



सत्यमेव जयते

GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES



Standard Operating Procedure for Training Institutions

(Version-1)

Introduction

National Scheduled Caste Scheduled Tribe Hub (NSSH) scheme, a central sector scheme of the Ministry of MSME, Government of India was launched in 2016 by the Hon'ble Prime Minister. The scheme aims at capacity enhancement of SC/ST entrepreneurs and promoting "entrepreneurship culture" amongst the SC/ST population. NSSH scheme is empowering SC/ST population to participate in the public procurement process and fulfil the mandated target of 4% procurement from SC/ST enterprises under Public Procurement Policy by the Ministries, Departments and CPSEs. NSSH Scheme is being implemented across India by The National Small Industries Corporation (NSIC), a CPSE under the Ministry of MSME.

Capacity building is one of the key interventions to provide various entrepreneurship and skill development training programs for promoting entrepreneurship among SC/ST entrepreneurs. This component offers aspiring and existing entrepreneurs' orientation on the latest market relevant training programs to enhance their technical knowledge and capacity.

As per the NSSH guidelines Training Institutions of Central Government, State Governments and their Public Sector Undertakings and Government Autonomous institutions are only eligible for imparting training under the scheme. Keeping in view of this proposals are invited every year from the existing and new training institutions to conduct the training programs across the country. The Project Screening Committee after detailed deliberation approve the proposal of the institutions in line with the scheme guidelines.

To ensure that the participating training institutions adhere to the quality standards while imparting training programs, a comprehensive SOP has been formulated to standardize the training delivery across all the training institutions and provide clarity on operational issues in the implementation capacity building component under National SC ST Hub. [This manual is to be read in conjunction with the NSSH scheme guidelines.](#)

This operational manual will be appended periodically as per the requirement.

1. Pre-Training Requirements

- 1.1 Timeline Compliance:** Training must be started within the prescribed timeline of 6 weeks from the date of approval communication to the institute.
- 1.2 Candidate Selection & Eligibility:** The candidates selection process must be transparent. Candidates who are 18 years and above on the date of commencement of training are eligible for enrolment & in no case the candidates should be repeated for same course under NSSH.
- 1.3** Training institution to ensure transparent process for selection of candidates,
- 1.4 Enrollment on NSSH Portal:** Training Institute needs to ensure uploading of candidate details on the NSSH database (nsshdatabase.in) portal at least 3 days prior to the start of training.
- 1.5 Availability of Equipment's:** Training institutes must ensure that adequate equipment and tools as per the NSQF norms, wherever applicable, for the approved training program are available.
- 1.6 Branding:** Institutes needs to ensure proper branding about the NSSH scheme at adequate places like the reception area, classroom, labs etc.
- 1.7 Social Media & Engagement:** Social media account QR Codes of the National SC:ST Hub are to be put in the premises, and the institute must ensure that candidates are following these accounts. All training institutes need to tag the SC:ST Hub page on social media while uploading pictures of the training program. (Account handle details are below)

Social Media	Account Name	Link
Instagram	scsthub	https://www.instagram.com/scsthub
Facebook	National SC ST Hub	https://www.facebook.com/scsthub?mibextid=LQQJ4d
WhatsApp	National SC ST Hub	https://whatsapp.com/channel/0029VaaHrj65a23zOb4REA25
X	scsthub	https://x.com/scsthub
LinkedIn	National SC ST Hub (NSSH)	https://www.linkedin.com/company/national:sc:st:hub

- a) All the institutes need to ensure that in the end of the presentation/classroom session the last slide must be carrying out the details of the schemes under NSSH. ([Link](#))
- b) Institute will be required to submit the action taken report on the above parameters on regular intervals.

2. Training Delivery and Quality Assurance

- 2.1 Institute Set Up:** The training shall be conducted at the premise which is owned/managed by the institute. Adequate branding shall be in place to indicate the existence of the institute

whether the program is being conducted within the premises of the training institute or any other places specifically arranged for approved training programs. Subletting of training programs to other institute/organization of any nature is strictly prohibited.

2.2 Training Centre Address: The institute shall conduct the training programs only at the approved location (as per the given address in the proposal). Proposing the change of location of an approved program should be discouraged. Under unavoidable circumstances, such request for changes in location may be submitted at least 15 days prior to commencement of training batches for approval. The training in such cases should only commence after approval of location change.

2.3 Training Timeline: Institute needs to ensure that training is completed within the prescribed timeline.

2.4 Trainer's Eligibility: Institute needs to ensure quality of training delivery through certified trainers and on industry relevant curriculum.

2.5 Attendance Management: Training institute needs to ensure attendance of the candidates is marked on regular basis through bio metric attendance system. Physical attendance register should also be maintained in addition to bio metric attendance.

2.6 Attendance criteria: Minimum 75% attendance to be maintained by each candidate. Financial assistance will not be admissible w.r.t. candidates with less than 75% attendance.

2.7 During the training candidates must be oriented on National SC-ST Hub Scheme

2.8 Training institute must conduct the regular feedback session with candidates to ensure the quality of training is followed and address the candidates' issues promptly. The detailed feedback must be collected from the candidates in the specified format at the end of the program.

3. Monitoring and Compliance

3.1 Monitoring will be done through a combination of both physical and virtual modes. Below are the few parameters which will be monitored for all the training programs.

- Availability of all documents of candidates (Copy of Caste certificates, Aadhar card, educational qualification documents and signed application forms).
- Branding of the institute at the entrance and other prominent places
- Classrooms and lab with adequate infrastructure and learning equipment's.
- NSSH branding placed at the institute premises at prominently visible places.
- Trainer's certificate and qualification documents
- Awareness of the candidate about the training program and NSSH scheme
- Distribution of study materials

- In case of residential training programs: cleanliness and hygiene of the rooms, canteen/mess area, washrooms, food quality etc.

3.2 Physical monitoring: Monitoring of the training will be done by Ministry/NSIC officials, NSSH PMU etc. The officials will conduct surprise monitoring visits periodically during the training schedule provided by the institutions. The officials will visit the centers as per the location details submitted by the institutions.

3.3 Compliance Monitoring Tools – The virtual verification of operational training centers and batches shall be conducted periodically using virtual meeting tools etc. The PMU team may also call the candidates on sample basis to gather feedback of candidates during the training schedule.

3.4 In case of any unplanned closure of the center, the institute must report to the NSSH Cell at least 3 days in advance through email communication only. (scsthub@nsic.co.in and nsshtraining@nsic.co.in)

3.5 Compliance to monitoring observation: In case of any adverse observations, the institutions will be required to submit response on such observations within 7 days.

3.6 Consequence Management: NSIC/Ministry may take necessary actions against the training institutions depending on the nature of adverse findings. Such actions may include but not limited to financial deductions, refund of advance amount, recommencement of training, cancellation of batches (without any financial obligations) and blacklisting of the institution to participate further under NSSH.

4. Financial Compliance

The Training Cost shall be released to the Training Institute on 50:40:10 pattern and no previous Utilization Certificate should be pending:

4.1 50% advance against approved training programs shall be released on PROPORTIONATE BASIS only after commencement of approved training programs and uploading candidate’s data on NSSH Database portal.

4.2 40% on training completion and submission of Utilization Certificate (90% of the training cost) as per GFR Format supported with consolidated Invoice (90%) and attendance sheet.

4.3 10% on submission of outcome report within 6 months of completion of each training program and meeting the success rate criteria detailed below.

Self-Employed / Placement (job)	Disbursement
Less than 20%	Nil
Above 20%	Full 10% payment

4.4 All the documents are to be submitted on the letterhead of the training Institution duly signed and stamped by the head of the training institution in the form of hard and soft copies.

The detailed checklist of documents is given for the reference.

Payment Terms	Name of the Document/Activity	Remarks
50%	Pre-Receipt & Undertaking	
	Training Calendar	
	Candidate details to be uploaded on NSSH portal	
40%	Consolidated Invoice of 90% of the approved cost	Invoice shall contain batch wise expenditure
	batch wise detailed summary	As per the format
	Training completion Undertaking	As per the format
	Hostel certificate (In case of residential trainings)	As per the format
	Utilization Certificate (GFR:12)	As per the format
	Batch wise attendance sheet	As per the format
10%	Invoice	Invoice shall contain batch wise expenditure
	Batch Wise Outcome Summary	As per the format
	Outcome details of existing entrepreneurs	As per the format
	Outcome details of aspiring entrepreneurs	As per the format
	Undertaking for outcome submission	As per the format
	Outcome details to be updated on NSSH database portal.	As per the format

[Link](#) to access above specified formats

5. **Documentation and Reporting**

5.1 Training Report – Training institute must submit the training report within 1 month of training completion in format. ([Link 5.1](#))

5.2 Weekly Report: Training Institutes are required to share the weekly report of the training to NSSH in the format. ([Link 5.2](#))

5.3 Outcome Reporting: The batch wise outcome report to be submitted within 6 months from completion of training batch. Outcome report to include Self-Employed / Job placement in case of aspiring entrepreneurs and support for linkage with CPSEs, tender participation, bank loan facilitation, enrollment on GeM, GST registration and increase in turnover in case of existing entrepreneurs. In case of job placement, the candidate must be placed in the sector/domain/profile for which the training has been imparted.

Note: In case of multiple batches with different completion dates, the outcome eligibility will be checked based on the submission dates of the batches. Please refer the below example for clarity

Programme Name	Batch End Date	Maximum date by which Outcome to be submitted
Sewing Machine Operator	30 th June, 2024	31 st December, 2024
Assistant Electrician	31 st July, 2024	31 st January, 2025

The institutions must keep the below documents available for verifications as and when required by Ministry/NSSH Cell

- a) UDYAM number for aspiring/existing entrepreneurs
- b) For placement, the letter of joining/confirmation letter.
- c) Loan sanction letter
- d) Documents pertaining to Purchase order from CPSEs.
- e) Any other documents as may be required on case-to-case basis.

6. Post-Training Support

6.1 The approved training programs are outcome oriented. The institutions are encouraged to focus on creating entrepreneurship for the trained candidates and Training institute must provide post training support to candidates, including assistance entrepreneurship opportunities.

All official communication are to be addressed at nsshtraining@nsic.co.in and scsthub@nsic.co.in.

Institutes must adhere to the NSSH revised guidelines for Capacity building training program dated: 15.11.2021.



Follow us on Social Media



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NSSHO Offices: [National SC ST Hub Offices \(NSSHO\) | SC ST Hub](#)