



Inviting Applications

from

Assessment Agencies for Affiliation with SCPwD

GENERAL INSTRUCTUIONS

1. The duly filled Pre-screening application form has to be furnished by the interested Assessment Agencies through email. An Assessment Agency can send the filled-in form complete in all respects to the following email ids:

To: info@scpwd.in
Cc: Sunil.rawat@scpwd.in
CC; Tarun.parihar@scpwd.in

2. Subject of the email be transcribed "Application Form – (Name of Assessment Agency)"

3. Application Form is provided in the PDF. Any modification done in the form would result in rejection of the application. Filled-in Forms, complete in all respects, in the provided format and mailed at ids as above with the indicated subject will only be accepted.

4. Copy of Application Form could be downloaded from the website of SCPwD. SCPwD reserves the right to effect revision/s in the form. Changes, if any, will be notified on its website (www.scpwd.in)

5. All the columns should be filled in. If any particular column is not considered relevant, then kindly write NOT APPLICABLE.

6. It may kindly be noted that other things being equal, preference would be given to the Assessment Agencies empaneled with more SSCs, particularly those on whose job roles SCPwD works/intends to work. Needless to state that SCPwD reserves the right to withdraw this process and/ or cancel any application at any stage.

7. SCPwD reserves the rights to periodically audit overall assessment process, documentation and any other work that the assessment agency has been assigned by SCPwD.



Application Form

1. Name of the Assessment Body: INDIA SKILLS Pvt LTD

2. Address (Registered Office):
503A, THE EMPIRE APARTMENT, M.G ROAD, SULTANPUR,
NEW DELHI - 30

3. Communication Address:
SAME AS ABOVE

(Please provide complete postal address)

4. Year of incorporation: 1984 Registration ID: U80904DL1984TC142166

5. Telephone (with STD Code): 011-39586571 Fax:

Mobile: 9958588980 E-mail: info@indiaskills.edo.in

6. SPoC (Single Person of Contact): (Name and Designation): SATYAM GARG, DGM-SALES

Mobile: 9958588980 E-mail: satyam.garg@indiaskills.edo.in

7. Legal Status of Organization (please tick only one)

- Public/Private/Government
- Company/Partnership/Proprietorship/Registered Society
- Research/Academic Institute/Industry Association
- Others (please specify)



8. Assessment Capability

(i) Do you conduct the assessments through Pen & Paper mode:

- Yes
 No

(ii) Do you conduct the assessments through tablets/computers:

- Yes
 No

If yes, then which of the options are relevant for you:

- Assessments on tablets with internet (Online App)
 Assessments on tablets without internet (Offline App)
 N/A

9. PAN Card Number AAACG5481G Tan Number DELHI 078664G

10. Please provide the Organization structure of the Assessment Body showing roles and responsibilities of different persons/groups/committee/associates having significant contribution towards assessment of the concerned trades/skills (Please attach organogram and other details) ANNEXURE - 1

11. Please give the details of the geographical regions where you can conduct assessments.

S. No.	Geographical Regions (Tick the Regions)	States under the Region (Write the names of the states)
1	Pan India	All India
2	North India	
3	Western India	
4	South India	
5	Central India	
6	Eastern India	
7	North East India	



12. Whether affiliated with any Sector Skill Council (please tick one)

Yes

No

ANNEXURE - 2

If Yes, please provide the details in the table below

S. No.	Name of the Sector Skill Council	Valid Affiliation Till (Month and Year)

13. Details and Proof of Accreditation/Empanelment with DGET/SSC/Other recognised body (Assessment Experience)

ANNEXURE - 3

S. No.	Name of Organization	Sector	Trades for which affiliated	Date of Accreditation	Total No. of Assessments Completed	Percentage of Successful candidates	Evidence Attached



14. Scheme wise Assessment Experience

(i) Assessment Details:

- a.) No. of assessments completed under PMKVY 1: 30762
- b.) No. of assessments completed under PMKVY 2.0: 66180
- c.) No. of assessments completed under other schemes: 456045 (DGET)

(ii) Assessor Details:

- a.) No. of assessors approved by SSCs (TOT certification pending): 60
- b.) No. of assessors certified by SSCs (TOT certified): 334
- c.) Total no. of assessors ready to conduct the assessments for Assessment agency (a+b): 394
- b.) No. of assessors certified/approved by other recognised body (Also mention name of the body): 289
ACE CERTIFIED (DGET)

15. Capacity to design and develop the assessment tools for Persons with Disabilities.

- Yes
- No

ANNEXURE - 4

(If yes, please attach a sample question Paper and a checked sheet to assess Performance Criteria for any one of the QPs)

16. Do you have process to select and empanel the Assessors?

- Yes
- No

ANNEXURE - 5

(If yes, please elaborate in a separate sheet and enclose evidence including the sample contract with Assessors)

17. Mechanism for Training of Assessors.

- Yes
- No

ANNEXURE - 6

(If yes, please enclose the process in a separate sheet as evidence)

18. Do you have Quality Management System to assure quality of the assessment process.

- Yes
- No

ANNEXURE - 7

(If yes, please enclose the process in a separate sheet as evidence)



19. Ability and willingness to inspect the facilities of the TP/TC to support the assessment process.

- Yes
 No

20. Set of forms to capture student verification data and assessment records.

- Yes
 No

21. Facility to safely store the assessment records as per current guidelines.

- Yes
 No

22. Have you studied the NSDC guidelines for compliance on use of Skill Development Management System (SDMS) software package as applicable to the Assessment Agencies and Assessors?

- Yes
 No

23. Brief Description/USP of your agency:

→ PAN INDIA PRESENCE.
→ IN HOUSE CONTENT DEVELOPMENT TEAM
→ POOL OF ASSESSORS
→ ROBUST TECHNOLOGY PLATFORM
→ 9+ YEARS OF INDUSTRY EXPERIENCE



I VIBHAS KUNAR (Name & Designation) on behalf of
INDIA SKILLS PVT LTD (Name of Assessment

Agency) hereby declare that all the information and enclosures mentioned above are true and correct to the best of my knowledge. Any misrepresentation, falsification, or material omissions of information on this application may result in the failure to receive accreditation/affiliation from SCPWD. I accept that an analysis of capacity may be made during the processing of this application and thereafter, and I authorize SCPWD official or any person/entity authorized by SCPWD to carry out audit or quality check.

I, on behalf of the Assessment Agency confirm that we will abide by the terms, condition, decisions, fees and guidelines introduced by SCPwD & NSDC from time to time.

Name: VIBHAS KUNAR

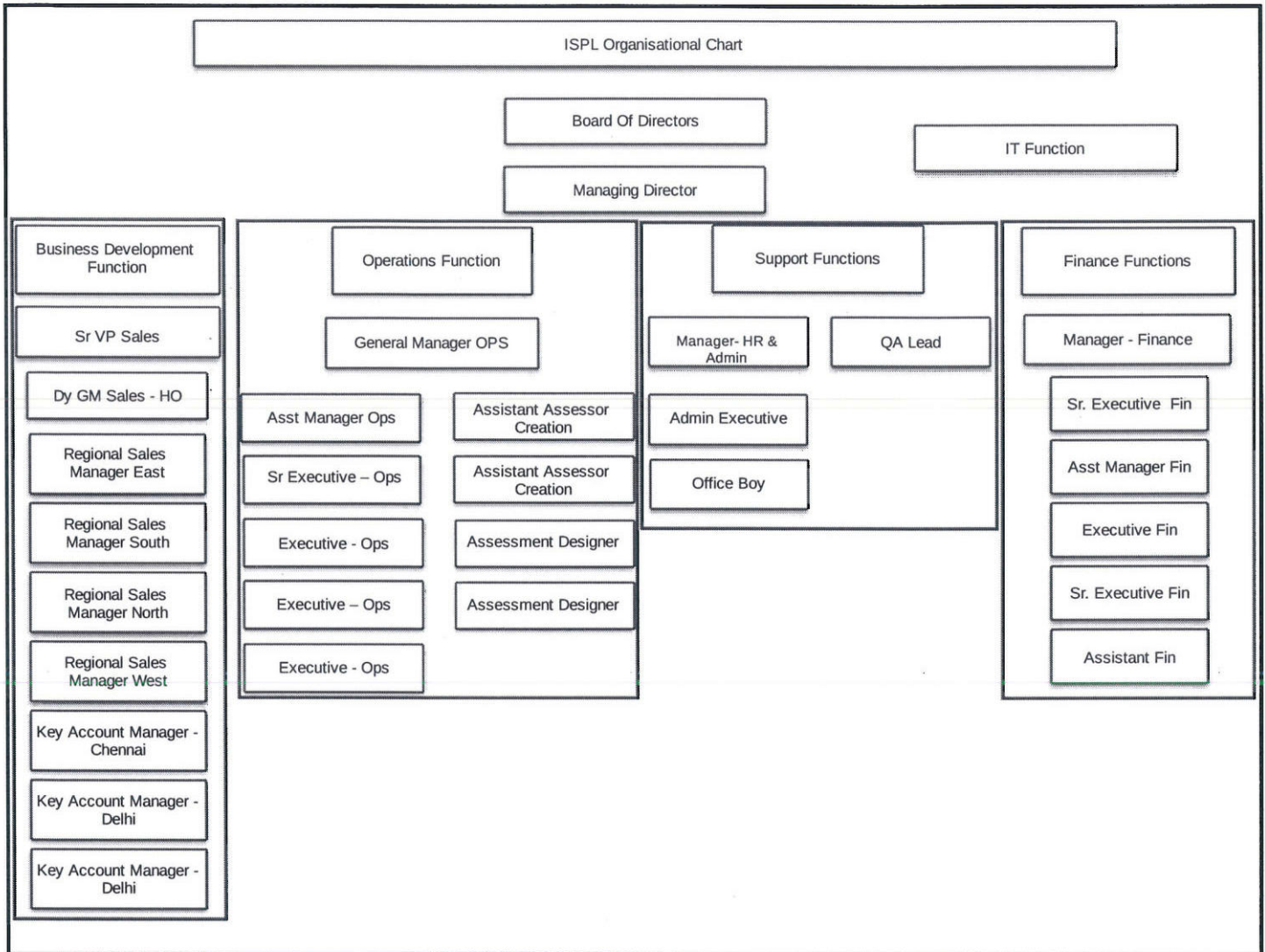
Designation: SK VICE PRESIDENT

Signature: 

Date:



ANNEXURE 1



ANNEXURE 2

Sr No	Name of the Sector Skill Council	Valid Affiliation Till (Month & Year)
1	Automotive	March 2019
2	Furniture & Fittings	March 2019
3	Green Jobs	Dec 2019
4	Domestic SSC	March 2019
5	Plumbing	March 2019
6	Retail	March 2019
7	Iron & Steel	Dec 2019
8	Aviation & Aerospace	Dec 2019
9	Construction	March 2019
10	Textile	March 2019
11	Beauty & Wellness	March 2019
12	Healthcare	March 2019
13	Power	March 2019
14	Mining	March 2019
15	Instrumentation	Dec 2019
16	Food	Dec 2019
17	Media & Entertainment	Dec 2019
18	SCPWD	March 2019
19	Management & Enterprenurship	June 2018

ANNEXURE 3

S. No.	Name of the Organisation	Sector	Trades for which affiliated	Date of Accrediation	Total no of Assessment completed	Perenatge of Sucessful candidates	Evidence Attached
1	DGET	All Sector	All Trades	2009	456045	68%	Yes
2	Secuirty		All	2013	65335	77%	Yes
3	Construction		All	2015	13177	78%	Yes
4	Automotive		All	2013	14445	73%	Yes
5	Retail		All	2014	3598	75%	Yes
6	Textile		All	2015	4629	95%	Yes
7	Mining		All	2015	5708	79%	Yes
8	Telecom		All	2013	49578	81%	No
9	Plumbing		All	2015	345	79%	Yes
10	Green Jobs		All	2017	2839	89%	Yes
11	Media		All	2016	437	96%	Yes
12	Power		All	2017	801	80%	Yes
13	Iron & Steel		All	2016	1627	87.50%	Yes
14	Domestic Workers		All	2016	1947	80%	Yes
15	Beauty & Wellness		All	2017	138	90%	Yes
16	Heathcare		All	2017			Yes
17	Management & Enterpreneurship		All	2017	48		Yes
18	Furniture		All	2017	6548	85%	Yes
19	Food		All	2016	90	98%	Yes
20	SCPWD		All	2017	1773	90%	Yes
21	Aerospace & Aviation		All	2017			Yes
Total Candidate Assessed					629108		

ANNEXURE 4

RASCI Sales Associate Level-4 सेल्स एसोसिएट लेवल-4	Duration – 1 Hour RASCI SET-A
Theory-50 Marks Marks Scored -	

NAME:.....**FATHER'S NAME:**

DATE:**CENTRE:**

BATCH ID:.....**CANDIDATE'S ID:**.....

RAS / N0114 -To process credit applications for purchases	आरएस / एन 0114 - खरीद के लिए क्रेडिट अप्ली केशन प्रोसेस करना	Ma
<p>1. While processing a credit application of a client, which of the following needs to be checked by a sales associate before processing the application?</p> <p>A. Client's credit rating B. Client's nature C. Client's current investments D. None of them</p>	<p>1. क्लाइंट का क्रेडिट अप्लीकेशन की प्रोसेस करते समय, अप्लीकेशन प्रोसेस करने से पहले सेल्स एसोसिएट द्वारा निम्नलिखित में से किसकी जांच की जानी चाहिए?</p> <p>1. क्लाइंट की क्रेडिट रेटिंग 2. क्लाइंट के स्वभाव 3. क्लाइंट के मौजूदा निवेश 4. इनमें से कोई नहीं</p>	1
<p>2. If you are a sales associate, what kind of customers would you avoid while processing the credit application for their purchase?</p> <p>A. Customers with good credit history B. Customer with poor credit history C. Customer with large investment portfolios D. Customers with high personal expenses</p>	<p>2. अगर आप सेल्स एसोसिएट हैं, तो खरीद के लिए क्रेडिट अप्लीकेशन प्रोसेस करते समय आप किस तरह के कस्टमर्स से बचेंगे?</p> <p>1. अच्छे क्रेडिट इतिहास वाले कस्टमर्स से 2. खराब क्रेडिट इतिहास वाले कस्टमर्स से 3. बड़े निवेश पोर्टफोलियो वाले कस्टमर्स से 4. अधिक निजी खर्च वाले कस्टमर्स से</p>	1
RAS / N0120 To help keep the store secure	आरएस / एन0120 स्टोर सुरक्षित रखने में मदद करना	
<p>3. What would you do if you hear about a bomb threat or hoax?</p> <p>A. Inform your supervisor and do as instructed B. Ensure not to touch or move any object/s C. Close down and evacuate the site</p>	<p>3. अगर आप बम के खतरे या झांसे के बारे में सुनते हैं तो आप क्या करेंगे?</p> <p>1. अपने सूपरवाइजर को सूचित करेंगे और निर्देशानुसार कार्य करेंगे 2. किसी भी वस्तु को न छूना या हटाना सुनिश्चित करेंगे 3. बंद कर देंगे और साइट खाली कर देंगे</p>	1

D. All of above	4. ऊपर दिए गए सभी	
4. While you attend a customer, what other factor is to be taken care of? A. Pay attention to other customers simultaneously B. Attend the calls of your colleagues on job C. Check for store security, safety and potential sale D. Interrupt the customer while he asks for any questions, to save time	4. जब आप किसी कस्टमर को अटेंड करते हैं, तो किन अन्य कारकों का ध्यान रखना चाहिए? 1. साथ-साथ अन्य कस्टमर्स पर भी ध्यान देना चाहिए 2. जॉब पर अपने सहयोगियों की कॉल अटेंड करना चाहिए 3. स्टोर की सुरक्षा, सेफ्टी और संभावित बिक्री की जांच करनी चाहिए 4. समय बचाने के लिए कस्टमर द्वारा कोई भी सवाल पूछने पर टोकना चाहिए	1
RAS / N0122 To help maintain healthy and safety	आरएस / एन 0122 स्वस्थ और सुरक्षा बनाए रखने में मदद करना	
5. Which of the following things must be taken care by a team member for following personal hygiene? A. Hand sanitizer B. Deodorant C. Comb D. All of the above	5. निजी स्वच्छता का पालन करने के लिए निम्नलिखित में से किन बातों का टीम के सदस्य द्वारा ख्याल रखा जाना चाहिए? 1. हैंड सैनिटाइजर 2. डियोडोरेंट 3. कंघी 4. ऊपर दिए गए सभी	1
6. What would you do if a customer assaults you? A. Talk to your supervisor B. Compose yourself and make the customer calm down C. Call the security D. All of the above	6. अगर कस्टमर आप पर हमला कर देता है तो आप क्या करेंगे? 1. अपने सूपरवाइजर से बात करेंगे 2. अपने आप को शांत रखेंगे और कस्टमर को शांत करेंगे 3. सिक्योरिटी बुला लेंगे 4. ऊपर दिए गए सभी	1
RAS / N0125 To demonstrate products to customers	आरएस / एन 0125 कस्टमर्स को प्रोडक्ट दिखाना	
7. What according to you would be the critical factor in any demonstration of the product? A. Giving product information B. Giving customer to try the product themselves C. Responding to customer's comments D. Providing safe and effective demonstration	7. आपके अनुसार प्रोडक्ट के किसी भी डेमोस्ट्रेशन में क्या महत्वपूर्ण कारक होगा? 1. प्रोडक्ट की जानकारी देना 2. खुद प्रोडक्ट आजमाने के लिए कस्टमर को देना 3. कस्टमर की टिप्पणियों का जवाब देना 4. सुरक्षित और प्रभावी डेमोस्ट्रेशन प्रदान करना	1
8. As a retail in-store product demonstrator, you will be communicating directly with: A. Customer B. Seller	8. रिटेल इन-स्टोर प्रोडक्ट डेमोस्ट्रेटर के रूप में, आप सीधे बातचीत करेंगे: 1. कस्टमर से 2. विक्रेता से	2

<p>C. Manufacturer D. Delivery boy</p>	<p>3. निर्माता से 4. डिलीवरी बॉय से</p>	
RAS / N0126 To help customers choose right products		
<p>9. Suresh wants to demonstrate working of vacuum cleaner what should he do? A. Proper study of user manual B. Proper survey of space C. Proper survey of colour D. None of the above</p>	<p>आरएस / एन 0126 कस्टमर्स की सही प्रोडक्ट चुनने में मदद करना</p> <p>9. सुरेश वैक्यूम क्लीनर का काम डेमोस्ट्रेट करना चाहता है, उसे क्या करना चाहिए? 1. यूजर मैनुअल की उचित स्टडी करना चाहिए 2. जगह का उचित सर्वेक्षण करना चाहिए 3. कलर का उचित सर्वेक्षण करना चाहिए 4. उपरोक्त में से कोई भी नहीं</p>	2
<p>10. Displays created should be: A. Memorable B. Take care of safety measures C. Should enhance product features D. All of the above</p>	<p>10. बनाए गए डिस्प्ले: 1. यादगार होने चाहिए 2. को सुरक्षा उपायों का ख्याल रखना चाहिए 3. को प्रोडक्ट फीचर्स बढ़ाना चाहिए 4. ऊपर दिए गए सभी</p>	2
RAS / N0127 To provide specialist support to customers facilitating purchases		
<p>11. Should you spend same time for all products in providing a specialist support to customer and facilitate the purchase? A. No, the time spent with the customer should match the value of the prospective purchase B. Yes, all products should be given same importance C. No, it is also required to check the safety of the store while helping the individual customer D. Yes, this will expose the skills of the employees</p>	<p>आरएस / एन 0127 खरीद की सुविधा प्रदान करते हुए कस्टमर्स को विशेषज्ञ सहायता प्रदान करना</p> <p>11. क्या आपको कस्टमर को विशेषज्ञ सहायता और खरीद की सुविधा प्रदान करते हेए सभी प्रोडक्ट्स पर समान समय खर्च करना चाहिए? 1. नहीं, कस्टमर के साथ खर्च किया गया समय संभावित खरीद के मूल्य से मेल खाना चाहिए 2. हाँ, सभी प्रोडक्ट्स को समान महत्व दिया जाना चाहिए 3. नहीं, अलग-अलग कस्टमर की सहायता करते हुए स्टोर की सुरक्षा की जांच करना भी आवश्यक है 4. हाँ, इससे कर्मचारियों का कौशल प्रकट होगा</p>	1
<p>12. While explaining the benefits and features of a product to the customer what will be the best way to reduce the confusion of the customer? A. By not letting customer speak B. By not reacting his requirements C. By letting him ask you more questions so that you can solve is doubt about the product D. Chit- chatting with him</p>	<p>12. कस्टमर को प्रोडक्टन के लाभों और विशेषताओं को समझाते समय कस्टमर का भ्रम कम करने का सबसे अच्छा तरीका क्या होगा? 1. कस्टमर को बोलने न देना 2. उसकी आवश्यकताओं पर प्रतिक्रिया न करना 3. उसे खुद से अधिक सवाल पूछने देना जिससे कि आप प्रोडक्ट के बारे में संदेह दूर कर सकें 4. उसके साथ बातें करना</p>	3

RAS / N0128 To maximise sales of goods & services	आरएस / एन 0128 माल और सेवाओं की बिक्री अधिकतम करना	
13. Individual on the job must be able to identify promotional? A. Opportunity B. Sale C. Offer D. Rate	13. जॉब पर व्यक्ति को पहचान करने में सक्षम होना चाहिए? 1. प्रचार के अवसर की 2. प्रचार की बिक्री की 3. प्रचार की पेशकश की 4. प्रचार की दर की	1
14. Individual on the job must be able to estimate their potential to increase? A. Price B. Turnover C. Offer D. Sale	14. जॉब पर व्यक्ति को क्या बढ़ाने की अपनी क्षमता का अनुमान लगाने में सक्षम होना चाहिए? 1. कीमत 2. टर्नओवर 3. पेशकश 4. बिक्री	1
15. Which of the following technique should an employee used for maximize sales of goods and services in a retail outlet? A. Offers. B. Loyalty points. C. Sale discount offer. D. Only (a) & (c)	15. किसी रिटेल आउटलेट में वस्तुओं और सेवाओं के बिक्री अधिकतम करने के लिए किसी कर्मचारी को निम्नलिखित में से किन तकनीकों का इस्तेमाल करना चाहिए? 1. पेशकश. 2. लॉयल्टी प्वाइंट्स 3. सेल डिस्काउंट ऑफर 4. केवल (क) और (ग)	2
RAS / N0129 To provide personalized sales & post-sales service support	आरएस / एन 0129 पर्सनलाइज्ड सेल और बिक्री बाद सेवा सहायता प्रदान करना	
16. Meet your company's customer _____ standards in your dealing? A. Product B. Service C. Merchandise D. House keeping	16. अपने व्यवहार में अपनी कंपनी का कस्टमर _____ मानक पूरा करें? 1. प्रोडक्ट 2. सेवा 3. मर्केन्डाइज 4. हाऊस कीपींग	1
17. When you decide on a strategy for sale and perform a SWOT analysis, consider: A. Strengths - features, usability, and pricing B. Weaknesses - hi-tech or cheap versions C. Opportunities - to display and sell D. Threats - new competitor, hi-tech or cheap versions, inflation, and more	17. जब आप बिक्री के लिए रणनीति तय करते हैं और SWOT विश्लेषण करते हैं, तो विचार कीजिए: 1. मजबूती - विशेषताएं, उपयोगशीलता, और कीमत निर्धारण 2. कमजोरियां - उच्च तकनीक वाले या सस्ते संस्करण 3. अवसर - डिस्प्ले करना और बेचना 4. खतरे - नए प्रतिद्वंद्वी, उच्च तकनीक वाले या सस्ते संस्करण, महंगाई, आदि	3
RAS / N0130 To create a positive image of self & organization in the customers mind	RAS / N0130 To create a positive image of self & organization in the customers mind	
18. What do you understand by a saving scheme?	18. बचत योजना से आप क्या समझते हैं? 1. वह योजना जो आम तौर पर पैसे खर्च करने में कस्टमर्स की सहायता करती है	2

<p>A. A scheme that helps customers to spend money generally</p> <p>B. A scheme for the customers to develop the skill of saving</p> <p>C. A scheme for the staff to save their salaries</p> <p>D. A scheme to encourage the customers to gather money for a period of time to buy products</p>	<p>2. बचत करने का कौशल विकसित करने के लिए कस्टमर्स के लिए योजना</p> <p>3. कर्मचारियों के लिए अपना वेतन बचाने की योजना</p> <p>4. प्रोडक्ट्स खरीदने के लिए समय की एक अवधि के दौरान धन इकट्ठा करने के लिए कस्टमर्स को प्रोत्साहित करने की योजना</p>	
<p>19. It is 9:30 p.m. and time to close the store. Mr. Reddy and family are still exploring products for their purchase. What will you do in this situation?</p> <p>A. Ask them to leave as it is closing time</p> <p>B. Politely tell them that the store will close in some time</p> <p>C. Start putting off lights so that they understand that it is time to leave</p> <p>D. All of these</p>	<p>19. रात के 9:30 बजे हैं और स्टोर बंद करने का समय हो गया है. श्री रेड्डी और उनका परिवार अभी भी अपनी खरीद के लिए प्रोडक्ट्स तलाश रहा है. आप इस स्थिति में क्या करेंगे?</p> <p>1. उनसे जाने के लिए कहेंगे क्योंकि बंद करने का समय हो गया है</p> <p>2. विनम्रतापूर्वक उनसे कहेंगे कि स्टोर कुछ समय में बंद हो जाएगा</p> <p>3. लाइट बंद करना शुरू कर देंगे ताकि वे समझ जाएं कि जाने का समय हो गया है</p> <p>4. इनमें से सभी</p>	2
<p>RAS / N0132 To resolve customer concerns</p>	<p>आरएस / एन 0132 कस्टमर की चिंताओं का समाधान करना</p>	
<p>20. How should you respond to questions or objections of the customers?</p> <p>A. Ignore the objections</p> <p>B. ignore the customer</p> <p>C. Respond positively and try to understand the customer's point of view</p> <p>D. Listen to the customer but ensure the customer signs the form at any cost</p>	<p>20. आपको कस्टमर्स के सवाल या आपत्तियों का जवाब कैसे देना चाहिए?</p> <p>1. आपत्तियों पर ध्यान नहीं देना चाहिए.</p> <p>2. कस्टमर पर ध्यान नहीं देना चाहिए.</p> <p>3. सकारात्मक रूप से जवाब देना चाहिए और कस्टमर का नजरिया समझने की कोशिश करना चाहिए</p> <p>4. कस्टमर को सुनना चाहिए, लेकिन किसी भी कीमत पर फार्म पर कस्टमर का हस्ताक्षर सुनिश्चित करना चाहिए</p>	1
<p>21. Identify the actions/behaviours' best avoided when dealing with customers:</p> <p>A. Intrude on customers' privacy by tagging along everywhere</p> <p>B. Stand too close to the customer making them uncomfortable</p> <p>C. Explain directions instead of accompanying the customer to a location</p> <p>D. All of above</p>	<p>21. कस्टमर्स के साथ व्यवहार करते समय सबसे अच्छे से बचे जाने वाले कामों / व्यवहारों की पहचान करें</p> <p>1. हर जगह चिपके रहकर कस्टमर्स की गोपनीयता में घुसपैठ करना</p> <p>2. कस्टमर्स के बहुत करीब उन्हें असहज बनाते हुए खड़ा होना</p> <p>3. कस्टमर के साथ स्थान तक जाने के बजाय दिशा बताना</p> <p>4. ऊपर दिए गए सभी</p>	1
<p>22. You have an idea for improving customer service at your store. You should:</p>	<p>22. अपने स्टोर में कस्टमर सेवा में सुधार लाने के लिए आपके पास एक आइडिया है. आपको</p> <p>1. देरी से बचने के लिए किसी से भी सलाह-मशविरा किए बिना खुद से परिवर्तन लागू करना चाहिए</p>	2

<p>A. Implement the change by yourself without consulting anyone so as to avoid delays</p> <p>B. Present your idea for improving customer service to a colleague with the appropriate authority to approve the change</p> <p>C. Keep it to yourself till you are asked</p> <p>D. None of these</p>	<p>2. बदलाव स्वीकृत करने के लिए उपयुक्त प्राधिकार वाले सहयोगी को कस्टमर सेवा में सुधार लाने के लिए अपना आइडिया पेश करना चाहिए</p> <p>3. जब तक आप से पूछा न जाए, इसे अपने पास रखें</p> <p>4. इनमें से कोई नहीं</p>	
<p>RAS / N0133 To organise the delivery of reliable service</p>	<p>आरएस / एन0133 विश्वसनीय सेवा की डिलीवरी की व्यवस्था करना</p>	
<p>23.What is the most critical factor to be considered while organizing the delivery</p> <p>A. Variety of products</p> <p>B. Different types of customers</p> <p>C. Customer satisfaction</p> <p>D. Time constraints</p>	<p>23. डिलीवरी की व्यवस्था करते समय विचार किया जाने वाला सबसे महत्वपूर्ण कारक क्या है?</p> <p>1. प्रोडक्ट्स की किस्म</p> <p>2. विभिन्न प्रकार के कस्टमर्स</p> <p>3. ग्राहक संतुष्टि</p> <p>4. समय की कमी</p>	1
<p>24.Which software an individual on job should know?</p> <p>A. CRM</p> <p>B. LMS</p> <p>C. Microsoft word</p> <p>D. FTP</p>	<p>24. जॉब पर व्यक्ति को किस सॉफ्टवेयर की जानाकारी होनी चाहिए?</p> <p>1. सीआरएम</p> <p>2. एलएमएस</p> <p>3. माइक्रोसॉफ्ट वर्ड</p> <p>4. एफटीपी</p>	2
<p>RAS / N0134 To improve customer relationship</p>	<p>आरएस / एन0134 कस्टमर संबंध में सुधार लाना</p>	
<p>25.How should you respond to questions or objections of the customers?</p> <p>A. Ignore the objections</p> <p>B. Ignore the customer</p> <p>C. Respond positively and try to understand the customer's point of view</p> <p>D. Listen to the customer but ensure the customer signs the form at any cost</p>	<p>25. आपको कस्टमर्स के सवाल या आपत्तियों का जवाब कैसे देना चाहिए?</p> <p>1. आपत्तियों पर ध्यान नहीं देना चाहिए.</p> <p>2. कस्टमर पर ध्यान नहीं देना चाहिए.</p> <p>3. सकारात्मक रूप से जवाब देना चाहिए और कस्टमर का नजरिया समझने की कोशिश करना चाहिए</p> <p>4. कस्टमर को सुनना चाहिए, लेकिन किसी भी कीमत पर फार्म पर कस्टमर का हस्ताक्षर सुनिश्चित करना चाहिए</p>	1
<p>26.You see a customer walking in during your lunch break and asking for some assistance?</p> <p>A. Ignore the customer and walk off for your lunch</p> <p>B. You will ask the customer if it is urgent as this is your lunch break</p> <p>C. You will inform the customer that this is your break time however, you will assist him/her</p> <p>D. Both b and c</p>	<p>26. आप अपने लंच ब्रेक के दौरान एक कस्टमर को टहलते हुए और कुछ सहायता मांगते हुए देखते हैं?</p> <p>1. कस्टमर पर ध्यान नहीं देंगे और अपने लंच के लिए चले जाएंगे</p> <p>2. आप कस्टमर से पूछेंगे कि क्या यह जरूरी है क्योंकि यह आपका लंच ब्रेक है</p> <p>3. आप कस्टमर को सूचित करेंगे कि यह आपका ब्रेक टाइम है, लेकिन आप उसकी सहायता करेंगे / करेंगी</p> <p>4. ख और ग दोनों</p>	1
<p>27.Feedback gathering helps in:</p>	<p>27. फीडबैक एकत्र करने से मदद मिलती है: (</p>	2

<p>A. Improve sales B. Improve customer service C. Satisfy customer D. All of the above</p>	<p>1. बिक्री में सुधार लाने में 2. कस्टमर सेवा में सुधार लाने में 3. कस्टमर संतुष्ट करने में 4. ऊपर दिए गए सभी</p>	
<p>RAS / N0135 To monitor and solve service concerns</p>	<p>आरएस / एन 0135 सेवा चिंताओं की निगरानी और समाधान करना</p>	
<p>28. On the job individual should respond to customer service problems within the limits of his / her own ? A. Role B. Responsibility C. Limits D. Authority</p>	<p>28. जॉब पर व्यक्ति को अपनी निजीकी सीमाओं के भीतर ग्राहक सेवा की समस्याओं का जवाब देना चाहिए? 1. भूमिका 2. जिम्मेदारी 3. सीमाओं 4. प्राधिकार</p>	1
<p>29. A customer bought a new car 3 months back, he walks into a car service center and tells his car facing starting problem. What is the action to be taken? A. Guiding to buy a new car B. Guide him to contact a experience mechanic C. Identify the problem and opt the solution to solve the problem D. Improve communication with your customers</p>	<p>29. एक कस्टमर ने 3 महीने पहले एक नई कार खरीदी थी, वह कार सर्विस सेंटर जाता है और बताता है कि उसकी कार स्टार्ट होने में समस्या पैदा कर रही है. की जाने वाली कार्रवाई क्या होनी चाहिए? (2 अंक) 1. नई कार खरीदने के लिए मार्गदर्शन करना 2. उसका अनुभवी मैकेनिक से संपर्क करने में मार्गदर्शन करना 3. समस्या की पहचान करना और समस्या हल करने के लिए समाधान चुनना 4. अपने कस्टमर्स के साथ बातचीत बेहतर बनाना</p>	2
<p>RAS / N0136 To promote continuous improvement in service</p>	<p>आरएस / एन 0136 सेवा में लगातार सुधार को बढ़ावा देना</p>	
<p>30. If some customer makes a complaint against your product which you bought it from another company along with warranty, but you find all the products defective. What should be done to avoid the losses so that the customer also gets the satisfaction at the same time? A. Change all those products B. Deal with some another company and buy their products to increase your sale C. Should complaint against that company regarding their defective products and request them to deliver the fresh products it on an urgent basis D. None of the above</p>	<p>30. अगर कुछ कस्टमर आपके प्रोडक्ट के खिलाफ शिकायत करते हैं जिसे आपने वारंटी सहित किसी अन्य कंपनी से खरीदा है, लेकिन आप सभी प्रोडक्ट दोषपूर्ण पाते हैं. तो नुकसान से बचने के लिए क्या किया जाना चाहिए ताकि कस्टमर को साथ ही संतुष्टि भी मिले? 1. उन सभी प्रोडक्ट्स को बदल देना चाहिए 2. किसी अन्य कंपनी के साथ डील करना चाहिए और अपनी बिक्री बढ़ाने के लिए उसके प्रोडक्ट्स खरीदने चाहिए 3. उस कंपनी के खिलाफ उसके दोषपूर्ण प्रोडक्ट्स के संबंध में शिकायत करनी चाहिए और उससे तत्काल आधार पर नए प्रोडक्ट्स की डिलीवरी करने का अनुरोध करना चाहिए 4. उपरोक्त में से कोई भी नहीं</p>	3
<p>RAS / N0137 To work affectively in your team</p>	<p>आरएस / एन0137 अपनी टीम में प्रभावशाली ढंग से काम करना 31. निम्नलिखित में से कौन से टीम के महत्वपूर्ण पहलू हैं?</p>	1

<p>31. Which of the following are important aspects of team?</p> <p>A. Recognition of unique personalities B. Identification of new team members C. Team dynamics D. All of the above</p>	<p>1. अनूठे व्यक्तित्वों की पहचान 2. टीम के नए सदस्यों की पहचान 3. टीम गतिशीलता 4. ऊपर दिए गए सभी</p>	
<p>32. What one of the following should not be a quality for team members to work cohesively?</p> <p>A. Communicate B. Support group member's ideas C. Blaming others D. Getting involved</p>	<p>32. निम्नलिखित में से कौन सा एक एक साथ काम करने के लिए टीम के सदस्यों का गुण नहीं होना चाहिए?</p> <p>1. बातचीत करना 2. समूह के सदस्य के विचारों का समर्थन करना 3. दूसरों को दोष देना 4. शामिल होना</p>	1
<p>RAS / N0138 To work affectively in your organization</p>	<p>आरएस / एन0138 अपने संगठन में प्रभावशाली ढंग से काम करना</p>	
<p>33. Which is a characteristic of high performance teams where members believe in the integrity, character, and ability of each other?</p> <p>A. Openness B. Loyalty C. Trust D. Reliability</p>	<p>33. कौन सी उच्च प्रदर्शन करने वाली टीमों की विशेषता है, जहां सदस्य एक दूसरे की ईमानदारी, चरित्र और क्षमता में विश्वास करते हैं?</p> <p>1. खुलापन 2. वफादारी 3. भरोसा 4. विश्वसनीयता</p>	1
<p>34. Which of the following people skills should a team member not avoid?</p> <p>A. Open communicator B. Good listener C. Self motivated D. None of the above</p>	<p>34. निम्नलिखित में से किस लोक कौशल से टीम के सदस्य को नहीं बचना चाहिए?</p> <p>1. मुक्ते रूप से संवादकर्ता 2. अच्छा सुनने वाला 3. स्व प्रेरित 4. ऊपरोक्त में से कोई भी नहीं</p>	1

(Signature of Assessor)

(Signature of Candidate)

RASCI	
Sales Associate Level-4	
सेल्स एसोसिएट लेवल-4	
Practical-50 Marks	Duration-20 Mins each candidate
Marks Scored -	RASCI
	SET-A

NAME:.....FATHER'S NAME:

DATE:CENTRE:

BATCH ID:.....CANDIDATE'S ID.....

Viva Questions

मौखिक प्रश्न

Attempt any five question, each question carries ten (10) marks

किन्हीं पांच प्रश्नों का उत्तर दें, प्रत्येक प्रश्न के दस (10) अंक हैं

1. How will safety information be communicated to you?
आपको सुरक्षा संबंधी जानकारी किस प्रकार दी जाएगी?
2. Customer feedback should be collected only from housewives between the age of 30 and 55. You agree?
केवल 30 और 55 वर्ष की उम्र के बीच की गृहिणियों से कस्टमर फीडबैक लिया जाना चाहिए. क्या आप सहमत हैं?
3. How inter-related products can help in sales?
अंतर-संबंधित उत्पादों से बिक्री में कैसे मदद मिल सकती है?
4. Definition Customer care is:
कस्टमर देखभाल की परिभाषा है:
5. Building long-term relationships with customers is essential for any business. The application of technology to achieve CRM is a key element of e-business but what does CRM stand for?
किसी भी व्यवसाय के लिए कस्टमर्स के साथ दीर्घकालिक संबंध बनाना आवश्यक है. सीआरएम हासिल करने के लिए टेक्नॉलजी का उपयोग ई-बिजनेस का मुख्य तत्व है, लेकिन सीआरएम क्या है?
6. State An example of an open-ended question is:
खुले सिरे वाले प्रश्न का एक उदाहरण दें:
7. When a member is not clear of his/her role, he/she should:
जब कोई सदस्य अपनी भूमिका को लेकर स्पष्ट नहीं होता है, तो उसे चाहिए:
8. What should you do at that time when we have to take some decision on the spot which is beneficial for our company?
जब हमें मौके पर कुछ फैसले लेने पड़ते हैं जो हमारी कंपनी के लिए फायदेमंद होते हैं तो उस समय आपको क्या करना चाहिए?

(Signature of Assessor)

(Signature of Candidate)

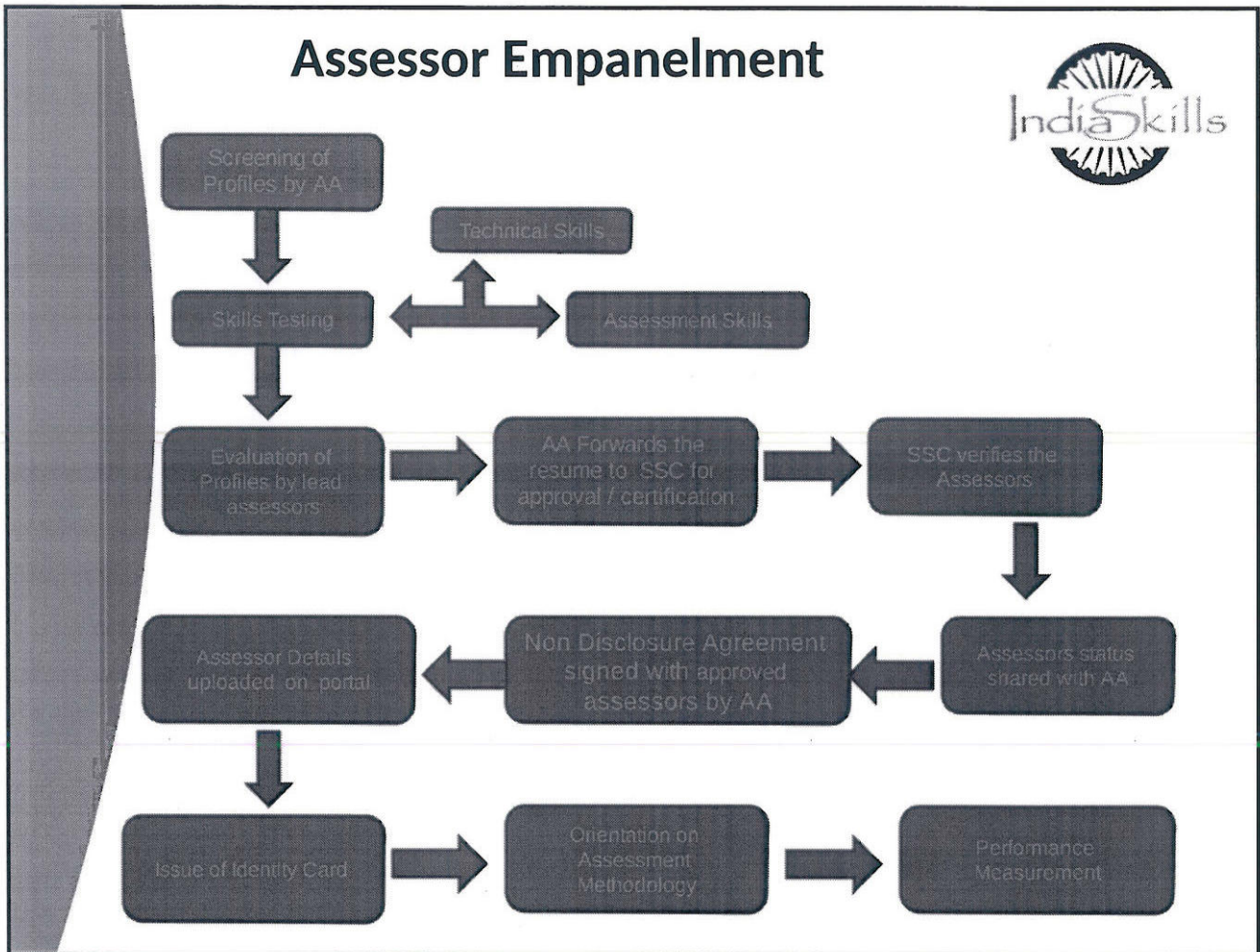
**Answer Key of Sales Associates Level-4
(SET-A)**

1. Ans: A-Client's credit rating
2. Ans: B-Customer with poor credit history
3. Ans: D-All of the above
4. Ans: C-Check for store security, safety and potential sale
5. Ans: D-All of the above
6. Ans: D-All of the above
7. Ans: B- Giving customer to try the product themselves
8. Ans: A-Customer
9. Ans: A-Proper study of user manual
10. D-All of the above
11. Ans: A- No, the time spent with the customer should match the value of the prospective purchase
12. Ans: C- by letting him ask you more questions so that you can solve is doubt about the product
13. Ans: A-Opportunity
14. Ans: D-Sale
15. Ans: D-Only A & C
16. Ans: B-Service
17. Ans: A- Strengths - features, usability, and pricing
18. Ans: D- A scheme to encourage the customers to gather money for a period of time to buy products
19. Ans: B- Politely tell them that the store will close in some time
20. Ans: A-Respond positively and try to understand the customer's point of view
21. Ans: D-All of the above
22. Ans: B-Present your idea for improving customer service to a colleague with the appropriate authority to approve the change
23. Ans: C-Customer satisfaction
24. Ans: A-CRM
25. Ans: C- respond positively and try to understand the customer's point of view
26. Ans: D-Both B & C
27. Ans: D-All of the above
28. Ans: D-Authority
29. Ans:C-Identify the problem and opt the solution to solve the problem
30. Ans: C. Should complaint against that company regarding their defective products and request them to deliver the fresh products it on an urgent basis
31. Ans: D-All of the
- 32. Ans: C-Blaming others**
33. Ans: C-Trust
34. Ans: D-None of these

Answer Viva's

1. a. Through formal training sessions b. Through supervisors and staff meetings c. On health and safety notice boards
2. Feedback from only a certain section of the society will not reveal the combined experience of all the customers. Hence, should be collected from a larger cross-section of the customers.
3. By using display of inter-related products you create a theme which compliments the products and helps in cross-selling
4. c. Philosophy wherein the customer is wrapped in service even before a problem arise
5. Customer relationship management
6. "How can I help you?"
7. Get his/her role defined by his immediate supervisor
8. Call urgent meeting

ANNEXURE 5



Explanation



- **Screening of profile:** Profile and the supporting documents of academics and experience is screened through HR team.
- **Skill Testing:** Pen & paper or online methods are used to check the competency in specific module or job role for which he qualifies or has applied.
- **Technical Skill:** Knowledge, practical application and understanding of tools are tested as per the Performance criteria mentioned under each NOS.
- **Assessment Skill:** Decision making, Analytical thinking and Critical thinking ability is tested.
- **Evaluation by lead Assessor:** Answer sheet or response sheet is evaluated by Lead assessor and is awarded with final score. Assessor scoring above 80% is considered for empanelment.
- **Certification by SSC:** Wherever there is a mandate the assessor's profile is sent to the council for certification.

Documentation



- 2 recent passport size color photographs
- Professional resume (signed by assessor)
- Qualification documents-
 - 10th certificate
 - 12th certificate
 - Graduation certificate/ trade diploma/ degree/ trade certificate
- Experience letter
- NABET formats (signed by assessor)-
 - Resume format
 - Agreement
 - Assessor's declaration form



- **Signing of Non-Disclosure Agreement:** Non-Disclosure agreement is signed to bring out tasks clearly which would be carried with confidentiality of the process, content and anything related to IP he is dealing with and fair practice and conduct during the assessment. This also states the action that would be taken if he is found in any wrong practice.
-
- **Assessor details uploaded on portal:** Profile of assessor uploaded on SDMS portal.
- **Issue of Identity Card:** Identity card is issued to the assessor with unique number duly signed by India Skills and the Apex Body.
- **Orientation on Assessment Methodology:** Orientation on online process and offline process both are provided to ensure correct evaluation and timely submission of assessment report.
- **Performance Analysis:** Performance is analyzed as in number of batches conducted, trend of scores allotted, creativity or innovation brought in the system.

ANNEXURE 6

Training of Assessors

The Assessor plays a critical role in the entire process of skills assessments. The quality of assessments to a large extent can be linked to the efficiency of the Assessor.

As many subject matter experts who work as Assessors come from varied backgrounds and experience, it is imperative to train them on the standards, methodology and procedures linked to skills assessments.

The Training of Assessors is an intensive programme that prepares the Assessor to undertake assessments specific to the sector, programme/scheme and trade.

Major elements of the Training of Assessors programme:

- Understanding of the Skills Training Ecosystem
- Competency based assessment v/s Theoretical and practical assessments
- Qualification Pack – National Occupational Standards
- Understanding Assessment Criteria
- Technology used in Assessments
- Creation of Scoring guide
- Scheme wise Guidelines
- Assessment Management & Documentation

TRAINING & DEVELOPMENT POLICY

"OUR PEOPLE ARE OUR MOST VALUABLE ASSETS, ONE RESOURCE WHICH SHOWS EXPONENTIAL GROWTH - IF WE NURTURE IT"

TRAINING POLICY :OBJECTIVES

1. To make training a continuous activity in the daily routine and making 'INDIASKILLS' / a learning organization.
 - To create a supportive climate and devise practices to motivate employees to learn- increasing their quality of output.
 - It is common knowledge, that without a continuous development of employee's competencies, no organization can survive today, let alone grow or compete. To be effective & competitive in the Risk Management industry, we at 'Indiaskills' need to hone the skills of our people in all areas whether they be, reduction in incidents/thefts/absence, increased customer satisfaction, prompt & quality service, improved market image and so on.
 - Human competencies are even more critical in our industry as, we deal with people constantly. To achieve our growth & diversification targets, it is imperative that we CHANGE, IMPROVE, TRAIN & DEVELOP our employees. Apart from Training & grooming them, efforts are also needed to retain them by planning their career and satisfying their innate aspirations for growth & development in their roles.

RESPONSIBILITIES OF CORPORATE TRAINING TEAM

1. Spread the idea of training being the vital part of management in our organization
2. Create a conducive atmosphere of training in the organization
3. Administer the desired programs
4. Manage the training facilities
5. Carry out continuous study, analysis & evaluation of organization's training needs & current training programs BUT, the decision of who to train and the motivation for training must come from the line managers / as they are the ones who continually shape the work behavior of the individuals.
6. Devise, recommend & execute strong policies for training & development by:-
 1. Proper Training evaluation

Chalking out the Training schedules for Executive development & other training programs

Drawing the annual training programme for all the regions according to the annual training budget

2. Evaluate training outcomes

3. Making the learners aware of the results of training

4. Providing motivation to learners by reinforcements/rewarding successful learners

5. Ensuring smooth and regular transfer of Learning

DETAILS OF CONTENTS

ATTITUDE / BEHAVIOUR TRAINING AT DELHI NCR

Purpose of Existence in the organization

Vision and Mission of the organization

Understanding 'Self'

Attitudes- Beliefs & Behaviors Value and Self Esteem

Winning Attitudes towards Self, Others, Work, Organization and family members

Customer satisfaction through Quality service

Team working skills: Role of collaboration

The training programme will be conducted in Hindi/English as per the audience

Reading material for the participants will be provided

"WHERE" & "WHEN" WILL THE TRAINING BE IMPARTED?

AT THE CORP OFFICE, REGIONAL / BRANCH OFFICE

THE SCHEDULE WILL BE DECIDED BY THE NMRT IN COORDINATION HR

"HOW" WILL THE TRAINING BE CONDUCTED?

WITH V. SHORT / JUST THE BASIC THEORY, MOSTLY BY PRACTICAL, DEMONSTRATION METHODS, TO HELP THEM OVERCOME THEIR PROBLEMS, USING ACTIVE GROUP DYNAMICS, ROLE PLAYS AND PROBLEM-SOLVING EXERCISES.

STEP-1

Prepare the person for trng

- 1 Put him at ease
- 2 State the job he is going to learn and how much does he already knows about it
- 3 Get him interested in learning the job
- 4 Place him in the correct position

STEP-2

Present the operations

- 5 Tell, show, illustrate one important step at a time
- 6 Stress each 'key point'
- 7 Instruct clearly, completely and patiently, but no more than he can master

STEP-3

Try out performance

- 8 Have him to do the job- correct errors
- 9 Have him explain each key point to you as he does the job again
- 10 Continue until you know-he knows and does it correctly

STEP-4

Follow-up

- 11 Put him on his own. Designate to whom he goes for help
- 12 Check frequently. Encourage questions
- 13 Taper off extra coaching and close follow-up

"WHO" WILL TRAIN?

ATTITUDE TRAINING - BY SPECIALIST BEHAVIOURAL TRAINERS / IN AN INTERACTIVE MODE- TO MAKE THEM UNDERSTAND THEMSELVES FIRST / THE COMPANY NEEDS AND ALIGNING THEIR NEEDS WITH THAT OF THE COMPANY NEEDS

JOB TRAINING - BY NMRT & CORP TRNG TEAM

THE CONTENT OF TRNG BY EACH TRAINER SHOULD BE SUITABLY FORMATTED, REVIEWED BY THE DEPTT HEADS AND CORPORATE HQS TRNG CELL AND SENT FOR APPROVAL OF THE CMD.

TRNG AIDS

OHP/ LAPTOP WITH LCD PROJECTOR
WRITING MATERIAL / PADS & PENS
TEA & SNACKS IN THE MIDDLE OF THE SESSION

TELLING/SELLING/PARTICIPATNG/DELEGATING

As the participants are able but not willing / a Participative style of training approach has to be adopted.

ANNEXURE 7



Working Towards Building National Skills

Quality Innovations

(Year 2016-17)

India Skills Private Limited

Assessment Verification Calls

In the Quality Assurance team we follow a process to verify the assessments to ensure the fair assessments on ground. Below are some points related to the same :

- We make pre verification calls (before the start of assessment) and post verification calls (after the assessment is over).
- The verification process covers each assessment batch conducted on a daily basis.
- We contact VTP's SPOC and the assessor during pre and post the verification calls for each of the batch.
- QA team has 9 points of checklist for the VTP and 11 points of checklist for the assessor (attached).
- The daily analysis of the verification calls as well as the feedback received from the VTP and the assessor is shared with other functions.

*** Please find the next 2 pages for use case for assessor (Our practices with the expectations from the assessors)

Questionnaire for pre & post verification calls (Calls to VTP and Assessor)

Step 1 : Pre assessment call to VTP (Vocational Training Partner)/PIA (Planning and implementation Agency)

At what time assessor reached at the assessment center ?	What is assessor's name?	Have you checked the ID card of the assessor?	Can you share the ID card type and ID card no. of the assessor?	What is the total No. of candidates present for the assessment?
--	--------------------------	---	---	---

Step 2 : Pre assessment call to assessor

Have you reached at the assessment venue?	At what time did you reach?	Do you have an ID card with you?	Please provide ID card type and ID No.	Are all the arrangements for the assessments organized or not?	What is the total No. of candidates present for the assessment?
---	-----------------------------	----------------------------------	--	--	---

Step 3 : Post assessment call to VTP (Vocational Training Partner)/PIA (Planning and implementation Agency)

At what time assessment started?	At what time assessment was finished?	What is the total No. of candidates present at end of the assessment?	Any other Comments/Issues/Feedback
----------------------------------	---------------------------------------	---	------------------------------------

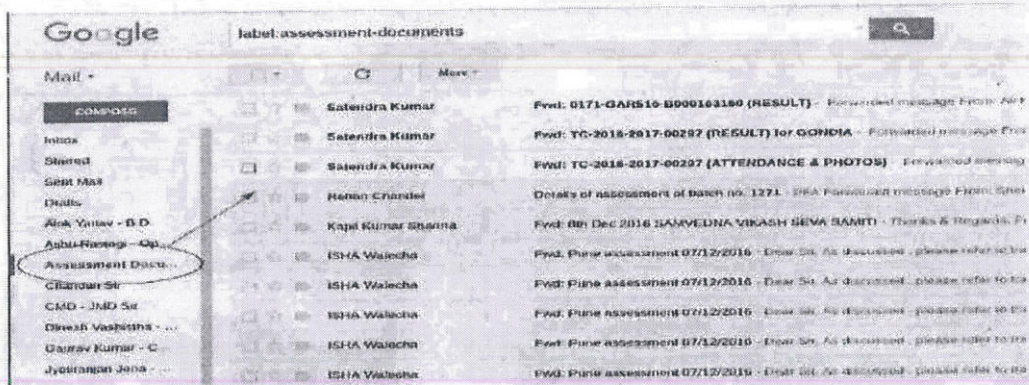
Step 4 : Post assessment call to assessor

At what time assessment started?	At what time assessment was finished?	What is the total No. of candidates present at end of the assessment?	Any other comments/suggestions/Feedback (Related to quality of the assessment only)	Please email the attendance sheet and pictures of the assessment hall along with videos of the same within 24 hours of the assessment and if possible send the same on whatsapp the same day of assessment to the person who scheduled the batch. Also Please send the soft copy of result within 3 days after assessment.
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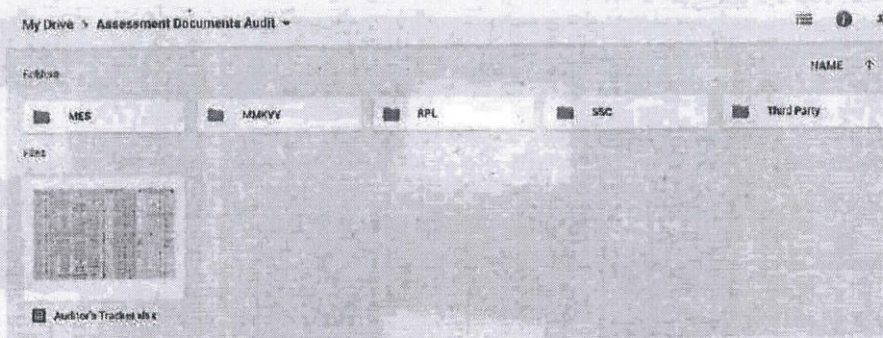
Assessment Documents Audits

We conduct the audits on the evidences we receive after the assessment (Attendance sheet, Result sheet, Photos, Videos). Below are the steps of the same :

Step 1 : Ops team members forwards the emails with attachments from assessors. QA team moved all of those mails in the mail folder created for the same ("Assessments documents")

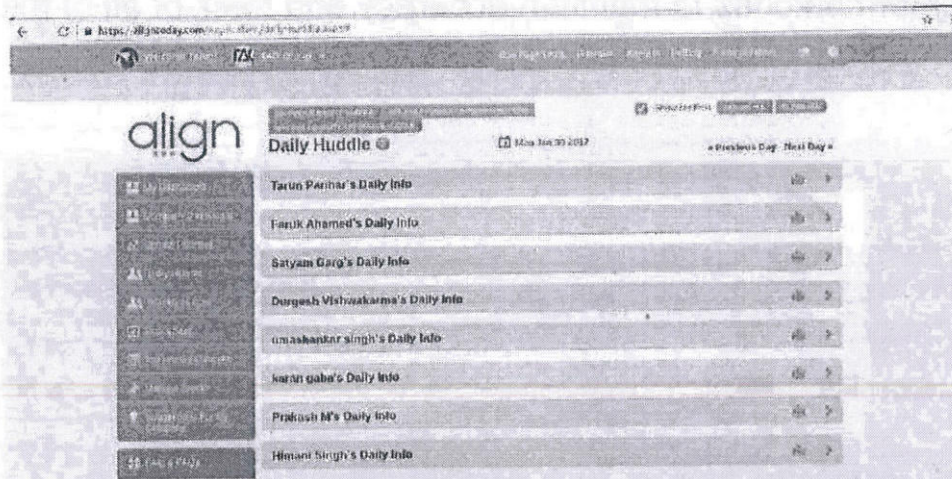


Step 2 : QA team saves the files in the specific folders created for 1.) Attendance sheets, 2.) Photos and Videos and 3.) Results Sheets

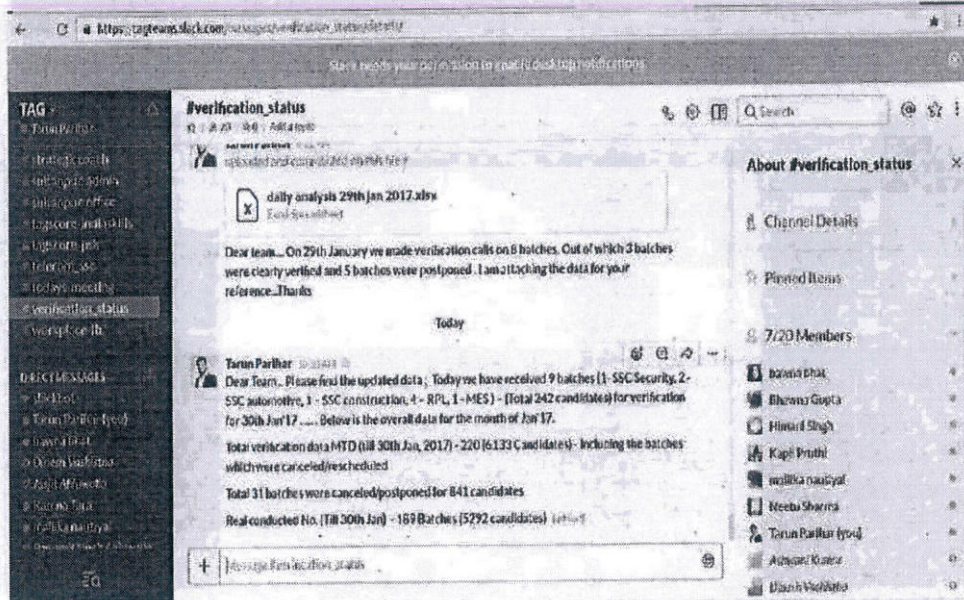


Step 3 : QA team conducts audits on the documents and records the observations in the respective tracker on google drive
(<https://docs.google.com/spreadsheets/d/15RBxKmt8t8ODXIOgqpkrfXIMt9Pnz-pBqjhKmXxzZ3A/e/dit#gid=1865177737>)

Align – This is a tool where all of our functions update the major actions on the daily basis along with challenges, plans, targets etc.



Slack - Slack is an external tool that we use for our internal communications



Feedback Form for

VTP



India Skills (P) Ltd.
C-147, Lajpat Nagar I
New Delhi - 110024, India
Contact No - 011-41001709
Web: www.indiaskills.edu.in



FEEDBACK FORM

VTP Name	:	
Contact No	:	
Date of Assessment	:	
Site Name & Address	:	
ABN/No. of Candidates	:	
Type (V Tick)	:	TCA <input type="radio"/> DCA <input type="radio"/>

Please give your honest feedback

1. Were candidates intimated before and were on time for assessment?
 Yes No
2. Has assessor reached on time?
 Yes No
3. Was Assessment conducted on time and as per the guidelines?
 Yes No
4. Was there any issue with the assessment?
 Yes No
5. Were the equipments required for assessment in working condition?
 Yes No
6. How would you rate the assessment procedure?
 Excellent Good Average Poor

Tick on any one:


Does the testing center complies to the following Acts : "Fire & Safety""Child Labour""Drugs & Cosmetics""Electricity" "Food Safety & Standards""RTI""Weight & Measures" wherever applicable ? Yes/No

Suggestion for any Improvement in Training and Assessment

(Signature of concerned authority)

Assessor's Feedback



	<p style="text-align: center;">India Skills (P) Ltd. G-147, Lajpat Nagar New Delhi - 110024, India Contact No - 011-41001709 Web: www.indiaskills.org</p>
ASSESSOR FEEDBACK FORM	
Name _____ ID No _____ Contact No _____ Date of Assessment _____ Testing Center Name _____ & Address _____ ABBY/No. of Candidates _____ Type (V Tick) : TCA <input type="radio"/> DCA <input type="radio"/>	<p>Please give your honest feedback</p> <p>1. Was the Testing center opened and prepared for assessment when you had reached? Tick on any one: <input type="radio"/> Yes <input type="radio"/> No</p> <p>2. Were students intimidated before and were on time for assessment? <input type="radio"/> Yes <input type="radio"/> No</p> <p>3. Did the students carry their admit card? <input type="radio"/> Yes <input type="radio"/> No</p> <p>4. Were the testing center staffs supportive? <input type="radio"/> Yes <input type="radio"/> No</p> <p>5. Was the assessment room clean and appropriate to conduct the assessment? <input type="radio"/> Yes <input type="radio"/> No</p> <p>6. Were the equipments required for assessment in working condition? <input type="radio"/> Yes <input type="radio"/> No</p> <p>7. Was the calibration of instrument standardized? <input type="radio"/> Yes <input type="radio"/> No</p> <p>8. Was the testing center facilitated with fire safety? <input type="radio"/> Yes <input type="radio"/> No</p> <p>9. Was the testing center supplied with power backup? <input type="radio"/> Yes <input type="radio"/> No</p> <p>10. Did the center have the water supply facility? <input type="radio"/> Yes <input type="radio"/> No</p> <p>11. Were all the documents required from testing center was handed over to you? <input type="radio"/> Excellent <input type="radio"/> Good <input type="radio"/> Average <input type="radio"/> Poor</p> <p>12. How would you rate the VTP <input type="radio"/> Yes <input type="radio"/> No</p> <p>13. Does the VTP has any industry interface for employment of the candidates? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Does the testing center complies to the following Acts : "Fire & Safety" "Child Labour" "Drugs & Cosmetics" "Electricity" "Food Safety & Standards" "RTI" "Weight & Measures" wherever applicable ? Yes/No</p>
Suggestion for any Improvement in Training and Assessment	
_____ (Signature of the Assessor)	

EVIDENCES



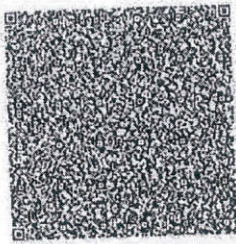
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INDIA NON JUDICIAL

Government of National Capital Territory of Delhi

e-Stamp

Certificate No.	: IN-DL76999261586348N
Certificate Issued Date	: 09-Mar-2015 03:31 PM
Account Reference	: IMPACC (IV) dl716203/ DELHI/ DL-DLH
Unique Doc. Reference	: SUBIN-DL71620350858620265342N
Purchased by	: INDIA SKILLS PVT LTD
Description of Document	: Article 5 General Agreement
Property Description	: Not Applicable
Consideration Price (Rs.)	: 0 (Zero)
First Party	: INDIA SKILLS PVT LTD
Second Party	: INDIAN PLUMBING SKILL COUNCIL
Stamp Duty Paid By	: INDIA SKILLS PVT LTD
Stamp Duty Amount(Rs.)	: 100 (One Hundred only)



Please write or type below this line.....

SERVICES AGREEMENT

This services agreement is executed at New Delhi on this th day of March, 2015 ("Effective Date") by and between: **INDIA SKILLS PVT. LTD.**, a company incorporated under the laws of India, having its registered office at Lajpat Nagar, New Delhi India (herein after called "Assessment Body")

AND


Anand Agarwal



DGGET-2/1/2011/VIII/MES/IS dated 06 th September, 2013	
33	<p>Shri N.S.Vasnik Chief Officer – Assessment Processes Deogiri Valley Innovative Information Technology Pvt.Ltd., Plot no.C-3/89, N1, Behind CIDCO Bus Stand, CIDCO Town Center, Aurangabad, Maharashtra- 431001 Ph: 0240-6953922, M-09766325839 Email: info@dviit.in DGGET-2/4/2011/MES/IS dated 04th November,2013 (Addition) DGGET-2/4/2011/MES/IS dated 09th October, 2013 (Addition)</p>
34	<p>Shri Nimish Agrawal Senior Manager, Business Development TUY SUD South Asia Pvt. Ltd C153/1, Okhla Industrial Area Phase I, New Delhi 110 020</p>
35	<p>Shri V.S Krishnamurthy National Institute of Electronics & Information Technology (NIELIT) New Campus, University of Jammu, Dr. Ambedkar Road, Jammu – 180006</p>
36	<p>Shri SUBHASIS SAHOO Chief Project Officer Initiative for Change in Environment (ICE) Foundation Plot no.-186 &187 (part-1), Panabaraj Sahi, Laxmisagar, Besides Anand Plaza, Bhubaneswar, District Khorda – 751006, Odisha</p>
37	<p>Ms. LEKHA L. SINGH Proprietor FLAMBEAU #39, Basaveshwara Layout, 3rd Main, Nagashettyhalli, Bangalore – 560094</p>
38	<p>Shri S.D.JANAKIRAM Partner - ESAAC Employable Skills Advancement, Assessment and Certification (ESAAC) #.32, Srivatsa, 9th Main, Nethravathy layout, Malleshpalya Extension, New Thippasandra post, Bangalore – 560075 DGGET-2/4/2014/MES/IS (part-4) dated 9th June, 2014(Addition)</p>
39	deleted
40	<p>Mrs. Rachna Sinha Virtual Education Trust, PCTI Group UU-11, Pitampura, Delhi – 110034 DGGET-2/4/2014/MES/IS (part-4) dated 9th June, 2014(Addition) DGGET-2/4/2013/MES/IS(part) dated 17th September, 2013</p>

23	Shri Arun Mandot President SIMS SANTHAN- SUN INSTITUTE OF MANAGEMENT STUDY (SIMS), Sun Campus, Navkar, University Road, Udaipur, Rajasthan 31001.
24	Ms. Susmita Sekhar Deputy Secretary General PHD Chamber of Commerce and Industry, PHD house, 4/2 Siri Institutional Area August Kranti Marg New Delhi-110016
25	Deleted
26	Maj. Gen Satnam Singh (Retd.) CEO Multi Skills Assessors Guild (MSAG), A 313, Defence Colony (BM), New Delhi -24 DGET-2/4/2007-MES/IS dated 22 nd July, 2010
27	Shri M Chandra Sekhar CEO, M/s Achievement Labs' Management System Institute. 29-D.knowledge park, Greater Noida, 201308
28	Deleted
29	Shri N.R. Jadhav/ Pravin Chavan Director/Program Coordinator Integrated Circuit & Information Technology Pvt. Ltd., VLSI Design and Research Centre, Department of Electronic Science, University of Pune, Ganesh Khind, Pune -411 007
30	Shri V.S. Chandane Secretary, Board of Trustee INDIAN TECHNICAL EDUCATION SOCIETY B-1011/12, Station Plaza, Station Road, Bhandup (west), Mumbai- 400078 Maharashtra DGET-2/4/2014/MES/IS (part-4) dated 9 th June, 2014 (Addition)
31	Shri Mukesh Hajela CEO & Vice Chairman NICT (Network for Information & Computer technology) Head Office, FF-21, In front of Fortune Land Mark, Scheme No.54, Vijay Nagar, Indore -452 010 (MP)
32	Shri G.P. Srivastava Senior Advisor The Associated Chamber of Commerce & Industry of India (ASSOCHAM) 5, Sardar Patel Marg, Chanakyapuri, New Delhi, Pin-110021

15	Mr.P.K.Aggarwal, Incharge-MES M/S. FEDERATION OF INDIAN WOMEN ENTERPRENUERS (FIWE) 321A, 1 st floor, Lado Sarai, opposite Mother Dairy, New Delhi-110017
16	Shri Somdev Chaudhari Regional Manager-South M/S. MERIT TRAC SERVICES PVT. LTD., 2 ND Floor, No. 125/1/18, G.K.Arcade, Jayanagar, Bangalore - 560011
17	Mr. Mritunjaya Dodwad, Chief Coordinator, Skill Assessment Cell M/S. APPAREL EXPORT PROMOTIONAL COUNCIL National Headquarter, Apparel House, Institutional Area, Sector-44, Gurgaon, Haryana
18	Sr. Manager - Operations M/S. INDIA SKILLS (GISS) A-282, Okhla Industrial Area Phase-I, New Delhi - 110 020.
19	Shri M B S Sastry Chief Executive Officer M/S. HUMAN POTENTIAL DEVELOPMENT CENTRE 282, Jodhpur Park, 2 ND Floor (West), Kolkata - 700 068.
20	Ms.Shobha Sinha, Sh. Saurabh Agrawal, Coordinator (MES) TECHNOMED SERVICES, Aditya Trade Tower, B-3, Plot No. 4, O&P Block (LSC), Dilshad Garden, New Delhi-95 DGET-2/4/2014-MES/IS (part-4) dated 9 th June, 2014 (Addition)
21	Shri K.J.Ramesh SATVAT INFOSOL 23, Lattice Bridge Road, K.R.Building, III Floor, Adyar, Tamilnadu - 600 020, Chennai
22	Shri Rajiv Ahuja, President SHIKSHA BHARTI E-112, Lower Ground Floor, Kalkaji, New Delhi-19

7.	Shri Suresh Jacob, Project Manager KITCO Ltd. TC.4/1687, 42, Belhaven Gardens, Kowdiar P.O. Thiruvananthapuram- 695 003 DGET-2/4/2007-MES/IS dated 31-01-2008
8.	Shri. T.Srinivas Raghu, Senior Consultant APITCO Limited, 8 th Floor, Parisrama Bhavanam, Basheerbagh, Hyderabad -500004 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
9.	Shri. Jitendra Tiwari, Executive Director, Centre for Entrepreneurship Development (CEDMAP), 16-A, Arera Hills, Bhopal - 462011, Madhya Pradesh DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
10	Shri. S.R. Nageswaran Executive Director M/S. ITCOT CONSULTANCY AND SERVICES LTD. 50 A. Greames Road, Chennai - 600 006
11	Brig (Retd.) M S Ruhil, VSM Sr. Director & Head North Zone Sub Major (Retd.) S.K.Thakur M/S. THE LANCER TECHNOLOGIES IV-1 64, Above Mela Ram Studio, Gopinath Bazar, Delhi Cantt, New Delhi - 10 DGET-2/4/2014/MES/IS (part-4) dated 29 th May, 2014(Addition)
12	Shri R. Banerjee, Executive Director, IIW-India & MAB Accreditation Co-ordinator M/S. THE INDIAN INSTITUTE OF WELDING Mayur Apartment (4 TH Floor), 3A, DR. U.N. Brahmachari Street, Kolkata, West Bengal - 700 017,
13	Shri Arun Rao In Charge-MES M/S. EDUQUITY CAREER TECHNOLOGIES (P) LTD. #433, Behind Vodafone Store, 1 ST C Main, 7 TH Block Extn., Koramangala, Bangalore -560095.
14	Shri H. Asgar, Director M/S. STAR PROJECTS SERVICES PVT. LTD. R-148, Sir Syed Road, Joga Bai Extn., Jamia Nagar, Okhla, New Delhi - 110 025

LIST OF ASSESSING BODIES

1.	Sougata Roy Choudhary, Director – Skills & Affirmative Action Confederation of Indian Industry (CII), 249 – F, Udyog Vihar, Phase IV, Sector – 18, Gurgaon – 122015 (Haryana) DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
2.	Mr. B.P. Pant, Senior Director Labour, Employment & Vocational Training Federation of Indian Chambers of Commerce and Industry (FICCI), Federation House, Tansen Marg, New Delhi – 110001 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
3.	Shri. T. S. Sampath Kumar, Secretary General, Bangalore Chamber of Industry and Commerce (BCIC), No.3/4, 3 rd Floor, 'C' Block, Unity Building, JC Road, Bangalore – 560002 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
4.	Shri. P.R. Swarup, Director General, Construction Industry Development Council (CIDC), 801 (8 th Floor), Hemkunt Chambers, 89, Nehru Place, New Delhi – 110019 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
5.	Dr. C.V.Ramanan Director Indian Society for Training and Development (ISTD), Training House, B- 41, Qutab Institutional Area, New Mehrauli Road, New Delhi – 110016 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008
6.	Mr. Prasad Madhavan, Director Tanstia-Fnf Service Centre (TFSC), 11 th Cross Road Street, Industrial Estate, Guindy, Chennai – 32 DGET-2/4/2007-MES/IS dated 31-01-2008 DGET-2/4/2007-MES/IS dated 19-02-2008

No.DGET-2/4/2007- MES/IS
Government of India
Ministry of Labour & Employment
Directorate General of Employment and Training
New Delhi

Dated 15th April, 2015

To
As per list enclosed.

Subject:- Extension of empanelment of Assessing Bodies for conducting assessment
under Skill Development Initiative (SDI) Scheme.

Sir/Madam,

The empanelment of Assessing Bodies as per list enclosed has been extended from 31-10-2014 to 31-12-2015 and the States/Sectors allotting to them earlier for conducting assessment under SDI scheme will remain same subject to terms and conditions as laid down in the undertaking. All ABs empanelled under SDI Scheme will be allowed to conduct assessments in those modules for which they have got their assessors tested at the institutes notified by DGET.

Yours faithfully,


(Dinesh Nijhawan)
Director (SDI)
Tel. 011-23708071



RASCI

Retailers Association's
Skill Council of India

AUTHORISED

Assessment Agency

M/s India Skills Pvt. Ltd.

has successfully completed the requirements to be

recognized as an **Assessment Agency** of

Retailers Association's Skill Council of India (RASCI)

Valid up to 04/12/2015

James A. Raphael

Chief Operating Officer & Sr. Vice President

Retailers Associations Skill Council of India (RASCI)

703-704, Sagar Tech Plaza - A, Andheri-Kurla Road, Sakinaka Junction, Sakinaka, Andheri (E), Mumbai-400 072

Tel: +91 22 40058210-5 | Email: info@rasci.in | Website: www.rasci.in



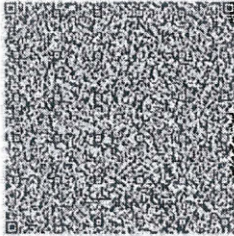
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Certificate No.	: IN-DL07548340825135N
Certificate Issued Date	: 22-May-2015 01:14 PM
Account Reference	: IMPACC (IV)/ dl716203/ DELHI/ DL-DLH
Unique Doc. Reference	: SUBIN-DL71620312332408469290N
Purchased by	: SKILL COUNCIL FOR MINING SECTOR
Description of Document	: Article 5 General Agreement
Property Description	: Not Applicable
Consideration Price (Rs.)	: 0 (Zero)
First Party	: SKILL COUNCIL FOR MINING SECTOR
Second Party	: INDIA SKILLS PVT LTD
Stamp Duty Paid By	: SKILL COUNCIL FOR MINING SECTOR
Stamp Duty Amount(Rs.)	: 100 (One Hundred only)



.....Please write or type below this line.....



ASenter



Statutory Alert:

1. The authenticity of this Stamp Certificate should be verified at "www.sticstamp.com". Any discrepancy in the details of this Certificate and as available on the website renders it invalid.
2. The onus of checking the legitimacy is on the users of the certificate.
3. In case of any discrepancy please inform the Competent Authority.

This Affiliation cum Service Level Agreement ("Agreement") is made and entered into this day of 29.07.2014 at New Delhi by and between the parties:

Skill Council for Mining Sector, a section 25 company under companies Act of ministry of corporate affairs, having its registered office at FIMI House, B-311, Okhla Industrial Area Phase I, New Delhi 110020 (hereinafter referred to as "SCMS" which expression shall, unless it be repugnant to the subject or context thereof, include its successors and permitted assigns) acting through its duly authorised representative (Name of the CEO), the Chief Executive Officer, SCMS.

AND

INDIA SKILLS PVT. LTD., a non-profit company, registered under the Companies Act, 1956 / Societies Registration Act, 1860, having its registered office at C-147, LAJPATNAGAR-1, NEW DELHI, (hereinafter referred to as "Assessing Body"/"AB" which expression shall, unless it be repugnant to the subject or context thereof, include its successors and permitted assigns) acting through its duly authorised representative Mr. SUBODH KUMAR AGARWAL, VICE PRESIDENT of **INDIA SKILLS PVT. LTD.**

The AB and SCMS are hereinafter individually referred to as "Party" and collectively as "Parties".

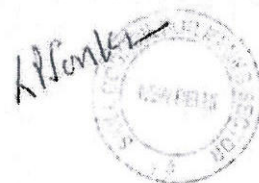
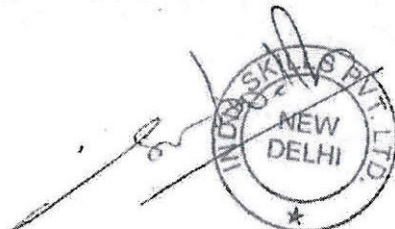
As SCMS is the nodal entity for the execution of STAR Scheme in the Agriculture sector and AB is in business of training assessment, AB has made an application to SCMS for the accreditation as the Assessment Body under National Skill certification & Monetary Reward Scheme

NOW THEREFORE, THESE PRESENTS WITNESSES AS FOLLOWS:

1. Terms and Conditions of accreditation:

AB acknowledges and agrees that the accreditation shall be subject to terms and conditions and scope of work as prescribed by the SCMS (without limitation) as set forth below:

- (i) Assessment would be guided by the Assessment criteria designed & approved by SCMS.
- (ii) Shortlist assessors for specific job roles, in consultation with SCMS.
- (iii) Empanel assessors, as required, in accordance with requirements of SCMS and after obtaining SCMS concurrence.
- (iv) Formulate Question Bank for the assessment of different Job Roles in consultation with SCMS.
- (v) Agree that training of assessors as per QPs would be facilitated on as required basis.
- (vi) Agree that incorporation of Technology based / on line assessment techniques would be adopted to the extent possible / viable to ensure scalability, cost reduction and non- subjectivity



to the highest extent, and that if required would partner with an appropriate agency as evaluated and approved by SCMS.

(vii) Provide support in pre-screening tasks and work with SCMS to update agency details on to the SDMS.

(viii) Co-ordinate and Liaise with training partners to get information about commencement of training batches.

(ix) Within 2 (two) working days on receipt of information regarding commencement of training batches by the training partner, intimate acceptance for assessment of training program related tasks.

(x) Within 2(two) working days of acceptance for conducting the assessment, send requisition to SCMS certified assessors to carry out assessments on the due date.

(xi) Inform training provider about the facilities (lab/test equipment etc) required to be provisioned for assessments.

(xii) Maintain an independent record of all candidates undergoing assessments.

(xiii) Ensure that certified assessors are sent to training locations/sites on the specified date and time.

(xiv) Ensure that all assessments conform to assessment guidelines and that these are undertaken as per the pre-defined format and in accordance with each of the performance criteria outlined in respective qualification packs.

(xv) Ensure that the assessment exercise happens within the stipulated timeline and that on-site visits are conducted by the agency to cross-check for quality and transparency of assessment exercises.

(xvi) Shall ensure that each Assessment will be filled in by Assessor in Assessment Form prescribed by SCMS.

(xvii) Provide the results of the assessment along with the original assessment sheet (physically and electronically) to the assessment agency within two working days from completion of assessment.

(xviii) Institutionalize a system of quality audit for the assessment being carried out, to ensure that requisite and expected standards are achieved / maintained, which shall be subject to scrutiny by SCMS.

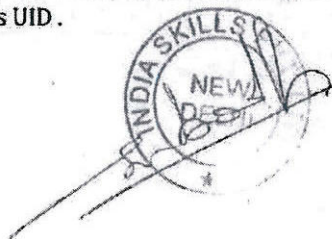
(xix) In the event of failure on account of assessor not providing the original documents, the payment due to the assessor will not be processed by SCMS.

(xx) Ensure that copies of the original assessment papers are properly documented, collated filed as per government guidelines and are retained for a minimum period of 10 (ten) years.

(xxi) Agree that SCMS will validate the results of the assessment undertaken by assessors as per the qualification packs and share the results, as per the discretion of SCMS.

(xxii) Maintain time-stamped video recording/photographs of the assessments carried out for the duration as defined by SCMS

(xxiii) Ensure that the trainee being assessed is the actual candidate as per documentary proof of his UID and in case his UID is not available, assessment may be carried out after due diligence to establish his identity, however the certificate and would be issued only after receipt of his UID.



(xxiv) Agree that the total assessment fee would not exceed Rs.600/- per candidate inclusive of all taxes.

(xxv) Agree to pay SCMS, a one-time application fee of Rs.10,000/- (Rupees ten thousand only) and an annual audit fee of Rs. 40,000/- (Rupees forty thousand only).

(xxvi) Agree to pay SCMS Rs.10,000 (Rupees ten thousand only) per Assessor per QP as Training & Certification charges.

(xxvii) Bear all expenses related to conduct of assessments including travel, boarding/lodging, preparation of assessment material, audit etc.

2. Representations and warranties of AB:

The AB hereby makes the following representations, warranties and confirmations and states that the same are true, correct, valid and subsisting in every respect as on the date of this Agreement and shall remain true, correct, valid and subsisting in every respect hereunder:-

- (i) It is duly registered under the laws of India and has adequate resources to perform its obligations under this Agreement.
- (ii) The execution of this Agreement and implementation is not in conflict/violation of any applicable law or its Constitutional Documents.
- (iii) All authorizations, as are necessary for the execution of this Agreement and the other Facility Agreements for and on its behalf are in full force and effect.
- (iv) All information provided by the AB to SCMS, is true, bonafide and accurate in all respects and is not misleading and does not omit any material fact, the omission of which would make any fact or statement therein misleading.
- (v) It has the necessary capacity and expertise of high integrity along with appropriate content, technical knowledge and instruments required for accomplishing the task as expected of the AB
- (vi) It has adequate resources or arrangements to facilitate assessment through its empanelled assessors.
- (vii) It is not in arrears of any public demands such as income tax, service tax, etc or any other statutory dues that would affect functioning as the AB.

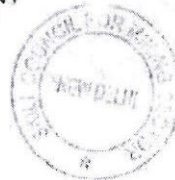
AB also agreed to strictly follow further conditions, as may be specified by SCMS from time to time.

Without prejudice to other remedies that SCMS may have, in the event, SCMS is of the view that the aforementioned representations, warranties and covenants are misleading or misrepresented or breach, SCMS shall have the sole authority to terminate affiliation of AB without any notice. In case of any dispute, the decision of SCMS shall be final and acceptable to AB.



Subank

APB



SERVICE LEVEL AGREEMENT

This Service Level Agreement is executed on the 4th day of November, 2013 at New Delhi, between:

Automotive Skills Development Council (ASDC), a society registered under the Societies Registration Act, 1860, having its registered office at Core 4B, 5th floor, India Habitat Centre, Lodhi Road, New Delhi 110003, which expressions shall include its subsidiaries, affiliates, associates, legal assigns and successors (herein after referred to as "ASDC").

And

M/s. India Skills Pvt.Ltd., a company registered under the Companies Act, 1956, having its registered office at C-147, Lajpat Nagar-1, New Delhi-110024, which expressions shall include its permitted assigns, associates and successors, (herein after referred to as "The Assessment Body")

ASDC, a skill development council for the Automotive Sector, promoted by the Society of Indian Automobile Manufacturers (SIAM), Automotive Component Manufacturers Association of India (ACMA) and Federation of Automobile Dealers Associations of India (FADA) and funded by the Government of India through National Skill Development Corporation (NSDC), is primarily engaged in the domain of skill development for the Automotive Sector. In the areas of conducting research related to skill development, developing training course curriculum & training modules, training the trainers, assessment and certification of trainers and students, in consultation with experts from the Automotive industry and from Academics.

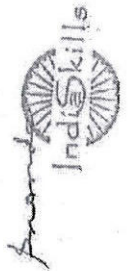
ASDC conducts skill trainings by leveraging existing training facilities and partnering with those Training Delivery Institutes and centers that have requisite facility for conducting such trainings.

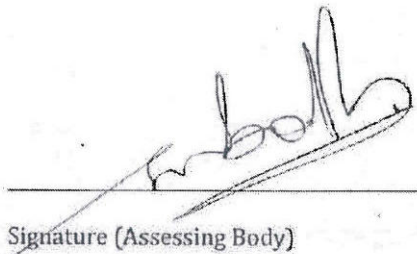
The Assessment Body, on the other hand, is an organization engaged in assessment process for a very long time.

Now, the Assessment Body has approached ASDC and expressed their desire to be associated for the purpose of carrying out assessments and functions related to such assessments as required and prescribed by ASDC.

Therefore, this Service Level Agreement is made under the following terms and conditions mutually agreed by The Assessment Body and ASDC:

1. The Assessment Body shall provide support to ASDC in assessment-pre-screening tasks and work with ASDC to update agency details on to the SDMS.
2. The Assessment Body shall co-ordinate (through ASDC) with training partners appointed and affiliated under ASDC to get information about commencement of training batches.
3. Within two working days of receipt of information of the commencement of training batches by the training partner, the Assessment Body shall confirm to ASDC, its decision to accept assessment of training program related tasks.
4. Within two working days of acceptance of conducting the assessment, The Assessment body shall send the request to ASDC for certified assessors to carry out assessments.





Signature (Assessing Body)

Name: _____

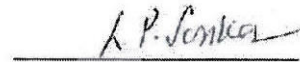
Date: _____

Institution Seal:
G. K. Agarwal
Vice President
India Skills Pvt. Ltd.



Witness Signature

Name and Address

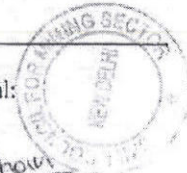


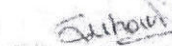
(SCMS Signatory)

Name: L. P. SONKIA

Date: _____

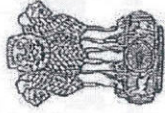
Office Seal:




Witness Signature

Name and Address





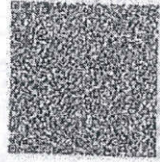
सत्यमेव जयते

INDIA NON JUDICIAL

Government of National Capital Territory of Delhi

e-Stamp

- Certificate No. : IN-DL9439108555223N
- Certificate Issued Date : 18-Apr-2015 03:08 PM
- Account Reference : IMPACC (V)/0716209/ DELHI/ DL-DLH
- Unique Doc. Reference : SUBIN-DL1716203891 5426776751N
- Purchased by : TEXTILE SECTOR SKILL COUNCIL TSC
- Description of Document : Article 5 General Agreement
- Property Description : Not Applicable
- Consideration Price (Rs.) : 0
- (Zero)
- First Party : TEXTILE SECTOR SKILL COUNCIL TSC
- Second Party : INDIA SKILLS PVT LTD
- Stamp Duty Paid By : TEXTILE SECTOR SKILL COUNCIL TSC
- Stamp Duty Amount (Rs.) : 100
- (One Hundred only)




Please write or type below this line.

Memorandum of Understanding
between

Textile Sector Skill Council (TSC)

and

India Skills Pvt. Ltd. (AA)


S. K. Agarwal
General Manager
India Skills Pvt. Ltd.

Stamp Duty Abt.

12



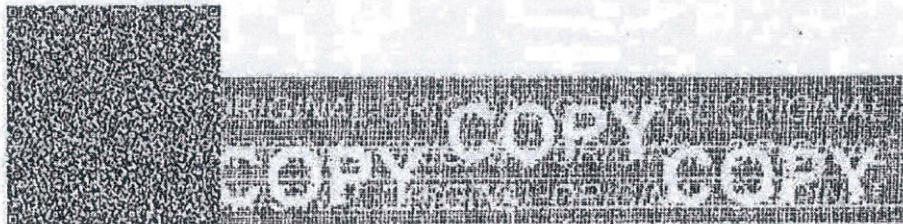
सत्यमेव जयते

INDIA NON JUDICIAL

Government of National Capital Territory of Delhi

e-Stamp

Certificate No.	: IN-DL48482156615892L
Certificate Issued Date	: 12-Aug-2013 01:33 PM
Account Reference	: IMPACC (IV)/ dl845303/ DELHI/ DL/DLH
Unique Doc. Reference	: SUBIN-DL DL84530395661492448309L
Purchased by	: INDIA SKILLS PVT LTD
Description of Document	: Article 5 General Agreement
Property Description	: Not Applicable
Consideration Price (Rs.)	: 0 (Zero)
First Party	: INDIA SKILLS PVT LTD
Second Party	: SECURITY KNOWLEDGE AND SKILLS DEVELOPMENT COUNCIL
Stamp Duty Paid By	: INDIA SKILLS PVT LTD
Stamp Duty Amount (Rs.)	: 100 (One Hundred only)



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Service-level agreement between Security Knowledge and Skill Development Council (SKSDC) and India Skills Pvt. Ltd. (IS assessing body)

- Provide support in pre-screening tasks and work with the SKSDC concerned to update agency details on to the SDMS.

3/22/2017

India Skills Mail - Empanelment as an Assessment Agency with Skill Council for Green Jobs, New Delhi



Satyam Garg <satyam.garg@indiaskills.edu.in>

Empanelment as an Assessment Agency with Skill Council for Green Jobs, New Delhi

11 messages

assessment.greenjobs <assessment.greenjobs@gmail.com>
To: satyam.garg@indiaskills.edu.in, dinesh.vashistha@indiaskills.edu.in
Cc: vibhash@sscgi.in

Wed, Mar 1, 2017 at 1:39 PM

Dear Mr. Satyam,

Thank you very much for nominating Assessors to the Training of Assessors (ToA) program organized by Skill Council for Green Jobs (SCGJ), New Delhi from 6-10 February, 2017 at Centre of Excellence, CBIP Gurgaon.

I am pleased to inform you that based on the Assessments of Assessors, out of 7 assessors nominated by you, 7 assessors have qualified. These assessors are:

1. Deepak Kumar
2. Mohit Kumar
3. Sunil Kumar
4. Ankit Diwan
5. Mohammad Rafiuddin
6. Umesh Upadhyay
7. PANKAJ ARORA

We would be issuing Certificates to these Assessors in their individual names, along with the name of sponsored agency this week.

I am also pleased to inform you that the SCGJ Committee on Accreditation of Assessment Agencies has approved "India Skills (P) Ltd." as an empanelled Assessment Agency for Skill Council for Green Jobs. We would be issuing a certificate to this effect separately. I would request you to kindly deposit a sum of Rs.10,000/- as empanelment fee through NEFT/RTGS.

The Bank Details of SCGJ is as follows: