

Enumerators (Frequently Asked Questions)

1. Precautions to be taken by Enumerator in Jan Seva Survey

Enumerator should inform the following information when they give call to call centre

1. IMEI number of the Enumerator Tab (Dial *#06# to know the IMEI Number)
2. Bio-Metric device used by the Enumerator –Finger Print/IRIS
3. Brand and Model Number of Biometric/IRIS devices.
4. Enumerator Aadhaar Number.
5. Download CLEC application from Jan Seva Survey and install in your Tab.

2. Does and Don'ts on using Jan Seva Survey application

1. Download Jan Seva Survey Application from Play store or Website.
2. Don't install games or any other application in the Tabs provided to Enumerators.
3. Every day before starting survey, clear cache and background Memory in your Tab.
4. Once open the application doesn't close/reopen the application until the application is loaded completely.
5. TO continue with survey GPS and Mobile data should be set to ON.
6. Your Tab should be kept away from the reach of Children, dust and wet.
7. Keep Tab in the pouch provided in order to escape from damages.
8. While doing survey if Cast, Occupation details are not shown properly it indicates the masters are not downloaded properly.
9. Before going to survey check whether you are using latest version of Jan Seva Survey app or not.
10. Click Submit Button or any other Button in the app, please keep wait until the next process complete. Otherwise the application may hang
11. Before going to survey check date and time in your Tab otherwise you will get an error like "error 562 is caused by future time and date"

3. How to use Bio-Metric Device

1. Keep Bio-Metric devices safely
2. Keep Bio-Metric devices in the covers provided for them.
3. Disconnect Bio-Metric Devices when you move from one house to another.
4. Use Bio-Metric Devices when you are doing survey.
5. e-Parakh and Biomatiques devices will not support with Jan Seva Survey Application.

4. Important Points for Saving Batter Life

1. After Completion of Survey put GPS and Mobile data set to OFF.
2. Please keep WiFi and Bluetooth to OFF, when you are not using them.
3. Disable vibration and mobile alerts.
4. Auto Synchronization option for other application should set to OFF always
5. Use only AD free Applications.
6. Remove unwanted applications from the background.
7. During survey keep Tab display brightness as low as possible.
8. While doing survey don't open Explorer or any other browsers.
9. For searching address don't use GPS.

When the battery is low “BATTERY SAVER MODE “should be ON and recharge the tab as early as possible

When the charging is low if possible recharge the tab in the house which you are surveying.

5. Mobile connectivity Precautions

1. How to change 3G to 2G signal
2. How to hold the tab
3. Auto Sync of the other application to be disabled
4. Should quit the applications running in background

6. What is Aadhaar

1. Aadhaar means an Unique Identification Authority of India (UIDAI) and it's a 12-digit number issued by Govt of INDIA. The Aadhaar card can used as a address proof or Identity proof across INDIA.
2. Aadhaar is the primary identification for every citizen of INDIA
3. Person identifies through biometric and demographic information
4. Without documentation, Aadhaar card is issued to the citizen of INDIA
5. Only one Aadhaar number is allotted to every person
6. Aadhaar is having unique identity for individual. For other identities, can use Ration card, Passport etc..
7. In UIDAI Authentication service, response only either Yes or No.

7. What do you mean by Authentication

Aadhaar authentication is the process wherein Aadhaar number, along with other attributes (biometrics/OTP) is submitted to UIDAI's Central identities Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "Yes/ No". No personal identity information is returned as part of the response.

8. What is e-KYC

Declaration of one person's Address, Date of Birth, Gender and other demographic information is called e-KYC.

During e-KYC process, person's demographic information along with Photo is sent to the service provider.

9. Frequently asked questions during survey

1. How to download application
2. What to do if one member at home
3. Some fields are missing
4. If GPS is not captured what to do
5. Error 562- What is Response failure
6. TSH Temporary Smart house?
7. Upgraded to Sim card 3G
8. Some fields are missing
9. If Iris device is not working what to do
10. Isn't Finger print device working?
11. Device is not detect
12. If more people in one village, As per thier job purpoe(Farmers) Bio-metric capture is not working?
- 13) If Network and Internet error occurs:

Ans: 1) Check mobile network

2) Check *Mobile Data* option enabled or not in Mobile Network

3) Use 2G option in Mobile Data - Network Settings where 2G network only available

14. If Daughter got married and changed her house address.

a) What should do at her parent's home?

Beside that person select option "***not in house / no data available about that person / married***" and "***moved***"

b) What should do at her Husband's Home?

Add new member only the by the house owner

15) Many families in one portion

Ans: 1) Count the kitchens

2) Take photos from outside of the every home

3) Select the option "***one house many families***"

16) Get error code "***0***" in eKYC

Ans: Wait until get answer from ***UIDAI***

Do not attempt biometric more and more and also do not close the application

May be this happened ***not accepting*** the service provider

17) Change Sim Card to 3G

User has to change the setting in you TAB as follows:

"Settings-more-mobile networks-Airtel- preferred network type – automatic" or 3G

18) The error details ***101 & Remote Server 503*** may get at the time of eKyc

Ans: Try with good finger in Biometric devise

19) Problem with mapped plan – to proceed to selected mapped plans first de select the ***auto mapped plans***

20) What is Plan (ID)

21) Age limit at the time of marriage

22) No your customer in bio metric (eKYC)

23) If eKyc shows at family member's name?

24) If family members want to participate the survey from other place (far from survey area)?

25) If the family members not available at the time of survey?

26) How to add members and de-select the members?

27) Relations

28) Reason for mobile number procurement

30) Complete Bank Account Number. This will change from bank to Bank?

31) Documents required during the Survey

Aadhar Card	Disability Certificate (if applicable)
Ration Card	Water Bill If available
Voter ID card	Caste Certificate If available
Property tax ID	Income Certificate (Issued in the past)
Electricity Bill	Kisan Card (If Applicable)
Driving License	Pension Certificate
Vehicle Registration No	MNRIGA Job Card
Land Passbook No	Dwakra group SHG Card
LPG Customer No not issued/applied)	Birth Certificate for children below 5 years of age (If Aadhar
Bank Passbook	Post or Pre metric Scholarship ID (If available)

32) How to know the IFSC Code?

Ans: To know your IFSC Code. Please click on the below provided link “know your IFSC code”

33) In case if any members are unavailable/ network failure. Entered details of Households will be saved?

Ans: It is available in the 2.5 version. Enter the Surveyed member Aadhaar No under “Partially Completed House” Option, you will get the Details. So that you can enter the remaining members.

34) How to register Household which is not under SECC data?

Ans:

35) CELC- Precautions to take during Child Aadhaar enrolment/ Not compatible hardware problems

36) How to test mobile network data speed?

37) How to correct the Gender error/False Gender?