

Responsibility	Dos	DON'TS
Enrolment Agency	Ensure a standard process of operator on-boarding: Enrol operator, Train & Certify operator, Register & activate operator in EA Admin portal	Do not use one password for multiple set of Operator IDs.
	Activate legacy cases in consultation with SIFY/CIDR	No two Operators should have same Operator ID (User code).
	Update enrolment number in Sify portal for all operators employed	Avoid force capture of biometrics of operators/supervisor.
	Ensure operator name matches with the name recorded at the time of Aadhaar enrolment	Uncertified operator/supervisor should not be deployed.
	The 14 digit EID number should be correctly entered without any mistake.	
	Ensure operator packets are uploaded in 'operator' folder created in SFTP inbox of the EA.	
	Ensure proper training of operators including device specific training with the help of device vendors.	
	Facilitate proper seating to ensure operator so as to enable recording of quality data.	
	Set up 'Help Desk' to ensure crowd & time management and address residents' queries.	
	Make available at least one laptop back-up at each enrolment centre.	
	Collect and clean Pre enrolment data to save enrolment time at centre.	
	Deploy only UIDAI approved biometric devices. Ensure all equipment required for enrolment are provided at the enrolment centres.	Do not Compromise on the Standard of equipment deployed at enrolment stations.
	Sensitise the Supervisor /operator on the importance of capturing their finger prints clearly at the end of each enrolment.	
	Ensure valid machine code.	
EA Supervisor	Follow prescribed processes and guidelines.	Do not allow an Operator/Supervisor to sign off an enrolment on behalf of another.
	Ensure proper layout of the enrolment Station: height of table, positioning of devices, position of the resident vis-à-vis the operator, lighting and position and tautness of the white background.	
	Complete End of Day Review of enrolments	
	Arrange to call residents for correction of packets put on hold	
	File, back up and store enrolment data as per UIDAI guidelines	
	Sign off all biometric exception cases after due diligence.	

EA Operator	Login with your own Operator ID in Aadhaar client and log off the application when going away from the seat so that no one else can use your login window for enrolments	Do not allow anyone else to sign for an enrolment that you have done.
	Make sure that the station layout is convenient for you as well as the Resident. The preferred layout is where Resident sits at 90 degrees to the Operator.	Do not sign for enrolments done by others.
	Brief the enrolment process to resident before and during enrolment to put the resident at ease and facilitate data capture	Leave those <u>non-mandatory fields blank</u> where no data is provided by resident. Do not enter N/A, NA etc. in fields where Resident has not provided any data.
	Ensure correct illumination and white background during photo capture to avoid shadows and reflections in picture. Visually check the image for quality and for typical problems.	
	Tablelamp used for facial image capture should be <u>switched off during iris capture</u> .	
	Must review actionable feedback for all biometric capture failures and take corrective action based on feedback on subsequent attempt(s).	
	Use a lint free cloth periodically to clean the platen of the finger print device	
	Review Data captured with resident. Read out if Resident is not able to read. Make sure spellings of Name, gender ,address ,relationship details are correct.	
	Give your own fingerprint at the end of enrolment. Make sure that the FP given is good quality. Although any fingerprint is OK, it is advisable to use either thumb or index finger of either hand for sign off. Use the Indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device.	
	Be patient during enrolment and be courteous to resident	