



JEEVIKA

An Initiative of Government of Bihar for Poverty Alleviation

Bihar Rural Livelihoods Promotion Society State Rural Livelihoods Mission, Bihar

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Office Order

Policy on Training and Learning Centre (TLC) related Community Staff

JEEVIKA project is engaged in the universal mobilisation of rural poor women and in formation and nurturing of strong community institutions viz., SHGs which federate into different levels to unleash the benefits to the SHG women. These community based organisations are involved in socio-economic empowerment of members through providing access to livelihood opportunities, entitlements and convergence with different line departments.

The project has also formed Training Learning Centres (TLCs) at the district level for strengthening the qualities of its member CBOs, community cadres and community professionals (CPs) by providing them continuous capacity building support. For proper functioning of TLCs, it is important to have dedicated community human resource placed at the TLCs to support in day to day functioning of these TLCs and develop them as community owned and managed institution. In the light of the same, following community staff to be placed at the TLC is envisaged.

1. TLC Coordinator.
2. TLC Bookkeeper.
3. TLC Facilitator.
4. Support staff- Office Boy and Night Guard.

Selection Process for the Community Staff

- TLC BoD will discuss about the selection of TLC staff in its meeting and take decision regarding the same. The project staff will facilitate TLC BoD meeting and discuss eligibility criteria, roles and responsibilities of TLC staff.
- Further, TLC will constitute a committee of 5 members including 2 OB member and 3 RGB members under the leadership of Secretary. The committee will be responsible for completion of selection process of TLC staff.
- TLC will call for the application from eligible candidates through advertising at public places or informing concerned CBOs working in the area. The project staff will facilitate the selection process.

The schedule for selection process is as-

- a) The candidates will submit the application form at the TLC office through hand drop or postal means.
 - b) The candidates will submit the application form within 15- days from the date of publication of advertisement.
 - c) The TLC will shortlist the applications and display the names of shortlisted candidates within a week of last date of receipt of application form.
 - d) Within 7-days of publication of names of shortlisted candidates, TLC will conduct written test and interview. The written test will not be applicable for any support staff viz., office boy and night guard.
 - e) Within a week of date of interview, TLC will publish the list of finally selected candidate.
- Applications received will be sorted and shortlisted as per the eligibility criteria mentioned for further screening. Based on the number of shortlisted candidates, venue and date for conducting exam will be decided and informed to the candidates through letter or telephone. Further, written examination will be conducted for the shortlisted candidates.

- As per performance in the written test, the committee will shortlist 5-6 candidates for final interview. Further, the committee will conduct final interview and finalize TLC staff based on the mentioned eligibility criteria and performance and keep 1-2 candidates in serial as wait-list. Project staff will assist the selection committee and facilitate the selection process.
- The committee will submit the final selection list to TLC-BoD for its approval. This will also be approved in the GB meeting. The selected staff will be under probation for 3-months. The TLC-BoD will take the decision for final selection of TLC staff. A resolution for taking the services of particular staff with 3-months probation period should be recorded in the minute's books of TLC BOD meeting. If during 3-months probation period, the performance of community staff is found not satisfactory, probation period may be extended for 3-months after which it would not be extended and if still performance is not upto the mark, the next waitlist candidate should be called. After successful completion of probation period of 3 months, TLC will enter into agreement for two years.
- The TLC will closely monitor the timely attendance, work plan and work done report of TLC Staff on monthly basis.

All the community staff will be reporting to TLC BoD members with their work plan and work done report in the BoD meeting of TLC and accordingly they will be reviewed with the facilitation support by project staff. There will also be support staff like office boy and night guard/ watchman for TLC.

Beside, the TLC staff, there will be resource pool of staff that will be supporting in developing community resource pool. Initially, these staff resource pool will be giving trainings during ToTs, other thematic trainings, support during exposures, organising CRP rounds etc. at TLC and then gradually staff resource pool will transfer these responsibilities of resource person roles to TLC so that community resource pool can independently impart trainings in TLC to make the same self-managed and self-owned community institution.

Requisites of TLC Staff

- S/ he should not hold any public office or be an elected representative (*mukhia/ panch/ ward member or any other*).
- Preference will be given to the candidates from the SC/ ST or vulnerable HHs with special focus on the selection of female candidate.
- S/ he should be willing to travel extensively
- Must have mobile handset with network connection.
- S/ he should have good communication skills.
- S/ he should have attributes of patience and sensitivity towards rural poor women.

Entity of TLC Staff

The staff will have a formal agreement with the TLC which clearly depicts roles and responsibilities, payment process, appraisal system and procedure of removal. S/ he will be a part time staff of TLC, undertaking extensive field visits and attending TLC office as per the direction of TLC Executive Committee.

1. TLC Coordinator

The TLC Coordinator is a staff of TLC. One TLC Coordinator will provide services in One TLC.

Requisites of TLC Coordinator

- S/ he should have minimum qualification of Graduation.
- S/ he should be in the age group of 25 to 45 years effective from the date of advertisement.
- S/ he must have at least two years of experience working with the CBOs and worked on the capacity building of CBOs and CPs.
- S/ he must have training skills and knowledge of training methodologies.

Roles and Responsibilities of the TLC Coordinator

- Ensuring in day to day functioning of TLC office in effective manner.
- Assisting GB/ RGB/ BOD in setting the Agenda.
- Timely conduct of AGM/ Special AGM.
- Preparation of Annual Action Plan and Budget.
- Ensuring rolling out of CB/ training calendar of TLC.

- Coordinating training programs with arranging resource person, training modules and schedules, tool kits, stationeries etc. as per the training need.
- Coordinating training programs to be organised at CLFs/ VOs by sending resource CRP/CPs as per the plan of TLC.
- Coordinating with TLC Facilitator in grading of resource CRPs/ CPs.
- Providing guidance and supervision to TLC Facilitators.
- Coordinating and Facilitating CRP strategy with the support of TLC facilitators in and outside district.
- Identifying and developing resource CBOs and exposure points and coordinating exposure visits in and outside district.
- Ensuring completion of annual audit and return filing with the support of DPCU.
- Coordinating with DPCU for indent raising for releasing of advance and submission of UC on quarterly basis, re-imburement, if any.
- Coordinating with DPCU for releasing of resource CRPs/CPs honorarium on 'as and when required' basis.
- Collating, compiling monthly reports and sending it to DPCU and also regular updating on TLC MIS system.
- Networking and convergence with other agencies and leveraging funds to implement programs for the benefit of members under the guidance and support of DPCU.
- Such other task as may be assigned by the TLC BoD whenever required.

2. TLC Bookkeeper

The TLC Bookkeeper is a staff of TLC. One TLC Bookkeeper will provide services in One TLC.

Requisites for TLC Bookkeeper

- S/ he must be a person with minimum qualification of 12th pass and must have basic knowledge of computer (*tally preferred*), good knowledge of language, mathematics and calculation. S/ he should also have a good writing skill.
- S/ he should have at least 2 years of experience of bookkeeping at the community level.
- S/ he should be in the age group of 20 to 45 years, as on the date of advertisement.

Roles & Responsibilities of the TLC Bookkeeper

- Maintaining books of accounts and records of TLC.
- Preparation of different financial reports on monthly basis i.e. receipt and payment, income and expenditure statement, reconciliation of bank passbook, utilization certificate etc. and put the same before TLC BoD for approval.
- Ensuring statutory annual audit of TLC with the support of TLC BoD.
- Ensure updating of Books of records for audit purpose.
- Compliance and Preparation of TLC audit compliance reports.
- Preparation of annual report, AAP and Budget of TLC and put it before BoD for approval.
- Assisting in conduct of AGM of TLC.
- Assisting in annual return filing with the support of TLC BoD.
- Such other tasks as may be assigned by the TLC BoD as per requirement.

3. TLC Training Facilitator

The TLC Training Facilitator is a staff of TLC. Two TLC Training Facilitators will provide services in one TLC. They will be facilitating training support to TLC, CLFs and VOs from the community resource pool. The number of member CLFs of TLC will be divided among these training facilitators for extending their support. Based on the district spread, or more number of CLFs in TLC fold, this number of facilitators may be increased based on the decision of TLC.

Requisites of TLC Training Facilitators

- S/ he must be a person with minimum qualification of 12th pass with at least 2 years of experience of working with CLFs and VOs.
- S/ he should be in the age group of 20- 40 years, as on the date of advertisement.
- S/ he must have effective training skills.

Roles and Responsibilities of TLC Training Facilitators

- Organizing and scheduling capacity building programs for TLC, CLFs, VOs and their cadres as per the plan of TLC.
- Collecting the data base of all the resource CPs from CLFs, maintaining and updating roster based on their grades at TLC.
- Developing resource pool of CRPs/ CPs on different thematic areas by regular capacity building activities like ToTs, exposure visits etc.
- Coordinating resource pool for providing the quality trainings to the member CBOs/ cadres/ CRPs/ CPs/ Sub-committees/ leaders as per their training need at CLFs and TLCs.
- Monitoring and analyzing the qualities of training provided by the CRPs/ CPs at CBOs level by setting proper feedback mechanism.
- Assisting TLC coordinator in coordinating CRP drives by facilitating CLFs in identifying, selecting the eligible CRPs for sending them within and outside the district.
- Coordinating with TLC and CLFs for the payment of resource CRPs/ CPs beginning from raising indent to releasing payment of honorarium to them on time.
- Assisting TLC and CLFs in the Grading of resource CRPs/ CPs and giving regular capacity building support for upgrading their skills.
- Maintaining and updating service register and honorarium register for resource CRPs/ CPs at CLFs and TLC.
- Such other task as may be assigned by the TLC BoD whenever required.

Requisites for Office Boy

- S/ he must be a member from the SHG household belongs to the same/ nearby locality or community.
- S/ he should be in the age group of 20- 40 years, effective from the date of advertisement.
- S/ he must be 8th Pass.
- S/ he must have same nature of work experience with no any allegation.
- S/ he should have willingness to work for poor community.
- S/ he should be physically fit and know cycling.

Roles and Responsibilities of Office Boy

- Rendering assistance to the TLC coordinator, TLC Bookkeeper and TLC Facilitators in the day to day office functioning.
- Carrying all correspondence/ communication material related to TLC to DPCU and BPIU/ CLFs.
- Doing all logistic arrangements as required in the TLC.

Requisites for Night Guard

- S/he must be physically fit to stay in the night at TLC.
- S/he must be female sensitive and strategic in providing security.

Roles and Responsibilities of Night Guard

- To provide overnight security for TLC office and their occupants.
- To prevent illegal entry and to maintain logbook the times when someone comes in or leaves, verify a person's identification and keep records of overnight shift.

Capacity Building of TLC Staff

During the probation period of 3 months, selected TLC staff will be imparted intensive residential trainings. The district training cell/ thematic manager will organise the following training for the TLC staff.

During the Probation Period (3 months)

TLC Coordinator and TLC Training Facilitator:

1. SHG concept and management (3days): 2days classroom and 1day field exposure.
2. VO concept and management (3days): 2days classroom and 1day field exposure.
3. CLF concept and management (3days): 2days classroom and 1day field exposure.
4. TLC concept and management (3days): 2days classroom and 1day field exposure.
5. Exposure on best practices within and outside the cluster area (2days)

TLC Bookkeeper

1. TLC concept and management (3days): 2days classroom and 1day field exposure.
2. TLC Books of accounts and records (7days)
3. Exposure on best practices within and outside the cluster area (2days)

After gaining some practical experience in the field and probation confirmation, following customised trainings will be organised for TLC staff (except support staff).

During the First year

1. TLC MIS (2days)
2. Exposure on best practices outside the state (7days)

During the Second year

1. TLC registration (2days)
2. AGM and return filing (2days)
3. Statutory system, administrative and financial system (3days)
4. Exposure to best practices project, outside the project area (5days)

Payment of TLC staff

There will be THREE months' probation period for all the staff of TLC from their date of joining. After the probation confirmation, TLC BoD will review and assess their performance based on which their monthly honorarium will be released as per the payment matrix. All the payments will be made through account payee or cheque.

Payment Matrix

Sl.	Designation	Period	Honorarium (Amt. in Rs.)	Travel & Communication Allowance	Fund Support
1	TLC Coordinator	0-3 months (probation)	4000.00	1000.00	Project- 100%
		3-12 months	7000.00	1000.00	Project- 100%
		12-24 months	8000.00	1000.00	Project- 100%
		25- 36 months	9000.00	1000.00	Project- 75% and TLC- 25%
		36 month onwards	10000.00	1000.00	TLC- 100%
2	TLC Bookkeeper	0-3 months (probation)	3000.00		Project- 100%
		3-12 months	4500.00		Project- 100%
		12-24 months	5000.00		Project- 100%
		25- 36 months	5500.00		Project- 75% and TLC- 25%
		36 month onwards	6000.00		TLC- 100%
3	TLC Training Facilitator (Two in no.)	0-3 months (probation)	3000.00	1000.00	Project- 100%
		3-12 months	4000.00	1000.00	Project- 100%
		12-24 months	4500.00	1000.00	Project- 100%
		25- 36 months	5000.00	1000.00	Project- 75% and TLC- 25%
		36 month onwards	5500.00	1000.00	TLC- 100%
4	Office Boy		5000.00	1000.00	TLC- 100% from 36 months onwards
5	Night Guard		5000.00		

Provision for Yearly Increment

After successful completion of first year of services of TLC staff, TLC may give an annual performance incentive based on the decision of TLC. Every year TLC BoD will review the performance of TLC staff based on their roles and responsibilities and may be paid an incentive amount up to maximum of Rs.1000/- in the case of TLC Coordinator and Rs.500/- in the case of TLC Bookkeeper and Training Facilitator.

Termination of TLC Staff

TLC BoD may terminate the TLC staff with one month prior notice on the following ground-

1. If there is a financial discrepancy or S/ he is involved in an illegal activity and it has been proved.
2. S/ he is not able to perform their roles and responsibilities.
3. S/ he is not following the organization norms and values.
4. S/ he has lost the confidence of TLC.
5. S/he is in unauthorized absence for a continuous period more than 7 days.

Initially, TLC BoD will give show cause notice to the staff before termination and require him/ her to reply within a period of 15 days. If S/ he is not able to give appropriate response or BoD is not satisfied with the reply, then S/ he will be finally terminated. The decision of BoD with reason for termination of staff must be minuted in the minute's book of TLC BoD meeting and the same shall be communicated to him/ her. The decision will then be approved by the GB. In the same way, if any staff wants to leave the job then S/ he will have to give one month prior notice to TLC.



(Balamurugan D.)

Chief Executive Officer-Cum-State Mission Director

- Encl.: Annexure1: Format of BIO DATA of TLC Staff
 Annexure2: Format of Information of Selected TLC Staff to TLC/ DPCU
 Annexure3: Application invited for TLC Coordinator
 Annexure4: Application invited for TLC Bookkeeper
 Annexure5: Application invited for TLC Training Facilitator

Copy to:

1. All DPMs/ FMs/ Manager-ICBs/ TOs/ BPMs.
2. All PCs/ SPMs/ SFMs/ PMs/ AFMs.
3. OSD/ Director/ CFO/ AO/PS/ PO.
4. IT Section.
5. Concerned File.



Annexure1: Format of BIO-DATA of TLC Staff

Post applied for:

Name:
Father's/ Mother's/ Husband's name:
Date of Birth:
Telephone/ Mobile No.:
Gender:
Category:

Address for Correspondence-

House No. /Street:
City/ town/ village:
State:
Pin Code:

Permanent Address-

House No. /Street:
City/town/village:
State:
Pin Code:

Education details-

Sl.	Level of Education	Board/University	Year of passing	% of marks

Work Experience details-

Organization Name	Designation	Area of Experience	Highlights of success	Experience in month

Declaration:

1. The above information furnished is true to my best of knowledge.
2. I am not an elected public representative nor do hold an office of profit.

Signature of the Candidate



Annexure3: Application invited for TLC Coordinator

Training and Learning Centre (TLC) is an organization at district level with representation from all CLFs of the district. This organization is community owned and managed. In order to coordinate TLC activities on daily basis, ensuring capacity building of CBOs and cadre, TLC requires a Coordinator.

TLC Coordinator

The TLC Coordinator is a staff of TLC. One TLC Coordinator will provide services in One TLC.

Requisites of TLC Coordinator

- S/ he should have minimum qualification of Graduation.
- S/ he should be in the age group of 25 to 45 years effective from the date of advertisement.
- S/ he must have at least two years of experience working with the CBOs and worked on the capacity building of CBOs and CPs.
- S/ he must have training skills and knowledge of training methodologies.

Roles and Responsibilities of the TLC Coordinator

- Ensuring in day to day functioning of TLC office in effective manner.
- Assisting GB/ RGB/ BOD in setting the Agenda.
- Timely conduct of AGM/ Special AGM.
- Preparation of Annual Action Plan and Budget.
- Ensuring rolling out of CB/ training calendar of TLC.
- Coordinating training programs with arranging resource person, training modules and schedules, tool kits, stationeries etc. as per the training need.
- Coordinating training programs to be organised at CLFs/ VO by sending resource CRP/CPs as per the plan of TLC.
- Coordinating with TLC Facilitator in grading of resource CRPs/ CPs.
- Providing guidance and supervision to TLC Facilitators.
- Coordinating and Facilitating CRP strategy with the support of TLC facilitators in and outside district.
- Identifying and developing resource CBOs and exposure points and coordinating exposure visits in and outside district.
- Ensuring completion of annual audit and return filing with the support of DPCU.
- Coordinating with DPCU for indent raising for releasing of advance and submission of UC on quarterly basis, re-imburement, if any.
- Coordinating with DPCU for releasing of resource CRPs/CPs honorarium on 'as and when required' basis.
- Collating, compiling monthly reports and sending it to DPCU and also regular updating on TLC MIS system.
- Networking and convergence with other agencies and leveraging funds to implement programs for the benefit of members under the guidance and support of DPCU.
- Such other task as may be assigned by the TLC BoD whenever required.

The interested candidates who fulfil eligibility criteria are requested to submit their application at TLC office, () through hand drop, courier or postal in the prescribed format, within 15 days of publication of advertisement. The consolidated honorarium of a TLC Coordinator after confirmation of probation will be ranging from Rs. 4000/- Rs. 10000/- based on the work experience. They will also be provided Rs. 1000/- per month as travel and communication allowance after successfully completion of probation period. The probation period shall be of 3-months. During the probation period a TLC Coordinator will receive consolidated honorarium of Rs. 4000/- per month plus travel and communication allowance of Rs. 1000/- per month.

President
() JEEVIKA TLC, ()

Annexure4: Application invited for TLC Bookkeeper

Training and Learning Centre (TLC) is an organization at district level with representation from all CLFs of the district. This organization is community owned and managed. In order to maintain proper Bookkeeping at TLC on daily basis, TLC requires a Bookkeeper.

TLC Bookkeeper

The TLC Bookkeeper is a staff of TLC. One TLC Bookkeeper will provide services in One TLC.

Requisites for TLC Bookkeeper

- S/ he must be a person with minimum qualification of 12th pass and must have basic knowledge of computer (*tally preferred*), good knowledge of language, mathematics and calculation. S/ he should also have a good writing skill.
- S/ he should have at least 2 years of experience of bookkeeping at the community level.
- S/ he should be in the age group of 20 to 45 years, as on the date of advertisement.

Roles & Responsibilities of the TLC Bookkeeper

- Maintaining books of accounts and records of TLC.
- Preparation of different financial reports on monthly basis i.e. receipt and payment, income and expenditure statement, reconciliation of bank passbook, utilization certificate etc. and put the same before TLC BoD for approval.
- Ensuring statutory annual audit of TLC with the support of TLC BoD.
- Ensure updating of Books of records for audit purpose.
- Compliance and Preparation of TLC audit compliance reports.
- Preparation of annual report, AAP and Budget of TLC and put it before BoD for approval.
- Assisting in conduct of AGM of TLC.
- Assisting in annual return filing with the support of TLC BoD.
- Such other tasks as may be assigned by the TLC BoD as per requirement.

The interested candidates who fulfil eligibility criteria are requested to submit their application at TLC office, (_____) through hand drop, courier or postal in the prescribed format, within 15 days of publication of advertisement. The consolidated honorarium of a TLC Bookkeeper after confirmation of probation will be ranging from Rs. 3000/- Rs. 6000/- based on the work experience. The probation period shall be of 3-months. During the probation period a TLC Bookkeeper will receive consolidated honorarium of Rs. 3000/- per month.

President
(_____ JEEVIKA TLC, _____)



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Annexure5: Application invited for TLC Training Facilitator

Training and Learning Centre (TLC) is an organization at district level with representation from all CLFs of the district. This organization is community owned and managed. In order to facilitate training support to TLC, CLFs and VOs from the community resource pool, TLC requires a TLC Training Facilitators.

TLC Training Facilitator

The TLC Training Facilitator is a staff of TLC. Two TLC Training Facilitators will provide services in one TLC.

Requisites of TLC Training Facilitators

- S/ he must be a person with minimum qualification of 12th pass with at least 2 years of experience of working with CLFs and VOs.
- S/ he should be in the age group of 20- 40 years, as on the date of advertisement.
- S/ he must have effective training skills.

Roles and Responsibilities of TLC Training Facilitators

- Organizing and scheduling capacity building programs for TLC, CLFs, VOs and their cadres as per the plan of TLC.
- Collecting the data base of all the resource CPs from CLFs, maintaining and updating roster based on their grades at TLC.
- Developing resource pool of CRPs/ CPs on different thematic areas by regular capacity building activities like ToTs, exposure visits etc.
- Coordinating resource pool for providing the quality trainings to the member CBOs/ cadres/ CRPs/ CPs/ Sub-committees/ leaders as per their training need at CLFs and TLCs.
- Monitoring and analyzing the qualities of training provided by the CRPs/ CPs at CBOs level by setting proper feedback mechanism.
- Assisting TLC coordinator in coordinating CRP drives by facilitating CLFs in identifying, selecting the eligible CRPs for sending them within and outside the district.
- Coordinating with TLC and CLFs for the payment of resource CRPs/ CPs beginning from raising indent to releasing payment of honorarium to them on time.
- Assisting TLC and CLFs in the Grading of resource CRPs/ CPs and giving regular capacity building support for upgrading their skills.
- Maintaining and updating service register and honorarium register for resource CRPs/ CPs at CLFs and TLC.
- Such other task as may be assigned by the TLC BoD whenever required.

The interested candidates who fulfil eligibility criteria are requested to submit their application at TLC office, (_____) through hand drop, courier or postal in the prescribed format, within 15 days of publication of advertisement. The consolidated honorarium of a TLC Training Facilitators after confirmation of probation will be ranging from Rs. 3000/- Rs. 5500/- based on the work experience. They will also be provided Rs. 1000/- per month as travel and communication allowance after successfully completion of probation period. The probation period shall be of 3-months. During the probation period a TLC Training Facilitator will receive consolidated honorarium of Rs. 3000/- per month plus travel and communication allowance of Rs. 1000/- per month.

President
(_____ JEEVIKA TLC, _____)

