Module 7: Training Manual
For
Handling Exceptions and Grievances

UIDAI

Unique Identification Authority of India

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Table of Contents

Handling Exceptions

Objectives

In this module, you will learn to:

- Define exceptions
- List the different types biometric exceptions
- Explain why exceptions occur
- Outline the steps involved in capturing exceptions in the Enrolment Client
- Identify techniques to handle exceptions during facial image capture
- Identify techniques to handle exceptions during iris image capture
- Identify techniques to handle other general exceptions
- State the importance of gaining the resident's trust
- Practice techniques of exception handling in role-plays

Exceptions

- Exceptions are therefore, **Biometric Exceptions**

- Exceptions occur when an enrollee is not able to to give complete set of biometrics as required by UIDAI

The following is a list of types of exceptions:

- Missing finger/fingers

- Amputation

- Missing eye

Fingerprints quality can be affected by:

- Mehendi

- Rough fingers/calloused hands

Handling Exceptions

Exceptions have to be handled with utmost care. Special care has to be taken to make them comfortable throughout the entire process. Given below are the ways to handle exceptions.
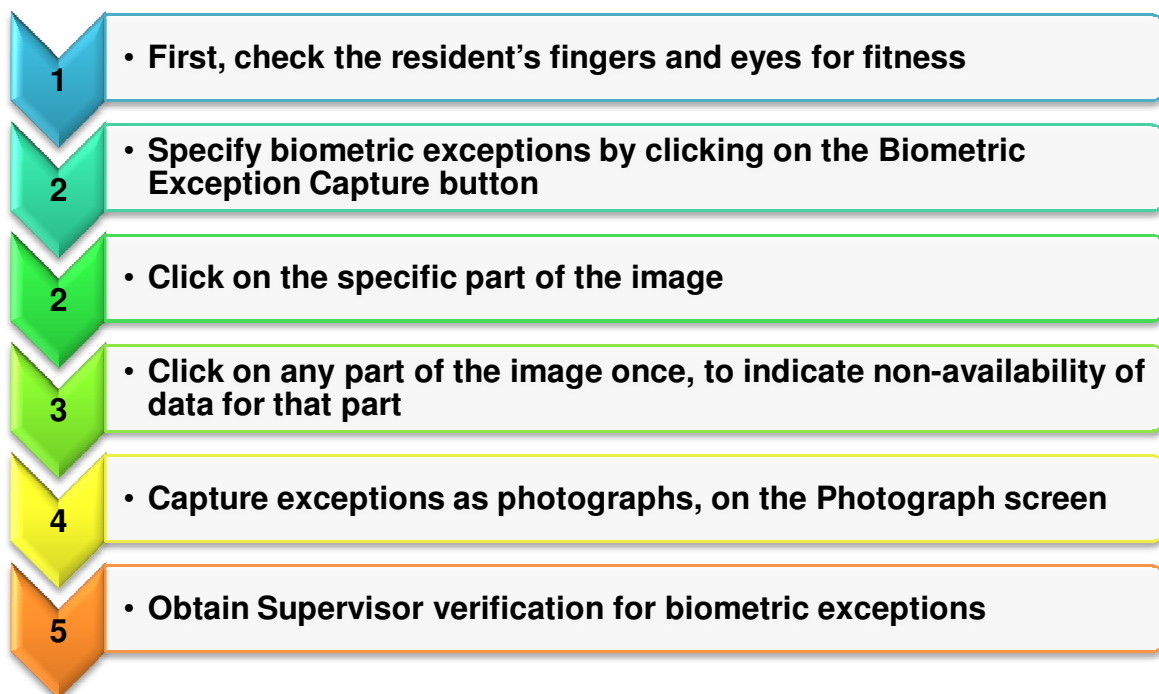
Facts About Exceptions
Rural India has many people who have worn out fingerprints because of physical labour

The key is to ensure that *capture quality is monitored carefully by the Operator*

Exceptions occur because of:
– Injury
– Amputation of fingers
– Amputation of hands
– Problems with the eyes

Capturing the Biometric Exceptions in the Enrolment Client

1 • **First, check the resident's fingers and eyes for fitness**

2 • **Specify biometric exceptions by clicking on the Biometric Exception Capture button**

2 • **Click on the specific part of the image**

3 • **Click on any part of the image once, to indicate non-availability of data for that part**

4 • **Capture exceptions as photographs, on the Photograph screen**

5 • **Obtain Supervisor verification for biometric exceptions**

- All exceptions are captured at one go, by clicking the Biometric Exceptions Capture button

- If the resident has an extra finger/s, the Operator needs to ignore the extra finger

- The extra finger will not be captured as a Biometric exception.

- In such a case, the operator shall assist the resident in the fingerprint capture to avoid capture of the extra finger/s.

While capturing the photograph of the exception:

- Palms should face the camera
- Face and both the hands should be in the frame

Case 1
Manmeet Singh is a 65 year old Sikh resident who has come to the enrolment station. He is wearing a turban. You are facing difficulty capturing his facial image because of the turban. He seems to be very irritated as he has been waiting in a queue for a long time.   How will you deal with him?

What kind of problems can occur in facial image capture?

- Poor light
- Inability to crop the image because of turban or head scarf
- Resident unable to keep the face or body still and vertical

Poor Light Conditions
- Do not use flash.
- Contact the local authorities to improve the light in the surroundings.
- Use the generator backup to improve lighting, in case of insufficient lighting due to low voltage.
- Consider moving to a location in the room with better light.
- Backdrop should be placed against an opaque wall or partition.

Inability to Crop Image Because Of Turban / Head Scarf

- If accessories are worn due to religious reasons, choose the manual capture option.

- The operator may politely request the resident to remove the headgear.

- In the case of women enrollees, a lady Operator or volunteer must handle this process

Inability to Keep Head / Torso Still and Vertical

- Assist the enrollee if needed

- In case of lady enrollees, assistance should be provided by the lady operators or volunteers.

Handling Exceptions

Case 2

Geeta Devi is a 42 year old resident of a village in U.P. She is daily wage labourer. She has come to the enrolment station. While collecting her biometric data the Operator notices that the quality of her fingerprints are not good enough. He makes repeated attempts to capture her fingerprints but is faced with the same result! He then tries to flatten Gita Devi's fingers on the platen. She gets very angry and starts screaming at the Operator.

1.What do you think went wrong?

2.Could the situation have been handled better?

What kind of problems can occur in fingerprints capture?

- Missing / amputated fingers
- Fingerprint captured is not of the right quality
- Inability to flatten the fingers
- Worn out ridges
- Hands blackened through mehendi or some other substance

Missing/Amputated Fingers

- Capture the biometric exception in the enrolment client

- If the resident has an extra finger/s
    – The Operator needs to ignore the extra finger
    – The extra finger is not captured as a biometric exception
    – The Operator needs to assist the resident in the fingerprint capture to avoid capture of the extra finger/s.

Fingerprint Captured Is Not of the Desired Quality

- If standard images are not obtained despite repeated attempts, politely ask the enrollee to wash his hands.
- Provide a wet sponge or towel available in the centre.
- Request the enrollee to apply pressure on the platen
- First rely on the enrollee's efforts for applying pressure.
- If not successful, take permission and assist her/him in applying the pressure to capture the image.
- Ensure that women residents are assisted by women operators / volunteers.
- Make a reasonable number of attempts to capture the biometrics of the resident.
- The number of attempts that can be made is built into the software.

Inability to Flatten the Fingers
- Take the enrollee's permission. Then assist him in order to capture fingerprints.
- If this is not successful, the Operator can try to obtain fingerprints to the extent that the enrollee is able to flatten and place her / his fingers on the platen.
- The enrollee can then move to the next set of fingerprints of the other hand or the two thumbs.

Worn Out Ridges or Hands Blackened Through Mehendi Or Any Other Substance

- Attempt a manual capture
- Proceed to capture fingerprints of fingers which are not blackened or without worn out ridges.
- If an enrollee has mehendi on her hands, request her to wash her hands before the fingerprint capture.

Be Sensitive to Women Residents

- If the lady is unable to provide sufficient pressure for the fingerprints to be captured you can:
    - Take the help of the lady volunteer
    - Place the piece of foam (available at the enrolment centre) on the lady's hand and then apply pressure

Squint / Disoriented Eye

- If the capture of both eyes at a time is not possible, the single eye iris scan device may be used

- In case the single eye iris device is not available, the operator can make use of the dual eye device to capture one of the irises correctly

Inability to Open the Eyes Properly

- Guide the enrollee to open the eyes wide.

- Help the enrollee to open the eyes with the help of your own hands.

- Take the help of a lady volunteer in case of women enrollees.

Generic Exceptions

- The enrollee may not be able to keep herself / himself in the correct posture photograph due to old age or sickness.

- In such cases the operator should arrange to capture biometric data by moving the equipment close to the enrollee.

Handling Exceptions is About

GAINING THE RESIDENTS TRUST!

Gaining the Resident's Trust

- Be polite to residents
- Be sensitive to physical disabilities
- Provide assistance wherever needed
- Assure the resident that exceptions will not cause any problem in data capture
- Explain any related information that the resident would like to know

Handling Grievances

Objectives

In this module, you will learn

- Explain the importance of grievance handling
- List the essential attributes of the contact center (languages supported, inbound and outbound channels, mission statement etc.)
- Identify the key stakeholders serviced by the contact center
- Identify the queries and grievances of Residents

The Importance of Grievance Handling at AADHAAR

A grievance is a sign of a resident's/EAs'/Registrars' discontentment with AADHAAR.

Grievance handling is a process of addressing problems that are raised by residents/EAs/Registrars.

Handling grievances effectively will demonstrate UIDAI's commitment to superior service delivery It will build trust and confidence in residents/EAs//registrars

Contact Center for AADHAAR Grievance Handling

UIDAI has setup a **Contact Centre** to manage all queries and grievances and serve as a single point of contact for the organization .

- All India toll-free number: 1800-180-1947

- All India P.O. Box No.: P.O. Box 1947, Bangalore-560001

- Email Address: help@uidai.gov.in

Who Can Call The Contact Center?

- Residents

- Registrars

- Enrollment Agencies

The Contact Center would support the following languages

- Hindi, English

- North (Hindi)

- South (Kannada, Malayalam, Telugu, Tamil)

- West (Gujarati, Marathi)

- East (Odiya, Bengali, Assamese)

Inbound and Outbound Channels

Inbound Channels:

- Calling the Contact Center

- Sending an Fax document

- Sending emails

- Sending Letters at the Contact Center

- Posting queries/issues on Website portal

Outbound Channels:

- Answering calls

- Sending response through Fax

- Sending email replies

- Responding to queries through letters

- Sending replies through SMS

Support Window

- The contact center would be functioning 6 days a week.
- The working hours would be from 8AM to 8PM.
- It will be closed on Sunday
- The contact center would be closed only on 3 Mandatory National Holidays and remain open on other public holidays.

Types of Calls

Query	• The caller is seeking information pertaining to UID, process of acquiring a UID number, any enrolment stage etc.
Complaint	• The caller calls to register a complaint about any of the partners or is disgruntled with the enrolment procedure or the process of securing an Aadhaar number or its authentication thereof.
Feedback	• The caller has called to share feedback regarding any or all UID partners
Status Enquiry	• When a caller is enquiring about progress on an existing case from a previous call

Query and Grievance Handling

- Any resident seeking enrollment is given a printed acknowledgement form with a **Enrolment Number**, that enables the resident to make queries about her/his enrolment status through any communication channel of the contact centre.

- Each Enrolment Agency will be given a Unique code that will also enable faster and pointed access to the Contact Centre that includes a Technical Helpdesk.

- The registrar is expected to put in place a Team that would serve to quickly address any matters requiring resolution that may pertain to the Registrar, but may be conveyed to the UIDAI Contact Centre.

- Queries /grievances which need Registrar/enrolment agency involvement will be transferred to the Registrar appointed nodal officer through a web portal.

- The Time taken for resolutions to be resolved is to be finalized jointly.

Resident's Queries

Resident's queries and grievances would be related to:

- Pre-enrollment process
- Enrolment process
- Post Enrolment process

Pre-enrolment	Enrolment	Post-enrolment
Generic questions about: 1. UIDAI : What is it? Problem it seeks to address? Who is the Target Audience? 2. Aadhaar : What are the benefits & features of an Aadhaar number? Explain the enrolment process? What will be the fees? 3. Documentation Queries What documents would ne required to enroll? Who is an introducer? 4. Authentication Queries Explain the authentication procedure. What is Biometrics & Demographics?	Questions about: 1. Database updation / correction Is there an updation mechanism in case of error? 2. UIDAI – Data Security Will my information be shared with anyone / any other govt. dept.? 3. Grievance Redressal Mechanism Do you have a grievance redressal mechanism? What do I do in case of a complaint? 4. Procedure to retrieve lost enrolment application number. 5. Procedure to retrieve lost web registration number	1. Database updation / correction My address is incorrect / my name is misspelled in the Aadhaar issuance letter, how can I get it corrected? 2. I have enrolled for UID. I still have not received my letter. 3. Authentication Queries I have an Aadhaar number, but I lost my vision in an accident sometime back. My iris scan will not match.