

STUDY ON
“EVALUATING EFFECTIVENESS OF
HUNAR SE ROZGAR TAK (HSRT) SCHEME”



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EXECUTIVE SUMMARY

The Ministry of Tourism launched a special initiative called Hunar Se Rozgar Tak (HSRT) in 2009-10, for creation of employable skills amongst 8th pass youths belonging to economically weaker strata of the society. The programme is fully funded by the Ministry of Tourism.

Ministry of Tourism intended to conduct a Study on "Evaluating Effectiveness of Hunar Se Rozgar Tak Scheme", and Centre for Market Research & Social Development Pvt. Ltd., New Delhi was assigned for the purpose.

The objectives of the study are:

- (i) Assigning the percentage of passed out trainees who have been employed/ self-employed in the sector.
- (ii) The type of employment including the category of units in which employed, the salary structure and type of jobs being undertaken.
- (iii) Proportion of trainees who did not seek employment and the reasons thereof.
- (iv) Whether effective system of placement was put in place at the institutional level for providing placements and suggestions for improvement.
- (v) Inputs on the quality of training as proposed by the trainers as well as the employers and suggestions for improvement.
- (vi) Does there exist any system for controlling the repetitive admission (in any of the centre) in the course?
- (vii) To assess the effectiveness of the curriculum in order to meet the requirement of the industry.
- (viii) To assess the adequacy of the courses being offered, and suggest the additional domains if any, to be covered.
- (ix) To identify non- performing States.
- (x) To assess whether the HSRT course helped the trainees in getting employment.
- (xi) To assess the percentage of pass-out trainees who enrolled in higher skill development courses in the tourism sector.
- (xii) To assess the adequacy of the incentives given to the trainees.
- (xiii) To suggest way forward & recommendations for improving the scheme.

The scope and coverage of the study are:

- (i) The target informants of the study should be (a) Principals of the Institutes (b) Trainers and (c) previous Registered Trainees. While face to face interviews may be carried out for categories (a) & (b), only telephone interviews are to be conducted for category (c).
- (ii) The sample size of the category (c) may be 10% of the registered trainees for each of the 53 implementing agencies for the last 3 years 2014-15, 2013-14 & 2012-13.

The study was based on the Explorative, Descriptive and Analytical approach to study the objectives in-depth with regard to the specific target respondents. The estimation of necessary statistics as desired in objectives was done by employing statistical techniques.

The secondary sources of data were primarily relevant literature pertaining to the scheme implementation. Secondary sources were carried out to refine the objectives and provide lines of enquiry for the next stage. Specially, the desk research phase gathered information on the implementation process of the scheme. All data, reports and statistics available at various sources were collected for undertaking in-depth analysis.

The methodology involved extensive primary research where both quantitative and qualitative survey technique were used for collection of data. The primary research method was aimed at gaining a deep sense of understanding of the impact of the scheme, performance and effectiveness of the scheme. While the face to face interview was conducted with the principal of the training institutes to canvass institute questionnaire, with the trainers to canvass trainer questionnaire, with the employers to canvass the employer questionnaire, with the officials to canvass the official questionnaire, and telephonic interview with the sample number of trainees of each identified training institute was undertaken after collecting the year wise list of trainees from the identified institutes.

During the interaction with the trainees, he/she was asked all the details as per the questionnaire. The details were simultaneously filled in the questionnaire by the office executives. If the selected trainee could not be contacted after three attempts in day, attempts were made next day for three times, and then again three times next day. After

attempts made for contact for three consecutive days, he/she was replaced by the next candidate available in the list frame. Four types of questionnaires, (i) Institute questionnaire, (ii) Trainer Questionnaire, (iii) Trainee Questionnaire (iv) Employer Questionnaire, and (v) Official Questionnaire were developed to collect requisite data and information for the study.

The main survey was conducted during October 2015 – March 2016. The quality of data was ensured by imparting quality training to the study team members, research coordinators, office executives and supervisors for the survey. Besides these, regular scrutiny of questionnaires, computer based data checking was conducted to clean the database for the final analysis. All the questionnaires were scrutinized prior to the data entry. All questionnaires were scrutinized on the basis of specially drafted Scrutiny Notes and data analysis was done as per the Analysis Plans. Prior to data analysis, data was entered in the MS Excel package and contained all relevant range and consistency checks. Finally, data were entered in SPSS 12.0 version and analyzed according to the analysis plan.

MAJOR STUDY FINDINGS

⇒ TRAINING UNDER HUNAR-SE-ROZGAR-TAK SCHEME

- Out of the surveyed 53 training institutes, the study found that most training institutes have provided training on food production and food & beverage services under HSRT scheme in last three years (2012-13, 2013-14 and 2014-15), While more than 90% training institutes have provided training on food production, about 80% training institutes have provided training on food and beverage services. Apart from food production and food & beverage services, about half of the institutes have provided training on bakery, more than one-third institutes provided training on housekeeping and very few training institutes have provided training on driving skills, skill to befit a golf caddy and on other training such as front office and reception. **(Refer Para-2.1 and Chart-2.1 of Page-13)**
- Most (92.5%) training institutes reported that there are adequate courses available under the scheme, while few (7.5%) institutes reported about the inadequacy of courses under HSRT scheme. **(Refer Para-2.2 and Chart-2.2 of Page-14)**

- Almost all (98.1%) institutes use newspaper for course announcement, while 50.9% institutes use internet, 35.8% institutes use government departments, 34% use industry/professional bodies, 28.3% use radio, 15.1% use TV, and 13.2% institutes use other mediums such as NGO, handbills, field visit and personal interaction for carrying out HSRT course announcement. **(Refer Para-2.3 of Page-14 and Chart-2.3 of Page-15)**
- Majority (73.6%) of the training institutes receive adequate applications to fill seats for HSRT courses, while about one-quarter (26.4%) institutes do not receive adequate applications to fill seats for HSRT courses. **(Refer Para-2.4 of Page-15)**
- Majority (69.8%) institute use both internal and external faculties, while 28.3% institutes use only internal faculties of the institute, and 1.9% institutes use only external faculties for HSRT training. **(Refer Para-2.5 and Chart-2.4 of Page-15)**
- Regarding the space arrangements made by the training institutes, it was noticed that most (88.7%) institutes utilize classroom and lab of the institute, while 9.4% institutes utilize institute's classroom and hire outside lab, and 1.9% institutes utilize institute's lab and hire outside classroom for HSRT training. **(Refer Para-2.6 and Chart-2.7 of Page-17)**
- During the interaction with the trainers and employers, it was observed that the topics / course contents and practical training under the course curriculum are quite useful or adequate in order to meet the requirement of the industry, while learning time, industrial training or job specific skill, and personality development in the course curriculum may be scrutinized or added to meet the requirement of the industry. **(Refer Para-2.7 and Chart-2.8, 2.9, 2.10 of Page-18, 19, 20)**
- Majority (58.5%) of the training institutes opined that the existing duration for the courses is adequate for proper skill development of trainees and for subsequent employment, while 41.5% training institutes opined that the existing duration for the courses is not adequate. **(Refer Para-2.7 of Page-20)**
- Majority of the trainers and employers were quite satisfied with the quality of training provided under HSRT scheme. While 25% trainers and 9.3% employers rated the quality of training as very good, majority trainers (59.9%) and employers (64.9%) rated it as good, 13.4% trainers and 25.7% employers rated it as average, and 1.7% trainers rated the quality of training under HSRT scheme as poor. **(Refer Para-2.8 of and Chart-2.11 of Page-20)**

- The study found there are provisions in the training institutes to permit re-appearing of the failed trainees, it was found that while half (49%) of the institutes have such provisions, rest half (51%) have no provisions to allow the failed trainees to re-appear for training under HSRT programme. **(Refer Para-2.10 of Page-22)**
- Majority (66%) of the training institutes have system for controlling the repetitive admission under the HSRT programme, while about one-third (34%) institutes do not have any system for controlling the repetitive admission under the HSRT programme. Most training institutes check the name in data bank of previous students to control repetitive admission. Other systems used by the training institutes to control repetitive admission of students are manual screening of forms, cross verify student name and father name with the list of all the passed-out candidates till date, collect ADDHAAR number, verify name, address and date of birth of the students from excel sheets, use software to detect repetitive admission, take undertaking from candidates, and centralized students paper verification. **(Refer Para-2.10 of and Chart-2.12 of Page-22)**
- When asked about the problems faced by the institutes in conducting the courses under HSRT scheme, 35.8% institutes stated poor quality of course aspirants as major problem, while 32.1% face problem due to lack of lab / kitchen, 30.2% face problem due to lack of space, 28.3% face problem due to inadequate faculty size, 9.4% institute face problem due to lack of other infrastructure, 9.4% face problem due to lack of experienced faculty, and 26.4% institutes face problem due to other reasons such as lack of needy students, students taking the training lightly, etc. in conducting the courses under HSRT scheme. **(Refer Para-2.11 of and Chart-2.13 of Page-23)**

⇒ PLACEMENT INITIATIVES BY TRAINING INSTITUTES

- 75.5% training institutes invite the prospective employers to the institute for the placement of HSRT trainees, while 58.5% institutes liaison with industry or professional bodies, 56.6% institutes facilitate interaction between employers and trainees, 30.2% institutes reach out to prospective employers through brochure or placement letter, 28.3% institutes reach out to employers through internet, 17% institutes use all modes mentioned above to reach out to employers, and 5.7% institutes use other means to reach out to prospective employers for the placement of HSRT trainees. **(Refer Para-3.1 of Page-27 and Chart-3.1 of Page-28)**

- The study found that most (90.6%) training institutes post the details of pass-out trainees on their website, while 9.4% institutes do not post the details of pass-out trainees on their website. **(Refer Para-3.1 of Page-27)**
- Majority (52.9%) training institutes reported that on an average, five to ten employers visit the institute every year for placement of HSRT trainees, while 28.3% reported that on an average, less than five employers visit the institute every year, and 9.4% reported that on an average, more than 10 employers visit the institute every year for placement of HSRT trainees. Also, 9.4% institutes did not answer when asked about the number of employers visit the institute every year for placement of HSRT trainees. **(Refer Para-3.2 and Chart-3.2 of Page-28)**
- Majority of the training institutes (77.4%) opined that the response of potential employers for recruitment of HSRT trainees is encouraging, while 11.3% opined the response of employers as very encouraging and another 11.3% institutes opined that the response of potential employers for recruitment of HSRT trainees is not encouraging. **(Refer Para-3.2 of Page-29)**
- During the interaction with the employers, it was found that majority (77.2%) of the employers are involved in hospitality sector, while 16.4% employers are involved in tourism sector, 2.3% are involved in transport sector, 8.2% are engaged in other services sector, and 2.9% employers are engaged in sectors other than services. While the hospitality sector represents hotel, restaurant, bar, etc.; the tourism sector represents tour or travel companies, travel agents, tour guides, state or national museum, etc. **(Refer Para-3.3 of Page-29)**
- When the study examined the type of ownership of the employers, it was observed that 39.8% employers are private limited companies, while 28.7% employers are proprietors, 17% are in partnership business, 6.4% are public limited companies and 1.2% employers are cooperatives. **(Refer Para-3.3 of Page-29)**
- The study found that trainees of food production and food & beverage service are mostly preferred by the employers for the placement. While 67.9% training institutes stated that trainees of food production course are preferred by the employers, 62.3% institutes stated that trainees of food and beverage service course are preferred by the employers. Very few institutes stated that trainees of housekeeping and bakery course are preferred by the employers. **(Refer Para-3.4 of Page-29 and Chart-3.3 of Page-30)**

- When asked about the method of selection of HSRT trainees, majority (66.1%) employers informed that it was institute facilitated, while 33.3% employers informed that it was walk-in of trainees, 15.8% employers informed that it was through advertisement, while 3.5% employers informed that the method of selection of HSRT trainees was through NGO references. **(Refer Chart-3.5 of Page-30)**
- It was observed that majority of the employers mostly offer regular job to the HSRT trainees, while about one-quarter employers mostly offer contractual job, and few employers mostly offer seasonal or daily wage job or internship to the HSRT trainees.**(Refer Para-3.6 of Page-30)**
- When asked to the training institutes about the major constraints they face for placement of HSRT trainees, it was observed that lack of awareness of HSRT training among employers has been the major constraint for majority (52.8%) training institutes. Other major constraints are, lack of fund for placement work (30.2%), poor quality of trainees (26.4%), employers can get cheaper labour for same job (18.9%), absence of designated official for placement work (13.2%), lack of interest of trainees in job (13.2%), and other constraints (13.2%) such as poor pay outs by industries, students interested for higher studies, short duration of industrial training, and hotels want more experience for placement. **(Refer Para-3.7 of Page-31 and Chart-3.4 of Page-32)**
- Almost all (96.2%) training institutes informed that all trainees do not seek employment after HSRT training, while very few (3.8%) institutes informed that all trainees seek employment after HSRT training. When the study intended to identify the reasons for which the HSRT trainees do not seek employment after training, 75.5% training institutes said that all the trainees were not interested for job, while 50.9% institutes said that job offer was not encouraging as initially thought by trainees, 39.6% institutes stated that job was not available locally, 37.7% institutes stated that some trainees wanted to start own venture, and 9.4% training institutes informed that some trainees do not seek employment after training due to pursuance of higher studies. **(Refer Para-3.9 of Page-33 and Chart-3.6 of Page-34)**

⇒ PARTICULARS OF TRAINEES

- Analyzing the age pattern of the surveyed trainees, it is seen that majority (57.1%) of the trainees are between the age group of 21 to 24 years. While 14.5% trainees come under the age group of 18 to 20 years, 30.5% trainees belong to the age group

of 21 to 22 years, 26.6% trainees belong to the age group of 23 to 24 years, 14.9% trainees belong to the age group of 25 to 26 years, and 7.8% trainees belong to the age group of 27 to 28 years. Only a small percentage (5.7%) of trainees was found to be above 28 years of age. The trainees who had got training in the year 2012-13 or 2013-14 or 2014-15 at the age of 25-28 years, are now found to be above 28 years of age. **(Refer Para-4.1 and Chart-4.1 of Page-35)**

- Majority of the surveyed beneficiaries (65.2%) were found to be male. The percentage of female beneficiaries is 34.8%. **(Refer Para-4.2 of Page-35 and Chart-4.2 of Page-36)**
- Marital status of the trainees reveals that majority (85.5%) trainees are unmarried and 14.5% beneficiaries are married. **(Refer Para-4.3 and Chart-4.3 of Page-36)**
- The educational status of the trainees reveals that only 3.5% beneficiaries are Class 8th pass. The trainees with Class 10th pass constitute 17.6%, while trainees with higher secondary education constitute 50.2% and trainees educated up to graduation and above constitute 26.2%. Also, 2.5% trainees reported of having professional qualification. **(Refer Para-4.4 of Page-36 and Chart-4.4 of Page-37)**
- The study covered trainees trained under HSRT scheme in 2012-13, 2013-14 and 2014-15. Out of the total 17015 beneficiaries surveyed under the study, 30.4% beneficiaries were trained in 2012-13, while 34.6% trainees were trained in 2013-14 and 32% trainees were trained in 2014-15. **(Refer Para-4.5 and Chart-4.5 of Page-37)**
- The study covered trainees trained in different courses under HSRT scheme. Out of the total surveyed trainees, 44.2% were trained in food production, while 26.4% were trained in food and beverage services, 15% were trained in housekeeping, 9.2% were trained in bakery, and few trainees were trained in other courses under HSRT scheme. **(Refer Para-4.6 and Chart-4.6 of Page-38)**

⇒IMPACT OF HUNAR-SE-ROZGAR-TAK SCHEME

- When the study tried to identify the reasons for which the trainees have undergone training under HSRT, it was noticed that majority (60.2%) trainees have got training under HSRT for the purpose of employment or self-employment. While 35.5% trainees have got the training under HSRT considering it as source of gainful employment, 24.7% had thought that the course would equip them to pursue self-employment, 11.2% have got the training to increase their come, 12.2% have got training to gain new skills and knowledge, 6.6% have got training since there was no

course fees, and 5.6% trainees have got the training to obtain a certificate from a prestigious institute. Apart from the above few trainees have got training for other purposes like, for provision of stipend and meal during training, for provision of uniform, to enhance confidence and self-esteem, to improve social status, etc.

(Refer Para-5.1 and Chart-5.1 of Page-39)

- When enquired about the adequacy of the incentives provided to the trainees, most (93.3%) trainees reported that the incentives are adequate. **(Refer Para-5.2 and Chart-5.2 of Page-40)**
- Majority (76.3%) of the trainees informed that they were very much satisfied with the quality of training, while 23.4% trainees were little bit satisfied and very few (0.3%) trainees informed that they were not at all satisfied with the quality of training provided under HSRT. **(Refer Para-5.3 and Chart-5.3 of Page-40)**
- The study observed that out of the total pass-out trainees, only 2.3% trainees were enrolled in higher skill development courses. Out of the total trainees, while 0.5% trainees were enrolled in Diploma / Bachelor in Hotel Management (BHM), 0.5% were enrolled in Master in Business Administration (MBA), 0.4% were enrolled in the Course on Tours & Travels, 0.3% in Diploma in Food Processing, 0.3% in Front office Management Course, 0.2% in Diploma in Food Production, and 0.1% were enrolled in Diet Management Course. **(Refer Para-5.4 and Chart-5.4 of Page-41)**
- The study observed that 12% trainees were employed at any point of time before taking admission to the course under HSRT scheme, while 88% were unemployed. **(Refer Para-5.5 of Page-41)**
- The study findings illustrate that 28.9% trainees did not seek employment, while 71.1% trainees sought employment. Major reasons for not seeking employment by the trainees were found to be further study reported by 44.7% trainees, followed by no interest in job reported by 19% trainees, job is not locally available reported by 16.3% trainees, and salary in offer was very less reported by 13.8% trainees. Other reasons for not seeking employment by the trainees were, for own business, remained housewife, for getting married, family problem, already working and for going abroad. Very few trainees reported that they did not seek employment after getting the training because they were employed at some point of time before getting the training, but were unemployed when applied for training. After getting the training they returned to their previous employers. **(Refer Para-5.6 of Page-42 and Chart-5.6, 5.7 of Page-43)**

- Present employment status of trainees revealed that 25.5% trainees were in job employment, while 4.7% were self-employed. Thus, the study found that 30.2% trainees have been employed or self-employed while majority (69.8%) trainees are presently unemployed. **(Refer Para-5.7 and Chart-5.8 of Page-44)**
- Out of 5134 trainees who are presently employed or self-employed, it was further found that 59.4% are employed or self-employed in related sector, while 40.6% are employed or self-employed in other sector. Out of 4338 trainees who are in job employment, 58.4% of them were found to be in related sector, while 41.6% are in other sector. Also, out of 796 trainees who are self-employed, 64.8% of them are self-employed in related sector, while 35.2% are in other sector. **(Refer Para-5.7 of Page-44 and 45)**
- Out of 5134 trainees who are presently employed or self-employed, 20.3% of them stated that the HSRT course has helped them significantly in getting employment, while 40.5% stated that it has helped a little bit in getting the employment, and 39.2% stated that the course has not helped them at all in getting the employment. Out of 4338 trainees who are in job employment, 19.9% of them stated that the HSRT course has helped them significantly in getting the job, while 35.9% stated that it has helped a little bit in getting the job, and 44.2% stated that the course has not helped them at all in getting the job. Also, out of 796 trainees who are self-employed, 22.6% of them stated that the HSRT course has helped them significantly to be self-employed, while 65.3% stated that it has helped a little to be self-employed, and 12.1% stated that the course has not helped them at all to be self-employed. **(Refer Para-5.9 and Chart-5.10 of Page-45)**
- Out of 4338 trainees who are in job employment, majority (72.3%) of them informed that they have got the job on their own efforts, while 14.6% of them informed that the arrangement of job was done by the training institute. Also, 9% of trainees who are in job employment reported that the job was arranged by their friend or relative, while job was arranged by the placement agency for 2.1% trainees and the job was arranged by other source for 2% trainees. **(Refer Para-5.10 of Page-46)**
- Out of 2534 trainees who are presently employed in related sector, 50% of them are employed in hotel, while 36.5% of them are employed in restaurant or bakery. These are the two major category of units in which the most of trainees are employed. Also, 5% trainees were reported to be employed in dhaba or canteen, while 4.6% are in

supplementary accommodation, and 3.9% trainees are employed in train. **(Refer Para-5.11 and Chart-5.11 of Page-46)**

- Out of 2534 trainees who are employed in related sector, 83.2% are in regular employment, while 9.9% are in part-time employment, 3.6% are in seasonal employment and 3.4% of them are working as daily wage worker. On the other hand, out of 1804 trainees who are employed in other sector, 88.6% are in regular employment, while 7.4% are in part-time employment, 0.4% are in seasonal employment and 3.7% of them are working as daily wage worker. Compare to other sector, it was observed that more percentage of trainees employed are in part-time and seasonal employment in related sector. **(Refer Para-5.12 and Chart-5.12 of Page-47)**
- Further, it was observed that 80% daily wage workers in related sector work for more than 20 days in a month, while 12.9% work approximately for 10 to 20 days in a month, and 7.1% work approximately for less than 10 days a month. On the other side, 94% daily wage workers working in related sector work for more than 20 days in a month, while 1.5% work for 10 to 20 days, and 4.5% work approximately for less than 10 days a month. The findings show that less percentage of daily wage workers in related sector work for more than 20 days compare to the daily wage workers working in the other sector. **(Refer Para-5.12 of Page-47 and Chart-5.13 of Page-48)**
- When the study attempted to reveal the type of jobs undertaken by the trainees employed in related sector, it was observed that three-quarter (75%) work as waiter or server, while 8.6% work as attendant, 8.3% work as cook, and 3.5% work as kitchen helper. Rest are involved in other types of job such as baker, cash collector, catering job, counter boy/girl, delivery boy, gatekeeper, housekeeping, receptionist, supervisor and manager. **(Refer Para-5.13 and Chart-5.14 of Page-48)**
- While analyzing the salary structure of the trainees employed in related sector, the average monthly salary of the trainees was found to be Rs. 9,210/-. While the monthly salary of 1.9% trainees employed in the sector is up to Rs. 2,000/-, it is above Rs. 2000 to Rs. 5,000/- for 32.5% trainees, above Rs. 5,000/- to Rs. 8,000/- for 38% trainees, above Rs. 8,000/- to Rs. 10,000/- for 12.1% trainees, above Rs. 10,000/- Rs. 20,000/- for 13.6% trainees, and the monthly salary is above Rs. 20,000/- for 1.9% trainees employed in the related sector. The salary structure of the trainees employed in other sector shows that the average monthly salary of the

trainees is Rs. 12,461/-. While the monthly salary of 2.6% trainees employed in the sector is up to Rs. 2,000/-, it is above Rs. 2000 to Rs. 5,000/- for 21.7% trainees, above Rs. 5,000/- to Rs. 8,000/- for 22.8% trainees, above Rs. 8,000/- to Rs. 10,000/- for 14.7% trainees, above Rs. 10,000/- Rs. 20,000/- for 18.2% trainees, and the monthly salary is above Rs. 20,000/- for 9.4% trainees employed in other sector. Comparative analysis of the salary structure of the trainees employed in related sector and in other sector reflects that more percentage of trainees employed in other sector have higher monthly salary compare to trainees employed in related sector. **(Refer Para-5.14 and Chart-5.15 of Page-49)**

- Like the salary structure, the daily income of daily wage workers employed in related sector was also found to be lower than the daily income of daily wage workers employed in other sector. While the average daily income of daily wage workers employed in related sector is Rs. 277/-, the average daily income of daily wage workers employed in other sector is Rs. 390/-. While the daily income of 23.5% daily wage workers employed in related sector is up to Rs. 100/-, it is above Rs. 100/- to Rs. 200/- for 15.3% workers, above Rs. 200/- to Rs. 300/- for 40% workers, and it is above Rs. 300/- to Rs. 400/- for 21.2% daily wage workers employed in the related sector. In case of daily wage workers employed in other sector, 6.1% have a daily income of up to Rs. 100/-, while 16.7% have above Rs. 100/- to Rs. 200/-, 18.2% have above Rs. 200/- to Rs. 300/-, 18.2% have above Rs. 300/- to Rs. 400/-, and 27% daily wage workers employed in other sector have a daily income of above Rs. 400/-. **(Refer Para-5.15 and Chart-5.16 of Page-50)**
- Out of the total employed trainees, 25.3% were very much satisfied with the present job and income, while majority (64.6%) of them were little bit satisfied, and 10.1% were not at all satisfied with the present job and income. Further, it was observed that 22.2% trainees employed in the related sector were very much satisfied with the present job and income, while 65.3% were little bit satisfied, and 12.5% were not at all satisfied with the present job and income. Incase of trainees employed in other sector, 29.6% trainees were very much satisfied with the present job and income, while 63.6% were little bit satisfied, and 6.8% were not at all satisfied with the present job and income. The findings illustrate that more percentage of trainees employed in other sector were very much satisfied and less percentage of trainees employed in other sector were not at all satisfied with their present job and income compare to the trainees employed in related sector. **(Refer Para-5.16 of Page-50 and Chart-5.17 of Page-51)**

⇒ PERFORMANCE OF STATES

- The study observed that Karnataka and Uttarakhand State Governments had very good performance by providing training to more than 10000 beneficiaries under the scheme during the reference period; while Punjab, Madhya Pradesh, Odisha and Rajasthan State Governments had good performance by providing training to more than 4000 beneficiaries under the scheme. Further, West Bengal, Haryana and Uttar Pradesh State Governments had average performance by providing training to more than 1000 beneficiaries under the scheme. The performance of Kerala, Manipur, Bihar, Arunachal Pradesh, Maharashtra, Andhra Pradesh, Himachal Pradesh, Sikkim and Tripura State Governments can be rated as poor since less than 1000 beneficiaries have been trained under HSRT Scheme by the concerned State Governments during 2012-13, 2013-14 and 2014-15. The non-performing State Governments who have not been able to provide training to the target group under the HSRT Scheme are Assam, Chhattisgarh, Goa, Gujarat, Jammu and Kashmir, Jharkhand, Meghalaya, Mizoram, Nagaland, Tamil Nadu, Telengana, and the UTs of Andaman and Nicobar Islands, Chandigarh, Daman and Diu, Lakshadweep, Puducherry and National Capital Territory of Delhi. **(Refer Para-6.1 of Page-52 and Table-6.1 of Page-53, 54)**

RECOMMENDATIONS

- **Increase course duration:** During the study, when asked to the stakeholders about effectiveness of the course curriculum, 16.3% trainers stated that leaning time as inadequate while 33.3% employers stated inadequate course duration as lacking component in the course and 49.7% employers suggested for increase in course duration. Also, 41.5% training institutes opined that the existing duration for the courses is not adequate. Thus, the course duration may be increased from 6-8 weeks to 10-12 weeks to improve the quality of training under HSRT scheme for better employment opportunities of the trainees. The duration may be increased to give more time for practical training and exposure to industrial training.
- **Change in selection criteria:** The guidelines of the HSRT scheme do not specify a selection process or screening test of the applicants. The study observed that as per present selection criteria, the students are selected on the first come first serve

basis. Since the study found that there were many students did not seek employment after the training, the Ministry may impose selection criteria for screening test of applicants to only select the students who are seriously interested in the course to have an employment. The screening tests would also help the training institutes to identify the interest areas of the candidates and could admit them in the course of their interest areas.

- **Emphasis on personality development and communication skills of trainees:** To improve the quality of training under HSRT scheme for better employment opportunities of the trainees, many trainers and employers suggested to develop personality and communication skills of trainees. Thus, the course curriculum may be so designed to give some focus on how to develop the personality and communication skills of trainees so that the training will help them to develop their personality and communication skills for better job opportunities.
- **Initiatives to improve performance of HSRT scheme:** Focused campaigns to increase awareness about benefits of the HSRT scheme, interaction with establishments and professional bodies, involvement of local administration, and provision of necessary infrastructure for training to the institutes that lack in providing core facilities should be given more focus to improve performance of HSRT scheme.
- **Initiatives for effective placement:** The study observed that lack of awareness of HSRT training among employers has been the major constraint for majority training institutes to provide effective placement services. Thus, additional and effective publicity of the HSRT scheme should be undertaken by the Ministry to create awareness among employers for more and effective placement of HSRT trainees. Also, it is suggested for provision of fund or financial support to the training institutes for placement work and a designated official at the state level for monitoring the placement work for more and effective placement of HSRT trainees.

CONCLUSIONS

The Hunar-se-Rozgar-Tak Scheme has been successful in providing worthy training to the target population and majority of the trainees are very much satisfied with the quality of training. However, the study found that more than one-quarter trainees have not sought employment and the prime reason was found to be further study by the trainees.

Present employment status of trainees revealed that about 30% trainees have been employed or self-employed while majority trainees are unemployed. It was also found that out of total employed or self-employed, 59.4% are employed or self-employed in related sector, while 40.6% are employed or self-employed in other sector.

The trainees who are presently employed or self-employed, majority of them stated that HSRT course has helped them in getting employment. The trainees who are employed in related sector, most are in regular employment and work as waiter or server. Out of the total employed trainees, majority are somewhat satisfied with the present job and income.

This study on evaluating effectiveness of Hunar-se-Rozgar-Tak scheme confirms the effectiveness of the scheme in meeting their objectives, to some extent. This is exemplified by the skill development of trainees, employment opportunities created by the scheme; significance of training in providing employment, and satisfaction with the quality of training. One of the most significant qualities of the scheme is that the scheme has remained 'gender-neutral' in the provision of their benefits though many female trainees have taken the course as "hobby" or have come for domestic learning and not for employment. The courses under the scheme, particularly, food production, food and beverage services, housekeeping and bakery are the popular courses among the stakeholders and helping the trainees in getting employment in the sector. On a broader scale, Hunar-se-Rozgar-Tak scheme contributes towards promoting skill development of less educated youths, and essentially empowering, the 'inclusive growth' model of development by providing the requisite skills for creating employment as well as employment opportunities of the target population.

CHAPTER-I

BACKGROUND, OBJECTIVES AND METHODOLOGY

1.1 BACKGROUND

The Ministry of Tourism launched a special initiative called Hunar Se Rozgar Tak (HSRT) in 2009-10, for creation of employable skills specific to Hospitality and Tourism Sector amongst 8th pass youths belonging to economically weaker strata of the society. This initiative has since grown manifold in magnitude and size. The programme is fully funded by the Ministry of Tourism.

The objectives underlying this initiative are two-fold primarily: (i) to reduce the skill gap that afflicts the Sector, and (ii) to work towards the accrual to the poor the economic benefit of growing tourism.

The implementation of this initiative, as of now, is mostly in the hands of an assorted Institutional base comprising the MoT sponsored Institutes of Hotel Management and Food Craft Institutes, the Institutes under the aegis of the State Governments and the Union Territory Administrations, the State Tourism Development Corporations and the Star-Classified hotels. A decision has been taken to also allow the government ITIs, Colleges and Universities which have brought up Sector specific training facilities with MoT's assistance to implement HSRT. The State Governments / Union Territory Administrations were taken on board for implementation of the programme in terms of Guidelines issued in August, 2009.

The features common to the training programmes under the Hunar Se Rozgar Tak (HSRT) are:

- i. The trainees should be in the age group of 18-28 years;
- ii. Each training programme is of short duration – from 4 weeks to 8 weeks;
- iii. No fees chargeable to the trainee;
- iv. Each trainee entitled to incentives comprising free lunch, a set of uniforms and stipend;
- v. Training cost met by MoT; and
- vi. The implementing institutes entitled to a payment of 5/10% of the respective programme costs to cover their administrative expenses.

Trades under HSRT are,

- Food Production
- Food & Beverage Services
- Housekeeping
- Bakery
- Driving skills
- Skill of heritage conservation and stone masonry
- Skills to befit a Golf Caddy

The financial achievement under the scheme shows that the achievement has been increased over the years and it has increased from Rs. 46.06 crore in 2012-13 to Rs. 71.32 crore in 2013-14, and to Rs. 86.80 crore in 2014-15. The achievement percentage against the revised estimation (RE) in those three financial years was above 90%, which reflects that there has been significant financial achievement under HSRT scheme.

Table-1.1: Financial achievement under Hunar Se Rozgar Tak Scheme

Financial Year	Budget Estimation (BE)	Revised Estimation (RE)	Achievement	Percentage of achievement against RE
2012-13	50.00	50.00	46.06	92.1%
2013-14	100.00	73.15	71.32	97.5%
2014-15	117.40	90.00	86.80	96.4%

(Rs. In crore)

Ministry of Tourism intended to conduct a Study on "Evaluating Effectiveness of Hunar Se Rozgar Tak Scheme", and Centre for Market Research & Social Development Pvt. Ltd., New Delhi was assigned for the purpose.

1.2 OBJECTIVES OF EVALUATION OF HUNAR-SE-ROZGAR-TAK SCHEME

The objectives of the study are as follows:

- (i) Assigning the percentage of passed out trainees who have been employed/ self-employed in the sector.
- (ii) The type of employment including the category of units in which employed, the salary structure and type of jobs being undertaken.
- (iii) Proportion of trainees who did not seek employment and the reasons thereof.

- (iv) Whether effective system of placement was put in place at the institutional level for providing placements and suggestions for improvement.
- (v) Inputs on the quality of training as proposed by the trainers as well as the employers and suggestions for improvement.
- (vi) Does there exist any system for controlling the repetitive admission (in any of the centre) in the course?
- (vii) To assess the effectiveness of the curriculum in order to meet the requirement of the industry.
- (viii) To assess the adequacy of the courses being offered, and suggest the additional domains if any, to be covered.
- (ix) To identify non- performing States.
- (x) To assess whether the HSRT course helped the trainees in getting employment.
- (xi) To assess the percentage of pass-out trainees who enrolled in higher skill development courses in the tourism sector.
- (xii) To assess the adequacy of the incentives given to the trainees.
- (xiii) To suggest way forward & recommendations for improving the scheme.

1.3 SCOPE AND COVERAGE OF THE STUDY

The scope and coverage of the study are as follows:

- (i) The target informants of the study should be (a) Principals of the Institutes (b) Trainers and (c) previous Registered Trainees. While face to face interviews may be carried out for categories (a) & (b), only telephone interviews are to be conducted for category (c).
- (ii) The sample size of the category (c) may be 10% of the registered trainees for each of the 53 implementing agencies for the last 3 years 2014-15, 2013-14 & 2012-13.

The training institutes implementing the HSRT scheme are situated in different regions and states of the country as given below. Thus, almost all the states in five regions of country were covered under the study.

Total number of 53 institutes implementing the HSRT scheme was visited to collect the requisite data and information related to the study. The list of institutes covered under the study is given below.

Table-1.2: List of Institutes covered under the Study

Sl. No.	Name of institutes	Sl. No.	Name of institutes
1	IHM Bengaluru	28	SIHM Indore
2	IHM Bhopal	29	SIHM Jodhpur
3	IHM Bhubaneshwar	30	SIHM Kozhikode
4	IHM Chandigarh	31	SIHM Kurukshetra
5	IHM Chennai	32	SIHM Lajpat nagar
6	IHM Pusa, Delhi	33	SIHM Medak
7	IHM Gandhinagar	34	SIHM Rohtak
8	IHM Goa	35	SIHM Tirupati
9	IHM Gurdaspur	36	SIHM Trichy
10	IHM Guwahati	37	SIHM Balangir
11	IHM Gwalior	38	SIHM Puducherry
12	IHM Hajipur	39	FCI Ajmer
13	IHM Hyderabad	40	FCI Aligarh
14	IHM Jaipur	41	FCI Belur
15	IHM Kolkata	42	FCI Dharamsala
16	IHM Lucknow	43	FCI Hoshiarpur
17	IHM Mumbai	44	FCI Jabalpur
18	IHM Shillong	45	FCI Jammu
19	IHM Shimla	46	FCI Nagaon
20	IHM Srinagar	47	FCI Tura
21	IHM Trivandrum	48	FCI Udaipur
22	SIHM Bhatinda	49	IITTM (Virsa Sathi, Transfer & Office Asst.)
23	SIHM Chandigarh	50	IRCTC
24	SIHM Dehradun	51	ITDC (Ashoka)
25	SIHM Faridabad	52	ITDC (Private Institutes)
26	SIHM Gangtok	53	KITTS
27	SIHM Hamirpur		

1.4 STUDY APPROACH

The study was based on the Explorative, Descriptive and Analytical approach to study the objectives in-depth with regard to the specific target respondents.

The estimation of necessary statistics as desired in objectives was done by employing Research Techniques by Econometric Modelling in addition to statistical techniques for every concerned variable of the interest under the study.

An econometric model specifies the statistical relationship that is believed to hold between the various economic quantities pertaining to a particular economic phenomenon under study. The impact of the scheme was analyzed through econometric model by studying present income of the trainee, and their household income with other criteria such as sector in which got the training, employment in which sector, satisfaction with training, satisfaction with job, etc.

The study critically examined the role played by training institutes in implementing the scheme, and the impact on youth trainees in providing employment/self employment. Information was also solicited from the trainers imparted the training on course curriculum and effectiveness of training, and scheme implementing officials on issues pertaining to implementation, supervision and monitoring of the training programmes under the scheme.

However, in order to measure the impact of the training programmes on study indicators, triangulation of research methodologies was employed to obtain both quantitative and qualitative information. Triangulation research method is the combination of multiple methods to gather data, such as documents, interviews, observations, questionnaires or surveys, when conducting primary research, at different times and in different places. Data triangulation validates data and research by cross verifying the same information. This triangulation of data would strengthen the findings of the study because of increased credibility and validity of data.

Under triangulation method, documents pertaining to the study were collected from Ministry of Tourism and the training institutes, while quantitative data was collected from the trainees, training institutes. The qualitative information was collected through in depth interviews with the principals of the institutes, trainers and officials. Also, during

the field visit to the training institutes and few employers, observations was used as a method to gather information on quality of training and the type of job the trainees have got.

The set of methodologies employed would measure the effectiveness of the programme on the basis of already existing measures and measure the success of the programmes by constructing new measures.

1.5 STUDY METHODOLOGY

The multiple objectives of the study dictate to adopt a triangulation of basic research techniques. The below mentioned methods for data collection was employed keeping in mind the nature of the multiple objectives of the study. Both secondary and primary research was undertaken to generate required information.

The present evaluation study intended to bring out in qualitative and quantitative terms, the efficiency and effectiveness of the training programmes under the scheme as well as the impact of the scheme in achieving its stated objectives.

1.5.1 Secondary Research

The secondary sources of data were primarily relevant literature pertaining to the scheme implementation. Secondary sources were carried out to refine the objectives and provide lines of enquiry for the next stage. Specially, the desk research phase gathered information on the implementation process of the scheme. All data, reports and statistics available at various sources were collected for undertaking in-depth analysis.

Besides various reports and literatures available on the subject including proposals & reports, were also thoroughly examined and relevant inputs were made part of the final report. In particular, reviews and assessments were undertaken on the following aspects:

(i) In the first phase exhaustive desk research was undertaken i.e. study of relevant background material on the scheme, fund released under the scheme, details of training institutes provided training, institute wise and year wise trainees and their details, and other such material.

(ii) In the second phase, field study was carried out. The field study involved in-depth interviews, interactions and discussions with principals of the institutes involved in the scheme implementation, trainers provided the training, and feedback of the officials implementing the schemes.

Relevant data particularly related to selection of beneficiaries under the scheme, implementation arrangements, programme administration, and project monitoring, fund disbursement system and its adequacy, feed-back mechanism from top-to-bottom and bottom-to-top, etc. were obtained from the training institutes as well as from the implementing officials.

1.5.2 Primary Research

The methodology involved extensive primary research where both quantitative and qualitative survey technique were used for collection of data.

The primary research method was aimed at gaining a deep sense of understanding of the impact of the scheme, performance and effectiveness of the scheme. While the face to face interview was conducted with the principal of the training institutes to canvass institute questionnaire, with the trainers to canvass trainer questionnaire, with the employers to canvass the employer questionnaire, with the officials to canvass the official questionnaire, and telephonic interview with the sample number of trainees of each identified training institute was undertaken after collecting the year wise list of trainees from the identified institutes.

Method for telephonic interview

During the interaction with the trainees, he/she was asked all the details as per the questionnaire. The details were simultaneously filled in the questionnaire by the office executives. If the selected trainee could not be contacted after three attempts in day, attempts were made next day for three times, and then again three times next day. After attempts made for contact for three consecutive days, he/she was replaced by the next candidate available in the list frame.

The office executives called from the cell phone provided to them for the interview purpose, and they were always available to the trainees in case of missed call or any queries from the candidates.

1.6 SAMPLING TECHNIQUES AND SELECTION OF INFORMANTS

- **Selection of training institutes** - All the training institutes implementing the HSRT scheme were taken into consideration under the study.
- **Selection of trainers** - To collect the response on the syllabus, quality of training programme, and its impact on the trainees, at least 3 trainers from each selected training institute were selected. One trainer from one course was collected, so that three trainers were selected from three different courses provided by the institute. All total, 172 trainers were interacted during the course of the study.
- **Selection of previous registered trainees (pass outs)** - To collect the response of the scheme beneficiaries through telephonic interaction, 10% pass out trainees of each selected institute were selected. From each institute, 10% pass outs of 2012-13, 10% pass outs of 2013-14, and 10% pass outs of 2014-15 were selected. After getting the list of candidates of training institute, year wise list of trainees were generated. From year wise list, candidates were segregated as per course wise training provided (name of the course). In second step, 10% candidates from the year wise list were selected through systematic random sampling by selecting appropriate percentage of trainees trained under each course. The sample list was used as list frame, while the selected trainees were marked through a highlighter for telephonic interaction. Sampling with replacement method was used to replace a selected candidate when he/she could not be contacted for interaction after several attempts. In such cases, the next candidates to the selected candidates in the list frame were selected as replacement.
- **Selection of employers** - The employed trainees were asked to provide the details of their employer including contact details. 1% of the total trainees, i.e. 171 employers were interacted to know about the quality of training provided to the trainees, their expectations from the trainees, etc. The employers were selected in a representative manner across the States/ UTs. The employers from various trades and across the country were selected for interaction by adopting systematic random sampling method.
- **Selection of Other Stakeholders** – 5 scheme implementing officials at the State level were interviewed to get their opinion on the problems and suggestions for better implementation of the scheme.

Table-1.3: Study Sample Size

Sl. No.	Type of Respondents	Per institute sample	Total Sample Size (n)
1	Principal	1	53
2	Trainers	At least 3	172
3	Trainees	Minimum 10% of pass out trainees in 2012-13, 2013-14, 2014-15	17015
4	Employers	1% of the total sample trainees	171
5	Scheme implementing Officials (State/UT level))	-	5

Table-1.4: Institute wise sample number of trainees surveyed during study

Sl. No.	Name of institutes	Total trainees 2012-13	Total trainees 2013-14	Total trainees 2014-15	Total trainees 2012-13, 2013-14 & 2014-15	Sample number of trainees surveyed
1	IHM Bengaluru	803	598	852	2253	229
2	IHM Bhopal	728	200	275	1203	206
3	IHM Bhubaneshwar	500	627	745	1872	450
4	IHM Chandigarh	400	631	704	1735	180
5	IHM Chennai	844	550	1004	2398	250
6	IHM Pusa, Delhi	1207	745	1211	3163	493
7	IHM Gandhinagar	318	303	430	1051	465
8	IHM Goa	550	451	1221	2222	498
9	IHM Gurdaspur	364	462	469	1295	139
10	IHM Guwahati	343	298	298	939	300
11	IHM Gwalior	479	411	434	1324	211
12	IHM Hajipur	305	466	473	1244	164
13	IHM Hyderabad	665	376	718	1759	445
14	IHM Jaipur	428	194	194	816	450

Sl. No.	Name of institutes	Total trainees 2012-13	Total trainees 2013-14	Total trainees 2014-15	Total trainees 2012-13, 2013-14 & 2014-15	Sample number of trainees surveyed
15	IHM Kolkata	566	508	714	1788	260
16	IHM Lucknow	598	284	422	1304	137
17	IHM Mumbai	548	287	950	1785	235
18	IHM Shillong	327	289	289	905	315
19	IHM Shimla	317	317	348	982	152
20	IHM Srinagar	2462	112	112	2686	0*
21	IHM Trivandrum	490	152	658	1300	195
22	SIHM Bhatinda	131	122	122	375	40
23	SIHM Chandigarh	144	175	197	516	149
24	SIHM Dehradun	501	462	488	1451	146
25	SIHM Faridabad	72	192	192	456	50
26	SIHM Gangtok	140	50	50	240	50
27	SIHM Hamirpur	113	192	196	501	81
28	SIHM Indore	194	136	151	481	398
29	SIHM Jodhpur	406	538	633	1577	159
30	SIHM Kozhikode	258	65	107	430	85
31	SIHM Kurukshetra	419	553	576	1548	150
32	SIHM Lajpat nagar	548	469	681	1698	202
33	SIHM Medak	240	0	0	240	61
34	SIHM Rohtak	146	291	291	728	97
35	SIHM Tirupati	299	144	495	938	102
36	SIHM Trichy	453	280	349	1082	400
37	SIHM Balangir	311	159	159	629	109
38	SIHM Puducherry	47	27	27	101	12
39	FCI Ajmer	240	367	367	974	100
40	FCI Aligarh	609	556	556	1721	381
41	FCI Belur (Hasan)	75	102	102	279	60
42	FCI Dharamsala	0	159	159	318	74
43	FCI Hoshiarpur	323	122	122	567	123

Sl. No.	Name of institutes	Total trainees 2012-13	Total trainees 2013-14	Total trainees 2014-15	Total trainees 2012-13, 2013-14 & 2014-15	Sample number of trainees surveyed
44	FCI Jabalpur	129	506	506	1141	149
45	FCI Jammu	1001	1354	1354	3709	466
46	FCI Nagaon	140	240	240	620	299
47	FCI Tura	0	350	350	700	70
48	FCI Udaipur	257	160	160	577	63
49	IITTM	420	205	205	830	108
50	IRCTC	200	351	351	902	116
51	ITDC (Ashoka)	5409	1057	1057	7523	1550**
52	ITDC (Private Institutes)	0	11335	11335	22670	3074**
53	KITTS	1560	9541	9541	20642	2317
Total		28027	38521	43640	110188	17015

* During the field survey, the lists of trainees benefitted under IHM, Srinagar in 2012-13, 2013-14 and 2014-15 could not be provided by the institute since the institute reported that the concerned lists were washed away during the Kashmir floods in 2014. It was communicated to the Ministry through letter no. CMSD/MOT/EE-HSRT/2015/8, dated 15/1/2016; and subsequently the Ministry directed IHM, Srinagar through its letter no. 8(14)/2011/MRD, dated 27/1/2016 to provide the list. However, the institute gave the same response to the Ministry and could not provide the list of trainees. Thus, the sample number of trainees to be covered from IHM, Srinagar, was covered from other institutes of North Zone.

** It was informed to the Ministry that after several visits and follow-ups with ITDC, the lists of trainees who had benefitted in 2012-13, 2013-14 and 2014-15 under ITDC (Ashoka) and ITDC (Private institutes) could not be provided by the institute, (refer letter no. CMSD/MOT/EE-HSRT/2015/8, dated 15/1/2016). Then Ministry directed the institute through its letter no. 8(14)/2011/MRD, dated 27/1/2016 to provide the same list. However, despite repeated visits, follow-ups and coordination, only lists of trainees of 2013-14 of ITDC (Private institutes) and the list of trainees of 2012-13 of ITDC (Ashoka)

were provided by ITDC. Thus, total sample number of trainees of ITDC (Ashoka) to be covered from the list of 2012-13, 2013-14 and 2014-15 was covered only from the list of trainees of 2012-13. Similarly, total sample number of trainees of ITDC (Private Institutes) to be covered from the list of 2012-13, 2013-14 and 2014-15 was covered only from the list of trainees of 2013-14.

1.7 QUESTIONNAIRES CANVASSED

- **Institute questionnaire** - face to face interview with the principal of 53 institutes
- **Trainer Questionnaire** – face to face interview with the trainers involved in imparting the training
- **Trainee Questionnaire** - telephonic interview with the trainees
- **Employer Questionnaire** - face to face interview with the employers
- **Official Questionnaire** - face to face interview with the scheme implementing and monitoring officials

1.8 MAIN SURVEY

The main survey was conducted during October 2015 – March 2016. Data collection was conducted by adequate number of research coordinators and office executives of the organization. The Project Manager and other key study team members monitored the data collection procedure during the main survey. All the filled-in questionnaires were checked and scrutinized by the supervisors.

1.9 DATA QUALITY AND DATA MANAGEMENT

The quality of data was ensured by imparting quality training to the study team members, research coordinators, office executives and supervisors for the survey. Besides these, regular scrutiny of questionnaires, computer based data checking was conducted to clean the database for the final analysis. All the questionnaires were scrutinized prior to the data entry. All questionnaires were scrutinized on the basis of specially drafted Scrutiny Notes and data analysis was done as per the Analysis Plans. Prior to data analysis, data was entered in the MS Excel package and contained all relevant range and consistency checks. Finally, data were entered in SPSS 12.0 version and analyzed according to the analysis plan.

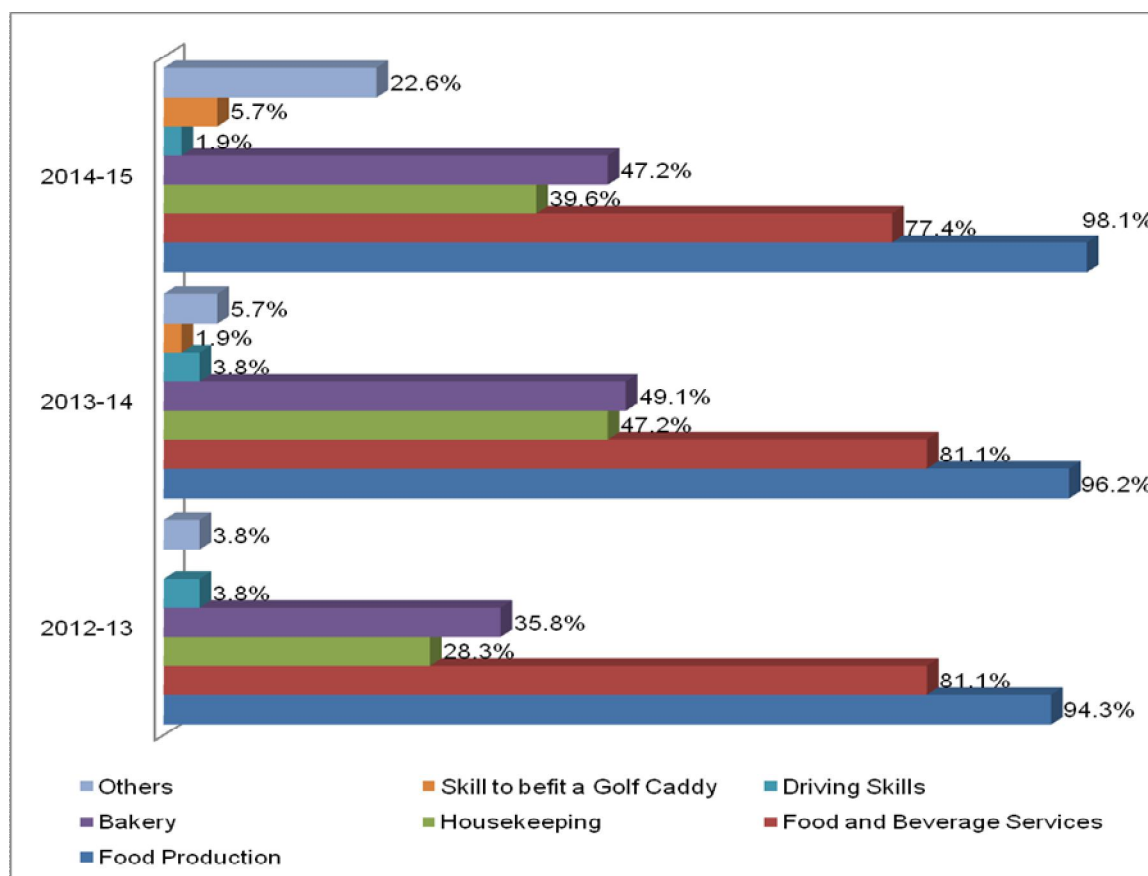
CHAPTER-II

TRAINING UNDER HUNAR-SE-ROZGAR-TAK SCHEME

2.1 Courses offered by training institutes

Out of the surveyed 53 training institutes, the study found that most training institutes have provided training on food production and food & beverage services under HSRT scheme in last three years (2012-13, 2013-14 and 2014-15), While more than 90% training institutes have provided training on food production, about 80% training institutes have provided training on food and beverage services. Apart from food production and food & beverage services, about half of the institutes have provided training on bakery, more than one-third institutes provided training on housekeeping and very few beneficiaries have provided training on driving skills, skill to befit a golf caddy and on other training such as front office and reception. **(Refer Table-1.1 in Annexure-A)**

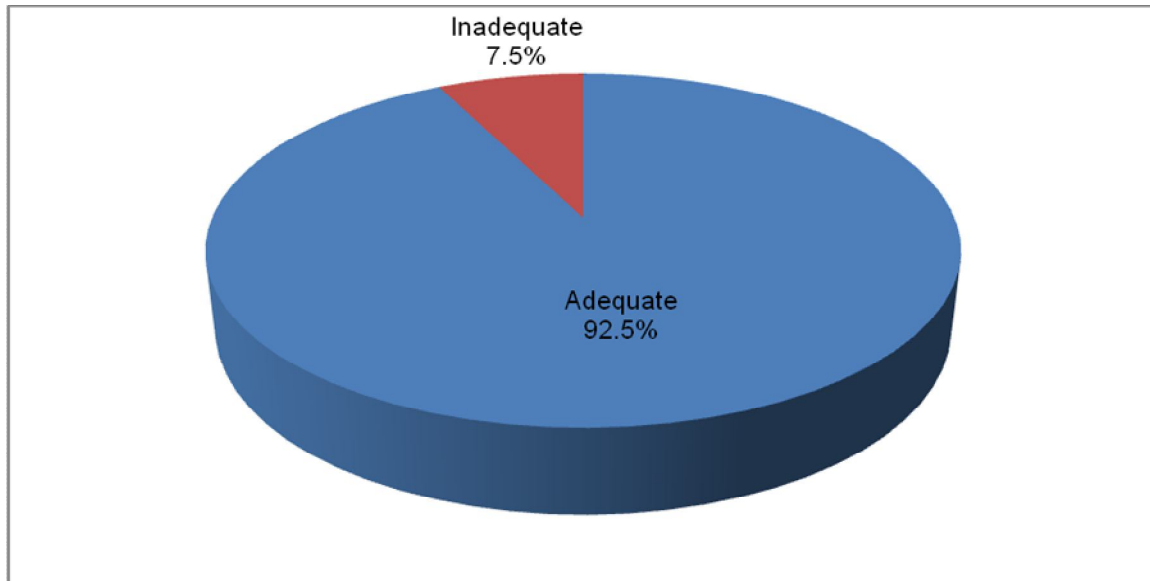
Chart-2.1: Courses offered by training institutes under HSRT scheme in last three years



2.2 Adequacy of courses being offered

When asked to the training institutes whether there are adequate courses available under HSRT scheme, most (92.5%) training institutes reported that there are adequate courses available under the scheme, while few (7.5%) institutes reported about the inadequacy of courses under HSRT scheme. **(Refer Table-1.2 in Annexure-A)**

Chart-2.2: Opinion of institutes on adequacy of courses under HSRT scheme

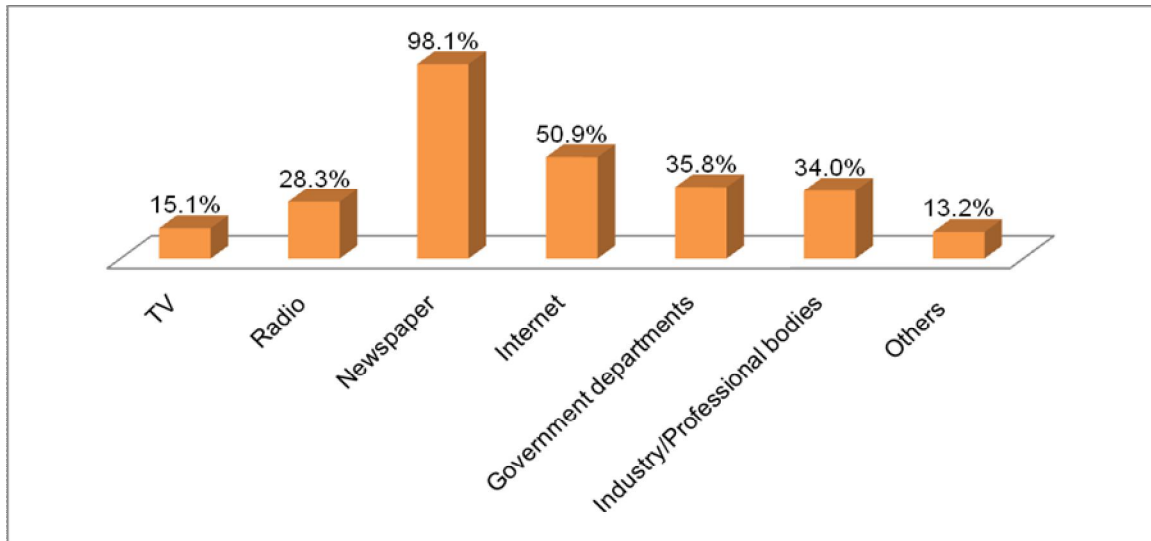


The training institutes reported about the inadequacy suggested that the courses for front office & reception for 12 weeks, basic computer skills for 6 weeks, soft skill for 8 weeks, food processing for 8 weeks, kitchen stewarding for 8 weeks, bell boy for 6 weeks, office assistant for 6 weeks and photography for 6 weeks to be considered under HSRT scheme to widen the scope of capacity building initiatives. **(Refer Table-1.3 in Annexure-A)**

2.3 Mediums used for HSRT course announcement

When the study tried to find the types of mediums used by the training institutes for carrying out HSRT course announcement, it was observed that almost all (98.1%) institutes use newspaper for course announcement, while 50.9% institutes use internet, 35.8% institutes use government departments, 34% use industry/professional bodies, 28.3% use radio, 15.1% use TV, and 13.2% institutes use other mediums such as NGO, handbills, field visit and personal interaction for carrying out HSRT course announcement. **(Refer Table-1.4 in Annexure-A)**

Chart-2.3: Mediums used by the training institutes for carrying out HSRT course announcement

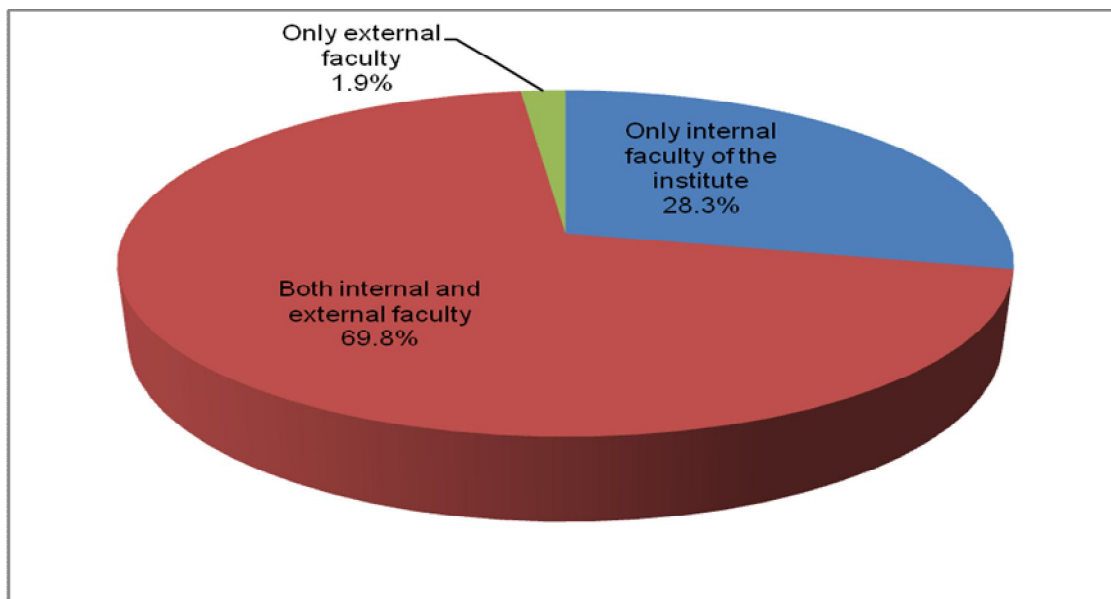


2.4 Adequacy of applications received

The study found that majority (73.6%) of the training institutes receive adequate applications to fill seats for HSRT courses, while about one-quarter (26.4%) institutes do not receive adequate applications to fill seats for HSRT courses. **(Refer Table-1.5 in Annexure-A)**

2.5 Faculty arrangements for training

Chart-2.4: Faculty arrangements by the institutes for HSRT training

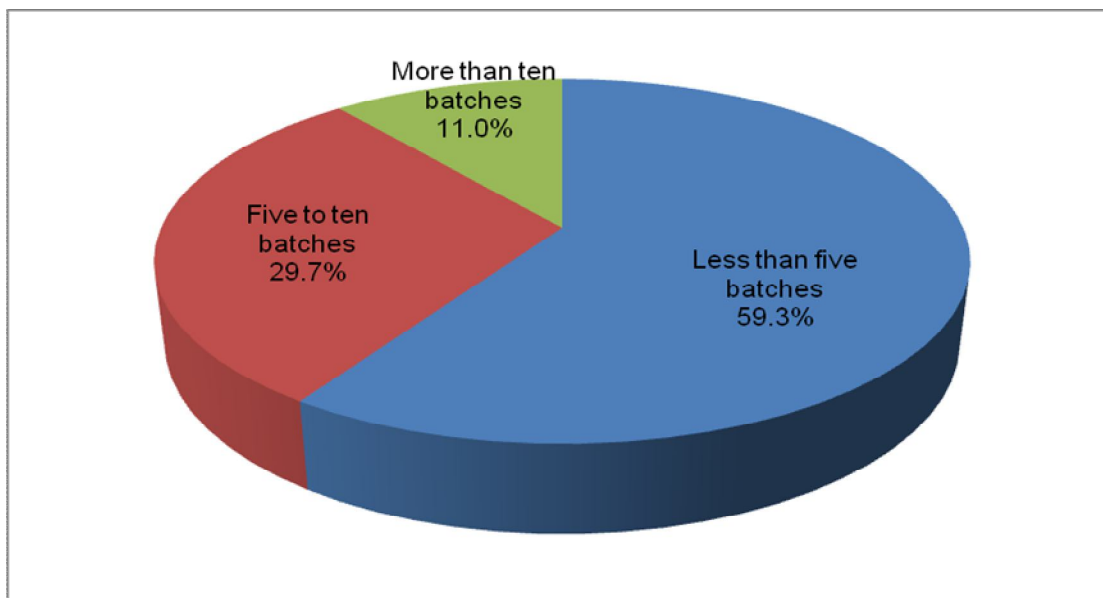


When the study enquired about the faculty arrangements of the training institutes to organize HSRT training, it was observed that majority (69.8%) institute use both internal and external faculties, while 28.3% institutes use only internal faculties of the institute, and 1.9% institutes use only external faculties for HSRT training. **(Refer Table-1.6 in Annexure-A)**

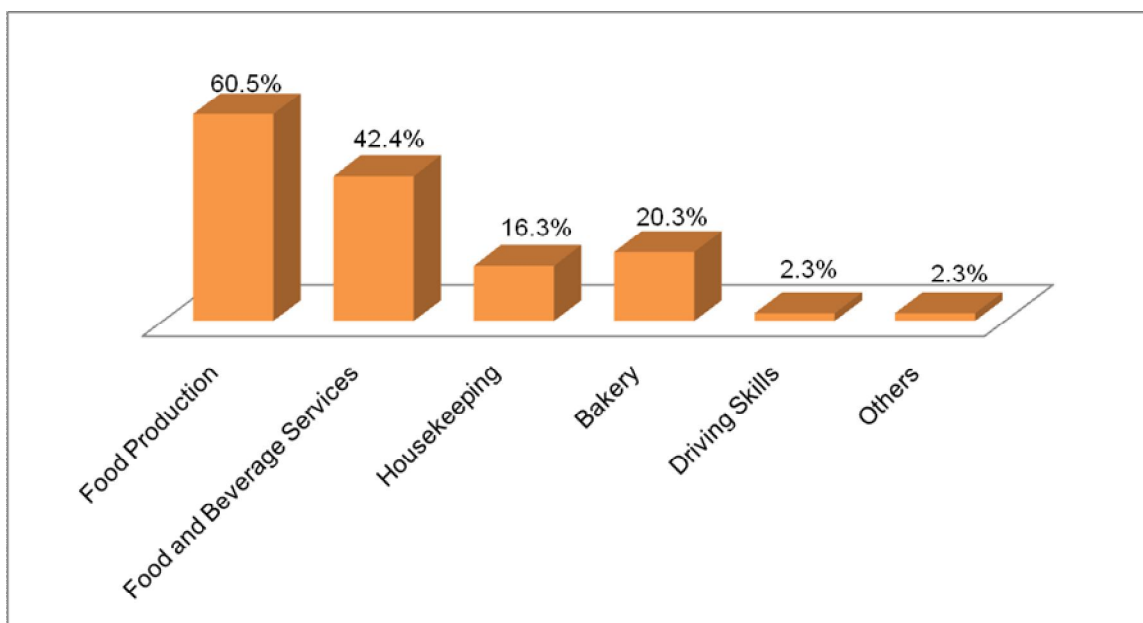
During the interaction with the trainers provided training under HSRT courses, it was found that most (80.8%) trainers were institute's internal trainer, while 19.2% trainers were external trainers. **(Refer Table-2.1 in Annexure-A)**

When the study tried to recognize the experience of the trainers provided training under HSRT scheme, it was found that majority (59.3%) trainers have very little experience with less than five batches of training provided under HSRT scheme, while 2.9% have significant experience with five to ten batches of training provided under HSRT scheme, and 11% trainers have vast experience with more than 10 batches of training provided under HSRT scheme. **(Refer Table-2.2 in Annexure-A)**

Chart-2.5: Number of batches of training provided by the trainers under HSRT scheme

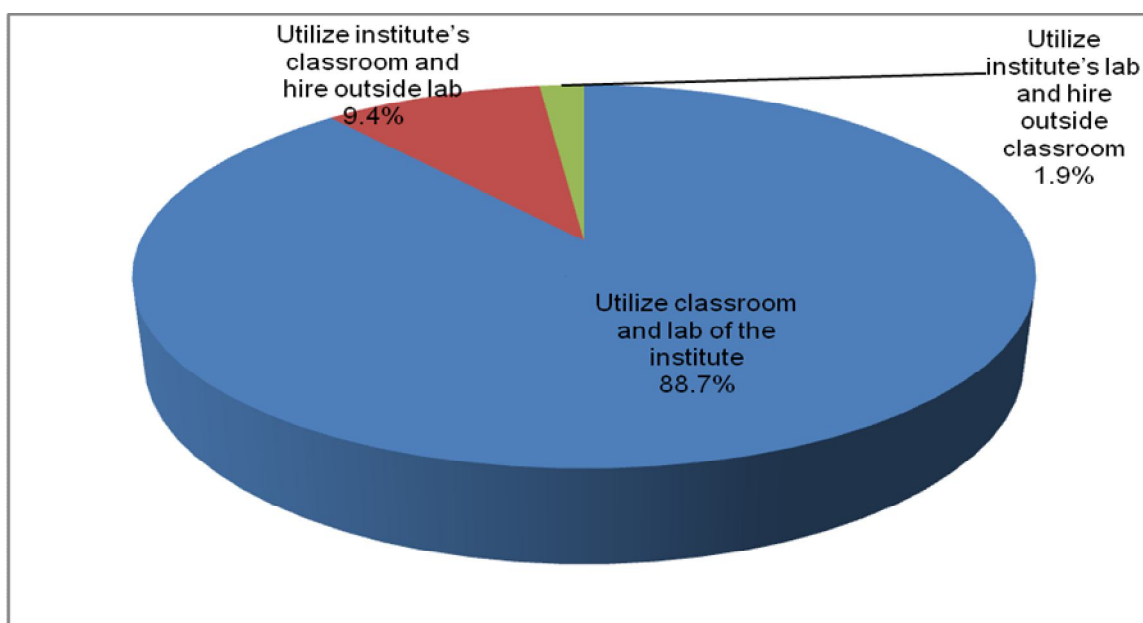


Further, it was observed that majority (60.5%) trainers have provided training in food production course, while 42.4% trainers have provided training in food and beverage services, 20.3% trainers have provided training in bakery, 16.3% trainers have provided training in housekeeping, and very few trainers have provided training in driving skills or in other courses. **(Refer Table-2.3 in Annexure-A)**

Chart-2.6: Course in which the trainers have provided the training

2.6 Space arrangements for training

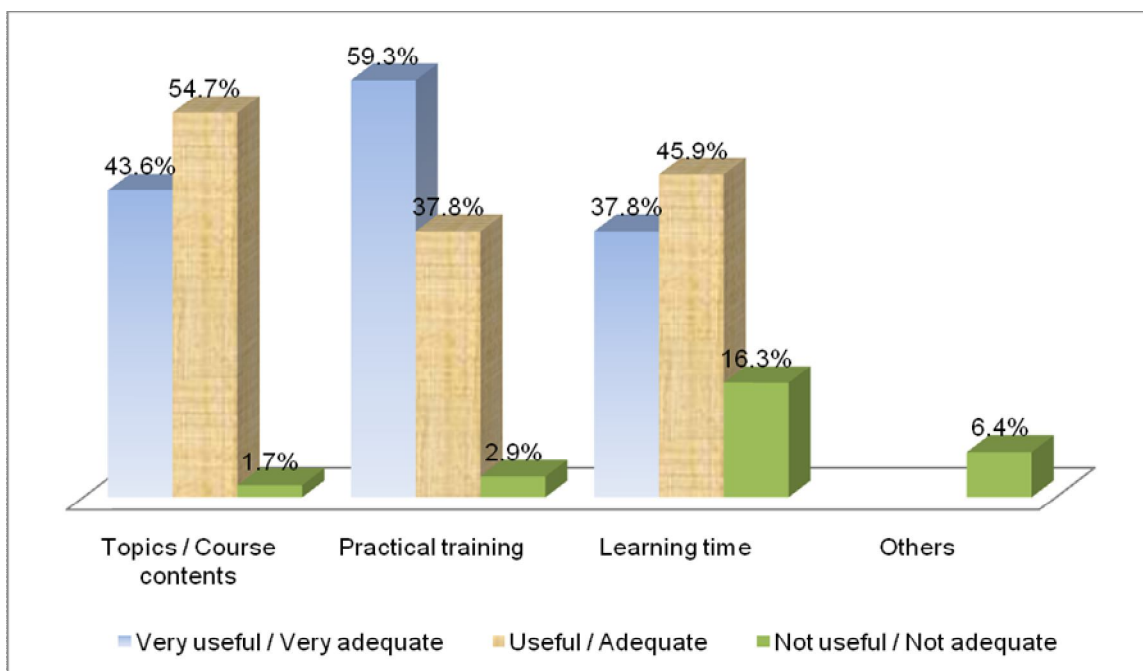
Regarding the space arrangements made by the training institutes, it was noticed that most (88.7%) institutes utilize classroom and lab of the institute, while 9.4% institutes utilize institute's classroom and hire outside lab, and 1.9% institutes utilize institute's lab and hire outside classroom for HSRT training. (Refer Table-1.7 in Annexure-A)

Table-2.7: Space arrangements for HSRT training

2.7 Effectiveness of the course curriculum

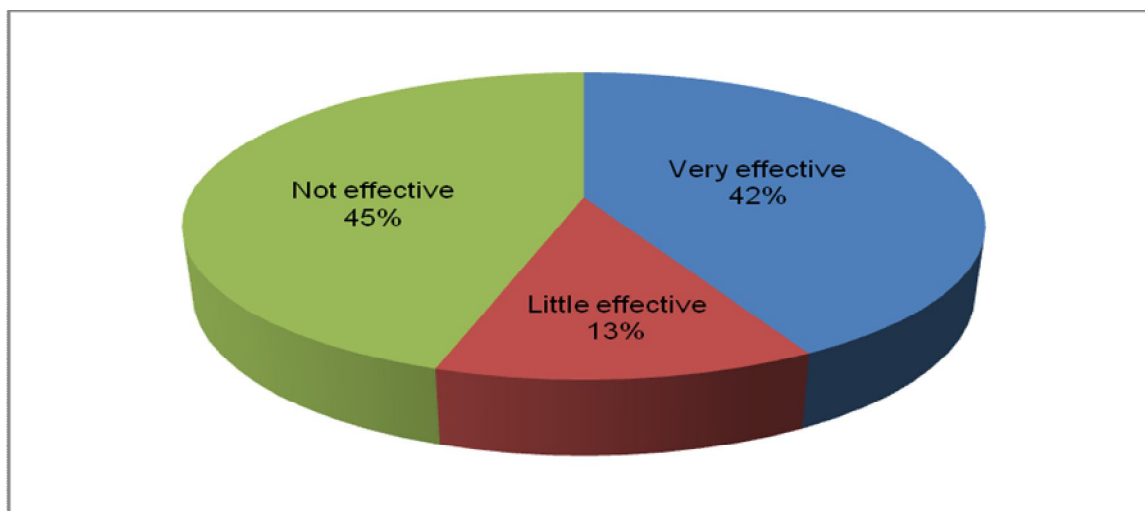
To assess the effectiveness of course curriculum under HSRT scheme to meet the requirement of the industry, questions were asked to the trainers and employers. With regard to effectiveness of topics or course contents, while 43.6% trainers stated it very useful or very adequate, 54.7% trainers stated it as useful or adequate, and 1.7% stated it not useful or not adequate. With regard to practical training, 59.3% trainers stated it very useful or very adequate, 37.8% trainers stated it as useful or adequate, and 2.9% stated it not useful or not adequate. With regard to learning time, 37.8% trainers stated it very useful or very adequate, 45.9% trainers stated it as useful or adequate, and 16.3% stated it not useful or not adequate. With regard to other components such as industrial training, personality development, communication skill, 6.4% trainers stated that those are inadequate in the course curriculum in order to meet the requirement of the industry. **(Refer Table-2.5 in Annexure-A)**

Chart-2.8: Trainers rated HSRT course curriculum in order to meet the requirement of the industry



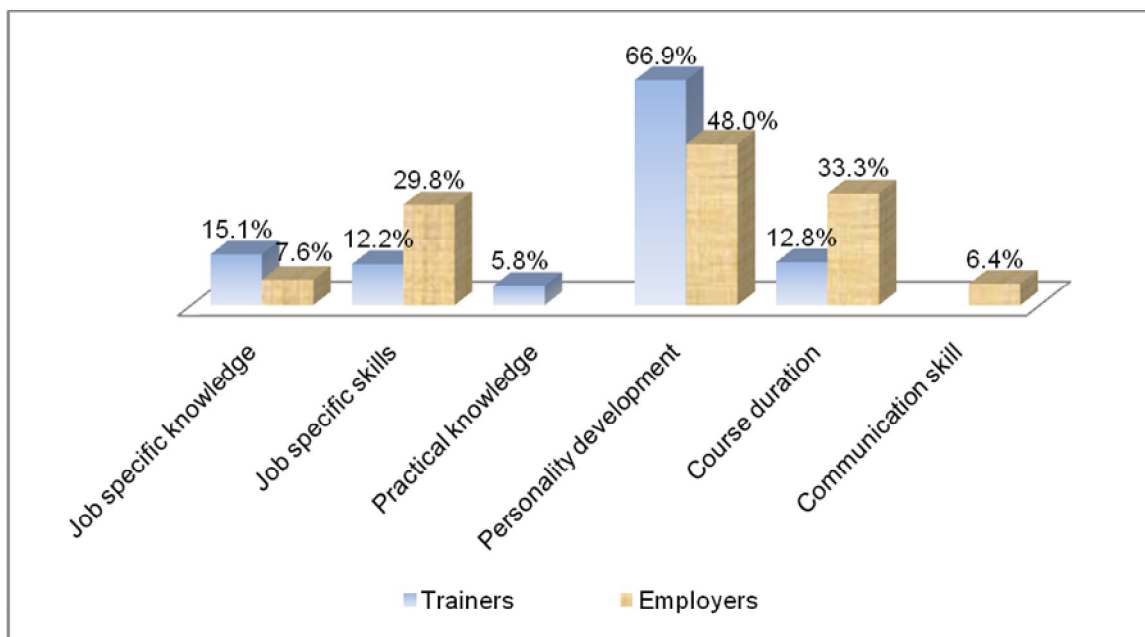
When the employers were asked on the effectiveness of course curriculum under HSRT scheme to meet the requirement of the industry, 42.1% employers stated the course curriculum as very effective, while 12.9% employers stated it as little effective and 45% employers stated the course curriculum under HSRT scheme as ineffective. **(Refer Table-3.6 in Annexure-A)**

Chart-2.9: Opinion of employers on the effectiveness of course curriculum under HSRT scheme to meet the requirement of the industry



Further, the study intended to know what components lack in HSRT course vis-à-vis employability of the trainees, 66.9% trainers and 48% employers stated that personality development component lacks in HSRT course vis-à-vis employability of the trainees, while 12.8% trainers and 33.3% employers stated inadequate course duration as lacking component in the course, and 12.2% trainers stated job specific skills as lacking component in HSRT course vis-à-vis employability of the trainees. **(Refer Table-2.6 and 3.7 in Annexure-A)**

Chart-2.10: Opinion of the trainers and employers on components lack in HSRT course vis-à-vis employability of the trainees



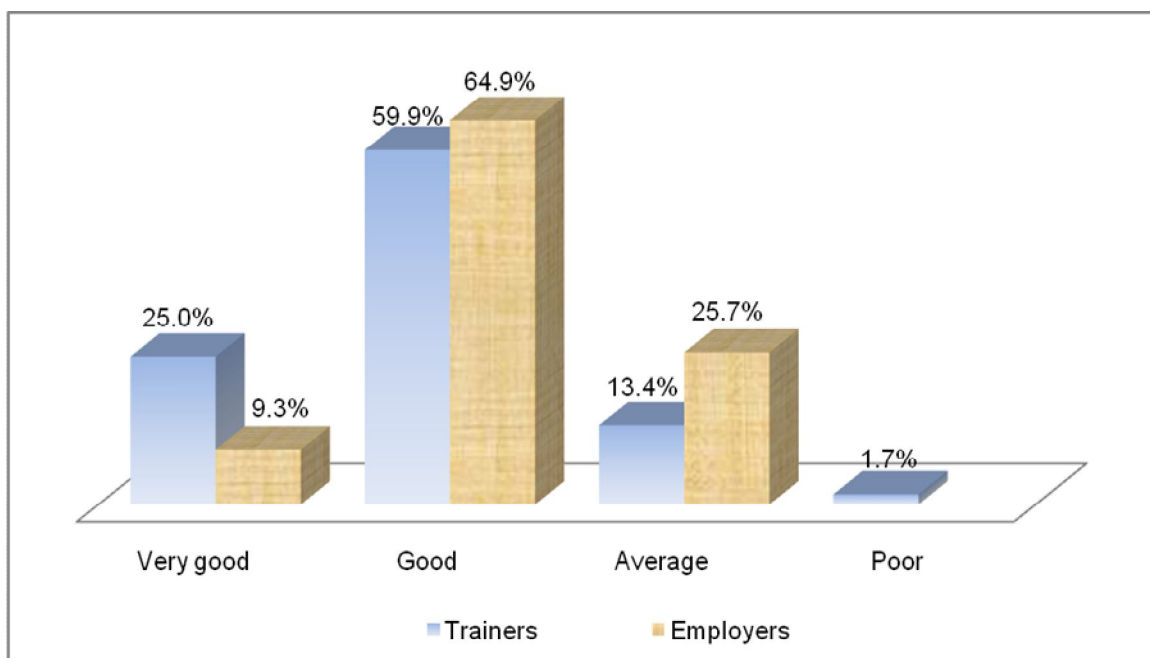
Overall, during the interaction with the trainers and employers, it was observed that the topics / course contents and practical training under the course curriculum are quite useful or adequate in order to meet the requirement of the industry, while learning time, industrial training or job specific skill, and personality development in the course curriculum may be scrutinized or added to meet the requirement of the industry.

Also, majority (58.5%) of the training institutes opined that the existing duration for the courses is adequate for proper skill development of trainees and for subsequent employment, while 41.5% training institutes opined that the existing duration for the courses is not adequate. **(Refer Table-1.22 in Annexure-A)**

2.8 Quality of training

Majority of the trainers and employers were quite satisfied with the quality of training provided under HSRT scheme. While 25% trainers and 9.3% employers rated the quality of training as very good, majority trainers (59.9%) and employers (64.9%) rated it as good, 13.4% trainers and 25.7% employers rated it as average, and 1.7% trainers rated the quality of training under HSRT scheme as poor. **(Refer Table-2.7 and 3.8 in Annexure-A)**

Chart-2.11: Trainers and employers rated the quality of training provided under HSRT scheme



2.9 Suggestions for improvement of quality of training

To improve the quality of training under HSRT scheme for better employment opportunities of the trainees, 25% trainers suggested for more focus on personality development and communication skills of trainees, while 24.4% trainers suggested to increase course duration, and 16.3% trainers suggested for more exposure to industrial training. Other suggestions provided by the trainers to improve the quality of training under HSRT scheme for better employment opportunities of the trainees are, selection criteria needed for selection of students who need job, minimum educational qualification should be 10th pass instead of 8th pass, publicity and awareness generation on job and industries, training on soft skill development, female candidates to be inspired to come for employment since they are less interested in job, upper age limit be 35 years, menu may be changed as per current industry requirement, and others such as experienced faculty, more job opportunity, etc. **(Refer Table-2.8 in Annexure-A)**

Many trainers stated that many candidates do not come actually for learning but only for getting free uniform, food and stipend. Also, most girls are coming for domestic learning and not for employment. Many trainers suggested that instead of giving stipend, these students may be charged a nominal fee. This will differentiate between actual learners and free beneficiaries. Further, they stated that majority of the trainees are females & they treat this course as a "hobby" course rather than seeking employment.

To improve the quality of training under HSRT scheme for better employment opportunities of the trainees, about half (49.7%) of the employers suggested for increase in course duration, while 24.6% employers suggested for improvement of personality development, job knowledge and communication skill of trainees, 11.1% suggested for more practical training, and few employers suggested for exposure to industrial training, soft skill development, and change in module of training. **(Refer Table-3.9 in Annexure-A)**

Also, majority (58.5%) of the training institutes opined that the existing duration for the courses is adequate for proper skill development of trainees and for subsequent employment, while 41.5% training institutes opined that the existing duration for the courses is not adequate.

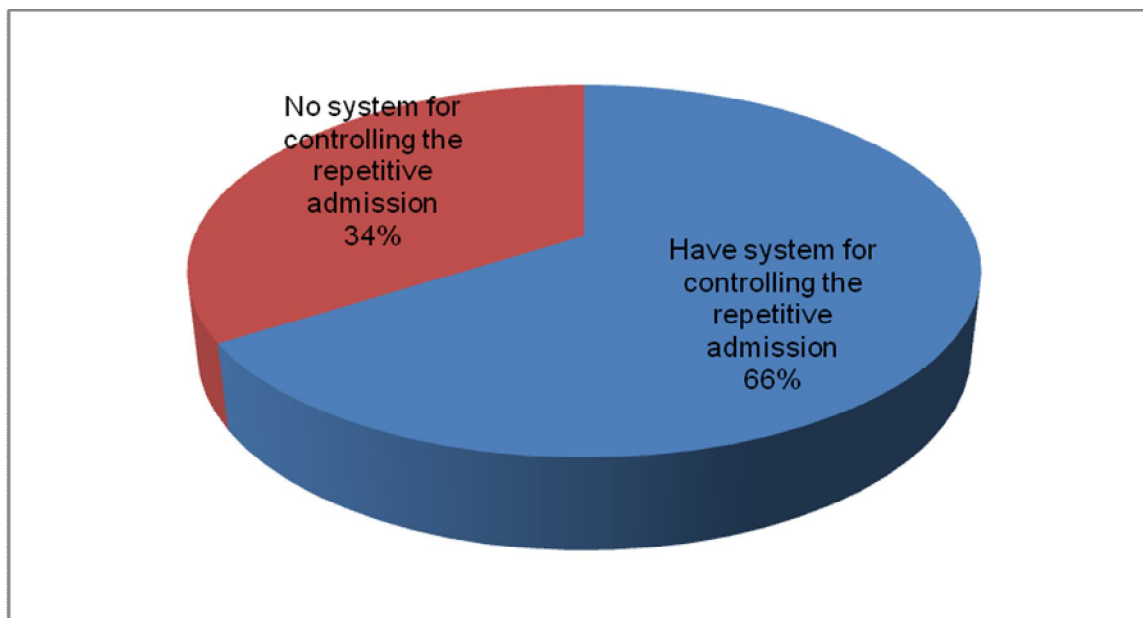
From the above findings it was derived that issues like increase in course duration, more focus on to improve personality, job knowledge and communication skill of trainees, and more exposure in to industrial training may be looked in to and addressed to improve the quality of training under HSRT scheme for better employment opportunities of the trainees.

2.10 System of controlling the repetitive admission

When the study attempted to know whether there are provisions in the training institutes to permit re-appearing of the failed trainees, it was found that while half (49%) of the institutes have such provisions, rest half (51%) have no provisions to allow the failed trainees to re-appear for training under HSRT programme. **(Refer Table-1.8 in Annexure-A)**

The study observed that majority (66%) of the training institutes have system for controlling the repetitive admission under the HSRT programme, while about one-third (34%) institutes do not have any system for controlling the repetitive admission under the HSRT programme. **(Refer Table-1.9 in Annexure-A)**

Chart-2.12: Whether there is any system for controlling the repetitive admission



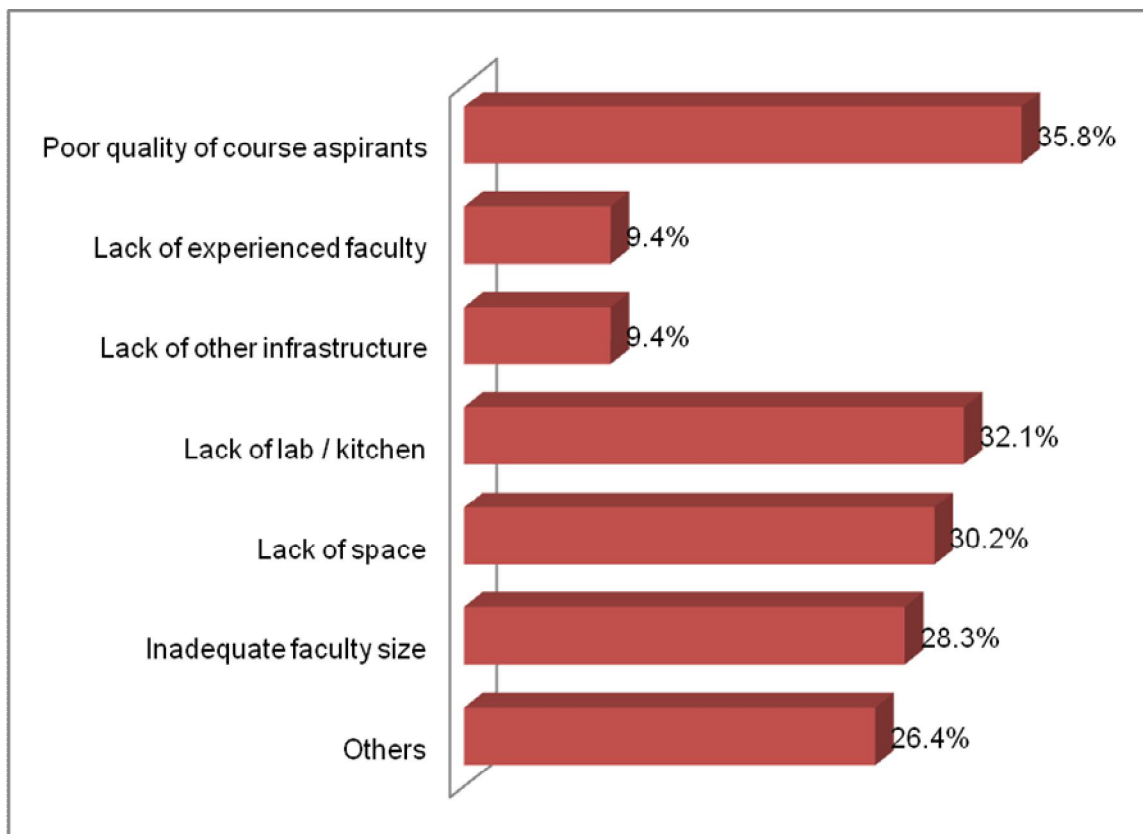
Most training institutes check the name in data bank of previous students to control repetitive admission. Other systems used by the training institutes to control repetitive admission of students are manual screening of forms, cross verify student name and

father name with the list of all the passed-out candidates till date, collect ADDHAAR number, verify name, address and date of birth of the students from excel sheets, use software to detect repetitive admission, take undertaking from candidates, and centralized students paper verification.

2.11 Problems faced by the institutes in conducting HSRT training

When asked about the problems faced by the institutes in conducting the courses under HSRT scheme, 35.8% institutes stated poor quality of course aspirants as major problem, while 32.1% face problem due to lack of lab / kitchen, 30.2% face problem due to lack of space, 28.3% face problem due to inadequate faculty size, 9.4% institute face problem due to lack of other infrastructure, 9.4% face problem due to lack of experienced faculty, and 26.4% institutes face problem due to other reasons such as lack of needy students, students taking the training lightly, etc. in conducting the courses under HSRT scheme. (Refer Table-1.20 in Annexure-A)

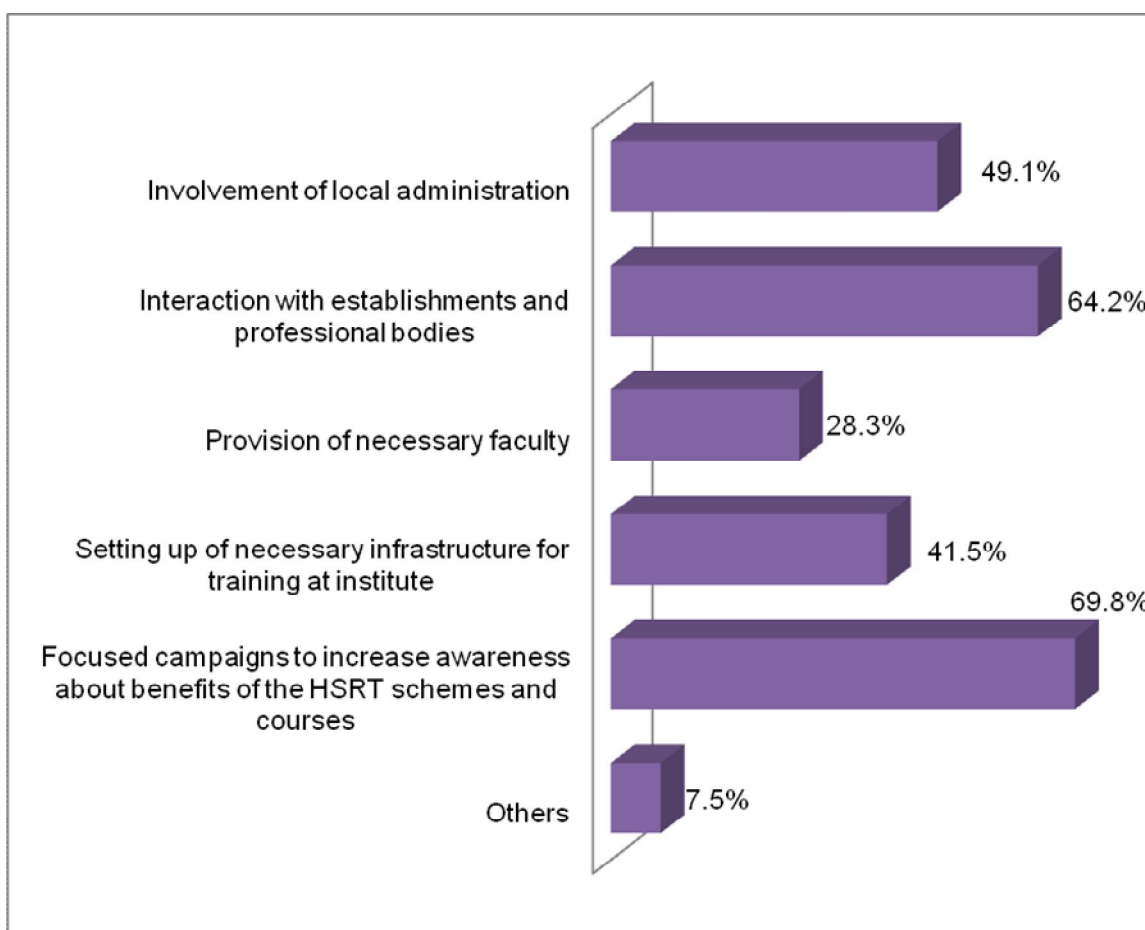
Chart-2.13: Problems faced by the institutes in conducting the courses under HSRT scheme



2.12 Suggestions to promote popularization of HSRT courses

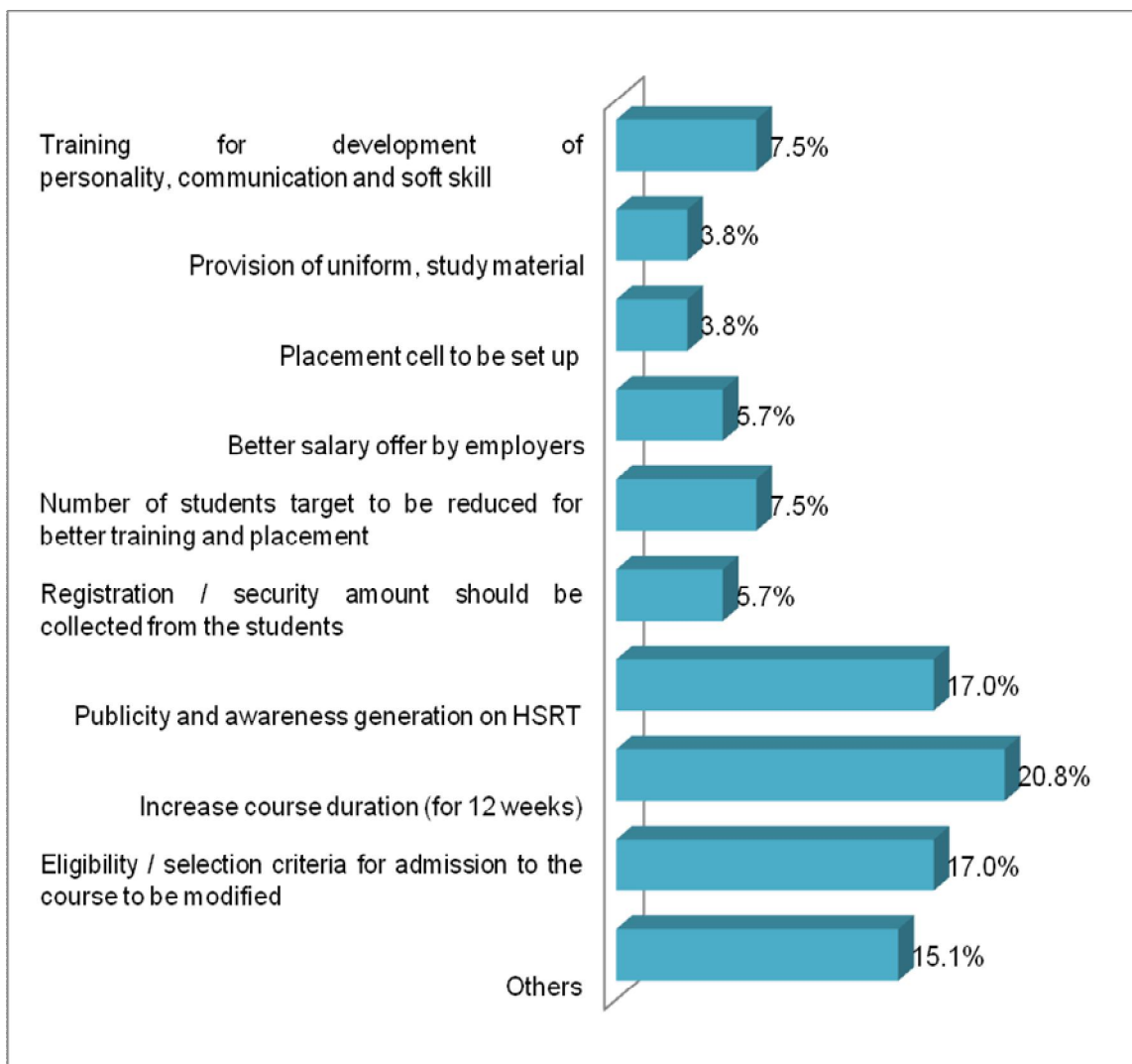
The training institutes were further asked about their suggestions to promote popularization of courses under HSRT scheme. In response, 69.8% suggested for focused campaigns to increase awareness about benefits of the HSRT schemes and courses, while 64.2% institutes suggested for Interaction with establishments and professional bodies, 49.1% institutes suggested for Involvement of local administration, 41.5% institutes suggested for setting up of necessary infrastructure for training at institute, 28.3% institute suggested for provision of necessary faculty, and 7.5% institutes gave other suggestions such as publicity material in local language, waive off stipend for students, develop placement system in reputed hotels, etc. to promote popularization of courses under HSRT scheme. (Refer Table-1.21 in Annexure-A)

Chart-2.14: Suggestions of training institutes to promote popularization of courses under HSRT scheme



2.13 Suggestions to improve the implementation and effectiveness

Chart-2.15: Suggestions to improve the implementation and effectiveness of HSRT scheme



To improve the implementation and effectiveness of HSRT scheme, while 20.8% training institutes suggested to increase course duration for 12 weeks, 17% institutes suggested that the eligibility / selection criteria for admission to the course to be modified so that HSRT should only be for needy students who seek employment and only those candidate should be shortlisted who are interested in job. Also, 17% institutes suggested for more publicity and awareness generation on HSRT, 7.5% institutes suggested for Training for development of personality, communication and soft skill, 7.5% institutes suggested that the number of students target to be reduced for better training and placement, 5.7% institutes suggested for registration / security amount should be

collected from the students, 5.7% institutes suggested for better salary offer by employers, 3.8% institutes suggested for setting up of a placement cell, 3.8% suggested for provision of uniform, study material, and 15.1% institutes provided other suggestions such as industrial training for pass out students for one month instead of 14 days, scrapping of stipend, software to the institutes for easy data processing, and North Indian and South Indian specific course to improve the implementation and effectiveness of HSRT scheme. **(Refer Table-1.23 in Annexure-A)**

CHAPTER-III

PLACEMENT INITIATIVES BY TRAINING INSTITUTES

All the surveyed training institutes reported that they make arrangements for placement of HSRT trainees. There are different systems adopted by the training institutes for providing placements to the pass-out trainees under HSRT programme. They are direct contact with hoteliers, campus interviews organized for the students requiring job, helping interested candidates contact the prospective employers either at their venue or at the campus, placement team calls the recruiters for interview, liaising with small hotels, job offer is publicized in whatsapp and facebook page, interviews arranged in hotels and tourist complexes for placement, job fair/mela organized in the institute, and constant touch with hotels, restaurants, canteens and caterers.

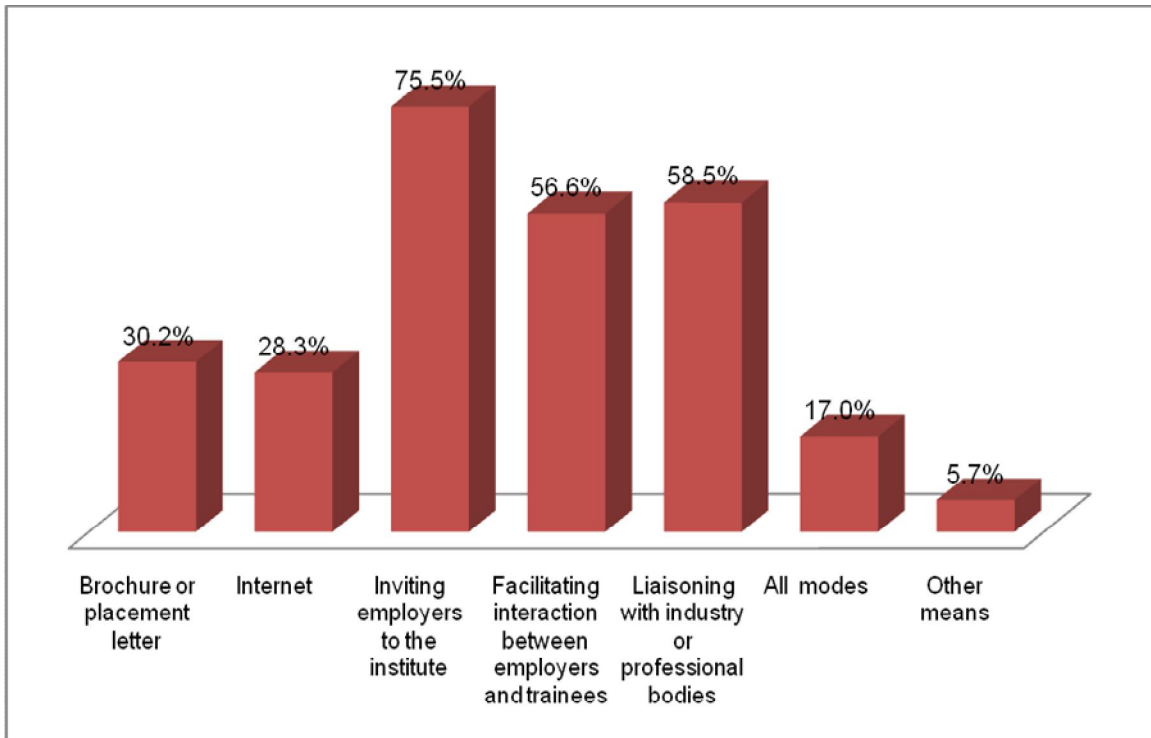
When asked to the training institutes about the monthly salary in offer for HSRT course pass-outs, it was observed that the minimum average monthly salary offered to the HSRT trainees by the employers is Rs. 4,000/-, and the maximum average monthly salary offered is Rs. 7,500/-. **(Refer Table-1.10 in Annexure-A)**

3.1 Mode of reaching out to prospective employers

When the study intended to know the modes of reaching out to prospective employers by the training institutes for the placement of HSRT trainees, it was found that 75.5% training institutes invite the prospective employers to the institute for the placement of HSRT trainees, while 58.5% institutes liaison with industry or professional bodies, 56.6% institutes facilitate interaction between employers and trainees, 30.2% institutes reach out to prospective employers through brochure or placement letter, 28.3% institutes reach out to employers through internet, 17% institutes use all modes mentioned above to reach out to employers, and 5.7% institutes use other means to reach out to prospective employers for the placement of HSRT trainees. **(Refer Table-1.12 in Annexure-A)**

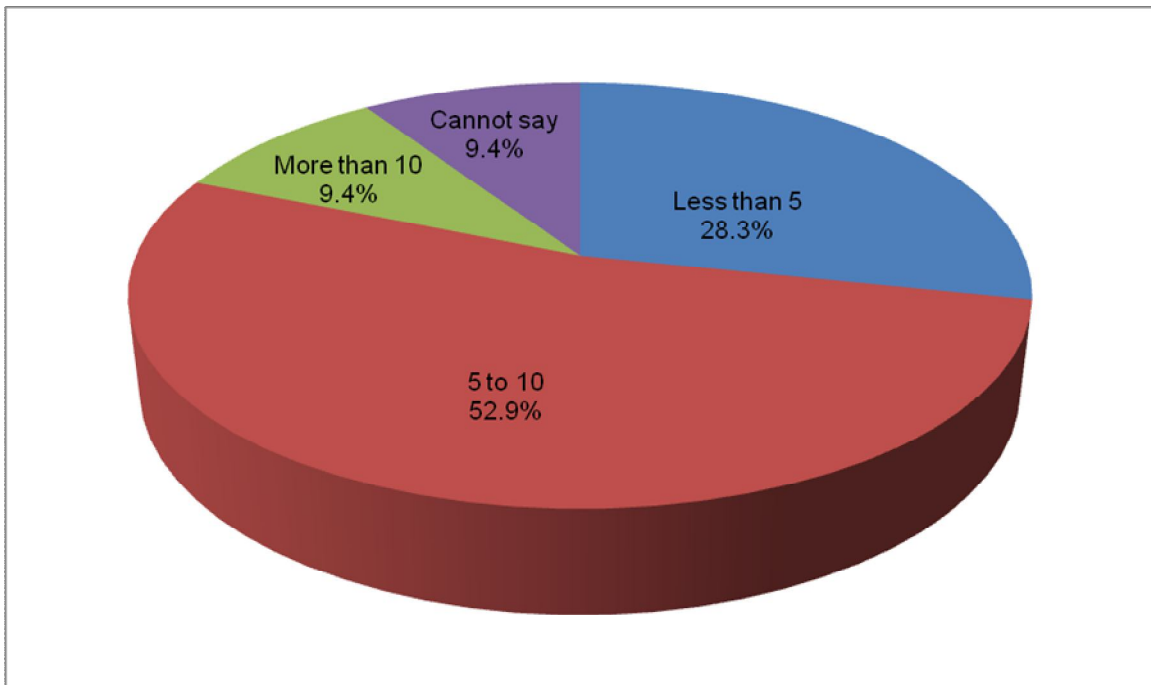
The study found that most (90.6%) training institutes post the details of pass-out trainees on their website, while 9.4% institutes do not post the details of pass-out trainees on their website. **(Refer Table-1.13 in Annexure-A)**

Chart-3.1: Mode of reaching out to prospective employers for the placement of HSRT trainees



3.2 Number of employers visit the institutes every year

Chart-3.2: Average number of employers visit the institute every year for placement of HSRT trainees



Majority (52.9%) training institutes reported that on an average, five to ten employers visit the institute every year for placement of HSRT trainees, while 28.3% reported that on an average, less than five employers visit the institute every year, and 9.4% reported that on an average, more than 10 employers visit the institute every year for placement of HSRT trainees. Also, 9.4% institutes did not answer when asked about the number of employers visit the institute every year for placement of HSRT trainees. **(Refer Table-1.14 in Annexure-A)**

Majority of the training institutes (77.4%) opined that the response of potential employers for recruitment of HSRT trainees is encouraging, while 11.3% opined the response of employers as very encouraging and another 11.3% institutes opined that the response of potential employers for recruitment of HSRT trainees is not encouraging. **(Refer Table-1.15 in Annexure-A)**

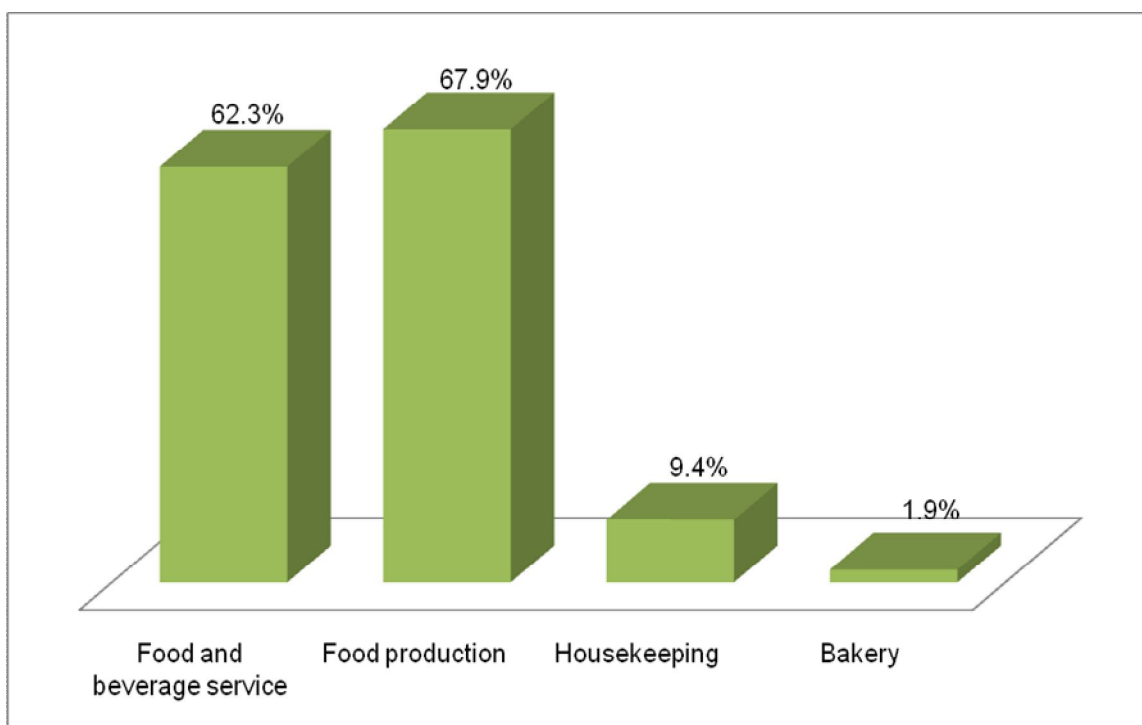
3.3 Sectors in which the employers are involved

During the interaction with the employers, it was found that majority (77.2%) of the employers are involved in hospitality sector, while 16.4% employers are involved in tourism sector, 2.3% are involved in transport sector, 8.2% are engaged in other services sector, and 2.9% employers are engaged in sectors other than services. While the hospitality sector represents hotel, restaurant, bar, etc.; the tourism sector represents tour or travel companies, travel agents, tour guides, state or national museum, etc. **(Refer Table-3.1 in Annexure-A)**

When the study examined the type of ownership of the employers, it was observed that 39.8% employers are private limited companies, while 28.7% employers are proprietors, 17% are in partnership business, 6.4% are public limited companies and 1.2% employers are cooperatives. **(Refer Table-3.2 in Annexure-A)**

3.4 Trainees preferred by employers

The study found that trainees of food production and food & beverage service are mostly preferred by the employers for the placement. While 67.9% training institutes stated that trainees of food production course are preferred by the employers, 62.3% institutes stated that trainees of food and beverage service course are preferred by the employers. Very few institutes stated that trainees of housekeeping and bakery course are preferred by the employers. **(Refer Table-1.11 in Annexure-A)**

Chart-3.3: Trainees of which courses are preferred by the employers

3.5 Method of selection of HSRT trainees

When asked about the method of selection of HSRT trainees, majority (66.1%) employers informed that it was institute facilitated, while 33.3% employers informed that it was walk-in of trainees, 15.8% employers informed that it was through advertisement, while 3.5% employers informed that the method of selection of HSRT trainees was through NGO references. **(Refer Table-3.5 in Annexure-A)**

3.6 Type of job the employers offer to HSRT trainees

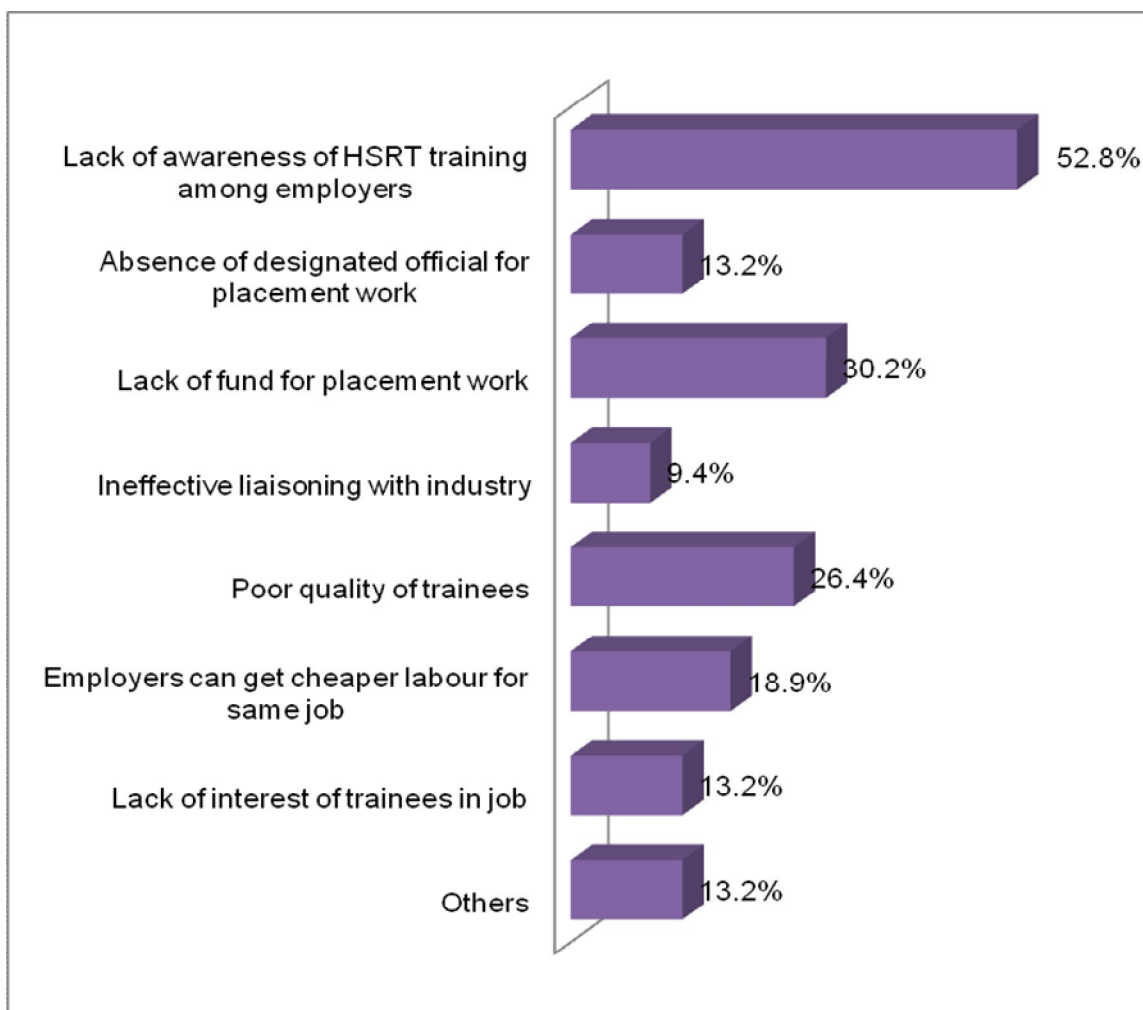
The study findings illustrate that 50.6% employers mostly offer regular job to the trainees of food production, 24% offer mostly contractual job, 8.9% offer mostly seasonal job, 3.8% offer most daily wage job, and 15.8% employers mostly offer internship to the HSRT trainees trained in food production course. To the trainees of food and beverage services, 40.4% employers mostly offer regular job, while 36.4% employers offer mostly contractual job, 10.6% offer mostly seasonal job, 3.3% offer mostly daily wage job, and 9.9% employers mostly offer internship to the HSRT trainees trained in food and beverage services course. To the trainees of housekeeping, 34.4% employers mostly offer regular job, while 36.7% employers offer mostly contractual job, 15.6% offer mostly

seasonal job, 3.3% offer mostly daily wage job, and 10% employers mostly offer internship to the HSRT trainees trained in housekeeping course. To the trainees of bakery, 44% employers mostly offer regular job, while 26.9% employers offer mostly contractual job, 9% offer mostly seasonal job, 4.5% offer mostly daily wage job, and 14.9% employers mostly offer internship to the HSRT trainees trained in housekeeping course. To the trainees of driving skills, 50% employers mostly offer regular job, while 25% employers offer mostly contractual job and 25% employers mostly offer internship to the HSRT trainees trained in driving skills. To the trainees of skill of heritage conservation and stone masonry, 60% employers mostly offer regular job, while 10% employers offer mostly contractual job, 10% offer mostly daily wage job, and 20% employers mostly offer internship to the HSRT trainees trained in skill of heritage conservation and stone masonry course. To the trainees of skill to befit a golf caddy, 66.7% employers mostly offer regular job while 33% employers offer mostly contractual job. All the employers those employ trainees trained in other courses of HSRT mostly offer regular job to them. **(Refer Table-3.3 in Annexure-A)**

Overall, it was observed that majority of the employers mostly offer regular job to the HSRT trainees, while about one-quarter employers mostly offer contractual job, and few employers mostly offer seasonal or daily wage job or internship to the HSRT trainees.

3.7 Major constraints of the institutes for placement

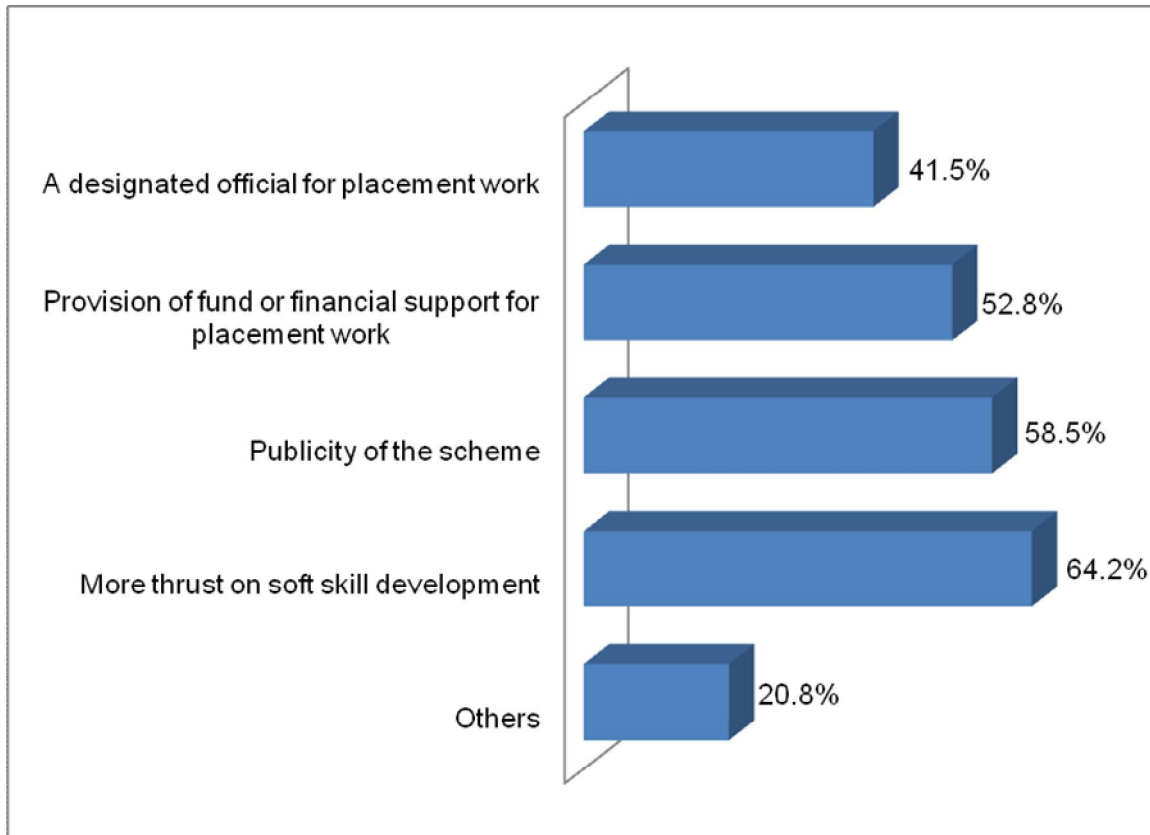
When asked to the training institutes about the major constraints they face for placement of HSRT trainees, it was observed that lack of awareness of HSRT training among employers has been the major constraint for majority (52.8%) training institutes. Other major constraints are, lack of fund for placement work (30.2%), poor quality of trainees (26.4%), employers can get cheaper labour for same job (18.9%), absence of designated official for placement work (13.2%), lack of interest of trainees in job (13.2%), and other constraints (13.2%) such as poor pay outs by industries, students interested for higher studies, short duration of industrial training, and hotels want more experience for placement. **(Refer Table-1.16 in Annexure-A)**

Chart-3.4: Major constraints of the institutes for placement of HSRT trainees

3.8 Suggestions by the training institutes for effective placement

64.2% training institutes suggested for more thrust on soft skill development during training for effective placement of trainees, while 58.5% institutes suggested more publicity of the HSRT scheme, 52.8% institutes suggested for provision of fund or financial support for placement work, 41.5% institutes suggested for a designated official for placement work, and 20.8% training institutes provided other suggestions such as regulations on salary being offered, only needy should be admitted for training, mandatory few months of industrial training, job melas to be conducted after completion of training, and awareness to be created among employers for effective placement of HSRT trainees. **(Refer Table-1.17 in Annexure-A)**

Chart-3.5: Measures suggested by the training institutes for effective placement of HSRT trainees

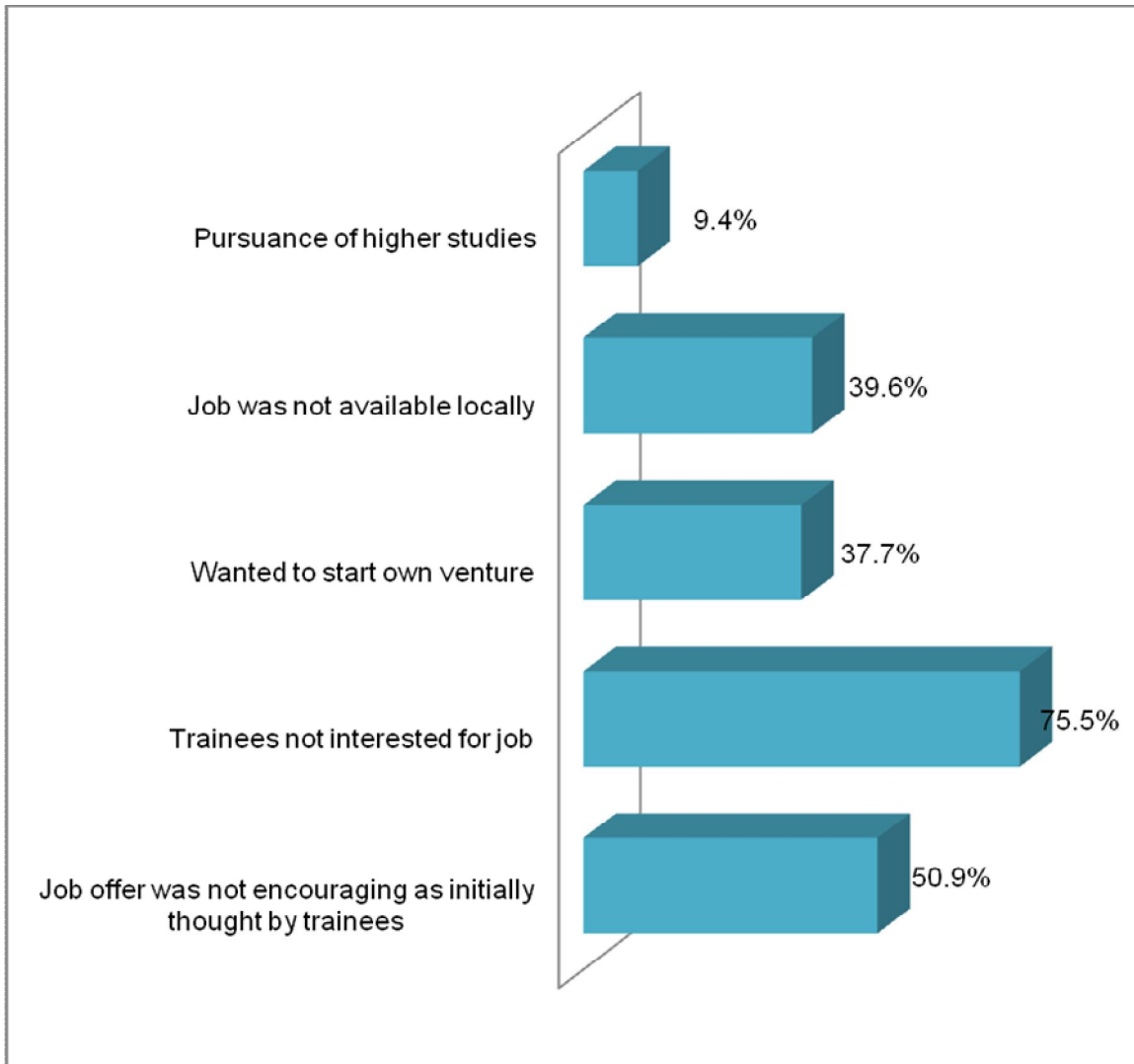


3.9 Reasons for not seeking employment by trainees

Almost all (96.2%) training institutes informed that all trainees do not seek employment after HSRT training, while very few (3.8%) institutes informed that all trainees seek employment after HSRT training. **(Refer Table-1.18 in Annexure-A)**

When the study intended to identify the reasons for which the HSRT trainees do not seek employment after training, 75.5% training institutes said that all the trainees were not interested for job, while 50.9% institutes said that job offer was not encouraging as initially thought by trainees, 39.6% institutes stated that job was not available locally, 37.7% institutes stated that some trainees wanted to start own venture, and 9.4% training institutes informed that some trainees do not seek employment after training due to pursuance of higher studies. **(Refer Table-1.19 in Annexure-A)**

Chart-3.6: Reasons for which HSRT trainees not seek employment after training



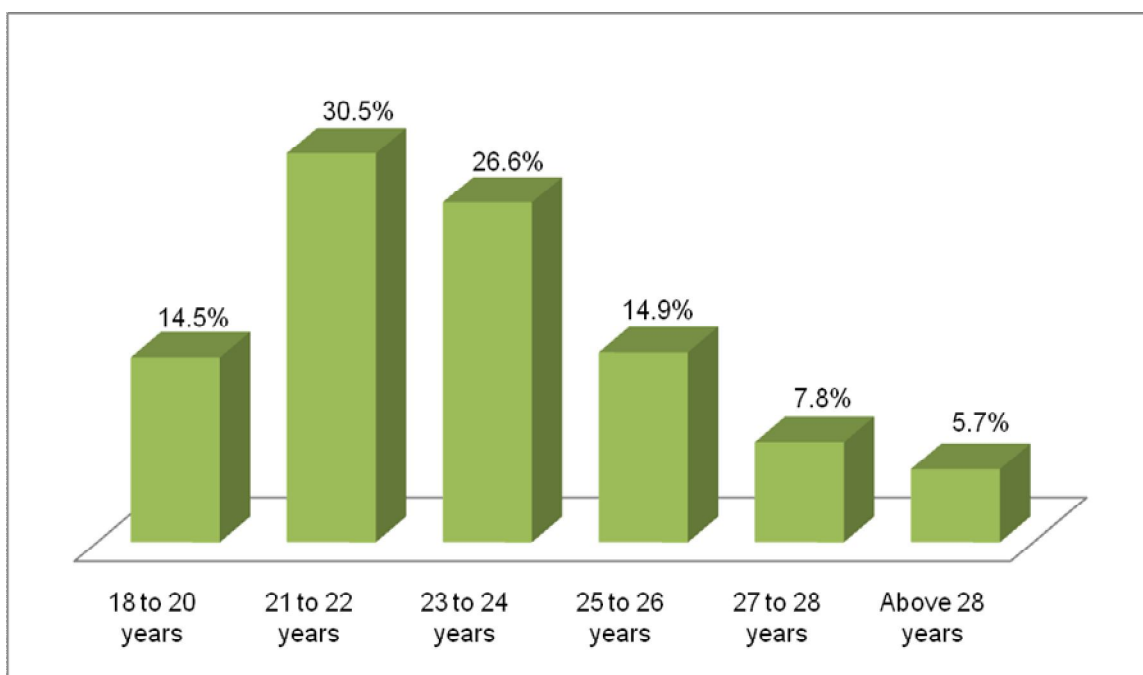
CHAPTER-IV

PARTICULARS OF TRAINEES

4.1 Age of the trainees

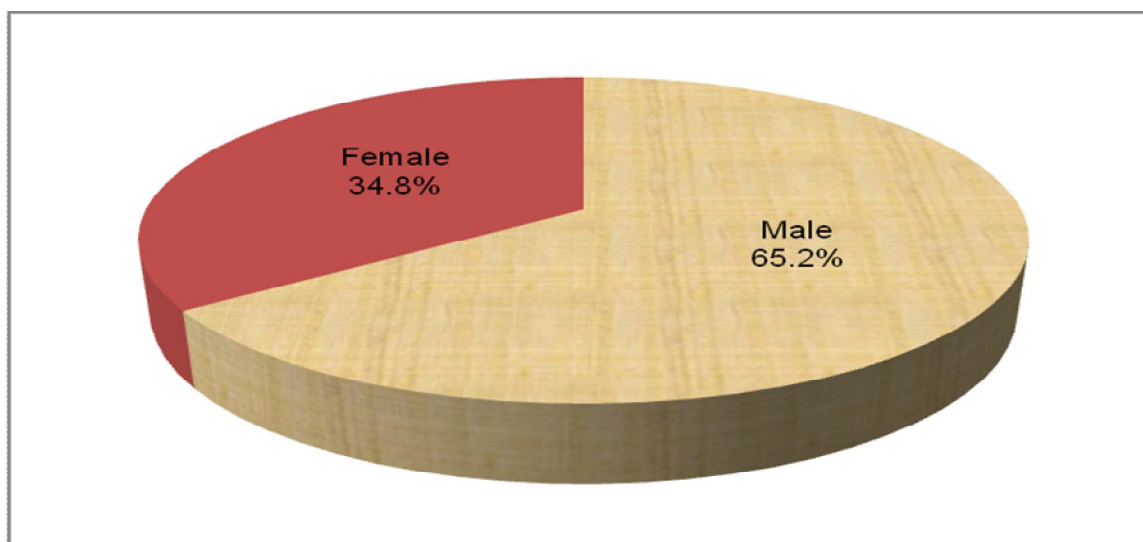
Analyzing the age pattern of the surveyed trainees, it is seen that majority (57.1%) of the trainees are between the age group of 21 to 24 years. While 14.5% trainees come under the age group of 18 to 20 years, 30.5% trainees belong to the age group of 21 to 22 years, 26.6% trainees belong to the age group of 23 to 24 years, 14.9% trainees belong to the age group of 25 to 26 years, and 7.8% trainees belong to the age group of 27 to 28 years. Only a small percentage (5.7%) of trainees was found to be above 28 years of age. The trainees who had got training in the year 2012-13 or 2013-14 or 2014-15 at the age of 25-28 years, are now found to be above 28 years of age. **(Refer Table-4.1 in Annexure-A)**

Chart-4.1: Age of the trainees



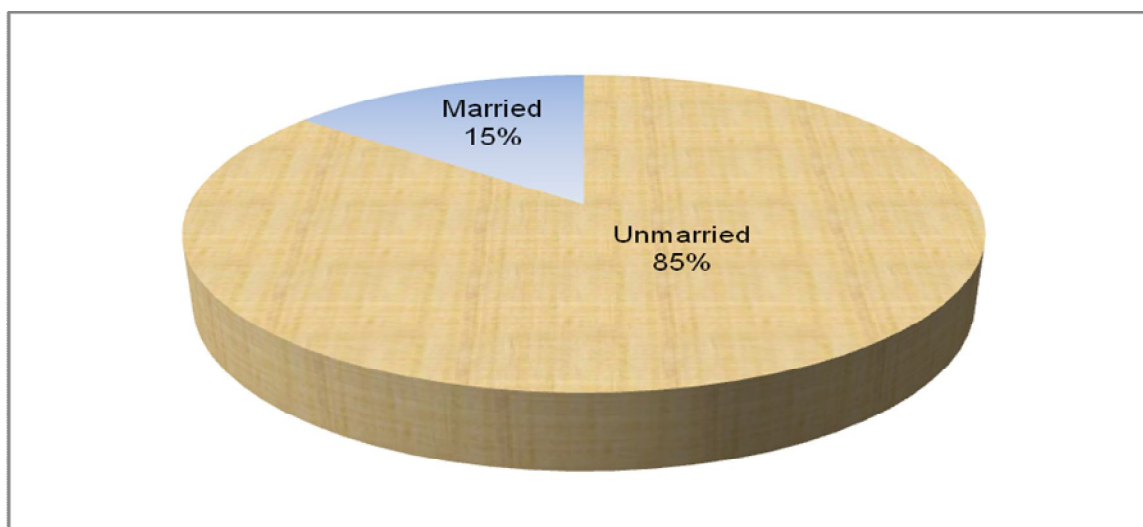
4.2 Gender Classification

Majority of the surveyed beneficiaries (65.2%) were found to be male. The percentage of female beneficiaries is 34.8%. **(Refer Table-4.2 in Annexure-A)**

Chart-4.2: Gender classification of trainees

4.3 Marital Status

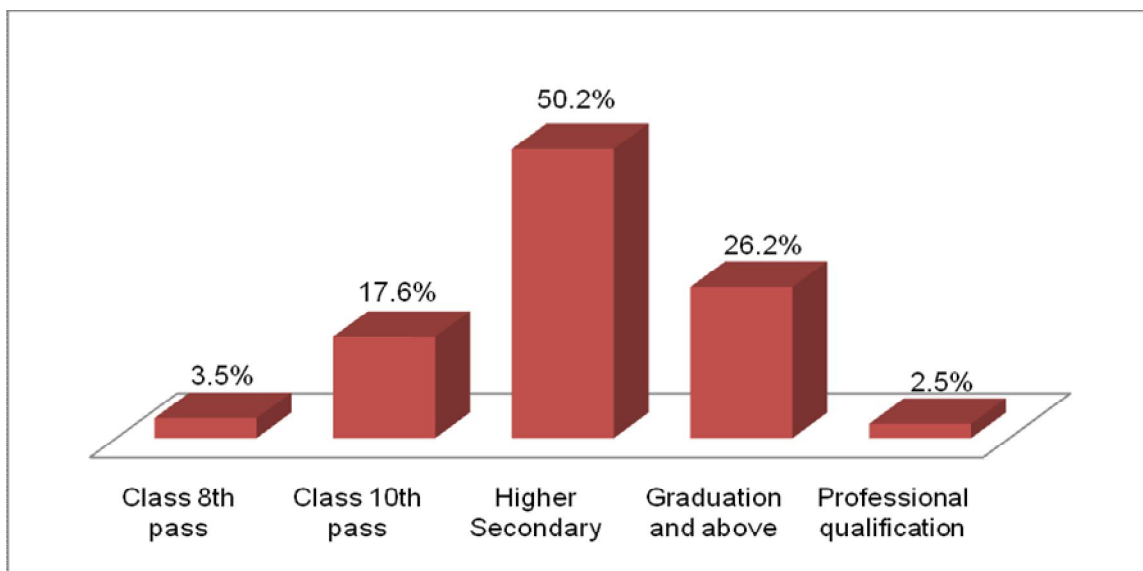
Marital status of the trainees reveals that majority (85.5%) trainees are unmarried and 14.5% beneficiaries are married. **(Refer Table-4.3 in Annexure-A)**

Chart-4.3: Marital status of trainees

4.4 Educational Status

The educational status of the trainees reveals that only 3.5% beneficiaries are Class 8th pass. The trainees with Class 10th pass constitute 17.6%, while trainees with higher secondary education constitute 50.2% and trainees educated up to graduation and above constitute 26.2%. Also, 2.5% trainees reported of having professional qualification. **(Refer Table-4.4 in Annexure-A)**

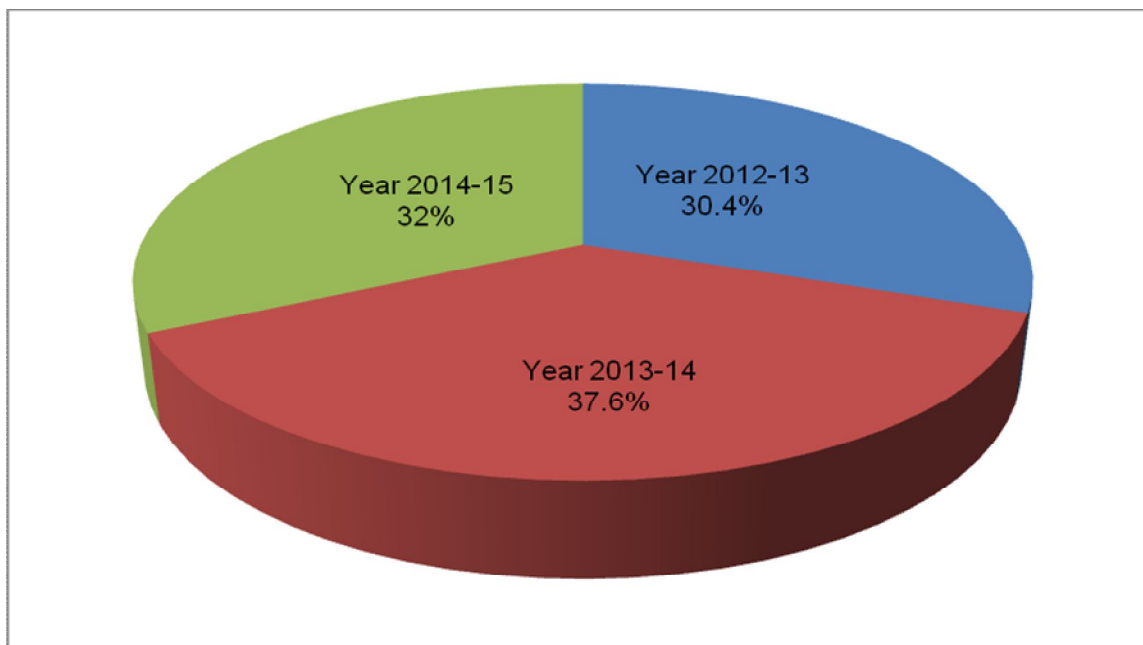
Chart-4.4: Educational status of trainees



4.5 Year of getting the training

The study covered trainees trained under HSRT scheme in 2012-13, 2013-14 and 2014-15. Out of the total 17015 beneficiaries surveyed under the study, 30.4% beneficiaries were trained in 2012-13, while 34.6% trainees were trained in 2013-14 and 32% trainees were trained in 2014-15. **(Refer Table-4.5 in Annexure-A)**

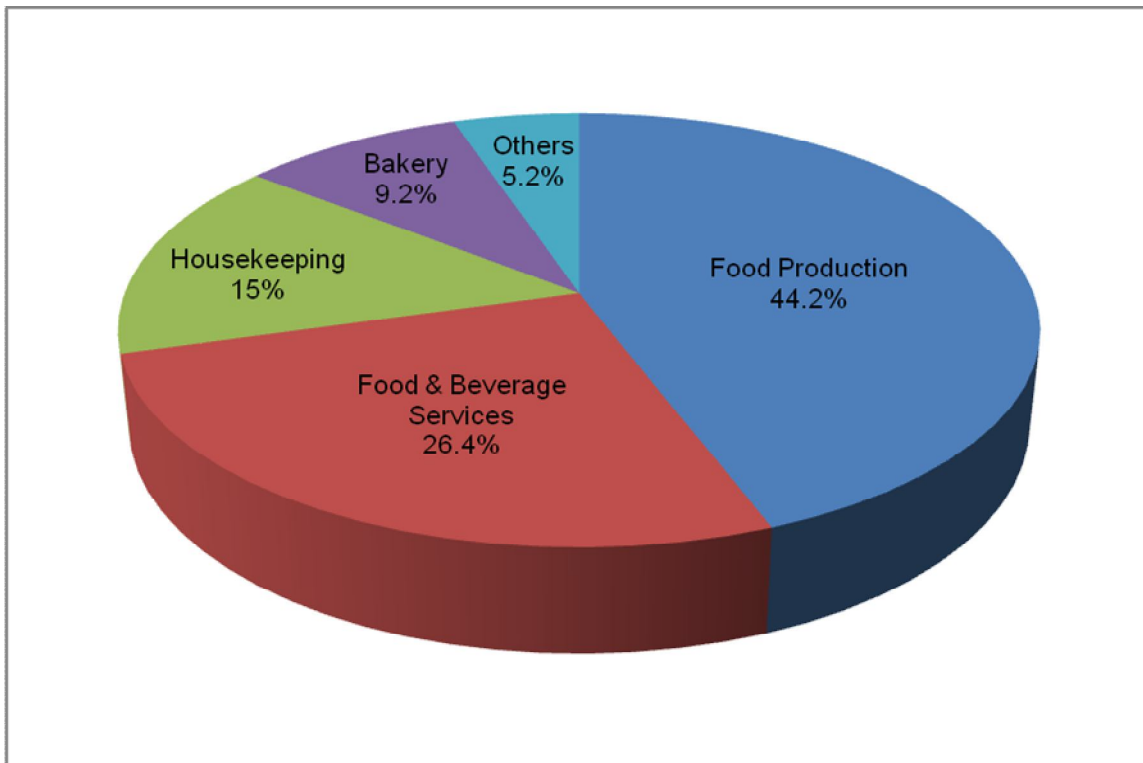
Table-4.5: Year in which surveyed trainees have got training under HSRT course



4.6 Course in which got the training

The study covered trainees trained in different courses under HSRT scheme. Out of the total surveyed trainees, 44.2% were trained in food production, while 26.4% were trained in food and beverage services, 15% were trained in housekeeping, 9.2% were trained in bakery, and few trainees were trained in other courses under HSRT scheme. **(Refer Table-4.6 in Annexure-A)**

Chart-4.6: Courses in which the trainees have got the training



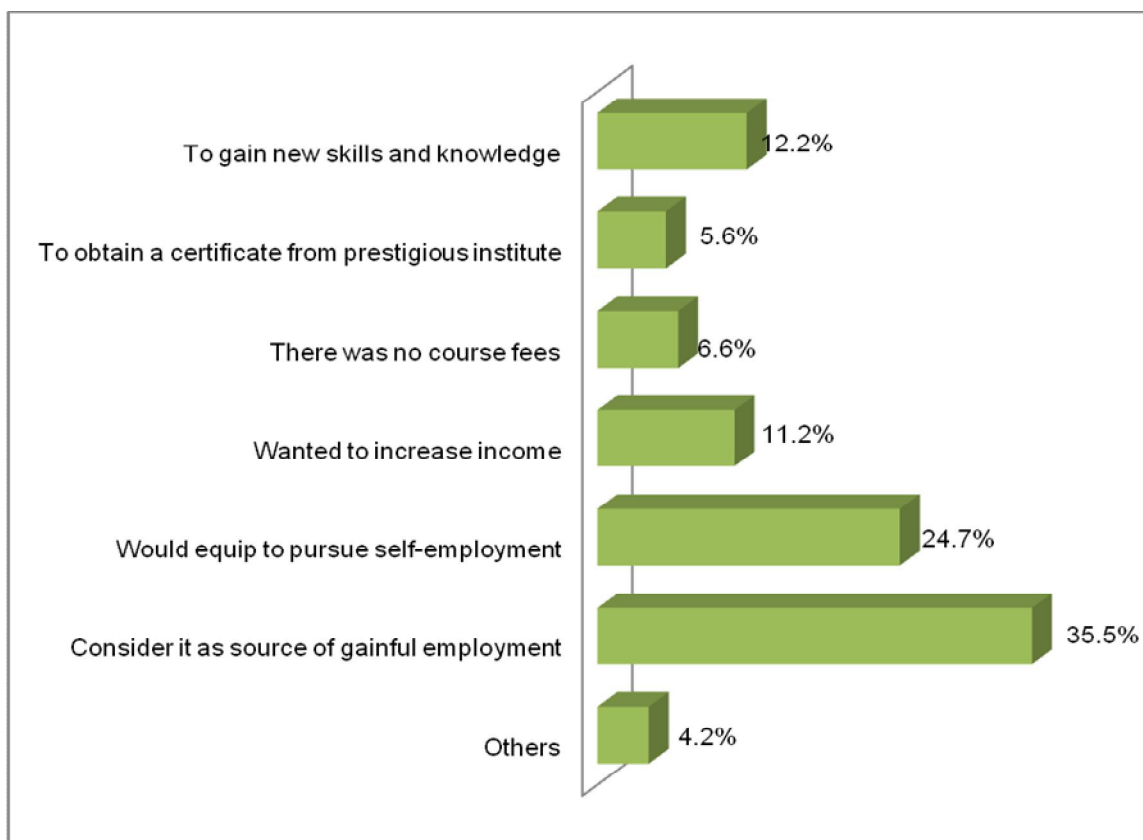
CHAPTER-V

IMPACT OF HUNAR-SE-ROZGAR-TAK SCHEME

5.1 Purpose of getting training

When the study tried to identify the reasons for which the trainees have undergone training under HSRT, it was noticed that majority (60.2%) trainees have got training under HSRT for the purpose of employment or self-employment. While 35.5% trainees have got the training under HSRT considering it as source of gainful employment, 24.7% had thought that the course would equip them to pursue self-employment, 11.2% have got the training to increase their come, 12.2% have got training to gain new skills and knowledge, 6.6% have got training since there was no course fees, and 5.6% trainees have got the training to obtain a certificate from a prestigious institute. Apart from the above few trainees have got training for other purposes like, for provision of stipend and meal during training, for provision of uniform, to enhance confidence and self-esteem, to improve social status, etc. **(Refer Table-4.7 in Annexure-A)**

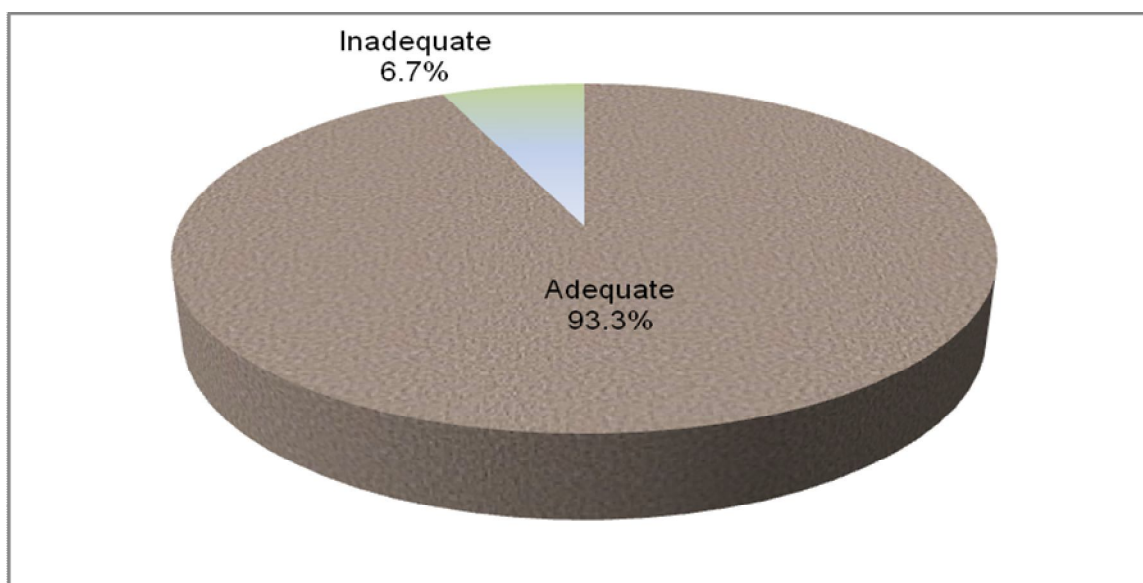
Table-5.1: Purpose for which the trainees have undergone training under HSRT



5.2 Adequacy of the incentives

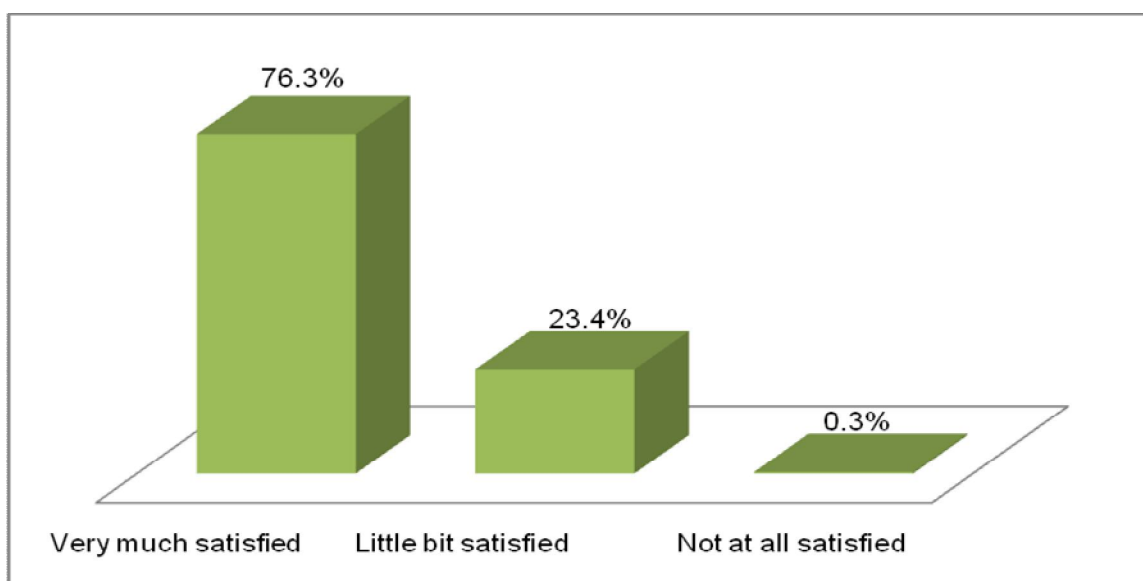
As per the scheme guidelines, each trainee is entitled to incentives comprising free lunch, a set of uniforms and stipend. When enquired about the adequacy of the incentives provided to the trainees, most (93.3%) trainees reported that the incentives are adequate. (Refer Table-4.8 in Annexure-A)

Chart-5.2: Adequacy of the incentives given to the trainees



5.3 Percentage of trainees satisfied with the quality of training

Chart-5.3: Trainees satisfied with the quality of training provided under HSRT

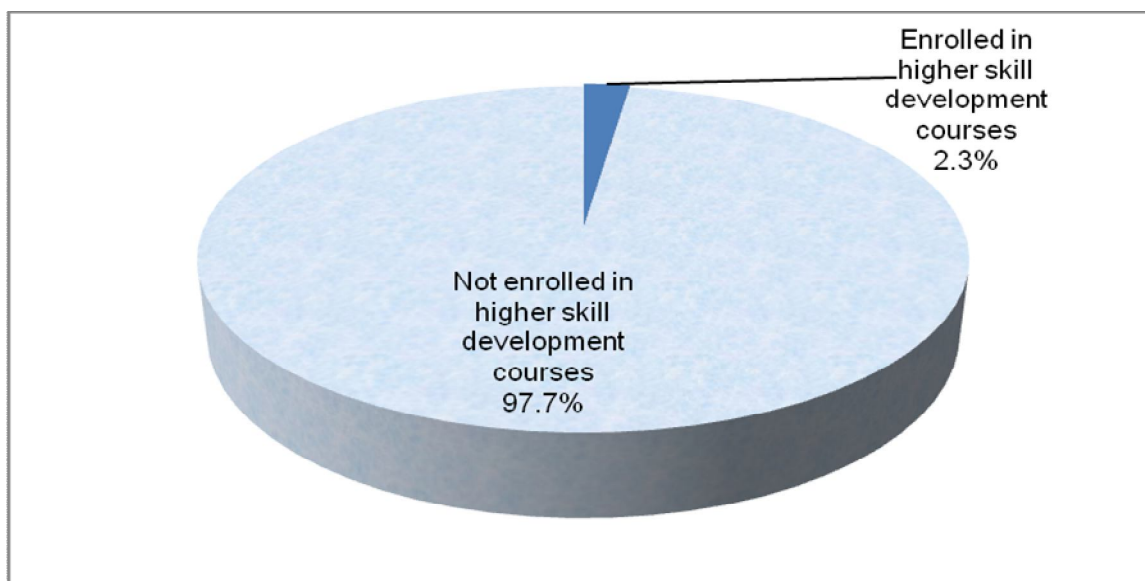


Majority (76.3%) of the trainees informed that they were very much satisfied with the quality of training, while 23.4% trainees were little bit satisfied and very few (0.3%) trainees informed that they were not at all satisfied with the quality of training provided under HSRT. **(Refer Table-4.13 in Annexure-A)**

5.4 Percentage of pass-out trainees who enrolled in higher skill development courses in the tourism sector

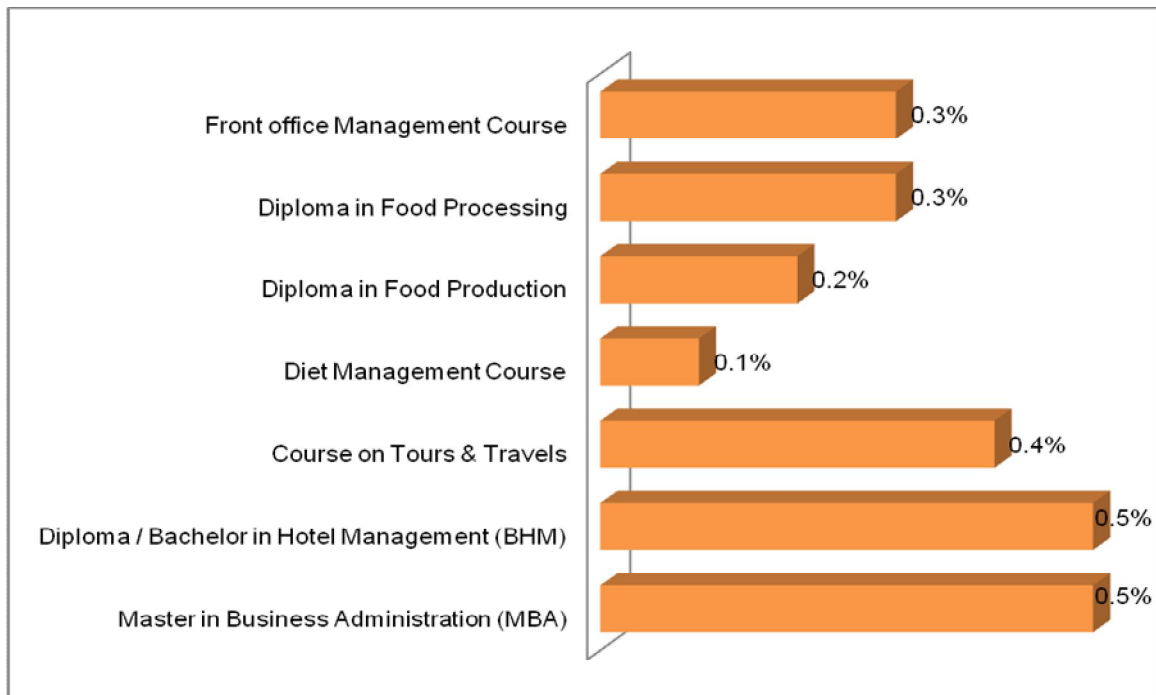
The study observed that out of the total pass-out trainees, only 2.3% trainees were enrolled in higher skill development courses. **(Refer Table-4.11 in Annexure-A)**

Chart-5.4: Trainees enrolled in higher skill development courses in the tourism sector



Out of the total trainees, while 0.5% trainees were enrolled in Diploma / Bachelor in Hotel Management (BHM), 0.5% were enrolled in Master in Business Administration (MBA), 0.4% were enrolled in the Course on Tours & Travels, 0.3% in Diploma in Food Processing, 0.3% in Front office Management Course, 0.2% in Diploma in Food Production, and 0.1% were enrolled in Diet Management Course. **(Refer Table-4.12 in Annexure-A)**

Chart-5.5: Higher skill development courses in the tourism sector in which the HSRT trainees are enrolled



5.5 Percentage of trainees employed before taking admission

The study observed that 12% trainees were employed at any point of time before taking admission to the course under HSRT scheme, while 88% were unemployed. **(Refer Table-4.14 in Annexure-A)**

5.6 Proportion of trainees who did not seek employment and the reasons thereof

The study findings illustrate that 28.9% trainees did not seek employment, while 71.1% trainees sought employment. **(Refer Table-4.15 in Annexure-A)**

Major reasons for not seeking employment by the trainees were found to be further study reported by 44.7% trainees, followed by no interest in job reported by 19% trainees, job is not locally available reported by 16.3% trainees, and salary in offer was very less reported by 13.8% trainees. Other reasons for not seeking employment by the trainees were, for own business, remained housewife, for getting married, family problem, already working and for going abroad. Very few trainees reported that they did not seek employment after getting the training because they were employed at some point of time before getting the training, but were unemployed when applied for training. After getting the training they returned to their previous employers. **(Refer Table-4.16 in Annexure-A)**

Chart-5.6: Proportion of trainees who did not seek employment

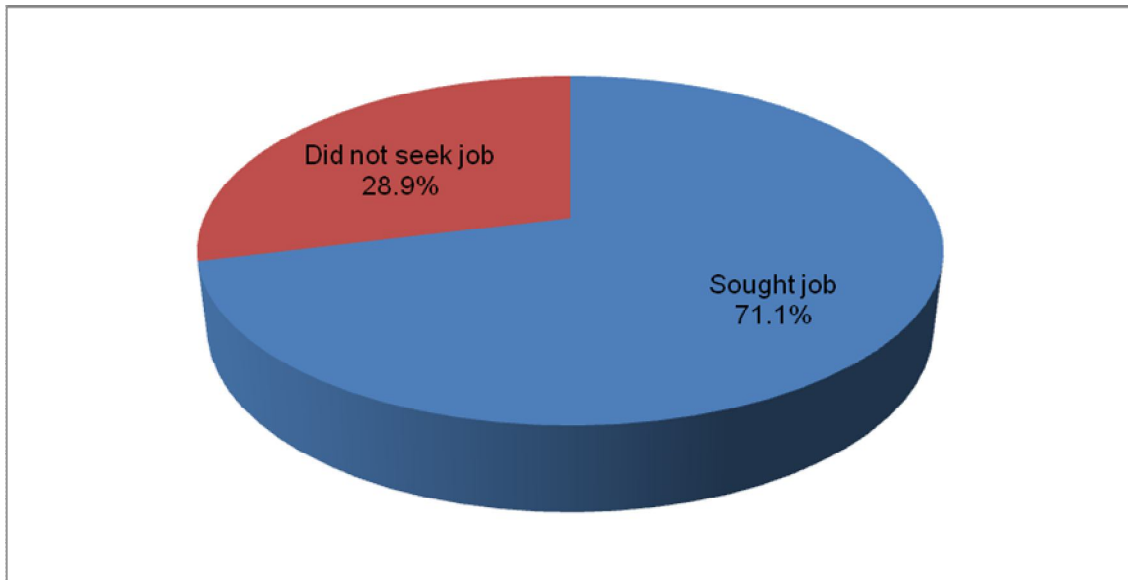
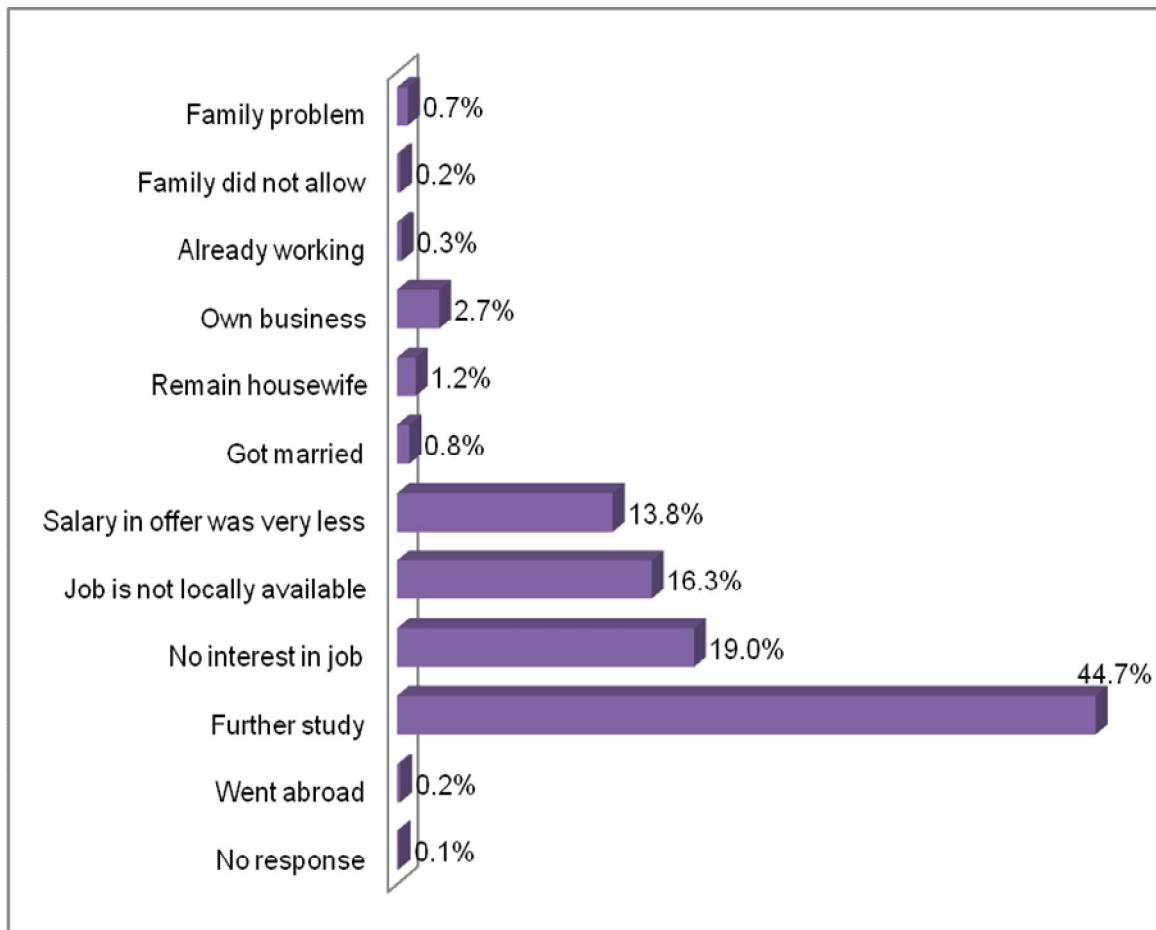


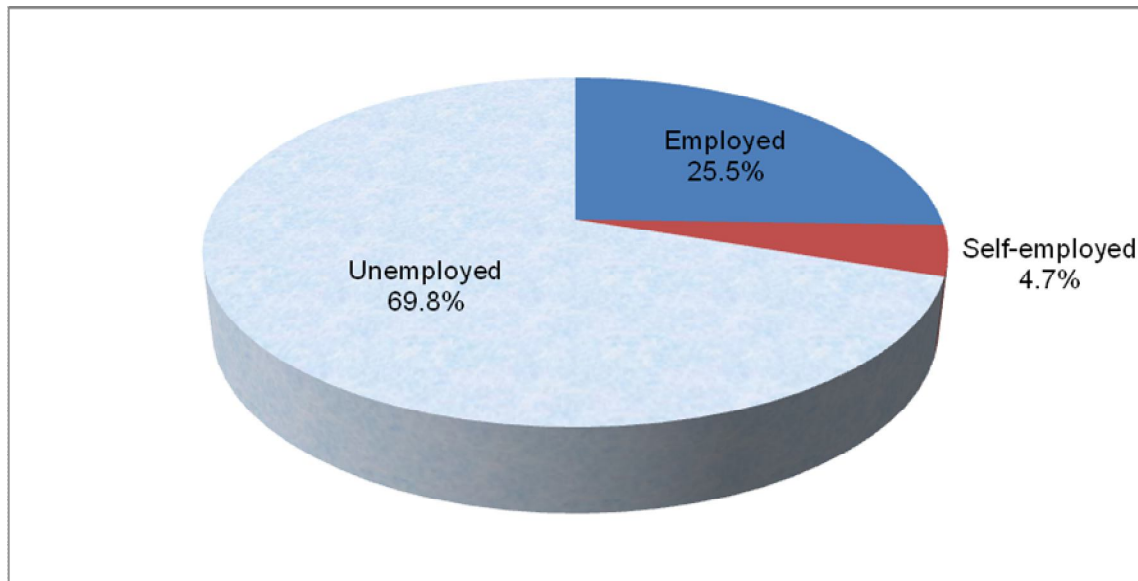
Chart-5.7: Reasons for not seeking employment by trainees



5.7 Present employment status of trainees

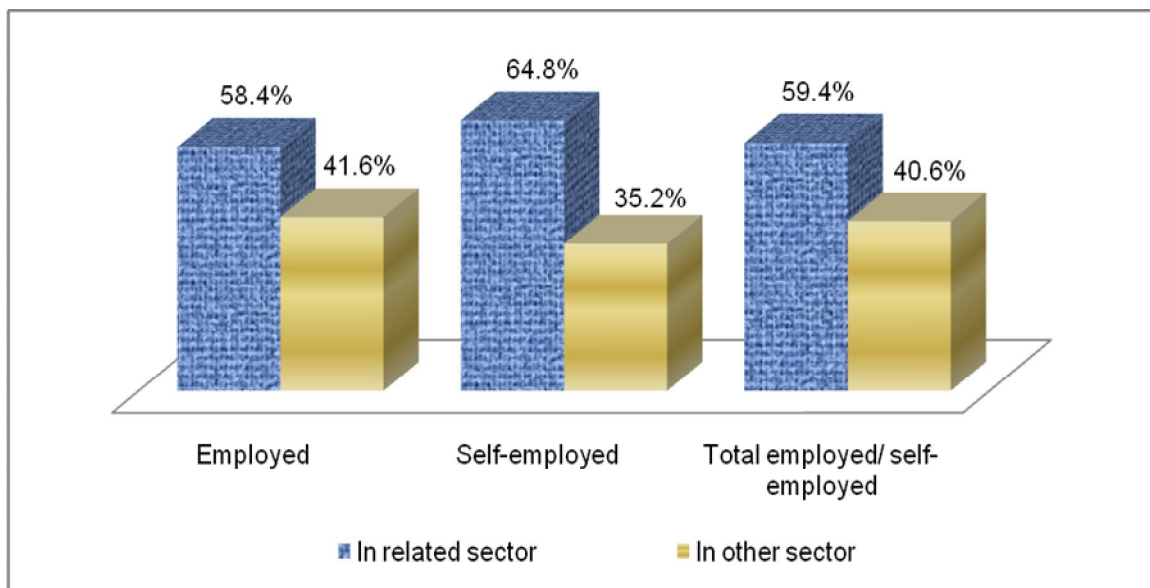
Present employment status of trainees revealed that 25.5% trainees were in job employment, while 4.7% were self-employed. Thus, the study found that 30.2% trainees have been employed or self-employed while majority (69.8%) trainees are presently unemployed. (Refer Table-4.17 in Annexure-A)

Chart-5.8: Present employment status of trainees



5.8 Percentage of trainees employed or self-employed in the sector

Chart-5.9: Trainees employed / self-employed in the sector



Out of 5134 trainees who are presently employed or self-employed, it was further found that 59.4% are employed or self-employed in related sector, while 40.6% are employed or self-employed in other sector. Out of 4338 trainees who are in job employment, 58.4% of them were found to be in related sector, while 41.6% are in other sector. Also, out of 796 trainees who are self-employed, 64.8% of them are self-employed in related sector, while 35.2% are in other sector. (Refer Table-4.18 in Annexure-A)

5.9 Whether HSRT course has helped the trainees in getting employment

Out of 5134 trainees who are presently employed or self-employed, 20.3% of them stated that the HSRT course has helped them significantly in getting employment, while 40.5% stated that it has helped a little bit in getting the employment, and 39.2% stated that the course has not helped them at all in getting the employment. Out of 4338 trainees who are in job employment, 19.9% of them stated that the HSRT course has helped them significantly in getting the job, while 35.9% stated that it has helped a little bit in getting the job, and 44.2% stated that the course has not helped them at all in getting the job. Also, out of 796 trainees who are self-employed, 22.6% of them stated that the HSRT course has helped them significantly to be self-employed, while 65.3% stated that it has helped a little to be self-employed, and 12.1% stated that the course has not helped them at all to be self-employed. (Refer Table-4.19 in Annexure-A)

Chart-5.10: HSRT course has helped the trainees in getting employment



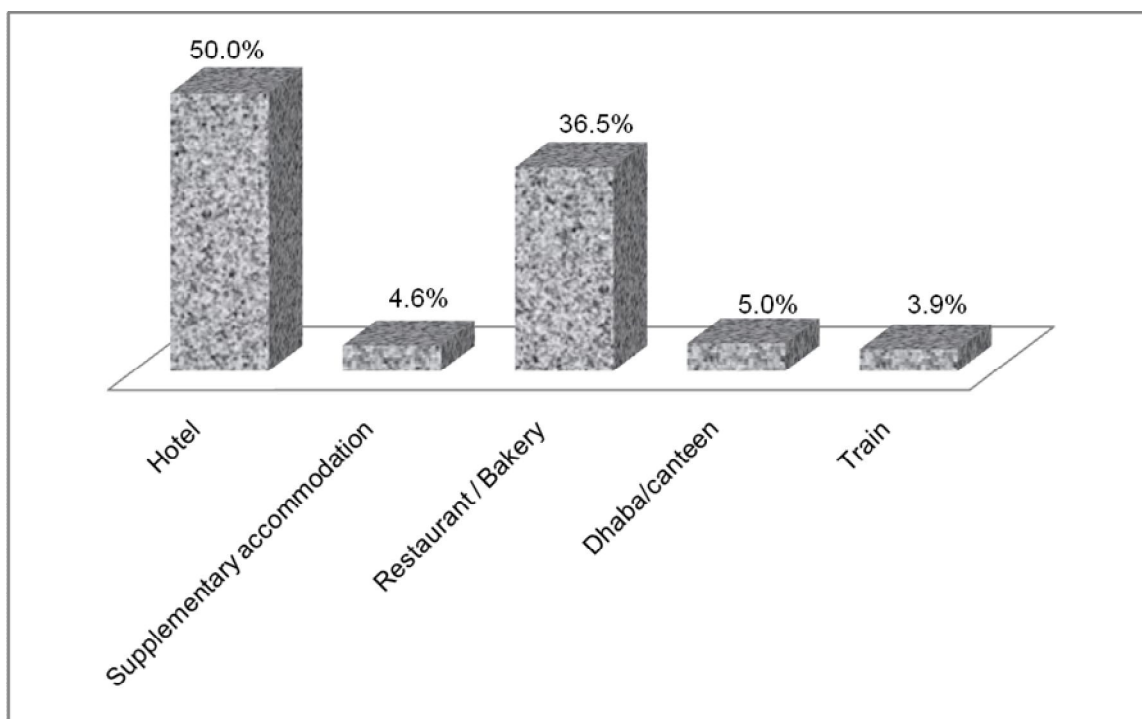
5.10 Arrangement of job after training

Out of 4338 trainees who are in job employment, majority (72.3%) of them informed that they have got the job on their own efforts, while 14.6% of them informed that the arrangement of job was done by the training institute. Also, 9% of trainees who are in job employment reported that the job was arranged by their friend or relative, while job was arranged by the placement agency for 2.1% trainees and the job was arranged by other source for 2% trainees. (Refer Table-4.20 in Annexure-A)

5.11 Category of units in which the trainees are presently employed

Out of 2534 trainees who are presently employed in related sector, 50% of them are employed in hotel, while 36.5% of them are employed in restaurant or bakery. These are the two major category of units in which the most of trainees are employed. Also, 5% trainees were reported to be employed in dhaba or canteen, while 4.6% are in supplementary accommodation, and 3.9% trainees are employed in train. (Refer Table-4.21 in Annexure-A)

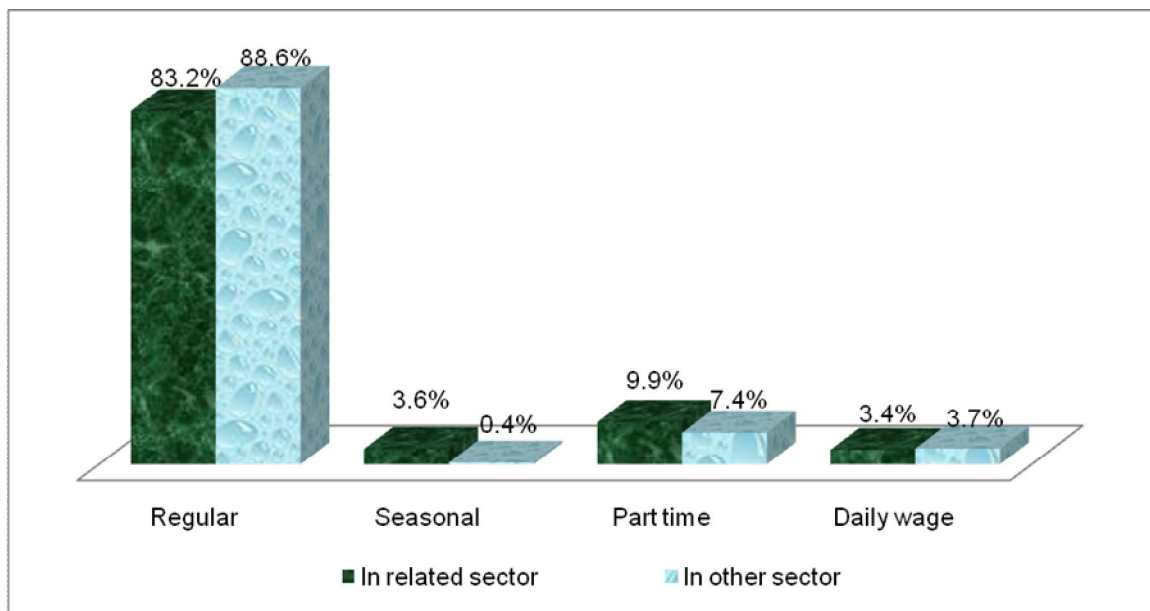
Chart-5.11: Category of units in which the trainees are presently employed



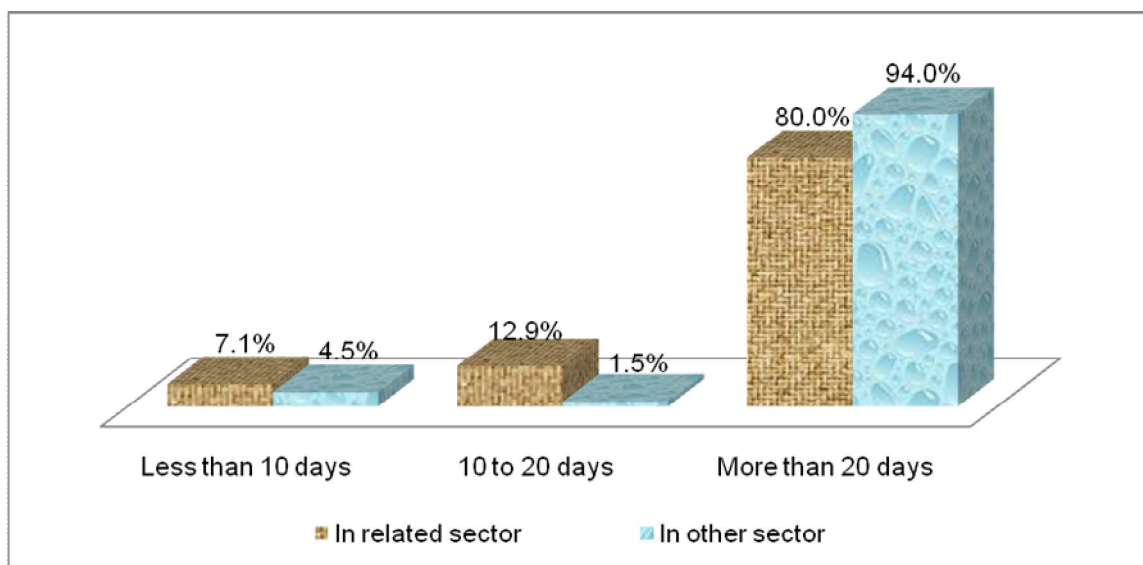
5.12 Type of employment of the trainees

Out of 2534 trainees who are employed in related sector, 83.2% are in regular employment, while 9.9% are in part-time employment, 3.6% are in seasonal employment and 3.4% of them are working as daily wage worker. On the other hand, out of 1804 trainees who are employed in other sector, 88.6% are in regular employment, while 7.4% are in part-time employment, 0.4% are in seasonal employment and 3.7% of them are working as daily wage worker. Compare to other sector, it was observed that more percentage of trainees employed are in part-time and seasonal employment in related sector. (Refer Table-4.22 in Annexure-A)

Chart-5.12: Type of employment of the trainees

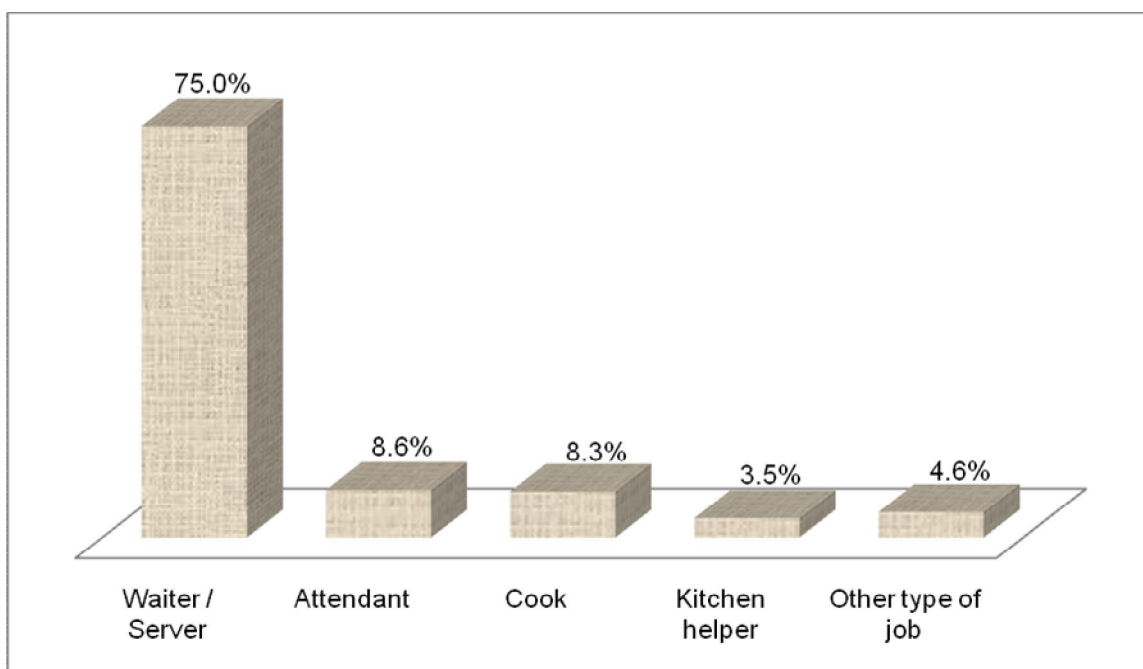


Further, it was observed that 80% daily wage workers in related sector work for more than 20 days in a month, while 12.9% work approximately for 10 to 20 days in a month, and 7.1% work approximately for less than 10 days a month. On the other side, 94% daily wage workers working in related sector work for more than 20 days in a month, while 1.5% work for 10 to 20 days, and 4.5% work approximately for less than 10 days a month. The findings show that less percentage of daily wage workers in related sector work for more than 20 days compare to the daily wage workers working in the other sector. (Refer Table-4.23 in Annexure-A)

Chart-5.13: Approximate number of days daily wage workers work in a month

5.13 Type of jobs undertaken by the trainees in related sector

When the study attempted to reveal the type of jobs undertaken by the trainees employed in related sector, it was observed that three-quarter (75%) work as waiter or server, while 8.6% work as attendant, 8.3% work as cook, and 3.5% work as kitchen helper. Rest are involved in other types of job such as baker, cash collector, catering job, counter boy/girl, delivery boy, gatekeeper, housekeeping, receptionist, supervisor and manager. (Refer Table-4.24 in Annexure-A)

Chart-5.14: Type of jobs undertaken by the trainees in related sector

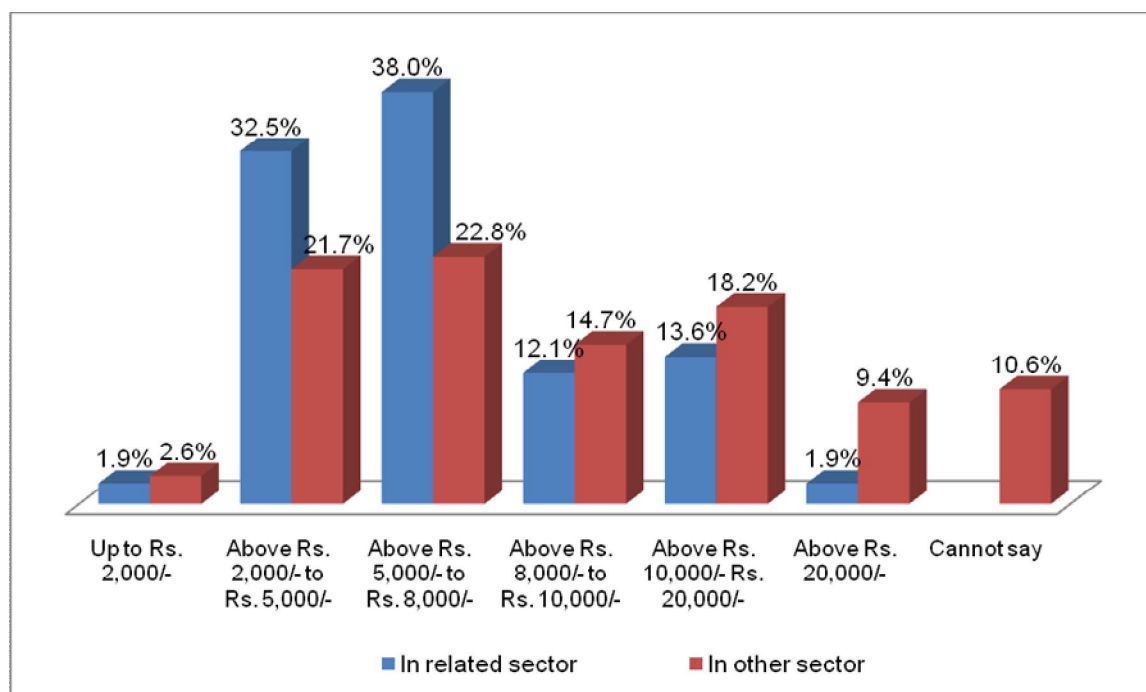
5.14 Salary structure

While analyzing the salary structure of the trainees employed in related sector, the average monthly salary of the trainees was found to be Rs. 9,210/-. While the monthly salary of 1.9% trainees employed in the sector is up to Rs. 2,000/-, it is above Rs. 2000 to Rs. 5,000/- for 32.5% trainees, above Rs. 5,000/- to Rs. 8,000/- for 38% trainees, above Rs. 8,000/- to Rs. 10,000/- for 12.1% trainees, above Rs. 10,000/- Rs. 20,000/- for 13.6% trainees, and the monthly salary is above Rs. 20,000/- for 1.9% trainees employed in the related sector. **(Refer Table-4.25 in Annexure-A)**

The salary structure of the trainees employed in other sector shows that the average monthly salary of the trainees is Rs. 12,461/-. While the monthly salary of 2.6% trainees employed in the sector is up to Rs. 2,000/-, it is above Rs. 2000 to Rs. 5,000/- for 21.7% trainees, above Rs. 5,000/- to Rs. 8,000/- for 22.8% trainees, above Rs. 8,000/- to Rs. 10,000/- for 14.7% trainees, above Rs. 10,000/- Rs. 20,000/- for 18.2% trainees, and the monthly salary is above Rs. 20,000/- for 9.4% trainees employed in other sector. **(Refer Table-4.25 in Annexure-A)**

Comparative analysis of the salary structure of the trainees employed in related sector and in other sector reflects that more percentage of trainees employed in other sector have higher monthly salary compare to trainees employed in related sector.

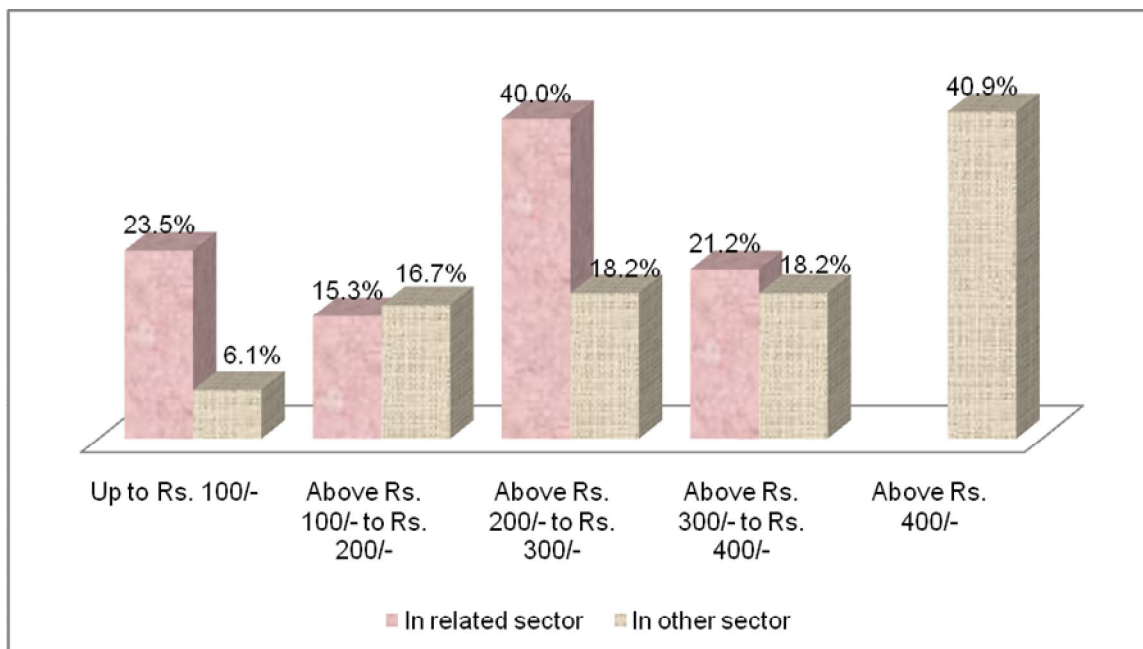
**Chart-5.15: Monthly salary of the trainees who are in employment
(excluding daily wage workers)**



5.15 Daily income of the daily wage workers

Like the salary structure, the daily income of daily wage workers employed in related sector was also found to be lower than the daily income of daily wage workers employed in other sector. While the average daily income of daily wage workers employed in related sector is Rs. 277/-, the average daily income of daily wage workers employed in other sector is Rs. 390/-. While the daily income of 23.5% daily wage workers employed in related sector is up to Rs. 100/-, it is above Rs. 100/- to Rs. 200/- for 15.3% workers, above Rs. 200/- to Rs. 300/- for 40% workers, and it is above Rs. 300/- to Rs. 400/- for 21.2% daily wage workers employed in the related sector. In case of daily wage workers employed in other sector, 6.1% have a daily income of up to Rs. 100/-, while 16.7% have above Rs. 100/- to Rs. 200/-, 18.2% have above Rs. 200/- to Rs. 300/-, 18.2% have above Rs. 300/- to Rs. 400/-, and 27% daily wage workers employed in other sector have a daily income of above Rs. 400/- (Refer Table-4.26 in Annexure-A)

Chart-5.16: Daily income of the daily wage workers

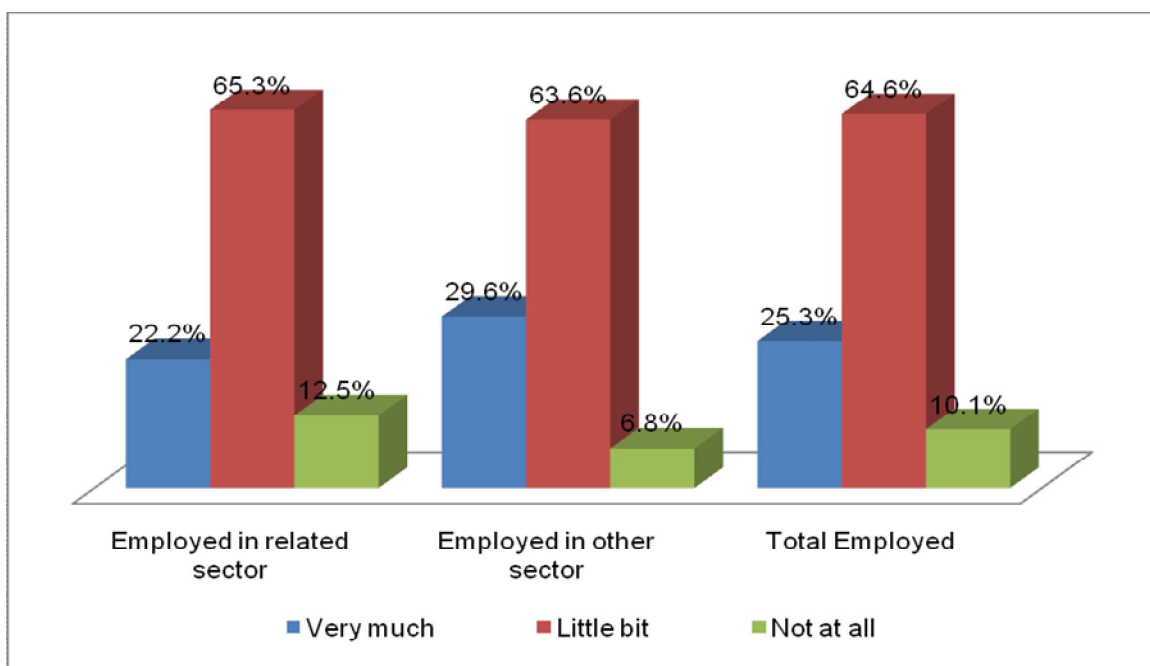


5.16 Employed trainees satisfied with the present job and income

Out of the total employed trainees, 25.3% were very much satisfied with the present job and income, while majority (64.6%) of them were little bit satisfied, and 10.1% were not at all satisfied with the present job and income. Further, it was observed that 22.2% trainees employed in the related sector were very much satisfied with the present job and income, while 65.3% were little bit satisfied, and 12.5% were not at all satisfied with the present job and income. In case of trainees employed in other sector, 29.6% trainees

were very much satisfied with the present job and income, while 63.6% were little bit satisfied, and 6.8% were not at all satisfied with the present job and income. The findings illustrate that more percentage of trainees employed in other sector were very much satisfied and less percentage of trainees employed in other sector were not at all satisfied with their present job and income compare to the trainees employed in related sector. (Refer Table-4.27 in Annexure-A)

Chart-5.17: Trainees satisfied with the present job and income



5.17 Suggestions of the trainees to improve the training and effectiveness of HSRT scheme

When asked to the trainees to provide their suggestions to improve training and effectiveness of HSRT scheme, most (85%) of them were found to be satisfied with the training or did not provide any suggestion. However, 6.1% trainees suggested to increase the course duration, while 5.9% trainees suggested to provide job placement after the training. Other suggestions provided by the trainees to improve the training and effectiveness of HSRT scheme are, more focus on practical training, better course curriculum, to add new recipes in the course, good trainer for the training, to improve the quality of training by the institutes, and others such as training centre in nearby location, further training, no waste of food, separate batches for boys and girls, etc. (Refer Table-4.28 in Annexure-A)

CHAPTER-VI

PERFORMANCE OF STATES

The study findings illustrate that a total number of 51545 trainees have been trained by the State Governments under Hunar-se-Rozgar-Tak Scheme during 2012-13, 2013-14 and 2014-15. While 7510 trainees were trained by the State Governments under HSRT during 2012-13, 24848 trainees were trained during 2013-14, and 19187 trainees were trained during 2014-15

Out of 36 States/ UTs, the study found that 18 State Governments have taken initiatives in providing training to the target group under HSRT scheme during 2012-13, 2013-14 and 2014-15. When the study tried to know the number of trainees trained by the State Governments or UTs under Hunar-se-Rozgar-Tak Scheme, it was observed that there is **variation in performance across states** in implementing Hunar-se-Rozgar-Tak Scheme during 2012-13, 2013-14 and 2014-15.

6.1 Performance across States

The study observed that Karnataka and Uttarakhand State Governments had very good performance by providing training to more than 10000 beneficiaries under the scheme during the reference period; while Punjab, Madhya Pradesh, Odisha and Rajasthan State Governments had good performance by providing training to more than 4000 beneficiaries under the scheme. Further, West Bengal, Haryana and Uttar Pradesh State Governments had average performance by providing training to more than 1000 beneficiaries under the scheme. The performance of Kerala, Manipur, Bihar, Arunachal Pradesh, Maharashtra, Andhra Pradesh, Himachal Pradesh, Sikkim and Tripura State Governments can be rated as poor since less than 1000 beneficiaries have been trained under HSRT Scheme by the concerned State Governments during 2012-13, 2013-14 and 2014-15.

The non-performing State Governments who have not been able to provide training to the target group under the HSRT Scheme are Assam, Chhattisgarh, Goa, Gujarat, Jammu and Kashmir, Jharkhand, Meghalaya, Mizoram, Nagaland, Tamil Nadu

Telengana, and the UTs of Andaman and Nicobar Islands, Chandigarh, Daman and Diu, Lakshadweep, Puducherry and National Capital Territory of Delhi.

Table-6.1: Performance of States in providing training to the target group during 2012-13, 2013-14 and 2014-15

Sl. No.	State/UT	No. of trainees trained under HSRT			
		2012-13	2013-14	2014-15	Total
1	Andaman and Nicobar Islands	0	0	0	0
2	Andhra Pradesh	0	300	0	300
3	Arunachal Pradesh	0	400	0	400
4	Assam	0	0	0	0
5	Bihar	0	166	315	481
6	Chandigarh	0	0	0	0
7	Chhattisgarh	0	0	0	0
8	Dadra and Nagar Haveli	0	0	0	0
9	Daman and Diu	0	0	0	0
10	National Capital Territory of Delhi	0	0	0	0
11	Goa	0	0	0	0
12	Gujarat	0	0	0	0
13	Haryana	0	810	1401	2211
14	Himachal Pradesh	0	0	233	233
15	Jammu and Kashmir	0	0	0	0
16	Jharkhand	0	0	0	0
17	Karnataka	1529	6700	6900	15129
18	Kerala	298	0	258	556
19	Lakshadweep	0	0	0	0
20	Madhya Pradesh	1339	2257	916	4512
21	Maharashtra	25	0	285	310
22	Manipur	0	150	350	500
23	Meghalaya	0	0	0	0
24	Mizoram	0	0	0	0
25	Nagaland	0	0	0	0
26	Odisha	1000	1500	750	3250
27	Puducherry	0	0	0	0

28	Punjab	0	3308	1906	5214
29	Rajasthan	499	2546	0	3045
30	Sikkim	0	150	0	150
31	Tamil Nadu	0	0	0	0
32	Telangana	0	0	0	0
33	Tripura	62	0	0	62
34	Uttar Pradesh	1350	155	20	1525
35	Uttarakhand	1408	4085	5853	11346
36	West Bengal	0	2321	0	2321
Total		7510	24848	19187	51545

During the interaction with the State/UT officials implementing the HSRT scheme, it was observed that all the officials have visited any training centre to monitor the HSRT training programme. All the officials rated the quality of training provided by the institutes under HSRT scheme as very good or good. Out of the total State/UT level implementing officials interacted during the study, while 40% were very much satisfied with the outcome of the training programmes provided by the training centers under HSRT scheme, while majority (60%) were little satisfied with the outcome of training.

Regarding the problems faced by the State/UT level officials in proper implementation of the scheme, it was found that due to few staff available in the department, the officials face problem in implementing and monitoring the training under HSRT scheme.

CHAPTER-VII

CONCLUSIONS AND RECOMMENDATIONS

The results of the study on "Evaluating Effectiveness of Hunar-se-Rozgar-Tak Scheme" evaluate the various aspects of the implementation and impact of the training imparted under the scheme and revealed that the scheme has been successful to some extent. Even though the training imparted under the scheme has made some impact on the trainees in providing employment, the performance of the training programme under the scheme can be improved by giving some importance to the implementation part of the scheme.

Effectiveness of Hunar-se-Rozgar-Tak Scheme

The Hunar-se-Rozgar-Tak Scheme has been successful in providing worthy training to the target population and majority of the trainees are very much satisfied with the quality of training. However, the study found that more than one-quarter trainees have not sought employment and the prime reason was found to be further study by the trainees.

Present employment status of trainees revealed that about 30% trainees have been employed or self-employed while majority trainees are unemployed. It was also found that out of total employed or self-employed, 59.4% are employed or self-employed in related sector, while 40.6% are employed or self-employed in other sector.

The trainees who are presently employed or self-employed, majority of them stated that HSRT course has helped them in getting employment. The trainees who are employed in related sector, most are in regular employment and work as waiter or server. Out of the total employed trainees, majority are somewhat satisfied with the present job and income.

Recommendations

- **Increase course duration:** During the study, when asked to the stakeholders about effectiveness of the course curriculum, 16.3% trainers stated that leaning time as inadequate while 33.3% employers stated inadequate course duration as lacking

component in the course and 49.7% employers suggested for increase in course duration. Also, 41.5% training institutes opined that the existing duration for the courses is not adequate. Thus, the course duration may be increased from 6-8 weeks to 10-12 weeks to improve the quality of training under HSRT scheme for better employment opportunities of the trainees. The duration may be increased to give more time for practical training and exposure to industrial training.

- **Change in selection criteria:** The guidelines of the HSRT scheme do not specify a selection process or screening test of the applicants. The study observed that as per present selection criteria, the students are selected on the first come first serve basis. Since the study found that there were many students did not seek employment after the training, the Ministry may impose a selection criteria for screening test of applicants to only select the students who are seriously interested in the course to have an employment. The screening tests would also help the training institutes to identify the interest areas of the candidates and could admit them in the course of their interest areas.
- **Emphasis on personality development and communication skills of trainees:** To improve the quality of training under HSRT scheme for better employment opportunities of the trainees, many trainers and employers suggested to develop personality and communication skills of trainees. Thus, the course curriculum may be so designed to give some focus on how to develop the personality and communication skills of trainees so that the training will help them to develop their personality and communication skills for better job opportunities.
- **Initiatives to improve performance of HSRT scheme:** Focused campaigns to increase awareness about benefits of the HSRT scheme, interaction with establishments and professional bodies, involvement of local administration, and provision of necessary infrastructure for training to the institutes those lack in providing core facilities should be given more focus to improve performance of HSRT scheme.
- **Initiatives for effective placement:** The study observed that lack of awareness of HSRT training among employers has been the major constraint for majority training institutes to provide effective placement services. Thus, additional and effective publicity of the HSRT scheme should be undertaken by the Ministry to create

awareness among employers for more and effective placement of HSRT trainees. Also, it is suggested for provision of fund or financial support to the training institutes for placement work and a designated official at the state level for monitoring the placement work for more and effective placement of HSRT trainees.

This study on evaluating effectiveness of Hunar-se-Rozgar-Tak scheme confirms the effectiveness of the scheme in meeting their objectives, to some extent. This is exemplified by the skill development of trainees, employment opportunities created by the scheme; significance of training in providing employment, and satisfaction with the quality of training. One of the most significant qualities of the scheme is that the scheme has remained 'gender-neutral' in the provision of their benefits though many female trainees have taken the course as "hobby" or have come for domestic learning and not for employment. The courses under the scheme, particularly, food production, food and beverage services, housekeeping and bakery are the popular courses among the stakeholders and helping the trainees in getting employment in the sector. On a broader scale, Hunar-se-Rozgar-Tak scheme contributes towards promoting skill development of less educated youths, and essentially empowering, the 'inclusive growth' model of development by providing the requisite skills for creating employment as well as employment opportunities of the target population.

ANNEXURE-A
STUDY TABLES

ANNEXURE-A1: RESPONSE OF TRAINING INSTITUTES**Table-1.1: Courses offered by training institutes under HSRT scheme
in last three years**

Courses	2012-13	2013-14	2014-15
Food Production	50 (94.3%)	51 (96.2%)	52 (98.1%)
Food and Beverage Services	43 (81.1%)	43 (81.1%)	41 (77.4%)
Housekeeping	15 (28.3%)	25 (47.2%)	21 (39.6%)
Bakery	19 (35.8%)	26 (49.1%)	25 (47.2%)
Driving Skills	2 (3.8%)	2 (3.8%)	1 (1.9%)
Skill of heritage conservation and stone masonry	0 (0.0%)	0 (0.0%)	0 (0.0%)
Skill to befit a Golf Caddy	0 (0.0%)	1 (1.9%)	3 (5.7%)
Others	2 (3.8%)	3 (5.7%)	12 (22.6%)

Table-1.2: Whether adequate courses available under HSRT scheme

Options	Number	Percentage
Adequate	49	92.5
Inadequate	4	7.5

**Table-1.3: Courses suggested for consideration under HSRT scheme to widen the
scope of capacity building initiatives**

Courses suggested	Average minimum duration suggested	Number & Percentage of institutes
Front office & reception	12 weeks	1 (1.9%)

Basic computer skills	6 weeks	1 (1.9%)
Soft skill	8 weeks	1 (1.9%)
Food processing	8 weeks	1 (1.9%)
Kitchen stewarding	8 weeks	1 (1.9%)
Bell boy	6 weeks	1 (1.9%)
Office Assistant	6 weeks	1 (1.9%)
Photography	6 weeks	1 (1.9%)

Table-1.4: Mediums used by the training institutes for carrying out HSRT course announcement

Mediums used	Number	Percentage
TV	8	15.1
Radio	15	28.3
Newspaper	52	98.1
Internet	27	50.9
Government departments	19	35.8
Industry/Professional bodies	18	34.0
Others (through NGO, handbills, field visit and personal interaction)	7	13.2

Table-1.5: Whether adequate applications are received by the institutes to fill seats for HSRT courses

Options	Number	Percentage
Yes	39	73.6
No	14	26.4

Table-1.6: Faculty arrangements for HSRT training

Faculty for HSRT training	Number	Percentage
Only internal faculty of the institute	15	28.3
Both internal and external faculty	37	69.8
Only external faculty	1	1.9

Table-1.7: Space arrangements for HSRT training

Space for HSRT training	Number	Percentage
Utilize classroom and lab of the institute	47	88.7
Utilize institute's classroom and hire outside lab	5	9.4
Utilize institute's lab and hire outside classroom	1	1.9

Table-1.8: Provisions to permit re-appearing of the failed trainees

Options	Number	Percentage
Yes	26	49.0
No	27	51.0

Table-1.9: Whether there is any system for controlling the repetitive admission

Options	Number	Percentage
Yes	35	66.0
No	18	34.0

Table-1.10: Average monthly salary in offer for HSRT course pass-out

Options	Average salary
Minimum	4000
Maximum	7500

Table-1.11: Trainees of which courses are preferred by employers

Options	Number	Percentage
Food and beverage service	33	62.3
Food production	36	67.9
Housekeeping	5	9.4
Bakery	1	1.9

Table-1.12: Mode of reaching out to prospective employers for placing HSRT trainees

Options	Number	Percentage
Brochure or placement letter	16	30.2
Internet	15	28.3
Inviting employers to the institute	40	75.5
Facilitating interaction between employers and trainees	30	56.6
Liaisoning with industry or professional bodies	31	58.5
All of the above	9	17.0
Other means	3	5.7

Table-1.13: Whether the institute posts the details of pass out HSRT trainees on its website

Options	Number	Percentage
Yes	48	90.6
No	5	9.4

Table-1.14: Average number of employers visit the institute every year for placement of HSRT trainees

Options	Number	Percentage
Less than 5	15	28.3
5 to 10	28	52.9
More than 10	5	9.4
Cannot say	5	9.4

Table-1.15: Opinion of the institutes on response of potential employers for recruitment of HSRT trainees

Options	Number	Percentage
Very encouraging	6	11.3
Encouraging	41	77.4
Not encouraging	6	11.3

Table-1.16: Major constraints of the institutes for placement of HSRT trainees

Constraints	Number	Percentage
Lack of awareness of HSRT training among employers	28	52.8
Absence of designated official for placement work	7	13.2
Lack of fund for placement work	16	30.2
Ineffective liaisoning with industry	5	9.4
Poor quality of trainees	14	26.4
Employers can get cheaper labour for same job	10	18.9
Lack of interest of trainees in job	7	13.2
Others (Poor pay outs by industries, Students interested for higher studies, Short duration of industrial training, Hotels want more experience for placement)	7	13.2

Table-1.17: Measures suggested by the training institutes for effective placement of HSRT trainees

Suggestions	Number	Percentage
A designated official for placement work	22	41.5
Provision of fund or financial support for placement work	28	52.8
Publicity of the scheme	31	58.5
More thrust on soft skill development	34	64.2
Others (Regulations on salary being offered, Only needy should be admitted for training, Mandatory few months of industrial training, Job melas to be conducted after completion of training, Awareness to be created among employers)	11	20.8

Table-1.18: Whether all trainees seek employment after HSRT training

Options	Number	Percentage
Yes	2	3.8
No	51	96.2

Table-1.19: Reasons for which the HSRT trainees do not seek employment after training

Reasons	Number	Percentage
Job offer was not encouraging as initially thought by trainees	27	50.9
Trainees not interested for job	40	75.5
Wanted to start own venture	20	37.7
Job was not available locally	21	39.6
Pursuance of higher studies	5	9.4

Table-1.20: Problems faced by the institutes in conducting the courses under HSRT scheme

Problems faced	Number	Percentage
Inadequate faculty size	15	28.3
Lack of space	16	30.2
Lack of lab / kitchen	17	32.1
Lack of other infrastructure	5	9.4
Lack of experienced faculty	5	9.4
Poor quality of course aspirants	19	35.8
Others (Lack of needy students, Students taking the training lightly)	14	26.4

Table-1.21: Suggestions of training institutes to promote popularization of courses under HSRT scheme

Suggestions	Number	Percentage
Focused campaigns to increase awareness about benefits of the HSRT schemes and courses	37	69.8
Setting up of necessary infrastructure for training at institute	22	41.5
Provision of necessary faculty	15	28.3
Interaction with establishments and professional bodies	34	64.2
Involvement of local administration	26	49.1
Others (Publicity material in local language, Waive off stipend for students, Develop placement system in reputed hotels)	4	7.5

Table-1.22: Opinion of adequacy of existing duration for the courses for proper skill development of trainees and for subsequent employment

Options	Number	Percentage
Adequate	31	58.5
Inadequate	22	41.5

Table-1.23: Suggestions to improve the implementation and effectiveness of HSRT scheme

Suggestions	Number	Percentage
Eligibility / selection criteria for admission to the course to be modified (HSRT should only be for needy students who seek employment, Only those candidate should be shortlisted who are interested in job)	9	17.0
Increase course duration (for 12 weeks)	11	20.8
Publicity and awareness generation on HSRT	9	17.0

Registration / security amount should be collected from the students	3	5.7
Number of students target to be reduced for better training and placement	4	7.5
Better salary offer by employers	3	5.7
Placement cell to be set up	2	3.8
Provision of uniform, study material	2	3.8
Training for development of personality, communication and soft skill	4	7.5
Others (Provision of uniform, study material; Industrial training for pass out students for one month instead of 14 days; Industrial training for pass out students for one month instead of 14 days; Stipend should be scrapped; Software to the institutes for easy data processing; North Indian and South Indian Specific course	8	15.1

ANNEXURE-A2: RESPONSE OF TRAINERS**Table-2.1: Type of trainers**

Type	Number	Percentage
Institute's internal trainer	139	80.8
External trainer	33	19.2

Table-2.2: Number of batches of training provided by the trainers under HSRT scheme

Number of batches	Number	Percentage
Less than 5	102	59.3
5 to 10	51	29.7
More than 10	19	11.0

Table-2.3: Course in which the trainers have provided the training

Course	Number	Percentage
Food Production	104	60.5
Food and Beverage Services	73	42.4
Housekeeping	28	16.3
Bakery	35	20.3
Driving Skills	4	2.3
Others	4	2.3

Table-2.4: Trainers rated the capability of HSRT trainees

Capability of trainees	Number	Percentage
Very good	21	12.2
Good	96	55.8
Average	51	29.7
Poor	4	2.3

Table-2.5: Trainers rated HSRT course curriculum in order to meet the requirement of the industry

Component	Very useful / Very adequate	Useful / Adequate	Not useful / Not adequate
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Topics / Course contents	75 (43.6%)	94 (54.7%)	3 (1.7%)
Practical training	102 (59.3%)	65 (37.8%)	5 (2.9%)
Learning time	65 (37.8%)	79 (45.9%)	28 (16.3%)
Others (Industrial training, personality development, Communication)	-	-	11 (6.4%)

Table-2.6: Opinion of the trainers on components lack in HSRT course vis-à-vis employability of the trainees

Opinion	Number	Percentage
Job specific knowledge	26	15.1
Job specific skills	21	12.2
Practical knowledge	10	5.8
Personality development	115	66.9
Course duration	22	12.8

Table-2.7: Trainers rated the quality of training provided under HSRT scheme

Options	Number	Percentage
Very good	43	25.0
Good	103	59.9
Average	23	13.4
Poor	3	1.7

Table-2.8: Suggestions of trainers to improve the quality of training under HSRT scheme for better employment opportunities of the trainees

Purpose	Number	Percentage
More focus on personality development and communication skills	43	25.0
Increase course duration	42	24.4
More exposure to industrial training	28	16.3
Selection criteria needed for selection of students who need job	15	8.7

Minimum educational qualification should be 10 th pass instead of 8 th pass	10	5.8
Upper age limit be 35 years	3	1.7
Publicity and awareness generation on job and industries	9	5.2
Training on soft skill development	6	3.5
Female candidates to be inspired to come for employment since they are less interested in job	4	2.3
Menu should be updated (Menu may be changed as per current industry requirement)	2	1.2
Others (experienced faculty, more job opportunity)	5	2.9

ANNEXURE-A3: RESPONSE OF EMPLOYERS**Table-3.1: Sectors in which the employers are involved**

Sector of establishment	Number	Percentage
Tourism	28	16.4
Hospitality	132	77.2
Transport	4	2.3
Other services sector	14	8.2
Sector other than services	5	2.9

Table-3.2: Type of ownership of the employers

Number	Number	Percentage
Proprietorship	49	28.7
Joint family	12	7.0
Partnership	29	17.0
Private Ltd. Co.	68	39.8
Cooperative	2	1.2
Public Limited Co.	11	6.4

Table-3.3: Type of job the employers offer to HSRT trainees

Type of job	Mostly regular	Mostly contractual	Mostly seasonal	Mostly daily wage	Internship	Total
Food Production	80 (50.6%)	38 (24.0%)	14 (8.9%)	6 (3.8%)	25 (15.8%)	158
Food and Beverage Services	61 (40.4%)	55 (36.4%)	16 (10.6%)	5 (3.3%)	15 (9.9%)	151
Housekeeping	31 (34.4%)	33 (36.7%)	14 (15.6%)	3 (3.3%)	9 (10.0%)	90
Bakery	30 (44.0%)	18 (26.9%)	6 (9.0%)	3 (4.5%)	10 (14.9%)	67
Driving Skills	2 (50.0%)	1 (25.0%)			1 (25.0%)	4

Skill of heritage conservation and stone masonry	6 (60.0%)	1 (10.0%)	-	1 (10.0%)	2 (20.0%)	10
Skill to befit a Golf Caddy	2 (66.7%)	1 (33.3%)	-	-	-	3
Others	2 (100.0%)	-	-	-	-	2

Table-3.4: Employers rated the capability of HSRT trainees

Capability of trainees	Number	Percentage
Very good	13	7.6
Good	108	63.2
Average	46	26.9
Poor	4	2.3

Table-3.5: Method of selection of HSRT trainees

Method of selection	Number	Percentage
Institute facilitated	113	66.1
Through advertisement	27	15.8
Walk-in of trainees	57	33.3
Through NGO references	6	3.5

Table-3.6: Opinion on the effectiveness of course curriculum under HSRT scheme to meet the requirement of the industry

Effectiveness	Number	Percentage
Very effective	72	42.1
Little effective	22	12.9
Not effective	77	45.0

Table-3.7: Opinion of the employers on components lack in HSRT course vis-à-vis employability of the trainees

Opinion	Number	Percentage
Job specific knowledge	13	7.6
Job specific skills	51	29.8

Personality development	82	48.0
Course duration	57	33.3
Communication skill	11	6.4

Table-3.8: Employers rated the quality of training provided under HSRT scheme

Options	Number	Percentage
Very good	16	9.3
Good	111	64.9
Average	44	25.7

Table-3.9: Suggestions of employers to improve the quality of training under HSRT scheme for better employment opportunities of the trainees

Purpose	Number	Percentage
Increase course duration	85	49.7
Improve personality development, job knowledge and communication skill of trainees	42	24.6
More practical training	19	11.1
Change the module of training	8	4.7
Soft skill development	10	5.8
Exposure to industrial training	13	7.6

ANNEXURE-A4: RESPONSE OF TRAINEES**Table-4.1: Age of the trainees**

Age	Number	Percentage
18 to 20 years	2461	14.5
21 to 22 years	5188	30.5
23 to 24 years	4532	26.6
25 to 26 years	2528	14.9
27 to 28 years	1331	7.8
Above 28 years	975	5.7

Table-4.2: Gender classification of trainees

Gender	Number	Percentage
Male	11091	65.2
Female	5927	34.8

Table-4.3: Marital status of trainees

Marital status	Number	Percentage
Unmarried	14550	85.5
Married	2465	14.5

Table-4.4: Educational status of trainees

Educational status	Number	Percentage
Class 8 th pass	602	3.5
Class 10 th pass	2997	17.6
Higher Secondary	8536	50.2
Graduation and above	4447	26.2
Professional qualification	433	2.5

Table-4.5: Year in which the trainees have got the training under HSRT course

Year	Number	Percentage
2012-13	5180	30.4
2013-14	6391	37.6
2014-15	5444	32.0

Table-4.6: Course in which the trainees have got the training

Year	Number	Percentage
Food Production	7528	44.2
Food & Beverage Services	4486	26.4
Housekeeping	2559	15.0
Bakery	1566	9.2
Driving skills	14	0.1
Skill of heritage conservation and stone masonry	31	0.2
Skills to befit a Golf Caddy	3	0.02
Others	828	4.9

Table-4.7: Purpose for which the trainees have undergone training under HSRT

Purpose	Number	Percentage
Consider it as source of gainful employment	6042	35.5
Thought the course would equip me to pursue self-employment	4205	24.7
Wanted to increase my income	1898	11.2
There was no course fees	1120	6.6
To obtain a certificate from prestigious institute	960	5.6
For provision of stipend and meal during training	221	1.3
For provision of free uniform	162	1.0
To gain new skills and knowledge	2081	12.2
To improve social status	92	0.5
To enhance confidence and self-esteem	221	1.3
Others	13	0.1

Table-4.8: Adequacy of the incentives given to the trainees

Options	Number	Percentage
Adequate	15871	93.3
Inadequate	1144	6.7

Table-4.9: Adequacy of the courses being offered under HSRT

Options	Number	Percentage
Adequate	16991	99.9
Inadequate	24	0.1

Table-4.10: Trainees suggested for additional courses

Additional courses	Number	Percentage
Event management	10	0.06
Fashion design	2	0.01
Front office	11	0.07
Computer course	1	0.01

Table-4.11: Trainees enrolled in higher skill development courses in the tourism sector

Options	Number	Percentage
Yes	393	2.3
No	16622	97.7

Table-4.12: Higher skill development courses in the tourism sector in which the HSRT trainees are enrolled

Options	Number	Percentage
Diploma / Bachelor in Hotel Management (BHM)	88	0.5
Course on Tours & Travels	64	0.4
Diet Management Course	22	0.1
Diploma in Food Production	31	0.2
Diploma in Food Processing	58	0.3
Front office Management Course	50	0.3
Master in Business Administration (MBA)	80	0.5

Table-4.13: Trainees satisfied with the quality of training provided under HSRT

Options	Number	Percentage
Very much satisfied	12990	76.3
Little bit satisfied	3974	3.4
Not at all satisfied	51	0.3

Table-4.14: Trainees employed at any point of time before taking admission to the course

Options	Number	Percentage
Employed	2050	12.0
Unemployed	14965	88.0

Table-4.15: Trainees sought employment

Options	Number	Percentage
Yes	12093	71.1
No	4922	28.9

Table-4.16: Reasons for not seeking employment

Reasons	Number	Percentage
Further study	2199	44.7
No interest in job	935	19.0
Job is not locally available	803	16.3
Salary in offer was very less	681	13.8
Got married	39	0.8
Remain housewife	58	1.2
Own business	134	2.7
Already working	14	0.3
Family did not allow	11	0.2
Family problem	34	0.7
Went abroad	8	0.2
No response	6	0.1

Table-4.17: Present employment status of trainees

Options	Number	Percentage
Employed	4338	25.5
Self-employed	796	4.7
Unemployed	11881	69.8

Table-4.18: Trainees employed / self-employed in the sector

Options	Employed	Self-employed	Total
In related sector	2534	516	3050

	(58.4%)	(64.8%)	(59.4%)
In other sector	1804 (41.6%)	280 (35.2%)	2084 (40.6%)
Total	4338	796	5134

Table-4.19: HSRT course has helped the trainees in getting employment

Options	Employed	Self-employed	Total employed / self-employed
Very much	864 (19.9%)	180 (22.6%)	1044 (20.3%)
Little bit	1558 (35.9%)	520 (65.3%)	2078 (40.5%)
Not at all	1916 (44.2%)	96 (12.1%)	2012 (39.2%)

Table-4.20: Arrangement of job after training

Options	Number	Percentage
By institute	635	14.6
Own efforts	3135	72.3
Through friend/relative	390	9.0
Through placement agency	90	2.1
Other source	88	2.0

Table-4.21: Category of units in which the trainees are presently employed

Type of unit	Number	Percentage
Hotel	1266	50.0
Supplementary accommodation	116	4.6
Restaurant / Bakery	925	36.5
Dhaba/canteen	127	5.0
Train	100	3.9

Table-4.22: Type of employment of the trainees

Type of employment	In related sector	In other sector
Regular	2108 (83.2%)	1598 (88.6%)
Seasonal	90 (3.6%)	7 (0.4%)
Part time	251 (9.9%)	133 (7.4%)
Daily wage	85 (3.4%)	66 (3.7%)
Total	2534	1804

Table-4.23: Approximate number of days daily wage workers work in a month

Number of days	In related sector	In other sector
Less than 10 days	6 (7.1%)	3 (4.5%)
10 to 20 days	11 (12.9%)	1 (1.5%)
More than 20 days	68 (80.0%)	62 (94.0%)

Table-4.24: Type of job undertaken by the trainees in related sector

Type of job	Number	Percentage
Waiter / Server	1901	75.0
Attendant	219	8.6
Cook	211	8.3
Kitchen helper	89	3.5
Baker	14	0.6
Cash collector	5	0.2
Catering job	7	0.3
Counter boy / girl	16	0.6
Delivery boy	3	0.1
Gate keeper	2	0.1
House keeping	21	0.8
Manager	24	0.9

Receptionist	14	0.6
Supervisor	8	0.3

**Table-4.25: Monthly salary of the trainees who are in employment
(excluding daily wage workers)**

Amount	In related sector	In other sector
Up to Rs. 2,000/-	47 (1.9%)	45 (2.6%)
Above Rs. 2,000/- to Rs. 5,000/-	796 (32.5%)	378 (21.7%)
Above Rs. 5,000/- to Rs. 8,000/-	930 (38.0%)	396 (22.8%)
Above Rs. 8,000/- to Rs. 10,000/-	297 (12.1%)	256 (14.7%)
Above Rs. 10,000/- Rs. 20,000/-	333 (13.6%)	316 (18.2%)
Above Rs. 20,000/-	46 (1.9%)	163 (9.4%)
Cannot say	-	184 (10.6%)
Average	Rs. 9,210/-	Rs. 12,461/-

Table-4.26: Daily income of the daily wage workers

Amount	In related sector	In other sector
Up to Rs. 100/-	20 (23.5%)	4 (6.1%)
Above Rs. 100/- to Rs. 200/-	13 (15.3%)	11 (16.7%)
Above Rs. 200/- to Rs. 300/-	34 (40.0%)	12 (18.2%)
Above Rs. 300/- to Rs. 400/-	18 (21.2%)	12 (18.2%)
Above Rs. 400/-	-	27 (40.9%)
Average	Rs. 277/-	Rs. 390/-

Table-4.27: Trainees satisfied with the present job and income

Level of satisfaction	Employed in related sector	Employed in other sector	Total Employed
Very much	563 (22.2%)	534 (29.6%)	1097 (25.3%)
Little bit	1654 (65.3%)	1148 (63.6%)	2802 (64.6%)
Not at all	317 (12.5%)	122 (6.8%)	439 (10.1%)

Table-4.28: Suggestions of the trainees to improve the training and effectiveness of HSRT scheme

Suggestions	Number	Percentage
Increase course duration	1037	6.1
Job placement	1012	5.9
More focus on practical training	126	0.7
Better course curriculum	111	0.7
Add new recipes in the course	93	0.5
Good trainer	41	0.2
Improve training	63	0.4
Others (training centre in nearby location, further training, no waste of food, separate batches for boys and girls, etc.)	66	0.4
Satisfied / No suggestion	14466	85.0

ANNEXURE-B
STUDY QUESTIONNAIRES

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM
STUDY ON "EVALUATING EFFECTIVENESS OF HUNAR-SE-ROZGAR-TAK SCHEME"
TRAINING INSTITUTE QUESTIONNAIRE**

1	Particulars of the Institute					
1.1	Name of the Institute					
1.2	Location					
1.3	State:					
1.4	Phone:					
1.5	Name of the principal (respondent)					
1.6	Year of establishment					
1.7	Departments and faculty strength					
	Sl. No.	Departments	Faculty Size			
			Regular	Contract	Total	
	1					
	2					
	3					
	4					
	5					
	6					
1.8	Courses offered (excluding HSRT courses)					
	Sl. No.	Courses	Student Strength			
			1 st Year	2 nd Year	3 rd Year	Total
	1	Undergraduate				
	2	Graduate and above				
	3	Diploma / Certificate Courses				

2	Training under HRST Scheme				
2.1	Number of seats offered under HSRT scheme in last three years.				
	Sl. No.	Courses	No. of seats offered		
			2012-13	2013-14	2014-15
	1	Food Production			
	2	Food & Beverage Services			
	3	Housekeeping			
	4	Bakery			
	5	Driving skills			
	6	Skill of heritage conservation and stone masonry			
	7	Skills to befit a Golf Caddy			
	8	Others (Specify.....)			

2.2	Number of trainees enrolled under HSRT scheme in last three years.									
	Sl. No.	Courses	No. of trainees							
			2012-13		2013-14		2014-15		Total	
			Male	Female	Male	Female	Male	Female	Male	Female
	1	Food Production								
	2	Food & Beverage Services								
	3	Housekeeping								
	4	Bakery								
	5	Driving skills								
6	Skill of heritage conservation and stone masonry									
7	Skills to befit a Golf Caddy									
8	Others (Specify.....)									
2.3	Are there adequate courses available under HSRT scheme? Yes-1 No-2									
2.4	If No, what other courses can be considered under HSRT scheme to widen the scope of capacity building initiatives?									
	Sl. No.	Course suggested							Minimum duration	
	1									
	2									
	3									
2.5	Mediums used for carrying out HSRT course announcement. TV-1 Radio-2 Newspaper-3 Internet-4 Government departments-5 Industry/professional bodies-6 Other (Specify.....)-7									
2.6	Does your institute receive adequate applications to fill seats of HSRT courses? Yes-1 No-2									
2.7	What arrangements does your institute have for faculty to organize HSRT training activities? Only internal faculty-1 Both internal and external faculty-2 Only external faculty-3									
2.8	What arrangements does the institute have for space to conduct HSRT training? Utilize classroom and lab of the institute-1 Utilize institute's classroom and hire outside lab-2 Utilize institute's lab and hire outside classroom-3 Hire outside lab and classroom-4 Other arrangements (specify.....)-5									
2.9	Number of pass out students under HSRT scheme in last three years									
	Sl. No.	Courses	No. of pass out students							
			2012-13		2013-14		2014-15		Total	
			Male	Female	Male	Female	Male	Female	Male	Female
	1	Food Production								
	2	Food & Beverage Services								
	3	Housekeeping								
4	Bakery									
5	Driving skills									
6	Skill of heritage conservation and stone									

	masonry								
7	Skills to befit a Golf Caddy								
8	Others (Specify.....)								
2.10	Are there provisions to permit re-appearing of the failed trainees? Yes-1 No-2								
2.11	Is there any system for controlling the repetitive admission? Yes-1 No-2								
2.12	If Yes, please elaborate the system you adopt for controlling the repetitive admission.								

3	Placement initiatives								
3.1	Does your institute make arrangements for placement of HSRT trainees? Yes-1 No-2								
3.2	If Yes in Question 3.1, please elaborate the system adopted by the institute for providing placements to the pass out trainees under HSRT.								
3.3	What is the monthly salary in offer for HSRT course pass out?								
	1	Minimum	Rs.						
	2	Maximum	Rs.						
3.4	Trainees of which course are preferred by the employers? Food & beverage service-1 Food production-2 Other (specify.....)-3								
3.5	How institute reaches out to prospective employers for placing HSRT trainees? Brochure or placement letter-1 Internet-2 Inviting employers to the institute-3 Facilitating interaction between employers and trainees-4 Liaisoning with industry or professional bodies-5 All of the above-6 Other means (specify.....)-7								
3.6	Whether the institute posts the details of pass out HSRT trainees on its website? Yes-1 No-2								
3.7	On an average, how many employers visit your institute every year for placement of HSRT trainees								
3.8	How do you rate the response of potential employers for recruitment of HSRT trainees? Very encouraging-1 Encouraging-2 Not encouraging-3 Totally discouraging-4								
3.9	What are the major constraints of the institute for placement of HSRT trainees? (Put \sqrt mark)								
	1	Lack of awareness of HSRT training among employers							
	2	Absence of designated official for placement work							
	3	Lack of fund for placement work							
	4	Ineffective liaisoning with industry							
	5	Poor quality of trainees							
	6	Employers can get cheaper labour for same job							
	7	Syllabus mismatch with industry needs							
	8	Others (specify.....)							

3.10	What measures do you suggest for effective placement of HSRT trainees? (Put \sqrt mark)	1	A designated official for placement work	
		2	Provision of fund/financial support for placement work	
		3	Publicity of the scheme	
		4	More thrust on soft skill development	
		5	Others (specify.....)	
	3.11	Whether all trainees seek employment after HSRT training? Yes-1 No-2		
3.12	If No, reasons for the same. (Put \sqrt mark)	1	Job in offer was not encouraging as initially thought	
		2	Not interested	
		3	Wanted to start own venture	
		4	Job was not available locally	
		5	Others (specify.....)	

4	Improvement of HSRT Scheme			
4.1	What are the problems faced by the institute in conducting the courses under HSRT scheme? (Put \sqrt mark)	1	Inadequate faculty size	
		2	Lack of space	
		3	Lack of lab / kitchen	
		4	Lack of other infrastructure	
		5	Lack of experienced faculty	
		6	Poor quality of course aspirants	
		7	Others (specify.....)	
4.2	How can the courses under HSRT scheme be further popularized? (Put \sqrt mark)	1	Focused campaigns to increase awareness about benefits of the HSRT scheme and courses	
		2	Setting up of necessary infrastructure for training at institute	
		3	Provision of necessary faculty	
		4	Interaction with establishments and professional bodies	
		5	Involvement of local administration	
		6	Others (specify.....)	
4.3	Do you think that existing duration for the courses is adequate for proper skill development of trainees and for subsequent employment? Yes-1 No-2			
4.4	What are your suggestions to improve the implementation and effectiveness of HSRT scheme?			
4.5	Please provide the list of registered trainees of last three years, i.e., 2012-13, 2013-14 and 2014-15.			

Name of the Interviewer:

Date of interview:

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM
STUDY ON "EVALUATING EFFECTIVENESS OF HUNAR-SE-ROZGAR-TAK SCHEME"
TRAINEE QUESTIONNAIRE**

Sl. No.

1	Identification Particulars			
1.1	Name of the of the Institute under which the trainee has got the training:			
1.3	Location:		1.4	State:
1.5	Contact telephone number of the trainee:			

2	Profile of the trainee			
2.1	Name of the trainee:			
2.2	Address of the trainee:			
2.3	Age (in completed years):			
2.4	Gender:	Male-1	Female-2	
2.5	Marital status:	Unmarried-1	Married-2	
2.6	Education			
	Class 8 th pass-1	Class 10 th pass-2	Higher Secondary-3	
	Graduation and above-4	Professional qualification-5		
2.7	Monthly household income			Rs.
2.8	No. of dependents in the family			

3	Training received under HRST Scheme			
3.1	In which year you got the training under HSRT course?			
	2012-13 -1	2013-14 -2	2014-15 -3	
3.2	In which course you have got the training?			
	Food Production-1	Food & Beverage Services-2	Housekeeping-3	
	Bakery-4	Driving skills-5	Skill of heritage conservation and stone masonry-6	
	Skills to befit a Golf Caddy-7	Others (Specify.....)-8		
3.3	Have you successfully passed out?			
	Yes-1	No-2		
3.4	What motivated you to undergo this training?			(Put √ mark)
	1	Consider it as source of gainful employment		
	2	Thought the course would equip me to pursue self-employment		
	3	Wanted to increase my income		
	4	There was no course fees		
	5	To obtain a certificate from prestigious institute		
	6	For provision of stipend and meal during training		
	7	For provision of free uniform		
	8	To gain new skills and knowledge		
	9	To improve social status		
	10	To enhance confidence and self-esteem		
	11	Others (specify.....)		
3.5	Do you feel that the incentives given to the trainees for the training are adequate? Yes-1 No-2			
3.6	Are there adequate courses available under HSRT scheme? Yes-1 No-2			

3.7	If No, what course(s) should be added under HSRT scheme?	
3.8	Are you enrolled in higher skill development course in the tourism sector? Yes-1 No-2	
3.9	If Yes, please mention the higher skill development course in tourism sector in which you are enrolled?	
3.10	Are you satisfied with the quality of training provided under HSRT scheme? Very much satisfied-1 Little bit satisfied-2 Not at all satisfied-3	

4	Employment status of trainees	
4.1	Were you employed at any point of time before taking admission to the course? Yes-1 No-2	
4.2	Did you seek job after getting training under HSRT scheme? Yes-1 No-2	
4.3	If No, the reasons thereof.	
4.4	What is your present employment status? Employed-1 Self-employed-2 Unemployed-3	
4.5	If employed, do you feel that the training under HSRT course has helped you in getting employment? Very much -1 Little bit -2 Not at all-3	
4.6	How was your job arranged after training? By institute-1 Own efforts-2 Through friend/relative-3 Through placement agency-4 Other source (specify.....)-5	
4.7	Name of the employer you are presently working with.	
4.8	Type of unit in which you are presently employed? Hotel-1 Supplementary accommodation-2 Restaurant-3 Dhaba/canteen-4 Train-5 Others (specify.....)-6	
4.9	Please mention your type of employment. Regular-1 Seasonal-2 Part time-3 Daily wage-4 Others (specify.....)-5	
4.10	If daily wage earner, approximately how many days in a month do you work? Less than 10 days-1 10 to 20 days-2 More than 20 days-3	
4.11	Type of job being undertaken by you.	
4.12	Your monthly/daily income at present <i>(Note: Daily income is to be taken only from daily wage earner, Q. 4.9 option 4)</i>	Rs.
4.13	Are you satisfied with the present job and income? Very much-1 Little bit-2 Not at all-3	

5	Improvement of HSRT Scheme	
5.1	What are your suggestions to improve the training and effectiveness of HSRT scheme?	

Name of the Interviewer:

Date of interview:

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM
STUDY ON "EVALUATING EFFECTIVENESS OF HUNAR-SE-ROZGAR-TAK SCHEME"
EMPLOYER QUESTIONNAIRE**

1	Profile of the Employer			
1.1	Name of the of the Institution / Unit			
1.2	Location:		1.3	State:
1.4	Contact telephone number:			
1.5	Name and designation of the respondent:			
1.6	Year of establishment			
1.7	Sector of establishment:	Tourism-1 Other services sector-4	Hospitality-2 Sector other than services-5	Transport-3
1.8	Type of ownership:	Poprietorship-1 Joint family-2 Cooperative-5	Partnership-3 Public Limited Co.-6	Private Ltd. Co.-4 Others (specify.....)-7

2	Feedback on trainees and course content						
2.1	What types of jobs you offer to HSRT trainees? (Put √ mark)						
	Sl. No.	Courses	Mostly regular 1	Mostly contractual 2	Mostly seasonal 3	Mostly daily wage 4	Others (specify.....) 5
	1	Food Production					
	2	Food & Beverage Services					
	3	Housekeeping					
	4	Bakery					
	5	Driving skills					
	6	Skill of heritage conservation and stone masonry					
	7	Skills to befit a Golf Caddy					
	8	Others (Specify.....)					
2.2	How do you rate capability of HSRT trainees? Very good-1 Good-2 Average-3 Poor-4 Very poor-5						
2.3	How did you select HSRT trainees? Institute facilitated-1 Advertisement-2 Walk-in of trainees-3 Others (specify.....)-4						
2.4	Do you feel that the course curriculum under HSRT scheme is effective enough to meet the requirement of the industry? Very effective-1 Little effective-3 Not effective-3						
2.5	What component lacks in HSRT course vis-a-vis employability of the trainees? Job specific knowledge-1 Job specific skills-2 Personality development-3 Course duration-4 Others (specify.....)-5						
2.6	Overall, how do you rate the quality of training under HSRT scheme? Very good-1 Good-2 Average-3 Poor-4 Very poor-5						

3	Improvement of HSRT Scheme	
3.1	What are your suggestions to improve the quality of training under HSRT scheme for better employment opportunities of the trainees?	

Name of the Interviewer:

Date of interview:

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM
STUDY ON "EVALUATING EFFECTIVENESS OF HUNAR-SE-ROZGAR-TAK SCHEME"
TRAINER QUESTIONNAIRE**

1	Profile of the Trainer			
1.1	Name of the Institute			
1.2	Location:		1.3	State:
1.4	Name of the trainer:			
1.5	Contact telephone number:			
1.6	Type of trainer:	Institute's internal trainer-1	External trainer-2	

2	Feedback on training under HSRT scheme (only of last 3 years)			
2.1	Number of batches of training you have provided under HSRT scheme?			No.
2.2	In which course you have provided training to HSRT trainees? Food Production-1 Food & Beverage Services-2 Housekeeping-3 Bakery-4 Driving skills-5 Skill of heritage conservation and stone masonry-6 Skills to benefit a Golf Caddy-7 Others (Specify.....)-8			
2.3	How do you rate capability of HSRT trainees? Very good-1 Good-2 Average-3 Poor-4 Very poor-5			
2.4	How do you rate the HSRT course curriculum in order to meet the requirement of the industry? (Put $\sqrt{\quad}$ mark)			
	Sl. No.	Component	Very useful / Very Adequate-1	Useful / Adequate-2
	1	Topics / Course contents		
	2	Practical training		
	3	Learning time		
	4	Others (Specify.....)		
2.5	What component lacks in HSRT course vis-a-vis employability of the trainees? Job specific knowledge-1 Job specific skills-2 Personality development-3 Course duration-4 Others (specify.....)-5			
2.6	Overall, how do you rate the quality of training under HSRT scheme? Very good-1 Good-2 Average-3 Poor-4 Very poor-5			

3	Improvement of HSRT Scheme			
3.1	What are your suggestions to improve the quality of training under HSRT scheme for better employment opportunities of the trainees?			

Name of the Interviewer:

Date of interview:

**GOVERNMENT OF INDIA
MINISTRY OF TOURISM
STUDY ON "EVALUATING EFFECTIVENESS OF HUNAR-SE-ROZGAR-TAK SCHEME"
OFFICIAL QUESTIONNAIRE**

1	Identification Particulars		
1.1	Name of the office		
1.2	Location:	1.3	State:
1.4	Name of the official: <i>(Note: only the nodal officer of the state/UT to be interviewed)</i>		
1.5	Designation:		

2	Implementation of HSRT scheme							
2.1	Physical target and achievement of the State/UT under the HSRT scheme in last three years.							
	2012-13		2013-14		2014-15		Total	
	Target specified	Target achieved	Target specified	Target achieved	Target specified	Target achieved	Target specified	Target achieved
2.2	Years of involvement in implementing the HSRT scheme.							
2.3	What kind of role do you play in implementation of HSRT scheme?							
2.4	Have you visited any institute to monitor the HSRT training the programme?						Yes-1	No-2
2.5	If Yes, how many training programmes have you visited?						No.	
2.6	How do you rate the quality of training provided by the institutes under HSRT scheme?							
	Very good-1	Good-2	Average-3	Poor-4	Very poor-5			
2.7	How far you are satisfied with the outcome of the training programmes provided by the institutes under HSRT scheme?							
	Very much-1		Little bit-2		Not at all-3			

3	Problems and Suggestions	
3.1	What are the problems you are facing in proper implementation of the HSRT scheme?	
3.2	What are your suggestions to improve the implementation and impact of the HSRT scheme?	

Name of the Interviewer:

Date of interview:

ANNEXURE- C

GUIDELINES OF HUNAR SE ROZGAR TAK SCHEME

GUIDELINES OF HUNAR SE ROZGAR TAK SCHEME

I) TARGET GROUP

To target those who are minimum eighth pass and in the age group of 18 to 28 years. However, those holding Graduate level degree or diploma or still higher qualifications will not be eligible for admission in the programme.

II) COURSES OFFERED

The following four courses will be offered:

- a) A six week full time course in Food & Beverage Service.
- b) An eight week full time course in Food Production.
- c) A six week full time course in Housekeeping Utility.
- d) An eight week full time course in Bakery and Patisserie.

Each course will also have a built-in emphasis on improving the trainees in behaviour and attitudes in order to enhance their market acceptability.

III) CONDUCT OF THE PROGRAMME

The programme will be implemented by the Institutes of Hotel Management and Food Craft Institutes running the AICTE approved courses or the Institutes that have the facility, both physical and academic to conduct hospitality courses. However, the State Governments/Union Territory Administrations concerned will be responsible for steering and monitoring the efforts of the Institutes assigned the responsibility of conducting the Programme.

Note1: The State Governments/Union Territory Administrations will also include an autonomous registered society dedicated to Skill Development set-up by and under the jurisdiction of the State Government /Union Territory Administration.

Note2: The Institute implementing the HSRT programme in direct inter-face with the Ministry of Tourism, Government of India will not be eligible to apply under the dispensation herein.

IV) PROJECT SANCTION

The project sanction will be done by the State Level Committee to be constituted by the State Government /Union Territory Administration concerned.

V) SELECTION OF THE INSTITUTES

The State Governments/ Union Territory Administrations concerned will select the Institutes following a transparent system. The following should be the steering/selection committee for the purpose : -

- a) The State Secretary of Tourism - Chairperson
- b) A representative of the District Urban Development Agency.
- c) The Principal of the nearest MoT sponsored IHM in the State.
- d) The concerned Regional Director, Indiatourism Office.
- e) The Director, Technical Education in the State Government Plus need based co-opted members.
- f) The Director, Higher Education in the State Government.

The Commissioner/Secretary (Tourism) in the State Government /Union Territory Administration would act as the Secretariat for the purpose. Secretary, State Tourism can co-opt any other person in this committee. The State Secretary of Tourism will have the discretion to co-opt an additional member in case considered necessary for an objective selection.

The hospitality Institutes approved as such by the AICTE or the designated State authorities will not, however, require to undergo the selection procedure indicated above. The exemption will be available as long as the Institutes in question enjoy the recognition of the AICTE / the designated State authorities.

VI) MINIMUM TARGET

Each implementing Institute will conduct the Programme at least two times in a year and each programme will consist of four courses – Food & Beverage Service, Food Production, Housekeeping Utility and Bakery and Patisserie. However, if the number of eligible applicants is higher, more batches will be taken up.

VII) COURSE CONTENT

The training contents and modules will be the same for all the implementing agencies and will be made available to the State Governments /Union Territory Administrations concerned by the National Council of Hotel Management & Catering Technology.

VIII) APPLICATION FEES

There will be no application form fee or course fees chargeable to the applicant/eventual trainee.

IX) FUNDING OF THE PROGRAMME

The programme will be funded under the MoT's Scheme of Capacity Building for Service Providers under in advance based on the annual target proposed by the State Governments/ Union Territory Administrations In other words, the funding norm will be specific to the number of persons to be trained and not to the institutes which will train them. Funds to the State Governments /Union Territory Administrations will be released subsequently only upon receipt of Utilization Certificate and consolidated accounts as sustained against the indicated norms.

Training in Food & Beverage Services (6 weeks or 36 training days)

S. No	Head of Expenditure	In Rs.
1	Training Fee	1500.00
2	Course Material	1000.00
3	Certification fee	500.00
4	Uniform	1900.00
5	Tool Kit	400.00
6	Lunch Charges @ Rs.70 per day X 36 days	2520.00
7	Miscellaneous expenses	250.00
8	SUB TOTAL	8070.00
9	Add 5% Administrative Charges	404.00
10	Lump Sum Stipend	1500.00
11	TOTAL PER TRAINEE	9974.00

Training in Food Production (8 weeks or 48 training days)

S. No	Head of Expenditure	In Rs.
1	Training Fee	2000.00
2	Course Material	1000.00
3	Certification fee	500.00
4	Uniform	1900.00
5	Tool Kit	400.00
6	Lunch Charges @ Rs.70 per day X 48 days	3360.00
7	Miscellaneous expenses	375.00
8	SUB TOTAL	9535.00
9	Add 5% Administrative Charges	477.00
10	Lump Sum Stipend	2000.00
11	TOTAL PER TRAINEE	12012.00

Training in Housekeeping Utility (6 weeks or 30 training days)

S. No	Head of Expenditure	In Rs.
1	Training fee (@ Rs 250/- per week)	1500.00
2	Course Material	1000.00
3	Certification fee	500.00
4	Uniform	1900.00
5	Tool kit (Glass cloth & various dusters etc.)	200.00
6	Lunch charges @ Rs 70/- per day for 30 days (6 weeks x 5 days)	2100.00
7	Miscellaneous expenses (Rs 50/- per week for six weeks)	300.00
8	SUB TOTAL	7500.00
9	Add 5% Administrative Charges	375.00
10	Stipend @ Rs 250/- per week	1500.00
11	TOTAL PER TRAINEE	9375.00

Training in Bakery or Patisserie (8 weeks or 40 training days)

S. No	Head of Expenditure	In Rs.
1	Training fee (@ Rs 250/- per week)	2000.00
2	Course Material	1000.00
3	Certification fee	500.00
4	Uniform	1900.00
5	Tool kit (Glass cloth & various dusters etc.)	400.00
6	Lunch charges @ Rs 70/- per day for 40 days (8 weeks x 5 days)	2800.00
7	Miscellaneous expenses (Rs 50/- per week for eight weeks)	400.00
8	SUB TOTAL	9000.00
9	Add 5% Administrative Charges	450.00
10	Stipend @ Rs 250/- per week	2000.00
11	TOTAL PER TRAINEE	11450.00

The advertisements in the local newspapers subject to a maximum of two per annum will be reimbursed on actual subject to lowest / DAVP rates.

X) INTAKE AND SELECTION

A class will have a minimum of 25 trainees and a maximum of 30. However, the programme will have an inclusive nature. In case the number of eligible candidates exceeds the requirement of a batch, and there is a requirement of additional batches, the Institute will concurrently or in phases run more batches depending on its institutional capacity with the prior approval of the Ministry of Tourism. In case of phasing, the scheduling of candidates between batches will be on first-cum-first-admitted basis. The Institute will maintain a register of applications which will also indicate the date of receipt of each.

XI) PUBLICITY

The State Governments/ Union Territory Administrations will publicize the Programme by inserting advertisement in the newspapers and also putting it on its respective websites. The Implementing Institute will issue a maximum of two advertisements per annum The

Programme will also be publicized to the trade associations, State tourism corporations and vyapaar mandals through interaction/workshops etc. Talks on TV/audio channels may also be arranged.

XII) FACULTY

The Institutes will use their regular faculty for the Programme to the extent possible. The additional requirement will be met by engaging guest faculty as per the Institutes' guidelines subject to the CBSP ceiling.

XIII) STIPEND

A trainee with a minimum attendance of 90% will be paid a lump sum stipend of Rs. 1500/- in respect of 6 weeks course and Rs. 2000/- in respect of 8 weeks course. The stipend will be paid by cheque at the conclusion of the course.

XIV) CERTIFICATION

The trainees with minimum attendance of 90% will be required to appear in an end of the course test and those who pass it successfully will be awarded joint certificate of the State Government /Union Territory Administration and the Institute concerned. For the purpose of this test, there will be one internal and one external examiner – the latter will be drawn from a panel firmed up by the NCHMCT. The Principal will have the discretion for the reasons to be recorded in writing to relax the attendance norm by 10% for the purpose of stipend and appearance in test.

XV) EMPLOYMENT FACILITATION

The State Governments / Union Territory Administration including the implementing Institutes will make conscious effort to facilitate employment of the pass-outs from this Programme. Efforts will also be made to organize campus recruitments by the stake holders in the Trade.

XVI) Hostel Facility to the Outstation Candidates

The Implementing Institute will accommodate the trainees in the hostels of the Implementing Institute free-of-charge to the extent possible, failing which the

Implementing Institute will arrange accommodation outside on rental basis. In either case, the entitlement of the Implementing Institute will not exceed Rs. 2000/- per trainee lodged and MoT will reimburse the same on furnishing of a certificate to the effect that –

"It is certified that the Implementing Institute..... incurred an expenditure of Rs..... towards lodging of trainees belonging to the following courses conducted by the various implementing Institutes on its behalf and that the amount is worked out @ Rs. per trainee; and that the names of the beneficiary trainees are duly indicated in the relevant register".

Course	Trade	From	To	No. of out-station trainees provided accommodation

If, however, an out-station trainee makes his /her own lodge arrangement, he / she will be entitled to reimbursement from the Institutes implementing the programme on behalf of the State Government / Union Territory Administration of an amount not exceeding Rs. 2000/-. The reimbursement will be effected by the Implementing Institute on a written certification of relevant facts by the trainee himself / herself. The payment will be effected through cheque. The State Government / Union Territory Administration in turn will be reimbursed by MoT for an equal amount on submission of a claim.

XVII Uploading of Video Clipping

Each Implementing Institute will upload on the 10th day and concluding day of the training course, a video clipping/ a clear photograph showing the class with trainees in uniform and with their respective tool kits on the e-mail address of the PMUSD (pmuhsrt@gmail.com) & stmhnds@gmail.com).

XVIII After conclusion of training of every batch the Implementing Institute will ensure that each will post on their website the list of the pass-outs along with their full contact details like address, telephone number, Mobile numbers (excluding female trainees) etc and their employment and salary status.
