

**Government of India
Planning Commission
Unique Identification Authority of India
Regional Office, Mumbai
7th Floor, MTNL Building, GD Somani Marg,
Cuff Parade, Mumbai**

Call for Empanelment of Monitors

The Mumbai Regional Office (RO) Unique Identification Authority of India is calling for Applications for empanelment as Performance Monitors of Enrolment centres working in Maharashtra, Gujarat, Goa, Dadra Nagar Haveli and Daman Diu from socially committed people willing to contribute their services to this ambitious national building exercise under Aadhaar Project.

Applications are invited only from retired personnel of Central/ State Government and Defense Services of Gazatted level and at the level of manager from PSUs/PSBs at the time of retirement. The retirement date should not be more than 5 years from the date of advertisement.

Details of the Monitoring scheme and the online application format are appended below. The same can also available at DIT, Govt of Maharashtra website at: www.aadhaar.maharashtra.gov.in

You are requested to fill in the online application by clicking below address:

<https://docs.google.com/spreadsheets/viewform?formkey=dF9wejlucndZOHU3T1pCb2dkTHRJZWc6MQ>

All the application should be submitted online only latest by 21st November, 2011.

In case of any queries E-Mail us at mumbai.uidai@gmail.com with subject line mentioning: “**Application for Performance Monitors – Maharashtra / Gujarat/ Goa/Dadra Nagar Haveli/Daman Diu (As the case may be)**”.

Further details of the Scheme can be obtained

- www.uidai.gov.in
- <http://www.uidai.gov.in/images/FrontPageUpdates/EA%20performance%20Monitoring%20version%201.3.zip>

Terms and Conditions in Brief:

- The scope of work revolves around performance monitoring of Enrolment centers set up by various Enrolment agencies by State and Non-State Registrars.
- Please refer to the scheme documents for details scope, eligibility, payment and other terms and conditions of empanelment before applying

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

Engaging Enrolment

Centre Monitors

REGIONAL OFFICE, Mumbai.

(E-MAIL: Mumbai.uidai@gmail.com)

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 Defence Services of Gazetted level/ retired Manager level and above from PSUs/PSBs. UIDAI is looking for socially committed people who are willing to render their services as monitor 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's. The locations 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 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. 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 off themselves and get signatures of Enrolment Agency Supervisor on the sheet.
- In case, the EA Supervisor refuses to sign, the monitor must record appropriate reasons.
- 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 monitors must submit the Performance Monitoring sheet with scores (hard copy) to the Performance Monitoring Team within five days of completion of the visit.
- The monitors may also have to upload the scores and the score sheets on the UIDAI portal for Performance Monitoring within five days. The login and other details will be provided by ROs in such case.

- Monitors are required to carry their Identity Card during their visit 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 professional 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 five years ago.
- The Monitors must have Basic level Computer Skills.
- The monitor shall be not ex-employee of and/or have any links with the EAs in 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 monitors 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/-. No TA/DA will be paid.
- The honorarium will be paid once a month after uploading of data to the UIDAI Performance Monitoring Portal and after due authorisation by the Regional Office.
- 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 honorarium.
- When they are called to the head quarters of the Regional Office they will be entitled for their TA/DA as per their last post entitlements 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 arise special circumstances, where they may be 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.
- 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 fulfil the eligibility norms and/or that he/she has furnished incorrect/false information or has surpassed any material facts. His/her application will automatically stand cancelled. If any of the above shortcomings is/are detected even afterwards, the empanelment shall be cancelled without notice.
- Monitors will surrender their I Cards when I Card expires or in case of termination/withdrawal of engagement.
- Monitor will maintain the confidentiality of data, documents and information that they will get an access to as part of assignment.
- The empanelment will stand cancelled and it may attract strict penal action, if the Monitor is determined to be engaged in corrupt, fraudulent, unfair trade practices, coercive, collusive, false reports, submission of reports without actually visiting centres, misrepresentations 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, the Performance Monitoring Team must evaluate the performance of Monitors also on regular basis.

The Performance Monitoring Team will regularly perform Performance Evaluation of Monitors. Other members from their respective departments 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 intervals at the discretion of the Nodal Officers of UIDAI.

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.
