भारत सरकार
योजना आयोग
भारतीय विशिष्ट पहचान प्राधिकरण
क्षेत्रीय कार्यालय, लखनऊ,

Government of India
Planning Commission
Unique Identification Authority of India
Regional Office Lucknow

UNIQUE IDENTIFICATION AUTHORITY OF INDIA
REGIONAL OFFICE, LUCKNOW

FILE NO.A-11017/58/Monitor/UIDAI/LKO-2011   Dated 01.12. 2011

Call for Empanelment of retired Govt. Servants / Defence Services / PSUs Employees / Public Sector Bank Employees as Performance Monitors.

       Regional Office, Lucknow of UIDAI invites applications from retired Central/State Govt. Services/Defence Service Officers (Gazetted level)/ Retired PSUs/ Public Sector Bank Employees (Manager level and above), for empanelment as monitors of the Operational Aadhaar Enrolment Centres in the States of Uttar Pradesh and Uttrakhand.

       The applicants must fulfill the eligibility conditions for empanelment. The main eligibility conditions include the following-

1. The applicant should be a retired Govt. (Central/State) officer / Defence Service Officer (Gazetted level) or Retired PSUs / Public Sector Bank Employee (Manager level and above)
2. The applicant should NOT have retired more than 5 years ago.
3. The applicant must be computer literate and familiar with MS Office and E-mail etc.
4. The applicant should not be directly or indirectly related to the Enrolment Agencies doing enrolment in the area.
5. Empanelment shall initially be till 31.03.2012, which may be further extended.

       The complete details of the monitor scheme including the eligibility conditions, duties, honorarium payable, application form, etc. may be seen on UIDAI website http://uidai.gov.in under tab "Tender". For any query, please contact on e-mail: uidupuk@uidai.gov.in

The complete applications may be forwarded on or before 22nd December 2011 to:

Assistant Director General (HQ)
Regional Office, UIDAI, TC/46-V, 3rd Floor, Vibhuti Khand, Gomti Nagar, Lucknow 226010

The Application may also be sent through email on the above stated email ID.

       The envelope containing the application should be prominently marked **'Application for Empanelment as Enrolment Centre Monitor'**

       Applications received incomplete or late will NOT be considered for empanelment.

                                    Sd/-
                            Assistant Director General (HQ)

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

Engaging Enrolment Centre Monitors

REGIONAL OFFICE, LUCKNOW.

(E-MAIL: uidupuk@uidai.gov.in)

1. Introduction

In order to periodically assess the compliance of UIDAI enrolment processes and guidelines by the Enrolment Agencies, a Monitoring mechanism has been put in place by UIDAI.

Due to limitation of limited staff and in order to expand outreach and availability of monitors, UIDAI is offering a scheme for engaging performance monitors from amongst Retired Personnel of Central/State Government and Defense 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.

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 Centers/Registrar/month must be monitored for each EA.

2. Scope of Work

2.1 Monitors

- The Monitors engaged under this scheme will visit Enrolment Centers to assess their performance against specific criteria. The location of the centers to be monitored will be intimated to the Monitors by the Performance Monitoring Team..

- The monitors will use UIDAI approved process documents, checklists and guidelines for performance monitoring at enrolment centers. However, they may be asked by Performance Monitoring Team to investigate special parameters at enrolment centre, as and when required.

- The Performance Monitoring sheet lists various parameter that needs 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 centers. Monitors shall use performance monitoring sheet and manual for evaluation.

- 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 may 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 are required to carry their Identity cards during their visits however, any misuse or 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 Eligibility Criteria

The eligibility criteria for Monitors are as below:

- The Monitors should be at the level of Gazetted Officer in case of Centre /State services and Defense services or at Manager Level in case of PSUs and PSBs at the time of their retirement.
- The Monitors should not have retired more than 5 years ago.
- The Monitors must have Basic level Computer Skills.
- The Monitors shall be not ex-employee of and/or have any links with the EAs in the area under his charge/or his family member must not be working for any of the EAs under his charge.
- 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 can be held for selection.

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 pay the honorarium to the Monitors, through Registrar, at the rate of Rs.500/- per. No TA/DA will be paid.
- The honorarium will be paid once in a month after uploading of the data to the UIDAI Performance Monitoring Portal and after due authorization by the Regional Office.
- The maximum number of centers that a Monitor can investigate in a day is two and in a month is 30.
- The Monitors will be required to monitor the centers within their district of empanelment. If Monitors are required to travel to locations outside their Districts, they will be paid TA/DA as per their entitlements for the last post held before retirement in addition to the honorarium.
- When they are called to the head quarters of the Regional Office, they will be entitled for their TA/DA as per their entitlements for the last post held before retirement.

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 centers within their district of empanelment. However, there may be special circumstances, where they are required to monitor the centers outside their districts.
- The performance monitors can be called by the Regional Office as and when required either at the District head quarters or at the head quarters 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 discussion, 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 by UIDAI.
- The Monitors will be disengaged as and when the requirement ceases or for non-performance/violations of process, guidelines and terms of engagement. 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 fulfill 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 Id cards when Id cards expire 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 centers, misrepresentation of facts and any other reason deemed fit by UIDAI.
- The Monitors will be empanelled initially upto 31.03.2012 which may further be 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, the performance monitoring team must evaluate the performance of Monitors also on regular basis.

The performance monitoring team will regularly performance evaluation of monitors. Other members from their respective department can be involved at the discretion of the nodal officers. It is mandatory to evaluate the performance of monitors once they have completed evaluation of first 15 centers/ first month (whichever is early). 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 as decided by UIDAI, RO, Lucknow.

Assessment in respect of the following aspects is required to be covered during the performance evaluation:
a. Whether the Monitor has carried out inspection as per the process guidelines and instructions
b. Whether there is lack of application of mind by Monitor in recording observations, if any
c. Whether the Monitor has left Performance Monitoring Sheet incomplete without any reasons
d. Whether the Monitor has filled up formats mechanically without visiting the Centers and/ or evaluating in the best professional way.

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