

NSR Usage Experience Feedback Form

Please indicate your opinion / experience on following attributes relating to your NSR registration and usage on a scale of 1 to 4 as per following legend

(Your Rating: 1 - Poor 2 - Average 3 - Good 4 - Very good)

In case you have not used any particular service or do not have any feed-back in any area, you may leave it blank

(In addition to the rating, we encourage you to offer your views regarding your opinion / experience, it could also be a suggestion that you feel, may better the service)

| | | Average | Median | Mode |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------|------|
| 1 | <i>You would have received some communication / letter / email from your present employer company / your prospective employer company; informing you to register for NSR.</i> | | | |
| 1.a | Were you aware of NSR concept before you received this communication (Yes/No) | 2.44 | 3 | 3 |
| 1.b | Did you find this communication adequate to understand NSR concept, relevance and usefulness | 3.06 | 3 | 3 |
| 1.c | Did this explained the process to be followed i.e. steps to be taken by you to complete your NSR registration and was this explanation adequate | 3.26 | 3 | 3 |
| 1.d | Did this really encouraged you to go and do it because it is a good initiative that helps the industry and protects the honest industry employees | 3.48 | 4 | 4 |

Your Suggestions (if any)

Few individuals gave feedback that they strongly feel this initiative will filter unscrupulous candidates with false information on their profiles and will be a big blessing for the recruiting companies. Some recommended that the registration has to be made mandatory and all companies should participate. While some of them have mentioned that NSR is an excellent initiative

| | NSR website | Average | Median | Mode |
|---------------|-----------------------------------------------------------------------|---------|--------|------|
| 2.a | How you found the look and feel, ease of navigation of NSR website | 3.15 | 3 | 3 |
| 2.b | <i>Convenience in finding the information required on NSR website</i> | | | |
| 2.b.i | FAQs | 3.12 | 3 | 3 |
| 2.b.ii | Point of Service (POS) Locations | 3.19 | 3.00 | 3.00 |

| | | Average | Median | Mode |
|---------|------------------------------------------------------------------------------------------------|---------|--------|------|
| 2.b.iii | Links for registration | 3.28 | 3 | 3 |
| 2.c | Availability / usefulness of answers to your queries on NSR website in the FAQs, Query section | 3.02 | 3 | 3 |

Your Suggestions (if any)

Only one individual felt that POS centres should be increased

| 3 How was your website registration experience: | | Average | Median | Mode |
|-------------------------------------------------|---------------------------------------------------------------------------------------------|---------|--------|------|
| 3.a | Error alerts and guidance available for filling-up the information | 3.19 | 3 | 3 |
| 3.b | Time taken to complete the profile creation | 3.04 | 3 | 3 |
| 3.c | Technical problems, if any | 2.83 | 3 | 3 |
| 3.d | If online payment mode used, experience in making online payment | 2.96 | 3 | 3 |
| 3.e | Clarity of email message received after completion of website registration about next steps | 3.37 | 3 | 4 |

Your Suggestions (if any)

| 4 Submission of Finger-prints at a Point of Service location (POS) | | Average | Median | Mode |
|--------------------------------------------------------------------|--------------------------------------------------------------------|---------|--------|------|
| 4.a | Availability of POS location | 3.06 | 3 | 3 |
| 4.b | Answers provided to your queries by the POS team | 3.20 | 3 | 3 |
| 4.c | Time taken to complete the finger-print submission by the POS team | 3.37 | 3 | 4 |
| 4.d | General conduct and behavior of POS team | 3.38 | 3 | 3 |

Your Suggestions (if any)

| 5 Completion of your NSR registration | | Average | Median | Mode |
|---------------------------------------|---------------------------------------------------------------------------------------------------------|---------|--------|------|
| 5.a | Promptness of issuing your NSR registration number (ITPIN) after submission of finger-prints to the POS | 3.39 | 3 | 4 |
| 5.b | Clarity of email message received after generation of ITPIN about accessing your profile and next steps | 3.37 | 3 | 4 |
| 5.c NSR ITPIN card | | | | |
| 5.c.i | Time taken to receive your card | 2.91 | 3 | 3 |
| 5.c.ii | Usefulness of the card | 3.10 | 3.00 | 3.00 |

(Please indicate, do you consider it important to receive a physically printed card OR an electronic image of the card sent to your email ID would be good enough) - Indicate "P" for Physical card or "E" for electronic image

| Average | Median | Mode |
|---------|--------|------|
| | P | P |

Your Suggestions (if any)

| 6 | Using your NSR profile | Average | Median | Mode |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|--------|------|
| 6.a | Importance of keeping your NSR profile updated felt by you | 3.23 | 3 | 3 |
| 6.b | Ease of logging in your NSR profile | 3.17 | 3 | 3 |
| 6.c | Convenience in updating / modification of your NSR profile (guidance tour to facilitate and demonstrate this is available on NSR website https://nationalskillsregistry.com/nasscom/pageflows/itp/itpTransactions/itpTransactionsController.jsp) | | | |
| 6.c.i | Forgot ITPIN | 3.15 | 3 | 3 |
| 6.c.ii | Forgot Login ID | 3.15 | 3 | 3 |
| 6.c.iii | Forgot Login password | 3.12 | 3 | 3 |
| 6.c.iv | Forgot Transaction password | 3.11 | 3 | 3 |
| 6.d | Appearance of your NSR profile | 3.08 | 3 | 3 |
| 6.e | Convenience in updating / modification of your NSR profile (guidance tour to facilitate and demonstrate this is available on NSR website) | 3.17 | 3 | 3 |
| 6.f | Ease of authorizing companies to view / access your NSR profile | 3.15 | 3 | 3 |

Your Suggestions (if any)

| 7 | Assistance from NSR help desk (phone / mail) for your query | Average | Median | Mode |
|-----|--------------------------------------------------------------------------------|---------|--------|------|
| 7.a | Visibility of help desk (email ID / contact number) information on NSR website | 3.10 | 3 | 3 |
| 7.b | Time taken to respond to your queries | 3.05 | 3 | 3 |
| 7.c | Adequacy and usefulness of the response given as a resolution | 3.10 | 3 | 3 |

Your Suggestions (if any)

| 8 | Having registered and participated in NSR, your rating on usefulness of NSR in following areas | Average | Median | Mode |
|-----|------------------------------------------------------------------------------------------------|---------|--------|------|
| 8.a | Providing unique identity to all industry employees | 3.55 | 4 | 4 |
| 8.b | Providing a credible industry profile for reference by industry and its clients | 3.45 | 4 | 4 |
| 8.c | Making background verification process transparent, efficient, standardized and cost effective | 3.45 | 4 | 4 |

Your Suggestions (if any)

Verbatim replies to the questions

A) What are your expectations from NSR?

- NSR collects the information about individual in the industry, doing background verification and thus enhances credibility.
- Verification done once and used thereafter. So reduces time and issuing authentication.
- Valuation must be made in fair way.
- Make more companies join you with your ideas in helping us to project to them with our IT skill set.
- More companies and professionals should be included.
- It would be of use in differentiating a person with IT background from a non-IT one and make a person's job switch an easy process in terms of verification of the documents by the prospective employer.
- Since the data displayed is highly sensitive in nature, NSR should ensure that any part of the information is not misused by any organisation. Hence only authenticated organizations must be able to view the information.
- It provides a unique identity to all the professionals who have registered. It would help the companies to differentiate between a genuine employee and a fraud.
- Globalised access is useful.
- Should be used by all the companies. Then it will prove worthy
- Spread awareness as much as possible



- Keep the security up to date and provide correct information
- Very Good
- To build a strong network of professionals and connect them together. If career opportunities could also be advised, would be great.
- To safe guard the interest of IT employees
- To spread the correct employee profile across the market
- Background verification should be cost effective
- Easier job opportunities for all job searchers
- It was good pool of IT professional and will help finding good opportunity for desired candidates
- It's good for all the employees but background verification should be done within a month so that we get good feedback from the present company if you delay in doing this it's not good for the new employee.
- Good job for my future
- To also assist in finding right jobs for right people
- It's very difficult and time consuming to search for companies through. There should be a separate indicative list of all companies rather than searching each by keywords.

B) Do you have any concerns about NSR (conceptual / technical / operational) Please State?

Only 1 person gave the feedback that a technical person should be in touch with the KPs registering themselves and elaborate on the importance of registering on NSR.

C) Would you recommend your friends / relatives working in the industry to register for NSR?

Individuals who gave feedback said that they would definitely recommend their friends and relatives for registering in NSR. Infact some have already recommended individuals from the industry to register themselves.