

APPENDIX A

SCOPE OF WORK

SELECTION OF ENROLMENT AGENCY

State Bank of India

< RB/UID/Tender/2014-15/001 >

<26.12.2014>

Table of Contents

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	4
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	14
1.2 Geographical Scope	14
1.3 Service Levels	15
1.4 Roles and Responsibilities	16
1.5 Timelines	16
1.6 Payment to the Enrolment Agency	16
1.7 Code of Conduct and Responsibilities for EAs	16
2. Annexure I – Guidelines for Enrolment	19
3. Annexure II – Indicative Number of Enrolment Centres & Training Requirements	19

1. SCOPE OF WORK

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 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 EA shall also be responsible for delivering additional services as required by the Registrar through this RFP.

- 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.

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 minimum number of ES the EA is expected to set up is based on:

1. Population to be covered
2. Density of population and

3. Maximum distance between two ES

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	Sponge for wetting and hand-cleaning cloth available
A.19	GPS Receiver as per UIDAI specs
A.20	Hardware keys for ESs for security reason (may be prescribed by UIDAI later)
A.21	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 (wherever required)
B.5	Download and install latest version of Aadhaar SFTP 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

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
D	EC - 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.

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.

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 IIB 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

- *Coordinate with UIDAI Regional Offices and Local Head Offices (LHO) of Bank for the Identification of (i) Verifiers for verification of POI/POA data, (ii) Introducers*
- *Coordinate with LHOs for setting up enrolment centres in vicinity of branches or Banks Business Correspondents, or areas as defined by LHOs*
- *IEC handling for publicity, in coordination with Circles*

Other than the above, EA is expected to

- 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.
- 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.

MIS Reports will be submitted by the EA to the Registrar as per the format and frequency prescribed from time to time.

1.2 Geographical Scope

Geographical scope will be spread across India. Area allocation will depend on the implementation plan of the Circles/Local Head Offices of the Bank. Target population will be dependent on the areas allocated to the selected bidders. EAs to coordinate with LHOs for setting up enrolment centres in vicinity of branches or Banks Business Correspondents/Customer Service Point outlets and areas as defined by LHOs/Bank.

1.3 Service Levels

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 MIS (As advised from time to time by Bank/LHOs)	MIS to be given as per identified timelines	Delays in MIS reporting will affect the future assignments to the EAs.
2	Delay in submission of documents to DMS agency as per UIDAI standards.	Document Submission timelines will be advised by Bank and will be in line with UIDAI DMS guidelines	Rs.5000 /- per lot (as defined by DMS guidelines) for delay upto 5 days. Plus Rs.2000 per day of delay beyond 5 days.
3	Non-collection/non-submission of documents to DMS agency.	Document Submission timelines will be advised by Bank and will be in line with UIDAI DMS guidelines	Rs.5000/- per lot (as defined by DMS guidelines) for delay upto 5 days. Plus Rs.2000 per day of delay beyond 5 days.
4	Enrolments only in area allocated by Circle	EA should not enroll residents without permission of the Bank/LHOs	Upto 100% of the enrolment fee, cancellation of contract, Invocation of Bank Guarantee.
5	IEC campaigns, publicity	IEC norms to adhere to standards set by UIDAI	Rs.1000/- per instance/complaint identified.
6	Aadhaar enrolment should be free of charge to the residents	Aadhaar Enrolment Forms should be made available free of cost to the residents. Fee should not be charged, in any form to the residents in connection with Aadhaar enrolments	Upto 100% of the enrolment fee, cancellation of contract, Invocation of Bank Guarantee.

Capping on penalty

The overall amount withheld on account of deficiencies, in a given month/during the contract period, shall normally be capped at 10 % of the total amount payable in that month/during the contract period. This will take into consideration the cumulative amount being withheld on account of deficiencies in performance, both on account of UIDAI policies and on account of Registrar level Service Level Metrics given above.

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

Timelines will be decided by the Local Head Offices and will depend on the area allocation plan given by them

1.6 Payment to the EA

Outcome based payments shall be made to the EA by the Registrar periodically based on the number of enrolments completed (Aadhaar Generated) and coverage of the scope of work after receipt of UIDAI sanction order. 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.

1.7 CODE OF CONDUCT AND RESPONSIBILITY FOR ENROLMENT AGENCIES ENGAGED BY SBI

- (i) EA's employees or representatives shall prominently display the Identity Card issued to him by the Bank or Identity Card issued to him by the EA, while dealing with the Residents (prospect) on behalf of the Bank.

- (ii) EAs should handle with care their responsibilities particularly aspects like soliciting customers, hours of calling, privacy of customer information and conveying correct information about UID- Aadhaar , etc.
- (iii) EAs will not handle, on behalf of the Bank, any transaction for which they are not authorized by the Bank.
- (iv) EAs should not resort to intimidation or harassment of any kind, either verbal or physical, against any person while dealing on behalf of the Bank. EA will refrain from action that could damage the integrity and reputation of the Bank.

A) Dos

Every EA shall –

- a. Disseminate requisite information in respect of UID- Aadhaar and products offered by the Bank through him and take into account, the needs of the residents while recommending the specific product to them.
- b. Render necessary assistance to the resident in complying with requirements for enrolment for UID-Aadhaar and for transacting business with the Bank.
- c. Not enter the resident's residence / office against his / her wishes.
- d. Respect the resident's privacy.
- e. Limit discussions with the resident to the business on hand – i.e. maintain a professional distance.
- f. Any communication sent to the prospect resident should be only in the mode and format approved by the Bank.
- g. Normally discuss the resident's interest only with the resident or any other individual / family's accountant / Secretary / spouse authorized by the resident.
- h. Be properly dressed.

B) Don'ts

EA shall not –

- a. Solicit or procure any business without holding valid authority for this purpose.
- b. Induce the prospect to omit any material information.
- c. Induce the prospect to submit any wrong information or documents.
- d. Behave in a discourteous manner with the prospect.
- e. Offer different rates, advantages, terms and conditions other than those offered by the Bank.

- f. Mislead the prospect on any service / product offered.
- g. Mislead the prospect about their business or organization's name, or falsely represent themselves.
- h. Make any false / unauthorized commitment on behalf of the Bank for any facility / service.
- i. Demand or Accept gifts or bribes of any kind from the prospects. (If offered a bribe or payment of any kind, he/she must report the offer to his/her management).
- j. Share any customer information, in any form whatsoever, with any other person / entity.
- k. Violate this code.
- l. Use professional status as SBI EA for furthering personal relations with the customers.
- m. Divulge unauthorized information, written or spoken, to any customer or any other person.
- n. Use obscene, profane or abusive language and / or hold out any threats.
- o. Use violent or any criminal means which may harm the reputation or property of the borrower, guarantor or any other person.
- p. Act in any manner which will adversely affect the reputation of the Bank.

----- XXX -----

2. 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

3. Annexure II – Indicative Number of ECs& Training Requirements

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

The number of Permanent and Camp Mode Enrolment Stations to be provided in each district will be decided by the respective Local Head Offices of the Bank.

** 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)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representative
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