

Memorandum of Understanding (MoU) Between

Atal Skill Development Training Center (ASDTC)

A Skill Tech Brand of Atal Foundation

&

_____, (TC Code - _____)

For Provisions of Training Center for Skill Training

Effective Date: This Memorandum of Understanding ("MoU") is executed on the _____ (the "Effective Date") by and between **Atal Skill Development Training Center**, having its registered office **511, 05th Floor, Skyline Plaza 1, Sushant Golf City, Lucknow - 226030** (hereinafter referred to as the "First Party" or "ASDTC"),

&

_____, Represented by _____, with its Office / training Center at _____ (hereinafter referred to as the "Second Party", or "Training Center"). Collectively, the "First Party" and the "Second Party" are referred to as the "Parties."

1. Objective

This MoU establishes a collaborative framework under which the First Party will provide work order to 2nd party for skill development training, and 2nd party will act as Training Center and complete project by identifying necessary infrastructure and logistical support and setting up TC as per guidelines to set up and manage a **Skill Development Centre** aimed at completing the training programs and benefiting the local youth.

2. Definitions

- **Training Center:** The facility provided by the Second Party at the campus designated for skill development activities, including classrooms, labs, IT facilities, and other infrastructure as specified in Annexure 2.
- **Project Financials:** Refers to all costs, fees, and charges related to the training and operational support as outlined in Annexure 1, payable on a per-pass-out-candidate basis.
- **Commencement Date:** The Project will be started based on allocation of target, batch approval on government portal and center approval.
- **Termination Notice Period:** A thirty (30) day period required before either party can terminate this MoU, as outlined in Section 13. In Case of Non-compliance 1st Party may terminate the MoU with immediate effect.

3. Scope of Work

3.1. First Party Responsibilities (ASDTC) The First Party agrees to:

- Ensure that all training modules comply with industry standards and address the specific skill requirements designated by agency / SSC.
- Provide branding designs and display signage designs related to the project.

3.2. Second Party Responsibilities (_____) The Second Party agrees to:

- Recruit, deploy, & supervise qualified trainers for conducting the skill development programs in the center.
- Set up and maintain any additional equipment required for the courses as specified in Annexure 2.
- If ToT / Assessment Fee payment (if applicable) or batch charges are due, payment of aforesaid fee to be done.
- Ensure the mobilization of students for timely commencement of training program batch.
- Provide comprehensive training materials, curricula, and resources in line with project standard.
- Provide well-maintained infrastructure with capacity of _____ **Nos.** in **Non Residential Category** including Classrooms, Labs, IT facilities including PCs, Separate Hostels for Boys & Girls and other required spaces as outlined in **Annexure 2**, ensuring they are in good condition. Install branding as per approved designs.
- Maintain the cleanliness of all areas, availability of amenities (water, power backup, sanitation), and general upkeep of the facilities for a conducive learning environment.
- Ensure that all infrastructure requirements (e.g., separate washrooms for male and female trainees, fire safety equipment) are met in compliance with regulatory standards.

4. Payment Terms and Financial Obligations

The First Party shall pay the Second Party according to the schedule detailed in **Annexure 1**. Payments must be made within thirty (30) business days of receiving funds from the government department. All financial obligations are inclusive of applicable taxes, and cover expenses such as electricity and water usage within the training facility.

5. Non-Disclosure Agreement (NDA)

The Parties agree to maintain the confidentiality of all proprietary, business-sensitive, and personal data (collectively referred to as "Confidential Information") exchanged as part of this collaboration. Each Party shall:

- Use Confidential Information solely for the purposes defined in this MoU.
- Restrict access to Confidential Information to personnel who have a "need to know" and are bound by similar confidentiality obligations.
- In the event of unauthorized disclosure, the disclosing Party shall notify the other Party immediately and take necessary corrective actions.

This confidentiality obligation shall survive the termination of this MoU for a period of three (3) years. A breach of confidentiality may result in immediate termination of this MoU and liability for damages.

6. Training Program, Target Allocation through Work Order & Payout

- **Training Program:** On receiving of Training Targets and Job Roles from Skill Sector Council / CSR / Agencies, ASDTC will issue RFP, and based on criteria of project, ASDTC will assign Job role and No of target to Training Center through separate **Work Orders** for all projects and those will be included in **Annexure 1**.
- **Payout:** On successful completion of project TC will submit the evidence documents / Project Completion Report as per Annexure 3 and raise the invoice to ASDTC, and after review and verification, ASDTC will process that invoice with Skill Council / CSR / Agencies and upon clearance of invoice, ASDTC will release the payment to TC.

7. Strict Compliance and Penalty Clauses

- **Performance Standards:** Each Party agrees to perform its duties in a diligent and professional manner in line with industry standards.
- **Penalty for Non-Compliance:** In the event of any failure to provide or maintain the infrastructure, training, or resources as per the defined standards and Annexures, the non-compliant Party will be liable to pay a penalty equivalent to 10% of the total project financials outlined in **Annexure 1(A)**.
- **Inspection and Audits:** First Party reserves the right to conduct periodic inspections and audits of the facilities and resources to ensure compliance with the terms of this MoU.

8. Liability and Indemnification

- **Limitation of Liability:** Neither Party shall be held liable to the other for any indirect, incidental, or consequential damages, including lost profits or lost opportunities, except in cases of gross negligence or willful misconduct.
- **Indemnification:** Each Party agrees to indemnify and hold harmless the other from any claims, damages, or losses arising out of or related to any breaches of this MoU, including but not limited to third-party claims resulting from either Party's acts of negligence.

9. Force Majeure

Neither Party shall be liable for any delays nor does failure in performance due to causes beyond their reasonable control, such as natural disasters, act of government authorities, pandemics, or other force majeure events. Each Party must promptly notify the other of such events.

10. Data Protection and Compliance

Both Parties agree to comply with applicable data protection regulations, including the secure handling of personal information of trainees and staff involved in the project. The Parties shall ensure compliance with relevant laws such as the Information Technology Act and any other applicable data protection laws.

11. Dispute Resolution

In the event of any dispute or disagreement arising from this MoU, the Parties shall attempt to resolve it through amicable negotiations. If unresolved, the matter will be referred to arbitration under the Arbitration and Conciliation Act, 1996. The venue for arbitration shall be Lucknow.

12. Representations and Warranties

Each Party warrants that it has the legal authority, capacity, and resources necessary to fulfill its obligations under this MoU. Each Party represents that it will conduct its obligations in compliance with all applicable laws and regulations.

13. TC Code, Guidelines, Termination Notice Period and Non-Compliance Consequences

13.1 Training Center Code: Atal Skill Development Training Center (ASDTC) is a Skill Tech Brand of Atal Foundation. To Promote Skill Development Courses, _____ of _____ applied for Training Center with ASDTC & on successful documentation and verification through AFRC _____ 2nd Party has been appointed as Authorized Training Center of **ASDTC** whose TC ID is _____

13.2 Guidelines: 2nd Party will ensure to comply with the **Project Guidelines (Annexure 3)** without fail. In case if 1st party found any non-compliance of these guidelines or due to any noncompliance, if any advisory / penalty is being imposed by SSC / CSR Client / Authorities side, 2nd party will be responsible to handle that and 1st party may terminate this Agreement immediately.

13.3 Termination: If 2nd Party materially breaches this MoU by violating any Guidelines, the 1st Party may terminate immediately, without further notice or Cure Period, for cause. Material breaches include, but are not limited to:

- Failure to perform agreed-upon responsibilities under Sections 3.1 or 3.2.
- Violation of the NDA / Confidentiality clause outlined in Section 5.
- This MoU shall be valid for twelve (12) months from the Effective Date and may be renewed upon mutual consent. Either party may terminate this MoU with a written notice of thirty (30) days.
- In the event of a breach of any conditions by either party, a **Cure Period** of fifteen (15) days shall be granted to rectify the issue. If not resolved within this period, the MoU may be terminated immediately.
- In case of any issue raised / notice period, the ongoing batch will continue to work without any disruption till batch completion.

13.4 Consequences of Termination

Upon termination, the non-compliant Party shall immediately:

- Cease all activities under this MoU.
- Return all Confidential Information and project-related materials to the other Party.
- Compensate the First Party for any incurred losses resulting from the breach, in addition to a **25% termination penalty** based on the total project financials.

14. Infra Support Facilitator

Performance Standards: Role of Support facilitator is to ensure the smooth operations & functionality of Training Center. As per the MoU, **Mr Sudhir Tiwari** of **Sourish Edutech** will work as Infra Support Facilitator for this MoU.

15. Signatories

In witness whereof, the Parties have executed this MoU through their authorized representatives today.

For: Atal Skill Development Training Center

For: _____

Name: _____

Name: _____

Designation: Head – Business Development

Designation: Authorized Signatory

Annexure 1.1: Project Financials

S. No.	Training / Project	Duration	Payable Amount
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Annexure 1.2 (Residential Facility Charges, In case of Residential Programs))

S. No.	Cost Component	Payable Amount
1	Residential Facility Charges	Rs _____.00/- per pass-out candidate

Annexure 1.3 (Mess Charges, In case of Residential Programs)

S. No.	Cost Component	Payable Amount
1	Mess / Food Charges (As Applicable, only for approved menu)	Rs _____.00/- per pass-out candidate

Annexure 2 (A): Mandatory Infra Requirements

Sr. No.	Name	Qty.	Details
1	Theory Classroom	4	Minimum size of 350 Sq. Ft. with sitting furniture (Table Chair or Desk), Black/white Board, Table Chair for Trainer, working Fans and light bulbs and tubes etc. 1 Projector and 1 computer in each classroom
2	Lab Rooms	4	Minimum size of 350 Sq. Ft. with Black/white Board, Table Chair for Trainer, working Fans and light bulbs, tubes, switchboards etc.
3	IT Lab	1	With 30 working computers (on sharing basis will also work)
4	Office Room	1	With Furniture (Table and Chair) for sitting of 10 team members and visitors
5	Counseling cum Placement Room	1	With Furniture (Table and Chair) for sitting of 4-5 team members and visitors
6	Store / Storage	1	Almirah
7	Arrangement of properly working Water Cooler/RO water for Drinking in Training Centre	1	
8	Separate Washrooms for Boys and Girls in Training Centre	4	
9	Hostel for 240 candidates (Male and Female) (Only in case of Residential Projects)		With 3/4 Beds (with mattress, bed sheets, pillows with covers, blankets) in each room (based on space requirement of 36 Sq. Ft. for each candidate), Almirah/Trunk for each student, working Fans and Lights/bulbs, switch boards, 12 washrooms and drinking water facility in Hostel (Water Cooler/RO water)
10	Dinning/Recreation Hall	1	Minimum 800 Sq. Ft. (sharing basis will also work)
11	Food arrangement for Candidates (Only in case of Residential Projects)		3-time meal + 2 time tea per day Menu as per Annexure 2
12	Regular cleaning of Training Centre, Toilet & Hostel.		Cleaning on daily basis required. Focalt will be responsible for cleaning of Rooms of Training and Hostel where candidates
13	Fire Extinguisher as per norms for training center and Hostel		
14	Power Backup in Training Centre & Hostel.		Solar Power Backup / Inverter / DG Set
15	Furniture for Domain Lab		Furniture of Domain Lab (Commonly Available)

Annexure 2(B)*

Mandatory Material List for Classrooms:

Sr. No	Material	As Per SOP	Available Numbers	To Be Provided By Infra Partner	Remarks
1	Student Bench & Desk Set	40			3 on 1 Desk size
2	Green Board	4			
3	Podium	4			
4	Projector	4			
5	Notice Board (3*2)	8			

Material List for 4 Labs

6	Chairs	120			
7	White Board/Green Board	4			
8	Podium/Trainer Table	2			
9	Notice Board(3*2)	2			
10	Table for Practical(4*3)	6			
11	Chairs for Practical Tables	60			
12	Side Station (Long Narrow Table)	4			

Material List for 01 IT Lab

14	Desktop consisting with LAN , MS Office and Typing Tutor	30			
15	Podium/Trainer Table	1			
16	Chairs for students	30			
17	Tables for Desktop	30			

Material List for 1 Office Room

18	Office Table with drawer	5			
19	Trainer Chairs	5			
20	Desktop for Office Purpose with LAN	5			
21	Printer with Scanner	2			
22	Almirah for documentation	3			

Annexure 2(C)
(Applicable in Case of Residential Category)

Hostel for 120 Candidates					
Sr. No	Material	As Per SOP	Available Numbers	To Be Provided By Infra Partner	Remarks
1	Mattress	120			
2	Pillow	120			
3	Pillow cover	120			
4	Bed	120			
5	Bed sheet	120			
6	Quilt	120			
7	Bucket	60			
8	Mug	60			
9	Trunks/Almirah	120			
10	Dustbin	60			
11	Notice Board(3*2)	1			
12	Table for Hostel Registers	1			
13	Table and Chair for guard	1			
Material List for Mess area for 120					
14	Dining Table	24			
15	Chairs	96			
16	Dining Thali 5 in 1	120			
17	Spoons	120			
18	Water Mug	20			
19	Water Glasses	120			
20	Notice Board (3*2)	1			
21	Television	1			

Annexure 2 (D)

Proposed Menu for Mess (Applicable in Case of Residential Category)

Day	Breakfast	Lunch	Evening Snacks	Dinner
Mon				
Tue				
Wed				
Thru				
Fri				
Sat				
Sun				

Annexure – 03 (A)

Comprehensive Project Guidelines for Compliance

1. Financial and Administrative Requirements

1. Demand Draft (DD):

- TC must submit a **non-refundable** Inspection fee of **₹15,000.00**, Stamp Duty & Legal Charges of **₹10,000.00** & Registration Charges of **₹25,000.00/-** (a total amount of **Rs 50,000.00/-**) + **applicable taxes** through Demand Draft (DD) / IMPS / NEFT in favor of Atal Skill Development Training Center A/C No **110261059217**, IFSC : **CNRB0007637**, of **Canara Bank**, Sushant Golf City, Lucknow Branch at the time of signing the **Memorandum of Understanding (MoU)**
- Failure to submit the DD will delay the signing process and may impact project timelines.
- **Earnest Money Deposit (EMD):**
- TC's must furnish an EMD of ₹ _____/- as per RFP issued by ASDTC. (If required)*
- The EMD will be forfeited in case of batch not started within 14 days or non-performance or violation of project terms.

2. Trainee Mobilization and Counseling

1. Women/Girls Target:

- Mobilize and counsel at least 30% of women or girls.
- Women candidates must be registered on the ASDTC portal and should have a prior work experience.

2. District Allocation:

- Mobilize candidates from the allocated districts.
- If the target number of candidates is not available, consider youth from neighboring districts meeting eligibility criteria.
- Maintain a database of mobilized candidates with supporting documentation.

3. Awareness Campaigns:

- Conduct mobilization drives using local influencers, NGOs, and community leaders.
- Use pamphlets, social media, and community outreach programs to generate awareness.

3. Training Centre Setup and Operations

1. SDTC Setup:

- Ensure the setup complies with PMKVY 4.0 / govt. guidelines.
- Submit inspection reports with geo-tagged latitude and longitude details of the center.
- Inspection reports must include photographs of the center, classrooms, and equipment.

2. No Basement Training:

- Training centers must not be located in basements.
- Violations will result in immediate debarment and cancellation of batches.

3. Branding Requirements:

- Display ASDTC's logo on all training materials, uniforms, and banners.

4. IP Cameras and AEBAS: (In case of DDUGKY Projects)

- Install IP cameras for live monitoring.
- Use Aadhaar-enabled Biometric Attendance Systems (AEBAS) / Manual Attendance to record daily trainee and trainer attendance as per Project requirement.
- Mode of Attendance for project: Biometrics / Online
- Maintain attendance records for audit purposes.

5. Internet and Power Backup:

- Ensure stable internet connectivity with sufficient bandwidth to support online monitoring.
- Provide a minimum of 6 hours of power backup to avoid disruptions during training sessions.

6. Camera Features:

- Cameras must support two-way communication (voice) and motion tracking features.
- Ensure cameras are operational during training hours and positioned to capture all activities.

4. Training Implementation

1. Guidelines Compliance:

- Training must align with PMKVY guidelines, ASDTC circulars, and directives.
- Ensure course curriculum adheres to National Skills Qualification Framework (NSQF)/SSC standards.

2. Uniforms and Kits (As per project requirements) :

- Provide one set of uniforms and a training kit to each trainee.
- Maintain a record of kit distribution, including acknowledgment from trainees.

3. Training Methodology:

- Complete the hours of training for fresh entrants, including practical/on-job training.
- Conduct training for a maximum of 8 hours and a minimum of 4 hours per day.
- Include soft skills, financial literacy, and entitlement awareness as part of the curriculum.
- For re-skilling/up gradation, provide a minimum of 16 hours of training based on the NOSs covered.

5. Classroom Training Monitoring

1. IP Camera Monitoring:

- Ensure all classroom training sessions are captured via IP cameras.

- The cameras must be positioned to provide clear visibility of both trainees and trainers.
- Daily recordings should be reviewed for adherence to training schedules and guidelines.

2. Attendance Monitoring:

- Trainers and trainees must log their attendance via AEBAS / Manual / Biometrics Attendance as per project requirements. Attendance to be maintained for this project.
- Cross-verify attendance with session recordings to ensure accuracy.

3. Session Observations:

- Conduct surprise virtual and physical inspections of classrooms.
- Inspectors must check for punctuality, trainee engagement, and adherence to the approved curriculum.

4. Trainer Performance:

- Monitor trainers for session quality, including clarity of instructions, use of teaching aids, and interaction with trainees.
- Record feedback from trainees about trainer performance regularly.

5. Curriculum Coverage:

- Ensure trainers are covering the syllabus as per the approved lesson plan.
- Record the progress of curriculum delivery and address any delays or omissions promptly.

6. Session Feedback:

- Conduct regular trainee feedback sessions about classroom activities.
- Use feedback to improve training delivery and address any challenges faced by trainees.

7. Trainee Engagement:

- Monitor trainee participation through question-and-answer sessions, group activities, and practical exercises.
- Address issues of absenteeism or lack of engagement promptly.

6. Internal and External Assessment Guidelines

1. Internal Assessments:

- Conduct periodic internal assessments to evaluate trainee progress.
- Assessments must include both theoretical and practical components aligned with the curriculum.
- Maintain detailed records of assessment results for each trainee.
- Provide constructive feedback and remedial training to trainees based on internal assessments.

2. External Assessments:

- Schedule external assessments through SSC/NCVT or ASDTC-nominated agencies.
- Ensure assessments are conducted in a fair and transparent manner.

- Provide trainees with a minimum of one week's notice prior to the assessment date.
- Ensure the presence of an authorized representative during the assessment process.

3. Assessment Criteria:

- External assessments must align with NSQF standards.
- Trainees must achieve a minimum of 85% marks to qualify for certification.
- Document assessment results and share them with trainees promptly.

4. Failed Assessments:

- Retrain and reassess candidates who fail external assessments at the center's expense.
- Keep records of retraining schedules and subsequent assessment results.

5. Assessment Feedback:

- Collect feedback from trainees regarding the assessment process.
- Use feedback to improve future assessments and address any identified gaps.

6. Certification:

- Issue NSQF-compliant certificates to successful candidates.
- Certificates must be distributed within one month of the assessment.
- Maintain a log of issued certificates for audit purposes.

7. Reporting and Documentation

1. Inspection Documentation:

- Submit complete ASDTC documentation during inspection requests.
- Ensure that documents include attendance logs, photographs, and financial records.

2. Batch Reports:

- Submit batch-wise progress reports within prescribed timelines.
- Reports must include details of attendance, syllabus covered, and trainee feedback.

3. Success Stories:

- Provide at least five success stories per batch, including before-and-after scenarios of trainees.

8. Placement and Post-Training

1. Placement Targets:

- Achieve at least 70% placement for trainees (50% wage employment and 20% self-employment or work-from-home).
- Submit placement proof, including offer letters and salary slips, within six months.

2. Retention Period:

- Ensure a minimum retention period of three months for all placements.

3. Post-Training Support:

- Assist candidates in setting up micro-enterprises by facilitating credit, subsidies, and proposal writing.
- Ensure financial inclusion by helping trainees open Basic Saving Bank Deposit accounts.

9. Penalties and Non-Compliance

1. Delayed ASDTC File Submission:

- Files submitted beyond seven days will incur a penalty of ₹10,000/-.
- Files submitted later than 14 days will incur a penalty of ₹25,000/-.
- Files submitted later than 14 days will not be considered.

2. Violation Consequences:

- Violations may result in batch or ASDTC cancellation, payment denial, and debarment.

3. Contract Termination:

- Contracts may be terminated for non-performance or breach of terms, with three months' notice or mutual agreement.

10. Monitoring and Audits

1. Audit Compliance:

- As projects are CSR / Govt. funded, are subject to be audited by CAG or ASDTC-appointed auditors.
- Maintain proper records for all financial and operational activities.

2. Performance Review:

- Periodic reviews will assess targets and achievements.
- Underperforming TCs may face target reductions or cancellations.

11. MIS and Portal Requirements

- Define Objectives: Clearly outline the key deliverables of the ASDTC project, including skill development targets, participant engagement, and community outcomes.
- Stakeholder Mapping: Identify and document all stakeholders, including internal teams, training providers, beneficiaries, and regulatory authorities.

Data Requirements: Establish the types of data needed for monitoring, such as:

- Trainee profiles (name, age, gender, education level).
- Training modules and attendance records.
- Assessment scores and certification details.

- Post-training employment or self-employment statistics.
 - Standardized Templates: Develop standardized templates for data collection, ensuring consistency across training centers.

Data Collection and Management

- Centralized Database: Implement a centralized database accessible to all training centers for real-time data entry and retrieval.
- Data Entry Protocols:
 - Ensure timely data entry for all participants.
 - Validate data accuracy through double-checking processes.
 - Use unique identifiers for trainees to avoid duplication.

Data Security:

- Ensure data confidentiality through secure login credentials.
- Regularly back up the database to prevent loss of information.
 - Role-Based Access: Define user roles & restrict access based on necessity to maintain data integrity.
 - Reporting and Documentation

Monthly Reports:

- Generate and circulate monthly progress reports, including enrollment statistics, attendance records, and training completion rates.
- Ensure reports are shared with relevant stakeholders by the 10th of each month.

Quarterly Compliance Reviews: Conduct quarterly reviews to:

- Assess adherence to training schedules and targets.
- Verify the accuracy of reported data.
- Identify and address gaps in project implementation.

Regulatory Compliance Reports: Ensure all compliance-related documentation is submitted to authorities on time, including:

- Tax filings.
- Beneficiary impact assessments.
- Any specific formats required by funding agencies.
- Monitoring and Evaluation

Real-Time Dashboards: Implement dashboards to:

- Track real-time progress for each training center.
- Monitor KPIs such as enrollment rates, training hours, and certification issuance.

Audit Trails: Maintain detailed audit trails to:

- Track changes to trainee records.
- Ensure accountability in data management.

Feedback Mechanism: Establish channels for trainees and trainers to provide feedback on:

- Training quality.
- Infrastructure.
- Any challenges faced during implementation.

Impact Assessment: Conduct periodic evaluations to measure the socio-economic impact of the ASDTC project, focusing on:

- Employment rates among trainees post-training.
- Community development metrics.
- Training and Capacity Building

Staff Training: Regularly train MIS staff and center coordinators on:

- Data entry and management.
- Reporting protocols.
- Use of dashboards and software tools.

Knowledge Sharing: Encourage best practice sharing across training centers through:

- Biannual review meetings.
- Online forums or collaborative platforms.
- Risk Management

Data Errors:

- Establish checks to identify and rectify data inconsistencies.
- Conduct random audits to ensure data quality.

System Downtime:

Develop a contingency plan to manage system downtime, including offline data entry processes and rapid technical support.

Non-Compliance:

Implement corrective action plans for centers or teams failing to meet compliance standards, including additional training or resource allocation.

Regular Updates:

- Periodically review MIS processes and guidelines to adapt to emerging challenges and technologies.

Stakeholder Feedback: Incorporate feedback from stakeholders to refine data collection, reporting, and monitoring processes.

Benchmarking: Compare project performance with similar initiatives to identify areas for improvement and innovation.

Annexure – 03 (B)

ASDTC Details Alignment:

1. Ensure ASDTC names and addresses match on pics and branding.

Batch Details:

2. Update portal with batch details, including start and end dates, attendance, and batch timing.

ASDTC Portal Registration:

3. Ensure all employers and candidates are registered on the portal provided by ASDTC.

12. Additional Mandatory Requirements

1. Trainer Eligibility:

- Hire TOT-certified trainers as per course module norms.
- If ToT certified trainers are not available, TC must process the ToT application by contacting ASDTC office on priority.
- Maintain trainer certification records for audits.

2. Video Storage:

- Retain video footage from IP cameras until the final settlement of UC claims.
- Ensure accessibility for reviews and audits.

13. Disciplinary Guidelines

1. General Conduct:

- Maintain professionalism and discipline at all times within the training centers.
- Respect cultural, gender, and social sensitivities of trainees and staff.
- Zero tolerance for harassment, discrimination, or inappropriate behavior.

2. Sanitation:

- Training centers must maintain cleanliness and hygiene standards at all times.
- Ensure daily cleaning of classrooms, washrooms, and common areas.
- Display visible signs promoting cleanliness and personal hygiene.

3. Washrooms:

- Provide separate, clean, and functional washrooms for male and female trainees and staff.
- Ensure availability of running water, soap, and sanitary supplies.

4. Incident Reporting:

- Report any instances of misconduct, fraud, or policy violations immediately to the compliance team.
- Maintain a record of disciplinary actions taken.

5. Sanctions:

- Penalties or termination of contracts may apply for severe breaches of conduct.
- Stakeholders involved in malpractice may face blacklisting or legal action.