



“जनहिताय सर्वदा”

दूरध्वनी क्र ०२२-२२७९३१६७
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महाराष्ट्र शासन

कौशल्य, रोजगार, उद्योजकता व नाविन्यता विभाग,
मादाम कामा मार्ग, हुतात्मा राजगुरु चौक,
मंत्रालय, मुंबई- ४०००३२



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क्रमांक : कौविउ-२०२४/प्र.क्र. १२३/प्रशा-२
प्रति,

दिनांक : २४ ऑक्टोबर, २०२४

- १) आयुक्त, कौशल्य, रोजगार व उद्योजकता आयुक्तालय, नवी मुंबई.
- २) संचालक, व्यवसाय शिक्षण व प्रशिक्षण संचालनालय, मुंबई.

विषय:- महाराष्ट्र राज्य मंत्रिमंडळाने दिलेल्या जबाबदाऱ्यांपैकी रोजगाराच्या संधी निर्माण करून महाराष्ट्राला \$ १ ट्रिलियन अर्थव्यवस्थेकडे वाटचाल करण्याबाबत
संदर्भ:- मुख्य कार्यकारी अधिकारी, मित्र (Maharashtra Institute for Transformation- MITra) यांचे दि. ०९.१०.२०२४ चे अ. शा. पत्र

उपरोक्त विषयाबाबत मुख्य कार्यकारी अधिकारी, मित्र (Maharashtra Institute for Transformation- MITra) यांच्या दि. ०९.१०.२०२४ च्या अ. शा. पत्राचे व त्यासोबतच्या सहपत्रांचे कृपया अवलोकन व्हावे (सोबत प्रत). भारतातील मनुष्यबळासाठी आंतरराष्ट्रीय स्तरावरून मागणी सातत्याने करण्यात येत आहे. सदर मनुष्यबळाचे कौशल्य प्रशिक्षण व निवड प्रक्रियेसाठी प्रमाणित कार्यपद्धती (Standard Operating Procedure- SOP) तयार करण्यात आली असून सदर SOP संदर्भाधीन पत्रासोबत प्राप्त झाली आहे.

२. इस्राईल व भारत यांच्यामध्ये झालेल्या करारानुसार ९९७ बांधकाम कामगारांची इस्राईल येथे पाठविण्यासाठी निवड करण्यात आली आहे. आता, इस्राईलकडून ५००० आरोग्य कर्मचाऱ्यांची मागणी करण्यात आली असून सदर मागणीची पूर्तता करण्यासाठी कौशल्य विकास विभागाकडून नियोजनबद्ध पद्धतीने आवश्यक ती कार्यवाही करण्याबाबत संदर्भाधीन दि. ०९.१०.२०२४ च्या पत्रान्वये कळविण्यात आले आहे. त्यानुषंगाने आपणास कळविण्यात येते की, संदर्भाधीन पत्र, SOP व सहपत्रांचे अवलोकन करून आवश्यक ती कार्यवाही करण्यात यावी.

आपला,

(प्रभाकर संखे)

शासनाचे अवर सचिव

सोबत- वरीलप्रमाणे

- प्रत:- १) मुख्य कार्यकारी अधिकारी, महाराष्ट्र इन्स्टिट्यूट ऑफ ट्रान्सफॉर्मेशन (मित्र), मुंबई.
२) निवडनस्ती- प्रशा-२

933E/प्रशा 2
9/10/2028

महाराष्ट्र शासन



प्रवीण परदेशी
मुख्य कार्यकारी अधिकारी

अ.शा.प.क्र.

महाराष्ट्र इन्स्टिट्यूशन फॉर ट्रान्सफॉर्मेशन - मित्र
नियोजन विभाग

५ वा मजला, निर्मल, नरिमन पॉइंट, मुंबई ४०००२१

कार्यालय दूरध्वनी क्र. ०२२ ६९९७९४४०

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दिनांक : ९ ऑक्टोबर २०२४

विषय : महाराष्ट्र राज्य मंत्रिमंडळाने दिलेल्या जबाबदाऱ्यांपैकी रोजगाराच्या संधी निर्माण करून महाराष्ट्राला \$१ ट्रिलियन अर्थव्यवस्थेकडे वाटचाल करण्याबाबत.....
संदर्भ : दि. ९.९.२०२४ रोजी मंत्रालय येथे झालेली एमएसडीई व मित्र यांची संयुक्त बैठक. (बैठकीचे इतिवृत्त सोबत जोडले आहे.)

प्रिय श्री पटेल,

महाराष्ट्र आर्थिक सल्लागार परिषदेने (EAC) राज्यामध्ये जास्तीत जास्त रोजगाराच्या संधी उपलब्ध करण्याची शिफारस केली आहे, जेणेकरून महाराष्ट्र राज्य \$१ ट्रिलियन अर्थव्यवस्थेकडे यशस्वी वाटचाल करू शकेल. यामध्ये आंतरराष्ट्रीय स्तरावर रोजगाराच्या संधी निर्माण करण्यासह बांधकाम, आरोग्य व इतर क्षेत्रांत मोठ्या प्रमाणावर रोजगार निर्मिती करण्यावर भर देण्यात आला आहे.

राज्य शासनाच्या कौशल्य, रोजगार, उद्योजगता व नाविन्यता विभाग (SEEID), केंद्र शासनाच्या राष्ट्रीय कौशल्य विकास महामंडळ (NSDC) आणि त्यांची आंतरराष्ट्रीय शाखा (NSDCI) यांच्यासोबत, तसेच महाराष्ट्र इमारत व इतर कामगार कल्याणकारी मंडळ (MBOCWW) यांच्या सहकार्याने या उद्दिष्टासाठी काम करण्याची योजना आखण्यात आली आहे. परंतु, यासाठी विविध आंतरराष्ट्रीय करारांचे पालन करणे आवश्यक आहे. उदाहरणार्थ, शासन ते शासन करार (G2G) अंतर्गत इस्राईल आणि भारत यांच्यातील कराराद्वारे रोजगाराच्या संधी निर्माण करण्यात येत आहेत.

मित्र संस्थेने वरील विभागाशी समन्वय साधून संयुक्तरीत्या सदर उपक्रम राबवण्यासाठी संवाद सुरू केला व बांधकाम क्षेत्रातील कामगारांना इस्राईलमध्ये रोजगार उपलब्ध करून देण्यासाठी पुढाकार घेतला आहे. तसेच यासाठी विविध विभागांसोबत समन्वय साधून ६००० बांधकाम कामगारांचा डेटाबेस तयार करण्यात आला. आंतरराष्ट्रीय स्तरावरील बांधकाम कामगारांच्या नोकरी सेवा संदर्भात दिनांक १७ ते २५ सप्टेंबर २०२४ दरम्यान, संचालक, व्यावसायिक शिक्षण व प्रशिक्षण संचालनालय व पुणे येथील औंध, आय.टी.आय. येथे १९११ तरुणांची अंतिम कौशल्य चाचणी घेण्यात आली, ज्यामधून ९९७ उमेदवारांची निवड

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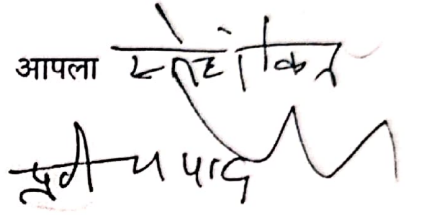


करण्यात आली आहे. निवडलेल्या कामगारांना इस्त्राईल मध्ये मासिक रु. १,३७,२६० वेतन आणि राहण्याची सोय केली जाईल.

यापुढे भारतातील मनुष्यबळासाठी आंतरराष्ट्रीय स्तरावरून मागणी सातत्याने येत आहे. त्यासाठी त्यांचे कौशल्य प्रशिक्षण व निवड प्रक्रियेसाठी एस.ओ.पी. तयार करण्याच्या कार्यवाही संदर्भात दिनांक ९ सप्टेंबर २०२४ रोजी झालेल्या बैठकीमध्ये सचिव, कौशल्य, रोजगार, उद्योजगता व नाविन्यता विभाग यांनी विनंती केल्यानुसार मित्र संस्थेमार्फत पुढील काळात आंतरराष्ट्रीय स्तरावरील रोजगाराच्या संधी संदर्भात मार्गदर्शक एस.ओ.पी. तयार करण्यात आली आहे.

आता इस्त्राईलकडून ५००० आरोग्य कर्मचाऱ्यांची मागणी आहे. या मागणीची पूर्तता करण्यासाठी कौशल्य विकास विभागाने नियोजनबद्ध पद्धतीने आवश्यक ती कार्यवाही करावी. या संदर्भातील मार्गदर्शक एस.ओ.पी. सोबत जोडत आहे. तदनुसार पुढील कार्यवाही आपल्या विभागामार्फत करण्यात यावी.

सस्नेह,

आपला 
(प्रवीण परदेशी)

श्री. गणेश पाटील, भा.प्र.से.
सचिव, कौशल्य, रोजगार, उद्योजगता व नाविन्यता विभाग,
महाराष्ट्र शासन, मंत्रालय,
मुंबई ४०००३२

प्रत अग्रेषित — मा. मुख्य सचिव,
महाराष्ट्र शासन, मंत्रालय,
मुंबई ४०००३२

- सोबत : १) एस.ओ.पी.
२) दि. ९.९.२०२४ रोजी झालेल्या बैठकीचे इतिवृत्त
३) जोडपत्र १ - मा.मुख्य सचिव यांना एनएसडीसी ने लिहिलेले पत्र (Demand for Home based Caregiver workers)
४) जोडपत्र २ - Working Condition of Home based Caregiver workers
५) जोडपत्र ३ - निवड प्रक्रियेचा प्रोटोकॉल

Standard Operating Procedure (SOP) For International Placement of Home- based Caregiver Workers



2024

**Maharashtra Institution for Transformation
(MITRA)**



महाराष्ट्र इन्स्टिट्यूशन फॉर ट्रान्सफॉर्मेशन-मित्र, मुंबई

Standard Operating Procedure (SOP)

For

International Placement of Caregiver Workers

1. Purpose and Scope

1.1 Purpose

This SOP outlines the standardized procedure for selecting, training, and placing Maharashtra-based caregivers for international employment, focusing on data inclusion, communication, and candidate support. It incorporates important takeaways from previous placement drives and integrates the role of MITRA (Maharashtra Institution for Transformation).

1.2 Scope

This SOP is useful for all stakeholders, including the Ministry of External Affairs (MEA), Ministry of Skill Development and Entrepreneurship (MSDE), NSDC International (NSDCI), MITRA (Maharashtra Institution for Transformation), Skill Development Employment Entrepreneurship and Innovation Department (SEEID), State governments, district offices, and international employers like PIBA (Population and Immigration Border Authority of Israel).

2. Definitions and Abbreviations

- **NSDCI:** National Skill Development Corporation International
- **MITRA:** Maharashtra Institution for Transformation, a think tank modeled after NITI Aayog for Maharashtra
- **PIBA:** Population and Immigration Border Authority (Israel)
- **SEEID:** Skill, Employment Entrepreneurship and Innovation Department, Maharashtra
- **RPL:** Recognition of Prior Learning
- **STT:** Short Term Training
- **DMER:** Director, Medical Education & Research, Mumbai
- **MSN&PE:** Registrar, Maharashtra State Nursing & Paramedical Education Board
- **PDOT:** Pre-Departure Orientation Training
- **PCC:** Police Clearance Certificate
- **SEC:** Standard Employment Contract
- **SPOC:** Single point of contact

- **Parent Department / Nodal department with Expertise:** In this case Department of Medical Education - Maharashtra Nursing Council.
 - **MSDE:** Ministry of Skill Development and Entrepreneurship
-

3. Responsibilities

3.1 MEA and MSDE

- Oversee international caregiver placements and finalize the dates and schedule for the visit by international assessors.
- Coordinate with international employers and state agencies to ensure a smooth placement process.

3.2 NSDCI

- Schedule the final test drive with confirmed date and time
- Confirmation of international assessor involvement (whether offline or online interview dates)
- Facilitate candidate registration, data collation, pre-screening, and communication with international employers.
- Ensure multiple windows for name checks and background verification of candidates' data.
- Ensure follow-up and timely updates with PIBA for data inclusion, interview scheduling, and job offers.
- Ensure that clarifications regarding the job role and eligibility are provided in a time-bound manner/at the earliest.

3.3 SEEID

- SEEID should confirm the Venue of the final test and should constitute the coordinating teams immediately in consultation with MITRA.
- The schedule for the process, along with the allocation of the Coordinating Team, shall be finalized by SEEID and the Coordinating Department in consultation with MITRA.
- Appoint an SPOC from the department for communication and coordination with all the departments throughout the process.
- SEEID and the concerned Nodal Department should intensify the ongoing registration and awareness efforts to ensure that the initial list of candidates can be promptly submitted for the name check process.

- **Data Collection:**
 - a. Ensuring that candidate information is collected in a timely and systematic manner allowing at least 1-2 months time interval for candidates to apply. This may be extended based on the size of the vacancy and the gap between the date of notification and the deadline notified by the concerned country.
 - b. Appointing dedicated personnel to manage the collection of this data and ensuring that there is ample publicity and awareness generation of the application form and process to make sure that no interested and eligible candidate misses out on the opportunity.

- **Data Management and Candidate Inclusion:**

A dedicated Data Management team should be established, composed of experts from NSDCI, representatives from SEEID, members of the MITRA team, and personnel from the Coordinating Department. This team will be responsible for ensuring accurate data capture and entry in line with NSDCI's standard requirements. The data should be readily accessible to NSDCI, allowing them to verify compliance with their standards and provide immediate feedback or suggestions when necessary.

- To ensure the timely inclusion of all eligible candidates, the initial data list, including candidate information, should be promptly verified. This includes conducting name checks and any other processes required by NSDCI. Only after NSDCI's final name check verification should the finalized list be shared with the mobilization team, ensuring that only candidates who have cleared the name check are invited for RPL and subsequent processes.

- Provisions should be made to facilitate awareness and counseling for walk-in candidates, ensuring they are properly guided toward the next available opportunity, current walk-in opportunities, or pre-screening for future prospects if applicable. During this process, their data should be accurately captured and recorded for future reference.

- **Candidate Mobilization and Communication:**
 - a. Coordinate with Maharashtra Nursing Council and district-level agencies to ensure **effective candidate mobilization** and support.
 - b. Ensure candidates are informed **well in advance** of interview dates, training schedules, and other requirements to avoid last-minute confusion.
 - c. Revive and operate **Maharashtra International's communication channels**, such as the MI helpline (+91 8291662920), WhatsApp, and Telegram, **TELEPHONIC CALLS AND SMS** to provide timely updates and address candidate inquiries.
 - d. Collaborate with NSDCI to ensure that candidates are treated with respect and dignity throughout the process, providing basic necessities like food, water, and accommodation during the interview phase.

- **RPL/STT Training and Technical Support:**

- Identification of training centers is to be done by the concerned nodal department.
- a. Work with NSDCI to ensure RPL/STT training is accessible and that technical challenges in batch creation and registration are minimized with the help of district-level resources available to skill development departments like Assistant Commissioner and DSDCs.
 - b. Address any operational issues that arise at district levels, offering swift resolution for candidates.
 - c. Ensure that there is a dry run day where dummy registrations and dummy attendance are marked from every center and district. This day should be at least two days before the actual dates marked for these exercises and coordination with NSDC be ensured for the same. On successfully carrying out the dummy entries, this may be deleted in the interim.
 - d. NSDC Helpline number throughout the day at least during the first day of the mandated exercises on the NSDC Portal.

- **Official communication with other Nodal departments and sub-departments of skill development :**
 - a. Issue circular and official orders within the department with allocation of work and responsibilities to state, district, and ITI resources available with the skill department.
 - b. Establishing a proper official communication channel with a dedicated SPOC for information and official order sharing with respective nodal departments.

3.4 State Government's Other Department and Nodal Department with Expertise

- Appoint an SPOC from the department for communication and coordination with all the departments throughout the process.
- Support MITRA and NSDCI by ensuring all candidates meet the prerequisites and participate in the pre-screening, training, and interview processes.
- Identification of training centers and accreditation as per NSDC guidelines.
- Identification of master trainers and subject experts and their certification required as per NSDC guidelines for RPL, STT, and training.
- Provide and maintain appropriate candidate data as per NSDCI's requirements.
- Mobilization of candidates for training, pre-screening, and final test.
- Candidate awareness and counseling related to the job opportunity shall be done by the Nodal department.

3.5 International Employers (e.g., PIBA,)

- Set job requirements, conduct assessments, and provide job offers based on candidate suitability.
 - Ensure timely communication with NSDCI and MITRA for a smooth hiring process.
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4.1.2 Communication and Notification

- **Responsibility:** SEEID, NSDCI
- **Process:**
 - a. SEEID will serve as the sole official communication channel for all interactions with state departments
 - b. Provide candidates with **at least a week's notice** before interviews or pre-screening to ensure ample time for preparation.
 - c. Use **revived MI communication channels** such as WhatsApp, Telegram, and the Maharashtra International website to update candidates about vacancies, interviews, and other important steps.
 - d. Ensure that the communication strategy emphasizes **inclusivity and support** for candidates, clearly outlining the requirements and timelines.

4.2 Pre-Screening and Training

4.2.1 Required Foreign Language/ English and Domain Knowledge Pre-Screening

- **Responsibility:** NSDCI, SEEID
- **Process:**
 - a. Conduct **pre-screening** for English language proficiency and caregiver skills as per PIBA's requirements.
 - b. For candidates who do not meet the pre-screening criteria, provide **RPL/STT training** and ensure technical issues are minimized to avoid delays in candidate processing.

4.2.2 Name Check and Random Selection

- **Responsibility:** NSDCI, SEEID
- **Process:**
 - a. Submit the candidate list for **name check and random selection** to PIBA, ensuring regular follow-up for status updates.
 - b. Inform candidates about their selection status and the next steps in the process.

4.2.3 Passport and Document Help Desk

- **Responsibility:** SEEID, NSDCI
- **Process:**
 - a. SEEID should identify the candidates who do not have passports, and have passports but with a validity of less than 3 years.
 - b. SEEID should facilitate the passport applications for those identified candidates.
 - c. NSDCI should consult with MEA for fastening the passport applications and reserve adequate interviews at respective Regional Passports Offices.
 - d. Assist the candidates with other documents such as the Police Clearance Certificate and Medical Certificate. In this, assistance may be sought from the respective

district collectors who may then coordinate with the civil surgeon/police station to expedite the certificates.

4.3 Final Selection Process

4.3.1 Final Test Preparation

- **Responsibility:** SEEID, State Government's nodal department
- **Process:**
 - a. Ensure interview venues are prepared with the necessary equipment, such as video-recording tools and support staff, as per PIBA guidelines.
 - b. Provide candidates with basic amenities such as **food, water, (and accommodation based on need/priority)** during the interview process to ensure their comfort.

4.3.2 Final Test Process

- **Responsibility:** PIBA, NSDCI, MITRA, SEEID
 - **Process:**
 - a. Candidates must bring all necessary documents (Passport, PCC, Medical Report) to the Final Selection Process.
 - b. Ensure that interviews are conducted in a **respectful and supportive environment**, emphasizing the **commitment to free and fair recruitment practices**.
 - c. A tentative date should be given to the candidates within which the test results would be declared. They should also be communicated about the medium of result declaration - sms /email/phone call.
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4.4 Post-Selection Phase

4.4.1 Document Verification and Employer Matchmaking

- **Responsibility:** NSDCI, SEEID
- **Process:**
 - a. The selected candidates should be informed about their selection and the processes that follow.
 - b. Verify all selected candidates' documents, including **PCCs and medical reports**, and ensure timely submission to PIBA.
 - c. Facilitate employer matchmaking and ensure that candidates receive job offers promptly.

d. d. The candidates who are not selected must also be informed about their non-selection. They should also be included in a communication channel to keep them informed about future opportunities and resolve queries if any.

4.4.2 Job Offer and Contract Signing

- **Responsibility:** NSDCI, SEEID
 - **Process:**
 - a. Once the candidates get selected by an international employer, candidates must sign their **Standard Employment Contract (SEC)** within a given time by NSDCI.
 - b. Keep candidates informed about visa processing and other pre-departure requirements.
-

4.5 Deployment Phase

4.5.1 Visa Processing and PDOT

- **Responsibility:** NSDCI, SEEID
- **Process:**
 - a. Assist in **visa processing** and ensure all selected candidates undergo **Pre-Departure Orientation Training (PDOT)** to prepare them for working abroad.
 - b. Ensure that all necessary documents, including the first installment of the **Basket of Services**, are submitted before departure.

4.5.2 Travel and Post-Deployment Support

- **Responsibility:** NSDCI, MITRA
 - **Process:**
 - a. Ensure smooth travel arrangements for the candidates and provide **post-deployment support** to assist them in adjusting to their new working environment.
 - b. Provide candidates with necessary contact information for ongoing support while they are employed abroad.
-

5. Documentation and Record Keeping

5.1 Maintain accurate and updated digital records of all candidate data, including interviews and assessments.

5.2 Store documentation securely for at least five years for compliance and future auditing.

6. Monitoring and Evaluation

6.1 Feedback and Continuous Improvement

- **Responsibility:** MITRA, NSDCI, SEEID
- **Process:**
 - a. Collect feedback from candidates' post-deployment and use it to refine the recruitment process.
 - b. Regularly update the SOP based on insights from feedback and operational audits.

6.2 Compliance Audits

- **Responsibility:** SEEID
 - **Process:**
 - a. Conduct periodic audits to ensure compliance with all legal and procedural standards.
-

7. Communication and Grievance Redressal

7.1 Reviving Communication Channels

- **Responsibility:** MITRA
- **Process:**
 - a. Operate the **MI helpline (+91 8291662920)**, ensuring it is staffed and operational for inquiries and grievances.

1. Pre- Recruitment Phase

Candidate Registration & Data Collection

Candidate Communication

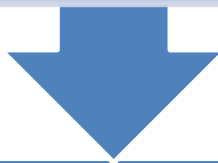


2. Pre-Screening & Training Phase

English Language & Domain Pre-Screening

Technical Support

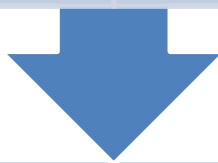
Name Check & Selection



4. Final Selection Process Phase

Final Selection Process Venue Setup

Final Selection Process Process



5. Post-Selection Phase

Document Verification & Employer Matchmaking

Contract Signing



6. Deployment Phase

