

REVENUE AND DISASTER MANAGEMENT DEPARTMENT, HARYANA

NEW CIVIL SECRETARIAT HARYANA SECTOR 17, CHANDIGARH

No. -840-ARIC-1-2011/11013

4TH October, 2012

Call for Empanelment of retired Govt. Servants/Defence Services/PSUs Employees/

Public Sector Bank Employees as Performance Monitors

REVENUE AND DISASTER MANAGEMENT DEPARTMENT, HARYANA invites applications from retired Govt. Central/State Services/Defence Service Officers (Gazetted level)/ Retired PSUs/Public Sector Bank Employees (Manager level and above), for empanelment as monitors of the Operational Aadhaar Centres under **UIDAI Project in the districts of State of Haryana** except Ambala, Panchkula and Gurgaon.

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.

The complete details of the monitoring scheme including the eligibility conditions, duties, honorarium payable, application form, etc. may be seen on Revenue Department website (www.revenueharyana.gov.in). For any clarification you may contact Ph. No. 0172-2713623.

The interested applicants are requested to forward the completed application form to:

Deputy Secretary Revenue

Revenue and Disaster Management Department Haryana

**2nd Floor, Sector 17, Haryana New Civil
Secretariat Chandigarh 160017**

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

The last date of submission of completed application at the above address is 15 days after publication. Applications received incomplete or late will NOT be considered for empanelment.

Deputy Secretary Revenue

Revenue and Disaster Management Department Haryana

Cover Letter

To,

Deputy Secretary Revenue

Revenue and Disaster Management Department Haryana

Dear Sir/Madam,

Ref: 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.

Sincerely,

Name:

Signature:

Date

Format for CV of Applicant

1. Name:
2. Date of Birth:
3. Address:
4. District of Operation (Indicate Choice):
5. Contact nos.:
 - a) Office Phone:
 - b) Residence phone:
 - c) Mobile no.
 - d) E-mail ID:
6. Computer Skills: None/Basic/Advance
7. Qualifications (Please start with the highest qualification):

S. No.	Years of Passing	Degree	Discipline	Remarks

8. Employment Record (Details of last 5 years on job starting with the most recent position):

S. No.	Organization/Department	Post Held	Duration		Details of work/experinece
			From	To	

9. Date of Retirement:
10. Post from which retired:
11. Last Pay drawn (Basic+Grade Pay):
12. Any Other relevant details:
13. Attach one recent Passport size Photograph

Signature :
Date :

UID AUTHORITY FOR INDIA

Scheme for Engaging Enrolment Centre Monitors

Version 1.

Process Owner: Anil Khachi, Deputy Director General

9/30/2011

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

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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 Centers/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 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.

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

2. Scope of Work

2.1 Performance Monitoring Team - UIDAI RO /Registrar

- UIDAI RO will decide whether it will be RO or Registrar who will invite applications for Monitor's role, who will be primarily responsible for creating the final Monitors panel and implementation of the performance monitoring system, and how the fee will be paid to Monitors.
- If RO decides to do it themselves, then -RO will identify a Nodal person for EA Performance Monitoring from within their own office who can further associate one or two officers, not below the rank of Deputy Director, to form a Performance Monitoring Team.
- If RO decides that the system will be run by State Registrar then Registrar will form a team in the same manner as above, from within their own office. Registrar may further setup teams at District level also.
- The Team's responsibility is to engage, train, deploy and evaluate monitors.
- Team will assess the Number of Monitors required for Performance Monitoring of EAs, at Enrolment Centers, depending upon the scale of current enrolments and future plans within their jurisdiction.
- Initiate the process to call CVs of the eligible candidates, The CVs may be called district wise, through an open invite –OR the State Registrar may prepare a district wise panel. Evaluate the applications and shortlist applicants.
- Finalize the District wise Monitors list and maintain in requisite format for record and retrievals. If the panel is prepared by State Registrar then it must be submitted to UIDAI RO for final approval.

- Identify the Enrolment Agencies and their Centers that need to be monitored and share the schedule with the Monitors sufficiently in advance. If Registrar identifies the centers, they must do so in consultation with the RO.
- Ensure adequate arrangements and information for inspection by the Monitors.
- Identity cards may be issued to all monitors with a fixed validity period of 6 months. These can be renewed periodically, if required.
- Ensure that all Monitors in the list are considered at equal level for division of work. Wherever there is more than one Monitor in a district, care must be taken to ensure equal division of work as far as possible.
- Ensure completion of the Monitors work and the updation of data on the UIDAI Performance Monitoring Portal
- Hold meetings periodically with the Monitors in order to review the findings of the inspection and to suggest improvements to obtain better Quality and process compliance.
- Report action items from the meetings with appropriate suggestions and feedback to UIDAI Head Office.
- Evaluate Portal Reports from Monitors; analyze EA performance and communicate required Corrective Actions, Process and Technology changes, Skill gaps and Training needs.
- Irrespective of the Registrar, i.e. whether State/ Non-State, the same panel of Monitors will be used for performing the job of inspection of enrolment centers and reporting.
- UIDAI Regional office must share Performance Monitoring process and guidelines defined by UIDAI, with Monitors and all Registrars, so that the inspection of enrolment centers, scoring and reporting is standard, clear and objective.
- RO will arrange orientation and regular training of Monitors to ensure clear understanding of the guidelines.
- RO must activate Registrar and Monitors on Performance Monitoring Portal as per requirement.
- Proper control mechanism would be required to be put in place over the performance of the Monitors by the concerned ROs. Refer section on “Evaluation of Monitors” in this document.

2.2 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 issues at enrolment centre, as and when required.
- The Performance Monitoring sheet and Manual for Monitors is attached in Annexure I. 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 centers.

- 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 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 Stage I – Assessment of Number of Monitors Required

In the first Stage, the Performance Monitoring Team will assess the number of Monitors required to be engaged for conducting the requisite number of centre performance monitoring each month.

3.2 Stage II - Prepare List of Monitors

i. 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 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 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.
- 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.

ii. **Process of Selection**

- The Performance Monitoring Team will arrange to call the CVs of eligible candidates as per the process decided by them.
- The CV of the applicants may be called in the format attached in Annexure II.
- The Team will shortlist the willing applicants based on defined criteria of selection and prepare a panel of willing Monitors District wise. The number of empanelled Monitors should be at least 20% in excess of requirement to handle vacancies arising out of drop outs due to any reasons or increased volume.
- The list of empanelled Monitors must have following details for ease of usage and assignment of work :
 - a) Name:
 - b) Date of Birth:
 - c) Address:
 - d) Contact:
 - Land Line
 - Mobile Number
 - E-mail ID
 - e) Date of Retirement
 - f) Post from which retired
 - g) Last Pay drawn (Basic + Grade Pay)
 - h) TA/DA entitlements as per the last post held
 - i) Computer Skills
 - j) District of Operation(Indicate Choice)
 - k) Photo

3.3 **Stage III - 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 fee to the Monitors, either directly or through Registrar, at the rate of Rs.500/- per enrolment centre monitored. No TA/DA will be paid.
- The fee will be paid once a month after uploading of the data to the UIDAI Performance Monitoring Portal and after due authorisation by the Regional Office.
- Where Registrar leads Performance Monitoring ,and not RO, money will be transferred through the UIDAI Office to the Registrar in an account to be maintained by them for UIDAI funds on a monthly basis after due verification of the performance monitoring activity by RO.
- The maximum number of centers that a Monitor can investigate in a day is two and in a month are 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 fee.

- When they are called to the head quarters of the Regional Office for trainings/meetings, 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. For example monitoring in States/Districts that have no State Registrar and thus no Monitors identified in 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.
- 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 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 I cards when I 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 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 ROs.

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 decided by UIDAI RO.

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 best professional way.

A sample template for evaluating Performance of Monitors is provided in Annexure III which can be utilized for assessing the performance of Monitors. The RO can modify the evaluation sheet and define Overall Satisfactory Performance score.

The performance of the ROs control mechanism will be subsequently reviewed by internal audit team of UIDAI HQ.

Sample Template for Evaluating Performance of Monitors

Monitor Name:

Period:

1. Whether monitoring performed generally as per guidelines:

Yes	No
-----	----

2. Whether Monitor has left portions of Performance Monitoring Sheet blank without any reason

Yes	No
-----	----

3. Whether Monitors has made contradictory remarks:

Yes	No
-----	----

4. Whether Monitors could provide guidance through his observations:

Yes	No
-----	----

5. Observations about application of mind in monitoring:

Item	Poor/Good/Excellent
Quality of Work	
General Behavior	
Any Other Criteria	

6. Overall Performance:

Satisfactory/ Unsatisfactory

Signature1:

Signature2:

Name of Evaluator1:

Name of Evaluator2:

Date: