



GOVERNMENT OF INDIA
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MINISTRY OF HOME AFFAIRS
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F.No.35301/01/2008-DPD

17th January 2014

EDP CIRUCLAR No.14

Subject: Deployment of outsourced manpower for Household Project – CAC Phase-II.

After completion of the activities connected with the PCA you may be in the process of computer assisted coding (CAC – Phase II) to speed up the release of data. It has been decided to deploy additional manpower at the Data Centres. You may like to refer to the following annexures.

- A. Complete Tender Documents and Letter of Intent issued to the Vendor (Annex-A)
- B. Center-wise outsourced manpower deployment and Performance Norms (Annex-B)
- C. Roles and responsibilities of Vendor and ORGI/DCOs (Annex-C)
- D. Dos and Don'ts (Annex-D)

The salient features are as follows:

- 1) Now the CAC work of Relationship, Mother Tongue, Other two languages and Educational attainment is to be done by the Outsource manpower. Data Center in charge should keep the track of CAC items workload completed by the DDE officials till the date of deployment of vendor manpower. Now onwards DDE officials of the DCO/ORGI will do the CAC of NIC and NCO and random quality checking as directed by the center in charge.
- 2) CAC work relating to relationship, mother tongue, other two languages and educational attainment is to be carried out by the out sourced manpower.
- 3) The ORGI officials will henceforth be deployed for CAC of NIC and NCO and quality checking.
- 4) It may be ensured that the Vendor strictly complies with all the terms & conditions of the Tender especially in deployment of manpower by adhering to the due process of recruitment and at least two days on the job training on CAC with due verification of the educational qualifications & antecedents; etc. The officials of the Vendor must bear the Identity Card issued and signed by the vendor and countersigned by the respective data Center In-charge. The Vendor must ensure that at least one Supervisory level official is deployed at the centre for interaction/ coordination with the Center In-charge and for monitoring the overall performance of their operators as per the norms/instructions/ guidelines issued by the Center In-charge.
- 5) Generally, shift preference should be given to the regular officials of the DCOs.
- 6) Monitoring of outsourced manpower has to be done on a daily basis. It may also be ensured that the manpower engaged is not only producing the desired results but also maintaining high standards of quality.

