

# Summary Report of Operator and Enrolment Agency Performance based on revised methodology for enforcing process guidelines and data quality

Monthly Performance based review of Operators (Bangalore)				
Report Number	Policy Clause reference	Description	Count	Number of Cases
OPPR-1	Clause 7.2 Table-6 Sr. No. 1	Cumulative errors on account of Demographic Error (DE) cases are 30 <50	208	7642
OPPR-2	Clause 7.2 Table-6 Sr. No. 1	Cumulative errors on account of Demographic Error (DE) cases are 50 or more	119	9816
OPPR-3	Clause 7.2 Table-6 Sr. No. 2	Cumulative errors on account of Biometric Error I (BE-I) cases are 1<5	8	10
OPPR-4	Clause 7.2 Table-6 Sr. No. 2	Cumulative errors on account of Biometric Error I (BE-I) cases are 5 or more	0	0
OPPR-5	Clause 7.2 Table-6 Sr. No. 3	Cumulative errors on account of Biometric Error II (BE-II) cases are 50<75	0	0
OPPR-6	Clause 7.2 Table-6 Sr. No. 3	Cumulative errors on account of Biometric Error II (BE-II) cases are 75 or more	0	0
OPPR-7	Clause 7.2 Table-6 Sr. No. 4	Cumulative errors on account of Biometric Error III (BE-III) cases are 75<100	3	241
OPPR-8	Clause 7.2 Table-6 Sr. No. 4	Cumulative errors on account of Biometric Error III (BE-III) cases are 100 or more	0	0
OPPR-9	Clause 7.2 Table-6 Sr. No. 5	Cumulative errors on account of Picture of Picture (PoP) cases are 1<5	104	150
OPPR-10	Clause 7.2 Table-6 Sr. No. 5	Cumulative errors on account of Picture of Picture (PoP) cases are 5 or more	9	74
OPPR-11	Clause 7.2 Table-6 Sr. No. 6	Cumulative errors on account of Un-Parliamentary cases are 1< 5	2	2
OPPR-12	Clause 7.2 Table-6 Sr. No. 6	Cumulative errors on account of Un-Parliamentary cases are 5 or more	0	0
OPPR-13	Clause 7.2 Table-6 Sr. No. 6	Cumulative errors on account of Human photo Missing cases are 1<5	0	0
OPPR-14	Clause 7.2 Table-6 Sr. No. 6	Cumulative errors on account of Human photo Missing cases are 5 or more	6	342

Monthly performance review of Enrolment Agencies				
Report Number	Policy Clause reference	Description	Count	Number of Cases/Percentage
MEAPR-1	Clause 6.1 Table-4 Sr. No. 1	Cumulative counts of delayed packets on which amount has been with held exceeds 3% of the total Aadhaar Generated in the months pertaining to the EA.	19	1625/4.02%
MEAPR-2	Clause 6.1 Table-4 Sr. No. 1	Cumulative counts of delayed packets on which amount has been with held exceeds 5% of the total Aadhaar Generated in the months pertaining to the EA.	39	9218/26.49%
MEAPR-3	Clause 6.1 Table-4 Sr. No. 2	Cumulative counts of Lost Packet exceeds 3% of the total Aadhaar Generated in the month pertaining to the EA.	29	12256/3.80%
MEAPR-4	Clause 6.1 Table-4 Sr. No. 2	Cumulative counts of Lost Packet exceeds 5% of the total Aadhaar Generated in the month pertaining to the EA.	92	32112/112.58%
MEAPR-5	Clause 6.1 Table-4 Sr. No. 3	Cumulative counts of Demographic Errors exceeds 1% of the total enrolments checked in the months pertaining to the EA out of the total enrolment done in that block by the EA.	77	17349/1.79%
MEAPR-6	Clause 6.1 Table-4 Sr. No. 3	Cumulative counts of Demographic Errors exceeds 3% of the total enrolments checked in the months pertaining to the EA out of the total enrolment done in that block by the EA.	66	18621/25.55%

MEAPR-7	Clause 6.1 Table-4 Sr. No. 4	Commulative Operator Performance - 5% of operators and minimum 15 operators suspended/blacklisted during period under review	2	40/21.97%
MEAPR-8	Clause 6.1 Table-4 Sr. No. 4	Commulative Operator Performance - 8% of operators and minimum 25 operators suspended/blacklisted during period under review	NA	NA
MEAPR-9	Clause 6.1 Table-4 Sr. No. 4	Commulative Operator Performance - 10% of operators and minimum 30 operators suspended/blacklisted during period under review	NA	NA

Half Yearly performance review of Enrolment Agencies				
Report Number	Policy Clause reference	Description	Count	Number of Cases/Percentage
HEAPR-1	Clause 6.1 Table-4 Sr. No. 1	Cumulative counts of delayed packets on which amount has been with held exceeds 3% of the total Aadhaar Generated in a block of six months pertaining to the EA.	NA	NA
HEAPR-2	Clause 6.1 Table-4 Sr. No. 1	Cumulative counts of delayed packets on which amount has been with held exceeds 5% of the total Aadhaar Generated in a block of six months pertaining to the EA.	NA	NA
HEAPR-3	Clause 6.1 Table-4 Sr. No. 2	Cumulative counts of Lost Packet exceeds 3% of the total Aadhaar Generated in a block of six months pertaining to the EA.	NA	NA
HEAPR-4	Clause 6.1 Table-4 Sr. No. 2	Cumulative counts of Lost Packet exceeds 5% of the total Aadhaar Generated in a block of six months pertaining to the EA.	NA	NA
HEAPR-5	Clause 6.1 Table-4 Sr. No. 3	Cumulative counts of Demographic Errors exceeds 1% of the total enrolments checked in a block of six months pertaining to the EA out of the total enrolment done in that block by the EA.	NA	NA
HEAPR-6	Clause 6.1 Table-4 Sr. No. 3	Cumulative counts of Demographic Errors exceeds 3% of the total enrolments checked in a block of six months pertaining to the EA out of the total enrolment done in that block by the EA.	NA	NA
HEAPR-7	Clause 6.1 Table-4 Sr. No. 4	Commulative Operator Performance - 5% of operators and minmum 15 operators suspended/blacklisted during period under review	NA	NA
HEAPR-8	Clause 6.1 Table-4 Sr. No. 4	Commulative Operator Performance - 8% of operators and minmum 25 operators suspended/blacklisted during period under review	NA	NA
HEAPR-9	Clause 6.1 Table-4 Sr. No. 5	Commulative Operator Performance - 10% of operators and minmum 30 operators suspended/blacklisted during period under review	NA	NA

**OPPR (Operator Performance Report)**  
MEAPR (Monthly Enrolment Agency Performance Report)  
HEAPR (Half Yearly Enrolment Agency Performance Report)