



STANDARD OPERATING PROCEDURE
(SOP)

**PERFORMANCE EVALUATION TO AFFILIATED
ASSESSMENT AGENCIES**

Document History

Document Creation

Created By	Creation Date	Checked By	Recommended By	Approval By	Approval date
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18/4/23

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27/4/23

Effective 1st June '23

REVISION HISTORY/ ANNUAL REVIEW

Date	Version No.	Created By	Approved By	Approval Date	Updated Section/s	Updated Page/s (Nos.)	Reason for Revision`
V1.0	First Version	Pravin Kumar (Manager Quality)	Jancy Mathew (Interim CEO)	26-Feb-2021			

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1. INTRODUCTION

The SOP making monthly Performance Evaluation of Assessment Agencies. It also provides the list of officials responsible for the evaluation and timely submission for the complete process.

2. ACRONYMS

Abbreviation	Long Form
AAs	Assessment Agencies
CSSM	Central sponsored state managed
CSCM	Central Sponsored Central Managed
CSDCI	Construction Skill Development Council of India
NSDC	National Skill Development Corporation
NOS	National Occupational Standards
NSQF	National Skill Qualification Framework
Non – PMKVY	Schemes not covered under PMKVY
PMKVY	Pradhan Mantri Kaushal Vikas Yojana
PIAs	Project Implementation Agencies
QPs	Qualification Packs
RPL	Recognition Prior Learning
SIP	Skill India Portal
STT	Short Term Training
SSCs	Sector Skill Councils
TPs	Affiliated Training Partners
TC	Training Center
TOT	Training of Trainers
TOA	Training Of Assessors

3. PURPOSE

The purpose of the SOP is to evaluate the performance of Assessment Agencies on monthly basis by CSDCI Team which will guide in allocating the targets for assessment to Assessment Agencies. It also aims to make the allocation of assessments targets to AAs transparent and objective.

4. SCOPE

The Scope of this SOP is limited to monthly evaluation of assessment agencies performance by CSDCI. The evaluation is for internal use for allocation of targets or affiliation/re-affiliation of AAs.

5. OBJECTIVE

- (a) Evaluate the performance of Assessment Agencies on monthly basis.
- (b) To make allocation of assessment targets transparent and objective.
- (c) To communicate to Assessment Agencies about the areas for improvements.
- (d) To maintain a data bank on performance of Assessment Agencies for re-affiliation or any other internal purpose.

6. ROLES AND RESPONSIBILITIES

S. No	Process Activity	Responsibility	Email Address
1.	Process owner & Data maintenance	Quality Team	manish@csdcindia.org ravi@csdcindia.org
2.	Monthly Evaluation	ToT, Operations (PMKVY & Non PMKVY), Quality, IT & Audit	aakash@csdcindia.org shaikh@csdcindia.org akansha@csdcindia.org saurabh@csdcindia.org saurabh.s@csdcindia.org
3.	Compilation & communication	Quality Team	ravi@csdcindia.org manish@csdcindia.org

7. DETAILED PROCEDURE STEPS

- 7.1. Process owner will initiate the in prescribed format to all team members (refer above table) responsible for Performance evaluation on by the last date of each month.
- 7.2. The operation team and Quality team (It & audit, technical audit and TOT/TOA team) will provide the details of evaluation based on data held by them of the previous month.
- 7.3. The Quality Team will be responsible for timely initiation & compilation of the data.

8. EVALUATION MATRIX

Evaluation matrix & parameters for Team will be as given below:-

(a) PERFORMANCE EVALUATION MATRIX BY OPERATIONS TEAM

Batch Accepted	%	100	85-99	84-50
		10	5	2
Timely Scheduling of batches	Time (Hrs)	Within 24 hrs	Within 48 hrs	More than 48-72 hrs
		10	7	2
Invoice Submission	Time (Days)	Within 2	3 to 5	6 to 10
		10	7	2

a) Weightage marks of operation team in Assignment matrix = total marks obtained/total maximum marks*.07

(b) PERFORMANCE EVALUATION MATRIX BY IT & AUDIT TEAM

Correct Result upload on SIP	Time (Days)	Within 3	4-5	6 -10 days *
		10	7	3
Correct submission of Attendances sheet and Result Summary soft copy over email/Drive/Google link	Time (Days)	Within 3	4-5	6 -10 days *
		10	7	3

(b) Weightage marks of IT team in Assignment matrix = total marks obtained/total maximum marks*0.10

*Note-submission delayed due to issues beyond the control of AAs like Natural calamities will be considered, minimum 3 marks will be given)

(C) PERFORMANCE EVALUATION MATRIX BY QUALITY TEAM

Compliances to CSDCI issued assessment criteria and Use of bilingual paper	No. of batches	90 and above	75-89	1-74
		10	7	3
Submission of correct Evidences of Assessment (Theory/Viva & Practical)	Time (Days)	Within 3 days	4-5 days	6 -15 days
		10	7	3
Non Compliance (Cumulative)	For Each Non Compliances 0.5 Marks will be Deducted.			

(C) Weightage marks of Quality team in Assignment matrix = total marks obtained/total maximum marks*0.15

(d) PERFORMANCE EVALUATION MATRIX BY TOT/TOA TEAM

No of Total Assessor Participation	Numbers	4-above	2-3	1
		10	7	3
No of Job Role Covered (Existing)	Numbers	4-above	2-3	1
		10	7	3
No of master assessor with AA	Numbers	More than 7	4-6	3
		10	7	3
Submission of Results with TAT	Time (Days)	Within 3 days	4-7	8-10
		10	7	3
Rejection of batches (Negative Marking)	Numbers	Less than 25%	25-75%	75-100%
		0	5	7

(e) Weightage marks of TOA team in Assignment matrix = total marks obtained/total maximum marks*.08

9. COMPILING THE EVALUATION MATRIX

- 9.1. The average marks from all teams will be considered to calculate in formulae of SOP of allotment of target to AAs.
- 9.2. The Weightage are given different for the different Team. (Refer SOP of allotment of Target to AA)
- 9.3. Wrong /bias feedback from TP will be verified if not ok it can be rejected and further action would be proposed against him.
- 9.4. After approval of the CEO, the same will be circulated by the end of the month to operations team for compliance during the next month.

10.SUMMARY

The purpose of the SOP is to evaluate the performance of Assessment Agencies on monthly basis which will guide in allocating the targets for assessment to Assessment Agencies in an objective way. Due diligence needs to be made before the AAs are evaluated to make the system more responsive & fairer.

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