




File No: 31001/01/2024/NCVET
National Council for Vocational Education and Training
Ministry of Skill Development and Entrepreneurship
Government of India

Date: 09/05/2024

Subject: Inviting Public Comments for "Operational Guidelines for Communication Protocol" – reg.

1. Effective communication is the backbone of any successful organization. By following a set of well-defined guidelines, an organisation can foster a culture of transparency, trust, and collaboration with their stakeholders. Clear and thoughtful communication is the foundation upon which meaningful connections and productive collaborations are built.
2. It is imperative to uphold a positive and solution-oriented approach, particularly when discussing challenges. Engaging in conversations with optimism and a cooperative disposition fosters open dialogue and underscores our dedication to securing optimal outcomes. As a proficient and effective entity, NCVET and its affiliated stakeholders' communication standards and expectations are articulated through detailed guidelines and Standard Operating Procedures (SOPs). These guidelines ensure the quality and consistency of NCVET communications, encompassing legal, technical, and practical dimensions. This is especially vital for the National Council for Vocational Education and Training (NCVET) given its pivotal role in overseeing the development, qualitative enhancement, and regulation of Vocational Education, Training, and Skilling (VETS).
3. Hence, NCVET has developed "Operational Guidelines for Communication Protocol". This guideline is designed to address key aspects of communication relevant to the working of NCVET and its recognized bodies. It helps to address and create a unified approach to communication that fosters clarity, integrity, and consistency across various medium of communication.
4. This Guideline aims to enable effective communication across various facets within an organization. These guidelines are designed to improve internal and external communication, enhance brand identity and reputation, and avoid confusion and misunderstandings. This may also address voice and tone, which are distinct yet important elements for an effective communication. Implementation of communication guidelines may ensure internal and external communication, enhance the brand identity and reputation, and also foster a culture of open, effective, and inclusive communication.
5. Accordingly, comments/ inputs/ suggestions are invited on the draft guidelines at directorpolicy.ncvet@gmail.com or ratna.ncvet@gmail.com by 29th May 2024.


(Col Santosh Kumar)
Director
NCVET



DRAFT OPERATIONAL GUIDELINES FOR COMMUNICATION PROTOCOL



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1. Background

- 1.1 The National Council of Vocational Education and Training (NCVET) serves as the overarching national regulator, tasked with establishing standards and formulating comprehensive regulations and guidelines for the Vocational Education, Training, and Skilling (VETS) ecosystem while ensuring its integration into the academic education at all levels.
- 1.2 NCVET aims to unify the fragmented regulatory system and incorporate quality assurance throughout the vocational education, training, and skilling value chain. NCVET operates with the goal of ensuring that vocational education, training, and skilling (VETS) in India are of high quality, meet industry needs, and are accessible to everyone.
- 1.3 The major stakeholders of NCVET include Ministries, NCVET recognised Awarding Bodies, Assessment Agencies, Training Partners, Training Centres, Skill Information Providers, and many others in the ecosystem as well as outside the ecosystem including the public.
- 1.4 For smooth and effective communication, it is imperative that a guideline on communication is prepared to communicate within and outside the skill ecosystem prepared to foster a culture of open and transparent communication to promote collaboration, teamwork and productivity among employees by implementing communication standards in the form of guidelines.

2. Introduction

- 2.1 Communication is commonly defined as the transmission of information. To maintain a smooth workflow and avoid conflicts, it is essential to establish clear guidelines and effective communication protocols. Communication guidelines provide a framework for how employees should communicate with each other and with various external agencies/Stakeholders.
- 2.2 It sets a standard for effective communication, ensuring that messages are conveyed clearly, concisely, and in a professional manner. They outline expectations for both written and verbal communication, including email etiquettes, meeting protocols, and the use of appropriate language.
- 2.3 A competent and efficient organization's communication standards and expectations are defined in the form of guidelines/SOPs that assure the quality and consistency of its communication. They cover the legal, technical and practical aspects of communication, such as grammar, spelling, punctuation, formatting, design, branding, legality, accessibility and acceptability. An organisation should set communication standards and expectations based on regulations from the government, audience need and its own identity.

3. Aim of the Guidelines

The aim of this communication guidelines is to enable effective communication across various facets within an organization. These guidelines are designed to improve internal and external communication, enhance brand identity and reputation, and avoid confusion and misunderstandings. This may also address voice and tone, which are distinct yet important elements for an effective communication. Implementation of communication guidelines may ensure internal and external communication, enhance

the brand identity and reputation, and also foster a culture of open, effective, and inclusive communication.

4. Objectives of the Guidelines

This guideline is designed to address key aspects of communication relevant to the working of NCVET. It helps to address and create a unified approach to communication that fosters clarity, integrity, and consistency across various medium of communication. Good official communication shares many traits with effective communication in general, but it often requires additional attention to detail, formality, and adherence to organizational standards.

4.1. The basic traits and features of good official communication

- i. **Clarity and Precision:** Official communication should be clear, precise, and to the point. Use simple and straightforward language, avoid ambiguity, and ensure that the message is easily understood by the intended audience.
- ii. **Formality:** Maintain an appropriate level of formality based on the context and audience. Use formal language, titles, and professional salutations as required by the organizational culture and communication norms.
- iii. **Professional Tone:** Maintain a professional tone throughout the communication, avoiding slang, informal language, or emotional language. The tone should be respectful, courteous, and objective.
- iv. **Structure and Organization:** Official communication should follow a clear structure and organization. Use headings, bullet points, or numbered lists to organize information logically. Include an introduction, main body, and conclusion where applicable.
- v. **Accuracy and Fact-Based:** Ensure that all information provided in official communication is accurate, fact-based, and supported by evidence where necessary. Avoid speculation, assumptions, or unsubstantiated claims.
- vi. **Conciseness:** Be concise and avoid unnecessary details or repetition. Get straight to the point while providing all essential information required for the recipient to understand and act upon the message.
- vii. **Professional Formatting:** Pay attention to the formatting of official communication, including fonts, spacing, margins, and alignment. Use official letterheads, logos, and templates as per organizational standards.
- viii. **Legal and Compliance Considerations:** Ensure that official communication complies with legal requirements, regulations, and organizational policies. Be mindful of confidentiality, data protection, and other relevant legal considerations.
- ix. **Acknowledgment of Receipt:** When necessary, include a request for acknowledgment of receipt or confirmation of understanding to ensure that the message has been received and understood by the recipient.

- x. **Follow-Up:** If the communication requires follow-up actions or responses, clearly specify expectations regarding timelines, responsibilities, and next steps.

By incorporating these traits and features into official communication, one can enhance clarity, professionalism, and effectiveness in conveying important messages within an organizational context.

4.2. The main objective of these guidelines is as follows:

- i. **Clarity in Communication:** To establish clear communication protocols across various media to facilitate easy understanding within and outside NCVET.
- ii. **Creating Standard Templates for Various Communications:** To establish consistent and integrity-driven communication practices across all mediums for NCVET recognised entities.
- iii. **Facilitate Timely Communication:** To ensure that communication from both sides adheres to set timeframes, promoting responsiveness.
- iv. **Promote Effective Messaging:** To improve the impact and reception of communications across different audiences within and outside NCVET.
- v. **Encourage Professional Etiquette:** To cultivate a standard of decorum in all forms of communication that upholds the NCVET's reputation and fosters respectful interaction.
- vi. **Ensure Compliance:** To maintain compliance of NCVET recognized entities with legal and industry communication standards for preventing and addressing contractual breaches with NCVET.
- vii. **Streamline Procedures and follow-up** -To set clear channels, hierarchies or point of contacts for effective communication procedures and follow-ups.
- viii. **Enhance Acceptability:** To optimize the ways in which messages are conveyed to improve their acceptability among diverse stakeholders.
- ix. **Minimize Interpretation Risks:** To reduce the potential for miscommunication and promote transparency and professionalism within and outside NCVET.
- x. **Mitigate Barriers:** To identify and address potential obstacles to communication, such as technical jargon and perceptual differences.

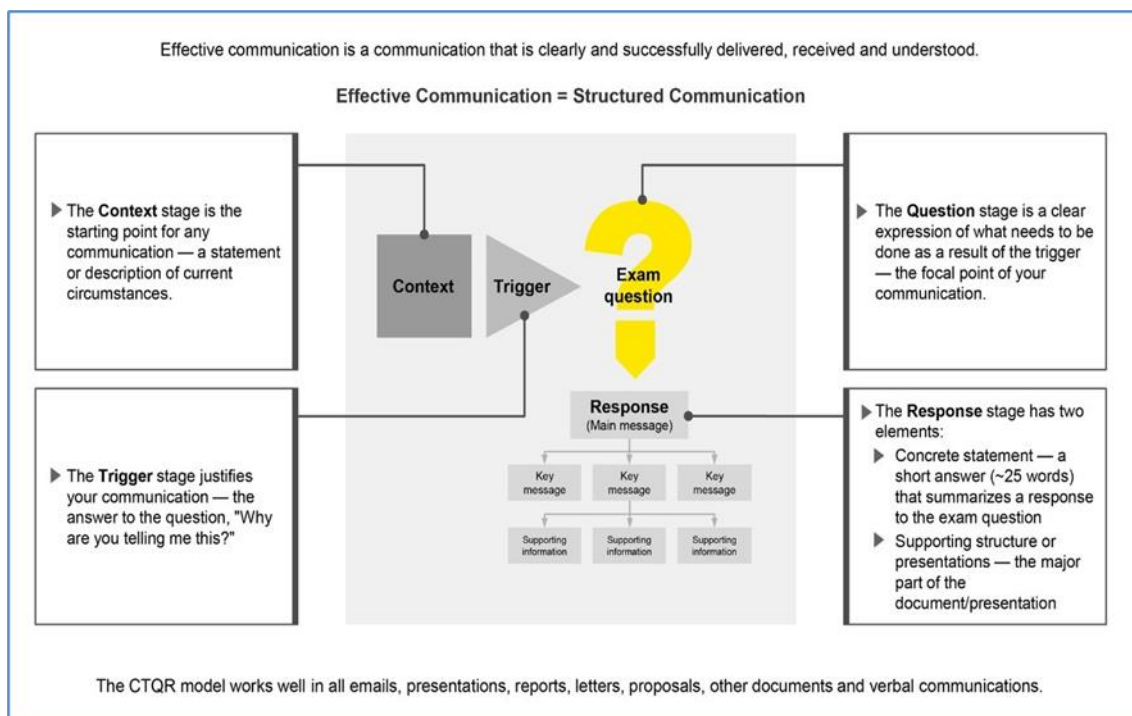
5. Etiquettes for Effective Communication

5.1. Effective communication is an important aspect of any professional organization. Whether it's through emails, letters, text messages, or social media posts. the legitimate and appropriate ways of communication may greatly enhance as also adversely impact the acceptability of how the messages are received by the various recipients.

5.2. On the other hand, communication etiquette refers to the set of unwritten rules and norms that govern respectful and considerate interaction between individuals and/or between organizations. It involves respecting others' time, being polite, listening attentively and following established norms and protocols in various forms of communication, such as email, phone calls, meetings and social interactions.

- 5.3. Effective written communication involves a set of etiquettes and traits that help convey messages clearly, professionally, and persuasively.
- 5.4. The following are some key general principles of communication etiquettes and traits for effective written communication to be followed by all the members of NCVET:
- i. **Clarity and Conciseness:** Write in a clear and concise manner. Use simple language, avoid unnecessary jargon or technical terms, and get straight to the point. Organize your ideas logically to enhance readability.
 - ii. **Professional Tone:** Maintain a professional tone throughout your written communication. Use appropriate salutations, greetings, and closing remarks based on the recipient and the context. Avoid slang, emotive language, or informal expressions unless they are suitable for the situation.
 - a. Addressing the recipients by the correct titles, using formal language if required, and following organizational protocol for communication.
 - b. Every correspondence should begin and end with the appropriate salutations. Choosing the right greeting and closing remarks sets the tone for the message and acknowledges the recipient's stature and dignity.
 - iii. **Grammar and Spelling:** Pay attention to grammar, punctuation, and spelling. Use proper sentence structure, check for typos or errors, and proofread your writing before sending or publishing. Poor grammar and spelling mistakes can detract from your message's credibility.
 - iv. **Audience Awareness:** Consider your audience when writing. Tailor your language, tone, and content to match the preferences, knowledge level, and expectations of the recipients. Use language that is inclusive and avoids assumptions or stereotypes.
 - v. **Be culturally sensitive** and aware of nuances when communicating with a diverse audience. Understanding regional and cultural contexts can prevent unintentional offenses and strengthen the rapport.
 - vi. **Organization and Structure:** Organize your written communication in a structured format. Use headings, subheadings, bullet points, or numbered lists to break down information and make it easier to digest. Provide clear transitions between ideas and sections.
 - vii. **Clarity of Purpose:** Clearly state the purpose or objective of your communication upfront. Whether it's a report, email, letter, or memo, ensure that the reader understands why they are receiving the message and what action or response is expected from them. The written communication should be clear, avoid jargon or technical language when communicating with non-experts and being mindful of the tone and language used.
 - viii. **Professional Formatting:** Pay attention to formatting details such as font style, size, spacing, margins, and alignment. Use official templates or guidelines if available, and maintain consistency throughout your document.

- ix. **Respectful Language:** Use respectful and inclusive language in your written communication. Avoid offensive or discriminatory language, and be mindful of cultural sensitivities or sensitivities related to gender, race, religion, etc.
 - x. **Proofreading and Editing:** Take the time to proofread and edit your written communication thoroughly. Check for factual accuracy, logical coherence, and overall effectiveness. Consider seeking feedback from others if possible.
 - xi. **Timely responses** display courtesy and respect for the correspondent's time and effort.
 - xii. **Maintain confidentiality** in sensitive matters and exercise discretion when discussing potentially proprietary or private information.
 - xiii. **Follow-Up and Closure:** Provide clear instructions for any follow-up actions or next steps if applicable. Close your communication with a polite closing statement or call to action, and include your contact information for further inquiries or feedback.
- 5.5. Adherence to the following aspects may improve the effectiveness of the communication:
- i. Appropriate formats are selected and used for the audience.
 - ii. The correct medium is used and the writing style is adjusted accordingly.
 - iii. Objective is identified and communicated clearly.
 - iv. It convinces stakeholders and gets the desired response.
- 5.6. Spotting, correcting, and avoiding common writing mistakes is key to effective communication. To maintain quality and consistency in communication, it is vital to understand and use appropriate communication frameworks from a basic meeting reminder to a highly confidential policy document.
- 5.7. A well-structured communication will give the recipient a clear idea about the purpose of communication and the expectation from the receiver. Among the various models of communication, The Context, Trigger, Question Response (CTQR) model given below is a paradigm that can assist better structured communication. While there are various models available for an effective communication such as CTQR framework, The MECE (Mutually Exclusive Collectively Exhaustive) Principle: Ensuring Completeness, deductive versus inductive logic etc. Following any of such aid available may enable keen understanding of logical flows of communication.
- 5.8. One such model proposed in this guideline is "The CTQR model" which is being used for effective communication, especially in professional settings. This model is applied to navigate a challenging situation. The context sets the stage, the trigger prompts a question, and the response involves a collaborative effort to address the issue and adapt the plan accordingly. The follow-up question allows for deeper exploration and refinement of the proposed solutions, promoting effective communication and decision-making within the team. The flow chart of the same is given below:



- 5.9. When writing an email to an addressee or publishing on social media as a representative of an organization, the words reflect not just on the organization but on the individual also. Hence, it is important to always maintain professionalism to avoid engaging in any form of offensive or disrespectful communication.
- 5.10. Effective Communication is not only about transmitting the information in a certain way but also about developing a culture where every individual feels safe, respected and free from harassment. Hence, it is essential for any kind of communication to be **PoSH complaint**.
- 5.11. The **Ministry of Women and Child Development**¹ has notified a handbook for the **Protection of Sexual Harassment at Workplace (PoSH)**. NCVET and its affiliated Stakeholders may refer to the below mentioned guidelines. This can be accessed at the link provided below:

¹*Handbook on Sexual Harassment of Women at Workplace.pdf* (wcd.nic.in)

6. Types of Communication

There are several ways of communication that serve different purposes and cater to different audiences. Understanding these can help to effectively convey the messages and connect with others.

6.1. Written communication

An official written communication refers to any written message, document, or correspondence issued by an individual, organization, or government entity in an official capacity. These communications are typically formal, structured, and governed by specific rules, protocols, and standards. They serve various purposes,

such as conveying information, making announcements, issuing directives, seeking approvals, or documenting official decisions and transactions.

Some examples of official written communication include:

- i. **Official Letters:** Letters from government agencies, institutions, or businesses regarding official matters such as appointments, contracts, agreements, or notifications.
- ii. **Memoranda (Memos):** Internal communications within organizations to convey directives, policies, announcements, or updates to employees or departments.
- iii. **Reports and Proposals:** Formal reports, research findings, proposals, or recommendations presented to decision-makers, stakeholders, or governing bodies.
- iv. **Legal Documents:** Contracts, agreements, deeds, statutes, regulations, bylaws, or court documents that establish legal rights, obligations, or procedures.

Therefore, the written communication plays a vital role both personally and professionally. It involves expressing ideas through written words such as emails, letters, memos, reports, and even text messages. It helps conveying clear and concise messaging that can be referred to. This form of communication allows for careful and well-planned thoughts and precise articulation. The official written communication serves as a vital tool for conveying information, maintaining records, ensuring accountability, and facilitating effective decision-making within formal settings.

In alignment with the Government of India's policy to encourage the use of Hindi in official communications, NCVET actively promotes the progressive use of Hindi. This commitment is reflected in practices, including the issuance of appointment letters in Hindi, sending reminders in Hindi and fostering the use of Hindi in other official matters through persuasion and incentives. Effective written communication can be achieved through several methods.

Some of the effective ways for written communication are:

6.1.1. Official Email: Email is a widely used form of communication in professional settings, and it's essential to follow proper etiquette to ensure clear and effective communication. Some of the suggested advisory which may be followed while sending emails:

- i. **Subject Line:** Use a clear and concise subject line that accurately reflects the content of your email. This helps the recipient understand the purpose of the email at a glance.
- ii. **Greeting:** Start your email with a proper greeting, such as "Dear Sir/Dear Madam" for officials; "Respected [Name, Designation]" for senior officials. "Dear [Name]" for peers at same level" depending on the level of formality required.

- iii. **Content:** Keep your email concise and focused. Clearly state the purpose of your email in the opening paragraph, and organize the rest of the content in a logical and easy-to-read manner.
- iv. **Tone:** Maintain a professional and respectful tone throughout the content of email. Use of informal language or inappropriate humour may be avoided.
- v. **Attachments:** While including attachments in the email, reference should be made in the body of email.
- vi. **Proofreading:** Before sending the email, proofread it carefully for spelling, grammar, and punctuation errors. These errors can diminish the professionalism of the message.
- vii. **Response Time:** It should be endeavoured to respond to the email in time bound manner, especially if the matter is urgent or time-sensitive. An interim response may be sent within twenty-four hours or forthwith through return email if there is an anticipated delay in responding to the actual content as it may involve collection and analyzing of inputs from various sources and then sending proper responses. If there is no response or communication from the addressee stakeholder, a reminder email may be sent seeking the status update.
- viii. **Confidentiality:** The sensitivity and confidentiality of the information should be prioritized; share it exclusively through secured channels.
- ix. **Email Signatures:** Include a professional email signature with the name, title, NCVET's full name, contact information, seal and stamp of NCVET.
- x. **Reply All:** Use the "Reply All" function judiciously. Only include recipients who genuinely need to be part of the conversation.
- xi. **Use of CC and BCC:** Exercise caution when using the CC (Carbon Copy- sends a copy of an email to someone other than the main recipient) and BCC (Blind Carbon Copy- sends a copy of an email to someone other than the main recipient but hides the additional recipients from all other recipients) fields. Only include recipients who need to be informed or are relevant to the discussion.
- xii. **Email Threads:** When replying to an email thread, consider summarizing the context or including relevant portions of the previous email to ensure clarity for all recipients.
- xiii. **Formatting:** Use proper formatting techniques, such as bullet points, numbered lists, or bold and italicized text, to enhance readability and emphasize important points.

6.1.2. Official Letters: Letters, while slower than email, often stand out more to recipients and are less likely to be overlooked as spam. They are particularly effective for formal communication with government bodies, courts, universities, public organizations, and individuals.



File No. 32001/08/2023/NCVET
National Council for Vocational Education and Training
Ministry of Skill Development and Entrepreneurship
Government of India

Kaushal Bhawan
Chanakyapuri, New Delhi
Date: 05/09/2023

From Name
 Designation
 Place

To Name
 Designation
 Place

Sub Should be written in clear terms and in brief

Ref If the communication is in reply to a previous letter, mention the number and date of reference of
 the previous letter.

Salutation If you are to official authorities, begin with Sir, and if to non-official individual or groups of individuals,
 begin with Dear Sir / Sirs

Main text of letter: The language used should be clear, and to the point. In
 case you are dealing with several issues a separate paragraph should be used for each point.

Yours faithfully

Signature
 Designation

6.1.3. Demi-official letter:

- i. This form is generally used in correspondence between Government officers for an interchange or communication of opinion or information without strict adherence to the prescribed formal procedure.
- ii. The form is addressed directly to an individual by name and is written in first person singular with the salutation "My dear _____ or dear _____".
- iii. The closing phrase is "Yours sincerely," followed by the officer's signature, without mentioning the designation below the signature.

To be written in Demi-Official pad

D.O No. Mention the D.O number

Date DD-MM-YYYY

From Name
 Designation
 Place

Salutation My Dear/Dear (address by name)

Main text: The language used should be clear, and to the point. It may
 also be used when it is desired that a matter should receive personal attention of the individual addressed.

Yours sincerely

Name of the officer

To Name
 Designation
 Place

6.1.4. Office Memorandum: Office memorandum is a form that is generally used for internal correspondence within the same government departments.

- i. It is used both in calling for information from its employees or disseminate important information to its employees.
- ii. It is written in the third person and bears no salutation or subscription except for the name and designation of the officer signing it.
- iii. The name of the department to which the communication is addressed is shown below the signature on the extreme left of the page.
- iv. Generally, important Government instructions and clarification etc. are issued in the form of office memorandum.
- v. The use of this form in correspondence with Heads of the Departments and subordinate offices may be avoided.



The image shows a sample Office Memorandum form from the National Council for Vocational Education and Training (NCVET). At the top center is the NCVET logo, which consists of a gear with a person inside, and the text 'NCVET' below it. Below the logo, the text reads: 'File No. 32001/08/2023/NCVET', 'National Council for Vocational Education and Training', 'Ministry of Skill Development and Entrepreneurship', and 'Government of India'. To the right of this text, the name 'Kaushal Bhawan' and address 'Chanakyapuri, New Delhi' are listed, along with the date 'Date: 05/09/2023'. On the left side, there is a line for 'No.' followed by a dashed line. In the center, the words 'OFFICE MEMORANDUM' are printed in bold. Below this, a 'Main text' section contains the instruction: 'The language used should be clear, and to the point. Generally important Government instructions and clarification etc. are issued in the form of office memorandum.' At the bottom left, there is a section for 'Designation' and 'To' followed by a line for 'Officer/ Department/ Branch'.

6.1.5. Notification (Non-Gazetted): This form may be used for notifying by publication the promulgation or amendments/ addendums to the Guidelines, rules and orders, appointments, promotions, transfers etc. and other important matters.

- i. This process typically involves the approval procedures for publication or addendums outlining the steps and criteria for initiating and processing.
- ii. It includes the drafting, reviewing, approving and publishing the notification under designated authority overseeing each step to ensure the accuracy and legality.
- iii. The documents Gazette notifications may also be notified in this manner after the approval of the Council for the advantage of the stakeholders as sometimes the issue of Gazette notification may take considerable time.



File No. 32001/08/2023/NCVET
National Council for Vocational Education and Training
Ministry of Skill Development and Entrepreneurship
Government of India

Kaushal Bhawan
Chanakyapuri, New Delhi
Date: 05/09/2023

No. _____

NOTIFICATION

Main text: The language used should be clear, and to the point. This form is used for notifying by publication the promulgation or amendments of rules and orders etc.

Designation _____

6.1.6. Gazette Notification: A Gazette Notification in the Government of India refers to an official publication that contains various government announcements, notifications, orders, regulations, rules, and other legal or administrative information.

- i. These notifications are published in the Gazette of India, which is the official journal of the Government of India.
- ii. Under the NCVET resolution a “notification” means a notification published in the Official Gazette, and the expression “notify” shall be construed accordingly.
- iii. Under para 19 (5) of the NCVET resolution, the Council shall notify all guidelines approved by it as a Gazette notification.

6.1.7. Social media: A social media network helps the employees communicate with each other. It also helps to highlight and showcase the events or achievements of the organization in public domain.

- i. It includes online interactive tools and platforms, such as Facebook, YouTube, WhatsApp, Instagram, Tumblr, X (formerly Twitter), Pinterest, Reddit, SnapChat, LinkedIn, to create and share user-generated content.
- ii. The increasing ease of access of social media through hand-held devices and ubiquity of internet has further enhanced the reach of social media platforms.
- iii. With the increasing number of people spending time on social media platforms, these platforms may provide avenue for communication and outreach.
- iv. Treating Electronic Evidence at par with Primary Evidence: Section 61 of Bharatiya Sakshya Bill (BSB) states that, “Nothing in this Adhiniyam shall apply to deny the admissibility of an electronic or digital record in the evidence on the ground that it is an electronic or digital record and such record shall, subject to section 63, have the same legal effect, validity and enforceability as other document.”

This Section treats electronic records at par with documentary evidence, as already treated under the Indian Evidence Act, 1872 as amended by the Information Technology Act, 2000.

The **Ministry of Information and Broadcasting**² and the **Department of Electronics and Information Technology**³ have notified a framework and guidelines for the use of social media by government agencies in India. NCVET and its affiliated Stakeholders may refer to the below mentioned two guidelines. These can be accessed at the link provided below:

²<https://cbcindia.gov.in/wp-content/uploads/2022/04/Policy-Guidelines-for-Empanelment-Engagement-of-Social-Media-Platforms-2020.pdf>


³https://www.meity.gov.in/writereaddata/files/Approved%20Social%20Media%20Framework%20and%20Guidelines%20_2_.pdf

6.1.8. Office Order:

- i. An office order in the government refers to an official written directive or announcement issued by a government department, agency, or office to communicate internal policies, procedures, decisions, or instructions to its employees or stakeholders. It is a formal document that serves as a means of organizational communication within the government structure.
- ii. Office orders play a crucial role in maintaining organizational efficiency, transparency, and consistency by ensuring that all employees are informed about relevant policies, procedures, and decisions affecting their work within the government structure. The key characteristics of an office order in the government include:
 - a. **Formality:** Office orders are formal documents that adhere to established formats, templates, and language conventions suitable for official communications within the government.
 - b. **Directive Nature:** Office orders convey directives, instructions, or decisions from higher authorities (such as department heads, managers, or supervisors) to lower-level employees or relevant stakeholders within the organization.
 - c. **Clarity and Precision:** Office orders are expected to be clear, concise, and unambiguous in conveying the intended message. They avoid vague language, jargon, or unnecessary complexity to ensure understanding by the recipients.
 - d. **Content and Scope:** Office orders may cover a wide range of topics, including but not limited to administrative procedures, organizational changes, policy updates, implementation of new initiatives, disciplinary

actions, leave approvals, promotions, transfers, or any other matters relevant to the functioning of the department or office.

- e. **Date and Reference:** Office orders are typically dated and numbered for reference and tracking purposes. They may include references to relevant policies, regulations, or legal provisions that support the directives or decisions outlined in the order.
 - f. **Distribution and Acknowledgment:** Upon issuance, office orders are distributed to all relevant parties or departments within the organization. Recipients are often required to acknowledge receipt of the order to ensure compliance and accountability.
 - g. **Compliance and Implementation:** Employees or stakeholders are expected to comply with the directives or instructions outlined in the office order within the specified timelines or as per the stipulated conditions. Non-compliance may result in disciplinary action or other consequences.
- iii. This form may be used for issuing various types of Government Orders and financial sanctions and communication to the officials concerned.

 File No. 32001/08/2023/NCVET National Council for Vocational Education and Training Ministry of Skill Development and Entrepreneurship Government of India *****	
No. _____	Kaushal Bhawan Chanakyaपुरi, New Delhi Date: 05/09/2023
<u>OFFICE ORDER</u>	
Main text: The language used should be clear, and to the point. In case you are dealing with several issues a separate paragraph should be used for each point.	
Designation To Officer concerned	

6.1.9. **Legal Documents:** Contracts, agreements, deeds, statutes, regulations, bylaws, or court documents that establish legal rights, obligations, or procedures.

- i. Such legal documents are to be prepared as per the government procedures prescribed in this regard and in consultation with the required stakeholders.
- ii. In all cases the approval of the competent authority Shall be required for such legal documents. In some cases, the concurrence of the department of legal affairs or the Department of Legislative Affairs in the Ministry of law may also be required. Similarly, some documents are required to be approved at the level of the NCVET Council.

- iii. Only the person authorised by the Council or the Chairperson NCVET to sign a particular category of document should sign the appropriate legal documents.

6.1.10. Reports and Proposals: Formal reports, research findings, proposals, or recommendations presented to decision-makers, stakeholders, or governing bodies.

When writing and communicating formal reports, research findings, proposals, or recommendations presented to decision-makers, stakeholders, or governing bodies, it's essential to follow certain guidelines to ensure clarity, professionalism, and effectiveness. Here are some basic guidelines:

- i. **A Table of Contents (TOC):** Include a Table of Contents (TOC) after the executive summary, listing all major sections, headings, and subheadings along with their corresponding page numbers. The Table of Contents provides a roadmap of the document's structure and helps readers navigate through the content efficiently. It allows them to locate specific sections or topics of interest quickly. The Table of Contents is included. Ensure that the TOC is accurate and updated if changes are made to the document.
- ii. **Clear Objectives:** Define the purpose and objectives of your report or proposal clearly. State what you aim to achieve and what action or decision you expect from the audience.
- iii. **Structured Format:** Use a structured format with clear headings, subheadings, and sections. Organize the content logically, such as introduction, methodology, findings, analysis, conclusions, and recommendations.
- iv. **Executive Summary:** Provide an executive summary at the beginning of the document summarizing the key points, findings, and recommendations concisely. This helps busy decision-makers grasp the essence of the report quickly.
- v. **Understand the Audience:** Know your audience well, including their level of expertise, interests, and expectations. Tailor your communication style, language, and level of detail accordingly.
- vi. **Clarity and Conciseness:** Write in a clear, concise, and straightforward manner. Avoid unnecessary jargon, complex sentences, or overly technical language that may confuse the audience.
- vii. **Evidence-Based:** Support your findings, analysis, and recommendations with solid evidence, data, statistics, examples, or citations from credible sources. This enhances the credibility and persuasiveness of your communication.

- viii. **Stakeholder Consultation:** Consulting stakeholders, such as subject matter experts, key decision-makers, affected parties, or relevant departments, adds value to the report or proposal. It helps gather diverse perspectives, validate findings, address concerns, and increase buy-in and support for the recommendations.
- ix. **Visual Aids:** Use visual aids such as charts, graphs, tables, or diagrams where appropriate to illustrate key points, trends, or comparisons. Visuals can enhance understanding and make complex information more accessible.
- x. **Professional Language:** Maintain a professional tone and language throughout the document. Use formal language, proper grammar, and spelling. Avoid slang, colloquialisms, or emotional language.
- xi. **Relevance:** Ensure that all information included in the report or proposal is relevant to the objectives and audience. Avoid tangential or irrelevant details that may distract from the main message.
- xii. **Actionable Recommendations:** Provide clear, specific, and actionable recommendations based on your analysis and findings. Explain why each recommendation is important, feasible, and beneficial.
- xiii. **Review and Edit:** Review the document carefully for accuracy, coherence, and consistency. Edit for clarity, grammar, punctuation, and style. Consider seeking feedback from peers or experts before finalizing the document.
- xiv. **Ethical Considerations:** Adhere to ethical standards in research, reporting, and communication. Acknowledge sources appropriately, disclose conflicts of interest if any, and respect confidentiality and privacy where applicable.

By including the above you enhance the accessibility, usability, relevance, and credibility of your formal reports, research findings, proposals, or recommendations. These practices contribute to more effective communication and decision-making within the targeted audience or organization.

6.1.11. **Newsletters:** A weekly or monthly newsletter can inform all the employees about the organizational changes, new regulations and technologies, or onboarding of new employees.

6.1.12. **Presentations in conferences workshops webinars and seminars**

- i. Approval of the competent authority necessary to attend such workshops specially as a speaker or a panellist.
- ii. The presentation templates of NCVET to be standardised and should contain the approved thought process and view of the organisation while communicating with other stakeholders or the outside world.
- iii. The copies of the presentation material or documents to be shared with anyone who live with the permission of the competent authority.

However, the documents available in the public domain NCVET website can be shared freely.

6.1.13. Feedback and Surveys: Feedback or survey forms are crucial in gathering opinions, suggestions, and feedback from stakeholders. Tools like Google Forms, Voxco, Emails provide valuable insights that help in assessing the effectiveness of programs and initiatives and identifying areas for improvement.

6.2. Verbal communication

- a. One of the most common types of communication is verbal communication, which involves using spoken words to express thoughts, ideas, and emotions. This can be face-to-face conversations, phone calls, or even video conferences. It allows for immediate feedback and clarification, making it a dynamic and interactive mode of expression. However, it should be noted that in context of official communication by Government official, this form of communication cannot be used as legal and authoritative but may be adopted for better understanding on the policy or other official matters.
- b. Some of the effective ways to communicate verbally are:
 - i. **One-on-one meetings:** One-on-one communication helps members understand instructions more clearly, especially if an individual is introverted and uncomfortable in a group setting.
 - ii. **Conversations in a group:** Open group meetings may include communication with the entire team/ various heterogenous groups in an open forum. Direct communication in such meetings enables the team/ group to develop better understanding regarding the sincerity, intensity, seriousness and passion for the tasks in hand. It allows recipient audience to interact with and give feedback for further improvement and make the various aspects of the tasks in hand more inclusive.
 - iii. **Presentations and speeches:** Presentations and speeches can help team members assimilate new skills, inform people about future plans for the organization with ease and better understanding.

6.3. Non-Verbal Communication

- a. It plays a significant role in daily interactions as well. It includes body language, facial expressions, gestures, and tone of voice to convey messages. These nonverbal cues often complement or contradict the verbal messages during communication. It can often be more powerful than words alone as it adds depth and nuance to the interactions. Various forms of Nonverbal communication are:
 - i. **Gestures and Postures:** Common gestures include waving, pointing, shrugging or nodding of head to show agreement or understanding with what the other person says. Postures such as standing or sitting Tall, maintain a straight spine or slouching convey the message about the confidence, openness and attentiveness. An individual's formal attire influence the perception and communicates the professionalism or authority.

- ii. **Facial expressions:** The look on a person's face is the first thing to see after meeting. Facial expressions for happiness, anger, fear, sadness and other emotions are the same across cultures, making them very understandable.
- iii. **Paralanguage:** Paralanguage, or paralinguistics, is the tone of voice, volume and pitch. Tone can make the same statement sound enthusiastic, hesitant, angry, sad or sarcastic. Paying attention to the paralanguage can help the employees perceive to be relaxed, confident and authoritative.

6.4. Visual communication

It utilizes images, graphics, charts, and videos to convey information effectively. It is particularly useful when trying to simplify complex concepts or capture attention in a visually driven world. Some of the effective ways of Visual communication are:

- i. **Graphics, images and videos:** With the right graphics, images and videos, the status of the tasks can easily and effectively be tracked to avoid misunderstandings and make the instructions more precise and clearer.
- ii. **Data Representations:** Many different types of charts may be used in data representations such as vertical chart bars, stacked chart bars, horizontal bar charts, histograms to present and showcase the data.

7. Barriers to communication

7.1. Barriers to communication can significantly disrupt the effective and efficient exchange of information. Miscommunications often occur when messages are not understood as intended. To prevent this, communicators should seek feedback to confirm understanding. Effective communication requires overcoming various hurdles, such as jargon, lack of engagement, perceptual differences, physical disabilities, non-verbal barriers, language differences, and biases, which can distort messages and lead to confusion and wasted resources. A successful communicator needs to be aware of these barriers, actively work to minimize their impact through constant assessment and tailored feedback, and strive to deliver clear and concise messages. Use cases to the barriers of communication is attached and can be referred to at **Annexure V**.

8. Channels of Communications

- 8.1. In a government organization like NCVET, various channels of communication are used to facilitate internal and external communication among employees, departments, stakeholders, and the public.: The channels through which one may communicate play a vital role in ensuring that messages are delivered accurately and efficiently.
- 8.2. By utilizing these diverse channels of communication, government organizations can effectively disseminate information, engage stakeholders, foster collaboration, and promote transparency in their operations and interactions.
- 8.3. The following table list some common channels of communication:

Sl. No	Categories of Channels	Documents	Purpose/Preferred Use
1.	Official Website and WebPortal	Notice/ Announcements, guidelines, policies, resources, forms, templates, reports, circulars, notifications, agendas, minutes of important meeting like NSQC.	Government websites and online portals are essential for delivering information, services, and updates to the public, businesses, stakeholders, and other government entities. These platforms are crucial in enhancing transparency and facilitating communication with a diverse audience. Importantly, they also focus on accessibility features to ensure that everyone, including those who are visually impaired, can access the resources they need. This includes implementing text-to-speech functionality, high-contrast modes, and screen reader compatibility, making it easier for individuals with visual impairments to navigate and use these services effectively.
2.	Official Email Communication	Official letters, notifications, circulars	Sending official communications to internal and external stakeholders
3.	Social Media Platforms	Short announcements, infographics, promotional materials. Engaging with the public, sharing updates and promoting awareness	Utilize social media platforms such as Twitter, Facebook, LinkedIn, and YouTube to communicate with the public, share news, updates, events, and engage in dialogue. Social media channels enhance outreach, transparency, and public engagement.
4.	Press Releases and Public Announcements and media briefings	to communicate important information, initiatives, policies, and updates to the media, press, and the public.	These communications aim to inform, educate, and engage the broader community.
5.	Traditional Media (Print and Broadcast)	Press releases, official statements.	Reaching a broader audience through newspapers, magazines and television
6.	Teleconferencing and Video Conferencing:	Presentation slides, meeting agendas, materials, handouts Some of these may be recorded as well.	Teleconferencing and video conferencing technologies enable virtual meetings, discussions, presentations, and collaboration among geographically dispersed teams, departments, or external stakeholders. These channels facilitate real-time communication and decision-making.
7.	Collaboration Platforms (e.g., Webex, Microsoft Teams etc	Project updates/Discussions, collaborative documents.	Facilitating teamwork, discussions and document sharing among staff or Stakeholders.

8.	Official Letters and Reports:	Formal letters, reports, proposals, and official documents are channels for conveying information, decisions, recommendations, and responses to external stakeholders, government agencies, businesses, and the public.	These communications are often sent via postal mail or electronic means.
9.	Newsletters	News articles, highlights, updates.	Periodic communication summarizing key activities, achievements and upcoming events
10.	Feedback Mechanisms	Information in suggestion boxes, surveys, feedback forms, hotlines, and online feedback portals to gather input, opinions, complaints, and suggestions	Government organizations often establish feedback mechanisms such as suggestion from employees, citizens, and stakeholders. Feedback channels help in assessing satisfaction levels, identifying issues, and improving services.
11.	Workshops	Presentation and material handouts	Conducting offline training, educational sessions and workshops

9. Legal Communication and process

- i. Legal communication refers to the exchange of information, messages, or documents within the context of the law, legal proceedings, or regulatory compliance. It encompasses various forms of communication, including written documents, verbal exchanges, presentations, and interactions involving legal professionals, clients, stakeholders, and regulatory bodies. Legal communication plays a crucial role in ensuring clarity, accuracy, transparency, and compliance in legal matters.
- ii. Some of the communication conducted by members of NCVET may carry legal ramifications. E-mails, letters drafted on behalf of NCVET, Agreements, MoUs, and Guidelines issued by NCVET impact multiple stakeholders within the ecosystem. When drafting such communications, individuals holding roles within the organization must consider the legal implications. Contracts and Agreements executed by NCVET are legally binding documents, and officials tasked with overseeing their implementation must take into account legal considerations when engaging with the other party to the contract. The terms and conditions outlined in the agreements/contracts signed between affiliated entities and employees of the organization must be strictly adhered to. In the event of any breach of these agreements/contracts, the standard template provided herein will be utilized for communication purposes and to delineate the subsequent actions to be undertaken.
- iii. By incorporating the important ingredients into legal communication practices, legal professionals, organizations, and stakeholders can enhance the effectiveness, credibility, and compliance of their legal communications and interactions.

9.1. The process and procedures of communicating the legal notices etc to the stakeholders under Indian laws:

- i. Communicating legal notices and information to stakeholders under Indian laws typically follows a set of processes and procedures to ensure legality, validity, and effectiveness. Here are the general steps involved:
 - a. **Determine the Applicable Law:** Identify the relevant laws, regulations, and legal provisions that govern the communication of legal notices to stakeholders in the specific context or situation.
 - b. **Identify Stakeholders:** Identify the stakeholders who need to receive the legal notices or information based on their roles, responsibilities, rights, or interests in the matter.
 - c. **Drafting the Legal Notice:** Prepare the legal notice in accordance with the legal requirements, format, and content specified under the applicable laws. The notice should clearly state the purpose, nature of the legal action or information, relevant facts, and any actions required by the recipients.
 - d. **Choose the Mode of Communication:** Select the appropriate mode of communication for delivering the legal notice to stakeholders. Common modes include registered post, courier, email (if permitted under the law and agreed upon by the parties), hand delivery with acknowledgment, publication in newspapers (for public notices), or any other method specified by law or agreed upon by the parties.
 - e. **Serve the Legal Notice:** Serve the legal notice to the stakeholders using the chosen mode of communication. Ensure that the notice is served to the correct addresses or contact details of the recipients as per the records or agreements.
 - f. **Maintain Proof of Service:** Maintain proper documentation and proof of service for the legal notice, including delivery receipts, acknowledgment receipts, tracking information, or any other evidence of delivery as required by law.
 - g. **Comply with Timeframes:** Comply with any statutory or contractual timeframes for serving legal notices, responding to notices, or taking further actions as specified under the law or agreements.
 - h. **Follow-Up and Record-Keeping:** Follow up as necessary to ensure that the legal notice is received and understood by the stakeholders. Maintain accurate records of the communication, including copies of the legal notice, proof of service, responses received (if any), and any subsequent actions taken.
 - i. **Compliance with Legal Formalities:** Ensure that the communication of legal notices complies with all legal formalities, procedural requirements, and due process under Indian laws. This includes adherence to notice periods, specific language requirements, signature requirements, and any other legal formalities prescribed by law.

- j. **Seek Legal Advice if Needed:** Consult with legal professionals or seek legal advice if there are complexities, uncertainties, or specific legal questions regarding the communication of legal notices to stakeholders under Indian laws.
- ii. By following these processes and procedures, organizations and individuals can effectively communicate legal notices and information to stakeholders in compliance with Indian laws and ensure that their rights and obligations are properly communicated and addressed.

9.2. The legally established modes of communication to serve the legal notice to the stakeholders

- i. Under Indian law, there are several legally established modes of communication to serve legal notices to stakeholders. These modes ensure that the notices are delivered effectively, and that the sender can provide proof of service if required. Following are the legally established modes of communication for serving legal notices to stakeholders by NCVET:
 - a. **Registered Post with Acknowledgment Due (AD):** Sending the legal notice via registered post at the address given by the recognised body in the agreement or the stakeholder with acknowledgment due is a common and widely accepted mode of communication. The recipient is required to sign an acknowledgment receipt upon receiving the notice, providing proof of service.
 - b. **Courier Service:** Using a reputable courier service to deliver the legal notice at the address given by the recognised body in the agreement or the stakeholder is another recognized mode of communication. The courier company provides a delivery receipt or proof of delivery, which serves as evidence of service.
 - c. **Hand Delivery with Acknowledgment:** Personally, delivering the legal notice to the recipient or their authorized representative whose name/ designation has been included in the agreement and obtaining an acknowledgment of receipt is a valid mode of communication. The acknowledgment can be in the form of a signature or a stamp with the recipient's name and date.
 - d. **E-mail indicated by the parties in the Agreement:** Since the parties have agreed to accept legal notices via email as a matter of industry practice, sending the notice to the recipient's official email address as given in the agreement signed with the NCVET shall be considered a valid mode of communication. The recipient has already given his/ her e-mail in the agreement to receive the communication/ notices electronically as given in the contact information provided in the agreement and that the email may be sent in compliance with applicable laws and regulations governing electronic communications.
 - e. **Publication in Newspapers (For Public Notices):** For certain types of legal notices, such as public notices or advertisements, publication in

atleast two Delhi editions of national newspapers with wide circulation out of which one is in vernacular language would be considered as a **Public Notice**. This mode of communication ensures that the notice reaches a broader audience and complies with legal requirements for public notification.

- f. **Notice Boards or Public Displays (For Public Notices):** In specific situations, such as public announcements or notifications, displaying the legal notice on notice boards or public displays in designated areas in NCVET will serve as a valid mode of communication.
 - g. **Any Other Mode Agreed Upon by the Parties:** Parties involved in a legal matter may agree upon alternative modes of communication for serving legal notices, provided that such modes are mutually accepted, documented, and legally recognized.
- ii. It is important to note that the choice of mode for serving legal notices may depend on various factors, including the nature of the notice, the recipient's preferences or agreements, legal requirements, and the need to establish proof of service. In very special cases it may be advisable to consult with legal professionals or refer to specific laws and regulations applicable to the matter to determine the appropriate and legally recognized mode of communication for serving legal notices in a particular context.

9.3. Provision for Action against Erring/ Defaulting Stakeholders

Action against erring and defaulting stakeholders may be taken generally under the following categories:

- i. Issuance of Show-cause Notice
- ii. Preliminary Warnings via Private or Public channels
- iii. Suspension
- iv. Immediate Suspension to be followed by de-recognition.

These are detailed below:

Action	Issuance of Show-cause Notice	Notice period	Reminders
When	Whenever a case of non-compliance or violation by an individual or recognized entity with respect to any conditions of recognition is identified, a formal notification will be issued directly to the concerned entity or individual. This communication is intended exclusively for the notified recognized entity. In the communication, it should be explicitly mentioned about the breach/non-	15 working days	<p>Reminder 1: 1 week from the date of issuance of letter.</p> <p>Reminder 2: 3 days from the issuance of first reminder.</p>

	<p>compliance. It should also, as far as possible, communicate what are the course corrective measures NCVET is expecting and expected time frame to rectify such violation of terms and conditions.</p> <p>Proforma for Show-cause Notice can be found at Annexure I.</p>		
Who	Can be initiated by NCVET consultants/ individual/ team at NCVET and sent by Member-Secretary/ Director NCVET.		

Action	Preliminary Warnings via Private channels		
When	<p>In instances where non-compliance or a breach of the conditions of recognition by an individual or recognized entity is observed, a private warning will be discreetly issued to the concerned entity. This warning will clearly detail the specific nature of the non-compliance or violation. It will also outline the corrective actions expected by the NCVET and the timeframe within which these measures should be implemented to rectify the breach. This communication is confidential and intended solely for the addressed entity or individual.</p> <p>Proforma of Private Warning can be found at Annexure II.</p>		
Who	Can be initiated by NCVET consultants/ individual/ team at NCVET and sent by Member-Secretary/ Director NCVET.		

Action	Preliminary Warnings via Public channels		
When	<p>In cases where a recognized body fails to comply with its recognition conditions, the Council will issue a public warning in accordance with its guidelines and bye-laws. This communication serves to inform other stakeholders of the non-compliance, detailing the issues, expected corrective actions, and their potential impact. The warning will be issued in 15 days after the recognized body's allotted response time has lapsed. It will outline the corrective measures required by the NCVET, specifying that the entity must rectify the breach within 15 days, excluding public holidays.</p> <p>Proforma of Public Warning can be found at Annexure III.</p>		
Who	Can be initiated by NCVET consultants/individual/ team at NCVET and sent after approval by Competent Authority at NCVET		

Action	Suspension or De-recognition
When	<p>The Council may issue orders, – (a) requiring recognized bodies to cease or desist from conducting one or more activities that violate the agreement of recognition; (b) requiring recognized bodies to ask their respective agents, employees or accredited institutions to cease or desist from conducting one or more activities that violate the agreement of recognition. Before suspending any recognised body/ employee or stakeholder a Show Cause Notice (SCN) must be given to the errred party and some time (normally 15 days) is given for a reply and thereafter only suspension can take place. So, a format for SCN should be framed for uniformity, which can be in the following order:</p> <p>1. facts of the case, (2) concerned issues, (3) relevant clause of contract/law which are violated, (4) timeframe within which the reply to SCN is expected and (5) subsequent action in case of failure to reply properly.</p> <p>Communication for Order of suspension:</p> <p>Giving reference to SCN, if the concerned body/person is not suspended reasons for the same based on the reply filed and if NCVET decide to suspend the body/person detailed reasons for exercising such power of suspension with proper reference to the reply filed and how the same is not satisfactory to revoke SCN.</p> <p>A similar approach needs to be followed for derecognition which derecognition is directly made without the period of suspension.</p> <p>In cases where derecognition is done after suspension following additional points should be incorporated:</p> <p>In the order of suspension, there should be a specified timeline of suspension, course correction needs to be made within suspension time and consequences for not making course correction within the period defined.</p> <p>If a course correction is not done and communicated to NCVET, an intimation letter to derecognition shall be issued in reference and continuation of the suspension letter.</p> <p>Proforma of Suspension or De-recognition can be found at Annexure IV.</p>
Who	Initiated by Director NCVET (may be based on reports given by NCVET consultants/individual/ team at NCVET) in case of non-satisfactory response from the recognised body or directly in exceptional cases based on the severity of violation and sent after approval by Competent Authority at NCVET

Action	Immediate Suspension or De-recognition in the event of severe non-compliance
When	The Competent Authority may decide to ban the Recognition for any good and sufficient reason.

	<p>a. If it is established that the stakeholder has resorted to misinformation while entering or during the performance of the contract.</p> <p>b. If it is established that the stakeholder has resorted to corrupt, fraudulent, collusive and coercive practices.</p> <p>If prima - facie case is made out that the NCVET recognized body is guilty of criminal negligence or an offence involving moral turpitude in relation to NCVET Recognition, which if established, may result in NCVET de-recognition.</p> <p>NCVET may derecognize the body after the period of suspension in case the response of the agency is not found to be adequate.</p> <p>The Competent Authority reserves the right to revoke recognition for justifiable reasons within 48 hours, excluding public holidays, upon receiving such justification.</p> <p>Proforma of Private Warning can be found at Annexure V.</p>
Who	<p>Initiating Authority: The individual/ team/ organisation which notices an apparent case for suspension/ banning/derecognition of the stakeholder and brings it to the notice of the Competent Authority with relevant evidence to support its case.</p> <p>Competent Authority: The management and senior consultants of NCVET shall be part of the competent authority. Depending on nature and severity of the violation the composition of the "Competent Body" may vary.</p> <p>Appellate Authority: The management of NCVET and/or officials of MSDE and its affiliate organisations shall constitute the Appellate Authority.</p>

Proforma for show cause notice

BY REGD. POST /SPEEDPOST/COURIER

File No:

Government of India
National Council of Vocational Education and Training (NCVET)

Kaushal Bhawan

New Moti Bagh

New Delhi 110023

Dated:

To,

_____ (Name of the Awarding Body/ Assessment Agency)

_____ (Address)

Sub: Show-cause Notice for _____ (mention main reason(s))

Sir/ Madam,

Please refer to this NCVET letter dated _____ wherein ____ (reference to prior communication if any) on the reason for show cause _____ (if no prior communication has been sent omit this line.)

NCVET would like to draw your attention to Clause No _____ of the agreement with NCVET, wherein the agency is required to _____.

In this regard, _____ (Name of Recognized Bodies/ Employee) is hereby required to show-cause to provide justification on the non-fulfillment of the requirements specified by NCVET, failing which appropriate action will be taken by NCVET as per the guidelines

_____ (Name of Concerned Recognized body/ employee) is hereby directed to reply within one week after the issuance of this notice.

This notice is issued without prejudice to any other rights and remedies available to the NCVET

This issue is with the approval of the competent authority.

Authorized Signatory
Name and Designation

CC:

Proforma for intimation of Private Warning

BY REGD. POST /SPEEDPOST/COURIER

File No:

Government of India
National Council of Vocational Education and Training (NCVET)

Kaushal Bhawan

New Moti Bagh

New Delhi 110023

Dated:

To,

_____ (Name of the Stakeholder / Employee)

_____ (Address)

Sub: Private warning for _____ (mention main reason(s))

Madam/ Sir,

A private warning is hereby issued to _____ (Organization/ Employee) following the findings of a recent investigation conducted on _____ (date). It has been noticed that _____ (Organization/ Employee), has failed to comply with the mandated standards set forth in _____ (specific regulations).

Immediate corrective actions are required, including _____ (list corrective actions briefly) but not limited to, which must be implemented no later than _____ (date). Non-compliance with these directives may result in further regulatory actions, including financial penalties or public disclosure of the findings.

All communications regarding this matter should be directed to _____ (SPOC) at _____ (Email ID). NCVET expects _____ (Organization/ Employee) to adhere strictly to the guidelines of this warning and ensure timely resolution of the issues identified failing which NCVET reserves the right to take further action.

Signature

Designation

Proforma for intimation of Public Warning**BY REGD. POST /SPEEDPOST/COURIER****File No:**

Government of India
National Council of Vocational Education and Training (NCVET)

Kaushal Bhawan
New Moti Bagh
New Delhi 110023

Dated:**Public Warning****To: All Relevant Stakeholders****Subject:** Public Warning Regarding Non-Compliance Issues

Madam/ Sir,

NCVET has identified significant non-compliance issues during its investigation conducted across recognised bodies or employee under its jurisdiction. These issues pertain to the failure to meet the mandated standards set forth in the _____ (agreement).

In light of these findings, NCVET is issuing a public warning to all concerned entities to address these discrepancies. The required corrective actions include, but are not limited to:

1. [Corrective Action 1]
2. [Corrective Action 2]
3. [Corrective Action 3]

These actions must be implemented no later than _____ [specific date]. Failure to comply with these directives by the stated deadline may lead to severe regulatory actions including financial penalties or further public disclosures.

For any communications regarding this matter, please contact _____ [Name of the SPOC] at _____ [Email ID]. NCVET expects _____ (Organization/ Employee) to adhere strictly to the guidelines of this warning and ensure timely resolution of the issues identified failing which NCVET reserves the right to take further action.

[Signature]
[Designation]

Proforma for intimation of Suspension order of the Recognized Body

BY REGD. POST /SPEEDPOST/COURIER

File No.

Government of India

National Council of Vocational Education and Training (NCVET)

Kaushal Bhawan

New Moti Bagh

New Delhi 110023

Dated:

To.

Name

Designation

Place

Sub: Show-cause Notice for Suspension of NCVET Recognition.

Dear Sir,

Prima facie it is found that addressee is guilty of committing ____ [mention the eventuality / misconduct or fraud or anything unethical] and, it has been decided to suspend the NCVET Recognition with ____ (Name of the body), for a period of six months effective from the date hereof.

Further, it is required to Show Cause in writing within 15 days from the date hereof as to why there should not be Banning of Recognition with ____ (Name of the body) and is debarred for a period of [mention the period] for the following reasons: (Give Reasons)

The response, if any, shall be accompanied by documents and documentary evidence upon which the respondent wishes to rely in support of their response. Failure to respond to this Show Cause Notice within the specified time and manner will result in the presumption that the respondent has no comments to offer, and proceedings will be conducted accordingly. Any response provided, along with the documents and documentary evidence submitted, shall be duly considered before arriving at a final decision.

Signature

Designation

Proforma for Immediate Suspension or De-recognition in the event of severe non-compliance

BY REGD. POST /SPEEDPOST/COURIER

File No.

Government of India

National Council of Vocational Education and Training (NCVET)

Kaushal Bhawan

New Moti Bagh

New Delhi 110023

Dated:

Sub: Immediate Suspension/De-recognition Order for _____ (Organization/ Employee)

WHEREAS, a Show Cause Notice was served on _____ (Organization/ Employee) vide letter No. _____ [Letter Number] dated _____ [Date of Show Cause Notice];

WHEREAS, the _____ (Organization/ Employee) has either failed to respond to the Show Cause Notice by the stipulated deadline or the responses and evidences provided have been found inadequate or unsatisfactory;

AND WHEREAS, considering the severity of non-compliance and the urgency of ensuring the integrity and credibility of the vocational education and training system;

IT IS HEREBY ORDERED that the recognition of _____ (Organization/ Employee) as an NCVET recognized body is immediately suspended/revoked effective from the date of issue of this Order.

FURTHER, it is decided that:

- The suspension/de-recognition is for an indefinite period until full compliance is demonstrated.
- _____ (Organization/ Employee) may file an appeal against this Order to the Appellate Authority within 15 days from the date of issue of this Order.

Signature
Designation

Common writing pitfalls

Some specific examples of the common writing pitfalls are:

- i. Word Choice
 - a. Pitfall: Redundant expressions
 - b. Incorrect: He repeated the same thing over and over again.
 - c. Correct: He repeated the same thing
 - d. Correction: Eliminate unnecessary words for clarity and conciseness.
 - e. Avoiding: Review of writing carefully to identify any phrases or expressions that contain unnecessary repetition.
- ii. Clarity and Consistency
 - a. Pitfall: Inconsistent tense usage.
 - b. Incorrect: Yesterday, she walks to the park, and today she will run.
 - c. Correct: Yesterday, she walked to the park, and today she will run.
 - d. Correction: Maintain consistent verb tenses within a sentence or paragraph.
 - e. Avoiding: Evaluation of tenses used in the sentence to remove inconsistency.
- iii. Sentence Structure:
 - a. Pitfall: Run-on sentences.
 - b. Incorrect: I went to the store I bought some groceries then I came home.
 - c. Correct: I went to the store, bought some groceries, and then came home.
 - d. Correction: Use appropriate punctuation or break sentences for clarity.
 - e. Avoiding: Thorough check of sentences once writing is completed.
- iv. Clichés and Overused Phrases - communication should be grammatically correct and sentences to be rechecked
 - a. Pitfall: Reliance on cliches.
 - b. Incorrect: At the end of the day, it is what it is.
 - c. Correct: Ultimately, it remains unchanged.
 - d. Correction: Use original and varied expressions to enhance writing.
 - e. Avoiding: Exploration of words or phrases that are synonymous to cliches.
- v. Ambiguity:
 - a. Pitfall: Vague pronoun references.
 - b. Incorrect: After talking to John, he said he would come over.
 - c. Correct: After talking to John, John said he would come over.

- d. Correction: Clearly identify the antecedent of pronouns to avoid confusion.
 - e. Avoiding: Evaluation of pronoun references each time.
- vi. Repetition:
 - a. Pitfall: Repetitive use of the same words.
 - b. Incorrect: The mountain was tall. It was a very tall mountain.
 - c. Correct: The mountain was tall. It stood at a considerable height.
 - d. Correction: Utilize synonyms and varied language for a more engaging style.
 - e. Avoiding: Usage of different terminologies as a practice.
- vii. Audience Consideration:
 - a. Pitfall: Overly complex language for a general audience.
 - b. Incorrect: The elucidation of this phenomenon necessitates a comprehensive epistemological examination.
 - c. Correct: To understand this, we need to thoroughly explore its underlying principles.
 - d. Correction: Tailor language to match the understanding of the target audience.
 - e. Avoiding: Always think of target audience before writing or communicating anything.

Barriers to Communication

The most common barriers to written and formal communication in official settings that should be avoided are mentioned below. To overcome the barriers to communication outlined, some solutions and practical tips are mentioned below:

- i. **Use of Complex language and Jargon:** Using overly complex language, technical jargon, or industry-specific terms that may not be understood by all readers can create barriers to comprehension.
 - a. **Solution:** Simplify language and avoid using technical terms or jargon. Use simple, clear, and concise language that is easily understandable by the intended audience
 - b. **Practical Tips:** Define technical terms, when necessary, use plain language, and tailor communication to the audience's level of understanding.
- ii. **Poor Organization:** Lack of proper organization and structure in written communication can make it difficult for readers to follow the message. Use headings, subheadings, bullet points, and clear transitions to organize information logically and enhance readability.
- iii. **Lack of Clarity:** Unclear or ambiguous writing can lead to misunderstandings and misinterpretations. Be specific, precise, and avoid vague or generalized statements. Clearly state the purpose, objectives, and key points of the communication.
- iv. **Overuse of Technical Details:** While technical details may be necessary in certain contexts, overloading the reader with excessive technical information can be overwhelming. Strike a balance by providing essential technical details while ensuring the overall message remains clear and accessible.
- v. **Poor Grammar and Spelling:** Grammatical errors, spelling mistakes, and punctuation errors can undermine the professionalism and credibility of written communication. Proofread carefully, use spell-check tools, and consider seeking feedback from others to ensure accuracy and correctness.
- vi. **Lack of Visual Aids:** Failing to include visual aids such as charts, graphs, tables, or diagrams when appropriate can make written communication less engaging and harder to comprehend. Use visuals strategically to illustrate key points, trends, or data.
- vii. **Inconsistent Formatting:** Inconsistent formatting, font styles, font sizes, margins, and alignment can distract readers and diminish the overall quality of written communication. Maintain consistency in formatting throughout the document for a professional appearance.
- viii. **Ignoring Audience Needs:** Not considering the needs, preferences, and expectations of the audience can result in communication that is not relevant or impactful. Tailor your written communication to the audience's background, knowledge level, interests, and expectations.

- ix. **Lack of Feedback Mechanisms:** Failing to provide opportunities for feedback or clarification can prevent effective two-way communication. Encourage feedback, questions, and suggestions from readers, and be responsive to inquiries or concerns.
- x. **Legal and Compliance Issues:** Neglecting legal requirements, compliance standards, or organizational policies in written communication can lead to legal liabilities or misunderstandings. Ensure that written communication adheres to relevant laws, regulations, and internal guidelines.
- xi. **Lack of Attention, Interest, Distractions, or Irrelevance:**
 - a. **Solution:** Capture the audience's attention and make the message relevant.
 - b. **Practical Tips:** Use engaging visuals, storytelling techniques, and address the audience's needs or interests directly.
- xii. **Differences in Perception and Viewpoint:**
 - a. **Solution:** Foster empathy and understanding of different perspectives.
 - b. **Practical Tips:** Practice active listening, seek clarification, and acknowledge diverse viewpoints respectfully.
- xiii. **Physical Disabilities:**
 - a. **Solution:** Accommodate for physical disabilities and ensure accessibility.
 - b. **Practical Tips:** Provide alternative communication methods for those with hearing problems or speech difficulties, such as written materials or sign language interpreters.
- xiv. **Physical Barriers to Non-verbal Communication:**
 - a. **Solution:** Compensate for the lack of visual cues by using clear verbal communication.
 - b. **Practical Tips:** Describe non-verbal cues verbally, use descriptive language, and focus on tone of voice and articulation.
- xv. **Language Differences and Accent Understanding:**
 - a. **Solution:** Facilitate understanding through clear and simplified language.
 - b. **Practical Tips:** Speak slowly and clearly, avoid complex sentence structures, and encourage open communication for clarification.
- xvi. **Expectations and Prejudices:**
 - a. **Solution:** Challenge assumptions and promote open-mindedness.
 - b. **Practical Tips:** Encourage active listening without preconceived notions, address biases openly, and clarify any misconceptions through dialogue.