

Request for Quotation (RFQ)

VOLUME II – SCOPE OF WORK

SELECTION OF ENROLMENT AGENCY FOR GUJARAT

**Gujarat Social Infrastructure Development Board
Society (GSIDBS)**

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1. SCOPE OF WORK

The scope of work of the Enrolling Agency (EA) is defined below

Functional scope

Geographical scope

1.1 Functional scope

The functional scope of this engagement shall include all the steps from setting up an enrolment station/center for enrolment of residents for the Gujarat up to providing requisite MIS reports to GSIDBS and UIDAI on enrolments completed on a daily basis 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 Gujarat Social Infrastructure Development Board Society. The Enrolling Agency shall also be responsible for delivering additional services as required by the Registrar through this RFQ.

1.1.1 Procure Biometric Devices as per UIDAI Specifications

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

1.1.2 Setting up of Enrolment Stations and Enrolment Centre

The number of enrolment stations/ centers 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 IV of Volume I show minimum number of Enrolment Stations the Enrolment agency is expected to set up based on

1. Population to be covered (Annexure IV of Volume I of RFQ)
2. Density of population and (Annexure IV of Volume I of RFQ)
3. Maximum distance between two enrolment stations

The Annexure IV of Volume I provide the number of stationary enrolment stations to be available for enrolment operation. The exact location and catchment area of the stationary

enrolment station shall be decided by the registrar in consultation with the Enrolment agency.. The Registrar may decide to provide the facilities to house the stationary enrolment station at these locations.

The process for setting up Enrolment centre, enrolment stations and the enrolment process flow is detailed out in Annexure I at the end of this document. The minimum facilities in the setup are as below.

a. Setting up of Enrolment station

Enrolment Station refers to an individual enrolment booth/enclosure inside the Enrolment Centre. The capture of Demographic and Biometric data is done in this Station.

- i. An enrolment station shall be equipped with all the necessary machinery which include

Mandatory Requirements	
A	
A.1	Laptop/Desktop available(The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual
A.3	List of Introducers loaded on laptop
A.4	UIDAI standards compliant Iris capture devices duly certified by STQC (make & model)
A.5	UIDAI standards compliant finger print capture devices duly certified by STQC (make & model)
A.6	UIDAI standards compliant digital camera as per UIDAI specifications.
A.7	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)
A.9	All devices as per UIDAI standards
A.10	Working of all equipment at every station tested
A.11	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)
A.12	Printer (A4 laser printer; must print photo with good quality receipt)
A.13	Printer Paper(Inventory for 5 stations for 10 days ~ 20 rims)
A.14	Anti Virus / Anti Spyware checks
A.15	Data Card /Internet connectivity for Enrolment Client to be online every 24-48 hrs
A.16	All Operators and Supervisors enrolled into AADHAAR and registered with CIDR
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
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b. Setting up of Enrolment Centre

Enrolment Centre refers to the premises located in the area where the enrolment is being carried out. The location for the enrolment center and number of enrolment stations per center shall be determined by the Enrolling agency and approved by the Registrar.

The process for setting up Enrolment centre is defined in '**Set up Enrolment centre sub process flow**' in Annexure I at the end of this Volume II. The minimum facilities in the setup are as below.

The enrolment plan and schedule for the center shall be prepared by the Enrolment Agency and shared with the registrar. One Enrolment Centre can host a single or multiple Enrolment Stations. Following are the specifications for a stationary enrolment center.

	Mandatory Requirements
B	Enrolment Centre
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre
B.2	Fuel to run the generators
B.3	Printed enrolment forms for filling data available in sufficient numbers,if used
B.4	Bubble packed,water resistant ,envelopes(CD mailer) for pen drive transfer to CIDR via India Post (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.5	Preprinted pre-addressed labels for envelopes(2 /day/centre. Enrolment Centre should maintain a minimum stock of 20 days)
B.6	Photocopier for xerox of resident's PoI,PoA documents
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 Enrolment Centre 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 enrolment centre
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

Other Requirements at Enrolment Centre are listed as below:

	Desired	
C	Other Logistics	
C.1	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc	
C.2	Extension box for Power Cord	
C.3	Water, soap and towel for cleaning hands	
C.4	Drinking water facility available	
C.5	Sufficient number of tables and chairs for enrolment station operators	
C.6	Chairs/benches available in shade for waiting enrolees	
C.7	Hall / room spacious & furniture organized to minimize movement of enrolee while capturing biometric information	
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.	
C.9	Carry cases for all devices available	
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.11	A separate enclosure to enrol “purdah-nasheen” women available	
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.13	Lady operators / volunteers to assist women enrolees	
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres	
C.15	A ramp is provided for disabled and old age people	
C.16	First aid kit available	
C.17	ORS kit available for areas in extreme heat conditions	
C.18	GPS Receiver (USB/built in)	
C.19	Scanner (Optional as per Registrar's mandate)	
C.20	Bar Coded Stickers (Optional as per Registrar's mandate)	
C.21	Bar Code Reader (Optional as per Registrar's mandate)	
	Enrolment Center - 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 enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	

- i. An enrolment center shall be manned by a supervisor and technical personnel in addition to the operators at the enrolling stations. A ratio of 4:1 operators to supervisors as well as operators to technical staff subject to a minimum of one supervisor per one enrolment centre should be maintained by the Enrolment Agency.
- ii. The premises of the enrolment center are expected to be provided by the Government authorities wherever available. However the enrolling agency 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 enrolling agency shall be responsible for providing alternate arrangements like power generator etc.
- iii. An area in the enrolment center shall be clearly demarcated for enrollees waiting to be enrolled and facilities for seating should be provided.
- iv. In case of enrolment centers/stations also, the decision on frequency/period of availability shall be decided by the Registrar based on density of population, geographical terrain etc. Key figures on the enrolment stations/centers are provided in Annexure IV of Volume I.

1.1.3 Hire & Train Manpower for Enrolment

Hiring Manpower:

The Enrolling Agency shall hire manpower to operate the enrolment station/center as per the guidelines prescribed by UIDAI.

- i. Operator: The enrolling agency shall hire manpower (operator) to execute enrolment at the enrolment stations as per the criteria provided below
 1. The operator should have passed Matriculation
 2. The operator should have a basic understanding of operating a computer and should be comfortable using the computer.
 3. The operator should have undergone training on the various equipment and -devices to be used during enrolment..
 4. The operator should have passed the Operator test for UID enrolment and certified from a testing and certifying agency authorized by UIDAI.

- ii. Supervisor: The enrolling agency shall hire Supervisors to supervise enrolment at the enrolment centers as per the criteria provided below
 - 1. The supervisor shall preferably be a graduate
 - 2. The supervisor shall have a good understanding and experience in using a computer.
 - 3. The supervisor should have undergone training on the various equipment and - devices to be used during enrolment.
 - 4. The operator should have passed the Supervisor test and certified from a testing and certifying agency authorized by UIDAI.

- iii. Technical personnel : The enrolling agency shall hire Technical personnel to provide technical support during enrolment at the enrolment centers as per the criteria provided below
 - 1. The Technical personnel shall be a Graduate and have a certification/experience on hardware/software trouble shooting and maintenance
 - 2. The Technical personnel shall have a good understanding and experience in using a computer.
 - 3. The Technical personnel should have undergone training on the various equipment and -- devices to be used during enrolment.
 - 4. The Technical personnel should have passed the Technical personnel test and certified from a testing and certifying agency authorized by UIDAI.

- iv. Induction training: After hiring the personnel as described above, the Enrolment Agency 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 and shall be compulsory. 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 enrolment stations. 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 enrollment agency 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 enrollment agency 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 enrolling agency providing inhouse training shall translate the training material into local language and hand it over to the course participants.
7. The enrollment agency shall ensure the availability of the requisite infrastructure for imparting training which shall include
 - a. Availability of at least two sets of the equipment and gadgets listed in 1.1.2.aabove.
 - 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 Enrolling Agency/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 of Volume II. 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 Enrolment agencies for enrolment operations.

1.1.4 Conduct Enrolment Operations as per Standard Processes specified by UIDAI/Registrar

Prior to the commencement of the Enrolment operations the Enrollment Agency 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 UID registrations. All content and material for such publicity will be jointly worked by UIDAI/Registrar and shall conform to specifications laid down by UIDAI. UIDAI has defined clear-cut standard processes for enrolment as mentioned hereunder.

The Enrolment Agencies 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)

Step 1a: Collect demographic data after due verification as prescribed by UIDAI

Please refer to Annexure I of Volume II for detailed standards and guidelines for demographic data collection. Please refer to Resident Enrolment Process document for the detailed process flow and description of capturing Demographic and Biometric data capture.

Step 1b: Collect demographic data after due verification as prescribed by Registrar

The bidder shall collect the KYR & KYR+ data after due verification. The list of KYR+ fields to be collected is mentioned in Annexure. II of this document. The software for collection of KYR+ data shall be provided by the Registrar

Step 2: Collect Biometric data from the enrollees as prescribed by the UIDAI.

Please Refer to Annexure I of Volume II for detailed standards and guidelines for capture of Biometric data.

Step 3: Get consent letter and generate acknowledgement receipt.

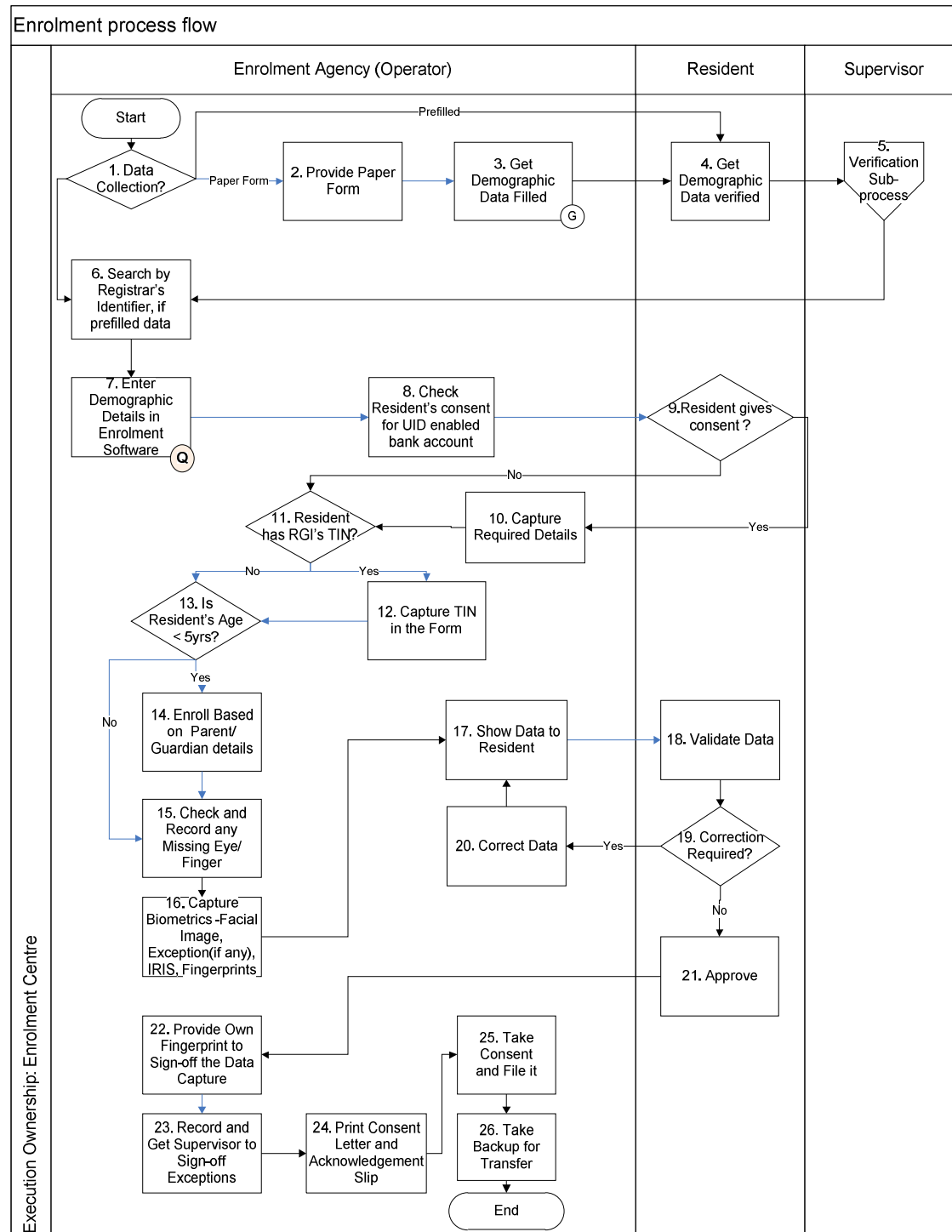
After the demographic and biometric details are captured the enrolment operator shall show the demographic data to the enrollee and get his consent. If needed any corrections are made to the data and signed off by the operator by providing his finger prints. All exceptions need to be signed off by the Supervisor. A consent letter has to be printed and the signature/thumb impression of the enrollee obtained and the letter filed. An acknowledgement receipt is simultaneously printed and which is provided to the enrollee as a reference.

Step 4: Data backup and transfer:

The data thus collected would be transmitted to the UIDAI for a process of de-duplication and allotment of the AADHAAR Number.

The printing of enrolment forms for collection of KYR and KYR+ data, along with the acknowledgements/receipts shall be done by the bidder in the format prescribed by UIDAI/Registrar.

Please refer to the Guidelines for enrolment for detailed process flows of the various activities in the Enrolment process as prescribed by UIDAI. Process flow for Enrolment operations is as given below:



1.1.5 Send Enrolment Data to Registrar

The UIDAI will separately prescribe the methods by which the data has to be transferred to the Authority for storage in Central Identities Data Repository (CIDR). The guidelines from UIDAI will relate to the transfer of data into specific memory devices and transporting them through a secure network or physically by the postal or courier services to the address which will be specified. The enrolling agencies are therefore advised to obtain these instructions before they proceed to collect the demographic and Biometric Data of the willing enrollees. The UIDAI will also issue separate instructions on the form of capture and storage for the PoI and PoA documents. UIDAI will make arrangements to store the documents; till such time Registrar / EAs need to maintain the documents.

1.1.6 Additional Services to be provided by the Enrolment Agency

Some of the key additional services to be provided by the enrolment agency are given below:

1. Collection of KYR+ field data from all the residents by using the KYR+ software to be provided by Government of Gujarat and sending it to central location (through pen drive or memory stick) or uploading it for storage.
2. Storing of PoA/PoI documents, and handing them to UIDAI document management system provider for scanning & uploading of documents

1.1.7 Privacy & Security

Enrolling agencies are responsible to make sure that the data is kept in a very secure and confidential manner and under no circumstances, shall they neither use the data themselves nor part with the data to any other agency other than the UIDAI and / or Registrar in case of KYR+ data. Mechanisms to ensure the same have to be put in place by the Enrolling 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 Daily

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

1.2 Geographical Scope

The geographical scope of work for enrolment operations shall include the areas as specified in Annexure V of Volume I that shall be catered to by the Enrolment agency. The geographical locations/area and the target population for that geographical location/area to be catered to by the Enrolment Agency is given in Annexure IV & Annexure V of volume I

1.3 Service Levels

SLAs for time bound implementation and Quality of enrolments

S.No	Parameters	Timeline	Penalty on delay
1	Approval of detailed project plan	T0+14	Rs. 5000/- per day delay
2	Placement of resources	T0+30	Refer Table below
3	Set up 40 % of total Enrolment Stations per schedule and Commencement of Enrolment Activities	T0+30	Rs. 1000/- per station per day delay
4	Set up 100 % Enrolment Stations per schedule and Commencement of Enrolment Activities	T0+60	Rs. 2000/- per station per day delay
5	Data Quality – Enrolment rejected / complaint received due to incorrect gender		Rs. 200 per such case
	Data Quality – Enrolment rejected / complaint received due to incorrect photograph		Rs. 200 per such case
	Data Quality – Enrolment rejected / complaint received due to incomplete address.		Rs.100 per instance
6	Invalid document accepted as proofs for KYR and KYR+		Rs. 100 per such case

Operational & Maintenance SLAs

S.No	Parameters	Timeline	Penalty on delay
1	Upload of KYR, KYR+ data to CIDR/GSIDBS	7 days from the date of enrolment	Rs. 500/- per day up to three days and thereafter Rs.1000/- per day
2	Data packets rejected / hold by CIDR due to enrolment through unregistered stations, operators, supervisors and introducers		Rs 50/- per instance
3	Submission of MIS	weekly	Rs. 100/- per day delay
4	Resumption of enrolment from major disruption leading to non-continuity of operations owing to reasons attributable to EA such as but not limited to following: · Failure of devices · Systems & peripherals · Non-availability of staff · Non-availability of Power etc	Within 48 hrs.	Rs. 500/- per day up to three days and thereafter Rs.1000/- per day per station Delay
4	Loss of enrolment data before final dispatch to GSIDBS/ UIDAI	As and when reported	Rs. 50 per record lost
5	Adherence to enrolment schedule Submitted		Rs. 500/- per day up to three days and thereafter Rs.1000/- per day

SLAs and penalties related to resource deployment

S.No	Parameters	Number Required	To be placed by	Penalty on delay
1	Project Manager	1 per Enrolment Agency	T0+30	Rs. 5000/- per day delay
2	Quality Control Officer	1 per Enrolment Agency	T0+30	Rs. 2500/- per day delay
3	Supervisors	As required in the ratio 1 supervisor : 4 operators	As per Enrolment Stations deployed	Rs. 500/- per day delay
4	Operators	As per no of station	As per Enrolment Stations deployed	Rs. 250/- per day delay
5	Technical personnel	1 per 3 enrolment centers	As per Enrolment Centers	Rs. 200/- per day delay

* T0 = Date of Letter of Intent (LoI)

1.4 Roles and Responsibilities

The roles and responsibilities of the various parties involved in the Enrolment process are defined below:

Enrolment Agency	<ul style="list-style-type: none">• Procure certified biometric devices• Procure other hardware and infrastructure for enrolments• Ensure enrolment software is installed on required laptops / desktops• Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable. Ensure KYR+ software integration is done and tested.• Ensure UIDAI processes and standards are followed• Assist Registrar develop enrolment schedules• Work closely with the Registrar in enrolment publicity and awareness at grass-root level• Ensure availability of certified operators and supervisors at enrolment centres• Ensure adequate stationary and other logistics available at centre• Ensure adequate backup arrangement at enrolment centre• Take remedial / corrective action in case of process / quality deviations and grievances addressal• Installation and configuration of Aadhaar Enrolment Client• Avail Enrolment auth user and auth code and Register Enrolment Client• Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR• Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration• Setup enrolment station• Supervise enrolment process• Handle issues and concerns of operators and residents• Ensure checklists are filled and signed• Ensure audit feedback, if any, incorporated in process
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	<ul style="list-style-type: none"> • Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR / Registrar • File, back up and store enrolment data as per UIDAI guidelines • Ensure safe handling and storage of documents and transfer of same to Registrar. / UIDAI • Verify PoI, PoA, DoB documents in case of document based verification. • Capture demographic and biometric data • Handle exception cases during capture of data • Obtain consent for enrolment and make corrections in data recorded, if required • Provide acknowledgement slips to Residents • Store Consent Letter, PoI, PoA for Registrar/UIDAI till handed over
Registrar	<ul style="list-style-type: none"> • Audit of Enrolment Centres' readiness • Audit of enrolment agency processes and their effectiveness • Verify PoI,PoA,DoB documents in case of document based verification. • Alternatively, if due to any constraints, the Registrars needs to appoint somebody else, they can do so even from amongst EA operators/supervisors. • Define enrolment plan including locations and timeframe • Identify suitable locations for setting up enrolment centres • Setup mechanism for document verification either by Registrar's own personnel or by EA Supervisor/Personnel. • Ensure pre-enrolment data, where applicable, is available to Enrolment Agency • Ensure list of Introducers is available with their demographic, biometric details and UID numbers • Ensure communication reaches the target beneficiaries / residents • Provide template for paper-based enrolment form containing KYR and KYR+ fields • Setup mechanism for periodic process and data quality audit

UIDAI	<ul style="list-style-type: none">• Make Enrolment software available• Make process documents available• Empanel Enrolment Agencies to facilitate speedy onboarding of Enrolment Agencies by Registrars• Facilitate certification of biometric devices• Provide training content• Appoint a training and certification agency and provide testing content to this agency• Provide required standards and guidelines• Vet awareness and publicity content• Provide solution for document storage (Registrar/EA should store the documents safely till the time UIDAI makes arrangement for document storage)
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1.5 Timelines

The enrolment process should be completed by 31st May 2012 to the maximum extent possible

1.6 Payment to the Enrolment Agency

Payments shall be made to the Enrolment Agency by the Registrar on a monthly basis based on the number of enrolments completed and coverage of the scope of work based on the following terms.

Sr.No	Activity	Payment
1	Successful Generation of UID	80%
2	Submission for KYR and KYR+ data along with documents of residents to the Registrar	20%

IMPORTANT

1. This payment shall be subject to adherence to the SLAs

Annexure I – Guidelines for Enrolment

1. Guidelines for Enrolment of Residents

The guideline document for the enrolment of residents covers the following:

- a) Process Overview
- b) Pre-Requisites for Enrolment
- c) Roles and Responsibilities
- d) Setup of Enrolment Centre
- e) Resident Enrolment Process Flow and Description
- f) Capture of Demographic and Biometric Data
- g) Verification procedure
- h) KYR Standards for collection demographic data
- i) Documents for Verifying PoI, PoA and DoB
- j) Guidelines for capturing Demographic data
- k) Biometric Data Capture Standards
- l) Detailed guidelines for collection of Biometric data
- m) Handling of Exceptions
- n) Enrolment Centre Beginning of Day(BOD) and End of Day(EOD) activities
- o) Checklist for Setting up of Enrolment Centre

For the latest version of the Resident Enrolment Process document, please refer to UIDAI website

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

The following are the KYR+ fields that have been identified by Government of Gujarat. The software for collection of KYR+ data shall be provided by Government of Gujarat

The KYR+ fields are :

1. PAN No
2. EPIC Card No (Electoral Photo Identity Card)
3. Ration Card No
4. BPL Card No
5. RSBY Card No
6. LPG/PNG Gas Connection
7. Differently abled

Annexure III – Training Requirements

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