

B. SRINIVASA RAO
ASST. REGISTRAR (T)

NIRDPR/CRTC/N/ EvaluationofOnlineTrgs/43/2020-21
May 31, 2021

Sub: Request for proposal for third party evaluation of online training of NIRDPR
– Reg.

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Proposals are invited from reputed organisations for third party evaluation of online training of NIRDPR.

2. A copy of the terms of reference for third party evaluation of online training of NIRDPR is enclosed for reference.
3. Your sealed proposal duly marked on the cover as **“Third party evaluation of online training of NIRDPR”** so as to reach on or before **21.6.2021 in the Office of Asst. Registrar (T), NIRDPR, Rajendranagar, Hyderabad – 500 030.**

Thanking you,

Yours faithfully,

ASST. REGISTRAR (T)

Encl: as above

Terms of Reference for Third-Party Evaluation of Online Training of NIRDPR

1. Background

National Institute of Rural Development and Panchayati Raj (NIRDPR) is an apex organisation in India in the field of rural development training, research and consultancy. The Institute is an autonomous organisation under the Ministry of Rural Development, Government of India. The Institute conducts about 1700 training programmes every year for the stakeholders including senior and middle level functionaries working in the field of Rural Development and Panchayati Raj. The trainees come from government departments in-charge of programme implementation, Training and Research Institutions, NGOs, PRIs and Line departments, SRLMs, banks, CSR affiliates working in the spheres of Rural Development and Panchayati Raj.

NIRDPR has its north eastern regional centre (NERC) in Guwahati, Assam, one centre in Vaisahli, Bihar and one in Delhi as NIRDPR Delhi centre (erstwhile CAPART). NIRDPR and its centres impart training in collaboration with 29 State Institute of Rural Development (SIRDs) as off campus training programmes of NIRDPR. SIRDs are state level apex institutions involved in training of rural development officials and Elected Representatives (PRIs) in rural development. They work under the administrative control of their respective State Departments mostly under the Rural Development and /or Panchayati Raj and receive support grants from the Ministry of Rural Development, Government of India for their recurring and non-recurring expenses.

Before COVID-19, training programmes of NIRDPR used to be organized In-person mode at the main campus in Hyderabad and at NERC Guwahati, Assam and as off-campus programmes at SIRDs located across the country. Due to Covid pandemic, all our programmes have been shifted to online mode in April 2020. During 2020-21, total 1018 programmes have been conducted with 96673 participants. Out of these programmes 941 programmes have been conducted in online mode for varying durations ranging from one-day to five days and mostly 3 – 5 hours daily. The topics of training programmes are decided by the respective centres in NIRDPR based on their mandate and are vetted by the Training Quality Committee.

During In-person trainings the NIRDPR faculty members mostly evaluated training programmes immediately after the completion of training programmes through an online portal called Training Management Portal (TMP), which is part of Panchayat Enterprises

Suit (PES) developed by Ministry of Rural Development, Government of India. After the Covid pandemic, when training programmes shifted to online mode, the use of TMP is reduced, and often Google forms are used for getting feedback of the training programmes.

Given this background, it becomes imperative to have a third party quality evaluation of the training programmes of NIRDPR to get an objective assessment of the usefulness of online training programmes, and related recommendations for improvement.

2. Objectives

Overall objective of third-party evaluation is to assess the quality of the online training programmes of NIRDPR during the year 2020-21 in terms of design, delivery, management, extent of learning and usefulness in job.

Specific Objectives of this study are:

- 2.1. To make a critical analysis of the nature and extent of changes introduced in terms of design, content of training programmes, mix of training methods, delivery of training, learning outcomes and evaluation methods and their impact on overall training quality.
- 2.2. To analyse the level of participants (state, district and block) and category of officers, Elected Representatives, men / women etc. and benefits of online training.
- 2.3. To record the professional and informed views of the faculty members of NIRDPR and SIRDs and the external resource persons in terms of efficiency / deficiency brought in by online mode of training.
- 2.4. To make an overall assessment of the reach, the quality of training imparted, retention levels, and the outcome of shifting to online mode of training.
- 2.5. To find out the administrative, operational/managerial and financial efficiency / deficiency brought in by the online mode of training programmes.
- 2.6. To come up with specific recommendations for improvement keeping in view the nature of clientele, design of training, delivery and online management.

3. Scope of work

- 3.1. This may include different categories of programmes such as the ones conducted in NIRDPR Hyderabad, NERC Guwahati, and as SIRD collaborative programmes.. Centres within NIRDPR and NERC shall provide the data pertaining to the training programmes and contact details of trainees. It will be facilitated by the Training Division of NIRDPR.
- 3.2. The sampling may consist geographical coverage of states/regions, and stratified in such a way that a maximum number of states are covered, and participants from all the levels – starting from state, district, and block level are included for the study.
- 3.3. This is an online evaluation. The survey instruments and mode of administering the instruments have to be specified accordingly. It is suggested to opt for a mix of methods for data collection such as telephonic interviews, google forms, etc. The minimum sample size required is 2000 participants cutting across states, levels, and categories of programmes and trainees. As this assessment is about courses conducted per se in terms of quality of inputs and processes, the selection of respondents may be from amongst the courses conducted for the last two quarters of 2020-21. This can help overcome limitations of recall, and for the sampling to cover wide ranging courses / Centres.
- 3.4. A sample of officials concerned with the nominations of trainees may be included while selecting the sample, for better understanding the administrative aspects.
- 3.5. It is expected to include trainees from every centre because of the fact that the clients group (trainees) vary depending on themes/centres. Hence, a minimum 2000 participants may be contacted for the collection of required information. It should be ensured that at least one participant of each selected training programme is interviewed through telephonic interview. Information from the remaining sample participants can be collected with the help of google form or specifically developed web-portal of CICT, NIRDPR.

- 3.6. The agency selected to carry out this study will design the research methods including sampling procedure to cover not less than 2000 participants in consultation with the NIRDPR.
- 3.7. Making in-depth analysis of online programmes of NIRDPR (themes, duration, training hours, centres, numbers, course directors etc.), and engage in online discussions with the competent authority at NIRDPR on the expectations out of this study.
- 3.8. Development of questionnaire and its finalisation in consultation with CRTCN
- 3.9. Personal interviews with all Centre Heads and / or faculty members on their assessments and views on online training programmes. This should include Computer Centre also as they offer the online link, and offer technical assistance whenever Centres demand.
- 3.10. The analysis of data may be under various categories/sub-categories such as (i) NIRDPR, Hyderabad, NERC Guwahati, SIRD collaborative programmes; (ii) level-wise such as state district and block level, and (iii) broad theme-wise, etc.
- 3.11. Documentation of the process, key findings and recommendations. Submission of report, and making a presentation to the competent authority of NIRDPR.

4. Issues to be addressed

- 4.1. Assessment of qualitative aspects of inputs and processes in terms of design, delivery and management of training programmes.
- 4.2. Extent of practical orientation and participation of the trainees
- 4.3. Learning outcomes and usefulness of the training
- 4.4. Existing status of online training quality and factors which may contribute for quality improvement of training in future.
- 4.5. Scope for increasing the reach of training programmes at grassroots levels.
- 4.6. Overall efficacy of online training and the improvement required in online mode of training to make the online courses more effective.

- 4.7. Means of providing online access to courses that are delivered offline in face-to-face mode.
- 4.8. Comparison between the online and face to face methods of training.
- 4.9. Explore possible revenue generation models of training and benefit cost ratio for online training

5. Required qualification of evaluating agency

The agency/institute should be a reputed and well-known organisation working in the field of Training/Online Training/Evaluation of Training and Related Research. Agency should have proven experience of undertaking training/impact evaluation of National/International level organisations.

6. Timeline of activities

After getting a formal approval letter from NIRDPR and release of first installment, the evaluation work is to be completed within a period of 4 months.

7. Deliverables

- 7.1. Study report
- 7.2. Present the preliminary findings once the draft report is ready
- 7.3. Submit final report after incorporating suggestions.

8. Budget and schedule of payments

- 8.1. Proposals will be invited through NIRDPR website. In addition the Institute reserves the right to invite proposals from suitable agencies.
- 8.2. 40% amount will be paid in advance along with issue of sanction/orders. The balance amount shall be released after final report submission subject to the satisfactory completion.
- 8.3. Other aspects like taxes and deductions etc. as per GFR.

9. General

CRTCEN will make the required data available from existing record/respective centres. CRTCEN will act as nodal center from NIRDPR for the entire task. Agency will submit the report in Word and in PDF formats.

All the data, report and their contents will be copyright of NIRDPR and agency can not publish the report in part or full at their level anywhere. However, the work of agency will be duly acknowledged appropriately in the report.

10. Format of proposal

The agency should submit the detailed proposal consisting of methodology, data analysis strategy, details of human resources and estimated cost along with other relevant details of the institute/organisation.