



PSDF

**A SUCCESS STORY OF
PUBLIC-PRIVATE
PARTNERSHIP**



UPDATES FROM PREVIOUS SESSION



ACTION STEPS FROM FIRST ROADSHOW



BEHAVIORAL ISSUES OF THIRD PARTY MONITORS

- ✓ Survey with TSPs completed.
- ✓ Customer service training is being done

STRICT MONITORING RULES

- ✓ Development of three monitoring frameworks

PROVISION OF CHANNEL FOR TSP COMPLAINTS

- ✓ tsp@psdf.org.pk
- ✓ Toll Free Number 0800- 48627

MONITORING VISIT TIMING

- ✓ Android monitoring system

ACTION STEPS FROM FIRST ROADSHOW



LACK OF UNDERSTANDING OF BUSINESS RULE

- ✓ Awareness sessions to be conducted

DELAYS IN TRAINEE ID CARD

- ✓ Provision of online trainee ID card printing

PERSONALITY GROOMING OF TRAINEES TO ACHIEVE EMPLOYMENT TARGET

- ✓ Pilot project of soft skills intervention completed, complete roll out to be announced

DEVELOPMENT OF QUALITATIVE MONITORING FRAMEWORK

- ✓ Android monitoring system

ACTION STEPS FROM FIRST ROADSHOW



DEVELOPMENT OF QUALITATIVE MONITORING FRAMEWORK

- ✓ Core skills assessment study in pipeline

RESTRICTION OF 10 MILLION ASSETS CONDITIONS

- ✓ Removed from bidding documents

IDENTIFICATION OF FAKE/GHOST TRAINEES & ITS IMPLICATIONS

BUSINESS RULES

One-month identification of fake/ghost trainee:

If TPM reports identification of fake/ghost Trainee/Trainees in any given month for a TSP. Following rules/procedures must be adopted:

- Expulsion of trainee & deduction of cost
- Invoices on hold
- Penalty imposition (20%)
- Warning letter/email
- Response from TSP

WHO IS A GHOST TRAINEE?

A trainee who is enrolled under PSDF funded program is marked present but found absent in two consecutive third party monitoring (TPM) visits

WHO IS A FAKE TRAINEE?

A Trainee who is participating in a class instead of actual Trainee and identified by TPM firm during the physical verification

IDENTIFICATION OF FAKE/GHOST TRAINEES & ITS IMPLICATIONS

IDENTIFICATION OF FAKE/GHOST TRAINEES IN SUBSEQUENT BATCH/MONTH

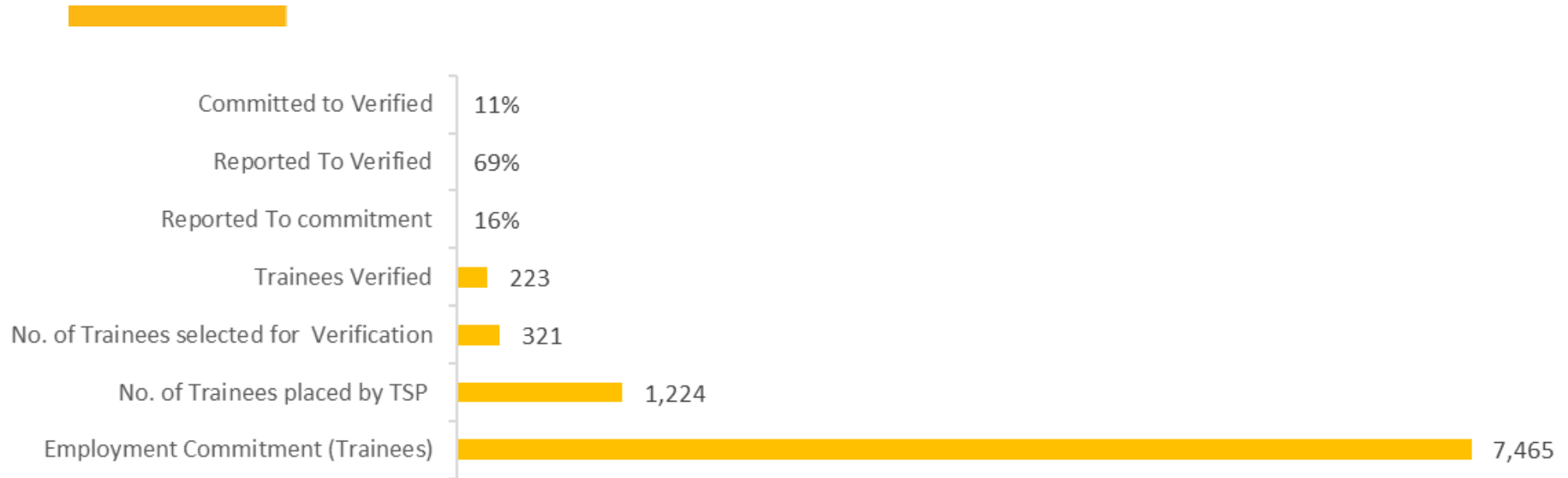
- If TPM reports the same incident in subsequent batch/month, the contract with the TSP will be terminated from the next batch.
- Other rules of expulsion of Trainee/Trainees since inception, deduction of cost, email/warning letters issuance will remain same.



TSP will be declared ineligible to work with PSDF for next whole year.

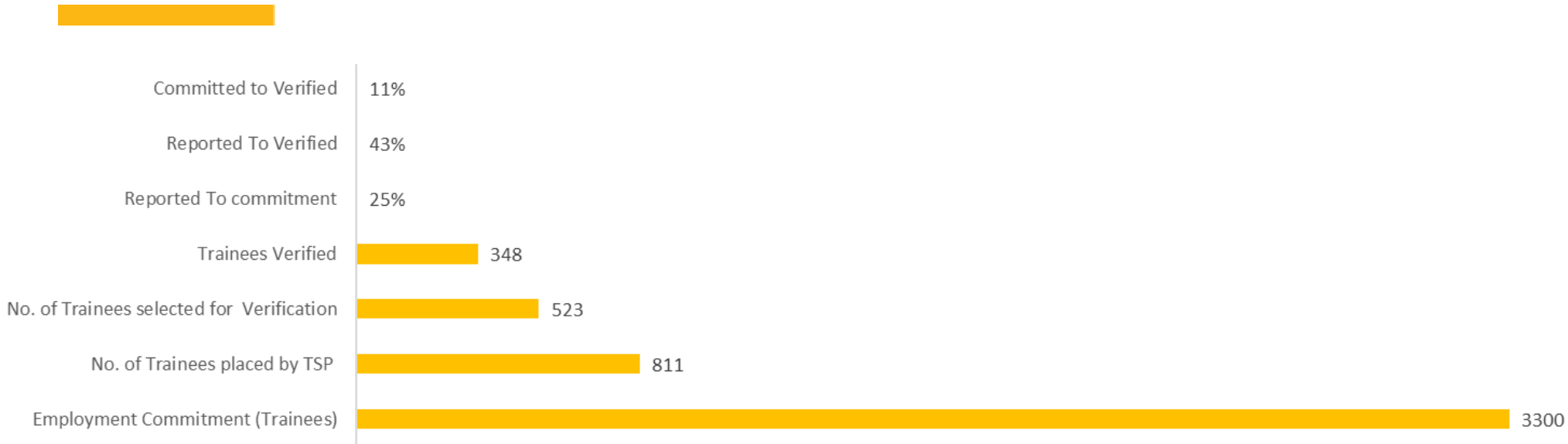
All payment for the entire program will be withheld.

EMPLOYMENT DATA



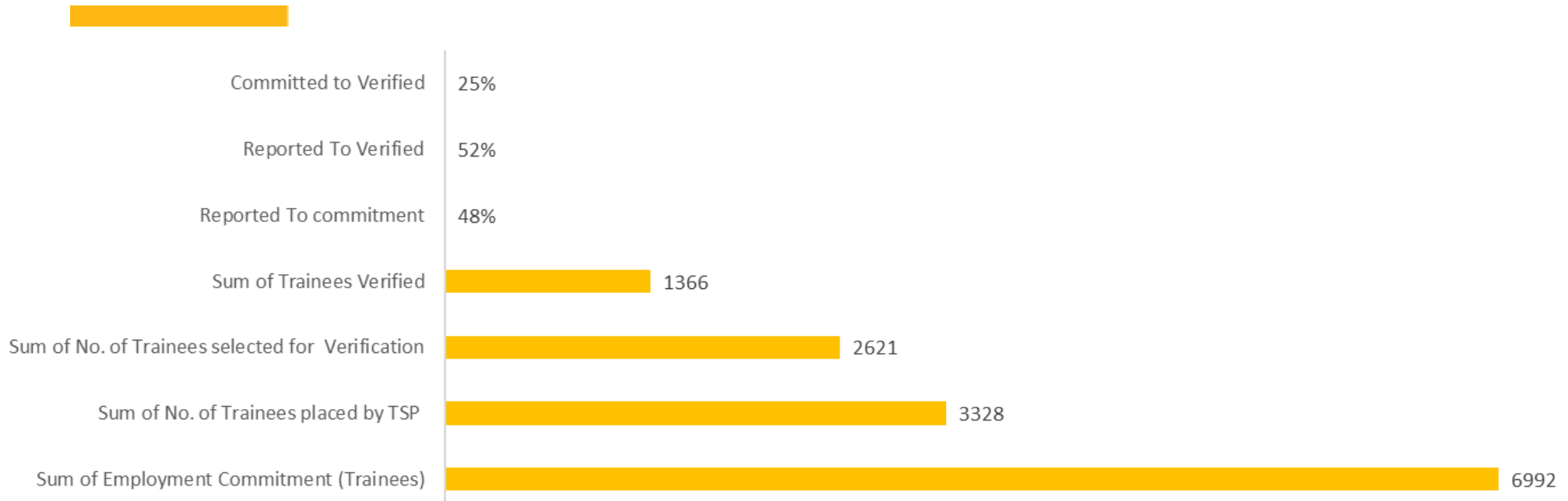
| | Employment Commitment | No. of Trainees placed by TSP | No. of Trainees selected for Verification | Trainees Verified | Reported To commitment | Reported To Verified | Committed to Verified |
|-----------------------------|-----------------------|-------------------------------|---|-------------------|------------------------|----------------------|-----------------------|
| ■ Grand total | 7,465 | 1,224 | 321 | 223 | 16% | 69% | 11% |
| ■ Industry | 3,796 | 849 | 103 | 69 | 22% | 67% | 15% |
| ■ Formal Training Institute | 3,669 | 375 | 218 | 154 | 10% | 71% | 7% |

EMPLOYMENT DATA



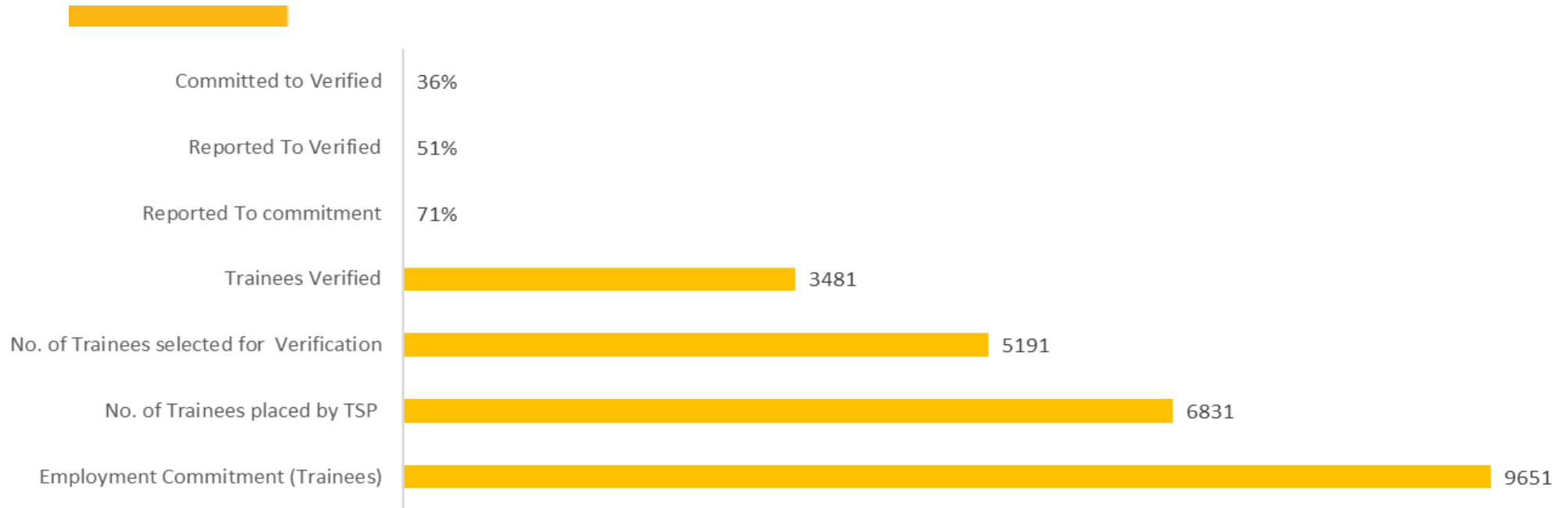
| | Employment Commitment (Trainees) | No. of Trainees placed by TSP | No. of Trainees selected for Verification | Trainees Verified | Reported To commitment | Reported To Verified | Committed to Verified |
|-----------------------------|----------------------------------|-------------------------------|---|-------------------|------------------------|----------------------|-----------------------|
| ■ Grand Total | 3300 | 811 | 523 | 348 | 25% | 43% | 11% |
| ■ Industry | 260 | 210 | 112 | 66 | 81% | 31% | 25% |
| ■ Formal Training Institute | 3040 | 601 | 411 | 282 | 20% | 47% | 9% |

EMPLOYMENT DATA



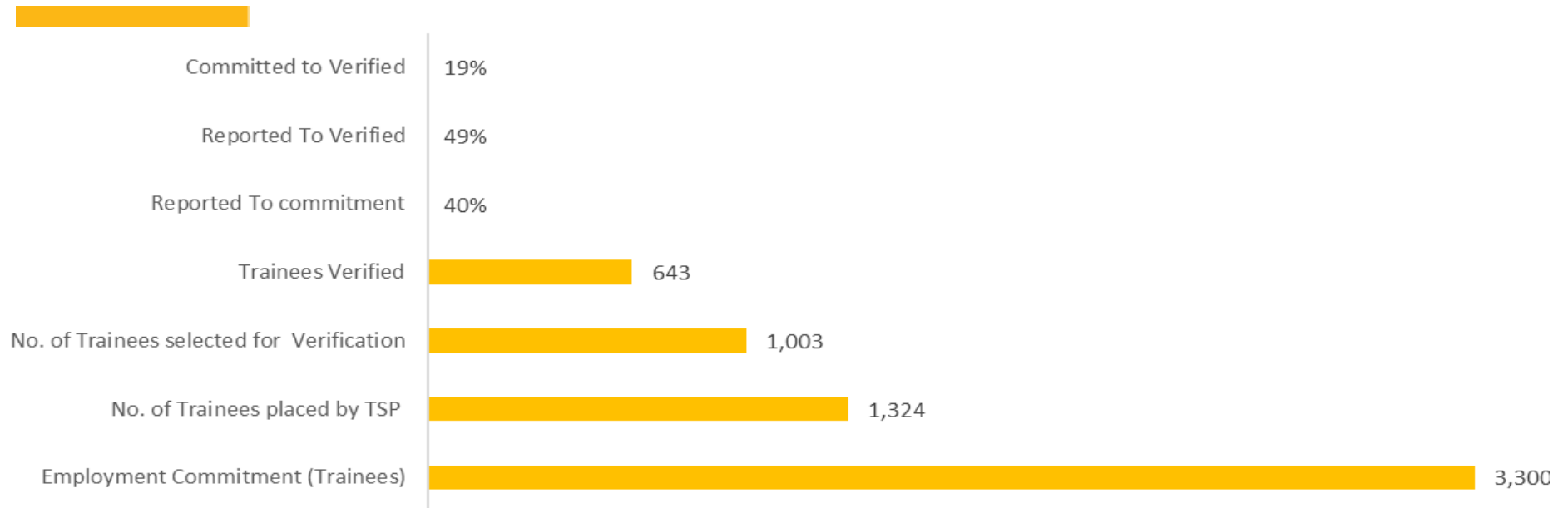
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|-----------------------------|----------------------------------|-------------------------------|---|-------------------|------------------------|----------------------|-----------------------|
| ■ Grand Total | 6992 | 3328 | 2621 | 1366 | 48% | 52% | 25% |
| ■ Industry | 5144 | 2980 | 2313 | 1260 | 58% | 54% | 32% |
| ■ Formal Training Institute | 1848 | 348 | 308 | 106 | 19% | 34% | 6% |

EMPLOYMENT DATA



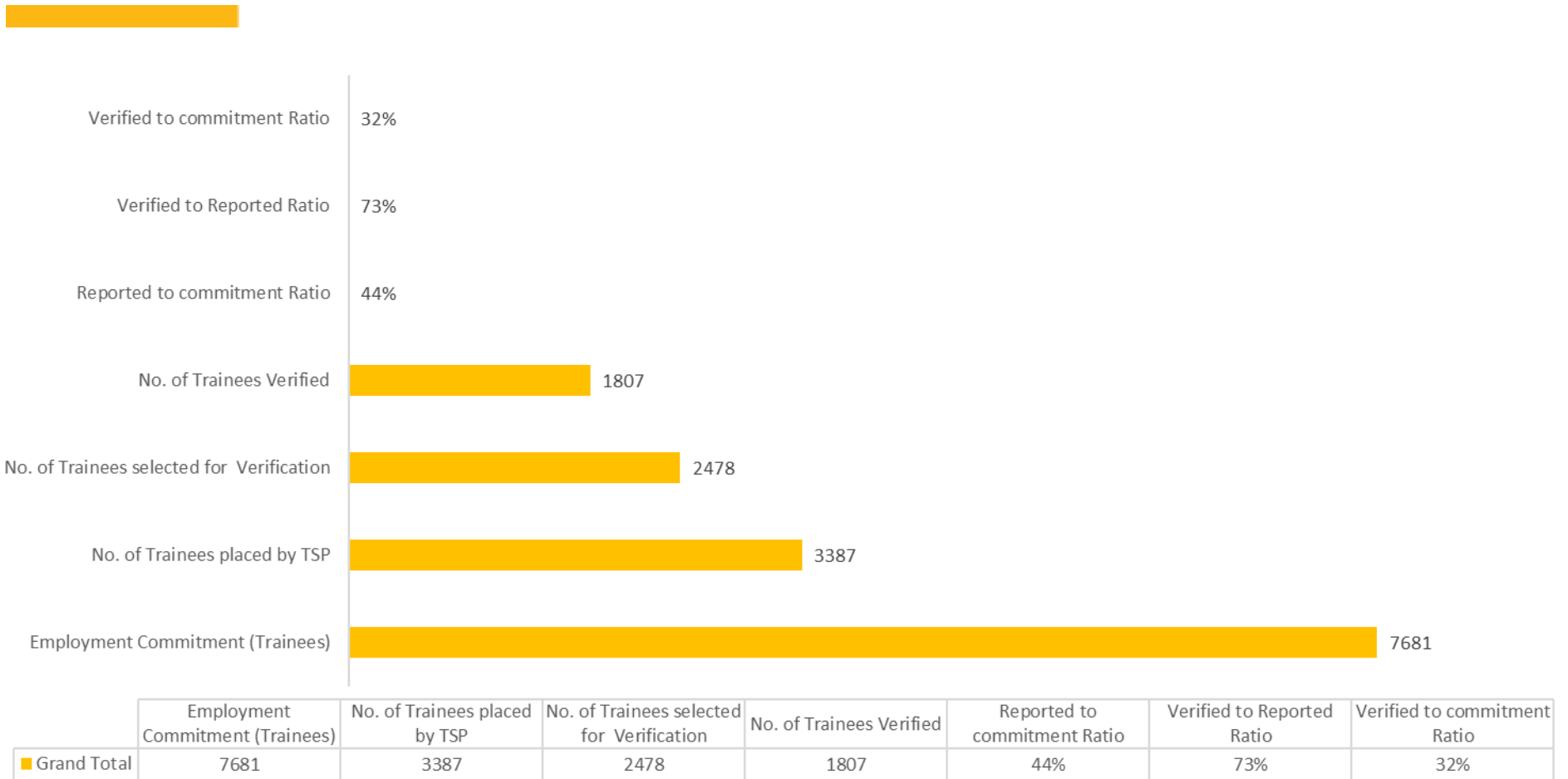
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| ■ Grand Total | 9651 | 6831 | 5191 | 3481 | 71% | 51% | 36% |
| ■ Industry | 5608 | 4719 | 3732 | 2706 | 84% | 57% | 48% |
| ■ Formal Training Institute | 4043 | 2112 | 1459 | 775 | 52% | 37% | 19% |

EMPLOYMENT DATA



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|---------------|----------------------------------|-------------------------------|---|-------------------|------------------------|----------------------|-----------------------|
| ■ Grand Total | 3,300 | 1,324 | 1,003 | 643 | 40% | 49% | 19% |
| ■ Industry | 2112 | 725 | 489 | 367 | 34% | 51% | 17% |
| ■ FTI | 1083 | 507 | 422 | 206 | 47% | 41% | 19% |

EMPLOYMENT DATA



CAPACITY BUILDING SESSIONS

Three (3) days training of Placement Staff officers in Lahore, Multan & Islamabad by GIZ internationally trained trainers in March, focusing on:

- Career counselling
- Web based career counselling
- Employers contacts
- Motivation & communication
- Mind mapping
- Job portals & searching

BENEFITS

- **CV building of candidates**
- **Preparing of employment directories and finding placement opportunities**
- **Developing contracts with employers**
- **Preparing candidates for interviews**

**SUPPORT
FROM PSDF**



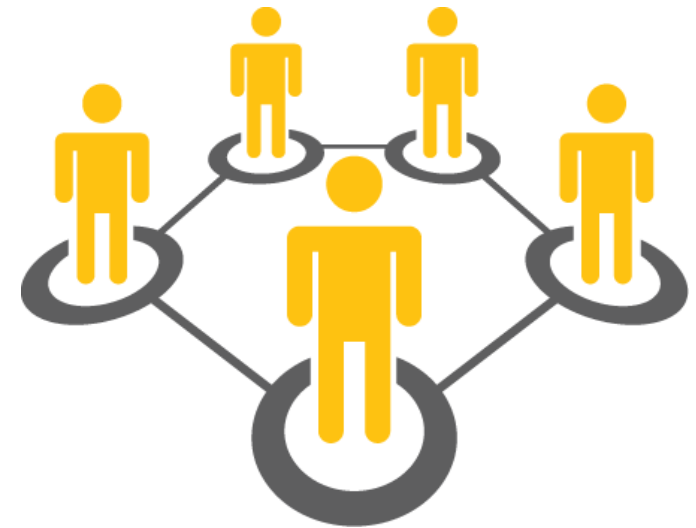
INVOICE TRACKING SYSTEM

- PSDF took an initiative to serve the TSPs better via Invoice Tracking System (ITS) for timely invoice processing by keeping track of submitted invoices/ documents
- In pilot phase orientation/presentation sessions were carried out for Faisalabad and Lahore TSPs to train them to submit invoices through ITS



TEAM RESTRUCTURING

- In order to provide better customer service to the TSPs, the Monitoring & Evaluation Department is restructuring its resources in order to provide timely support
- Under this initiative dedicated Account Managers will be assigned to individual TSPs



EMPLOYMENT VERIFICATION



- Employment verification has been reduced from 3 months to 1 month



VERIFICATION OF SELFEMPLOYMENT

- Four Verification Modes have been finalized for Self Employment
 - Bank Statement
 - Microfinance Loan
 - Log Book/Sales Register
 - Mobile Wallet



VERIFICATION OF SELFEMPLOYMENT

BANK STATEMENT

- Name of trainee required for 1 month
- Must be credited by at least PKR 4,000 per month
- Must be on letter head of the bank.
- Should have signatures from Branch manager and Stamped
- Forging/Overwriting/Cutting will is not allowed on Bank Statement
- Must provide details of Operations/Branch Manager with contact details
- Cross verification will be done by calling the trainee and Manager

MICROFINANCE LOAN

- Loan Approval Letter will be required of the trainee
- Loan Approval Letter will state the terms and agreement between Microfinance Institution and the trainee including approved credit limit and will be signed by approved authority from Microfinance Institute

VERIFICATION OF SELFEMPLOYMENT

MOBILE WALLET

- Statement of Mobile Wallet for 1 month in the name of the trainee
- Statement must show credit by at least PKR 4,000 per month
- Mobile number/sim has to be cross verified with details of the trainee

LOG BOOK/SALES REGISTER

- Log of 1 month should be provided
- Amount of work done should generate income of at least PKR 4,000 per month
- Log Book/Sales Register should provide:
 - Date on which order is received
 - Date on which order is completed
 - Name and contact details of at least 5 customers (individual for each month and each trainee)
 - Nature of work/details of service provided
 - Amount charged to each customer
 - TSP will provide monthly reports

ANALYSIS OF MISTAKES STILL BEING DONE BY TSP



ANALYSIS OF MISTAKES STILL BEING DONE BY TSP

1

Absence in orientation sessions

Only 40% TSPs attended the orientation session. The session was conducted to understand the business rules, guidelines of PSDF, MIS operations and timelines of reporting (non-submission of timely Trainee profiles)

2

Contract and business rules/guidelines not taken seriously

TSPs don't read the contract terms & conditions and business rules implication

3

Incorrect data entry of Trainees

Incorrect data entry of Trainees like CNIC number, issuance date of CNIC, mobile/cell number for stipend disbursement and final results update

ANALYSIS OF MISTAKES STILL BEING DONE BY TSP

4

Missing supporting documents

Majority of TSPs do not provide supporting documents with invoices **i.e. uniform & bags receiving/stipend register, MPRs, certificates copies and certification payment documentation**

5

Late/Non-submission of employment data

Employment form is not submitted timely and contact details of Trainees and supervisors are not accurate.

6

Change of trainer without prior approval

TSPs tend to change Trainer(s) without intimation and prior approval from PSDF.

7

Capacity building of staff

TSPs must train their relevant staff for better understanding of PSDF operations and business rules.

PSDF NEW BRAND GUIDELINES



**PSDF
NEW LOGO**



OLD LOGO



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THANK
YOU
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