

## **Supervisor's Roles and Responsibilities**

### **Who is a Supervisor and what are his/her qualifications?**

A Supervisor is employed by an Enrolment Agency to operate and manage enrolment centres. It is mandatory to have one Supervisor at each Enrolment Centre. To qualify for this role, the person should satisfy the following criteria:

- a. The person should be of age 18 years and above.
- b. The person shall be 10+2 pass and should preferably be a graduate
- c. The person should have a good understanding and experience of using a computer
- d. The person should preferably have prior experience of working in Aadhaar Enrolment program

Before starting work as a Supervisor:

- a. The Supervisor should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- b. The Supervisor should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment.
- c. The Supervisor should have obtained certificate from a testing and certification agency appointed by UIDAI.
- d. For certification, Supervisor needs to register with UIDAI appointed certification agency for taking the test at a suitable time and test centre location.
- e. Supervisor must ensure that the Name and EID/UID provided during registration for test is same as that entered during Aadhaar Enrolment.
- f. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The Enrolment Agency is required to have a unique ID for each, to activate them.

### **What are the responsibilities of an EA's Supervisor?**

At the Enrolment Centre, Supervisor's role is to plan and deploy logistics and other requirements at the enrolment centre, setup the enrolment stations at the enrolment centre and supervise the operations at the centre. When performing his/her role as a Supervisor at an Aadhaar Enrolment Centre, the Supervisor ensures the following:

#### **1. Site Readiness**

- a. Enrolment Centre Setup Checklist is provided by UIDAI to facilitate the Enrolment Agency in setting up enrolment stations and centres. Supervisor must use the Enrolment Centre setup checklist to ensure that all requirements are met for the centre that he/she is responsible for. He/she must fill and sign the checklist at the beginning of each enrolment centre and/or once every week (whichever is earlier). This checklist needs to be maintained for later review/audit at every enrolment centre by Registrar/UIDAI and their nominated performance monitors/agency.
- b. Supervisor is responsible for setting up of the laptop/desktop with Aadhaar client installed and tested, attached with all devices and printer (or scanners when mandated) and ensure all equipment are in working condition to start Aadhaar Enrolments.
- c. Ensure that the latest Aadhaar Enrolment client software is installed.

- d. Ensure that the enrolment centre premises are neat and clean, hygienic, well maintained and safe from electric/fire hazards.
- e. Ensure that basic enrolment centre information as given below is displayed (in local language/English):
  - Name of Registrar and Contact Number
  - Name of EA & Contact Number
  - Working hours
  - Holidays
  - Help Line Number;1800 180 1947
  - Do not leave the centre without your acknowledgement receipt.
  - Name, Code, and contact number of EA Supervisor at enrolment centres
- f. Supervisor will also make sure that the Aadhaar IEC material provided by the Registrar is properly displayed at the centre, as per UIDAI guidelines.
- g. Ensure that the behaviour of staff at the enrolment centre is courteous towards the residents. Take charge where operator is not able to handle dissatisfied resident and prevent unpleasant situations.
- h. Where uniforms are provided, make sure that staff wears uniform at enrolment centre so that if residents need help they can easily identify employees by their attire.
- i. Do not undertake enrolment operations at locations without valid agreement with the Registrars.

## **2. On Boarding self and others**

- a. Supervisor must first get on boarded himself/herself by providing their own biometrics in the Aadhaar client software. On-board (Enrolled) User means user's biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station.
- b. Supervisor must make sure that all the Operators and Introducers for the enrolment centre are also on-boarded at the stations for local authentication.

## **3. Managing Centre Operations**

- a. Supervisor administers the enrolment process at his/her enrolment centre. He/she ensures adherence to the UIDAI enrolment processes and guidelines at the centre and good quality of data captured.
- b. Supervisor handles issues and concerns of operators and residents and manages escalations at the centre level.
- c. Supervisor also acts as an operator, when required, in exigencies.
- d. Supervisor is required to sign off every enrolment on Aadhaar client, where resident has a biometric exception.
- e. The EA Supervisor must ensure that every Operator is aware of and has a print copy of the critical points to be reviewed at the station during Resident's review of enrolment data.
- f. Supervisor must make sure that the Operator diligently reviews the data captured with resident for every enrolment and making corrections when pointed out by the resident.
- g. It is important that the Supervisor ensures that acknowledgement and consent are being printed after every enrolment and the printer and printing stationery is available for the same.

- h. Supervisor can hold End of Day meeting at the centre for sharing learning of the day and issues faced.
- i. Supervisor must take stock of the centre at the end of the day and make arrangements for replacement of faulty devices, hardware and other logistics for smooth enrolments the next day.
- j. Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, it should be reported to the Manager/HQ and a change of equipment should be requested.
- k. Ensure all devices and computers are shut down. Check power is off to avoid accidents. Ensure security arrangements for devices and other equipments.
- l. Specific End of Day Reports are available on the client, for selected time period, to facilitate EA Operations. Supervisor can make use of these reports in managing day to day operations at the centre.
- m. Supervisor must ensure that staff at the centre observes the highest standards of ethics during the execution of Aadhaar Enrolments programme.
- n. Supervisor is also responsible for maintaining the confidentiality and security of the documents, data collected during Aadhaar enrolments.

#### **4. Backup, Sync and Export**

- a. Supervisor ensures twice a day data backup of all enrolment data to external hard disk as per UIDAI guidelines. Record date and station number where backup done to ensure that all stations are backed up and none is missed.
- b. Supervisor also ensures that enrolment stations are synched at least once in every 10 days.
- c. Supervisor manages timely data export of enrolment data for uploading to UIDAI server.
- d. Supervisor can maintain a register for data exported. Record date, station number and packets exported at each station for reconciliation purpose.
- e. Supervisor must correlate consent for enrolments to number of packets exported. Both numbers should match.

#### **5. End of Day Review**

- a. Supervisor must Review all enrolments of the day, End of Day (EoD), to ensure that data entered in the Aadhaar client is correct for each resident. Supervisor may also deploy a fellow operator on-boarded on the machine for end of day review. However, the operator who did the enrolment cannot review his/her own packets.
- b. In case any error/logical mismatch is found in the data entered, inform the resident to come to the enrolment centre within correction time frame. Supervisor must sign off by giving his/her fingerprint after End of Day Review.
- c. Once correction is done to the resident's data, the Supervisor will again manually Approve/ Reject the Resident's packet put on Hold earlier for correction, with appropriate reason if rejected.

#### **6. Document Management**

Supervisor also ensures safe handling and storage of enrolment documents as per UIDAI guidelines and transfer of the same to Registrar/UIDAI DMS agency (as per the instructions of the Registrar).

- a. Ensure one file/tray per station is maintained for documents storage

- b. Ensure dockets (set of documents for a resident) in the order of enrolment and create a manifest of all documents.
- c. Create document batch with manifest in soft copy and hardcopy along with exception list (if any).
- d. Store documents/boxes indoor in a safe and secure place protected from fire, water and sabotage.
- e. Keep the documents/boxes in a lockable place with proper ventilation till transfer/pickup
- f. Once critical volume of dockets is reached/at the designated frequency by the registrar, makes sure all the EID dockets are moved securely to offices designated by the Registrar.
- g. Transport documents from enrolment centre to designated office only in properly sealed boxes tagged with manifest and packing list
- h. Handle enrolment documents with care and protect it from damage and theft.
- i. Avoid de-stapling, re-stapling or folding or excessive stacking of documents, it is recommended to store documents in boxes.

## **7. Performance Monitoring**

- a. The Supervisor cooperates with the UIDAI/Registrar's monitors in performing monitoring and audit functions at the enrolment centre and answers their questions to the best of his/her knowledge. Supervisor details are recorded during performance monitoring and Supervisor also signs on the performance monitoring sheet along with the monitor.
- b. Supervisor ensures audit feedback, if any, is incorporated in process for continuous improvement of enrolment operations and data quality.<sup>i</sup>

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<sup>i</sup> Registrar shall translate this document into local language