

UID AUTHORITY OF INDIA

First Mile Logistics

Version 0.7

Process Owner: Ashok Pal Singh, Deputy Director General

Release Date:

First Mile Logistics Document is for the use of Enrolment Agencies and CIDR. This document will work as a process aid and guideline for them in transfer of Demographic and Biometric Data from Enrolment Agency to CIDR for de-duplication and UID generation.



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FM.2 Document Control

FM.2.1 Document Statistics

Type of Information	Document Data
Title	First Mile Logistics
Document Revision #	0.7
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FM.2.2 Revision History

Version No	Revision Date	Nature of Change	Initiated By	Date Approved	Date Released
0.1	June 11	Initial Draft	Cheistha		
0.2	June 15	Assumption on which few critical steps were based	Mayank Pramod		
0.3	June 18	Formatting & language Incorporating guidelines, standards and formats Goal Metrics Alignment	Deepti		
0.4	July 15	Automated Steps & other inputs from workshop with DG	Workshop members		
0.5	August 1	Process refining	Mayank		
0.6	August 9	Registrar relevant portions added	Mayank		
0.7	August 19	Option of choosing the carrier for the envelope included	Mayank		
1.2	November 9	Process step for sending Memory Stick updated with CIDR Address	Mayank		

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FM.2.3 How to Read This Document

This process document is organised into below sections:

1. Process Overview

- a) **Goals and Objectives:** The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.
- b) **Scope:** This section lists the key activities covered in this process document.
- c) **Prerequisites for Process:** This section lists criteria that need to be fulfilled before the enrolment process covered in the scope of this document begins.
- d) **End of Process:** This section informs what is the output of the Resident Enrolment Process.

2. Process Details




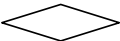


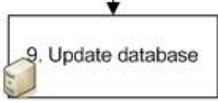
- a) **Process Flowcharts:** Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by-step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.
- b) **Process Description:** Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.

3. Annexure

- a) **Standards and Guidelines:** This section describes the standards recommended by UIDAI that need to be referred to during the enrolment process. Guidelines are provided to streamline the processes and help achieve better quality output.
- b) **Formats, Templates & Checklists:** This section consists of sample formats of various forms and checklists used in the scope of this process.

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	Signifies Start /End of Process
	Signifies Activity/Task
	Signifies an off page reference of a Sub Process
	Signifies a Decision Box
	Signifies a Reference to either a Guideline(G), Form(F) or Quality Check point (Q) depending on the text used inside the circle
	Signifies an external process being referred
	Signifies an automated step requiring no human intervention

FM.2.5 Abbreviations used

- UID - Unique Identification
- UIDAI - Unique Identification Authority of India
- KYR - Know Your Resident
- KYR+ - Fields required in addition to KYR fields required by the Registrars
- NGO - Non Government Organisation
- CSO - Civil Society Outreach
- Carrier - The Selected Courier for Delivery of Envelope

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FM.3 Process Overview

FM.3.1 Goals & Objectives

This document is intended to provide detailed guidelines for the secure and quick transfer of demographic and biometric data collected by the enrolment agencies to the CIDR, for the purpose of de-duplication and UID generation.

The objective is to provide direction to Enrolment Agencies and CIDR for the purpose of secure and consistent data flow, for efficient generation of UID numbers. After the data has been successfully captured at enrolment stations, it must be transferred to CIDR for de-duplication and UID generation as effectively and efficiently as possible.

FM.3.2 Scope

The scope of this process includes:

- Ensuring quick and effective transfer of manifest of the enrolment data, electronically from enrolment station to CIDR
- Ensuring physical transfer of memory stick carrying enrolment data from the enrolment agency to CIDR

FM.3.3 Prerequisites for the Process

- There are pre-decided envelopes
- There are sealed Memory sticks with enrolment agencies, to be dispatched for delivery
- The criterions specified for connectivity in EA, for electronic update to CIDR are fulfilled

FM.3.4 End of Process

- The data has reached CIDR, and the corresponding back up with Enrolment Station has been deleted

FM.3.5 Roles & Responsibilities

Role	Organization	Responsibilities
Enrolment Station Supervisor / Operators	Enrolment Agency	<ul style="list-style-type: none"> • Export data to the memory stick through the client software • Seal the memory stick as per the guidelines issued by UIDAI • Maintain back up of the data transferred in the memory stick. • Dispatch sealed envelope for delivery to CIDR • Send electronic update to CIDR as and when package is handed over to Carrier, with the manifest • Connect to CIDR online, preferably once everyday otherwise once every alternate day • Send back up to CIDR as and when asked to
Carrier	Carrier	<ul style="list-style-type: none"> • Take sealed memory stick envelopes from EA and deliver it to CIDR in a safe and secure manner • Procure acknowledgement from CIDR on delivery of the package

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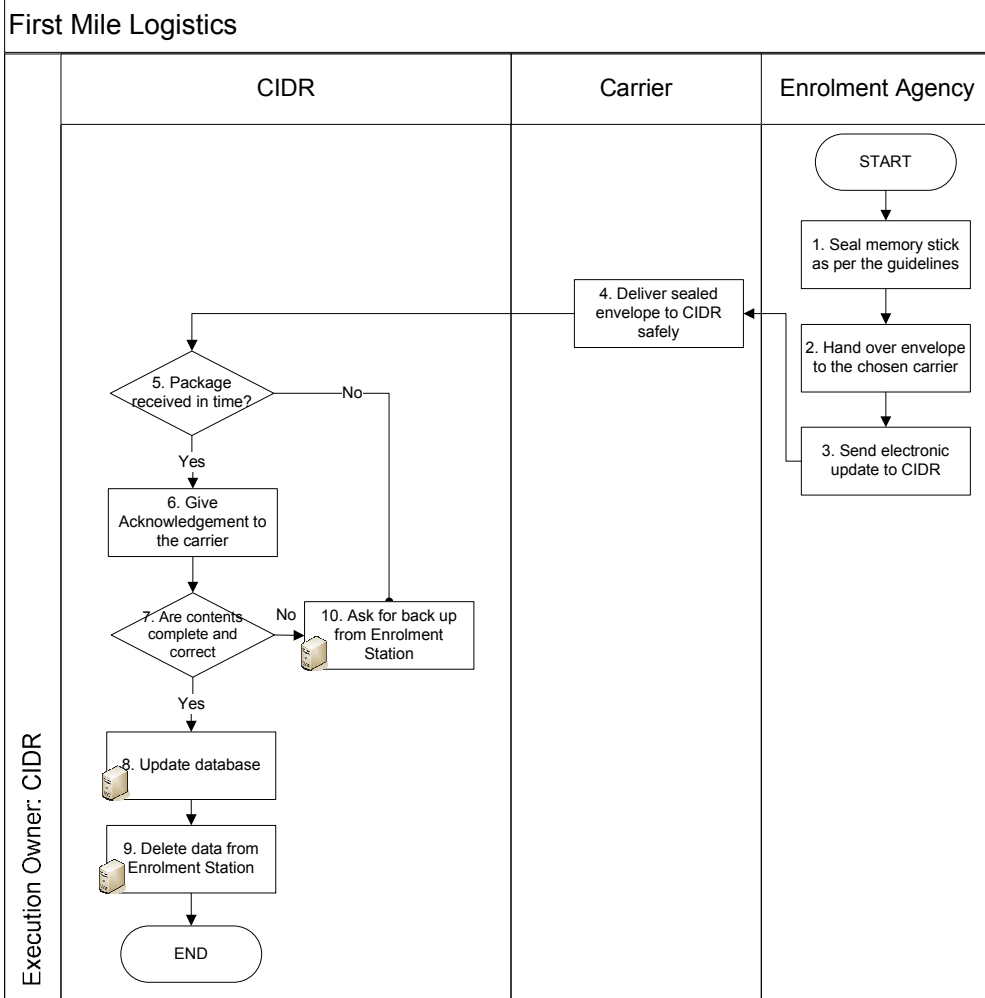


Role	Organization	Responsibilities
UIDAI/ CIDR point of contact	UIDAI	<ul style="list-style-type: none">• Check if envelope is not tampered with, before giving acknowledgement to the carrier• Check for completeness and correctness of content received• Ask from Enrolment Station the backup in case of data loss (Automatic)• Delete back up from Enrolment Station's system on successful receipt of memory stick (Automatic)

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FM.4 Process Details
FM.4.1 First Mile Logistics Process Flow



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FM.4.2 First Mile Logistics Process Description

S.No	Step	Responsibility	Reference
	<p>START</p> <p>As and when the enrolment agency has exported data to the memory stick, proceed to (1)</p>		
1.	<p>Seal memory stick as per guidelines</p> <p>The enrolment agency seals and packs a memory stick in the envelope before handing it over to the post office for the purpose of delivery to CIDR. The enrolment agency can decide to either pack each memory stick of every enrolment station in different envelopes or pack them together.</p> <p>As and when the enrolment agency has sealed the memory stick in an envelope (with pre-printed barcode), and set it out to hand over to the post office, proceed to (2). Address to which memory stick is to be sent:</p> <p>UIDAI CIDR, Third Floor, C/o Bharati Airtel Emerald Data Centre, 111-112, Road No 7, EPIP Industrial Area, Opp Sai Baba Hospital, Whitefield, Bangalore 560066. Tel 080-32536112/3</p> <p>Details of the procedure have been enlisted in the "To-Do for Operator", the annexure.</p>	Enrolment Agency	F.M.5.1.1
2.	<p>Hand over envelope to the chosen carrier</p> <p>As soon as the envelope is sealed as the guidelines, the envelope must be dispatched for delivery to CIDR, through any carrier that the enrolment agency may choose.</p> <p>It is the responsibility of the enrolment agency to ensure that the memory stick reaches CIDR without getting tampered.</p>	Enrolment Agency	



S.No	Step	Responsibility	Reference
3.	<p>Send electronic update to CIDR</p> <p>To enable CIDR to check for the correctness and completeness of the data in the memory stick, well in advance, the CIDR must be updated with the following as soon as memory stick is dispatched:</p> <p><u>-Manifest</u></p> <p>Each Memory Stick must have a manifest with the list of Enrolment Numbers for the enrolments contained within that Memory Stick.(Automatic)</p> <p>To make this update, the enrolment station must be connected to CIDR online at least once in two days. However everyday connectivity is preferred.</p>	Enrolment Agency	
4.	<p>Deliver sealed envelope to CIDR safely</p> <p>As and when the enrolment agency hands over the envelope to the carrier, the carrier must ensure that the envelope reaches CIDR in time and in secure condition.</p>	Carrier	
5.	<p>Package received in time?</p> <p>From the date of receiving the update Enrolment Agency, if the package isn't received by CIDR with 10 days, proceed to (10). If it is received in time, proceed to (6).</p>	CIDR	
6.	<p>Give Acknowledgement to the carrier</p> <p>The person collecting the envelope at CIDR must check if the envelope has been tampered or not. If the envelope has been tampered, backup must be asked for after checking the contents of the memory stick therein, if required.</p>	CIDR	
7.	<p>Are contents complete and correct?(Automatic)</p> <p>Once the package is received in received in time and acknowledged for, each memory stick's contents must be checked against their manifest received in (3). Since the manifest is a list of enrolment numbers contained in the drive, the check is for:</p> <p>-Completeness of data by mapping against number of enrolment numbers.</p> <p>-Correctness of data by checking the demographic and biometric details contained under each enrolment number.</p> <p>If the data is conforming to the details of the manifest in (3), proceed to (8). If it is not conforming to the manifest details, proceed to (10).</p>	CIDR	

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S.No	Step	Responsibility	Reference
8.	Update database(Automatic) After a positive verification in (7), all ERNs successfully accepted must be updated against in the database of CIDR.	CIDR	
9.	Delete data from Enrolment Station(Automatic) The enrolment station must get connected to CIDR online everyday preferably. If not, connectivity at least once every alternate day must be established. The moment CIDR recognises the Enrolment Station codes on establishing connection; it will delete all data residing in the station which has been successfully delivered at CIDR.	CIDR	
10	Ask for back up from Enrolment Station(Automatic) For data not successfully reached CIDR, the enrolment station will get an intimation to send a back up. The backup has to be sent in a memory stick in the same manner as above.	CIDR	FM.5.1.1
	END As and when, the Memory Stick is successfully received at CIDR and the accepted data at the enrolment station has been deleted, the first mile logistics process end.		



FM.5 Annexure

FM.5.1 To-Do for Operator

To-Do for Operator

First Mile refers to the transfer of digitized enrolment data from the enrolment station to the CIDR of the UIDAI.

In this document, the data transfer is taking place through memory sticks via Post. The data can be transferred using data pipes as well, details of which shall be subsequently documented.

Enrolment Agency

<u>Activity</u>	<u>Who performs the activity</u>	<u>Requirements for fulfillment of the activity</u>	<u>Caution</u>
Exporting Data from Laptop to Memory Stick			
1. Connect memory stick to the laptop 2. Export data to a memory stick through the client software	Operator	1. Memory Stick as per the specifications laid down by UIDAI (4 GB)	Do not use CDs or DVDs incase memory sticks are out of stock Do not disturb the data structure on the laptop
Packaging the Memory Stick			
1. Seal memory stick in an envelope 2. Put pre-printed stickers of the carrier on the envelope 3. Put pre-printed address slips	Operator	1. Stationery- Scissor, Tape, Envelope 2. Memory Stick loaded with enrolment data 3. Pre-printed address stickers	An operator can put multiple flash drives into one envelope
Booking the envelope at the chosen carrier			
Variable, as per the carrier chosen by the Enrolment Agency			
Connecting online to CIDR(* Critical : Read carefully)			
1. Connect laptop to internet. Carry to the nearest point of connectivity if needed.	Operator	1. Laptop and accessories 2. Activated data card	Connect minimum once in two days.

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<p>2. Connect to CIDR, for the following automated steps:</p> <p>i) A manifest is uploaded to CIDR. This is a list of all enrolment data added since last connection. It informs CIDR in advance what data to expect.</p> <p>ii) For the data records successfully received at CIDR, the process for deletion of such data residing at the enrolment station is triggered automatically.</p> <p>iii) In cases where there is problem with data records received from this enrolment station, a fresh instruction for EXPORTING this data again is generated automatically.</p>		<p>Preferably once everyday.</p>
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In case of any queries, the enrolment agencies can call on AADHAAR Helpline on the number **1800-180-1947**.

This helpline provides technical assistance. Keep your four-digit UNIQUE ENROLMENT AGENCY NUMBER ready for easy access.

FM.5.2 Guidelines

FM.5.2.1 Cases where back up data may be required

CIDR may ask for a backup for data in the following cases:

1. Loss of memory stick, checked against the tagging on the manifests
2. Loss of data in the memory stick, checked against the manifest
3. Corrupted data in the memory stick checked against the manifest
4. Delay in receipt of package from the day of dispatch, above 10 days

FM.5.3 Formats

NA

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FM.6 Process Controls

FM.6.1 Responsibility Matrix

Activity	UIDAI /CIDR	Enrolment Agency
Seal memory sticks for secure delivery	-	A, R
Maintain adequate reports while handing over memory stick to the post office	I	A,R
Pack and dispatch memory stick	I	A,R
Check contents of the package and the memory stick	A, R	C
Extract for back up	A,R	I
Give acknowledgement from CIDR to the carrier	A, R	I
Delete back up	A.R	I
Maintain track and trace reports	A, R	R
A – Accountable R – Responsible C – Consulted I – Informed		

FM.6.2 Quality Check Points

Step	Documents / Proofs	To be Maintained By
Maintain reports for track and trace (Enrolment Agency)	Checklist for the reports maintained by the EA, generated by UIDAI Records submitted to registrar by the enrolment agency	Enrolment Agency Registrar
Electronic update sent to CIDR(via an upload on the online database) as and when the package is handed over to the post office	Checklist and format specified for the electronic update for the enrolment agency by UIDAI	Enrolment Agency
Contents checked on being received at CIDR	Inventory update sent by the enrolment agency Manifest update sent by the enrolment agency	CIDR
Back up sent from enrolment agency to CIDR	Electronic intimation from CIDR to the enrolment	Enrolment Agency

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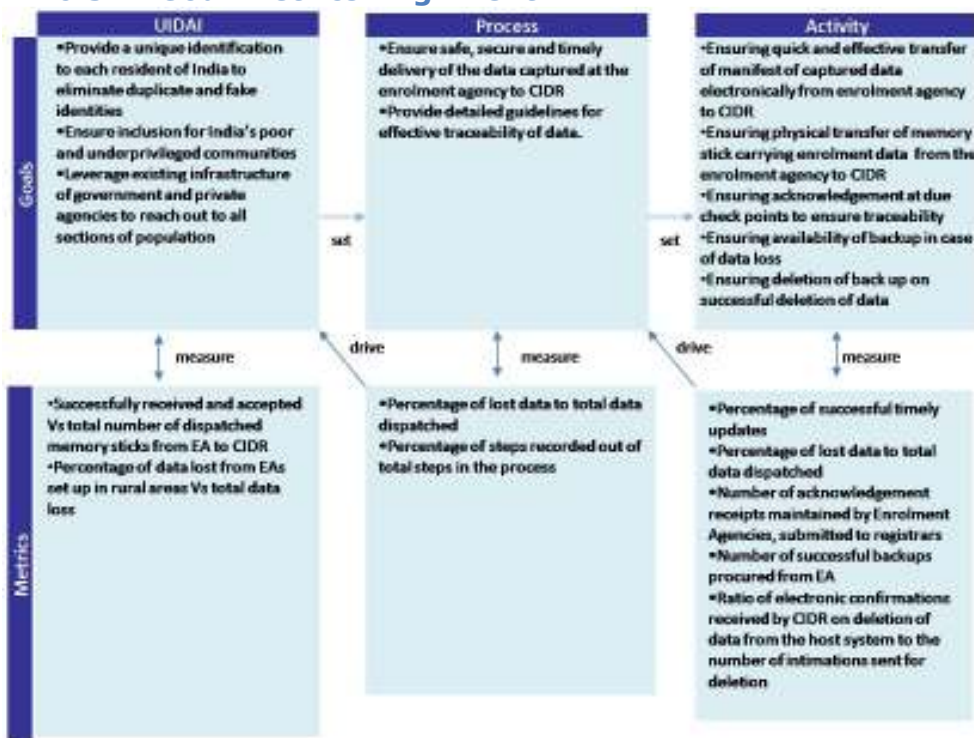


UID Authority of India in case of data loss	Agency	
Generation of new manifest while transferring back up on a memory stick for delivery to CIDR	Guidelines, specifying flagging is done for each manifest for the back up against the original dispatch	UIDAI Enrolment Agency
Intimation for deletion of back up as and when data is procured successfully at CIDR	Guidelines specifying the mechanism for the same	UIDAI

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FM.6.3 Goal-Metrics Alignment



FM.6.4 Metrics Definition

S. No	Metric	Level	Definition	Target
1.	Percentage of successful timely updates	Operational	(Number of acknowledgements given by CIDR to Carrier ÷ Number of acknowledgements given by Carrier to Enrolment Agencies) x 100	--TBD--
2.	Percentage of lost data to total data dispatched	Operational	(Number of acknowledgements given by Carrier to Enrolment Agencies - Number of acknowledgements given by CIDR to Carrier) ÷ (Number of acknowledgements given by CIDR to Carrier) x 100	--TBD--
3.	Number of acknowledgement receipts maintained by EA	Operational	Record sheet, cross verified by registrar	--TBD--

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S. No	Metric	Level	Definition	Target
4.	Successfully received & accepted Vs total number of dispatched memory sticks from EA to CIDR	Executive	Number of acknowledgements given by CIDR to Carrier ÷ Number of acknowledgements given by Carrier to Enrolment Agencies	--TBD--

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