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# Terms of Reference for Establishing Migration Support Center at Delhi-NCR and Hyderabad under DDU-GKY Chhattisgarh

## A. Introduction

1. DDU-GKY is a flagship program of the Ministry of Rural Development (MoRD), Government of India (GoI). The program is aimed at alleviation of rural poverty through career promoting skills and placements. The key focus areas of this are the poor rural youth; the priority it gives to disadvantaged groups such as the SC/ST/women and minorities and its attention to market-led training programs to ensure employability and its emphasis on partnership-based skilling and placement delivery.

### 2. DDU-GKY follows three-tier implementation architecture-

- i. At the Apex is the National Unit (NU), set with the objective of formulating policy, providing technical facilitation to states, providing major part of funding to the program, monitoring & evaluation as well as undertaking coordination with key stakeholders in the sector, nationally and internationally;
- ii. Next in hierarchy is the State Rural Livelihood Missions/ state designated skill development agency as the state level nodal implementation support agencies and implementation undertaken in partnership with Project Implementation Agencies (PIAs)
- iii. Thereafter at next level are the PIAs that are in general private sector agencies, NGOs, government and semi-government agencies with experience in skilling and placement, that serve as the skill imparting and placement partners under the program. Presently there are 48 projects being implemented by PIAs in different districts of the Chhattisgarh.

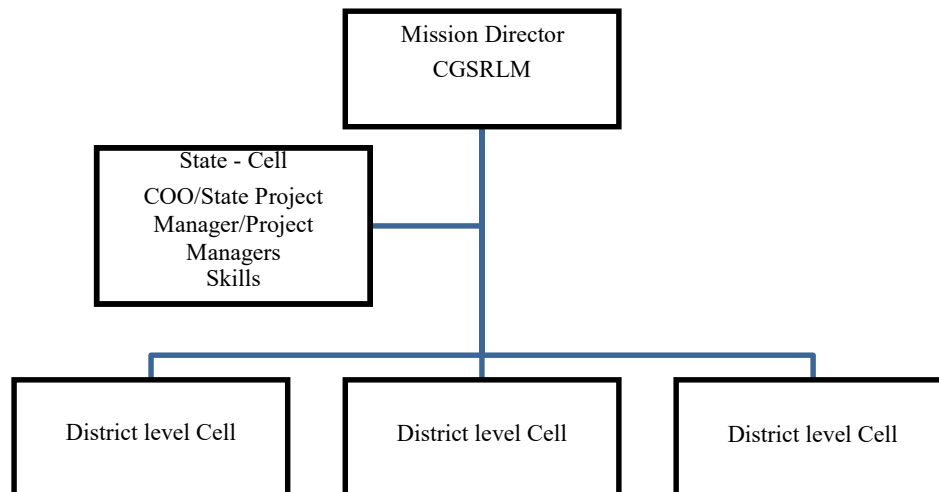
### 3. The key stakeholders of DDU-GKY in Chhattisgarh are:-

- i. Rural youth from poor families in the age group of 18 to 35 years (upper age limit is 45 years in case of Particularly Vulnerable Tribal Groups, widows, freed bonded labour etc.) are at the centers' of the program objectives.
- ii. Families, communities and peer group of rural youth.
- iii. PIAs who are the skilling and placement implementation partners.
- iv. Corporate entities in public and private sector who could be both PIAs for skilling and placement as well as potential employers of the rural youth.
  - v. The companies where candidates are placed.
  - vi. Relevant skills staff of CGSRLM.
  - vii. Line Departments involved in skilling.
  - viii. Local government bodies at Zilla Panchayat, Janpad Panchayat and gram Panchayat level and DMMU, BMMU and CLFs.
  - ix. Migration Center and Alumni Support Centers.

- x. Ministry of Rural Development as the funding and sponsor agency of DDU-GKY.
- xi. National Skill Development Agency as the apex policy and coordinating agency on skills
- xii. National Skill Development Corporation and other Ministries of GOI as peers in the skill sector.
- xiii. Sector Skill Councils and National Council for Vocational Technical Education with whom DDU-GKY aligns for its curriculum and certification of trainees, trainers and other assessment.
- xiv. Political groups, religious groups, Common Service Centers, e-choupals, NGOs, Media and other agencies / channels that provide outreach for IEC and branding.

**4. Organizational Structure Skills Division:**

The organizational structure of the Skills division at state and district level is as in the following diagram:



**B. Objective:**

1. CGSRLM had been implementing the skills programme of MORD as an Annual Action plan state. The Guidelines of the DDUGKY project is available online at [www.ddugky.gov.in](http://www.ddugky.gov.in). CGSRLM has partnered with Project Implementation Agencies (PIAs) and has been supporting these PIAs in candidate mobilization, counseling, skills training, placement and post placement tracking. State has attained Annual Action Plan status and has been mandated to train 74,976 candidates from 2019-23.

**C. DDU-GKY Programme in Chhattisgarh & Need for Migration Support/Post placement Support Centers:**

1. In its conceptualization, DDU-GKY recognized the imperative of migration among youth that have received new employable skills and are in search for employment opportunities. In several cases the DDU-GKY beneficiaries have to relocate from their native districts and/or states for work after being skilled through the programme. 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. Attrition among migrant alumni placed in far-off cities is high as they find it difficult to cope up with the isolation, regimented work conditions, high costs of living and return home early unable to integrate with the urban milieu.

2. Carrying the similar vision CGSRLM (Chhattisgarh State Rural Livelihood Mission) DDU-GKY programme in the state has initiated the process of establishing Migration Support Centers/Post placement Support Centers in the locations where it has maximum concentration of the students placed through the programme. The State has been immensely working towards successful accomplishment of the programme. In due course of its implementation, the state has successfully completed training of more than 50000 candidates and placed around 23000 students both within and outside the state. More details about Migration Support Center can be found in [http://ddugky.gov.in/sites/default/files/knowledgeBank/Migration\\_Support\\_Centre\\_Reference\\_Framework.pdf](http://ddugky.gov.in/sites/default/files/knowledgeBank/Migration_Support_Centre_Reference_Framework.pdf) and [http://ddugky.gov.in/sites/default/files/Notification/Notification\\_10\\_2020.pdf](http://ddugky.gov.in/sites/default/files/Notification/Notification_10_2020.pdf) or <https://drive.google.com/file/d/1gD7RV1HnbRqJd87vnnSc7do0C3riiVMi/view?usp=sharing>
3. The Chhattisgarh Grameen Aajeevika Samvardhan Samiti (CGSRLM-Bihan) intends to establish Migration Support Center's at 02 different places i.e. Delhi-NCR and Hyderabad for DDUGKY.

#### Indicative nos. of Candidates placed

Sl.	Location of MSC	Indicative nos of Candidates placed	Total Target in Nos
1.	Delhi-NCR	~2000	1500
2.	Hyderabad	~2000	1500

#### ***D. Migration Support Centers/Post Placement support centers:***

1. Migration Support Centers (MSCs) are conceptualized as walk-in resource centers for successful trainees of DDU-GKY, displaced from their native places in search of better employment prospects. MSCs are designed to offer counseling, access to information, acclimatization support and targeted services to vulnerable displaced workers.
2. In stage I, it is proposed to set up MSCs/PPSCs in the cities that receive large number of migrant youths. Creation of support centers at source locations of DDU-GKY trainees would be undertaken in second phase.
3. A collection of services meant to reduce the hardships of young skilled workers coming to cities and enable greater returns from the urban labour markets are termed as migration services. Migration Support Services are proposed to be

offered through a network of walk-in resource centers catering to the requirements, and exigencies faced by workers and their families.

4. The Core Migration Support Services include –
  - a. Registration of workers migrated out of their home (native) locations and facilitating access to identity related documents
  - b. Access to basic social services: housing-related, schools, hospitals, etc.
  - c. Access to basic Government services, social programmes / schemes, etc.
  - d. Financial inclusion, bank linkages, salary remittance from remote locations, financial counseling, and linkages to social security
  - e. Healthcare counseling, health education and linkages with formal institutions/schemes
  - f. Legal education, mediation and counseling services for workers facing disputes at work

[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]

**E. Minimum Infrastructure Requirement:**

The overall space of the Migration Support Centre shall be minimum 3000 sq. fts including the following physical infrastructure:

- a. Dormitory Facility the overall size of which might range between 1500 to 2000sq. ft. Separate dormitory facility for male and female to be ensured.
- b. A common room that can be used a multi-purpose hall, the size of which could range between 600 and 1000 sq.ft.
- c. Two or Three rooms to serve as office and reception space which should be fully furnished with adequate power supply.
- d. The MSC should have 2-3 computers with basic accessories like scanner, UPS, printer, internet connection etc.
- e. There should be a provision for power backup such as generator or inverter
- f. A basic kitchen to prepare food for all candidates in transit and guests.
- g. Four toilets and bathrooms separate for men and women
- h. Proper Security alongside CCTV installation need to be done.

**F. Scope of Work, Key Deliverables and Output:**

	Proposed Intervention	Activities	Target Group / Outcome
A	Youth Registration and identity Solutions	A1. Youth Registration	All DDU-GKY Candidates of concerned territory.
		A2. Facilitating sharing of Photo ID by companies to candidates	
		A3. Linkage to Government IDs Aadhar	
		A4. ESIC registration	
		A5. MSC Affiliation details (Plastic Card to be shared)	
B	Youth Counselling and post placement support	B1. Acclimatization Support	All DDU-GKY Candidates of concerned
		B2. Post Placement and PPS	

		Tracking	territory.
C	Counselling and literacy workshop for youth	C1. Legal literacy	Per Quarter 2 Camps minimum 150 youth /Camp (8 camp in a year)
		C2. Principal Literacy	
		C3. Coordination for Insurance Linkage (PMJJBY & PMSBY)	
		C4. Pension Linkage (APY)	
		C5. Occupational Health Hazard	
		C6. Routine Health Check-up	
		C7. Facilitation in opening of bank account	
		C8. Coordination for Ayushman card and other related benefits	For All registered youth
D	Monthly Basis Task and Report	D1 Helping Service (Toll free number)	For All registered youth
		D2. Linkages to open schooling and access to further education opportunities	As and when required
		D3. Facilitation in Monthly Transportation (Bus/ Train/Metro)	As and when required
		D4. Facilitation in Railway Ticket	As and when required
		D5 Distribution of MSC Books (Hard &Soft Copy)	As and when required
		D6. Facilitation parents Exposure meet	As and when required
		D7. Facilitation During physical placement verification by CGSRLM	As and when required
E	E1. Providing access to placement services including transitioning support from one job to another for career progression		100 (Annual)
	E2. MSC will facilitate in linking for regular job opportunity per month in coordination with various leading companies with the purpose of career progression increase retention of DDUGKY placed candidate.		
	E3. MSC will facilitate and ensure the average salary of 70% of registered candidates should increase Rs.500/- in this FY i.e. MSC will share the half yearly report regarding this analysis.		
F	Alumni Meet		2 Alumni meet in a year
	CxO meet		1 CxO meet per year with prominent employers of that locality

A) Costing for conducting Alumni meet at least twice in a year and one CxO meet with all prominent employers of that locality will be paid as reimbursable on actual basis with a prior approval from MD CGSRLM.

B)Rs. 350/- per person per day will be paid on actual basis for lodging and boarding charges of candidates.

The agency shall conduct one CxO meet with all prominent employers of that locality with prior approval from CGSRLM. The excess expenditure shall be reimbursed as per actual.

## G. Payment Schedule

Payment will be released to party, based on periodic submission of documents as mentioned in deliverables:

<b>Milestone &amp; Time Line</b>	<b>Target</b>	<b>Payment</b>
After 01 month of establishment of MSC	Establishment of center-oninspection of center(physically/ virtually)and after approval of MD, CGSRLM	10% of the Contract Value
Completion of 1 <sup>st</sup> Quarter and successful delivery of assignments, submission of required report and approval from MD, CGSRLM	Minimum 25% of the total Candidate target at proposed location.	20% of the Contract Value
Completion of 2nd Quarter and successful delivery of assignments, submission of required report and approval from MD, CGSRLM	Minimum 25% of the total Candidate target at proposed location.	20% of the Contract Value
Completion of 3rd Quarter and successful delivery of assignments, submission of required report and approval from MD, CGSRLM	Minimum 25% of the total Candidate target at proposed location.	20% of the Contract Value
Completion of 4th Quarter and successful delivery of assignments,submission of required report and UC and audited accounts and approval from MD, CGSRLM	Minimum 25% of the total Candidate target at proposed location.	30% of the Contract Value

**NOTE –**

1. The financial evaluation will be done on the basis of Lumpsum amount quoted by the bidder as per financial proposal.
2. *REIMBURSABLE EXPENSES WILL BE PAID ON ACTUAL BASIS WHICH WILL INCLUDE –*
  - A) Costing for conducting Alumni meet at least twice in a year and one CxO meet with all prominent employers of that locality will be paid as reimbursable on actual basis with a prior approval from MD CGSRLM.
  - B) Rs. 350/- per person per day will be paid on actual basis for lodging and boarding charges of candidates.
3. Interested bidders are advised to go through the guideline of Migration Support Centre issued by Govt. of India, links of the same are as follows : <https://drive.google.com/file/d/1gD7RV1HnbRqJd87vnnSc7do0C3riiVMi/view?usp=sharing>

**H. Reports and other documents –**

Based on the deliverables consultant has to submit reports on monthly, quarterly, half yearly and yearly basis. Format of reports and other documents will be finalized in consultation with CGSRLM.

## **I. Duration of Contract**

1. The total tenure of the assignment will be 3 years. Initially contract will be signed for 1 year from date of signing of the contract and would have a provision of 2 years extension on yearly basis based on the requirement of CGSRLM and performance of agency, unless terminated earlier by the CGSRLM for whatsoever reason.

## **J. Facilities and Services to be provided by client -**

- (a) CGSRLM will designate key-official as nodal officer for this assignment to ensure that the assignment is implemented as per Contract.
- (b) Make available program documents whichever is required for the assignment.
- (c) Logistical supports like transportation, supplies & stationary and etc., will not be provided by the Client.

## **K. Review and Monitoring of the assignment -**

- i. The performance of the Consultant will be reviewed on the basis of work done and deliverables mentioned in the contract. Consultant performance will be reviewed quarterly; a review mechanism will be put in place. Consultant has to deliver the services on monthly, quarterly and yearly basis, during review if any shortfalls are seen then penalty will be imposed for non-performance before evoke the termination provision.
- ii. The work of the consultant and the final output / deliverables submitted by the consultant would be reviewed by the following committee and efforts would be made to communicate to the consultant the observations / comments / appraisal within 7 days of submission of the deliverables. The consultant shall comply with the observation and comments.
- iii. Review committee will include-
  - 1) Mission Director (CGSRLM) - Chairman
  - 2) Joint Mission Director (CGSRLM)
  - 3) State Programme Manager - Skills / Jobs
  - 4) SPM-FM/ ASPM-FM
  - 5) SPM-Procurement
  - 6) Program Managers of DDUGKY cell as designated by MD-CGSRLM

The acceptance of the reports submitted by the consultant will be subject to approval of Mission Director, CGSRLM.

## **L. Penalty -**

Delay in achieving target will lead to penal imposition of contract value up to maximum of 20% of contract value. If the penalty reaches 20% of contract value the contract will suo-motto be terminated/as decided by SMD-CGSRLM which will

be abide to both the parties. The penalty shall be imposed from the Performance security deposited and invoice raised by the agency.

**L. The Consultant needs to appoint following manpower per MSC for delivering the assignment -**

S. No.	Designation	Number	Duration
1	Centre Coordinator	1	Full Time
2	Counsellor	1	Full Time
3	Placement Coordinator	1	Full Time
4	Office Boy	1	Full Time
5	Security Guard	As per centrerrequirement	Full Time

**Note** – 1. Agency has to ensure that out of above key staff one staff has to be female.  
2. Agency has to ensure that one staff has to be available at night during the stay of the candidates, especially female staff need to stay during night if female candidates are staying.

**Education and Qualification of Key Experts are as below –**

Name of Position	Details of required Education and Qualification
<b>Center Coordinator (1)</b>	<ul style="list-style-type: none"> <li>• Minimum Qualification: - Post Graduate Degree or equivalent qualification from reputed institute/ university</li> <li>• Minimum 05 Years of experience in managing center for any skill development project.</li> <li>• Should have experience in the field of Placements, Industry Linkages, Recruitment, etc.</li> <li>• The Candidate should have sound knowledge of English, Hindi and local language for the applied MSC</li> </ul>
<b>Placement coordinator (1)</b>	<ul style="list-style-type: none"> <li>• Minimum Qualification: - Post Graduate Degree or equivalent qualification from reputed institute/ university</li> <li>• Should have minimum 03 Years of experience in the field of Placements, Industry Linkages, Recruitment, etc.</li> <li>• The Candidate should have sound knowledge of English, Hindi and local language for the applied MSC</li> <li>• Should have knowledge about the Placement tracking system.</li> <li>• Experience in working with the employers for placing the trained youth will be preferred.</li> </ul>
<b>Counsellor (1)</b>	<ul style="list-style-type: none"> <li>• Must be a Post Graduate in psychology or equivalent</li> <li>• The Candidate should have sound knowledge of English, Hindi and local language for the applied MSC</li> <li>• Able to communicate confidently and politely, with good communication skills</li> <li>• Minimum 1 years' experience in counselling, candidate with experience in Skill Development has to be preferred.</li> </ul>

-----End of ToR-----