

Standard Operating Procedure

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FEA Scholarship Program Overview

Problem: Young adults from poor families cannot attend FEA classes as they need to go and earn their livelihood. Most of them perform very low paying manual labor. Since they are unable to gain the skills needed for service sector jobs, most of them will never be able to move up from manual labor.

FEA has been informed that if they work locally, they earn Rs. 5,000 – Rs. 7,000 per month. If they move to other towns to work in factories or at construction sites they earn Rs. 10,000 to Rs. 15,000 per month. They have to incur additional living expenses in this case.

Program overview: Offer a scholarship of Rs. 31,200 to 40 young adults who work locally close to their homes. This scholarship is for six months to study at FEA. Scholarship will be paid via a weekly direct bank deposit of Rs. 1,200 for 26 weeks.

Students will be told at great length that if they miss more than one class will be dropped from the program and they will not receive further payments. This is important for them to comprehend and accept.

Publicize the program to about 100 students, so we can select students who are fully committed to attending.

Enroll 40 students (mix of male and female) in the age range of 20 - 30 years. Selection criterion - students are currently engaged in manual labor earning Rs. 5,000 - Rs. 7,000 per month.

They must have or agree to obtain an Aadhar number and a bank account.

Class timings, 8 hours of lessons per day for each group. Monday to Saturday

Group 1: 8:30 am – 12:45 pm class (with 15min break)/ 1:25 pm – 5:40pm self-study

Group 2: 8:30 am – 12:45 pm self-study/ 1:25 pm – 5:40 pm class (with 15min break)

Class location: Centrally located Mandi / Market town, with stable internet availability.

The teacher will be provided with accommodation very near the two classrooms so there is no commute time.

Students should be able to reach the classroom on their own.

Curriculum: English, AI + Digital Literacy, Productive mindsets

Data needed for each student: Name, Aadhar, Bank, current occupation, current income, education, age, address, contact phone. Each immediate family member's occupation, education and income

Students must agree to provide an update about their income and occupation every six months after completion at FEA.

Code of Conduct

The purpose of this Code of Conduct is to outline the professional standards and ethical behaviors expected by all managers within our organization. As leaders, managers play a pivotal role in shaping the culture, values, and success of our organization. This document serves as a guide to ensure that all managerial actions and decisions align with our core principles and foster a positive, productive, and respectful work environment. Here is the document-

[Code of Conduct Document](#)

Roles & Responsibilities of Territory Manager (TM) and Recruitment Scout

• Branch Operations	
Branch Opening / Re-location / Closure	TM
Resignation & Termination	TM
• Staffing & HR	
Hiring of Staff	TM & Recruitment Scout
Staff Performance Assessment	TM
Staff Leave Management	TM
Staff Reporting	TM
• Program Quality & Student Support	

Capacity Utilization	TM
Mobilization	TM
Enrolment, Attendance, & PTC	TM
Community Engagement	TM
Dropouts Follow-up	TM
Career Guidance & Mentorship Program	TM
• Logistics & Administration	
Branch Stationery & Housekeeping Reimbursement	TM
Travelling Reimbursement	TM
IT Support	TM
LMS Accuracy	
• Team Collaboration	TM
• Team Meetings & trainings	TM

Note: Refer to the Document for detailed roles and responsibilities.

Be a Servant Leader

Servant Leadership

FREEDOM EMPLOYABILITY ACADEMY

At FEA, Servant Leadership is our guiding principle, inspiring a culture of kindness, growth, and success for all. Here's what it means to us:

EMPATHY & CALMNESS We lead with kindness, empathy, & self-control, creating a supportive and positive atmosphere for all.	PATIENCE & SUPPORT We patiently assist junior staff in their growth, providing time and guidance they need to understand.
PUBLIC PRAISE, PRIVATE DISCIPLINE We celebrate achievements openly and address concerns privately, respecting individual dignity.	EQUALITY & DIGNITY We treat everyone equally, making sure that every team member is valued, respected.
EMPOWERMENT We continuously seek ways to help our team members grow and shine, enabling their success.	ACTIVE LISTENING We listen actively, value feedback from all sources, and reflect on it to make meaningful improvements.
RESILIENCE We face challenges with resilience, embracing positivity and solution-oriented approaches.	RESPONSIVENESS & DETAIL We respond to emails and questions within one working day, showing attention to detail & respect for time.
CONFLICT RESOLUTION We actively seek to diffuse conflict, fostering a harmonious work environment.	PUNCTUALITY & PREPARATION We respect others' time by being punctual and coming prepared for meetings with discussion items.
PROBLEM SOLVING We commit personally to solving problems, maintaining a positive and solution-oriented mindset.	COLLABORATIVE CULTURE We build a collaborative culture where teamwork thrives, and every voice is heard.
PROACTIVITY & INNOVATION We constantly look for ways to enhance operational efficiency, bringing innovation to our work.	NO TOLERANCE FOR DISHONESTY We emphasize that FEA has zero tolerance for dishonesty, upholding our values of integrity and trust.

Branch Set-up Overview

Process/Policy Name	Details	Objectives
<u>Branch Set-up</u>	<u>Survey 1</u>	To identify the tentative locations to open new branches
	<u>Candidate hunt</u>	To find potential candidates to work as teachers
	<u>Tentative Branch Allocation</u>	To share the tentative allocated villages with the inductees in the induction
	<u>Survey 2</u>	To finalize villages to open new branches
	<u>Property Search</u>	To search for a suitable property where the branch can be opened
	<u>Tentative and Final Branch Requirement</u>	To place tentative and final request to get the assets, posters, books, etc. From IT team and Property team for new centers
	<u>Asset Guidelines and Dashboard</u>	To purchase standard assets for new centers
	<u>Expense guidelines and dashboard (Includes Purchasing)</u>	To request for advance To claim reimbursement for the expenses made during the set-up of new centers
	<u>Final Branch Allocation</u>	To share the final work location with the new hires
	<u>Joining of Staff</u>	To get the joining related formalities done
	<u>Pin Creation</u>	To get the pin created on LMS to be able to upload quotation for purchasing through Asset dashboard
	<u>Branch Set-up</u>	To make the branch ready to operate
	<u>Laptop Dashboard</u>	To maintain records of the receipt and movement of IT assets, such as laptops, data cards, and trolleys.
	<u>Predeployment training</u>	To bridge the gap between induction training and independent branch management through structured grooming and mentoring.
	<u>Week 1 support</u>	To make the new joiner feel welcomed and comfortable

		<i>To ensure that he/she is well equipped with the skills and resources to run the classes</i> <i>To ensure that the branch meets the expectation of 100% enrolments and 100% attendance</i>
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Survey 1 by AM

- Area Manager conducts field visits to understand the educational needs, socio-economic conditions, and overall suitability of the community.
- The assessment is based on a combination of field observations and discussions with community stakeholders such as village leaders, parents, and local residents.

An area may be approved for Scholarship Program expansion when the assessment indicates:

- Presence of a significant population of underserved youth.
- Limited access to quality education or skill development opportunities.
- Potential student demand for the Scholarship Program.
- Positive community support.
- Feasibility of establishing one or more Scholarship Branches.

Candidate hunt Process

- Minimum 50 interested applicants' resume to be sent for 10 seats three weeks prior to induction. (Along with the selected villages list)
- Applicants should be 18 years and above
- Minimum qualification is graduation (any subject)
- Get updates from HR in next 3-4 days ([Questionnaire used by HR team- For Reference](#))
- Interview by HRs at least 10 days prior to induction start date
- Candidates search to be continued if seats are not filled
- Book 3 sessions to be visited by TT to inform about potential vacancies after they graduate

Script for Candidate Hunt: [Script](#)

For Prospective Hires:

Greetings (Good morning, afternoon or evening)

I am (Name). I am from an NGO that provides free English classes along with basic computer knowledge, interview and group discussion techniques, career guidance, resume building and job search skills. Now we are opening a branch in your area. We are enrolling students and hiring teachers. If you are a graduate and want to be a teacher we have a job for you. Even if your English is basic and you are a fresher we will train you free of cost, so that you can qualify and get the job.

You are not required to teach like traditional teachers as our class is full of fun learning activities, such as group discussion, role plays, videos, typing, group presentation, learning through mobile apps and English language activities.

The salary is Rs.14,500/- and there are many benefits, such as EPF, medical coverage, career growth as we hire from within, free & optional training for promotion.

The name of our NGO is Freedom Employability Academy by AAM Foundation. Let me show you the website www.feaindia.org. We are 25 years old. We have more than 1700 branches in 10 states - Delhi, UP, MP, Bihar, Chhattisgarh, Haryana, Punjab, Rajasthan, Jharkhand & Uttarakhand. We have more than 80,000 students and 1900 employees. We are a registered NGO & you can find the details on our website as well as government web portal <https://ngodarpan.gov.in/>

If you are interested, please provide me with your information. If someone you know may be interested in this please give these flyers to them. Request them to call me for more information between 9 am - 6 pm.

Use the links for more details: [Video 1](#), [FEA Gahru Campus Pictures](#)

In Hindi

नए फसिलिटेटर्स के लिए:

नमस्कार

मैं (Name) हूँ। मैं एक NGO से हूँ जो नौकरी पाने की स्किल्स फ्री में सिखाता है। जैसे कि - स्पोकन इंग्लिश, बेसिक कंप्यूटर स्किल्स, इंटरव्यू और ग्रुप डिस्कशन की तकनीक, करियर गाइडेंस, रिज्यूमे बनाना और नौकरी ढूँढ़ना। हम आपके शहर/गाँव में अपनी कई ब्रांच खोल रहे हैं। हम 18 साल या उससे बड़े स्टूडेंट्स का एडमिशन ले रहे हैं और टीचर्स की भर्ती कर रहे हैं। अगर आप ग्रेजुएट हैं और टीचर बनना चाहते हैं तो हमारे पास आपके लिए एक नौकरी है। अगर आपकी अंग्रेजी बेसिक है और आप फ्रेशर हैं तो आप घबराइए नहीं हम आपको मुफ्त में ट्रेनिंग देंगे, ताकि आप इस को नौकरी पा सकें। ऐसा हम इसलिए करते हैं क्योंकि हम NGO हैं।

हमारे यहाँ कॉलेज और स्कूल की तरह पढाई नहीं होती है। हमारी क्लास में पढाई मज़ेदार एक्टिविटीज़ के द्वारा होती है, जैसे कि ग्रुप डिस्कशन, रोल प्ले, वीडियो, टाइपिंग, ग्रुप प्रेजेंटेशन, एजुकेशनल फिल्म, मोबाइल ऐप और अंग्रेजी भाषा के गेम्स और एक्टिविटीज़।

सैलरी 14,500/- रुपये है और साथ ही कई लाभ भी हैं, जैसे कि PF, मेडिकल कवरेज, प्रमोशन के लिए ट्रेनिंग। हमारे यहाँ 90 % प्रमोशनस अंदर से ही होते हैं।

हमारे NGO का नाम AAM Foundation है जो की FEA प्रोजेक्ट चला रहा है। मैं आपको वेबसाइट दिखाता/दिखती हूँ www.feaindia.org हम 24 साल से काम कर रहे हैं। हमारी 10 राज्यों - दिल्ली, UP, MP, Chattisgarh, Punjab, बिहार, हरियाणा, राजस्थान और उत्तराखंड में 1700 से अधिक ब्रान्चेस हैं। हमारे पास 80,000 से अधिक स्टूडेंट्स और 1900 से ज्यादा कर्मचारी हैं। हम एक registered NGO हैं। आप हमारी वेबसाइट के साथ-साथ सरकारी वेब पोर्टल (दर्पण) पर जानकारी देख सकते हैं <https://ngodarpan.gov.in/>

अगर आप नौकरी करना चाहते हैं, तो कृपया मुझे अपनी जानकारी दें। अगर आपके किसी जानने वाले को इस तरह की नौकरी में इंटरेस्ट हो, तो कृपया उन्हें यह फ़्लायर दें। किसी भी जानकारी के लिए वे मुझे सुबह 9 बजे - शाम 6 बजे के बीच में कॉल कर सकते हैं।

Strategies to do Candidate Hunt-

1. Door to Door
2. Local shops/ villagers
3. Referrals/ Connections
4. PG Colleges/ Competitive classes/ Computer centers/Library
5. Pradhan/ Other powerful or famous personality
6. Local Job fair
7. Employment Exchange/ Job portal/ Apps

1. Nearby zones of FEA
2. Distributing flyers- Bus stand. Railway stations, Villages. PG colleges/ competitive coaching centers etc.
3. Social Media- WhatsApp, Instagram. Facebook
4. PMKVY or Other NGOs
5. Local group events sports. Education etc.

Candidate Hunt Dashboard

The TMs/RSs need to use the following link to upload the details of the candidate interested to join.

<https://dashboard.feaindia.org/#!/auth/login>

Tentative Branch Allocation

Process- Tentative branch allocations should be sent to trainer by day 3 of induction after the telephonic discussion with candidates **Format of tentative branch: Lucknow West- Jagatpur, Vyappur**

After the telephonic conversation send the below message to the trainee-

Hello [Name of inductee],

Welcome to the induction training. Your tentatively allocated locations are [Location 1], [Location 2], . We will talk about the final allocation when your training is completed. Based on survey results, there may be a change in the final allocated village. Though the location assigned to you for work will most probably be a near area from the list of locations shared above.

As the location could be more than 30KM away from your home location, your stay and food grocery will be managed by organization. In case, the branch requires a daily travel, the travel allowances will be paid within FEA policy.

Feel free to reach out to me in case of any queries.

Thanks,

[Name of the TM]

Territory Manager- [Territory Name]

Survey 2 by TMs

- TM to start survey 2 to conduct awareness sessions as per the planning done with AM

During the awareness session TM to,

- Explain:
 - The Scholarship Program.
 - Six-month commitment.
 - Eight-hour learning schedule.
 - Career opportunities after completion.
- Understand:

- Students' aspirations.
- Current employment status.
- Willingness to travel.
- Preferred commuting routes.
- Generate a preliminary list of interested students 60–100 genuinely interested students and have the confidence that sufficient students are willing to join the program.

Format of collecting the details of students during Survey-2

Name	Father's Name	Age	Village	contact number	Current occupation

Property Checklist

Important Tip: Always have 3-4 prospect properties for the branch and analyze the owner's availability to assist in running the branch smoothly. Instead of looking for the cheaper property, look for the best owner who is involved the most in community engagement, wellbeing of community and education. Such properties are found to be long lasting and giving good results in long run.

Name of Branch/Date/:

Name of TM:

Status	Description	Expected	Available
☐	Location of classroom, distance from mobilized villages	Max. 15KMs	
☐	Does the area follow casteism? If yes, how does this impact our branch?	Talk to people around the surroundings, no such issues to be there	
☐	If I were a teacher, will I be able to work here for 1 year of time	Property should be suitable enough	

☐	Survey 2 Data: approved by Area Manager		
☐	Is the surrounding clean? (No garbage heap should be within 50 meters of branch)	Clean	
☐	Is property ready to use (should be completely free from the possession of landlord and have water supply) or any construction work required before use?	Ready/ will be ready before rent start date	

☐	Is a washroom available with water supply? <i>(Water supply preferred. Nearby access to water (hand pump/tank) is also acceptable.)</i>	Must	
☐	Area of the room, Length* Width	2 rooms plus one additional room for the teacher/TM	
☐	Name of the landlord, as per the bank account	Same as bank passbook Name	
☐	Contact Details	Mobile Number	

☐	Complete Address of the property with Pin code	Includes complete Address Ex. Name of the owner/property, House number, Street number, Landmark, Area name, Pin code	
☐	Google coordinates of the property	Must (to be taken)	
☐	Rent as per the guidance by Area Manager <i>(Negotiation required for minimum amount)</i>		
☐	Is Air Fiber Connectivity available? (If no, check Airtel/Jio network for dongle or look for other arrangement)	Must	
☐	Entry and Exit points	No. of Entry and Exit points. Secondary Entry and Exit point to be closed. Possibility of Fixing interlock.	

☐	Doors and Windows	Strong Wooden Material or Iron Grilled/plated doors and windows. Proper Locking system.	
☐	Ceilings and Skylights	Cemented Ceilings, no seepage/ leakage. No Open passage from roof. No open staircases.	
☐	Structurally strong Walls	Cemented walls are preferred with no weak spots. Structurally strong, with no major cracks or weak spots	
☐	Power outage hours	Report if it more than usual (i.e. 6 hours)	
☐	Electricity Type: Meter, Sub- meter, Fixed		
☐	Electricity Charges: if it is separate meter	Meter CA No : Box for CA number An electricity bill is required. Note: Prepaid meters will not be considered/accepted.	
☐	Electricity Charges: if it is fixed:	- Domestic- Rs.300- Rs.500 - Commercial-Rs.500- Rs.1000 Note: No changes will be made in the price before the completion of a cycle.	

☐	Electricity Charges: If it has sub meter:	Rate of electricity • Domestic- Rs.4 to Rs.7 per unit • Commercial- Rs. 7 to Rs.12 per unit (Unit price to be supported by the electricity bill of the property) Note: No changes will be made before the completion of a cycle.	
☐	Is the property owner informed that 10 functional laptops and up to 30 tablets will be placed?	Proper communication to be made	
☐	Is the property owner made aware that 40 students will come to the branch daily?	Proper communication to be made	
☐	Is the property owner inform that all students will wear footwear and not put them off before attending the classes?	Proper communication to be made (Students must not be asked to put off footwear before entering the class)	
☐	Is it informed that both male and female students will come to the branch?	Proper communication to be made	

☐	Is the property owner made aware of 10 days-notice period for vacating the property?	Proper communication to be made	
☐	Is property owner ready for the 6 Month agreements, Without Notary Stamp	6-month agreement without Notary stamp	
☐	Is property owner asking for notary stamp agreement? (No Need to ask this from Landlord until he/she demands)	Preference of non-notary agreement.	

Note:

- Priority should be given to properties that maximize student attendance and enrollment potential (100% capacity utilization). Properties that demonstrate superior strategic advantages—such as property inside the market area that are near main roads connecting multiple villages, proximity to schools/colleges and accessibility to all community groups as these factors directly drive higher attendance and stronger enrolments.
- A printed copy to be carried during property search. The document to be filled by FEA staff ONLY and handing over to the property owner.
- **Identified locations to be verified by AM:** TM must record a video of the property beginning from the main road, covering the surroundings, and proceeding up to the classroom entrance for verification purposes.

Property Search

The TM to:

- Map the villages from which students will travel.
- Identify a centrally located market town or mandi that minimizes travel time for the majority of students with the help of shortlisted students and villagers during survey 2.

Note:

Rather than asking, "Where should we open a branch?"

The TM should ask, "Where can the maximum number of interested students reach safely and conveniently every day?"

- If no suitable market town exists, identify the safest and most accessible alternative location.
- Ensure the selected location does not create an unnecessary barrier to attendance.
- Use Checklist given above. A printed copy of the checklist to be carried during property search. (Note-This checklist is to be filled by FEA staff ONLY.)
- Finalize the most suitable property.
- Complete the rental formalities to initiate branch setup activities.

Note:

Before the property is finalized, the TM shall verify the availability of internet connectivity (wi-fi).

- **Only for reference- Details Required for Renting rural Property:**

Landlord as per bank record:

Landlord's Father's Name:

Address & Mobile number:

Pin Code:

Start Date:

Agreement End date:

Rent:

Electricity:

Bank Account:

IFSC:

Suggest FEA Branch Name For This Property:

Security:

Bank Passbook: You can upload multiple files: No files selected.

Coordinates:

data collected in Survey 2:

Comment:

- TM to upload the property on the dashboard using Property dashboard:
<http://43.252.88.75:89/propertyrural.aspx>
- By BV2, AM to audit Survey 2 data and review video of the property before approving the entry on the property dashboard.

- Note- TM to make request to pay rent and electricity amount every month to the landlords using <http://43.252.88.75:89/propertyrural.aspx>

Type1: Fixed Electricity Amount

Rural Property Dashboard

Log In

User Name:

Password:

☐ Remember me next time.

1. Login to the dashboard.

2. Click on Expense Category.

Rural Property Dashboard

Property List | Expense Category | Record | LogOut | New Req For LMS | Rent Returned

Export To Excel

ID	Landlord Name As Per Bank Record	Address & Mobile number	Start date	End date of agreement	Security	Rent	Loan	Electricity	Bank Account	IFSC	Branch	Status	Comment
	Vill. Dhana Teja							Type: Fixed					Electricity

Calculate Rent

1. Month: Please 2. Year: Submit 6

3. Branches with Fixed Electricity Amount

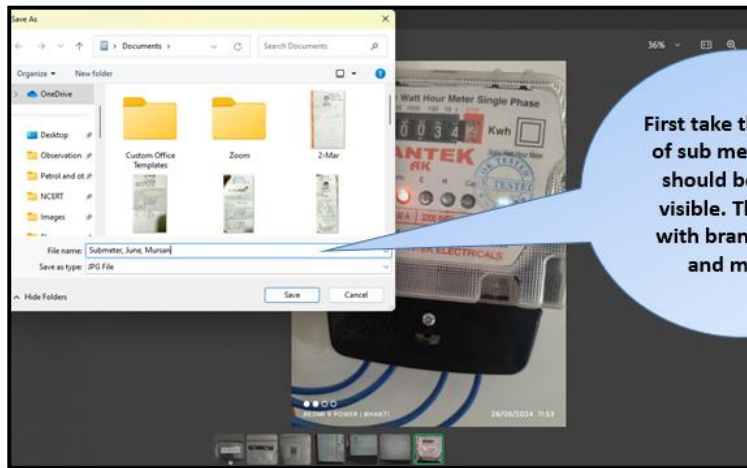
Centername	Address & Mobile number	Landlord	Rent	Electricity Amount	Comment
☒ Mathura East, UP- Dhana Teja	Yashpal, Opp. Panchayat Ghar, Dhana Teja, Mathura, UP 281005	MRS. Manju Devi	3000	500	
☒ Mathura East, UP- Sonai	Sonai main market, Mathura, UP 281206	MR Ashok Kumar	1500	500	
☒ Mathura East, UP- Avarni	New Primary School, Main Market, Avarni, UP 281301	Mr Bheem Singh & Bimlesh	3000	500	
☒ Mathura East, UP- Kajrothi	Kajrothi, Hathras, Mathura, UP 281306	Mulayam Singh	4000	0	
☒ Mathura East, UP- Bardwari	New Dinesh Sharma Janseva Kendra & Saraswati Vidhya Mandir School, Bardwari, UP 204213	Mr. Ravi Kumar Sharma	3500	0	
☒ Mathura East, UP- Barhana	Kumha, Barhana, Mathura, UP 281206	Akash Kumar	3000	500	
☒ Mathura East, UP- Kanti	Mathura	Shiv Kumar	3000	0	
☒ Mathura East, UP- Unchgaon	H/O Rajpal cold Storage, Unchgaon, Mathura, UP 281308	Krishna Kumar	3000	500	

4. If required make changes in amount, 5. Additional: If required we may update comments also in comment section.

7. This popup will come after clicking on submit. Then click on Ok.

1. Select month,
2. Select Year,
3. Select all the boxes otherwise entry won't be created,
4. If required make changes in amount,
5. Additional: If required we may update comments also in comment section.
6. click on submit.

Type 2: Sub meter.



First take the picture of sub meter. Units should be clearly visible. Then save with branch name and month.

The screenshot shows a software interface with several components:

- Open Dialog:** A file explorer window showing a list of files including 'Submeter, June, Mursan.jpg'.
- Table:** A table with columns 'Rent' and 'Electricity Amount'. The 'Rent' column has values 3000, 3000, and 3000. The 'Electricity Amount' column has values 500, 0, and 0.
- Electricity Units Section:** Contains fields for 'Starting Unit' and 'Ending Unit', and a 'Choose Files' button.
- Branches with Meters:** A table listing branches like 'Mathura East, UP-Mursan' and 'Plot No 27, Mursan, Panthi, Near Shiv Mandir, Mathura, UP 204213'.
- Numbered Steps:**
 1. Mention start and end unit.
 2. Click on choose files.
 3. Select the pic of sub meter or search by saved name.
 4. Tick the box and then by scrolling up click on submit.
 5. Again this popup will come after clicking on submit. Then click on Ok.
- Popup:** A small window showing 'Records Updated.' with an 'Ok' button.

1. Mention start and end unit.
 2. Click on choose files.
 3. Select the pic of sub meter or search by saved name.
 4. Tick the box and then by scrolling up click on submit.
- Note: Month and year to be selected before submitting as shown in above slide.

Type 3: Electricity amount is included in Rent

- We need to follow the same as we follow for fixed electricity type. We only need to keep electricity amount zero.

☒	Centername	Address & Mobile number	Landlord	Rent	Electricity Amount	Comment
☒	Mathura East, UP-Kajrothi	Kajrothi, Hathras, Mathura, UP 281306	Mulayam Singh	4000	0	
☒	Mathura East, UP-Bardwari	Near Dinesh Sharma Janseva Kendra & Saraswati Vidhya Mandir School, Bardwari, UP 204213	Mr. Ravi Kuimar Sharma	3500	0	

Rural Property Dashboard

Property List

Expense Category

Record

LogOut

New Expense

Please select

Year

Select

Rent

Start Date

dd-mm-yyyy

End Date

dd-mm-yyyy

Days

Always cross check all the entries if created or not. We can check all the entries by clicking on Record.

☐	Propertyid	uid	Landlordname as per bank record	Branch	Startdate	Closedate	Fixed	Rate/Unit	Month	Year	Expense Category	Monthly Rent	Amount To Be Paid	Electricity Unit	Comment	Reason	Createdby	Createdon	Status	Paid By	Last Action On	Payment Date	Bankaccount	ifsc	Receipts
☒	1563	21012	Mr Elsom Singh & Binodh	Mathura East, UP-Avanti	22 Sep 2023	21 Aug 2024	500	0	7	2024	Fixed	3000	500				Lalita Singh	25 Jun 2024	Pending				1425000100119615	PUNB0142500	Modify Delete
☒	1563	21011	Mr Elsom Singh & Binodh	Mathura East, UP-Avanti	22 Sep 2023	21 Aug 2024	500	0	7	2024	Rent	3000	3000				Lalita Singh	25 Jun 2024	Pending				1425000100119615	PUNB0142500	Modify Delete
☒	1982	21008	MRS Manju Devi	Mathura East, UP-Dhana Teja	22 Feb 2024	21 Jan 2025	500	0	7	2024	Fixed	3000	500				Lalita Singh	25 Jun 2024	Pending				047201000031966	IOBA0000472	Modify Delete
☒	1982	21007	MRS Manju Devi	Mathura East, UP-Dhana Teja	22 Feb 2024	21 Jan 2025	500	0	7	2024	Rent	3000	3000				Lalita Singh	25 Jun 2024	Pending				047201000031966	IOBA0000472	Modify Delete
☒	1983	21010	MR Ashok Kumar	Mathura East, UP-Sonai	22 Feb 2024	21 Jan 2025	500	0	7	2024	Fixed	1500	500				Lalita Singh	25 Jun 2024	Pending				161310110000425	BKID0ARYAGB	Modify Delete
☒	1983	21009	MR Ashok Kumar	Mathura East, UP-Sonai	22 Feb 2024	21 Jan 2025	500	0	7	2024	Rent	1500	1500				Lalita Singh	25 Jun 2024	Pending				161310110000425	BKID0ARYAGB	Modify Delete
☒	2016	21016	Akash Kumar	Mathura East, UP-Bithana	01 Mar 2024	31 Jan 2025	500	0	7	2024	Fixed	3000	500				Lalita Singh	25 Jun 2024	Pending				5010025181489	HDFC0004320	Modify Delete
☒	2016	21015	Akash Kumar	Mathura East, UP-Bithana	01 Mar 2024	31 Jan 2025	500	0	7	2024	Rent	3000	3000				Lalita Singh	25 Jun 2024	Pending				5010025181489	HDFC0004320	Modify Delete

If any modification is needed, we can click on modify, and can modify the amount also. Example is in next slide.

☐	Propertyid	uid	Landlordname as per bank record	Branch	Startdate	Closedate	Fixed	Rate/Unit	Month	Year	Expense Category	Monthly Rent	Amount To Be Paid	Electricity Unit	Comment	Reason	CreatedBy	Createdon	Status	Paid By	Last Action On	Payment Date	Bankaccount	ifsc	Receipts	
☐	2288	21022	Mulayam Singh	Mathura East, UP- Kajrothi	21 May 2024	20 Apr 2025	0	0	6	2024	Rent	4000	4000				Lalita Singh	25 Jun 2024	Pending				85442200006817	CNRB0018918		Modify Delete
☐	2300	21023	Mr. Ravi Kumar Sharma	Mathura East, UP- Bardwari	22 May 2024	21 Apr 2025	0	0	6	2024	Rent	3500	3500				Lalita Singh	25 Jun 2024	Pending				33549949904	SBID		Modify Delete

2. We can use calculator also to calculate the amount. For this, we need to fill all the details. Like- month, rent amount, start date and end date, then click on calculate.

1. Amount for these branches to be changed as amount to be paid only for 10 days for Kajrothi and 9 days for Bardwari branch. For modifying the amount we need to click on modify.

Property List
Expense Category
Record
LogOut
New Req For LMS
Rent Returned

Calculate Rent
Month Jun Year 2024 Rent 4000 Start Date 21-06-2024 End Date 30-06-2024 Days Amount Calculate

Property List
Expense Category
Record
LogOut
New Req For LMS
Rent Returned

Calculate Rent
Month Jun Year 2024 Rent 4000 Start Date dd-mm-yyyy End Date dd-mm-yyyy Days 10 Amount 1333.333333 Calculate

Property List
Expense Category

Modify

uid: 21022

Landlord: Mulayam Singh

Branch: Mathura East, UP-Kajrothi

Month/Year: 6/2024

Current E-Type: Rent

Amount: 1333

Rate per unit:

Comment: Remaining amount of June month for 10 days.

Start Unit:

End Unit:

Description:

Images:

Re-UploadImage:

Modify

Calculated amount.

After clicking on modify, we need to change the amount, need to mention the details in comment section, then click on modify.

☐	Propertyid	uid	Landlordname as per bank record	Branch	Startdate	Closedate	Fixed	Rate/Unit	Month	Year	Expense Category	Monthly Rent	Amount To Be Paid	Electricity Unit	Comment	Reason	Createdby	Createdon	Status	Paid By	Last Action On	Payment Date	Bankaccount	ifsc
☐	2288	21022	Mulayam Singh	Mathura East, UP- Kajrothi	21 May 2024	20 Apr 2025	0	0	6	2024	Rent	4000	1333		Remaining amount of June month for 10 days.		Lalita Singh	25 Jun 2024	Pending		25 Jun 2024		85442200006817	CNRE

Now amount is changed. This is how we can modify the amount also.
Note: No popup comes after modifying the amount. So do not worry if the amount is changed or not. Check once after clicking on 'Record'.

Tentative and Final Branch Requirement

- By BV1, Tentative branch requirement to be shared with IT department using Branch Requirement Dashboard: <https://feaindia.org/BranchsSetupRequirement/login.php>
- By next day of BV2, Final branch requirement to be shared with Property and IT Dept via- Branch Requirement Dashboard: <https://feaindia.org/BranchsSetupRequirement/login.php>
- Changes in plan to be discussed between TM-AM, if any

Branch Pin Creation

- By next day of BV 2, TM to share area pin code with the IT team to create the branch code on asset dashboard.
- No need to create the pin in case branch assets are available in stock

Demo Email for Pin code

TO: Mohd.Abid@feaindia.org;

CC: sandeep.agrawal@feaindia.org AM, SAM
Sub: Request to create pin code Territory Name

Dear Abid,

Please create new branch pin for Territory Name as per the details tabulated below:

Pin Code	
Village Name	
Dist. Name	
State	
Commencement date	

Fixed Assets Guidelines

- While the inductees are in induction, quotations are to be collected as per Assets Guidelines
- Please refer to demo quotations: [Demo Quotation 1](#) , [Demo Quotation 2](#)
- By next day of BV2, TMs to upload quotation on asset dashboard:
<http://43.252.88.75:89/AssetHomepage.aspx> as per [branch essential list](#) and asset dashboard.
- Once the quotations are approved and payment is made, assets to be delivered at the branches.
- Bills to be collected from the vendor and to be uploaded on asset dashboard
<http://43.252.88.75:89/AssetHomepage.aspx> as per the guidelines

Note: No need to follow this step if branch assets are available in stock.

A. FOR NEW BRANCH SETUP (1st TIME PURCHASES FOR A BRANCH)

1. All Fixed assets bills should bear expense id before uploading on the dashboard. All bills should be uploaded immediately ASAP after delivery of assets/receipt of bills.
2. **Preferred vendor preference should be added in the 'quotation+ Bank' column otherwise payment will not be made.**

3. Bank details of preferred vendor mandatorily provided either by Copy of cancelled cheque or the details should be added on quotation along with account holder's name.
4. All bills should be made in the name of 'AAM Foundation'. Branch name should be mentioned in address space.
5. No. of Quotations to be obtained as under:
 - d) For purchases valued less than 5k- For purchases below Rs.5k, ops team are allowed to purchase the items in cash (except fixed assets) and take reimbursement on Expense Dashboard.
 - d) For purchases valued more than Rs.5k up to Rs.20k – Single quotation
 - d) For purchases valued more than Rs.20k up to Rs.50k- Two quotations
 - d) For purchases valued more than Rs.50k- three quotations

Note: Preferred vendor's quotation should have correct GST no. and should be a fresh quote with details of items to be purchased.

For points #c and d, comparative quotations (i.e., other than preferred vendor quote) once obtained will be valid for a year.

6. One entry per branch will be created.
7. TMs should check HSN Nos. with the supplier (HSN List: Fan 8414, Cooler 8479, Chair/table 9403, Inverter 8504, Battery 8506, 8507) before getting the quotation to avoid questioning by Property team later.
8. In case of rejection of quotation, resubmission of requests can be done through modify option only. Kindly correct the reasons for rejection and then resubmit.
9. It is noticed that duplicate/triplicate/quadruplicate entries are sometimes added on the dashboard for the same payment. The portal should be checked for already entered entries, and then only new entries should be punched into the dashboard.
10. In case of closed/relocated rural branches, it is the responsibility of AM to ensure that the assets of so closed rural branches are shifted to new location/storeroom.
11. Existing Assets would be first used from the storeroom and if required, then only new purchase requests be made. Quotation and Bill should be in the name of AAM Foundation, Branch address.
12. Bills should be signed and stamped.
13. Overwriting is not allowed on the bills.
14. Total amount should match the breakup of bills.
15. Blur pdf files should not be attached. Only legible pdf file shall be uploaded/approved.
16. In quotation, a specific description of the asset should be written. For example, for all categories of fan like exhaust fan, ceiling fan, pedestal fan, etc. exact specification should be written instead of just writing 'fan'.

17. Quotations for the total quantity to be purchased should be obtained. It is noticed that sometimes, quotes are obtained with lesser no. of articles than required nos. to be bought. These quotations get rejected and delay payment.
18. Categories should be correctly selected from the drop-down list on the assets portal. For example, while purchasing fans, category inverter is selected from the drop-down list. This should be avoided.
19. Link for checking vendor GST and items registered is <https://services.gst.gov.in/services/searchtp>. You may check it yourself or accounts/property team shall check it.
20. HSN No. of the item purchased be checked in GST certificate in above link.
 - a. If the no. of HSN codes is five (i.e. maximum nos.), the vendor be asked to attach sample crossed bills (1-2) issued by the vendor to some other party and the same be attached along with the quotations for verification by property team.
 - b. If the no. of HSN codes are less than five, then the vendor be asked to get the same added on their GST certificate. This ensures that the vendor's claim for GST is genuine. FYI, this can be completed within 24 hours.
21. AMs are responsible for ensuring that the assets purchase are delivered to respective branches.
22. Comment shall be added in case any branch is not opened, and assets are utilized for different branch. Once decided, where these assets be used, it should be communicated to the property team over email mentioning the EXPENSE ID-Follow up as Subject line.
23. Refer to courier guideline.

B. 2nd & SUBSEQUENT PURCHASES OF FIXED ASSETS

1. TMs to create requests by selecting 'Second Purchase' from the dropdown 'Submit Quotation' button.
2. TMs to add preference for quotation from '2nd Purchase' button.
3. AMs to see and verify the request from '2nd Purchase' button.
4. Property team to reject/approve the request.
5. Accounts team to reject/pay the payment.
6. Once paid, TMs to upload soft copy of bill
7. Rest of the process will remain same as 1st purchase of assets for new branch setup

Courier all the RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills by following dates:

Quarter	Last date to courier assets bills
Apr-Jun	15 th July
July-Sept	15 th Oct
Oct-Dec	15 th Jan

Jan-Mar	15 th Apr
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Property and Accounts will share receiving through email after the verifications of RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills.

Assets Transfer demo:

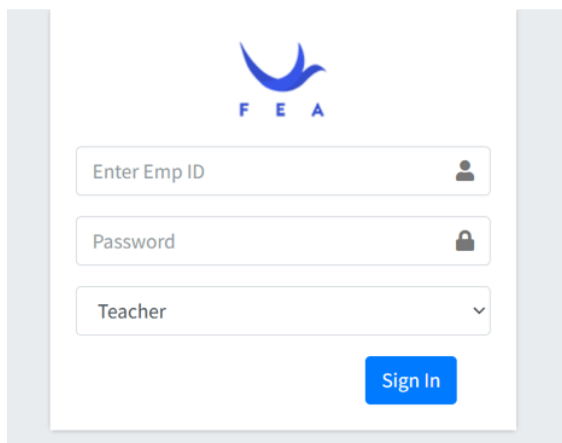
Step 1:

Click on the link: <http://43.252.88.75:8185/promotion>

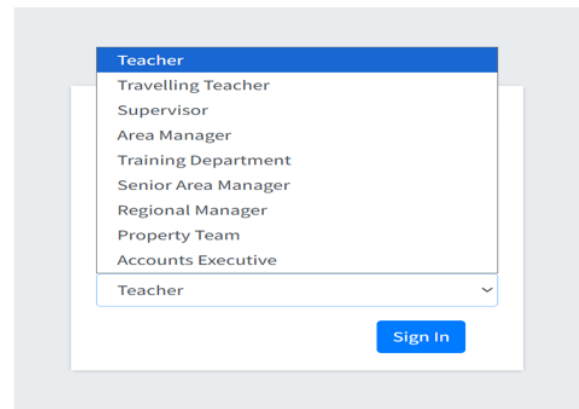
The dashboard will open.

Log in using your credentials.

Select the appropriate login option (e.g., **Supervisor**).



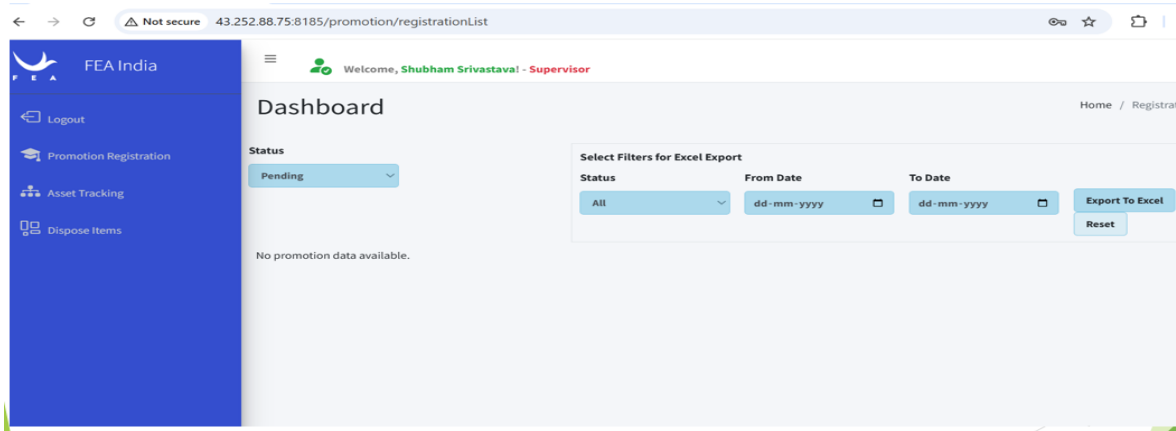
The login form features the FEA logo at the top. It contains three input fields: 'Enter Emp ID' with a person icon, 'Password' with a lock icon, and a role selection dropdown currently set to 'Teacher'. A blue 'Sign In' button is positioned at the bottom right of the form.



This image shows the dropdown menu for role selection. The list includes: Teacher, Travelling Teacher, Supervisor, Area Manager, Training Department, Senior Area Manager, Regional Manager, Property Team, and Accounts Executive. The 'Teacher' option is highlighted at the bottom of the list. A blue 'Sign In' button is visible below the dropdown.

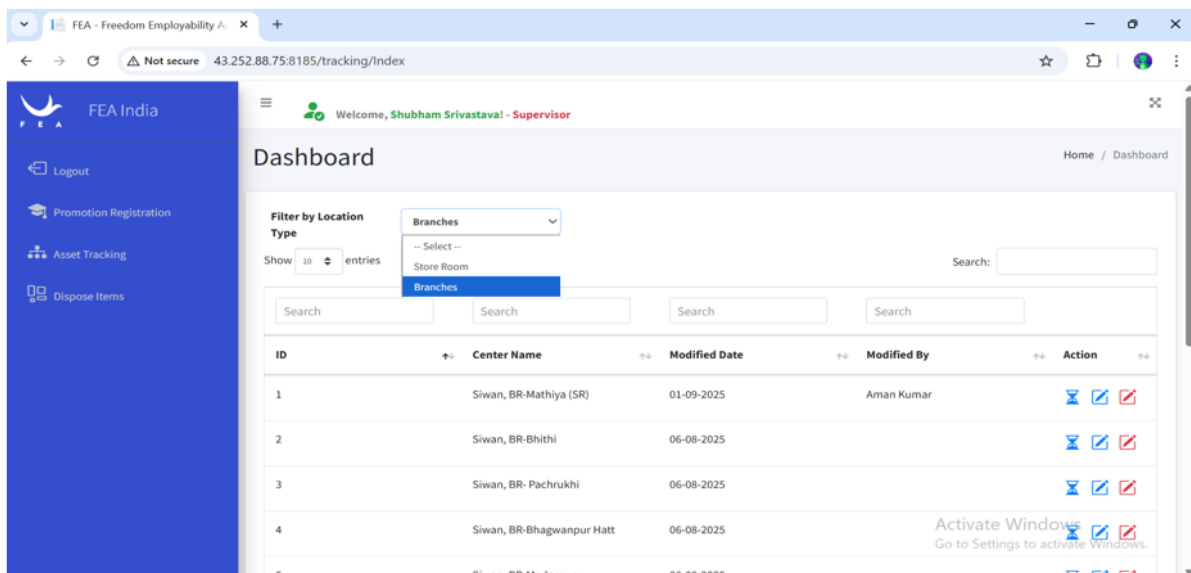
Step 2:

After logging in with your credentials, choose the **Supervisor** option. Navigate to **Asset Tracking** to view assets.



Step 3:

After selecting **Asset Tracking**, a dashboard will appear displaying all **Branch Names** and **Store Room Branches**. Use the **Filter** option to narrow down the view by selecting specific **Branches** or **Store Rooms** as needed.



Step 4:

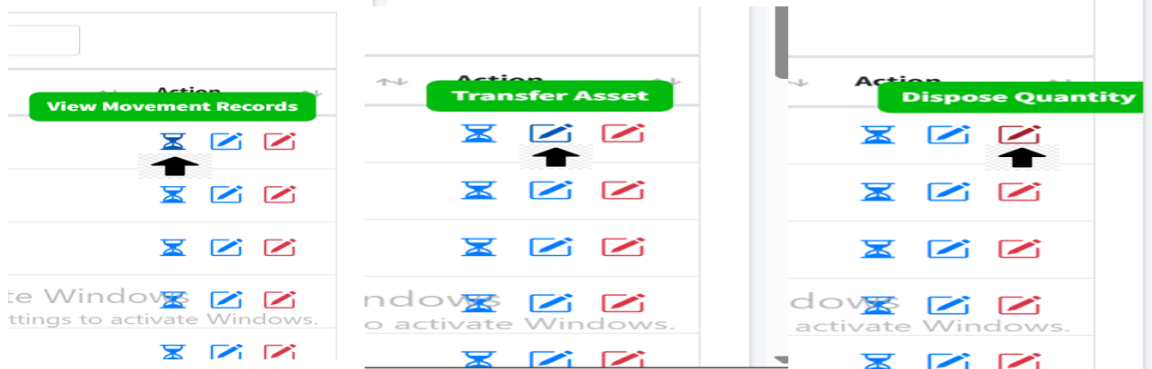
On the right corner of the dashboard, you will see the **Action** menu.

It includes the following three options:

View Movement Records - To check the history of asset movements.

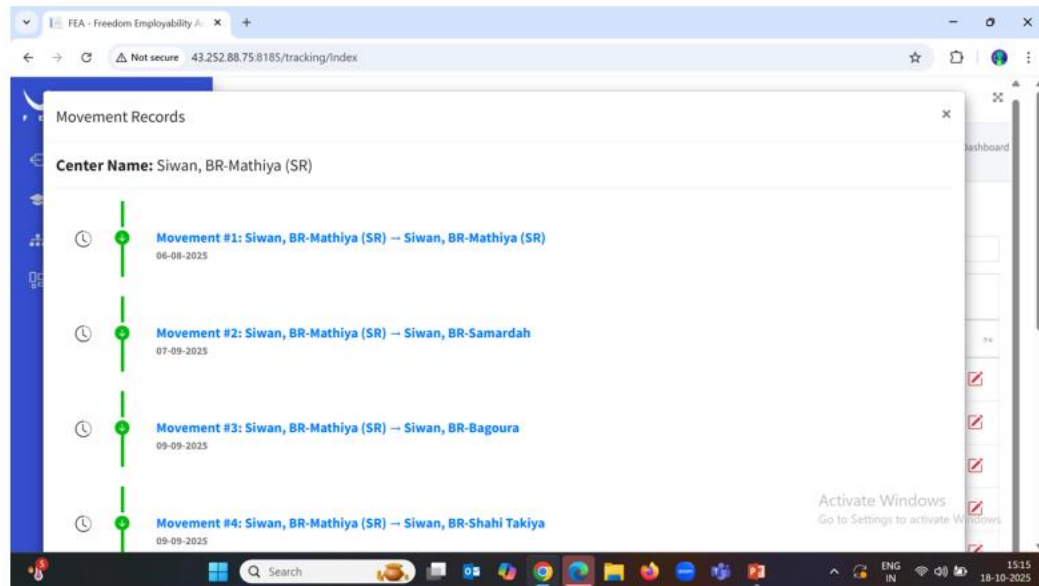
Transfer Asset - To initiate asset transfer between branches or store rooms.

Dispose Quantity - To remove/dispose of a specific quantity of an asset.



- **View Movement Records:**

This option allows you to view a complete history of all asset movement records.



Transfer Asset:

After selecting **Transfer Asset**, a page will open showing the available stock. Scroll down to access the transfer section.

To transfer assets:

Select the **Asset**.

Choose the **Centre Name** (the destination branch/store).

Enter the **Quantity**.

For transferring multiple assets, use the **Add Row** option to include additional entries.

Asset	Original Quantity	Remaining Quantity
Inverter	2	2
Battery	4	4
Trailer	2	2
Cooler	2	2
Chair	50	50
Folding Table	12	12
Ceiling Fan	6	6

Asset	Quantity	Remaining Quantity
Cooler	2	2
Chair	50	50
Folding Table	12	12
Ceiling Fan	6	6
Pedestal Fan	2	2

Asset: Center Name: Quantity:

Image Reference (Transfer Asset):

After selecting the **Asset**, entering the **Branch Name (Centre)**, and specifying the **Quantity**, click on **Update** to complete the transfer process.

The left screenshot shows a form with a 'Select Asset' dropdown menu. The dropdown is open, showing a list of assets: Inverter, Battery, Trolley, Cooler, Chair, Folding Table, Ceiling Fan, and Pedestal Fan. Below the dropdown, there are fields for 'Center Name' and 'Quantity'. A green 'Update' button is at the bottom.

The right screenshot shows a list of assets with their respective branch names and quantities. The assets are: Cooler (Shubham Kumar - Swam West - Home Rural), Chair (Swam, 88 Bhat), Folding Table (Swam, 88 Pachukhi), Ceiling Fan (Swam, 88 Bhagwanpur Hatt), and Pedestal Fan (Swam, 88 Madarpur). Below the list, there is a form to select an asset and center, with a green 'Update' button.

Dispose Quantity:

Select **Dispose Quantity** from the **Action** menu.

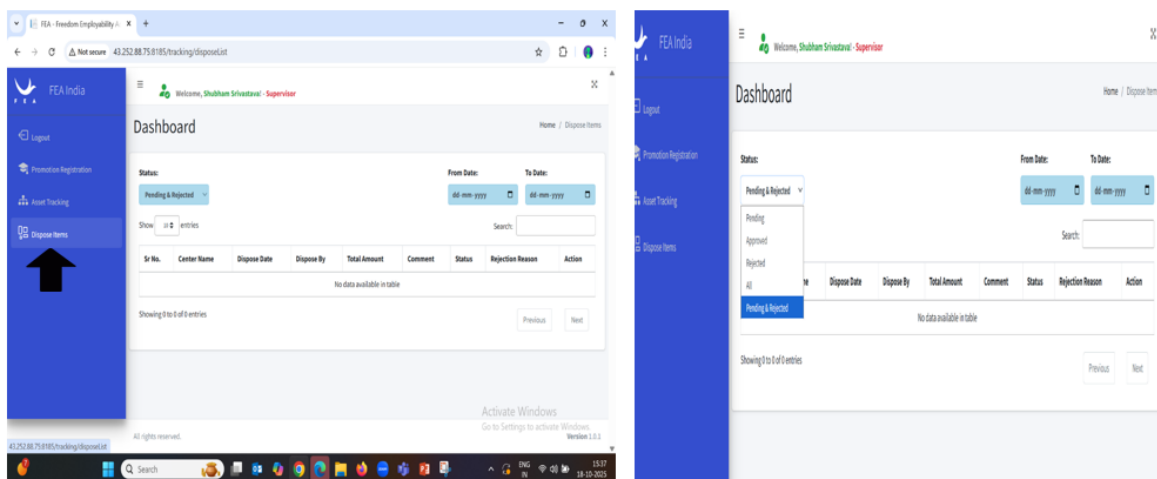
Enter the **Quantity** to be disposed of for the respective branch.

Provide a **Comment** and specify the **Amount** related to the disposed items.

The left screenshot shows the 'Asset Details' table. The table has three columns: Asset, Quantity, and Put Dispose Quantity. The assets listed are Inverter, Battery, Trolley, Cooler, Chair, Folding Table, and Ceiling Fan. The 'Put Dispose Quantity' column is currently empty.

The right screenshot shows a form to enter the quantity to be disposed of. It has a table with columns for Asset, Quantity, and Enter Dispose qty. The assets listed are Cooler, Chair, Folding Table, Ceiling Fan, and Pedestal Fan. Below the table, there are fields for 'Comment' and 'Amount'. A green 'Save' button is at the bottom.

By selecting **Dispose Items**, you can also view the **status** of previously disposed items.



Daily food and stay allowance for management staff during official travel:

Food:

Recruitment Scout/TM/M-TM/AM and above	Breakfast- Up to Rs. 100/- Lunch- Up to Rs. 200/- Dinner- Up to Rs. 200/-
TMs stationed and working in the designated location	4000/- per month

Stay:

Branch staff relocates to the other location	Room is rented along with branch property
TM relocates to the other location	Room is rented along with branch property
AM relocates to the other location	Room is rented along with branch property
Recruitment Scout/TM for hotel stay	Up to Rs. 800/- per day+ GST
Recruitment Scout/TM for a longer than usual stay	PG is preferred- 300/- per day

Advance, Purchasing and Expenses

Advance-

- By the next day of BV2, TM to request Branch set up advance amount through Expense Dashboard: <http://43.252.88.75:8086/login.aspx> . AM to forward the request to property team (5k-6K per branch)
- Property to make the payment within 24-48 working hours

Purchasing-

- TM to complete purchasing of variables once final report of induction is out

Expenses-

Expense Dashboard Bills Guidelines

1. All bills should bear expense id before uploading on the dashboard.
 - a. For generation of expense id, staff need to first make an entry into the dashboard without uploading the bills. On creation of expense id, it shall be written manually on the bills and then upload of bills will be done on the dashboard.
2. Managers shall not approve bills if expense id is not written on the uploaded bills.
3. Payee name and employee code shall be written at the end of the bill.
4. Timeline of expenses upload/approval/payments: -

Step	Activity	Timeline
1	Upload expenses on dashboard + Approval/verification by manager on expenses	7 th of next Month
2	Approval by property dept. (of verified expenses)	11 th of next Month
3	Payment by accounts	18 th of next month
4	Receiving of payment	21 st of next month
5	Monthly Unspent advance with staff (if any)	It shall be deducted from next month's salary
	For example:-	

Total Advance given in March (A)	Rs.10,000/-
Bills uploaded and approved against advance (B)	<u>Rs. 6,000/-</u>
Unspent advance for March (A-B)	<u>Rs. 4,000/-</u>
Unspent advance of Rs.4,000/- shall be deducted from April month's salary which is paid in May month.	

5. In case of rejection of bills by the Accounts team, kindly resubmit the bill using modify option after due correction. Kindly don't submit it as a new addition as it creates duplication of bills in our system.
6. All Bills should be made in the name of AAM Foundation with Head Office Address only.
7. 'Stationery & Cleaning expense' be forwarded to AMs for verification and not to Property team for quadrimester purchase.
8. No overwriting is allowed on bills.
9. Bills should bear the signature of the Manager.
10. Branch name should be mentioned in each bill either by way of stamp or manually.
11. Bills against Advance should be uploaded on dashboard within 20-25 days of taking advance.
12. The nature of expense should be categorized correctly on the dashboard for each bill.
13. Payment in cash for an amount more than Rs.5000/- per bill is not allowed.
14. If the bill amount is more than Rs.5000/-, payment shall be made preferably by Accounts Dept. directly to the vendor's account.
15. No quotation is needed for purchases up to Rs.5000/-. Items can be purchased directly, and bills should be received against the payment for office reimbursement.
16. In exceptional cases, where bills are not available by the vendor/service provider, kindly use Performa for bills. (Annexure A). Please avoid sending expense details on blank paper, as this will not be treated as a valid bill by Auditor/Income Tax Dept. and therefore, shall not be reimbursed.
17. Reimbursement of approved bills shall be made by the Accounts team on checking scanned images of bills on the Expense dashboard instead of waiting for hard copies of the bills. This is being done to avoid delay in processing payments.
18. AMs should advise staff to upload all bills on dashboard before submitting the hardcopy, otherwise the bills will be skipped for payment.
19. AMs shall collect all bills of his/her zone from the team on monthly basis and courier the same to Accounts team at Head Office at following address: -
 - AAM Foundation, Vasant Gaon, Valmiki Temple-1, Delhi-110057 (Kind attention- Deevakar Rajput (9560771651)/Suman Lata (9718737300))
20. AMs shall collect all original documents with TMs like bills, in case TMs submit resignation or get terminated.

21. AMs shall also email the list of quarterly bills with Accounts team along with courier receipt/docket for checking/tracking purpose.
22. TMs to submit the quarterly bills to their area managers with the list of sequentially sorted bills in the below format: -

Expense id	# Bill(s)
Total no. of bills	Xxx

Note: 1 TMs shall copy list of expense ids of their team from Expense Dashboard under 'My team expenses' tab

2. In the above format, expense ids shall be sequentially sorted.
3. TMs shall collect all pending original documents from the teacher like bills, in case when teacher resigns/gets termination.

Expense Categories with Details:

S. No	Categories	Details
1	Branch Set-up & Relocation	Branch set up (new & relocation) expenses such as electrical fitting, initial stationery and non-stationery + Transportation amount Expenses of new branch setup and relocation branch set up are to be shared separately under respective columns only as per prescribed format
2	Freight	Cost incurred for movement of goods from one Branch to another/ Guest House, books delivery.
3	Stationery & cleaning supplies	This expense is bifurcated into 2 parts:- Stationery amount and cleaning supplies amount for running branches to be filled in separately.
4	Courier charges	Cost of courier/speed post through Post Office, private courier agency
5	Guest House grocery	Guest house food expenses like grocery, milk, vegetables
6	IT Repair & Maintenance	Repair of IT assets like laptop, charger, speakers, etc.

7	Branch Cleaning	Branches cleaning staff monthly payment
8	Local City Events	Expenses incurred- <i>Parichay Samaroh</i> , Meeting with Pradhan, Community Event, Group Interview, Sync-Up 60- Reconnect, training
9	Repair and Maintenance	Repairs- Electrical, Plumbing, Carpenter work (including White-wash, Flooring, Battery Water change, etc.)
10	Telephone allowance	Mobile phone allowance for office work
11	TOUR and travel expense	This expense is bifurcated into 3 parts:- iii) Conveyance-travel in local city iii) Logbook iii) Outstation travel+Meal+Lodging • Tickets/bills are mandatory for travel from bus, train, cab and metro train. • Current Tour and Travel format to be used from Expense Dashboard • Teachers are entitled to reimbursement of travel expenses to and from the branch if it is located more than 5 km from their residence.
12	Others	Photocopy and printing, A4 sheet rims

Courier all the RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills by following dates:

Quarter	Last date to courier assets bills
Apr-Jun	15 th July
July-Sept	15 th Oct
Oct-Dec	15 th Jan
Jan-Mar	15 th Apr

Property and Accounts will share receiving through email after the verifications of RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills.

- Above mentioned expense Guidelines to be followed while submitting the expenses for branch set-up.
- Use [Branch Set-up expense format](#) to upload the expense to get the reimbursement.

Branch Set-up expense format:

Sr. Na me	Bill ID	Date	Particulars	Total Bill amount	New branch setup		Relocation of Branch		remarks, if any
					Amount	Branch name	Amount	Branch name	
1	270 00	22- Jul- 23	4 locks	1000	200		800		
2									
3									
4									
Total spent				1000	200		800		
Advance				15000					
Balance Advance/(Deficit)				14000					

List of Essential Items for a New Branches: (ONLY FOR THE REFERENCE)

Items	Quantity	Estimated Cost	Person In-charge
10 Laptops + 30 Tablets along with chargers 40 Earphones + 2 Air fiber connection + 1 Pendrive	Added in column of items	NA	HO
Speakers- 1 pair + Microphone-1+ USB cable-1	Added in column of items	NA	HO
Laptop dusters	10	NA	TM to buy
White board- size: 3*4	2	Between 2000 to 2400	TM to buy
Power Backup (Batteries-2 +inverter- 1)	1	40000	Quotation

• Need to prefer the Luminous brand. If it is not available, opt for the Microtek brand. • Battery (200 AH): Price should not exceed Rs.16,000. Warranty: 24 + 24 (48* Months). • Inverter (1650 VA): Price range should be Rs.6,000–Rs.8,000			
Jeopardy tables (3 to 6 tables as per the availability of laptops)			
Chairs	6 + 50	4200 + 12000	Quotation
14-Way Extension boards	3	3000	HO
Electricity Wire (if needed)	Need based		TM to buy
SS Combine box	Need based		TM to buy
Fan (ceiling- based on need)	2		Quotation
Cooler	2	11000- 14000	Quotation
Stationery (2marker, 1ink, 2 board duster, 20 pencils, 4 chart papers, 200 A4 sheet, 1 cello tape)	1 set as mentioned	300	TM to buy
Dustbin	1	300	TM to buy
Sanitary (broom, dustpan collector, Harpic, brush, floor cleaner, hand wash, Mop)	1 each	400	TM to buy
Wall Clock	2	400	TM to buy
Lock – Minimum 65mm of Link or Harison	2	800	TM to buy
LED bulbs – 40 Watt.	at least 2	1400	Quotation
Laminated Rural Certificates	2		HO
Rural Certificates and folders	needed at the time of graduation		HO
Blue Flex	1	NA	HO
Students' activity book	40		HO

<i>(Separate notepads will no longer be provided)</i>			
Posters	2 each		HO

	Status	Count per branch	Comment
Posters			
World Map	Static	2	
Rural students laminated certificate	Static	2	
FEA Pledge	Static	2	
Branch Information Sheet	Static	3	Two nearby whiteboards and third at the entrance. To be printed by TMs
FEA has zero tolerance for dishonesty	Static	2	
Blue Flex	Static	2	
Team FEA	Dynamic	2	

Note: Dynamic posters and RA will be printed by Teachers locally. TMs will pay them amount and generate expense of the month on expense dashboard. An excel sheet with details of poster provided branch wise to be updated in expense dashboard in “Others” category. [Format for expense](#)

Date	Branch	Details of Poster/RA/Annexures	Amount
			20
Total			20

Stationery Items	
Items	Quantity and frequency
Marker	2 once in 3 months
Duster	2 for one cycle
Inkpot	4 once in 3 months
Medium size Cello tape	2 once in a cycle
Scissors	1-Need base
Chart paper	6- Need base
Fevicol	50ml once in a cycle
Pen	10 back-up pens once in 3 months
A4 sheet	200 pages for full cycle
Stapler	1-Need base
Stapler Pin	1-Need base
Register	1 for a cycle

Non-stationery items	
Items	Upper Limit
Toilet cleaner	100/-
Broom	100/-
Mop	40/-
Dustpan	50/-
Phenyl floor cleaner	50/-
Hand wash/Refill	15/-
Bucket	120/-
Detergent powder- (Ghadi detergent)	40/-

Final Branch Allocation

- By the next day of BV2, TM and AM to meet to finalize joining dates of candidates
- Final branch name and DOJ to be shared by TM between 5 pm to 7 pm on the same day

Student Finalization

- Finalize **40 students** for the first batch.

Before classes begin:

The TM shall:

- Disburse the advance scholarship amount as per the approved process.
- Obtain written acknowledgements from all students in the prescribed format.
- Maintain proper records as shown in the image below.

S.N.	Full Name	Age	Address	Occupation	Education	Mob.	Payment	Sign
1.	Sonavati Chauhan	18	Ranipura Mangi	Labour	9th fail	6260553859	2000	Sonavati
2.	Aarbi Chauhan	17	Ranipura Mangi	Labour	10th fail	7725846394	2000	Aarbi
3.	Sangeeta Adhikari	15	Ranipura Mangi	Labour	8th	7067757177	2000	Sangeeta
4.	Muskan Yadav	16	Ranipura Mangi	N/A	9th	9399851966	2000	Muskan
5.	Soniya Semariya	17	Ranipura Mangi	Labour	9th fail	9770875695	2000	Soniya
6.	Sabina Semariya	18	Ranipura Mangi	Labour	10th fail	9770875695	2000	Sabina
7.	Nand Kishor Kushwaha	21	Ranipura Mangi	Labour	12th, ITI	9691980919	2000	NandKishor

- Courier the original records to the Accounts Team at Head Office.

The TM must clearly communicate:

- Class timings.
- Daily reporting time.
- Attendance expectations.
- Punctuality expectations.
- Scholarship continuation policy.
- Student responsibilities.

Students should fully understand these expectations before the branch begins operations

Branch Set-up

- Branch Set-up is to be done before the day of the joining date of the branch staff.
- Below guidelines to be followed for branch set-up-
 - ✓ 4-5 tables should be arranged in the center of one room. The 5th & 6th table can be either kept in the center or at the side for branch staff's use in the other room.
 - ✓ 2-3 Laptops are to be kept on each table.
 - ✓ The cable of laptop chargers and extension boards to be arranged using zip locks. Duct tape to be used to paste the wire on the floor ONLY.
 - ✓ Laptops to be covered with laptop cloth.
 - ✓ Clock to hang on the opposite wall from the white board.
 - ✓ All the FEA posters to be pasted on the same wall as white board.
 - ✓ Blue flex is to be pasted outside the branch.
 - ✓ Two active Air Fiber connections and CCTVs to be installed and operational at the time of branch set up only.
 - ✓ Inverter and batteries are installed and tested
 - ✓ Laptops & tablets are organized with charging stations
 - ✓ No stuff/assets of the landlord should be kept inside the classroom. [Branch Pictures](#)

Joining Letters Guidelines

- Final report will be received on next day of branch visit 2 by 2 pm
- TMs to share joining details with accounts on the next day of receiving the trainer's final report after the discussion with candidate.

Responsibility of completing joining of new staff

1. As per the current practice, TMs send an appointment letter request to recruitment@feaindia.org in specified format, addressed to Shivani Singh, who then sends the email to the candidates for digitally signing the appointment letters.
2. Most of the appointment letters and joining kits are issued over email and signed digitally at the Gahru, Lucknow Training Centre, with support from Shreya Singh.

3. In a few exceptional cases, where the issuance of appointment letters and joining kits cannot be completed at Gahru (due to reasons such as a change in joining date, branch not finalized, etc.), the process is managed by Shreya Singh/Shivani Singh directly. If required, Shreya/Shivani might reach out to TMs for their support to assist the candidate in digitally signing the appointment letter.
4. No printing of appointment letters and employee's manual signature are required now as appointment letters are digitally signed. TMs are required to guide the new staff on the steps for digitally signing the documents, as explained below:

Steps for Digital Signing of Appointment Letter:

- On receipt of email from TMs, Shivani will send a soft copy of appointment letter, Declaration & Undertaking, and one page joining kit to the **candidate's email ID** via Zoho Sign. TMs shall also be informed about this over email by Shivani.
- The candidate must click "Start Signing" and follow the instructions (refer to the attached visual guide).
- The candidate will:
 - Digitally sign the appointment letter and declaration
 - Fill in the joining kit and submit it online
- Once completed, I (Shivani Singh) will receive the digitally signed documents. On non-receipt of signed document, follow up shall be done by Shivani with the concerned TM.
- The candidate also has the option to download and email the signed documents to their email ID for future reference.

Please ensure the following:

- Provide the candidate with clear instructions on how to fill out the joining kit accurately.
 - Emphasize the importance of carefully reviewing all details before submitting.
 - Refer to courier guidelines
-

Demo Hiring Email

Email to be sent: Recruitment@feaindia.org (Sanjay Pandey, Vikas Kumar, Shivani Singh and Suman Lata are the part of this group id)

Staff to be kept in CC: Concerned RH, RM, SAM, AM, Bhawna Bhatia, Sandeep Agarwal, Shreya Singh

Subject Line: **Appointment letter, induction Batch (number)**

Dear Shivani,

Please provide joining letter to following graduates from induction #.

S. No.	Induction Batch No.	Inductee ID	CEFR Level (B1/ B2)	Candidate Name	FEA Graduate ID (if any)	Branch Name with Code	Date of Joining	Mobility Number	Email ID	Emergency Number	Shift	TM's Name

Note: Final induction report should be attached to the joining emails. Also, please use the above format for joining emails in future.

As the outlook email ids will be created on the day of on-boarding Shreya Singh and TMs to ensure the email ids get deactivated if candidate decides not join branch as mentioned below:

- Shreya will get the IDs deactivate for the candidates if they don't join the branch
- TMs to get the email ids deactivated for the candidates, If Joining letter received but refused to join the branch

Note: If there is any change in the date of joining (DOJ)/Branch Name or if the candidate refuses to join, please update on the same email thread instead of sending a new email.

CCTV Guidelines and its Usage

Adding the Camera to the EzyKam App

1. Download and install the **CP Plus EzyKam** app from the Play Store or App Store.
2. Open the app and log in.
3. Tap **Add Device (+)**.
4. Scan the QR code on the camera (or enter the Device ID manually, if required).
5. Complete the pairing process by following the on-screen instructions.
6. Once the camera is added, it will appear in the **Device List**.
7. Tap the camera to open the **Live View**.

Rename the Camera to branch name

Rename the camera using the **Branch Name** copied directly from **LMS** to ensure consistency and avoid incorrect naming.

Steps to Change the Camera Name

1. Open the **CP Plus EzyKam** app.
2. Log in to your account.
3. Select the required camera.
4. Tap the camera to open **Live View**.
5. Tap the **Settings** (⚙️) icon.
6. Open **Device Information** → **Device Name**.
7. Enter the branch name exactly as it appears in LMS (e.g., **Bulandshahr East, UP – Sahkari Nagar**).
8. Tap **Save**.

The camera will now appear with the correct branch name in the device list.

Camera display appears upside down

In some cases, the camera display may appear upside down after installation. This can be corrected through the app.

Step to Fix

1. Open the camera **Live View**.
2. Tap the **Settings** (⚙️) icon.
3. Select **Basic Function Settings**.
4. Tap **Flip Screen**.

The camera display will now appear in the correct orientation.

All the branches to have CCTV camera installed and Do's and Don'ts to be strictly followed

Do's and Don'ts

Do's

- Install the camera at a location that provides maximum coverage of the entire branch.

- Ensure the CCTV camera and Wi-Fi remain operational **24×7**.
- Provide a dedicated power connection through the inverter for both the CCTV camera and Wi-Fi router so they continue working during power cuts.
- Rename the camera using the exact branch name from LMS.
- Share camera access with the **AM, SAM, RM** and **Arpita.Rathi@feagraduate.org**.
- Educate branch staff not to touch, cover, move, or switch off the CCTV camera or Wi-Fi router.
- Review CCTV footage only when required for student safety, branch security, asset protection, or complaint investigation.
- Report any CCTV or connectivity issues to the IT team immediately.

Don'ts

- Do not keep the default camera name.
- Do not use the CCTV audio feature to communicate with teachers or students. CCTV is for silent monitoring only.
- Do not share live feeds, recordings, screenshots, or videos with parents, students, or any unauthorized person.
- Do not publicly criticize teachers or students based on CCTV observations. Provide feedback privately through the appropriate reporting manager.
- Do not allow staff or students to touch, move, cover, unplug, or tamper with the CCTV camera.
- Do not switch off the CCTV camera or Wi-Fi unless instructed by the IT team for troubleshooting.

Note

- Report all CCTV-related technical issues to the IT team immediately for timely resolution.
- CCTV footage must be used only for official FEA purposes related to safety, security, and operational review.

Usage of CCTV cameras:

- 1 Verify Staff Reporting (Login/Logout Verification)
- 2 Student Head Count : Attendance
- 3 Asset Counting and Monitoring
- 4 Punctuality and Discipline of Students

- 5 In-person Counselling and Telephonic Counselling Schedule Usage by Teachers : Branch Structure & Time
- 6 Timely Commencement of Lessons in Each Session
- 7 Ensuring Ethical and Professional Conduct : Respectful behaviour, Personal Space and No party/celebration
- 8 English environment in classroom as per level
- 9 Involvement of teacher/TA during session and monitoring of students

Laptop Dashboard

- Once the IT assets like- laptop, data card, or trolley are received from IT team, the TM to provide the confirmation of receiving using laptop dashboard:
<http://43.252.88.75:89/laptophomepage.aspx>
- On the day on branch set-up, TM to transfer the laptops and data card from home to the respective branch and update the same on the laptop dashboard:
<http://43.252.88.75:89/laptophomepage.aspx>
- Whenever these IT assets (Laptop, dongle, and trolley) are moved from one location to another, the same should be updated on the laptop dashboard:
<http://43.252.88.75:89/laptophomepage.aspx>

Guidelines of laptop dashboard

About Laptop Dashboard

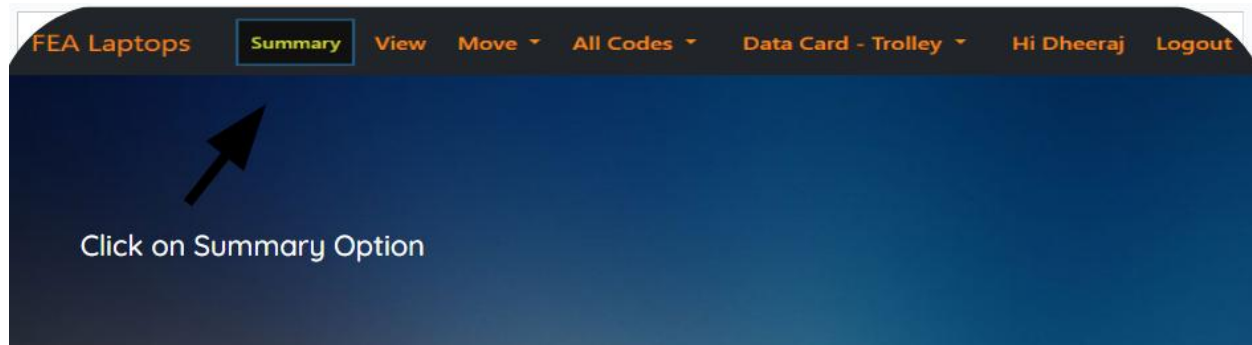
1. The dashboard allows us to monitor laptops' FA codes, status, and locations. It enables the transfer of laptops between locations and provides branch-wise inventory insights. Additionally, it offers visibility into the number of laptops managed by SAM, AM, and TM. Upon receiving new laptops for a branch, we can confirm receipt with the IT department via the laptop dashboard link.
2. The dashboard also provides functionality to track dongles by area and zone. It facilitates the transfer of dongles between branches as required. Receipt of new dongles for a branch can be confirmed with the IT department through the laptop dashboard link.
3. Furthermore, the dashboard link allows us to track the number of laptop trolleys within our zone and add new trolley details to the system.

Step- 1

- 01 Welcome to the login page
- 02 Use your Employee ID as your username
- 03 Your Other dashboard password will work here.(Leave dashboard)



The image shows a login page for the FEA Laptops Dashboard. At the top, there is a logo with a stylized bird and the letters F E A. Below the logo, the title "FEA Laptops Dashboard" is displayed. The login form is centered and contains a "Log In" header, a text input field with the value "2340", a password input field with four asterisks, a checkbox labeled "Remember me next time.", and a blue "Log In" button.



[FEA Laptops](#) [Summary](#) [View](#) [Move](#) [All Codes](#) [Data Card - Trolley](#) [Hi Dheeraj](#) [Logout](#)

Laptops Summary

SAM:	AM:	TM:	HO:	Branch:	Custodian:	Others:	TM-Home:	All:	Status in Total:
☐ SAM Wise	☐ AM Wise	☐ TM Wise	☐ HO Staff	☐ Branch Wise	☐ Custodian Wise	☐ Others	☐ TM-Home	☐ All	☐ Status

Click the summary page to view the number of laptops available by SAM, AM, TM, etc.

[FEA Laptops](#) [Summary](#) [View](#) [Move](#) [All Codes](#) [Data Card - Trolley](#) [Hi Dheeraj](#) [Logout](#)

Click on View Option

FEA Laptops Summary View Move ▾ All Codes ▾ Data Card - Trolley ▾ Hi Dheeraj Logout

View Laptop Summary. Check the number of laptops in your zone branch wise.

Export to Excel ← Download the Excel file.

Branch	Count
Iglas, UP-Lutsan	11
Iglas, UP-Aisi	10
Iglas, UP-Tuksan	11
Iglas, UP-Budhoo Nagla	11
Iglas, UP-Rahana	11
Iglas, UP-Mahua	10
Iglas, UP-Bhakruala	10

FEA Laptops Summary View **Move ▾** All Codes ▾ FEA Laptops Summary View Move ▾ All Codes ▾

Click on Move Option → **From Branch** ↑ Click on branch option

FEA Laptops
Summary
View
Move
All Codes
Data Card - Trolley
Hi Dheeraj
Logout

Laptops From Branches

Transfer laptops between branches

Place where laptop is
From
Iglas, UP-Aisi

Place where you are transferring the laptop
To
Dheeraj Roy Home-R

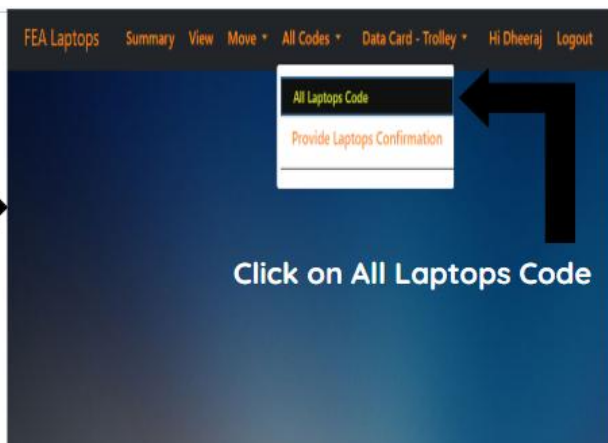
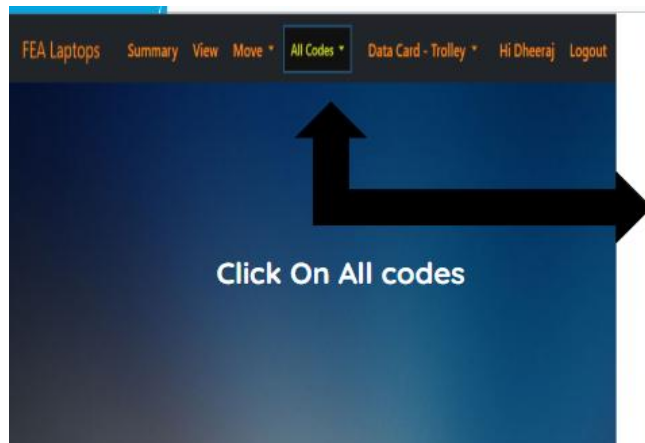
Reason of transferring the laptops
Description
Shifted Branch to Home

Always Select Rural for transfer Laptops
Category
Rural

Laptop status working or Not working
Status
Working

Click
Transfer Selected Laptops

☐	S.No.	Date	Code	Status	Category	From	To	Present	Moved By	Type
☒	1	16.04.2024	FA3928	Working	Rural	Dheeraj Roy Home-Rural	Iglas, UP-Aisi	Iglas, UP-Aisi	Dheeraj Roy	Laptop
☒	2	16.04.2024	FA4678	Working	Rural	Dheeraj Roy Home-Rural	Iglas, UP-Aisi	Iglas, UP-Aisi	Dheeraj Roy	Laptop
☒	3	16.04.2024	FA4671	Working	Rural	Dheeraj Roy Home-Rural	Iglas, UP-Aisi	Iglas, UP-Aisi	Dheeraj Roy	Laptop
☒	4	16.04.2024	FA4625	Working	Rural	Dheeraj Roy Home-Rural	Iglas, UP-Aisi	Iglas, UP-Aisi	Dheeraj Roy	Laptop
☒	5	16.04.2024	FA4668	Working	Rural	Dheeraj Roy Home-Rural	Iglas, UP-Aisi	Iglas, UP-Aisi	Dheeraj Roy	Laptop



FEA Laptops Summary View Move All Codes Data Card - Trolley Hi Dheeraj Logout

View All Codes

Export to Excel

Show 10 entries

Search all FA codes at one place

Search:

Date	Code	Branch	Staff	TM	AM	Category	Status	Description	Type
	FA6910	Madhubani, BR-Dabhari		Ajit Jha	Amit Singh	Rural	Working		Laptop
	FA6914	Madhubani, BR-Dabhari		Ajit Jha	Amit Singh	Rural	Working		Laptop
	FA6921	Madhubani, BR-Dabhari		Ajit Jha	Amit Singh	Rural	Working		Laptop
	FA6922	Madhubani, BR-Dabhari		Ajit Jha	Amit Singh	Rural	Working		Laptop

FEA Laptops Summary View Move All Codes Data Card - Trolley Hi Dheeraj Logout

All Laptops Code

Provide Laptops Confirmation

Click on indicate option

Provide Laptops Confirmation

Provide Confirmation

Confirm receiving of new laptops to the IT Department.

Show 10 entries

Search:

	Date	To	From	Quantity	Serial No	Remarks	Address	Confirmation	Confirmation	Confirmation
☐	2023-12-07	Dheeraj Roy Home Area	Delhi Head Office	10	174	15 Smartphones	Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office	Yes	Dheeraj Roy	2023-12-12
☐	2023-07-27	Dheeraj Roy Home Area	Delhi Head Office	20	180	15 Smartphones	Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office Delhi Head Office	Yes	Dheeraj Roy	2023-08-14

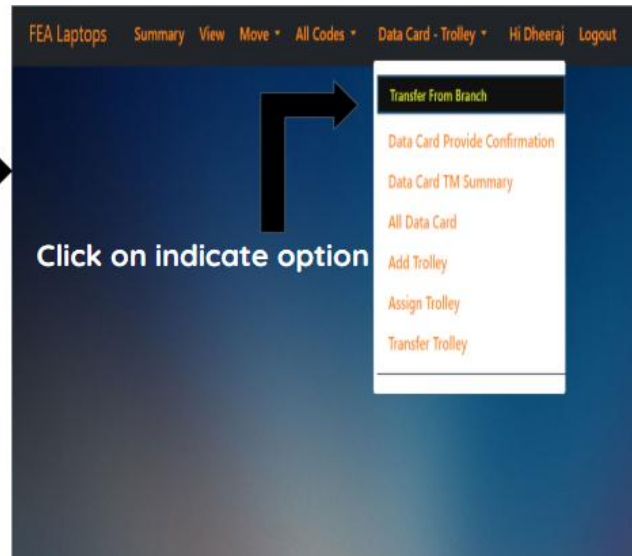
Showing 1 to 2 of 2 entries

Previous

1

Next

55



FEA Laptops Summary View Move ▾ All Codes ▾ Data Card - Trolley ▾ Hi Dheeraj Logout

Transfer Data Card from Branch

Place where dongle is reflecting

Place where you are transferring the dongles

Reason of transferring the dongles

Dongle status working Or Non working

Action

Iglas, UP-Budhoo ▾

Dheeraj Roy Hom ▾

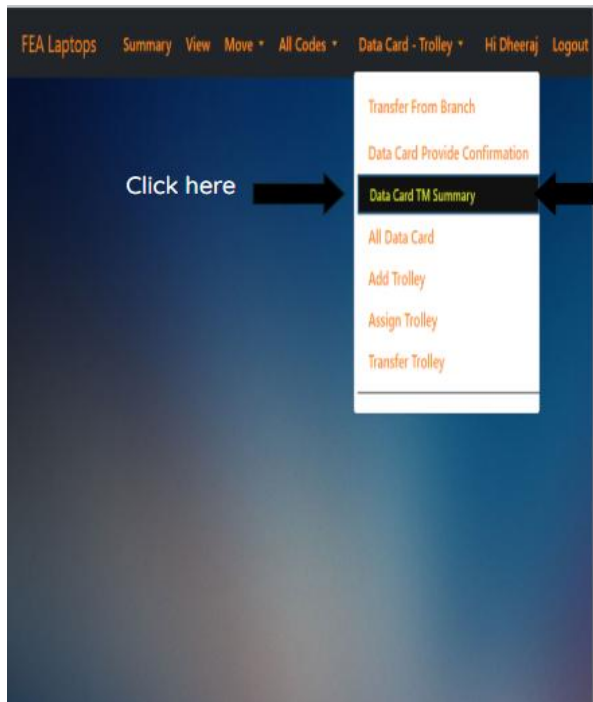
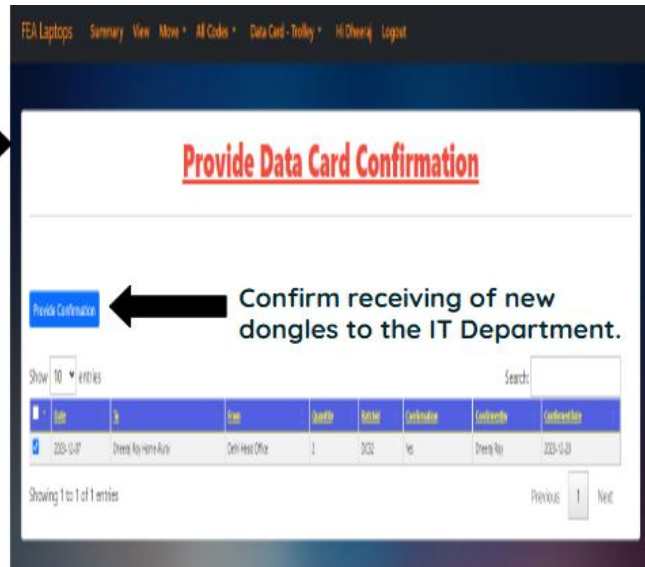
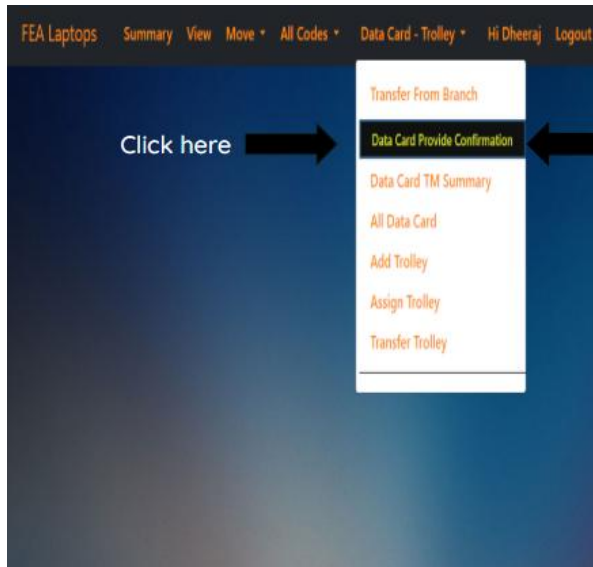
Branch to home

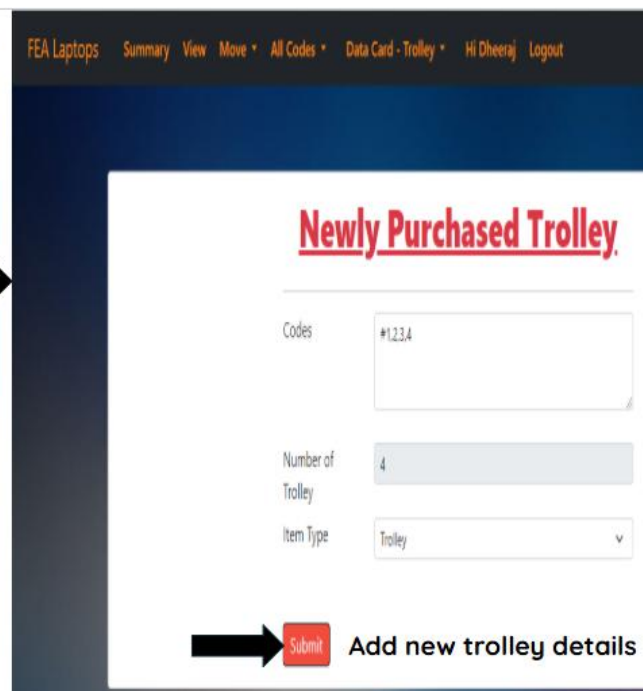
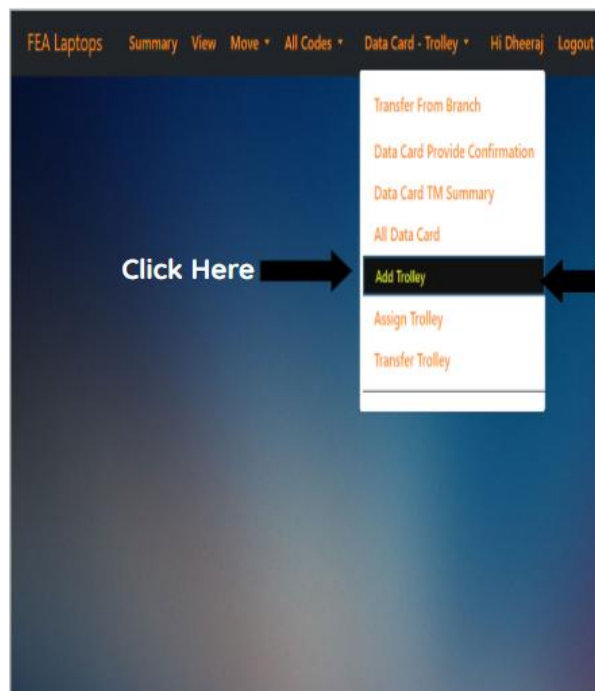
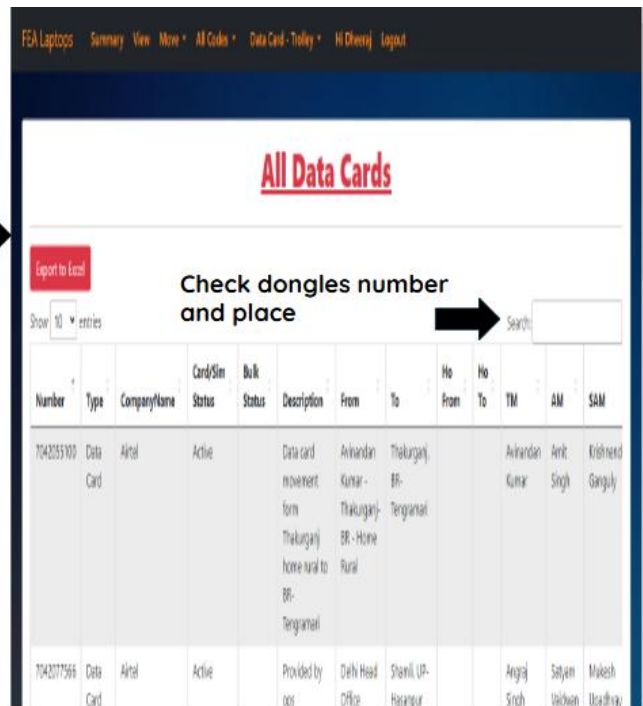
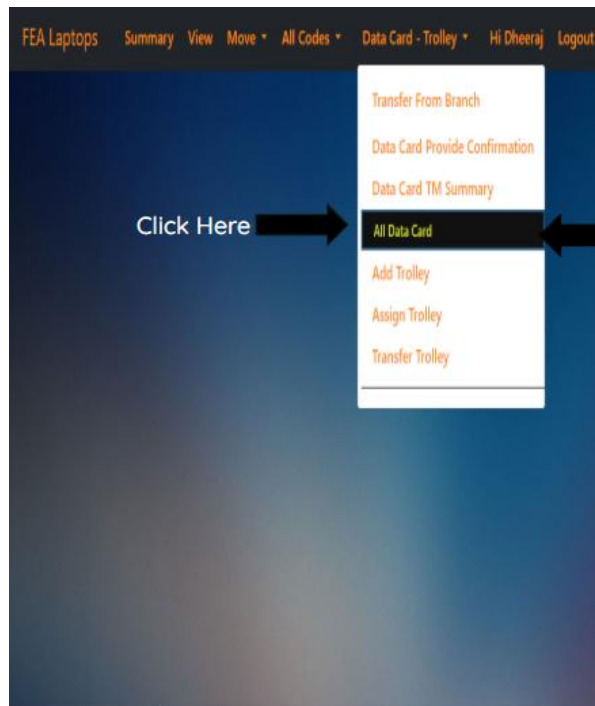
Active ▾

Submit

☐	S.No.	date	Number	Type	CompanyName	Status	From	Present	Moved By
☒	1	10.11.2023	9810563089	Data Card	Airtel	Active	Iglas, UP-Jatwar Rural	Iglas, UP-Budhoo Nagla	Arvind Kumar
☒	2	18.12.2023	7042736301	Data Card	Airtel	Active	Delhi Head Office	Iglas, UP-Budhoo Nagla	Sanjeev Yadav

Transfer dongle one branch to another





Day 1 support

Before being deployed independently, every new Scholarship Teacher must:

- Shadow an experienced Scholarship Teacher.
- Observe classroom management.
- Understand the scholarship program.
- Practise conducting sessions using the prescribed methodology.
- Demonstrate readiness before taking charge of a new branch.
- TM to visit the branch on day 1 of joining
- Day 1 support checklist is to be used to provide all the necessary support.
- After Day 1 support is provided, the checklist is to be emailed to the reporting manager with all the details.

No teacher should be deployed without completing this shadowing and practice phase.

Checklist:

On-boarding date		
TM Name (Person in-charge)		
Description	Status (Y/N)	Time Spent
Do we require to conduct Replacement lesson?	Y/N	
Does the teacher know about the usage of onboarding kit and its's location on website?	Y	
Discuss the questions of assessment taken by the teacher. (Questions for which the answers were wrong to be emphasized)	Y	
Share the data fo finalized students with the teacher	Y	
Ask questions related to mobilization and help the staff understand the process if required.	Y	
On field training/demonstration/support for mobilization if required	Y	
Outlook Configuration	To be done at the designated branch	
Help the teacher to log in to LMS	To be done at the designated branch	
Check the understanding of Pendrive usage & guide if required by demonstrating.	Y	
Discuss enrolment process & conditions.	Y	
Activate weblinks (Leave, Expense)	Y	

Hand overing the branch assets	To be done at the designated branch	
Are the ESI registration details filled on http://43.252.88.75:89/ESIC_Login.aspx dashboard? Link to instruction video on how to use dashboard: https://drive.google.com/file/d/1BQcfS-5j_yn8GYvJaYRWGUqsfJbbqBbl/view?usp=sharing	Y	
	Total	

Branch Launch

Classes should commence on the scheduled date without delay.

On Day 1, the TM to:

- Welcome students.
- Reiterate:
 - Scholarship objectives.
 - Attendance expectations.
 - Punctuality.
 - Classroom discipline.
 - Self-study expectations.
- Introduce the teacher.
- Ensure classes begin as per schedule.

Initial Academic Monitoring (First Two Days)

The first two days are critical for identifying students who may struggle with the learning pace.

The TM to:

- Observe classroom participation.
- Monitor students' ability to cope with English instruction.
- Identify students requiring additional support.

Any significant concerns must be reported immediately to:

- Area Manager
- Avishek Singh
- Salman Ali

A support plan will be developed without delay.

Teacher Stabilization (Week 1)

During the first week of branch operations, the TM must remain available to provide classroom support.

In this model, the batch of 40 students is divided into two groups: while the teacher actively instructs one group, the other group works independently on self-study material, and the groups rotate through the session. This allows one teacher to manage a full batch effectively while ensuring every student receives direct instruction time.

Responsibilities include:

- Assisting the teacher in managing the dual-classroom/self-study model.
- Monitoring the self-study session while the teacher actively teaches the other group.
- Coaching the teacher on:
 - Classroom management.
 - Student engagement.
 - Effective transitions between instruction and self-study.
- Gradually transferring complete classroom responsibility to the teacher as confidence and competence improve.

Processing the weekly scholarship payments for students

Krishnendu to add when Dashbord is ready. Meanwhile the TMs to do the below:

- AM to get the advance payment done to the TM to distribute the selected students
- Advance money is paid to the students in cash with a written confirmation from them.
- TM to send the relevant documents of written confirmation to HO for the record purpose via email and via courier too.
- Based on the number of classes attended by the students, the TM to email the information to account department for payments on Mondays for the previous week from the second week of branch start onwards.
- To:
CC:

- TM to ensure the payments are made to the students and received by them on Tuesday. Any concerns are reported by students by Wednesday morning and reported immediately to the relevant stakeholders

Note- no payments should be uphold due to any reasons. TM is responsible to get the credit done to the students on a weekly basis.

Branch Re-Location/Closure

- Branch closure request is to be placed 15 days in advance using property dashboard in case of relocation or closure. <http://43.252.88.75:89/propertyrural.aspx>
- All the assets available at the branch to be shifted before the closure date. Note: IT assets are not to be kept in the storeroom. These can either be kept at TMs home or to be shifted to a newly opened branch for use.
- Complete the closure formalities with landlord and submit the required document RA and Annexure to property team. Refer to [RA Guidelines](#), know what document is to be submitted for which branch.
- Once all the assets are shifted to TT's home/storeroom/another branch, inform the property team and area manager with other stakeholders via email and update laptop dashboard: <http://43.252.88.75:89/LaptopHomePage.aspx>
- Students' status should be changed before making branch inactive
- Once all the actions mentioned above are performed, AM can inactive the branch using property dashboard: <http://43.252.88.75:89/propertyrural.aspx>

Rent Agreement Guidelines

Please find the steps of new Web link. <http://43.252.88.75:85/Document/account/login>

1. RA will be displayed automatically on the dashboard. A request letter to the landlord will also be added on the 2nd page of RA, wherein the landlord be requested to provide his/her support in creating awareness about FEA's classes and encouraging students to join FEAcass.
2. TMs to get two printed COLOUR copies of RA and the request letter as stated above. Sign both the copies and get both the copies signed by the landlord. TMs will take care not to add their signatures on the AAMF stamp.

3. TMs need to upload the signed copy of RA (ONLY 1st PAGE) to the dashboard for verification within 15 days of the branch opening.
4. 2nd PAGE OF RA shall be kept with TMs for verification by AM at any later stage.
5. Property team to approve/reject. If rejected, TMs to modify the RA and upload again with landlord sign, following the reason provided by the property team on the dashboard.
6. Once RA is verified by the property team. The TM to handover one copy of RA to the landlord and another copy of RA (ONLY 1st PAGE) to the area manager along with the quarterly bills.
7. The AMs to send all RAs to Property Team every quarter within the given timelines.
8. Once RAs received by property team, Property team will get it signed by Vikas Kumar/Abhishek Singh. Once sign is completed, e-copy of RAs will be uploaded on the dashboard <http://43.252.88.75:85/Document/account/login>

Note: It is noted that many landlords ask for written prior notice for vacation of branch. Therefore, TM should issue this notice in writing and keep the same in their records. A copy of notice is attached in Appendix 1 for ease of reference/use.

The RAs to be obtained from property team should be of 6 months duration.

For Annexure:

1. Once the branch is closed, the TM/teacher to get the printout of annexure, get it signed by landlord and uploaded it for verification.
2. PT to approve/reject. If rejected, TM/teachers to modify the Annexure and upload again, following the reason provided by the PT.
3. TMs to ensure the approved annexure is sent to Property team via courier within the given timelines with the help of AMs during quarterly bills submission

Note: Dynamic Poster and RA can be printed by Teachers locally. TMs will pay them amount and generate expense of the month on expense dashboard. An excel sheet with details of poster provided branch wise to be updated in expense dashboard in "Others" category.

Format for expense

Date	Branch	Details of Poster/RA/Annexures	Amount
1 May 25	Aurangabad, BR Dehri	Team FEA poster + RA	20

Total	20
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Courier Guidelines

1. Expense dashboard bills and Asset dashboard bills are mixed in one envelope instead of separate envelopes as guided in the guidelines.
2. Bills processed through emails like vendor payments, etc. are added in property team envelope. Team should send it in 'Accounts team' envelope only as otherwise sometimes the bills get misplaced.
3. Branch setup bills (Expense Dashboard) are mixed with Assets dashboard bills. Branch set up bills are part of Expense dashboard bills only and therefore, should be kept for use by Accounts team only. Property team does not take any action on these bills and therefore, should not be mixed with Assets Dashboard bills.
4. Avoid folding the bills more than once. It sometimes gets torn.
5. If any bills are half the size of an A4 sheet, please attach them to full A4 sheet, rather than stapling them directly onto the other bills. It becomes easier to manage and verify the bills provided.

In short, bills pertaining to property and accounts team should be segregated as under:

- a. Property team envelope shall contain Assets dashboard bills **with Expense ids**, RAs, Annexures
- b. Accounts team envelope shall contain bills processed on emails (without expense ids), Appointment letters, Expense dashboard bills

Courier all the RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills by following dates:

Quarter	Last date to courier assets bills
Apr-Jun	15 th July
July-Sept	15 th Oct
Oct-Dec	15 th Jan
Jan-Mar	15 th Apr

In case of exceptional and unavoidable circumstances, with the manager's prior permission, the last date to courier bills can be 30th of the following month.

Property and Accounts will give share receiving through email after the verifications of RA/Annexure/ Joining Letter/Expenses bills/Fixed assets bills.

Support in Facilitation and Performance Assessment

Daily Observation and MPR Guidelines:

- TM to make at least 1 visit to the teacher while s/he is shadowing an existing teacher and 1 support visit to teachers every month.
- During the support visits, TM to observe the staff and share the relevant feedback verbally and in writing
- TM must observe 15 Min counselling session by the teacher and schedule the visit to Master Teacher in case of no or ineffective utilization of the 15 min slot
- MPR Link: <http://43.252.88.75:8185/>
- TM to release daily observation report only after feedback session with teacher, within 24hrs of the observation.
- Observation reports released after 30th/31st of the month will be not considered in MPR.
- TM must release minimum 1 observation report to release MPR of any teacher.
- TMs to use the ([Observation-Feedback and MPR](#)) given link to release MPR of the teachers.
- TM to release MPR on the 3rd of every month. If 3rd is Sunday, then 4th of the month.
- Parameters: Attendance, Dropout out, Classroom Management, Branch Upkeep, Laptop Management, will be automatically updated as per the scoring in the observation reports.
- TMs to update scores of “Timely informative emails”, “Timely reporting”, “LMS accuracy” based on their observations.
- TMs to update the comments for “Laptop management”, “Branch upkeep”, “Timely informative emails”, “Timely reporting”, “LMS accuracy”
- Total Classroom management contains the scoring of checklist 1
- Scoring pattern, If teacher has received checklist 1 in observation, then total is out of 12. (Note: *Laptop management* and *Branch Upkeep* scores are considered separately in the MPR).

Five Minute interaction by TMs

Note- Five-minute interaction must take place during every visit of TMs and in both the sessions.

Check Impact of Learning

- Please go prepared with notes/objectives of the last 4-5 lessons conducted at the branch
- Ask students a few questions about how they implement or should implement the learning of the lesson in their day-to-day life?
- How will implementing learning impact their life?

Note- The questions can be asked about the same day lesson as well, feedback to be provided to the Teacher based on findings

Issues and Solutions

- Ask students if they are facing any sort of issues at the branch
- Provide the feasible solution, suggestion, or explanation

Support in Capacity Utilization

Enrolments

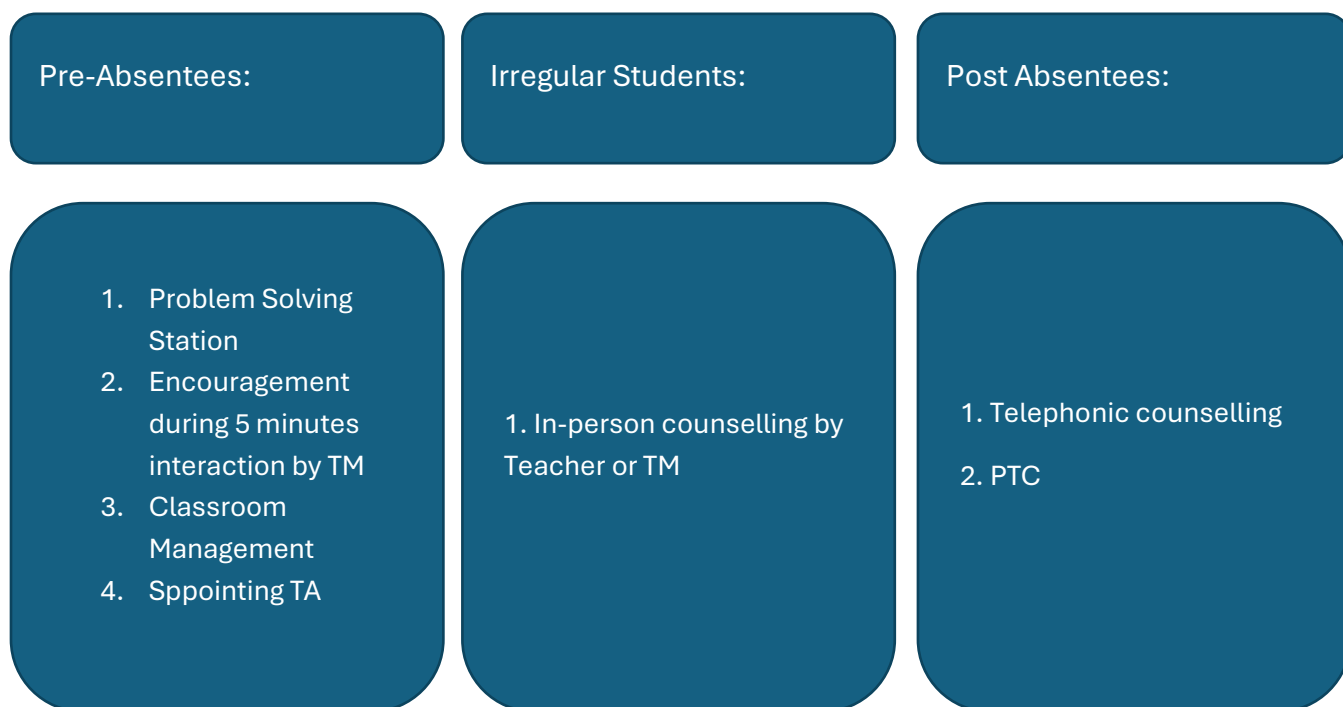
- Expectations- TM to ensure that each branch maintains 100% enrolments from the first day onwards.
- TM to provide support visits to help the teacher in mobilization/home visit whenever needed with an immediate effect.
- TM to ensure all enrolled students are of the age of 20 and above in the branch.

Students Retention

- Expectations- TM to ensure that each branch maintains 100% attendance % against capacity from the first day onwards of branch opening for students.
- TM to call 2 or more days' absentees on regular basis as it is expected no student takes leave during the course of FEA classes. Leave to be taken with the consent of teacher/TM. Link: <http://43.252.88.75:89/zonewisestudentattendance.aspx>
- During the branch visit, TM to do in-person counselling of students for both the sessions within the session time.
- TM to guide branch staff on updating phone logs for students on regular basis.
- TM to ensure 0 backlogs/outdated logs. To check the data use- Summary of Absentee link: <http://103.27.234.18:8080/summaryofzone.aspx>
- TM to train/counsel branch staff if phone logs aren't updated timely.
- TM to ensure that 100% of the enrolled students become graduates.
- TM to guide and support branch staff for home visit/PTC for irregulars as and when needed.

- Plan meeting/discussion with teachers on weekly/bi-weekly basis to discuss the attendance targets and plans as per the need.
- TM to train branch staff on students' retention document.
- [A document to help in retention of students](#) can also be explored on FEA Login page for scenario wise details

Retention strategies for reference:



Community Engagement & Mobilization

Objective

To build trust and collaboration with the community, driving enrolments, attendance, and long-term support for students' growth.

Guidelines

1. During each branch visit, actively engage with the community — do not wait for enrolments to decline.
2. Interact with key stakeholders: parents/guardians of current students, Neighbours, shopkeepers, village sarpanch/Pradhan/Anganwadi workers, and former students.
3. Build rapport by greeting warmly, introducing yourself, and inviting feedback on students' progress and community expectations.
Remember — *rapport is nurtured from the very first day of branch operations and grows through consistent, genuine interaction.*
4. Clearly communicate the program's value — academic growth, character building, interview skills, digital literacy, and life skills — highlighting its role in preparing students for real-world success.
5. Address concerns regarding students' attendance, punctuality, or regularity openly.
6. Invite parents/guardians to visit the branch or attend special events.
7. Encourage community volunteers to assist in classroom activities and outreach to boost enrolments.

Community Interaction Questionnaire – Reference for TMs

A. For Parents/Guardians

1. How is your child finding the FEA classes?
2. Have you noticed any changes in their skills or confidence since joining?
3. Are there any topics or skills you would like us to focus on more?
4. Is the class timing suitable for your child's routine?
5. Is there anything that stops your child from attending regularly?

B. For Neighbours & Local Shopkeepers

1. Are you aware of the FEA branch here and what we do?
2. Do you see students coming regularly?
3. What do you think about having a free English and skills centre in the community?
4. Have you noticed any changes in how they used to behave/talk and how they do it now or skills or confidence in the students you know attend FEA classes?
5. Is there anything that may stop students of villages from attending the classes regularly?
6. Do you know any young people who might benefit from joining FEA classes?

C. For Community Leaders / Influencers

1. What are the main education or skills needs you see among young people here?
2. How do you think FEA can help address these needs?
3. Have you noticed any changes in their skills or confidence in the students you know who attend FEA classes?
4. Is there anything that may stop students of villages from attending the classes regularly?
5. Would you be willing to share information about our classes with others?
6. Are there local events or gatherings where we could reach more students?

D. For Former Students

1. How has FEA helped you after graduation?
2. What suggestions do you have for making the program better?
3. Would you be willing to speak to current students about your experience?

Tip: Keep the tone conversational — not like a formal survey. Choose 4–5 questions depending on who you're speaking to and the time available.

“Community Interaction Questionnaire – Reference for TMs” in Hindi

A. For Parents/Guardians

- आपका बच्चा FEA की कक्षाओं (classes) को कैसा अनुभव कर रहा है/ पा रहा है?
- क्या आपने बच्चे में कोई नया कौशल (Skill) या आत्मविश्वास (confidence) देखा है जब से उसने यहाँ आना शुरू किया है?
- क्या कोई ऐसे विषय (topics) या कौशल (skills) हैं जिन पर आप चाहते हैं कि हम और ज़्यादा ध्यान दें?
- क्या कक्षा (class) का समय आपके बच्चे की दिनचर्या (schedule) के हिसाब से ठीक है?
- क्या कोई ऐसी वजह है जो आपके बच्चे को रोज़ (daily) आने से रोकती है?

B. For Neighbours & Local Shopkeepers

- क्या आप यहाँ FEA शाखा और हमारे काम के बारे में जानते हैं?
- क्या आप देखते हैं कि बच्चे/ छात्र (students) यहाँ नियमित रूप से / रोज़ (regularly/daily) आते हैं?
- आपके हिसाब से आपके समुदाय/ इलाके (community/area) में मुफ्त (free) इंग्लिश व स्किल्स सीखने की जगह होना कैसा है?
- जो विद्यार्थी (students) यहाँ आते हैं, क्या आपने उनके व्यवहार, बात करने के ढंग, या आत्मविश्वास में कोई बदलाव देखा है?
- क्या ऐसी कोई समस्या है जिससे गाँव के बच्चे क्लास में कम आ पाते हों?
- क्या आप ऐसे किसी युवा लड़का/लड़की पता है जिसे यहाँ की क्लास का फायदा हो सकता है?

C. For Community Leaders / Influencers

- आपके हिसाब से यहाँ के युवाओं को किस तरह की पढ़ाई या स्किल्स की सबसे ज़्यादा ज़रूरत है?
- आपके हिसाब से FEA इन ज़रूरतों को कैसे पूरा कर सकता है?

- जो छात्र FEA में पढ़ रहे हैं/ जिन बच्चों को आप जानते हैं, क्या उनमें आपने कोई बदलाव देखा है—जैसे बोलचाल, आत्मविश्वास या कौशल?
- क्या कोई ऐसी बात/ दिक्कत है जिससे गाँव के छात्रों के लिए नियमित (regularly) आना मुश्किल होता है?
- क्या आप हमारी क्लासेस के बारे में दूसरों को बताने में हमारी मदद करेंगे?
- क्या यहाँ ऐसे कोई कार्यक्रम या इवेंट होते हैं, जहाँ हम और छात्रों/ बच्चों तक पहुँच सकते हैं?

D. For Former Students

- FEA से ग्रेजुएट होने के बाद आपको आपकी जिंदगी में कैसे मदद मिली?
- इस कार्यक्रम (FEA program) को और बेहतर बनाने के लिए आपके क्या सुझाव/ suggestions हैं?
- क्या आप अपने अनुभव (experience) को वर्तमान छात्रों (current students) के साथ बाँटना चाहेंगे?

Tip: Keep the tone conversational — not like a formal survey. Choose 4–5 questions depending on who you're speaking to and the time available.

Dropouts

- TM to take final action on all the students who aren't interested in continuing the program before 14 days of absenteeism.
- TM to take final action on drop out by system by the end of the month before releasing MPR. To check the data use- Dropout, Last Attendance weblink:
<http://103.27.234.18:8080/mertracking.aspx>
- TM is supposed to talk to the student and update the dropout reason.

Support in Branch Management

Branch Stationery and Housekeeping Management

- TM to request for advance amount on expense dashboard by 5th of the month for four months stationery and cleaning materials requirements for the branches. Link:
<http://43.252.88.75:8086/login.aspx>
- TM to make purchases based on branch staff request as per the [standard list](#) of stationery and non-stationery and handovers during a quadrimester reconnect.
- The bills of stationery and cleaning materials to be taken separately and updated onto expense dashboard for single expense ID. Link: <http://43.252.88.75:8086/login.aspx>
- TM to be involved in branch maintenance approvals from property team with branch staff. TM to approve the bills timely and get them uploaded onto the dashboard as the bill advisory.

- TM to upload monthly cleaning staff salary under miscellaneous expense category using expense dashboard by 25th of the month. The information regarding any change shall be communicated timely with accounts.

Support in Miscellaneous Categories

Mentorship and Career Guidance

- TM to ensure that the timely and necessary confirmations from branch staff about scheduled VCC and MS sessions is shared with the VCC/MS team/Mentor.
- TM to ensure floating/trigger lessons get conduct and reflect onto LMS timely.
- TM to approach CG/MS team if VCC/MS sessions don't get scheduled when needed.
- TM to communicate with VCC and MS team timely about leave/training of branch staff or any change in session timing is made after the call is scheduled.
- TM to ensure the MS scheduling page is updated and the correct call dates are visible on it for active mentorship calls.
- TM to ensure that the timely communications are made with MS team for any correction needed onto MS scheduling page . <http://43.252.88.75:89/Scheduling-Login.aspx>

Travelling Reimbursement

- TM to train staff on monthly travel expenses format and proceed all these expenses by 5th of each month for the previous month. Link: <http://43.252.88.75:8086/login.aspx>
- TM to collect all the hard copies of bills of branch staff for tour and travel uploaded and approved onto expense dashboard (if any) and submit to AM to courier to HO.
- TM to ensure timely reimbursements of branch staff, reach out to accounts/property team/AM by taking timely follow ups.
- TM to request for own monthly advance tour and travel amount for branch/Lucknow Training Centre visits on expense dashboard by 5th of each month for the current month. Link: <http://43.252.88.75:8086/login.aspx>
- TM to upload own travel expenses as well by 5th of each month for the previous month and submit the required bills to AM to courier to HO.

Leave Policy

Paid Time Off (PTO) (Updated as on 1.4.2023)

Please find below updated FEA Leave Policy. If any queries, please contact your direct manager for resolution.

Please feel free to seek guidance from your dept. head, if needed.

1) We observe 11 public holidays every year. Employees accrue 2.25 PTO leaves for each pay period of one calendar month. PTO consists of 15 Privilege Leave (PL) & 12 Casual cum Sick Leave (CL) per year. This adds up to 27 days PTO per year plus 11 holidays for a total of 38 days off. To ensure classroom continuity and to prevent students from losing interest in their studies, PTO should be taken in consultation with your direct manager. It is necessary to apply for the leave in advance and important to get the sanction before proceeding on leave.

2) Casual cum Sick Leave (CL) All employees are entitled to 1 Casual cum sick leave (CL) per month at the beginning of each month. For new joiners, CL for the joining month shall be given if staff joins before 15th of the month. Employees can have CL balance of up to –ve 3 days with prior approval of staff manager, in which case the balance will be set off with the future CLs credited to the employee's leave account.

Four half-day CLs can be applied in one calendar year, however more than 4 half-day CLs can be approved in exceptional circumstances. Unused CLs will not be carried forward for the next year.

Casual cum Sick Leave is granted for certain unforeseen situations or where you require leave to attend to personal matters/sickness and not for vacation. CL should ideally be applied minimum 48 hours in advance, unless there is an unavoidable situation/ medical emergency. In such unique situations, please call your direct manager to seek approval.

Casual Leave cannot be availed for more than 3 continuous days, above which it shall be treated as PL or leave without pay, as per decision of direct manager. Sick Leave of more than 3 days should be supported by a medical Certificate/Fitness Certificate to resume the duty, given by a registered Medical Practitioner/MBBS Doctor.

3) Privilege Leave (PL)

Employees can accrue 1.25 days of privilege leave for each month of service. For new joiners, PL for the joining month shall be given if staff joins before 15th of the month. 15

PLs per year can be accumulated to 45 days in total and after that no further accumulation is permitted. PL should ideally be applied at least 7 days in advance, however in exceptional circumstances it can be applied in less than 7 days after consultation with direct manager. In case CLs are exhausted, PL can be consumed in place of CL after consultation with direct manager.

4) Accrued leave cannot be cashed.

5) For new joiners, CL is on pro rata basis and PL is allowed after three months of service on pro rata basis.

6) You may take unpaid leaves if you have exhausted your PTO, with the permission of your manager. Unpaid leave should be avoided as it disrupts operations. Unsanctioned leave will lead to disciplinary action and possibly termination. Abuse of the flexibility offered for medical emergency is an act of dishonesty. FEA has zero tolerance for dishonesty and will terminate dishonest employees.

7) In the spirit of cooperation and of being helpful to each other, employees may voluntarily donate Privilege leave (PL) to needy colleagues during emergency situations including medical contingencies, if staff wish to, with the following guidelines:

Donor may give away as many of their Privilege leaves as they wish on approval of direct managers. A single recipient may only receive a maximum of 10 Privilege leaves in a 12-month period, from all donors added together.

- Leave(s) can be donated only if the receiving employees' balance PL is less than 1.
- HO Staff - Intra-Department: Only employees at same designation can donate leave to each other.
- Inter-Department: Employees can donate leave irrespective of designation.

Branch Staff

Allowed – All Branch Staff can donate leave to each other.

Not Allowed – Between Branch staff & HO Staff. 8) Any grievance regarding leave approval can be shared directly with the Head of Finance & HR

TM to train branch staff about [leave policy](#) and approve the leave of staff by adhering to the same.

TM to mark branch staff on leave, training, FEA event, or other as per the requirement timely using Leave Dashboard. <http://43.252.88.75:8087/login.aspx>

Staff Reporting

- TM to send staff reporting email to branch staff on daily basis by using web link: http://43.252.88.75:8087/Staff_tardiness.aspx
- Based on month's performance, TM identifies tardy branch staff and take the necessary actions after consulting with AM.

LMS Accuracy

- TM to ensure the attendance is updated timely onto the LMS and is accurate by checking the monthly attendance page on daily basis.
- Missed attendance log will be approved automatically within 24hrs of update by branch staff.
- TM to audit and train branch staff to updating accurate student details onto the LMS (age, full name, etc.)
- TMs to correct incorrect lesson number within 24 hours by using the web link:
<http://43.252.88.75:8086/UpdateAttendanceLogin.aspx>

IT Support

- TM to train branch staff on reporting IT assets related concerns timely using LMS.
- TM to exchange the non-working laptop of the branches from the TM's stock and update the Laptop Dashboard within 10 days. Link: <http://43.252.88.75:89/LaptopHomePage.aspx>
- TM to carry/send the non-working laptop with the help of any branch staff at Lucknow Training Centre for repair or exchange and re-update the Laptop Dashboard once the issue is resolved. Link: <http://43.252.88.75:89/LaptopHomePage.aspx>
- TM to deliver IT assets as per the requirement updated onto the IT page and updates the Laptop Dashboard/ [IT link](#) or gets it updated by IT custodian.
- TM to ensure the dongles of the closed branches are submitted to AM or being utilized at active branches (in case the branch re-opening date is short) and updates the Laptop Dashboard for the same

Meetings/Trainings and Weekly Manager-Candidate Connect

Meeting/training

- TM to organize meetings/trainings as per the need and with the consultation of Area manager to communicate current updates/changes with branch staff and use this time to train them as per the need of curriculum changes, policies, or other updates
- TM to share the meeting invite to branch staff, AM, RM and SRM using calendar invite feature of outlook before 2 weeks of the meeting.
- TM to share the meeting outcomes within 24 hours with branch staff keeping SRM, RM, and AM in loop using the below format.

Weekly Manager Candidate Connect

- TMs to meet his/her candidates in induction on every Thursday from 04:00 PM to 05:00 PM

Call 1: Know Your Manager

Purpose:

To establish early trust and familiarity between managers and candidates.

Key Focus:

- Manager's background and field journey
- Manager's personal ethics and values that contributed to their growth
- Establishing mutual expectations during induction

Outcome:

Candidates feel comfortable approaching their manager and confident about working together.

Action Required:

Please share the Zoom link with your candidates via WhatsApp and ensure their participation.

Call 2: Know Your Team - The People You'll Work With

Purpose:

To help managers understand the candidates as individuals and build early rapport by knowing who they are beyond induction performance.

Key Focus:

- Candidate background and personal journey
- Strengths they bring to the role
- One challenge they want to overcome during induction/early field days

Outcome:

Managers develop familiarity and empathy towards candidates, and candidates feel seen, heard, and more confident engaging with their manager on the field.

To: IDs of all the attendees
CC: IDs of AM, RM, SRM and absentees
Subject: [Date], [Territory's name], MOM

Dear All,

Please find the meeting minutes below.

Meeting called by	
Date and Time	
Attendees	Joined in Time-
	Joined Late-
Point Discussed	Objective and Discussion outcome
	Objective: Discussion outcome:
	Objective: Discussion outcome:
	Objective: Discussion outcome:
	Objective: Discussion outcome:

Student's Graduation

- TM to ensure that gowns and certificates are available at the branch on the day on graduation.
- TM to make visit on the day of graduation to provide certificates to students and to make them graduate using link: <http://103.27.234.18:8080/getstudentlessonpercentage.aspx>

Counselling, Warnings and Final Warning Letter Templates

[Counselling Letter](#)

[Warning letter](#)

[Final Warning Letter](#)

Resignations and Terminations

Resignation guidelines

- Once resignation email is received from staff, TM to revert back to teacher within 24 hours (refer to Response of Managers) or consult with AM if any discussion is required for acceptance or rejection
- TM to email the resignation in prescribed [format](#) to accounts, IT and property within 24-48 hours. The email must be sent as a single email trail that includes:
 - The teacher's original resignation email, and
 - The email confirming acceptance of the resignation.
- TM to visit branch on the last working day of staff to take the handover of branch assets, shift the IT assets to TM's home and to change the lock of the branch.
- TM to store the IT assets at home and send the information about shifting using [laptop dashboard](#)

Note: Shreya to inactivate the employee ID within 24-48 hours of the last working day.

Response of Managers:

TO BE USED FOR EMPLOYEES ON PROBATION

We hereby accept your resignation from your position at FEA. Your last working day shall bemention date..... , as stated in your resignation.

To ensure a smooth transition, you are requested to comply with below points:-

1. Handover all the assets (if any) in your possession to FEA (e.g. laptop, charger, pen drive, dongle, sim, etc.). Also, kindly send an email to us on such handover for confirmation from our side. Please note that full & final settlement of your dues shall not be cleared unless the handover of assets is completed.
2. To ensure timely payments, you are guided to share details and bills related to official expenses, if any, incurred and not yet claimed by you immediately to us.

Please note that your all-pending dues including salaries and expenses shall be cleared by Accounts team while processing salaries in the next month as per regular process.

In case of any query related to your dues and its payment you can directly reach out to Suman Lata, Accounts team @ suman.lata@feaindia.org.

We are hopeful that you shall cooperate fully for smooth transition of your duties while leaving the organization.

Wish you all the best for your future endeavours!

Note: Above mentioned format will also be used for “Asked to discontinue”.

TO BE USED FOR PERMANENT EMPLOYEES

We hereby accept your resignation from your position at FEA. Your last working day shall bemention date..... , as stated in your resignation.

To ensure a smooth transition, you are requested to comply with below points:-

1. Handover all the assets (if any) in your possession to FEA (e.g. laptop, charger, pen drive, dongle, sim, etc.). Also, kindly send an email to us on such handover for confirmation from our side. Please note that full & final settlement of your dues shall not be cleared unless the handover of assets is completed.
2. To ensure timely payments, you are guided to share details and bills related to official expenses, if any, incurred and not yet claimed by you immediately to us.

Please note that your all-pending dues including salaries and expenses shall be cleared by Accounts team while processing salaries in the next month as per regular process.

As per terms of appointment letter, staff should either serve one month notice period or get the salary deducted for the same. In cases wherein staff doesn't comply with the same, we mention the fact of not serving notice period in the staff's experience letter.

In case of any query related to your dues and its payment you can directly reach out to Suman Lata, Accounts team @ suman.lata@feaindia.org.

We are hopeful that you shall cooperate fully for smooth transition of your duties while leaving the organization.

Wish you all the best for your future endeavours!

Email to be sent: Suman Lata and Shivani Singh

Staff to be kept in CC: Concerned RH, RM, SAM, AM, HR (Vikas Kumar and Sanjay Pandey), Bhawna Bhatia, Sandeep Agarwal, Sanjeev, Local IT Custodian, Shreya Singh, Md. Abid, Arpita Rathi

Subject line: **Resignation /Asked to discontinue/Termination - Employee Name and Employee ID**

Dear Suman,

Please be informed that the (Teacher name) from (branch name) has resigned from his/her position of Teacher on (date). Resignation letter has been accepted/ was rejected (note: TM to provide appropriate reasoning of rejection)

Please find required details mentioned tabulated below.

Employee Code	Teacher Name	Branch Name	Date of Joining	Date of resignation	Last working Day	Notice served(Yes/No)	Reason for resignation /Termination/Asked to discontinue	Eligible to re-hire (Yes/No) Add reason if ineligible to re-hire	Assets collected from teacher(Y/N).
1234	ABCD	Rampur, BR-Nangal Kalan 110078	2 Dec 2024	07 May 2025	07 May 2025	No	Dishonesty –Close the branch early every day. Said he wants to		Y, Laptop-1, Charger-1, Pendrive-1 with TM

							resign because he is not feeling comfortable here.		
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Note: TMs must mark “Eligible for Re-hire” as **No** if a staff member resigns before completing one year, for any reason. The reason should be mentioned as “**Did not complete one-year commitment.**”

The same message must be clearly communicated verbally by the TM to the teacher at the time of accepting the resignation.

In cases of **dishonesty**, eligibility for re-hire will also be marked as **No**.

Sync-UP 60

Objective: To nurture authentic connections, celebrate team strengths, and build a shared sense of belonging through creativity, appreciation, and collaboration.

- Sync-up60 to be organized once in 2 months (Sep, Nov, Jan, Mar, May, and Jul).

Pre-requisites:

- TM to make all the arrangements (location, etc.) for the event and send an invitation email to all teachers well in advance.
- Inform everyone ahead of time that they are expected to bring a home-cooked dish they personally enjoy for the potluck.
- Ask each team member to bring an object from their home or workspace that holds personal significance.
- Arrange tea for both tea breaks.
- Purchase 4 chart papers and 2 sets of sketch pens. (within a budget of ₹100).
- Keep a small stock of chocolates (within a budget of ₹150).
- Note: Everyone, including the person leading, is expected to participate in the discussions and activities.
- Expenses made for reconnect will be uploaded under “Local events” category on expense dashboard: <http://43.252.88.75:8086/login.aspx>

- TM to ensure that his/her staff joins the event timely.
- The agenda will be received from Arpita to TMs and Above
- The event is to be led by TM. (Note- AM to provide support until the TM becomes competent to lead the discussion.)
- TMs to distribute stationery and non-stationery items during Sync-Up 60 in Jan, May and Sep.
- TM to ensure language assessment of teachers to take place in every reconnect.

Note- AM/SAM to inform VCC and MS team about the reconnect dates in advance.

No Party Policy

Process to be followed in reconnect for training staff by AM or a competent TM-

- Step 1- General discussion on what is no party policy. (To check understanding of staff.)
- Step 2- Check if the staff can follow it? (Ask them to share some examples how they did it.)
- Step 3- Providing situations which have come in past, and the staff found difficult to refuse the gifts or celebrations. (Real challenges faced at branches.)
- Step 4- Role plays to be given to groups and provide the script to be used while addressing the issue to students for practicing. (Each team comes on stage and addresses the class using the provided script.) [No Party Policy Script.docx](#)

TM Schedule

- TM to update the schedule of the week or 2 weeks weekly/bi-weekly after the meeting with their AM using the link: <http://43.252.88.75:89/DailyReportLogin.aspx>

Monthly Saturday Off Criteria

All HO staff members are privileged to avail a Monthly Saturday Off once in a month. The initial idea of having this privilege is to reward staff with one additional day off for their achievements. However, the approval from your immediate manager is to be given based on the below mentioned eligibility criteria.

Eligibility Criteria to Avail Monthly Saturday Off

- **Timely Daily Reports:** Daily reports to be sent within 24 hrs.

- **Work Hygiene:** It is required to respond to the emails as per email guidelines, avoid getting reminders, completing the monthly and weekly assigned tasks as per the timelines mentioned in the process or agreed upon with manager.
- **Placing the Request in Time:** It is recommended to place this request though leave dashboard on 1st of every month for one of the Saturdays and not wait to use it as CL in emergency.

Note- Monthly Off can be cancelled at any point of time, if needed.

Meeting: TM-AM Checklist

- Weekly/biweekly discussion to be done by using the checklist
- MOM to be released within 24 hours of the discussion.

Agenda and Discussion points (For reference)		Outcome
Changes in the schedule of the previous week and updated on the weblink (all changes shall be discussed before implementing)		
Branch Audit performed through CCTV; login-logout, attendance		
Capacity Utilization	# branches: 7 Enrolment (%) 100% Attendance (%): 100% Branches that need attention: Enrolment (Name of branches) Attendance (Name of branches)	
Induction Requirement and details	Induction seats requirement Candidates in Induction and graduation dates Candidates on Bench, Joining Dates	
Branch requirement Dashboard	Branch/location name, request placed to IT and Property on time:	
Fixed asset Dashboard	Name of branches- final bill uploaded (Yes/No) Branch assets in spare Name of Branches- Request updated for New/existing branch assets	
Property Dashboard	Branch Closure: Name of branches to be closed in next 4 weeks	

	Communication with property owner/team Branch name: RA to be submitted Branch name: Annexure 1 to be submitted Branch name: Annexure 2 to be submitted Branch name- closed but active on LMS Rent and electricity payment and action on Property page:	
IT Dashboard	Total laptops/tablets- (Kept at home and storeroom) No. Air Fiber connections in territory: Request of assets: Request for existing locations, confirmation of receiving assets http://43.252.88.75:89/LaptopHomePage.aspx	
VCC	VCC schedule of next 15 days (Names of Branches): Timely confirmation in given format: Adverse observation reported by VCC session: #Session cancelled in last week (with reasons):	
MS	Are all the dates updated on the tracker? Timely confirmation on scheduling email # Session planned in next 8 days: Invitation email with students details: Feedback form and next call update: #Session cancelled in last week (with reasons): MS Tracker- http://52.172.195.227:8080/scheduling.aspx	
Others	Any challenges?	
	Feedback from AM (If any):	

Schedule	Plan schedule for the next 3-4 weeks	
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Guidelines for Logbook:

1. Always upload the logbook on a monthly basis on expense dashboard under tour and travel category
2. **Petrol Bill:** Collect computerized bills for petrol reimbursement. Only use handwritten bills (with the fuel station name printed) if the fuel station does not provide computerized bills. Also, kindly note that, nowadays; almost all fuel stations including at rural locations are issuing computerized bills. Therefore, property team reviews the handwritten bills more vigilantly, and these bills may be subjected to frequent audits and rejections, if found fraudulent.
3. **Vehicle servicing frequency:** Employees are required to get their bikes serviced regularly after every 1400 kms.
4. **Service billing conditions:** Always prefer an authorized service center for servicing to ensure quality maintenance and valid billing. If an authorized center is not available in your locality, you may visit a mechanic who can provide a valid bill with the shop name printed at the top. Bills that do not meet this criteria, will not be eligible for reimbursement.
5. **Reimbursement structure:** For any major engine work, employees are strictly advised to visit only authorized service center. Reimbursement Structure is as follows-
 - a. Full reimbursement for vehicle service costs up to ₹2500.
 - b. For bills exceeding ₹2500, Rs.2500/- plus 50% of amount in excess of Rs.2500/-.

(e.g. If bill amount is Rs.4000, reimbursement amount shall be 2500+50% of 1500.)

6. In case of an emergency, such as a breakdown midway, the staff should discuss the matter with their manager and proceed with a local mechanic. If they are unable to provide a printed bill, they must send an email to the Property Department.
7. No reimbursement will be provided without a bill.
8. No cutting or overwriting on handwritten bills. Attach the bills in chronological order.
9. Manager shall verify the arithmetical accuracy of the bill before approving such expense on Expense dashboard.
10. In case of an accident, you must contact the insurance company to claim for vehicle repairs. An FIR is required to process the insurance claim. You need to file an FIR if you're involved in an accident, as insurance claims for vehicle damage can only be made if we have the FIR.

Teacher list link: <http://103.27.234.18:8080/facilitatorlist.aspx>

Teaching Assistants- Links

- TM to ensure that TAs are hired at all locations where teachers are on training or leave even for 1 day. TA should coordinate with teacher for branch key handover.
- <http://43.252.88.75:89/Signupform.aspx>
- <http://43.252.88.75:89/Ruralattendancebystudent.aspx>

Script of announcing TA at the classroom:

Today, I have some information for you all. I'm going on training/leave for the next (# of) days.

But do not worry, we are appointing a TA who will be opening the branch for you all every day so you can continue to practice the things we have learnt in previous days. I understand it might feel a bit different without me here, but I want you to see this as a golden opportunity for practicing previously learnt lessons.

How does it sound everybody? (Expect some 2-3 responses from students)

During these days, come every day and learn with TA through activities, conversations, and use your laptops/tablets to keep your curiosity alive.

Do you remember all the learnings from the lessons we have covered so far? (Expect some response)

Now is the time to put them into action. Use these laptops, engage in activities, and practice the laptop software we have covered so far. Practice is the secret ingredient to become the best version of ourselves. A long break from branch may disconnect you from the pace of learning with others (Share the example of running practice).

Let's not forget our soft skills – the way we communicate, solve problems, and work together. I believe in each one of you. I believe you all will make it a wonderful learning experience together. So, when I come back please share your experience of learning and the skills you practice in my absence.

Teacher Referral Amount Process

GUIDELINES FOR REFERRAL SCHEME

Do you know someone who would make a great teacher at FEA? Here's your chance to help them start a rewarding career while earning ₹1,000 for each successful referral!

How It Works:

- Refer a friend, colleague, or acquaintance to become an FEA Teacher. If they **clear induction, join a branch and complete three months**, you earn **₹1,000 per person!**

No limits—**the more referrals, the more you earn!**

- 1 referral = ₹1,000
- 2 referrals = ₹2,000
- 10 referrals = ₹10,000

Who Can Refer:

- Current FEA Teachers, FEA graduates and enrolled students.
- Referrals should be new candidates (FEA graduates being referred do not qualify).

How to Refer: It's simple! Just fill out this referral form: [Job Referral Link](#)

How to Claim Your Reward?

- Submit your claim within one months after your referral completes three months.

- Email Shreya Singh, Suman Lata, and Shivani Singh with your bank details to process your reward.

Start referring today and **get rewarded for helping others grow!**

FEA Events

- TM to ensure all the arrangement for the events get done in time
- TM to encourage 100% participation in all events from their territories

Teacher Performance Improvement & Escalation Process:

Performance Indicator	Stage 1: Development Support	Stage 2: Corrective Action (If no improvement)	Stage 3: Formal Action (If no improvement)
Facilitation Skills Score below 71% for two consecutive months	Schedule Facilitation Skills Improvement visit with a Master Teacher for min of 3 days	Issue counselling and assign mandatory re-training under a Master Teacher.	Issue a formal warning and place the teacher and send to Gahru for a week for the intensive facilitation skills training. If performance does not improve, conduct final warning and monitor performance to review continuation of employment.
4 or more student dropouts for two consecutive months	Schedule Students Retentions mentoring visit with a Master Teacher for min of 2 days	Issue counselling and assign mandatory re-training on student engagement and retention strategies at Master Teacher's branch.	Issue a formal warning and place the teacher and send to Gahru for a week for the intensive students retention training. If performance does not improve, conduct final warning and monitor performance to review continuation of employment.

Notes:

1. The above mentioned expectations to be met by new teachers by completing 6 months of tenure.
2. Each stage should normally be reviewed over a one-month period before escalation.
3. All coaching, counselling, and warning actions must be documented and maintained in the employee's records on LMS.

Work responsibility of Recruitment Scout:

1. [Candidates hunt](#)
2. [Branch set-up/Closure/Relocation](#)

Note: Communication (email/ dashboard/ telephonic conversation) regarding candidates hunt, branch set-up/closure/relocation will be done by TM. TTs are only responsible for doing the groundwork.

Guidelines on Releasing Master Teachers Promotion Email:

There are 2 steps to it:

Step1-Send promotion email

Step-2- make necessary communication with other departments

Step 1: After the master teachers are certified from the training, a TM needs to send an email on his promotion

To: Master Teacher

CC: RM, SAM, AM, All Teachers of the zone

Sub: Promotion of (Name of the Master Teacher) to Master Teacher

Sample email:

Dear XYZ,

We are delighted to announce your promotion to the role of **Master Teacher**! Effective from MMM DD, YYYY (Jan 15, 2026). This recognition comes as a result of your consistent excellence in teaching, your ability to ensure student regularity, and your strong branch management skills. As a Master Teacher, you will now play a crucial role not only in continuing to deliver our curriculum with the best of your capabilities but also in guiding and training new teachers during their Pre-Deployment Grooming. Your experience and job knowledge will be instrumental in shaping the next generation of FEA teachers.

Congratulations once again on this well-deserved promotion!

Step 2: Forward the Promotion email to make the necessary communication with other departments

Forward To: Suman.Lata@feaindia.org, Sanjay.Pandey@Feaindia.org, Moht.Abid@feaindia.org

CC: Bhawna.Bhatia@feaindia.org , RM, SAM, AM

Email Body:

@Suman, please revised the salary of (name of master teacher) Employee ID (____) effective from (date) to

@Sanjay, please make the necessary changes on the title of (name of employee) on organization chart

@Abid, please add him/her to master teachers group email ID

Master Teachers Role and Responsibility:

Master Teacher's Role For Pre-Deployment Grooming Program

{A new teacher who has worked alongside a Master Teacher does not just know how to run a branch. They know who they need to be and that makes all the difference}

Who is a Master Teacher?

A Master Teacher is not just an experienced teacher but also an example of what it means to do this job with excellence, integrity and heart.

What sets a Master Teacher apart is their mindset. They are calm under pressure and when faced with a challenge, they assess the situation and find a way forward.

When students stop attending, a Master Teacher does not feel defeated. Instead, they ask: *What more can I do? How can I connect better? How can I inspire this student and their family to believe in the program?* They exhaust every possibility; improving their facilitation, reaching out personally, engaging parents, etc. And, only when all avenues are explored do they escalate to the management. They know who to reach out to and when.

This is the attitude, the spirit and the example that every new teacher must experience first-hand and **that is the true purpose of the Pre-Deployment Grooming Program.**

The Purpose of Pre-Deployment Grooming

New teachers often arrive with enthusiasm but without the lived experience of running a branch independently. In the early days, it is easy to feel overwhelmed, to do what just *feels* right or to be shaken by the unpredictability of the job.

The Pre-Deployment Grooming Program (12 to 24 days) exists to bridge this gap; not just by teaching new teachers what to do, but by showing them how to think and how to act when things get hard.

As a Master Teacher, your role during this period is threefold:

- **Mentor** — Share your experience, your stories and your perspective. Help the new teacher understand the deeper purpose behind every task.

- **Guide** — Walk alongside them day by day. Provide the finest demonstration of facilitation, counselling, and administrative tasks. Let them observe, practice, make mistakes and grow under your watchful eye.
- **Coach** — Give honest, constructive feedback. Push them to reflect, improve and develop the sense of self-reliance they will need when they are on their own.

By the end of the grooming period, a new teacher leaving your branch should become capable of facing the challenges of their own branch with confidence. And, that's not because everything will be easy, but because they have seen, through you that challenges are meant to be solved, not feared.

Pre-Deployment Grooming Program – Day-wise Plan

The following plan outlines the structured activities across the grooming period. As a Master Teacher, treat each day not just as a task to complete but as an opportunity to model your mindset in action.

Day #	Your Responsibilities as Master Teacher
Day 1	• Conduct all sessions as you normally would. This is the new teacher's first exposure to your standard of work. Let your practice speak for itself. • Ensure the new teacher observes with focus on: Facilitation flow, student engagement/ participation and classroom management. • Do not assign any teaching or admin tasks today. Observation is the only goal. <i>Note: From Day 1 onwards, include the new teacher in your 10-minute counselling session after each class. Let them watch how you engage with students.</i>

Day 2	• Introduce the new teacher to all admin tasks. Guide them hands-on through: marking attendance, updating phone logs, verifying the laptop log. • Continue conducting all 3 sessions. Ensure the new teacher observes and participates alongside you. <i>Take follow up on ESIC information from a new teacher and guide if he needs any support in filling the details.</i> ESIC Dashboard http://43.252.88.75:89/ESIC_Login.aspx Link to instruction video on how to use dashboard: https://drive.google.com/file/d/1BQcfS-5j_yn8GYvJaYRWGUgsfJbbqBbl/view?usp=sharing
Day 3	• Conduct Session 1 yourself. Let the new teacher observe your facilitation once more before they attempt it. • Hand over Session 2 to the new teacher to conduct. Observe them carefully. • Conduct Session 3 yourself. Use this as a moment for the new teacher to reflect on the gaps in their own facilitation. • Guide the new teacher through calling irregular students and updating phone logs. <i>Note: Release the report (section D from provided annexure) addressing to the induction trainer and TM, with a CC mark to AM.</i>
Day 4	• Continue the same structure as Day 3. • Your focus today: Ensure the new teacher is gaining a stronger hold on facilitation and beginning to understand the basics of counselling and phone log updates. • Provide feedback after each session. Be specific, be honest, be encouraging.

Day 5	• Let the new teacher conduct the 1st session independently. Observe closely and give structured feedback on facilitation and counselling skills immediately after. • Conduct the 2nd session yourself as a demonstration. Show them how to apply the feedback you just gave. • Let the new teacher conduct the 3rd session independently, applying all the feedback received. • Ensure the new teacher calls irregular students from all 3 sessions under your supervision. • Ensure they handle all basic admin tasks: Mark attendance, update phone logs, verify laptop log, etc.
Day 6	• Conduct the 1st session yourself as a demonstration. • Let the new teacher conduct the 2nd session. • Take the new teacher out into the field for mobilization training (3 hours). This is their first true exposure to mobilization, make it count. • Ensure they understand how to create and maintain a waitlist of potential students for vacant seats / next cycle. <i>Note: Plan mobilization across different sessions to ensure no gap in lessons across all 3 sessions.</i> <i>Note: Release the report (section D from provided annexure) addressing to the induction trainer (if needed) and TM, with a CC mark to AM.</i>
Day 7 to Day 12	• Follow the structure of Day 5 each day • By this stage, your role shifts more towards coaching. Give daily feedback, push the new teacher to self-reflect and begin reducing hand-holding so they build independence. • Watch for signs of panic or self-doubt. Address these directly and calmly. Model the mindset you want them to carry to their own branch <i>Note: Release the report (section D from provided annexure) addressing to the TM, with a CC mark to AM.</i>
Note: In case of an extension, continue following the Day 7–12 structure. Under no circumstances should the pre-deployment grooming period extend beyond 24 days.	

Informal Interaction & Mentorship

During the grooming period, the Master Teacher should create space for informal conversations (such as during lunch or breaks) that do not feel like an extension of assessment. These interactions should focus on building comfort and trust.

Use this time to share personal experiences, challenges, and how they were managed, while also encouraging the new teacher to openly discuss doubts or concerns. The intent is to help the new teacher see the Master Teacher not just as a trainer, but as a mentor they can approach even after deployment.

Informal Conversation Guide (During Lunch / Breaks)

These themes are intended to support natural, non-evaluative conversations that build trust, confidence, and a sense of ongoing mentorship.

Theme	Suggested Focus	Conversation Starters
Introduction & Comfort Building	Build initial comfort and openness; establish a mentor connect through sharing backgrounds and early experiences	Tell me a little about yourself. / What are you most looking forward to? <i>(Master Teacher to also share one early challenge and how they overcame it)</i>
Personal Motivation	Reflect on what keeps one committed and motivated in this role (purpose and challenges)	What made you choose teaching? / What are you most looking forward to?
Open Check-in	Encourage the new teacher to share doubts, concerns, or early experiences openly	How was your experience today? / Is there anything you're unsure about or want more clarity on?
Early Struggles	Share initial challenges and key learnings from your own journey	When you observed or conducted sessions, what felt most challenging?

Common Mistakes	Highlight frequent errors and how to avoid them in the early phase	What do you think new teachers often overlook in the beginning?
Handling Students	Discuss examples of irregular or low-confidence students and what has worked	What would you try if a student stops attending regularly?
Building Relationships	Share how trust with students is developed over time	How comfortable did you feel interacting with students today?
Counselling Impact	Share cases where repeated follow-ups or even 1–2 conversations made a difference	What do you think worked better during counselling?
Managing the Branch	Talk about handling multiple responsibilities and difficult days	If multiple issues come up together, how would you prioritize?
Learning & Improvement	Reflect on what is working and what can be improved through practice and feedback	What worked well for you so far? / What would you like to improve?
Open check-in	Encourage the new teacher to share doubts, concerns, or challenges	“Is there anything you’re unsure about or want more clarity on?”

Note:

These conversations should remain informal and supportive. The objective is not to assess, but to help the new teacher feel comfortable reaching out and to build a mentor relationship that continues beyond the grooming period.

You can pick 1–2 topics daily or repeat when needed.

After the Grooming Period

Once the pre-deployment grooming is complete, the Master Teacher is required to share the overall experience with the Territory Manager and Induction Trainer via email. This must include a specific

flag if the new teacher has not shown adequate improvement in intent or behaviour during the grooming period, so that the right intervention can be planned before deployment.

This feedback is not a formality. It is your final act of mentorship; ensuring that the right people are informed, and that the new teacher's journey into their own branch begins with the right support in place.

Master Teacher's Role For Existing Struggling Teachers

{A Master Teacher supports struggling teachers in improving the skills required to run a branch effectively. Through this support, a struggling teacher learns from the Master Teacher how to become more self-reliant, develop the right mindset, and apply effective techniques to execute lesson plans and counsel students. This ultimately helps improve branch attendance and ensures the curriculum objectives are achieved as intended.}

The Purpose

A struggling teacher often arrives with low energy, demotivation, and a belief that the current situation cannot improve. They may feel overwhelmed, frustrated, and may even consider quitting or taking shortcuts.

The support provided by a Master Teacher (typically 3 to 6 days) exists to bridge this gap — not only by teaching struggling teachers *what to do*, but by showing them how to think and how to act when situations become difficult.

As a Master Teacher, your role during this period is threefold:

- **Mentor** — Share your experience, your stories and your perspective. Help the teacher understand the deeper purpose behind every task.
- **Guide** — Walk alongside them day by day. Provide the finest demonstration of facilitation, counselling, and administrative tasks. Let them observe, practice, make mistakes and grow under your guidance.
- **Coach** — Give honest, constructive feedback. Encourage reflection, improvement, and the development of self-reliance.

Under your mentoring, a struggling teacher leaving your branch should become capable of facing the challenges of their own branch with confidence. Because, they have learned from you that challenges are meant to be solved, not feared.

Existing Struggling Teacher Support Plan

Visits to Master Teacher

Situation	Visit Duration
Teacher struggling with participation (80:20)	3 days
Facilitation skills improvement	3 days
More than 4 dropouts for 2 consecutive months	2 days

Day-wise Plan

Day #	Your Responsibilities as Master Teacher
Day 1	• Conduct Session 1 yourself as you normally would. Allow the struggling teacher to observe your facilitation closely. • Hand over Session 2 to the struggling teacher to conduct. Observe carefully in order to identify learning gaps and provide feedback. • Allow the struggling teacher to conduct Session 3 independently, applying the feedback provided. Use this as an opportunity for reflection on gaps in facilitation. • Under your guidance, the struggling teacher should: ➤ Call irregular students ➤ Update phone logs ➤ Use the 10-minute counselling session effectively after each class ➤ Mark student attendance accurately ➤ Verify the laptop log • Ensure the struggling teacher observes carefully with focus on: ➤ Facilitation flow

	➤ Student engagement and participation ➤ Classroom management Notes: Watch for signs of panic or self-doubt. Address these directly and calmly. Model the mindset you want them to carry to their own branch Use the facilitation checklist to clearly highlight areas of improvement and explain specific techniques to improve each area Note: Where relevant during the course of these 2 or 6 days, share success stories of student improvement through counselling. Highlight how, in some cases, consistent follow-up over multiple counselling sessions led to positive outcomes, while in others, even 1–2 focused interactions were sufficient to drive change. Wherever possible, support these examples with data (e.g., improvement in attendance, participation, or retention) to help the teacher understand the impact of effective counselling.
Day 2	• Allow the struggling teacher to conduct Session 1 independently. Observe closely and provide structured feedback immediately after the session. • Conduct Session 2 yourself (if required) as a demonstration to show how to apply the feedback given. • Allow the struggling teacher to conduct Session 3 independently, applying the feedback received. • Ensure the struggling teacher: ➤ Calls irregular students from all three sessions under your supervision ➤ Handles all basic administrative tasks such as marking attendance, updating phone logs, and verifying the laptop log Note: Where relevant during the course of these 2 or 6 days, share success stories of student improvement through counselling. Highlight how, in some cases, consistent follow-up over multiple counselling sessions led to positive outcomes, while in others, even 1–2 focused interactions were sufficient to drive change. Wherever possible, support these examples with data (e.g., improvement in attendance, participation, or retention) to help the teacher understand the impact of effective counselling.

Day 3	• Continue the same structure as Day 2. • Your focus now should be to ensure that the struggling teacher: ➤ Gains a stronger hold on facilitation ➤ Understands the basics of counselling students ➤ Properly updates phone logs ➤ Provide feedback after each session. Be specific, honest, and encouraging. Note: Where relevant during the course of these 2 or 6 days, share success stories of student improvement through counselling. Highlight how, in some cases, consistent follow-up over multiple counselling sessions led to positive outcomes, while in others, even 1–2 focused interactions were sufficient to drive change. Wherever possible, support these examples with data (e.g., improvement in attendance, participation, or retention) to help the teacher understand the impact of effective counselling.
Note: In case of an extension, continue following the Day 3 structure. Under no circumstances should the support extend beyond 6 days.	

After the support

Once the support period is completed, the Master Teacher must share the overall experience and reports with the Territory Manager and Area Manager via email.

This report must clearly indicate if the struggling teacher has not shown adequate improvement in intent or behaviour during the support period so that appropriate interventions can be planned by management.

This feedback is not merely a formality. It is your final act of mentorship — ensuring the right people are informed and that the teacher receives the necessary support going forward.

Annexure: Pre-Deployment Grooming

Making a New Teacher Self-Reliant

Teacher Name

Master Teacher
Grooming Start Date
Grooming End Date

A. Your Role as Master Teacher — What to Do

The goal of this grooming period is not to create a teacher who performs well only under supervision. It is to prepare someone who can run a branch confidently and independently. Keep this in mind every single day.

As a Mentor- Share your experience, stories, and perspective. Help the new teacher understand the deeper purpose behind every task — not just the *what*, but the *why*.

As a Guide- Demonstrate facilitation, counselling and administrative tasks at your highest standard. Let the new teacher observe, practice, make mistakes, and grow under your watchful eye.

As a Coach- Give honest, specific feedback after every session — while the experience is still fresh. Push them to reflect, self-correct, and gradually take ownership without waiting to be told.

B. Common Mistakes to Avoid

Mistake	What to Do Instead
Doing most of the work yourself It feels faster, but it prevents the new teacher from taking ownership.	Let them conduct sessions, handle counselling, and manage admin tasks. You observe and guide.
Giving feedback only at the end Delayed feedback reduces learning opportunities.	Provide specific feedback after each session so it can be applied immediately in the next one.
Correcting during the session Interrupting reduces the new teacher's confidence.	Let the session continue. Discuss improvements calmly afterward.
Focusing only on teaching skills Branch success also depends on discipline, counselling, and student follow-up.	Observe and guide across all areas — facilitation, admin, mobilization, and mindset.

C. Red Flags — Act Early if You See These

If you observe any of the following in the first few days, address it directly and inform the Territory Manager if it persists.

- Frequently distracted or inattentive during sessions and demonstrations
- Spending time on personal calls or outside the classroom during working hours
- Waiting passively for instructions instead of asking questions or seeking clarity
- Showing resistance to feedback or unwillingness to improve
- Lack of seriousness toward students or branch responsibilities

D. Observation & Rating

Rate each indicator from 1 (poor/disengaged) to 5 (highly committed and proactive).

Section 1: Mindset & Professional Behaviour

Indicator	What to Observe	Rating (1–5)
Initiative to learn	Approaches Master Teacher for questions or clarification without waiting to be asked	
Engagement during observation	Attentive during sessions, takes notes, observes facilitation actively	
Discipline & focus	Does not spend time on phone or outside class; shows respect toward students, work, and schedule	
Accepts feedback	Listens and applies feedback in the next session	
Confidence growth	Gradually becomes more independent and handles tasks without constant reminders	

Section 2: Facilitation Practice

Indicator	What to Observe	Rating (1–5)
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Lesson flow	Follows lesson structure correctly	
Student participation	Encourages engagement and questions	
Classroom management	Maintains discipline and learning focus	
Confidence while teaching	Conducts session without excessive hesitation	

Section 3: Branch Responsibilities

Indicator	What to Observe	Rating (1–5)
Counselling students	Uses 10-minute counselling time effectively	
Independent follow-ups	Calls irregular students without reminders	
Attendance accuracy	Marks attendance correctly	
Admin responsibility	Updates phone logs and laptop logs correctly	

E. Daily Observation Notes

Day 3 _____

Day 6 _____

Day 10 _____

Day 12 / 24 _____

F. Deployment Decision

- ☐ **Ready for Deployment (Day 12)** — Teacher demonstrates sufficient facilitation ability, responsibility, and professional seriousness.
- ☐ **Needs Extended Grooming (Up to Day 24)** — Teacher shows potential but requires additional guided practice.
- ☐ **Not Ready for Deployment** — Teacher currently lacks the required seriousness, capability, or mindset.

Master Teacher Remarks:

G. Section-wise Scoring Meaning

Section 1: Mindset & Professional Behaviour (Look for **pattern of intent**)

- This is not just a score — this is a threshold
- It answers: “*Can this teacher run the branch alone?*”
- Even if other sections are strong, Section 1 must be ≥ 4 for Day 12 deployment

Initiative to learn

- **1–2:** Waits to be told, rarely asks questions
- **3:** Asks when prompted
- **4:** Approaches MT on their own occasionally
- **5:** Regularly seeks clarity, asks thoughtful questions

Engagement during observation

- **1–2:** Distracted, passive
- **3:** Watches but limited involvement
- **4:** Attentive, takes notes
- **5:** Actively observes, connects learning to practice

Discipline & focus

- **1–2:** Frequent distractions, phone use, leaves class
- **3:** Mostly present but occasional lapses
- **4:** Consistently focused and respectful
- **5:** Highly disciplined, sets example

Accepts feedback

- **1–2:** Defensive or ignores feedback
- **3:** Listens but inconsistent application
- **4:** Applies feedback in next session
- **5:** Seeks feedback and shows clear improvement

Confidence growth

- **1–2:** Dependent, hesitant
- **3:** Tries but needs support
- **4:** Handles tasks with minimal support
- **5:** Independently manages sessions/tasks

Section 2: Facilitation Practice (Look for *quality of execution*)

- This measures *how well they teach*, not whether they can survive alone
- Can still deploy at ≥ 3.5 if Section 1 is strong

Lesson flow

- **1–2:** Disorganized, misses steps
- **3:** Basic structure but inconsistent
- **4:** Follows structure correctly
- **5:** Smooth, confident flow

Student participation

- **1–2:** Passive class
- **3:** Some engagement
- **4:** Regular participation encouraged
- **5:** High engagement, interactive class

Classroom management

- **1–2:** Loss of control
- **3:** Handles but with difficulty
- **4:** Maintains discipline
- **5:** Proactive and smooth control

Confidence while teaching

- **1–2:** Hesitant, unsure
- **3:** Moderate confidence
- **4:** Confident delivery
- **5:** Strong presence and clarity

Section 3: Branch Responsibilities (Look for reliability of work)

- This ensures they know the processes correctly
- Should ideally be ≥ 3.5 for deployment

Counselling students

- **1–2:** Superficial or skipped
- **3:** Basic conversation
- **4:** Structured and meaningful
- **5:** Effective, leads to visible response

Independent follow-ups

- **1–2:** Does not follow up
- **3:** Needs reminders
- **4:** Follows up independently
- **5:** Proactive and consistent

Attendance accuracy

- **1–2:** Frequent errors
- **3:** Some mistakes
- **4:** Mostly accurate
- **5:** Fully accurate and consistent

Admin responsibility

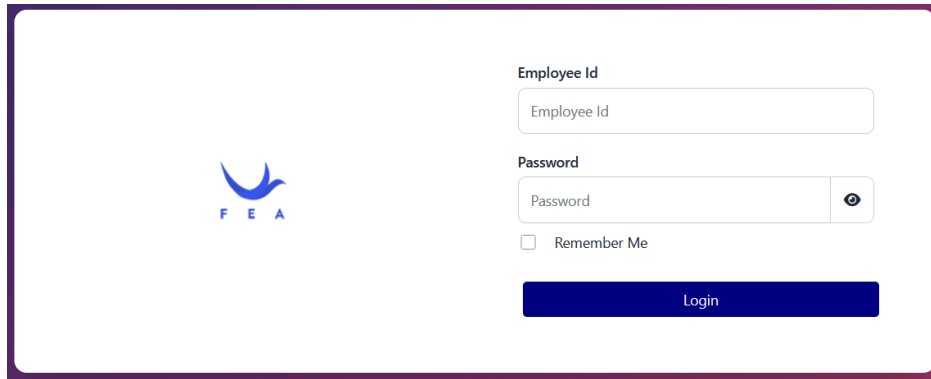
- **1–2:** Incomplete or incorrect
- **3:** Done with errors
- **4:** Correct with minor gaps
- **5:** Accurate and timely

One Golden Rule (Very Important)

- Rate based on consistent behaviour over multiple observations, not one good or bad instance.
- Ratings should reflect observed behaviour over multiple sessions. A single instance should not disproportionately influence the rating.

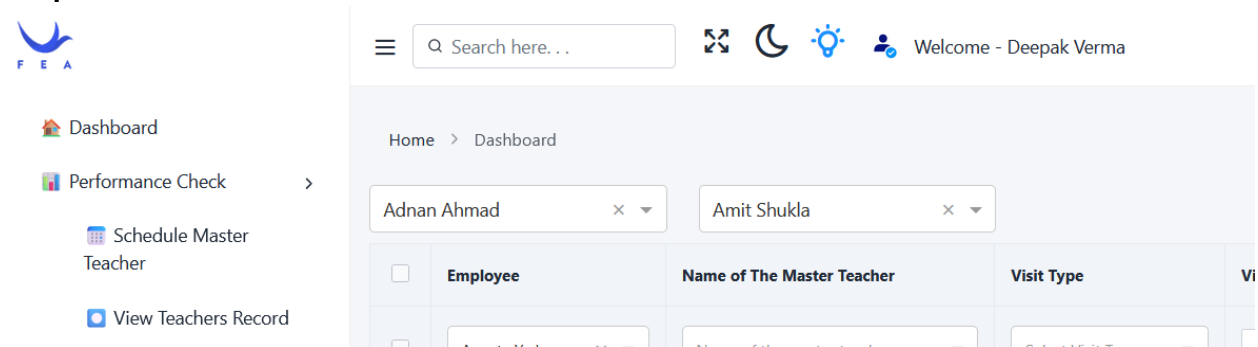
How to Schedule Teachers to Visit Master Teachers

Step 1: Go to <https://dashboard.feaindia.org/performance/#!/auth/login> and log in.



The login form features the FEA logo on the left. On the right, there are two input fields: 'Employee Id' and 'Password'. Below the password field is a 'Remember Me' checkbox. A blue 'Login' button is positioned at the bottom right of the form area.

Step 2: From the left-hand menu, click on **Performance Check** and select **Schedule Master Teacher**.



The dashboard shows a left-hand menu with 'Performance Check' expanded, highlighting 'Schedule Master Teacher'. The main content area has a breadcrumb 'Home > Dashboard' and two dropdown menus for 'Adnan Ahmad' and 'Amit Shukla'. Below these is a table with columns: Employee, Name of The Master Teacher, Visit Type, and Vi.

Employee	Name of The Master Teacher	Visit Type	Vi
Adnan Ahmad	Amit Shukla		

Step 3: Select the **AM** and **TM** from the respective drop-down menus. Enter the required details of the teacher who is scheduled to visit the Master Teacher. Then: Select the **Name of the Master Teacher**, choose the **Visit Type**, select the **Visit Duration** (From and To dates) and click on schedule.



Dashboard

Performance Check

Schedule Master Teacher

View Teachers Record

Visit Type

Home > Dashboard

Gunit Dubey

Himanshu Chauhan

☒	Employee	Name of The Master Teacher	Visit Type	Visit From	Visit To	Comments
☒	Damini Kumari	Ritu Devi	Existing Struggling Teacher Support	02 / 02 / 2026	07 / 02 / 2026	
☒	Gurpreet Singh	Sudha Rajput	Pre Deployment Training	02 / 02 / 2026	07 / 02 / 2026	

Add Row

Delete Selected

schedule

You may schedule **more than one teacher at a time** by using the **Add Row** option and filling in the required details for each teacher.

In the **Comments** section, mention any specific points or focus areas you want the Master Teacher to observe or support the teacher on, if applicable.

Important

Please ensure that **new teachers' IDs are created on Day 1 itself**, as scheduling is possible only for teachers whose IDs are available on the dashboard.

Note:

Assessment of Master Teachers Performance Assessment:

Indicator	Objective	Scoring
1. PDT training effectiveness	Teachers require no additional support to run students led classroom after 4 months of PDT.	3 – 100% teachers require no further support 2 – At least 75% require no further support 1 – Less than 75%
2. Facilitation coaching effectiveness	Effective demo and coaching sessions with feedback by master teachers to trainees to enable students led classroom	3 – All teachers achieve students led classroom in 2 or less visits (3 to 6 days visit) 2 – All achieve students led classroom in 4 or less visits (3 to 6 days visit) 1 – Teachers achieve students led classroom in more than 4 visits (3 to 6 days visit)
3. Mindset of ownership	Teachers show ownership, solution-seeking and receptiveness to feedback (post PDT & in-branch)	3 – High Ownership: Most or all tasks are completed by teachers without reminders, challenges are reported on time and the majority of feedback is implemented before the next observation. 2 – Moderate Ownership: Some tasks are completed without reminders. Some challenges are reported on time and partial feedback is implemented before the next observation. 1 – Low Ownership: Few or no tasks are completed without reminders. Challenges are not reported timely and feedback is largely unimplemented.

Links to change session time and change students' session:

- To be used by AMs to change session time of the branch:
<http://43.252.88.75:8086/sessiontime.aspx>
- To shift students, form one session to another session:
<http://103.27.234.18:8080/transferstudentfromoneclasstoanother.aspx>

Promotion Criteria for Teachers

- TMs to refer to resource page of FEA website