#### 5. Additional Support for Special Areas/ Groups

5.1 Training in Special Areas: Over and above the Base Cost, an additional amount equal to 10% of the Base Cost should be permitted for Skill Development programmes conducted in the North Eastern States, Jammu & Kashmir, Himachal Pradesh, Uttarakhand, Andaman & Nicobar Islands, Lakshadweep and districts affected by Left Wing Extremism (LWE) as identified by the M/O Home Affairs for the Integrated Action Plan (hereinafter referred to as "Special Areas").

5.2 Upon successful completion of non-residential skill training programmes, and after certification, all women candidates as well as persons with disability will be reimbursed the cost incurred in travelling to and from the training centre at the following rates:

| Reimbursement of Conveyance Costs per month     | Amount<br>(in Rs.) |
|-------------------------------------------------|--------------------|
| 1) Training Centre within District of domicile  | 1000/-             |
| 2) Training Centre outside District of domicile | 1500/-             |

5.3. Post Placement Support: In order to enable the newly skilled persons to settle into their new jobs/vocations, post placement support would be provided directly to the candidate at the rate of Rs 1500/- per month for the following durations:

| Post Placement Support @ Rs 1500 per month | Men      | Women    |
|--------------------------------------------|----------|----------|
| 1) Placement within District of domicile   | 1 month  | 2 months |
| 2) Placement outside District of domicile  | 2 months | 3 months |

5.4 Training for Persons with Disability (PwD): Over and above the Base Cost, an additional amount equal to 10% of the Base Cost should be provided for skill development programmes imparted to Persons with Disability (PwD). Provided that in the case of training of PwD in the Special Areas, the total cost permissible will be 120% of the Base Cost. At least 3% of total training done by every Ministry in each year shall be reserved for persons with disabilities, in trades as decided by the Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment in conjunction with the NSDA.

## SCHEDULE -II

## List of Trades as per the Cost Category Prescribed

| S.No. | Industry/<br>Sectors             | Sub-Sector/Trades                                                                                                   |                                                                        |                                                                                                                                                                                                                                                           |
|-------|----------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                                  | Category-I                                                                                                          | Category-II                                                            | Category-III                                                                                                                                                                                                                                              |
| 1.    | Agriculture                      | Farm Machinery,<br>Animal Husbandry,<br>Farm Mechanisation,<br>Precision farming,<br>Fisheries and allied<br>Sector | Agriculture,<br>Plantation, Horticulture<br>Floriculture,<br>Poultry   | Apiculture,<br>Home Décor Art - Bonsai,<br>Flower, water fall;<br>Minor Forest Product<br>processing and value<br>addition,<br>Natural Fibre product<br>processing and value<br>addition (Sericulture, Jute,<br>cotton, hemp and<br>Diversified Products) |
| 2.    | Apparel                          | Garment<br>Manufacturing, Fashion<br>Design                                                                         | Garment making                                                         |                                                                                                                                                                                                                                                           |
| 3.    | Automotive                       | Manufacturing,<br>Automotive repair                                                                                 | Automotive Sales                                                       |                                                                                                                                                                                                                                                           |
| 4.    | Beauty & Wellness                |                                                                                                                     | Spa and Wellness,<br>Beauty Culture & Hair<br>Dressing,<br>Naturopathy | Home Décor Art Mehandi                                                                                                                                                                                                                                    |
| 5.    | BFSI                             |                                                                                                                     |                                                                        | Banking,<br>Accounting,<br>Insurance                                                                                                                                                                                                                      |
| 6.    | Capital Goods                    | Fabrication, Electro-<br>Mechanical                                                                                 |                                                                        |                                                                                                                                                                                                                                                           |
| 7.    | Chemicals                        | Manufacture of<br>Chemicals and bio-<br>Chemicals<br>Plastics Processing                                            | Fragrance Flavour &<br>Perfume                                         |                                                                                                                                                                                                                                                           |
| 8.    | Construction                     | Construction<br>Equipment,<br>Fabrication                                                                           | Paint, Wood Works,<br>Bamboo Fabrication,<br>Carpentry                 |                                                                                                                                                                                                                                                           |
| 9.    | Education & Skill<br>Development |                                                                                                                     | Education, Skill<br>Development                                        | Counselling Skills                                                                                                                                                                                                                                        |
| 10.   | Electronics                      | Electronics System<br>Design, and<br>Manufacture<br>Refrigeration and Air<br>Conditioning                           | Consumer Electronics -<br>Sales & Service                              |                                                                                                                                                                                                                                                           |
| 11.   | Fast Moving Consumer<br>Goods    |                                                                                                                     |                                                                        | Fast Moving Consumer<br>Goods                                                                                                                                                                                                                             |

|     |                            |                                                     |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                      |
|-----|----------------------------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12. | Food Processing Industries | Food Processing Sectors                             |                                                                                                                                      | Food Processing Sectors such as Dairy Products, Fruit & Vegetable Products, Cereals and Cereal Products, Food Grain (including milling), Edible Oil and Fats, Meat and Meat Products, Fish and Fish Products, Sweets and Confectionery, Bread and Bakery, Spices and Condiments, Beverage, Aerated Water and Soft Drinks, Packaging of food products |
| 13. | Furniture & Furnishing     |                                                     | Furniture Making                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                      |
| 14. | Gems & Jewellery           | Gems & Jewellery Manufacturing                      |                                                                                                                                      | Home Décor Art Jewellery                                                                                                                                                                                                                                                                                                                             |
| 15. | Green Skills               | Renewable energy                                    |                                                                                                                                      | Rain Water Harvesting, Green retail, Allied green skills                                                                                                                                                                                                                                                                                             |
| 16. | Handloom & Handicrafts     | Handlooms                                           | Brassware, Khadi, Carpet, Handicrafts                                                                                                | Handmade Paper and Paper Products, Home décor art Ceramic Painting, Home Décor Art Wood                                                                                                                                                                                                                                                              |
| 17. | Healthcare                 | Medical and Nursing Healthcare - Machine Technician | Community Healthcare, Healthcare – Assistants, Preventive Healthcare (including Nutrition & Health Education and Health Counselling) | Allied Healthcare,                                                                                                                                                                                                                                                                                                                                   |
| 18. | Instrumentation            | Process, Instrumentation                            |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                      |
| 19. | Iron & Steel               | Foundry (including Sponge Iron)                     |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                      |
| 20. | IT-ITES                    |                                                     | Information and Communication technology                                                                                             |                                                                                                                                                                                                                                                                                                                                                      |
| 21. | Leather                    | Leather Footwear & Leather Sports Goods Manufacture |                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                      |
| 22. | Life Science               | Manufacturing of Pharmaceuticals                    | Pharmaceutical Sales                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                      |
| 23. | Logistics                  |                                                     |                                                                                                                                      | Courier & Logistics                                                                                                                                                                                                                                                                                                                                  |
| 24. | Management                 |                                                     |                                                                                                                                      | Materials Management, Business & Commerce                                                                                                                                                                                                                                                                                                            |

|     |                                    |                                                                                                 |                                                      |                                                      |
|-----|------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------------|
| 25. | Manufacturing                      | Production & Manufacturing                                                                      |                                                      |                                                      |
| 26. | Marine Engineering                 | Marine Engineering, Ship Construction                                                           |                                                      |                                                      |
| 27. | Media & Entertainment              | Animation                                                                                       | Production Support, Media, Printing                  | Film Production                                      |
| 28. | Mining                             | Mining                                                                                          |                                                      |                                                      |
| 29. | Music                              | Musical instrument Manufacture                                                                  | Instrumental Music service                           |                                                      |
| 30. | Plumbing                           | Plumbing                                                                                        |                                                      |                                                      |
| 31. | Power & Energy                     | Electrical Industrial Electrician                                                               | Domestic Electrician                                 |                                                      |
| 32. | Retail                             |                                                                                                 | Store Operation, FMCG                                | Retail                                               |
| 33. | Rubber                             | Manufacturing                                                                                   | Rubber, Nursery/ Plantation                          |                                                      |
| 34. | Security                           |                                                                                                 | Security, fire & Safety Engineering                  |                                                      |
| 35. | Sports                             | Sports Goods Manufacture                                                                        | Sports service                                       |                                                      |
| 36. | Telecom                            | Network & Infrastructure, Management                                                            | Telecom Service Provider, Handset Sales & Service    |                                                      |
| 37. | Textiles                           | Spinning, Weaving, Textiles, Knitting & Processing for Cotton, other Manmade & Synthetic Fibres |                                                      |                                                      |
| 38. | Tourism & Hospitality              | Food Production, Cooking                                                                        | Hospitality, F&B Service & Housekeeping              | Travel & Tourism                                     |
| 39  | Traditional / conventional sectors | Glassware                                                                                       | Painting Toy Making                                  | Clock and watch Repair                               |
| 40. | Other Sectors                      | Any trade not covered in any of the categories above                                            | Any trade not covered in any of the categories above | Any trade not covered in any of the categories above |

## SCHEDULE-III

## Categorization of Indian Cities for Residential Training Costs

| S.N. | State          | Cities classified as "X"<br>As "X" | Cities classified as "Y"                                                                             |
|------|----------------|------------------------------------|------------------------------------------------------------------------------------------------------|
| 1    | Andhra Pradesh |                                    | Vijayawada [Urban Agglomeration (UA)], Visakhapatnam (UA), Guntur                                    |
| 2    | Assam          |                                    | Guwahati (UA)                                                                                        |
| 3    | Bihar          |                                    | Patna (UA)                                                                                           |
| 4    | Chandigarh     |                                    | Chandigarh                                                                                           |
| 5    | Chhattisgarh   |                                    | Durg - Bhilai Nagar (UA); Raipur (UA)                                                                |
| 6    | Delhi          | Delhi NCR (UA)                     |                                                                                                      |
| 7    | Gujarat        |                                    | Ahmedabad (UA), Rajkot (UA), Jamnagar (UA), Vadodara                                                 |
| 8    | Haryana        |                                    | Faridabad                                                                                            |
| 9    | J&K            |                                    | Srinagar(UA), Jammu (UA)                                                                             |
| 10   | Jharkhand      |                                    | Jamshedpur (UA), Dhanbad                                                                             |
| 11   | Karnataka      | Bengaluru(UA)                      | Belgaum (UA), Hubli-Dharwar, Mangalore (UA)                                                          |
| 12   | Kerala         |                                    | Kozhikode (UA), Kochi (UA), Thiruvananthapuram (UA)                                                  |
| 13   | Madhya Pradesh |                                    | Gwalior (UA), Indore (UA), Bhopal (UA), Jabalpur                                                     |
| 14   | Maharashtra    | Greater Mumbai (UA)                | Amravati, Nagpur (UA), Aurangabad (UA), Nasik (UA), Bhiwandi (UA), Pune (UA), Solapur, Kolhapur (UA) |
| 15   | Orissa         |                                    | Cuttack (UA), Bhubaneswar (UA)                                                                       |
| 16   | Puducherry     |                                    | Puducherry (UA)                                                                                      |
| 17   | Punjab         |                                    | Amritsar (UA), Jalandhar                                                                             |
| 18   | Rajasthan      |                                    | Bikaner, Jaipur, Jodhpur (UA), Kota                                                                  |
| 19   | Tamil Nadu     | Chennai                            | Salem (UA), Tiruppur (UA), Coimbatore (UA), Tiruchirapalli (UA), Madurai (UA)                        |
| 20   | Telangana      | Hyderabad (UA)                     | Warangal (UA)                                                                                        |
| 21   | Uttar Pradesh  |                                    | Moradabad, Meerut (UA), Ghaziabad, Aligarh, Agra (UA), Bareilly (UA), Lucknow (UA), Kanpur (UA),     |



|    |             |             |               |
|----|-------------|-------------|---------------|
| 22 | Uttarakhand |             | Dehradun (UA) |
| 23 | West Bengal | Kolkata(UA) | Asansol (UA)  |

*All other cities/towns in various States/UTs which are not covered by classification as “X” or “Y” are classified as “Z”*

*(The above categorization of cities/towns being adopted from the categorization of Indian cities/towns for payment of HRA as per 2008 - 6<sup>th</sup> Pay Commission)*

#### SCHEDULE-IV

##### Fund Flow Mechanism

1. Schedule of release of payments: The funds should be released to the Training Providers as per the following schedule

| Instalment      | Percentage of total Cost                                                                       | Output Parameter                                                                                                            |
|-----------------|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| 1 <sup>st</sup> | 30% less aggregate amount of refundable security deposit collected from each trainee           | On Commencement of Training Batch                                                                                           |
| 2 <sup>nd</sup> | 30%                                                                                            | On utilisation of 70% of the first instalment and continuation of training with at least 70% of initial trainees continuing |
| 3 <sup>rd</sup> | 20% plus aggregate amount of refundable security deposit collected from each certified trainee | On Completion of training and certification of the successful trainees                                                      |
| 4 <sup>th</sup> | 20%                                                                                            | Outcomes based as under                                                                                                     |

2. The 20% of training cost which is linked to outcome (4<sup>th</sup> instalment) would be released to the Training Provider subject to the following:

- (i) Training Provider shall be eligible for 100% payment on for outcome achievement under para 4.1 (i), (ii) and (iii), 4.2 and 4.3 of Annexure-1.
- (ii) Training Provider will be paid on pro rata basis on achievement in any of the following:
  - a) 50-69% placement of those who have been certified with at least 50% minimum wage employment of the certified trainees within three months of completion of training in case of fresh entrants.
  - b) 50-69% of certified candidates with increase of at least 3% remuneration within 14 months in case of reskilling and up skilling.
  - c) 50-69% formal recognition and certification of experiential training in vocational trade or craft leading to appropriate increase in wages in the respective skill category of the candidate for immediate and subsequent production cycle or meets the conditions provided under Para 4.1 (iii) of Annexure - I in case of self-employment.
- (iii) Training provider will be asked to discontinue the training in that particular trade/centre and will be paid only on pro rata basis, if the outcome achievement over the period of one year in case of fresh entrants/ 14 months in case of reskilling and upskilling, is unsatisfactory as defined under:
  - a. 49% and below placement of those who have been certified with at least 50% minimum wage employment of the certified trainees within three months of completion of training in case of fresh entrants,
  - b. 49% and below number of certified candidates with increase of at least 3% in remuneration within 14 months in case of reskilling and up skilling.
  - c. 49% and below number of formal recognition and certification of experiential training in vocational trade or craft leading to appropriate increase in wages in the respective skill category of the candidate

for immediate and subsequent production cycle or meets the conditions provided under Para 4.1 (iii) of Annexure - I in case of self-employment. In the case of such disengagements, the Ministry concerned would take a prompt decision, after careful consideration of all related factors with respect to performance, whether to disengage such Training Provider from implementation of the Scheme/Project. The de-empanelment by concerned Ministry would be done for the trade under advice to the Ministry/agency designated by the Ministry for informing all other concerned Ministries. The training provider would get an opportunity to re-apply for empanelment for the training after a gap of at least one year from the date of notification of de-empanelment by the concerned Ministry.

- (iv) An amount equal to 10% of the total training cost, subject to a maximum of Rs. 5000 per candidate, shall be linked to and released only upon the particulars relating to at least 90% of the candidates of a batch being fed into the integrated MIS.

3. In order to encourage the Training Provider who exceed the prescribed outcomes, the following additional incentives should be provided:

- (i) For every candidate, where outcome achievement is above 70% to 85%, the Training Provider should be paid an additional amount of Rs.3000/- of the base cost per candidate.
- (ii) For every candidate where outcome achievement is above 85%, the Training Provider should be paid an additional amount of Rs. 5000/- of the base cost per candidate.

**JYOTSNA SITLING**

**Joint Secretary**

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PRINTED BY DIRECTORATE OF PRINTING AT GOVERNMENT OF INDIA PRESS, N.I.T. FARIDABAD AND PUBLISHED BY THE CONTROLLER OF PUBLICATIONS, DELHI, 2015

[www.dop.nic.in](http://www.dop.nic.in)