

# SCHEME FOR ENGAGING ENROLMENT CENTRE MONITORS

Scheme for Engaging Enrolment Centre Monitors is to recruit monitors for assisting the UIDAI Regional , Bangalore Offices to conduct Enrolment Agency performance monitoring at Enrolment Centres.

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

Regional Office, KhanijaBhavan, Race Course Road, Bangalore

## **UIDAI, Regional Office, Bangalore**

### **Call for Empanelment of Monitors**

**ATTENTION TO RETIRED PERSONNEL OF CENTRAL/STATE GOVERNMENT AND DEFENCE SERVICES OF GAZETTED LEVEL/RETIRED MANAGER LEVEL AND ABOVE FROM PSUs AND PSBs**

The Bangalore Regional Office (RO) of the Unique Identification Authority of India (UIDAI) has called for **applications for empanelment of performance monitors for enrolment centres in the Bangalore region falling under the jurisdiction of Bangalore Regional Office** (Karnataka-30 districts, Kerala-14 districts, Puducherry-Puducherry, Karaikal, Mahe&Yanam) from socially committed people willing to render their services to the Aadhaar project.

It is proposed to empanel the monitors for the above mentioned States. However, the letter to the monitors will be sent as and when the work arises in the respective districts.

Details of the monitoring scheme and the application form are available also on the UIDAI website :

[www.uidai.gov.in](http://www.uidai.gov.in)

Last date for submission of applications is: **Last working day of each quarter-June/Sept/Dec/March..** Envelope containing application should be prominently marked 'Application for Performance Monitor'. All applications complete in all respects should be addressed to the Deputy Director, UIDAI, 3rd floor, South Wing, KhanijaBhavan, Race Course Road, Bangalore-560 001

#### **Terms & Conditions in brief:**

- Please refer to the scheme document for detailed terms and conditions of empanelment before applying.
- All applicants must be computer literate and familiar with MS Office and email.
- Empanelment will be for a period of 6 months.

## **1. Introduction:**

In order to periodically assess the compliance of UIDAI enrolment processes and guidelines by the Enrolment Agencies, a Performance Monitoring mechanism has been put in place by UIDAI. The General Terms and Conditions section of RFE for Enrolment Agencies talks about performance assessment of Enrolment Agencies by UIDAI during the execution of the Aadhaar project.

In accordance with the guiding principles of RFE, a process for EA performance monitoring has been defined. The process document recommends that a minimum of 20% of Active Enrolment Centres/Registrar/month must be monitored for each EA.

UIDAI has limited staff and Registrars also have a challenge in providing sufficient manpower required for monitoring role. Thus, in order to expand outreach and availability of monitors, UIDAI is offering a scheme for engaging performance monitors from amongst the Retired Personnel of Central/State Government and Defence Services of Gazetted level / Retired Manager level and above from PSUs and PSBs. UIDAI is looking for socially committed people who are willing to render their services as Monitors to this nation building project.

This document defines the scope, criteria and process for empanelment of Monitors for performance monitoring of enrolment centres.

## **2. Scope of Work of Enrolment Monitors:**

- The Monitors engaged under this scheme will visit Enrolment Centres to assess their performance against specific criteria. The location of the centres to be monitored will be intimated to Monitors by the Performance Monitoring Team of UIDAI, RO, Bangalore.
- The monitors will use UIDAI approved process documents, checklists and guidelines for performance monitoring at enrolment centres. However, they may be asked by Performance Monitoring Team to investigate special issues at enrolment centre, as and when required.
- The Performance Monitoring sheet and Manual for Monitors can be viewed in <http://www.uidai.gov.in>. “On the left hand side, click on UIDAI documents in the Resources link. In the exhibited page, scroll down to reach to process manuals & guidelines. Click on EA performance monitoring version 1.3, download and extract”. The Performance Monitoring sheet lists various parameters that need to be monitored at the enrolment centre and permissible scores. The manual for monitors is a guide on how to conduct the performance monitoring at enrolment centres.
- During the field visit, the monitors need to score the Enrolment Centre on parameters defined in the performance monitoring sheet and duly sign it themselves and get signatures of Enrolment Agency Supervisor on the sheet.
- In case the EA Supervisor refuses to sign, the monitor must record appropriate reason.
- Monitors must score Enrolment Centre on all parameters and must not leave any of the parameters blank.
- The monitors should strictly adhere to the prescribed reporting pattern/instructions and all the aspects should be covered with proper details. The monitor must submit the performance monitoring sheets with scores (hard copy) to the Performance Monitoring Team within 5 days of completion of the visit.

- The Monitors will also have to upload the scores and score sheets on the UIDAI portal for Performance Monitoring within 5 days. The login and other details will be provided by RO in such case.
- Monitors shall forward the photographs of the IEC material displayed at the centre using their mobile/own still camera and mail the same to Regional Office, Bangalore.
- Monitors are required to carry their Identity cards during their visits. However, any misuse/abuse of these cards shall be viewed seriously and the Monitor will be summarily removed from the panel.
- The Monitors can offer special comments/suggestion/observations to RO and Registrar, if any.
- The Performance Monitors are senior professionals and thus perceived to be responsible in performing their role. It is expected that they will maintain confidentiality in dealing with the allotted work.

### **3. Process of Empanelment:**

#### **3.1 Criteria of selection:**

The eligibility criteria for Monitors are as below:

- The Monitors should have been at the level of Gazetted Officer in case of Centre /State services and Defence services or at Manager Level in case of PSUs and PSBs at the time of their retirement.
- **The officers who are below 65 years will be empanelled for this work.**
- **To regulate TA/DA payment for the duties performed other the home district and attending meetings/workshop/training in Bangalore, the TA/DA will be as under:**

**Train eligibility -II AC Tier**

**Hotel Charges -Rs.1500/-**

**Taxi Charges -Rs.150/-**

**Food Bills -Rs.150/-**

**(Note: for claiming the TA/DA and other charges , the original bills are to be produced alongwith the claim bill)**

- **The engagement will be subject to the condition of the verification of the details given by the officials.**
- **The rejection of the application is purely at the discretionary powers of UIDAI.**
- **The empanelled officers should carry out monitoring work as per the programme approved by UIDAI.**
- The Monitors must have Basic level Computer Skills.

- The Monitors shall not be an ex-employee of and/or have any links with the EAs in the area under his charge or his family members must not be working for any of the EAs in the area under his charge. (Certified self-declaration to be enclosed with the application).
- The monitors must have an impeccable record of service. A background check in form of verification of antecedents /vigilance clearance etc. may be carried out by the Performance Monitoring Team before empanelling any monitor, with the help of local administration.
- If required, a brief interview will be conducted for selection, as per convenience of UIDAI, RO, Bangalore.
- **Dispute Resolution: All the Disputes shall be restricted only to Regional Office, Bangalore. The appellate authority is Deputy Director General, UIDAI, Bangalore.**

### **3.2 Training:**

- The empanelled Monitors will undergo training and attend workshops that will prepare them for performance monitoring process and train them on use of required applications.
- Workshops may also be conducted from time to time to upgrade the monitors on latest developments in Aadhaar process and technology.

### **4. Payment Terms:**

- UIDAI will be paying an amount of Rs.500/- per enrolment centre monitored, for the District for which he is empanelled. No TA/DA will be paid for the home district, district to which he preferred/allotted officially.
- The payment will be regulated based on the number of enrolment centres visited in a month as approved by the UIDAI, Bangalore.
- The claiming of TA/DA will be as per the prior approval of the tour programme by the UIDAI, Bangalore( Please refer clause 3.1).
- The payment will be done through NEFT/RTGS for which the officers are requested to furnish their Bank account details, MICR and IFSC code along with their applications.
- The fee will be paid once in a month after uploading of the data to the UIDAI Performance Monitoring Portal and after due authorisation by the Regional Office.
- The maximum number of centres that a Monitor can investigate in a day is two and in a month are 30.
- The Monitors will be required to monitor the centres within their district of empanelment. If Monitors are required to travel to locations outside their Districts they will be paid TA/DA as per clause 3.1 in addition to the fee.

- When they are called to the Headquarters of the Regional Office for trainings/meetings, they will be entitled for their TA/DA as per clause 3.1

## **5. General Terms and Conditions of Empanelment:**

- The Monitors are expected to make their own arrangements for travel.
- The Monitors will be required to monitor the centres within their district of empanelment. However, there may be special circumstances, where they are required to monitor the centres outside their districts, if necessity arises. Monitors may indicate more than one district for field monitoring specifying the home district.
- The performance monitors can be called by the Regional Office as and when required either at the District Headquarters or at the Headquarters of the Regional Office for Training/discussion/any other reason deemed fit by UIDAI and Registrar.
- The performance monitors shall not indulge in any kind of altercation or any other private arrangements/engagements with the Enrolment Agency/EA Operators/Supervisors except filling out the PMSSs.
- The Monitors will be evaluated for their performance.
- The Monitors will be disengaged as and when the requirement ceases or for non-performance/violations of process, guidelines and terms of engagement by the Registrars.
- Those who are disengaged due to the latter condition will be ineligible to apply for any UIDAI related jobs/activities thereafter.
- In case it is detected at any stage of empanelment that a candidate does not fulfil the eligibility norms and /or that he /she has furnished any incorrect/false information or has suppressed any material fact(s), his/her application will automatically stand cancelled. If any of the above shortcoming(s) is/are detected even afterwards, the empanelment shall be cancelled without notice.
- Monitors will surrender their Identity cards when it expires and in case of termination/withdrawal of engagement.
- Monitors will maintain the confidentiality of data, documents and information that they will get an access to as part of this assignment.
- The empanelment will stand cancelled and it may attract strict penal action, if the Monitor is determined to be engaged in corrupt, fraudulent, unfair trade practices, coercive, collusive, false reports, submission of reports without actually visiting centres, misrepresentation of facts and any other reason deemed fit by UIDAI.
- The Monitors will be empanelled for 6 months initially and further renewed subject to requirement.
- Either party may terminate the agreement at any time by giving one month notice in writing to the other party.

- The empanelment under this scheme does not guarantee work.

## **6. Evaluation of Monitors:**

- The Performance Monitoring is an important aspect of Aadhaar process and the performance of Monitors is critical. Therefore, proper control mechanism would be required to be put in place over the performance of the Monitors by the concerned Regional Office.
- It is mandatory to evaluate the performance of monitors once they have completed evaluation of first 15 centres/ first month (whichever is earlier ). Only if the performance of the Monitor is found to be satisfactory in the first evaluation, the Monitor will continue to be empanelled and conduct further inspections. Thereafter, the performance monitoring will be done at regular intervals decided by UIDAI, RO-BLRE
- Monitors will be short-listed and as and when the work arises, they will be called for reporting to the Regional Office, Bangalore. Assessment in respect of the following aspects is required to be covered during the performance evaluation:
  - Whether the Monitor has carried out inspection as per the process guidelines and instructions;
  - Whether there is lack of application of mind by Monitor in recording observations, if any;
  - Whether the Monitor has left Performance Monitoring Sheet incomplete without any reasons;
  - Whether the Monitor has filled up formats mechanically without visiting the Centres and/ or evaluating in best professional way.

## **7. Evaluation of Empanelment:**

It is proposed to evaluate regularly at the end of each quarter-June/Sept/Dec/March , i.e the applications received on the last working day of june 2012 will be evaluated in the month of July 2012. Similarly the applications received in the last working day of Sept 2012 will be evaluated in the month of October 2012 and so on.

Letter

To,  
Assistant Director General,  
Unique Identification Authority of India (UIDAI)  
South Wing, Khanija Bhavan, Race Course Road,  
Bangalore – 560001.

Dear Sir,

Re: Request for Empanelment of Monitors Notification No. \_\_\_\_\_ dated \_\_\_\_\_.

1. Having examined the Scheme for Empanelment of Monitors document, I, the undersigned, herewith submit my application against Notification dated \_\_\_\_\_ for Empanelment of Monitors under UID Project, in full conformity with the said document.
2. I have read the provisions of the scheme document; the various process documents referred to in this scheme and familiarized myself with them, and confirm that these are acceptable to me.
3. I hereby declare that all the information and statements made in my application are true and accept that any misrepresentation contained in it may lead to my disqualification.
4. I have understood that Empanelment as a Monitor does not guarantee award of assignment.
5. In case I am empanelled as a Monitor, I shall provide all assistance/cooperation required by UIDAI/UIDAI officials, in performing their evaluation of my monitoring duties. I understand that my non-cooperation for the same shall be grounds for termination of empanelment.
6. In case I am empanelled as a Monitor, I agree to abide by all the terms & conditions of the Scheme for Monitors issued by UIDAI.

I hereby declare that my application submitted in response to this scheme is made in good faith and the information contained is true and correct to the best of my knowledge and belief.

Thanking you,

Yours faithfully,

Signature:

Name:

Date:



### Format of CV of Applicant

1. Name:

2. Date of Birth:

3. Address:

Attach recent  
photograph

4. District of Operation (Indicate Choice):

5. Contact Nos:

a. Office Phone:

b. Residence phone:

c. Mobile no.

d. E-mail ID:

e. Aadhaar No.

6. Computer Sills: None/Basic/Advanced

7. Qualifications(Please start with the highest qualification):

Sl. No.	Years of Passing	Degree	Discipline	Remarks
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8. Employment Record (Details of last 5 years on job starting with the most recent position)

Sl. No.	Organisation/ Department	Post Held	Duration		Details of work experience
			From	To	

9. Details of Service:

1. Date of Retirement:

2. Post from which retired:

3. Any Other relevant details:

Signature:

Name:

Date:

