

Request for Quotation (RFQ)-2nd Call

VOLUME II – SCOPE OF WORK

SELECTION OF ENROLMENT AGENCY

14.10.2014

Table of Contents

Table of Contents	2
1. SCOPE OF WORK	3
1. Functional scope	3
2. Geographical scope.....	3
1.1 Functional scope	3
1.1.1 Procure Biometric Devices as per UIDAI Specifications.....	4
1.1.2 Setting up of Enrolment Stations and Enrolment Centre	5
1.1.3 Hire & Train Manpower for Enrolment.....	9
1.1.4 Conduct Enrolment Operations as per Standard Processes	12
1.1.5 Send Enrolment Data to UIDAI and Registrar	13
1.1.6 Additional Services to be provided by the Enrolment Agency	13
1.1.7 Privacy & Security.....	13
1.1.8 Provide Electronic MIS Reports on Enrolment Status	13
1.2 Geographical Scope	13
1.3 Service Levels.....	14
1.4 Timelines	15
1.5 Payment to the Enrolment Agency	15
2. Annexure I – Guidelines for Enrolment	16
3. Annexure II – Specification and Formats for capture of KYR+ Information	16
4. Annexure III – Indicative Number of Enrolment Centres & Training Requirements	17

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The scope of work of the Enrolling Agency (EA) is defined as follows:

1. Functional scope
2. Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment centre (EC)/Enrolment station (ES) on for enrolment of residents for the Aadhaar Enrollment in Bihar up to providing requisite MIS reports to Registrar and UIDAI on enrolments completed till the whole enrolment operation for the targeted population is completed. The functional scope shall also include the collection of demographic details as per the KYR+ data requirements of Rural Development Department, Government of Bihar, if any. The EA shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

- a) The scope of work of the EA includes the following:
 - i. Procure enrolment hardware, software including Biometric Devices as per UIDAI specifications; Upgrade to latest requirements as per process/technology changes from time to time
 - ii. Hire & Train Manpower for Enrolment; supervise the enrolment process at the field level to ensure that the enrolments are in accordance with prescribed processes and guidelines of UIDAI
 - iii. Enrol Operator/Supervisors; Certify, Register and Activate them at UIDAI
 - iv. Software Installation, Configuration and Registration
 - v. Setting up of EC and ES
 - vi. Set up a Help Desk at for crowd management and addressing resident grievances
 - vii. Help create awareness
 - viii. Capture Demographic and Biometric Data using UIDAI enrolment client
 - ix. Data Transfer to UIDAI
 - x. MIS
 - xi. Ensuring Data Privacy and Security
 - xii. Document Management as per UIDAI guidelines [Note that Scanning of resident documents during enrolment may be made mandatory.]
- b) To understand the complete scope of work of an EA, refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>:
 - i) **EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program**

- ii) Checklist for Setting up EC – for hardware and software requirements and specifications at enrolment centre and station level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- c) For Hiring and Training of Manpower, refer following documents:
 - i) Operator roles and responsibilities – for Operator hiring
 - ii) Supervisor roles and responsibilities -for Supervisor hiring
 - iii) Capability Building Framework – for training of EA personnel
- d) In addition applicants must familiarize themselves with the following documents for understanding of Aadhaar process and requirements:
 - i) Resident Enrolment Process Document
 - ii) EA Checklist for Refresh Phase
 - iii) Suspension Policy
 - iv) Data Quality and Penalty Policy
 - v) Data Protection and Security Guidelines for EA
 - vi) Process for Document Handover to DMS agency
 - vii) Update Policy
 - viii) Policy on Permanent Enrolment Centres (PECs)
 - ix) Exit and Stolen Machines Policy

UIDAI accords highest priority to quality of data and imposes penalties for Demographic and Process errors. Similarly UIDAI also imposes penalties for delay in upload of Resident Data Packets or not uploading the data packets.

The EA must appraise itself and ensure compliance with the latest versions of policy /process/technology requirements and guidelines issued by UIDAI from time to time.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

The EA should procure camera and biometric devices (for fingerprint and iris capture), used for capture of biometric data at the ES, which conform to UIDAI specifications and certified by UIDAI appointed agencies.

Preference will be given to those EA who will provide undertaking from OEM for providing the STQC devices provided their bid matches to L1 bidder.

1.1.2 Setting up of ES and EC

The number of ES/ EC and the duration shall be decided by the Registrar taking into account a number of factors like population density, geographical and topographical features, accessibility etc. The Annexure III of this document provides minimum number of ES the EA is expected to set up based on:

1. Population to be covered
2. Density of population and
3. Maximum distance between two ES

The Annexure III provides the number of enrolment stations to be available for enrolment operation. The exact location and catchment area of enrolment station shall be decided by the registrar in consultation with the EA. These enrolment stations may be operated in camp mode or as permanent enrolment centre (PEC). A camp mode enrolment station in this context would mean an ES housed in a camp mode vehicle with facilities as defined in this section and shall move around in the catchment area (locality) assigned until the enrolment of the target population in the locality is completed. The detail about PEC shall be as per PEC policy framed and issued by UIDAI and available at <http://www.uidai.gov.in/registrar-enrolments.html>.

The minimum facilities in the setup are as follows:

a. Setting up of ES

ES refers to an individual enrolment booth/enclosure inside the EC. The capture of Demographic and Biometric data is done in this Station. An ES shall be equipped with all the necessary machinery at all times which includes:

S. No	Checkpoints
Mandatory Requirements	
A	Station
A.1	Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with techsupport@uidai.gov.in for latest requirements). For ECMP version 2.0 <ul style="list-style-type: none"> • 2Ghz, Dual core CPU or later • 3GB RAM or higher • 160GB HDD • Dedicated USB 2.0 Port (minimum 5 ports required) Note: (Windows Vista/any 64 bit Operating System is not supported)



A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.
A.3	Iris capturing device available(record Make & Model)
A.4	Fingerprint capturing device available(record Make & Model)
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's specifications.
A.6	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.8	All devices necessary for enrolment must conform to UIDAI's specifications
A.9	Working of all equipment at every station tested
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. EC should maintain a stock of 20 days)
A.11	Printer (A4 laser printer; must print photo with good quality receipt)
A.12	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.13	Antivirus / Anti Spyware checks
A.14	Data Card /Internet connectivity for Enrolment Client. Client synch is mandatory at least once in 10 days.
A.15	All Operators and Supervisors enrolled into Aadhaar, registered with UIDAI/CIDR, Certified and Activated
A.16	All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication.
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested
A.19	Sponge for wetting and hand-cleaning cloth available
A.20	GPS Receiver as per UIDAI specs
A.21	Hardware keys for ESsfor security reason (may be prescribed by UIDAI later)
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)

b. Setting up of EC

EC refers to the premises located in the area where the enrolment is being carried out. The location for the EC and number of ES per center shall be determined by the EA and approved by the Registrar. The enrolment plan and schedule for the center shall be prepared by the EA and shared with the registrar. One EC can host a single or multiple ES. Following are the specifications for a enrolment center.

B	Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five ESS kept in a centre
B.2	Fuel to run the generators
B.3	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.
B.4	Bubble packed, water resistant, envelopes (CD mailer) for transferring pen drives/ hard disks to CIDR(whenever required)
B.5	Download and install latest version of AadhaarSFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.
B.6	Photocopier for xerox of resident's PoI, PoA documents(or provisions as per contract)
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).
B.8	Adequate lighting, fans & power points for plugging various biometric devices available
B.9	Local authorities informed of enrolment schedule
B.10	Introducers informed of enrolment schedule
B.11	Banner for the EC placed at entrance
B.12	Posters depicting enrolment process in English & the local language present in visible places
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the EC
B.14	The User Manual of the software available for ready reference & operators aware of the same
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign
B.16	External Hard disk for taking backup
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc

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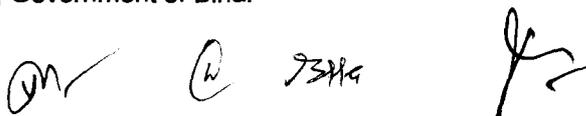
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Other Requirements at EC are listed as below:

Desired	
C	Other Logistics
C.1	Extension box for Power Cord
C.2	Water, soap and towel for cleaning hands
C.3	Drinking water facility available
C.4	Sufficient number of tables and chairs for enrolment station operators
C.5	Chairs/benches available in shade for waiting enrollees
C.6	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner. EC is preferably setup in ground floor.
C.8	Carry cases for all devices available
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers
C.10	A separate enclosure to enroll “purdah-nasheen” women available
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue
C.12	Lady operators / volunteers to assist women enrollees
C.13	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the ECs
C.14	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building
C.15	First aid kit available
C.16	ORS kit available for areas in extreme heat conditions
DEC	Health & Safety Considerations
D.1	All the electrical equipment are properly earthed
D.2	All wiring on the floor or along the walls properly insulated
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area
D.5	Fire safety equipment available handy
D.6	Power generator kept sufficiently away from the ES
D.7	Local Emergency Help numbers available at the center & operators aware of the same

- i. An EC shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 5:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per EC should be maintained by the EA.
- ii. The premises of the EC are expected to be provided by the government authorities wherever available. However the EA shall ensure required



infrastructure like connectivity, power (if not already available) etc. with the help of the local body authorities. In cases where such facilities are not available, the EA shall be responsible for providing alternate arrangements like power generator etc.

- iii. An area in the EC shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of camp mode enrolment center/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc.
- v. Key figures on the ES/EC are provided separately in Annexure III of this document.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

The EA shall hire manpower to operate the ES/ECs as per the guidelines prescribed by UIDAI.

1. Operator: An Operator is employed by an EA to execute enrolment at the ES.

To qualify for this role, person should satisfy the following criteria:

- a. The person should be of age 18 years and above.
- b. The person shall be minimum 10+2 pass.
- c. The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration.
- d. 50% operator should be from Mahdalit Vikash Parishad/Woman (optional).
- e. The person must be compensated as per the State minimum wages act including ESI, PF and others.

Before starting work as an Operator:

- a. The Operator should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated.
- b. The Operator should have undergone training on the process of UID Enrolment and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.
- c. The Operator should have obtained certificate from a testing and certifying agency authorized by UIDAI.
- d. The Operator should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments. The EA is required to have a unique Operator ID for each, to activate them.

2. Supervisor: A Supervisor is employed by an EA to operate and manage ECs. It is mandatory to have one Supervisor at each EC. 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

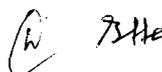
Before starting work as a Supervisor:

- 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. The Supervisor should have been activated in accordance with UIDAI guidelines prior to commencing enrolments. The EA is required to have a unique ID for each, to activate them.

3. Technical personnel : The EA shall hire Technical personnel to provide technical support during enrolment at the EC.

4. Induction training: After hiring the personnel as described above, the EA should impart induction training on the various activities involved in the enrolment process to enable them to understand and adjust to the local situation. The induction training is to be given just before actual deployment of the personnel for enrolment operations. The period of induction training shall be from 10 to 15 days.







Training of Manpower:

The EA shall identify resources to employ in the enrolment operations, get them trained and certified and then deploy them on the ES. UIDAI shall empanel training institutes to impart training in UIDAI prescribed enrolment operations. EAs may opt for engaging specialized training agencies (only those who have been empanelled with UIDAI) for providing training to its enrollment personnel. However the enrolling agencies may also train their own manpower subject to certain conditions as prescribed below.

1. The training schedule and content shall be as prescribed by UIDAI on its website.
2. The EA may prefer to have master trainers onboard. Master trainers shall be identified by the enrollment agency from its pool of trainers and get them trained by UIDAI/ its representative as per its schedule. Master trainers shall train the trainers.
3. The EA shall have the requisite number of trainers for training its personnel. Trainers have to be trained by the Master trainers and should have passed the certification exam.
4. The training and enrolment operations shall be separate activities.
5. Duration of the training will vary depending on the category/ level of the participant and shall be prescribed by UIDAI on its website.
6. The EA providing in house training shall translate the training material into local language and hand it over to the course participants.
7. The EA shall ensure the availability of the requisite infrastructure for imparting training which shall include:
 - a. Availability of at least two sets of the ES for training purposes
 - b. Certified trainers
8. The size of a batch for training shall not exceed 40 per batch.
9. The training schedule and contents for training shall be defined by UIDAI/its representative.
10. The manpower trained by the EA/Empanelled training agency shall be considered qualified only after passing the Certifying test conducted by a Testing and Certifying Agency authorized by UIDAI. Therefore the agency shall coordinate with the testing agency for testing and certifying its trainees.
11. The agency shall be subject to process audits for training from time to time by UIDAI/ its representative.









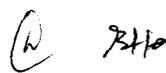
Indicative training modules and duration is provided in Annexure III B of this document. Alternatively an individual can undergo self training based on the content provided on the UIDAI website and attend the certification test. Upon successful certification the individual is deemed competent to perform in the role he is certified and can be hired by the EA for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes

Prior to the commencement of the Enrolment operations the EA shall work closely with the local governing bodies, key introducers in publicizing the UID, its importance and schedule for UID registration in that location. During the enrolment operation, also publicity and awareness shall be done in coordination with the local authorities to encourage enrolments. All content and material for such publicity will be jointly worked by UIDAI/Registrar and shall conform to specifications laid down by UIDAI.

The EA would use the software provided by the UIDAI/Registrar for the collection of demographic data and the biometric data. The software will be supported by a User Manual. The Registrar will provide pre enrolled data to agencies, if available.

UIDAI has defined clear-cut standard processes for Aadhaar enrolment which are published on UIDAI website and referred to in Annexure I.



1.1.5 Send Enrolment Data to UIDAI and Registrar

The enrollment data must be uploaded through SFTP client of UIDAI within the prescribed time limit notified from time to time. The registrar packet of enrollment data must also be transferred on the same day.

The UIDAI has issued separate instructions on capture, storage and handing over of documents i.e. Consent Slip, Enrollment Form, PoI, PoA and POR documents to DMS agency. The instructions are available on website <http://uidai.gov.in>. The selected EA has to ensure adherence to these instructions.

UIDAI may mandate GPS and scanning of resident document in future. UIDAI may further revise the DMS process in future.

1.1.6 Additional Services to be provided by the EA

- Help filling the enrolment forms for the illiterate.
- Photo-copying of POI and POA of enrollee, if needed, should be done free of cost. As and when Scanning policy comes in place, EA will have to follow the same and/or adhere to any other UIDAI prescribed process for DMS.
- Establishment of ECs, second-time for mop-up Enrolment.
- *Development of software to capture KYR+ data.*
- The operator should mandatorily ask from resident for consent for sharing data for availing various welfare schemes of Government.

1.1.7 Privacy & Security

EAs are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they either use the data themselves or part with the data to any other agency other than the UIDAI and / or Registrar in EAs agency and shall be subject to audit by UIDAI/Registrar/their representative from time to time.

1.1.8 Provide Electronic MIS Reports on Enrolment Status

Operator shall send enrollment statistics on enrolment status to Registrar/UIDAI on a regular basis. The formats and contents of the MIS reports shall be decided by the UIDAI/Registrar and will be communicated to selected agencies.

1.2 Geographical Scope

The geographical scope of work for enrolment operations is given in Para 3.2 of Part II Data Sheet of Volume I.

1.3 Service Levels(Illustrative)

Sl. No.	Performance Indicator	Service Level Metric	Penalty on breach of service level (imposed monthly)
Service Level Metrics and Penalties as per policy of UIDAI			
1	Penalty for Process Violation, data quality and Delay in upload of enrolment packet to UIDAI	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically.	As per policy framed, issued and modified by UIDAI from time to time. Any change in policy made subsequent to signing of the contracts shall also be applicable automatically.
Registrar level Service Level Metrics and Penalties			
1	Submission of Center Wise MIS	Every week on Monday during the project period (The purchaser reserves the right to modify the method of MIS during contract period)	Rs. 10000 per schedule
2	Delay in submission of documents to DMS agency as per UIDAI standards.	Total Duration of Project	The payment will be withheld on pro rata basis.
3	Non-collection/non-submission of documents to DMS agency.	Total Duration of Project	The payment will be withheld on pro rata basis.



Capping on penalty

- The capping on account of Service Level Metrics and Penalties as per policy of UIDAI shall be 5% of the contract value.
- The capping on account of Registrar level Service Level Metrics and Penalties shall be 5% of the contract value.
- There shall be 10% overall capping on account of Registrar level Service Level Metrics and Penalties on monthly payment.
- There shall be overall 10% capping on account of Registrar level Service Level Metrics and Penalties of the contract value during the contract period.

1.4 Roles and Responsibilities

Roles and Responsibilities of Registrar, EA and their personnel like Introducers, Verifiers, Operators and Supervisors are defined with respect to Aadhaar processes and the latest versions of these documents are available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

- i) Roles and responsibilities
- ii) Resident Enrolment Process Document

1.5 Timelines

The contract completion period will be Seven (7) months

1.6 Payment to the EA

Outcome based payments shall be made to the EA by the Registrar on a monthly basis based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work. This payment shall be subject to adherence to the Service Level Agreements. Therefore 90% of payment due will be made on monthly basis and balance 10% will be made on adherence of Service Level Agreements and compliance of all terms of contract.

Annexure I – Guidelines for Enrolment

For guidelines pertaining to Resident Enrolment for Aadhaar refer the latest versions of the following documents available in the “Process Manuals and Guidelines” section on UIDAI website <http://www.uidai.gov.in/registrar-enrolments.html>

- iii) Resident Enrolment Process Document
- iv) EA roles and responsibilities – for activities that an EA needs to undertake during the Aadhaar Enrolment Program
- v) EA Checklist for Refresh Phase
- vi) Checklist for Setting up EC– for hardware and software requirements and their specifications at EC and ES level that the EA needs to arrange/procure. Note that GPS and scanning of documents will be made mandatory by UIDAI.
- vii) Operator roles and responsibilities – for Operator hiring
- viii) Supervisor roles and responsibilities -for Supervisor hiring
- ix) Capability Building Framework – for training of EA personnel
- x) Suspension Policy
- xi) Data Quality and Penalty Policy
- xii) Data Protection and Security Guidelines for EA
- xiii) Process for Document Handover to DMS agency
- xiv) Update Policy
- xv) Policy on PECs
- xvi) Stolen Machines Policy
- xvii) Exit Policy

Annexure II – Specifications and Formats for capture of KYR+ Information

The KYR+ application shall be provided by State Government to all EAs. EAs shall have to test and integrate KYR+ application with Aadhaar client. The specifications for the KYR+ application are as follows,

1. Following additional field may be included under KYR+:

- i) NREGA Job Card Number
- ii) House Hold Number of SECC
- iii) Ration Card Number
- iv) Pension payment order no.
- v) RSBY unique Number

Annexure II - Indicative Number of ES & Training Requirements

A. Indicative Number of ES and ECs based on Population to be covered are as under:

#	District Name	Balance Population	Enrolment Station		
			Permanent*	Camp Mode**	Total
1	Araria	2,660,733	101	152	253
2	Arwal	319,354	12	18	30
3	Aurangabad	2,324,572	88	133	221
4	Banka	1,530,361	58	88	146
5	Begusarai	2,401,890	92	137	229
6	Bhabua	1,580,547	60	91	151
7	Bhagalpur	2,695,633	103	154	257
8	Bhojpur	2,501,358	95	143	238
9	Buxar	1,495,837	57	85	142
10	Darbhanga	3,313,481	126	190	316
11	East Champaran	4,594,988	175	263	438
12	Gaya	3,815,380	145	218	363
13	Gopalganj	1,722,999	66	98	164
14	Jamui	1,714,705	65	98	163
15	Jehanabad	1,035,704	40	59	99
16	Katihar	1,827,495	70	104	174
17	Khagaria	1,595,949	61	91	152
18	Kishanganj	678,425	26	39	65
19	Lakhisarai	834,763	32	48	80
20	Madhepura	1,932,188	74	110	184
21	Madhubani	4,230,512	161	242	403
22	Munger	1,037,987	40	59	99
23	Muzaffarpur	3,736,344	142	214	356
24	Nalanda	2,227,642	85	127	212
25	Nawada	2,151,734	82	123	205
26	Patna	3,128,816	119	179	298
27	Purnia	2,575,198	98	147	245
28	Rohtas	2,560,830	98	146	244
29	Saharsa	1,142,494	44	65	109
30	Samastipur	4,007,119	153	229	382
31	Saran	3,313,478	126	190	316
32	Sheikhpura	331,450	13	19	32

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33	Sheohar	346,303	13	20	33
34	Sitamarhi	2,940,029	112	168	280
35	Siwan	3,055,057	116	175	291
36	Supaul	1,908,952	73	109	182
37	Vaishali	3,080,970	117	176	293
38	West Champanan	3,436,778	131	196	327
Total		85,788,055	3269	4903	8172

Sl. No	Item	Number
1	Total Number of Permanent Enrolment Stations	3269
2	Total Number of Camp mode Enrolment Stations	4903
3	Total Number of Station	8172

* Permanent Enrolment Stations: Refers to ES which are set up at a fixed location i.e. Block office/Tehsil as per the policy on PECs.

** Camp mode Enrolment Stations: Refers to enrolment station moving at village/panchayats/wards etc. for resident enrollment.

B. Indicative Training Design Structure - details of training modules & their duration (in days)

Training Module	Day 1	Day 2	Day 3	Day 4	Total
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrollment center	0.5	---	1	1.5	
Enrollment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
Total	8	8	9.5	8	3