

বিজ্ঞপ্তি

এতদ্বারা উত্তরপাড়া-কোত্রং পৌরসভার স্বনির্ভর দলের সদস্যদের জানানো হচ্ছে যে স্বনির্ভর দল থেকে ৩ জন CSP (Community Service Providers) Uttarpara-Kotrung City Level Federation (CLF) -এ নিয়োগ করা হবে। আপনাদের নির্দিষ্ট বয়ানে দরখাস্ত করতে অনুরোধ করা হচ্ছে। দরখাস্তের বয়ান পৌরসভার ওয়েবসাইটে পাওয়া যাবে (www.uttarparakotrungmunicipality.com)। যে সব স্বনির্ভর দলের সদস্য CSP পদের জন্য আবেদন করবে তাদের স্বনির্ভর দলের বিষয়ে অভিজ্ঞতা থাকতে হবে ও CSP পদের জন্য যোগ্যতামান পূরন করতে হবে। আবেদনকারীর বয়স ন্যূনতম ২১ বছর হতে হবে ও মাধ্যমিক পাশ হতে হবে এবং উনার স্বনির্ভর দলের বয়স ন্যূনতম ৩ বছর হতে হবে। যোগ্য প্রার্থীরা তাদের আবেদন পত্র, শিক্ষাগত যোগ্যতা এবং বয়সের প্রমাণপত্রের জেরক্স কপি দরখাস্তের সাথে সীল করা খামে উত্তরপাড়া-কোত্রং পৌরসভার NULM বিভাগে জমা করতে বলা হচ্ছে। দরখাস্ত জমা দেওয়ার শেষ তারিখ ২২শে নভেম্বর ২০২১ বিকেল ৫টা ৩০ মিনিটের মধ্যে। এর পরে আর কোনও দরখাস্ত জমা নেওয়া হবে না।

Rakhi De

President

Uttarpara-Kotrung City Level Federation (CLF)

UTTARPARA KOTRUNG CLF

Rakhi De

President

Secretary

Treasurer

3/11/21

RECRUITMENT NOTICE -COMMUNITY SERVICE PROVIDER

Application is invited from the eligible and interested members of Self Help Group within Uttarpara Kotrung Municipal area for the post of **Community Service Provider**. For smooth implementation of West Bengal State Urban Livelihood Mission (SWAYAMSIDDHA) 3 Nos. (Three) of Community Service Providers will be appointed through each City Level Federation (**Uttarpara Kotrung City Level Federation**) under Uttarpara Kotrung Municipality. The appointment is purely contractual based and as per basic norms and criteria of performance, the maximum honorarium is Rs 3500/- (Three thousand five hundred) per month per CSP. Terms and conditions are noted below:-

NAME OF THE POST: Community Service Provider (CSP)

No of Post: 4 (four)

Essential Eligibility:

- 1) The applicant must be a woman with permanent resident of Uttarpara Kotrung Municipality and a member of Self Help Group (Age at least 3 year in the SHG) following Panchasutra.
- 2) Age at least 21 years (as per 01.01.2021)
- 3) Educational Qualification: Madhyamik or equivalent examination.
- 4) Who has taken credit from SHG at least 3 times and taken a minimum of Rs. 50,000/- and is not a defaulter on payment.
- 5) Must have training & communication skills and desire to learn new skills.
- 6) Is willing to go District and various places as and when required and is physically fit.
- 7) Must have knowledge about the structure, Bookkeeping, and financial management of Self Help Group, Area Level Federation & City Level Federation and sound knowledge about the Geographical area of Uttarpara Kotrung Municipal area.
- 8) The candidate should not be engaged in any regular activities like ICDS Worker or as an ASHA activist or as a full time employee of any government Organization / any other organitaion.
- 9) Master trainers of DAY-NULM & Office Bearers of CLF will not eligible to apply.
- 10) Must not continue to act as an office bearer of any SHG/CLF/ALF.
- 11) She should not be a CIBIL defaulter.

Desirable Eligibility:

- 1) Basic knowledge in Computer.
- 2) Able to ride bicycle.

Candidates are requested to check the Website of Uttarpara Kotrung Municipality (www.uttarparamunicipality.in) & Notice Board of Uttarpara Kotrung Municipality for further details. Last date of submission of Application is 22ND November 2021 up to 5.30 p.m. sealed application form should submitted to the drop box at the office of this Municipality.

After scrutiny, the selected candidates will be selected through written exam and interview. Examination Schedule and candidate list will be published in the Municipality Notice Board and will be informed through telephone.

Candidates should enclose Self - attested photocopy of the age proof certificate(Madhyamik Admit Card or Certificate), Aadhaar Card/ Voter Card and Educational Qualifications (Mark sheet of Madhyamik Examination). 2 recent Passport size photo is to be attached.

Any applications received after the schedule date and time will not be entertained.

Date: 3.11.21.....

Rakhi De
President

Uttarpara Kotrung City Level Fedaration

UTTARPARA KOTRUNG CLF

Rakhi De
President Secretary Treasurer
3/11/21

Date :

To
The President
Uttarpara-Kotrung City Level Federation (CLF)
Uttarpara, Hooghly - 712258

বিষয় : CSP এর আবেদন পত্র

মহাশয়া,

আমি উত্তরপাড়া-কোত্রং পৌরসভার
ওয়ার্ডের বাসিন্দা । আমি SHG দলের সদস্য । আমার
শিক্ষাগত যোগ্যতা । আমার স্বনির্ভর দলের বয়স
বছর হয়েছে । আমি স্বনির্ভর দলের খাতাপত্র বিষয় জানি এবং আমার স্বনির্ভর দলের
খাতাপত্র লেখার অভিজ্ঞতা আছে ।

আমি CSP পদের জন্য আবেদন করছি এবং আমার Bio Data যুক্ত করলাম ।

ধন্যবাদান্তে -

SHG Name

Position/Member.....

Mobile Number

Date :

To
The President
Uttarpara-Kotrung City Level Federation (CLF)
Uttarpara, Hooghly - 712258

বিষয় : CSP এর আবেদন পত্র

মহাশয়া,

আমি উত্তরপাড়া-কোত্রং পৌরসভার
ওয়ার্ডের বাসিন্দা । আমি SHG দলের সদস্য । আমার
শিক্ষাগত যোগ্যতা । আমার স্বনির্ভর দলের বয়স
বছর হয়েছে । আমি স্বনির্ভর দলের খাতাপত্র বিষয় জানি এবং আমার স্বনির্ভর দলের
খাতাপত্র লেখার অভিজ্ঞতা আছে ।

আমি CSP পদের জন্য আবেদন করছি এবং আমার Bio Data যুক্ত করলাম ।

ধন্যবাদান্তে -

SHG Name

Position/Member.....

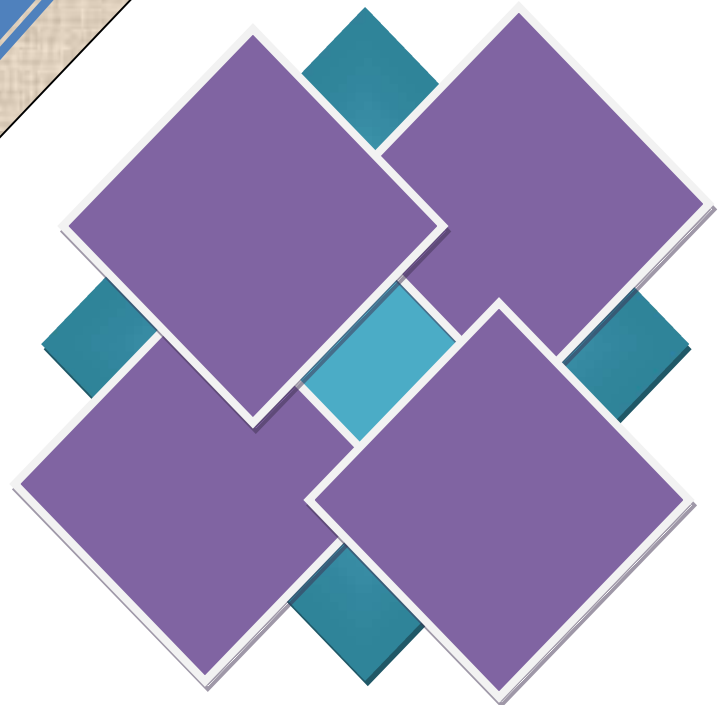
Mobile Number



SOCIAL MOBILIZATION AND
INSTITUTION DEVELOPMENT
(SM&ID)

Guideline of Community Service Provider (CSP)

SWAYAMSIDDHA –
STATE URBAN LIVELIHOOD
MISSION



: Guideline of Community Service Provider (CSP) at Community Level :

Introduction :

State Urban Livelihood Mission ,Govt of West Bengal (WBSULM) named "SWAYAMSIDDHA- " has the mandate to organize, federate and handhold 747292 women members into creating their own institutions as a strategy to bring all these poor and vulnerable households out of poverty. Core belief of "SWAYAMSIDDHA- STATE URBAN LIVELIHOOD MISSION (WBSULM) " is that the poor have innate abilities to Community Service Provider (CSP) out of their poverty and the State Urban Livelihood Mission (WBSULM) should create an environment where in their potential is unleashed. To achieve this, it is necessary that the institutions of the poor emerge stronger and allow the poor to maximize their abilities and channelize their capabilities into productive activities that enhance their livelihood.

The seven steps to poverty reduction envisaged by the mission :

Step-I: Identification of the poor

Step-II: Organizing the poor

Step-III: Creating favorable environment to unleash their potential

Step-IV: Showing them the path to capital

Step-V: Showing them the path to choose right livelihood

Step-VI: Social awareness

Step-VIII: Safety nets around the poor and converging welfare schemes as their entitlements

All these steps happen in sequence and the success of the every step relies on the effective achievements in the previous step. This aspect has to be borne in mind in finalizing the out **Community Service Provider (CSP)** for the Mission desired to be achieved over a period of time.

Facilitation support expected to be offered to the SHGs by the Mission varies significantly in every step. The basic unit of women organisation i.e., the SHG is the foundation through which poor can unleash their potential and get out of poverty. Hence, it is essential that the SHGs are continuously monitored, nurtured, and allowed to acquire higher-level capacities through facilitation support by the Mission. SHGs and ALFs and CLFs need continuous support that would be imparted throughout the year.

It is expected that SHGs would require lot of co-ordination and support in ensuring convergence, livelihood promotion, marketing needs and other social needs that would emerge once the SHGs stabilize and have begun to access credit from institutional finance. Community Service Provider (CSP) would be positioned by the concerned City Level Federation (CLF) to continuously grade the SHGs in their allotted area and handhold the SHGs and ALFs in their area of operation. This is a continuous requirement as the SHG's access to repeated credit through institutional finance is linked to their falling in 'A' grade status at every step of capitalization. Hence, CSPs the Community Service Provider (CSP) / Community Cadres would be positioned by the CLF to monitor the SHGs and impart training to build capacities of SHG members and institutions on a regular basis.

Expected outcomes of Community Service Provider (CSP) :

- A) Every target household (urban poor and occupationally vulnerable groups like rag pickers, street vendors) must be covered to achieve universal coverage.
- B) At least one member from each identified urban poor household, preferably a woman has to be a member of an SHG.
- C) Community Service Provider (CSPs) will handhold all SHGs under the respective Community Service Provider (CSP) to build their capacity on issues such as:
 - 1) the SHG concept (including savings), how to conduct meetings, responsibilities of group members, etc;
 - 2) book-keeping and accounting, fund management, building bank and credit linkages;
- D) accessing government benefits under NULM, and other social programs of the central, state and local governments.
 - a. All SHGs to have a bank account for deposit of savings
 - b. All new SHGs to access revolving fund under NULM.
 - c. All SHGs to access bank credit;
 - d. SHGs will be federated at the area-level and at least one City-level Federation will be formed per City.
- E) CSPs to ensure that all members of SHGs/ALFs/CLFs undergo training (BOT & BOA) to build their capacity organized at by CMMU

- i. All ALFs/CLFs to be registered as a Society;
 - ii. All new ALFs formed must access revolving fund support under NULM.
- F) SHGs required skill training will be identified by CSPs
- G) To keep proper records of transactions, so that it is possible to trace them.
- H) To attend (with complete information and progress report) periodic meetings called by the CLF and CMMU from time to time.
- I) To ensure transparency the agencies should clearly spell out to the community that NULM is a Government funded mission being implemented by SWAYAMSIDDHA , the West Bengal State Urban Livelihoods Mission (WBSULM) and Community Service Provider (CSP) are merely working as a facilitator and shall be subject to Right to Information Act (RTI).
- J) To report to respective CLF and as well as CMMU for their day-to-day functioning

1. Who is a Community Service Provider (CSP)

Community Service Provider (CSP) shall be preferably a woman who will act as a facilitator for self help groups promoted under SWAYAMSIDDHA- State Urban Livelihood Mission (WBSULM). Main responsibility of the Community Service Provider (CSP) will be to formation of Groups , handhold and Linked with credits

(CC Linkage) , Guide a member of SHGs. To the extent possible, the SHGs shall be in the same ward.

2. What are the main characteristics of the Community Service Provider (CSP)

- »» Community Service Provider (CSP) should be a woman of the same ULB having passed minimum tenth standard .
- »» She should be able to form SHGs , write the meeting minutes , and all the books of accounts relevant to the SHG. Only such a person who is herself capable of doing these works can monitor and guide SHGs in such activities.
- »» She should have capabilities to Community Service Provider (CSP) to communicate with the Bank for Cash Credit linkage (CC Linkage)
- »» She should preferably have basic knowledge of calculations.
- »» She should have leadership qualities as her work would be to co-ordinate with SHG leaders in her ULB.
- »» She should be Community Service Provider (CSP) passionate towards the cause of the poor, and should have the innate desire to work with the poor.
- »» She should not have any constraints regarding mobility in the ULB.
- »» She must be accepted by the members of the SHGs of the ULB.
- »» She must be selected by passing a resolution by the Representative General body of the ULB.

Roles and Responsibility:

1. She will form new SHGs under SWAYAMSIDDHA-State Urban Livelihood Mission (WBSULM) with the NULM targeted households.
1. She will reach at least fifteen minutes before the scheduled time of the SHG meeting.
2. She will give Handholding support to SHGs on group management, meeting process, role of leadership, decision making etc with special emphasis on Panchasutra, as per guidelines.
3. She will Form and handhold of Area level Federation
4. She will Facilitate AGM of Area Level Federation
5. She will ensure that all the updates such as savings, inter-loaning, repayments and decisions taken during the last meeting are read out in the SHG meetings for the knowledge of all the individual members in the beginning of the subsequent meeting.
6. She will ensure that minutes of the meeting along with saving, inter-loaning-repayment, etc, status is read out before the group at the end of all the SHG meetings
7. She will ensure timely writing & updating of all the books of records of the SHGs.
8. She will be responsible for ensuring implementation of proper meeting procedure and will facilitate in setting of agenda for the next meeting of the SHGs
9. She will assist the CMMU personal in preparation of Micro-Plan, Grading of the groups and any other such task/s identified by the ALFs/SHGs.
10. She will ensure that more than 50% of the members of each SHG start a new livelihood or improve the existing livelihood within the first year of starting a group.

11. She will ensure that all the poor and vulnerable households in the ULB are organized in the SHGs
12. She will monitor and guide the SHGs in 100% repayment of the lending on savings/RF/Bank Credit or any other fund released by the mission.
13. She will ensure that all the SHGs tagged to the Community Service Provider (CSP) should be of "A" Grade.
14. She will assist the SHG book keeper in preparation of Monthly Performance Report (MPR) in the last weekly SHG meeting scheduled for the month.
15. She will bring a copy of the SHG MPR to the ALF meeting for review of SHG performance by the ALF.
16. She will responsible for Bank credit linkage of SHGs
18. She will support SHGs in livelihood promotion by organizing seasonal camps, linking with Government department / institutions etc
19. Any other work assigned by City Level Federation / CMMU_

Eligibility Criteria : Community Service Provider (CSP)

- Must be A women and at least 21 years of age
- Must have passed Madhyamik or equivalent examination.
- Who has been a member of an SHG which is active and following Panchasutra for the last 3 years.
- Who has taken credit from SHG at least 3 times and taken a minimum of Rs. 50,000/- and is not a defaulter on payment.
- Must have training & communication skills

- Must have desire to learn new skills & acquire knowledge and is physically fit.
- She should not be a CIBIL (Credit Information Bureau (India) Limited) defaulter
- Is willing to go outside Municipality / District / State as and when required
- Must not continue to act as an office bearer of any SHG/ ALF/ CLF
- Can not continue to act as an employee or office bearer of ULB
- The candidate should not be engaged in any regular activities like ICDS worker or as an ASHA activist or as a full time employee of any government organization/ NGO/ Other project and or any other activity . If the candidate suppress the information then, her employability may be void by the authority at any point of time .
- The member must have sound knowledge about the geographical areas for which she is selected
- She must have knowledge about bookkeeping of SHGs, and must have first-hand experience of bookkeeping.
- Master Trainers (MTs) will not eligible to apply .
- Office Bearers of CLF will not eligible to apply .

Selection Procedure of CSP

A. Where City Level Federation exists and is active :

- i. The CMMU will share the concept of Community Service Providers (CSPs) and their job descriptions, honorarium pattern etc. with the City Level Federation Governing Body.
- ii. City Level Federation should share the concept of Community Service Provider (CSP) their job descriptions, honorarium pattern etc. with ALFs and SHGs.
- iii. City Level Federation Parichalan Samity will invite proposals from SHGs for potential Community Service Provider (CSP)s.
- iv. Each City Level Federation Parichalan Samity will prepare a list of potential Community Service Provider (CSP) . Maximum three candidates per position may be called for interview vide a transparent screening process based on the eligibility criteria stated above.
- v. The City Level Federation will communicate the list to CMMU & SMMU.
- vi. An interview process will be organized jointly by SMMU, CMMU and representative of City Level Federation Parichalan Samity.
- vii. Engagement of the Community Service Provider (CSP) would be done by the Parichalan Samity of the City Level Federation after duly recording in the resolution book.
- viii. During engagement following issues should be properly addressed :
 - o Period of engagement - Should not be more than 1 year.
 - o Honorarium structure
 - o Reporting to the City Level Federation and as well as CMMU
 - o Attendance in Training
 - o Termination process

Training of Community Service Provider (CSP)

- The internship will be a 5 days institutional trainings for the Community Service Provider (CSP) .
- The Training Programme will be imparted at the State Level by SMMU .
- The Community Service Provider (CSP) will be imparted on the job training by the State Level Master Trainers to acquaint them with the nature of job for five days. At the end of this training, the Community Service Provider (CSP) should be able to write all the records associated with the SHG . The Community Service Provider (CSP) should be able to carry out social mobilisation on her own. The initiative exhibited by the Community Service Provider (CSP) to the needs of the poor and the sensitivity displayed towards the issues concerning poor would also be assessed.
- ❖ During this internship period the Community Service Provider (CSP) Interns will get the minimum of the remuneration fixed for the Community Service Provider (CSP) s.
- ❖ The assessment of Community Service Provider (CSP) after training will be done by the City Level Federation (CLF) , who shall be facilitated by the City Mission Managers (CMMs)/ Assistant Project Officers (APOs) . Subsequently the City Level Federation (CLF) will appraise each Community Service Provider (CSP) on a regular basis.
- ❖ The period of training may be extended for another 2 to 3 days in case there is need for improvement in their group facilitation skills and recordkeeping.
- ❖ In case of no significant improvement in their skills in group facilitation and bookkeeping, the City Level Federation (CLF) will require to identify another Community Service Provider (CSP) .
- ❖ The State Mission Management unit (SMMU) will be responsible for

organizing the training programme in the State Level.

- ❖ Based on Community Service Provider (CSP) performance and their training City Level Federation (CLF) will make a final judgment about the suitability of the candidate as a Community Service Provider (CSP) and approve the same.
- ❖ The assessment of Community Service Provider (CSP) will be done in a format attached below.
- ❖ The City Mission Management Unit will send the approved list (duly signed by the ALF/CLF/CMMU/Chairman), in the assessment sheet to the SMMU for records.

**Triggers of Successful Community Service Provider (CSP)
completion of Internship period:**

- Community Service Provider (CSP) has undergone a residential training programme on SHG concept and bookkeeping and Bank Linkage.
- The Community Service Provider (CSP) is capable of conducting regular and timely SHG meetings, writing minutes books, Pass book of SHG members and other books of accounts and Credit Linkage
- She is well acquainted with the Basics of SHG, Panch Sutras, Dos and Dont's of SHG.
- She is capable of carrying out social mobilisation and exhibits leadership skills.

Parameters :

A. Main responsibilities of CSP in respect of Institution

Building :

- (a) Formation of new SHGs with NULM target households.
- (b) Imparting training and handholding support to SHGs on group management, meeting process, role of leadership, decision making etc with special emphasis on Panchasutra, as per guidelines.
- (c) Formation and handholding of Area Level Federation
- (d) Preparation, maintenance & updating Ward & SHG level database
- (e) Facilitating AGM of Area Level Federation

B. Main responsibilities of CSP in respect Fund Management :

- (a) Hand holding of SHG Book Keepers .
- (b) Monitoring of SHG book keeping.
- (c) Compilation of monthly financial report from SHGs
- (d) Facilitating Audit of SHG accounts
- (e) Facilitating accounts keeping of Area Level federation

C. Main responsibilities of CSP in respect Bank Linkage :

- (a) Facilitating bank linkage of SHGs.
- (b) Providing support to the SHGs/SHG members in preparing Micro-Investment Plan (MIP)s.
- (c) supporting SHGs in livelihood promotion by organizing seasonal camps, linking with Government department / institutions etc
- (d) Any other work assigned by City Level Federation /CMMU
- (e) Disbursement of SEP-I and SEP-G loan

(f) Responsible for regular Repayment of loan

**Payment of Resource Fee to Community Service Provider
(CSP) as Community Mobiliser:**

The Payment of Resource Fee to the confirmed Community Service Provider (CSP) will be made available by the City Level Federation (CLF) to the Community Service Provider (CSP) as per the quantity and the quality of group facilitation. The Resource Fee of Community Service Provider (CSP) may be disbursed by the City Level Federation (CLF) after duly verifying the performance and assessment of work by the Community Service Provider (CSP) s by CLF Governing Body and CMMU.

Resource Fee / Honorarium Slab to Community Service Provider (CSP)

The number of Community Service Provider (CSP) to be engaged will be decided by the CLF depending upon the number of SHGs, health of SHGs and resource of the CLF. Ideally one (1) CSP can monitor and hand hold not more than 100 SHGs and there may be one (1) CSP per 100 SHGs . CLF will allocate the responsibilities to look after SHGs to Community Service Provider (CSP) . They will submit quarterly reports to CLF and CMMU. As per Basic norms and criteria of performance One CSP maximum Rs/- 3500 per month per CSP .

CSP taking input from other Community Service Provider (CSP) will submit quarterly report as detailed in Annexure VI. Based on that report the performance of the ALF will be judged by CMMU/ City level Nodal officer (CPO) looking after NULM and allocate funds accordingly. The WBSULM will compensate CMMU and CMMU will disbursed to City Level Federation (CLF) on the basis of performance of SHGs and ALFs under them. Reporting format &

performance indicators are given in Annexure VI & VII. Process of calculating Performance incentive is described below :

Honorarium Structure : Monthly

Sl.N o	Parameter	Maximum amount
1	For meeting 100% monthly targets in SM&ID component & sub components	Rs. 700/-
2	For meeting 100% monthly targets in SEP component & sub components	Rs. 800/-
3	For sector wise and trade wise mobilization of EST&P candidate	Rs.200/-
4	For monthly repayment of loan (principal and interest)	Rs. 800
5	<i>Panchasutra</i> maintained by all SHGs	Rs. 500/-
6	For conducting monthly meeting of ALF	Rs.50/-
7	For conducting monthly meeting at bank branch level	Rs.50/-
8	Monthly repairing cost of cycle	Rs.200/-
9	Monthly Mobile Expenses	Rs.200
10	For conducting at least one regular monthly meeting at CLF level , the CLF will get	Rs.100 per CSP per month or maximum Rs.1000/- per CLF per month which one will be lower.

N.B :

1. Serial No. 1 to 7 are linked with performance
2. No additional Travelling Allowance will be given to CSP
3. The authority have the right to change the incentive structure at any point of time.
4. The authority has right to change the performance indicators for better implementation of the programme .

CLF can determine the incentive to be received by different CSPs depending upon their performance.

Quality parameters within Slab:

As per the roles and responsibilities mentioned above, Community Service Provider (CSP) will participate in all the weekly meetings of the assigned groups to facilitate the meeting processes and update the books of accounts during the meeting itself. Community Service Provider (CSP) participation in the weekly meeting and facilitating the meeting process with the timely updation of all books of accounts is the most vital activity for graduating the SHGs towards strong institution. It is assumed that if Community Service Provider (CSP) has participated in the weekly SHG meeting but not updated the books of accounts that would be equivalent to not attending the weekly meeting. The release of the honorarium by the ULB would be as per the score card of the Community Service Provider (CSP) at the end of the month. The Community Service Provider (CSP) score card would be duly filled by the CO/APO and then taken up for discussion in detail in the second bi-monthly meeting of the CO/APO in presence of its Representative Governing Body.

The CMMs (if present) will first verify the score card with the books of accounts and then generate the Resource Fee calculation sheet and put forward to the City Level Federation (CLF) for Community Service Provider (CSP) recommendation.

The payment of Resource Fee to the Community Service Provider (CSP) would be made through City Level Federation (CLF) of that ULB through A/c payee cheque /direct release into the saving bank accounts of the Community Service Provider (CSP). In this case the filled COMMUNITY SERVICE PROVIDER (CSP) Resource Fee calculation sheet will be filled up by the CMMU in the City Level Federation (CLF) meeting and subsequently they will release the honorarium to the Community Service Provider (CSP).

Till the ULB generates its own resources the honorarium to the Community Service Provider (CSP) shall be paid by the Mission through City Level Federation (CLF) .

Appraisal and removal of Community Service Provider (CSP) :

Initially, the monitoring and supervision will be jointly conducted by the CLF and CMMU unit on the monthly basis and later, CMMU unit of ULB will appraising the Community Service Provider (CSP) .

If any Community Service Provider (CSP) fails to participate in the minimum number of the assigned formation of SHGs , SHG meetings, Grading , Credit linkage respective City Level Federation will seek explanation for the same from the Community Service Provider (CSP) . If the Community Service Provider (CSP) is unwell or for any other unavoidable reason, the Community Service Provider (CSP) could not discharge the responsibilities, the executive committee of CLF Community Service Provider (CSP), with the help of the Community Service Provider (CSP) , shall monitor those groups for the time when the Community Service Provider (CSP) is not available to discharge the responsibility. In such case, the Community Service Provider (CSP) will not be paid any honorarium for period of absence. In any case, failure to attend minimum 80 % of SHG meetings for the second month in any year, would warrant the CLF to identify another Community Service Provider (CSP) . The idea is that for the failure on the part of any individual (i.e., Community Service Provider (CSP)) the SHGs shall not be deprived of facilitation by the CLF.

If any Community Service Provider (CSP) doesn't want to continue as

Community Service Provider (CSP) then She should submit a letter regarding discontinuation to the concerned CLF and the same shall be recorded in the CLF minutes book.

Role of stakeholders :

1. Role of City Level Federation in relation to Community Service Provider (CSP) :

- a) Engage **Community Service Provider (CSP)** as per norms.
- b) Ensure the active participation of Community Service Provider (CSP) as per their job role
- c) Disbursement of monthly incentive and honorarium to the Community Service Provider (CSP) on the basis of their performance.
- d) Drawing up monthly action plan for the utilization of the services of a Community Service Provider (CSP) .
- e) Verification of field movement register and monthly performance register and claims and forwarding them to CMMU (attached herewith).
- f) Conduct quarterly performance appraisal of Community Service Provider (CSP) .
- g) Ensure that all CSP are trained.

2. Role of CMMU:

- a) The City Mission Manager/ City Project Officer (CPO) looking after NULM will provide necessary guidance to the CLF and ALF for effective monitoring of activities Community Service Provider (CSP) .
- b) Support CLF to supervise engagement, re-engagement and performance appraisal of Community Service Provider (CSP) to support CLF and ALF to monitor quality of service provided by Community Service Provider (CSP) .
- c) Keep database of all CSP, SHG, ALF and CLF and help CLF in identifying training and Capacity building needs.
- d) Ensure timely release of funds to CLF and collect UCs of funds released.

3. Role of State Mission Management Unit (SMMU) :

1. Overall supervision and guidance to the City Mission Management Unit (CMMU)
2. **Monitoring to recruitment of CSPs**
3. Review of the overall Performance of CSPs and as well as performance and progress of the programme
4. Liaison with key stakeholders to achieve objectives of this programme
Output / deliverable review

CSP Selection Committee :

To constitution of "CSP Selection Committee" for selection of CSP at City Level Federation (CLF), under CMMU for better implementation of "SWAYAMSIDDHA" - West Bengal State Urban Livelihood Mission consisting of:

1	Mayor/Chairperson/Administrator of the concerned Urban Local Body	Chairperson
2	Concerned Chairman-in-Council/Board Member (who is looking after NULM programme)/Secretary (For Corporation)	Member
3	Representative from State Mission Management Unit (SMMU)	Member
4	City Project Officer (CPO) of the concerned Urban Local Body	Member-Convener
5	Finance Officer of the concerned Urban Local Body	Member
6	All City Mission Managers (APO and CO if there is no Manager)	Member
7	Chairperson , President and Treasurer of City Level Federation (CLF)	Member

Time Line :

It may be noted that all such **Community Service Providers (CSP)** will be engaged by CLF and their honorarium/ incentive will be paid by these institutions. All tasks related to should complete within the time line .

The Time line as given below :

Work to be done	Time Line
Formation of CSP Selection Committee	Within 7 day issuing after letter from SMMU
Publication of Advertisement for CSP Recruitment	Within 10 days after Committee formation
Scrutinization for eligible panel	Within 20 days after Advertisement
Interview	Within 10 days after Scrutinization
Publication of final Panel by CLF	Within 7 days after interview
Meeting with enlisted candidates with CLF	Within 5 days of Ist Meeting with Empanelled CSP with CLF
MOU sign with CLF and CSPs	Within 3 days after Ist meeting
Joining of Individual CSP with Work allocation	Within 2 months issuing after letter from SMMU

-----The END -----

ANNEXURE : I to VIII

Annexure I : Roles and Responsibility of Community Service Providers (CSP)

1. **Community Service Providers (CSP)** : Community Service Providers may engaged in the City Level Federation . The CSP may be paid by the CLF . Their trainings, however, may be arranged by WBSULM through SMMU.

The Engaged CSPs will perform three types of job in respect of -----

- a) Institution building and social Development,
- b) Fund management
- c) Bank linkage and livelihood promotion.
- d) Any other jobs assigned by CMMU/CLF

A. Main responsibilities of CSP in respect of Institution Building :

- (a) Formation of new SHGs with NULM target households.
- (b) Imparting training and handholding support to SHGs on group management, meeting process, role of leadership, decision making etc with special emphasis on Panchasutra, as per guidelines.
- (c) Formation and handholding of Area Level Federation
- (d) Preparation, maintenance & updating Ward & SHG level database
- (e) Facilitating AGM of Area Level Federation

B. Main responsibilities of CSP in respect Fund Management :

- (a) Hand holding of SHG Book Keepers .
- (b) Monitoring of SHG book keeping.
- (c) Compilation of monthly financial report from SHGs
- (d) Facilitating Audit of SHG accounts
- (e) Facilitating accounts keeping of Area Level federation

C. Main responsibilities of CSP in respect Bank Linkage :

- (a) Facilitating bank linkage of SHGs.
- (b) supporting SHGs in livelihood promotion by organizing seasonal camps, linking with Government department / institutions etc
- (c) Any other work assigned by City Level Federation /CMMU
- (d) Disbursement of SEP-I and SEP-G loan
- (e) Responsible for regular Repayment of loan

All functionaries are to work in the spirit of cooperation and coordination with each other.

Annexure II: Eligibility Criteria

1. Community Service Provider - CSP

- (b) Must be A women and at least 21 years of age
- (c) Must have passed Madhyamik or equivalent examination.
- (d) Who has been a member of an SHG which is active and following Panchasutra for the last 3 years.
- (e) Who has taken credit from SHG at least 3 times and taken a minimum of Rs. 50,000/- and is not a defaulter on payment.
- (f) Must have training & communication skills
- (g) Must have desire to learn new skills & acquire knowledge and is physically fit.
- (h) She should not be a CIBIL (Credit Information Bureau (India) Limited) defaulter
- (i) Is willing to go outside Municipality / District / State as and when required
- (j) Must not continue to act as an office bearer of any SHG/ ALF / CLF
- (k) Can not continue to act as an employee or office bearer of ULB
- (l) The candidate should not be engaged in any regular activities like ICDS worker or as an ASHA activist or as a full time employee of any government organization / NGO/ Other project and or any other activity . If the candidate suppress the information then, her employability may be void by the authority at any point of time .
- (m) The member must have sound knowledge about the geographical areas for which she is selected
- (n) She must have knowledge about bookkeeping of SHGs, and must have first-hand experience of bookkeeping.
- (o) Master Trainers (MTs) will not eligible to apply .
- (p) Office Bearers of CLF will not eligible to apply .

Annexure III : Selection Procedure

A. Where City Level Federation exists and is active :

- i. The CMMU will share the concept of Community Service Providers and their job descriptions, honorarium pattern etc. with the City Level Federation Governing Body.
- ii. City Level Federation should share the concept of Community Service Provider (CSP) their job descriptions, honorarium pattern etc. with ALFs and SHGs.
- iii. City Level Federation Parichalan Samity will invite proposals from SHGs for potential Community Resource Persons.
- iv. Each City Level Federation Parichalan Samity will prepare a list of potential Community Resource Persons. Maximum three candidates per position may be called for interview vide a transparent screening process based on the eligibility criteria stated above.
- v. The City Level Federation will communicate the list to CMMU & SMMU.
- vi. An interview process will be organized jointly by SMMU, CMMU and representative of City Level Federation Parichalan Samity.
- vii. Engagement of the Community Service Providers would be done by the Parichalan Samity of the City Level Federation after duly recording in the resolution book.
- viii. During engagement following issues should be properly addressed :
 - o Period of engagement - Should not be more than 1 year.
 - o Honorarium structure
 - o Reporting to the City Level Federation and as well as CMMU
 - o Attendance in Training
 - o Termination process

Annexure IV :Honorium to CSPs

The number of CSPs to be engaged will be decided by the City Level Federation (CLF) depending upon the number of SHGs, health of SHGs and resource of the City Level Federation . Ideally one (1) **CSP (IB)** can monitor and hand hold primarily not more than 100 SHGs . The Selected CSPs will be engaged for Socool Mobilization and Institution Development , Fund Management , Bank linkage and livelihood Promotion.

CSP(IB) taking input from other CSPs will submit quarterly report as detailed in Annexure VI. Based on that report the performance of the City Level Federation will be judged by CMMU/ City level Nodal officer looking after NULM and allocate funds accordingly. The WBSULM will compensate City Level Federation (CLF) on the basis of performance of SHGs and area level Federation (ALF) under them. Reporting format & performance indicators are given in Annexure VI & VII. Process of calculating Performance incentive is described below :

Sl. No	Parameter	Maximum amount
1	For meeting 100% monthly targets in SM&ID component & sub components	Rs. 700/-
2	For meeting 100% monthly targets in SEP component & sub components	Rs. 800/-
3	For sector wise and trade wise mobilization of EST&P candidate	Rs.200/-
4	For monthly repayment of loan (principal and interest)	Rs. 800
5	Panchasutra maintained by all SHGs	Rs. 500/-
6	For conducting monthly meeting of ALF	Rs.50/-
7	For conducting monthly meeting at bank branch level	Rs.50/-
8	Monthly repairing cost of cycle	Rs.200/-
9	Monthly Mobile Expenses	Rs.200

10	For conducting at least one regular monthly meeting at CLF level , the CLF will get	Rs.100 per CSP per month or maximum Rs.1000/- per CLF per month which one will be lower.
----	-------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------

N.B :

1. Serial No. 1 to 7 are linked with performance
2. No additional Travelling Allowance will be given to CSP
3. The authority have the right to change the incentive structure at any point of time.
4. The authority has right to change the performance indicators for better implementation of the programme .

Annexure V:Role of stakeholders

Role of stakeholders

1. Role of City Level Federation in relation to Community Service Provider (CSP)

- a) Engage **Community Service Provider (CSP)** as per norms.
- b) Ensure the active participation of **Community Service Provider (CSP)** as per their job role
- c) Disbursement of monthly incentive and honorarium to the **Community Service Provider (CSP)** on the basis of their performance.
- d) Drawing up monthly action plan for the utilization of the services of a **Community Service Provider (CSP)**.
- e) Verification of field movement register and monthly performance register and claims and forwarding them to **CMMU** (attached herewith).
- f) Conduct quarterly performance appraisal of **Community Service Provider (CSP)**.
- g) Ensure that all **CSP** are trained.

2. Role of CMMU:

- a) The **City Mission Manager/ City Project Officer (CPO)** looking after **NULM** will provide necessary guidance to the **CLF** and **ALF** for effective monitoring of activities **Community Service Provider (CSP)**.

- b) Support CLF to supervise engagement, re-engagement and performance appraisal of Community Service Provider (CSP) to support CLF and ALF to monitor quality of service provided by Community Service Provider (CSP).
- c) Keep database of all CSP, SHG, ALF and CLF and help CLF in identifying training and Capacity building needs.
- d) Ensure timely release of funds to CLF and collect UCs of funds released.

3. Role of State Mission Management Unit (SMMU) :

1. Overall supervision and guidance to the City Mission Management Unit (CMMU)
2. **Monitoring to recruitment of CSPs**
3. Review of the overall Performance of CSPs and as well as performance and progress of the programme
4. Liaison with key stakeholders to achieve objectives of this programme Output / deliverable review

Annexure VI : Reporting format of CSP & Maha Sangha (CLF)

CSPs will submit the report in this formats and Maha - Sangha will compile the report in the same format.

The compiled report will be sent to the CMMU / City level Nodal Officer for calculation of
Performance Score using the format given in Annexure VII**PART A****SHG monitoring**

Report for the Quarter -

Name of Maha - Sangha (CLF) -

Name of Municipality / Corporation

Name of CSP -

Name of Ward -

Name of District -

Sl. No.	Name of SHG	General Information					Savings			
		Year of formation	No. of members	No. of meetings to be held As per decision of SHG during reporting quarter	No. of meetings held during reporting quarter	No. of members attended meetings (sum of all meetings)	No. of members deposited savings fully in reporting quarter	Amount of savings in reporting quarter	Cumulative savings till Date	Tergat of Savings in reporting quarter
A	B	G1	G2	G3	G4	G5	S1	S2	S3	S4
1	ABC									
2	PQR									
3	XYZ									
.....										
	TOTAL		X1	X2	X3	X4	X5	X6	X7	X8

PART A

Sl. No.	Name of SHG	Internal lending								
		No. of members taken loan in reporting quarter	Amount of loan taken in reporting quarter	Total outstanding as on date	Total no of loan as on date	No. of members NOT taken loan till date in last one year	No. of members failed to repay scheduled installment in reporting quarter	Amount of Sum of defaulted installment(s) as on date	Total no of defaulter members as on date	Target of repayment during reporting quarter (INTERNAL LOAN)
A	B	L1	L2	L3	L4	L5	L6	L7	L8	L9
1	ABC									
2	PQR									
3	XYZ									
.....										
	TOTAL	X9	X10	X11	X12	X13	X14	X15	X16	X17

PART A

Sl. No.	Name of SHG	External Credit							
		No. of members taken loan in reporting quarter (individually/jointly)	Amount of loan taken in reporting quarter	If used jointly then no of members involved in investment/economic activity	If used jointly then Amount invested	Total outstanding loan from bank as on date	No. of members failed to deposit their installment as on date	Amount of such installment (overdue) as on date	Target of repayment during this quarter (EXTERNAL LOAN)
A	B	E1	E2	E3	E4	E5	E6	E7	E8
1	ABC								
2	PQR								
3	XYZ								
.....									
	TOTAL	X18	X19	X20	X21	X22	X23	X24	X25

PART A

Sl. No.	Name of SHG	Whether following registers are properly updated up to last day of the quarter (Yes/No)						Special Work
		Individual pass book of all members	Meeting Resolution	Savings	Loan	General Ledger	Cash Book	No of members constructed and started using new toilet in reporting quarter
A	B	R1	R2	R3	R4	R5	R6	Q1
1	ABC							
2	PQR							
3	XYZ							
.....								
	TOTAL	X26	X27	X28	X29	X30	X31	X32

PART B **New SHG Formation**

	No of new SHGs formed in reporting quarter	
	No of new member included in new/ existing SHG	

PART C **Meeting of Sub cluster/ Area Level Federation**

Sl. No.	me of Sub cluster/ Area Level Federat	No of GB meetings held in reporting quarter	No of member SHG	Number of SHG represented in the mtg	No of meeting decided to be held during reporting quarter
A	B	V1	V2	V3	V4
1					
2					
3					
.....	TOTAL	A1	A2	A3	A4

Sl. No.	Name of Beneficiaries	Self Employment Programme (SEP)											
		SEP-I						SEP-G					
		Name of The Beneficiary	Loan A/C No	Ammount of Loan Received	Date of Sanctioned Loan	Date of Disbursement of Loan	Rate of Interest	Name of The Beneficiary	Loan A/C No	Ammount of Loan Received	Date of Sanctioned Loan	Date of Disbursement of Loan	Rate of Interest
A	B	R1	R2	R3	R4	R5	R6	R1	R2	R3	R4	R5	R6
1	ABC												
2	PQR												
3	XYZ												
.....													
	TOTAL	X25	X26	X27	X28	X29	X30	X31	X32	X33	X34	X35	X36

Annexure VII : FORMAT FOR PERFORMANCE SCORE CALCULATION

Sl.No	Parameter	Maximum amount
1	For meeting 100% monthly targets in SM&ID component & sub components	Rs. 700/-
2	For meeting 100% monthly targets in SEP component & sub components	Rs. 800/-
3	For sector wise and trade wise mobilization of EST&P candidate	Rs.200/-
4	For monthly repayment of loan (principal and interest)	Rs. 800
5	<i>Panchasutra</i> maintained by all SHGs	Rs. 500/-
6	For conducting monthly meeting of ALF	Rs.50/-
7	For conducting monthly meeting at bank branch level	Rs.50/-
8	Monthly repairing cost of cycle	Rs.200/-
9	Monthly Mobile Expenses	Rs.200
10	For conducting at least one regular monthly meeting at CLF level , the CLF will get	Rs.100 per CSP per month or maximum Rs.1000/- per CLF per
N.B :		
1. Serial No. 1 to 7 are linked with performance		
2. No additional Travelling Allowance will be given to CSP		
3. The authority have the right to change the incentive structure and Performance Indicators at any point of time.		

Annexure VIII : Model Contract between City Level Federation & CSP

----- নগর মহা-সংঘ, ঠিকানা -----
এবং
শ্রীমতি -----, স্বামী / পিতা -----,
ঠিকানা ----- এর মধ্যে

চুক্তি পত্র

শ্রীমতি ----- অদ্য ----- তারিখ থেকে ----- তারিখ পর্যন্ত (----- মাস) নগর - মহাসংঘ দ্বারা স্বনির্ভর দলের সহায়তার জন্য কমিউনিটি সার্ভিস প্রভাইডার (CSP) হিসাবে নিযুক্ত হলেন। নগর মহাসংঘ দ্বারা তাঁকে তাঁর দায়িত্ব সম্পূর্ণ ভাবে বুঝিয়ে দেওয়া হল।

কাজের দায়িত্ব যথাযথ ভাবে পালন করিবার জন্য শ্রীমতি ----- কে মাসে ----- টাকা সাম্মানিক প্রদান করবে। স্বনির্ভর দলের অবস্থান অনুযায়ী এই সাম্মানিক কম বা বেশী হতে পারে।

শ্রীমতি ----- প্রতি মাসে / তিন মাসে / প্রয়োজন অনুযায়ী নগর মহাসংঘের কাছে সংযোজিত নির্দেশ অনুযায়ী রিপোর্ট জমা দেবেন। যখন প্রশিক্ষণের জন্য ডাকা হবে তখনই তিনি অবশ্যই প্রশিক্ষণ উপস্থিত হবেন।

এছাড়া নগর মহা-সংঘ দ্বারা বা স্বনির্ভর দলের উন্নয়নের জন্য অন্য কোন কাজের দায়িত্ব দিলে তা সর্বাস্তবরণে পালন করিবেন।

নগর মহাসংঘের পরিচালন সমিতি নিম্নলিখিত কারণের জন্য চুক্তির মাঝখানে শ্রীমতি ----- কে তার দায়িত্ব থেকে অবহতি দিতে পারেন।

- ১) পর পর তিনটি মিটিং এ অনুপস্থিত থাকলে
- ২) আশানুরূপ অগ্রগতি না হলে
- ৩) দায়িত্ব পালনে অসমর্থ হলে

৪) যদি কোনো অসৎ / অপরাধমূলক কাজের সঙ্গে যুক্ত হন

৫) নগর মহা-সংঘের পর্যাপ্ত অর্থ না থাকলে

৬) -----

৭) -----

শ্রীমতি ----- যদি চান তাহলে একমাসের নোটিস দিয়ে দায়িত্ব থেকে
অবহতি পেতে পারেন।

স্বাক্ষর

স্বাক্ষর