MOST IMMEDIATE

भारत सरकार/Government of India
गृह मंत्रालय/Ministry of Home Affairs
भारत के महारजिस्ट्रार का कार्यालय
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CENSUS OF INDIA 2011 - CIRCULAR No. 30

Subject : Establishing Census Help Centers and Census Help Lines - Circular

As you are aware, the preparations for Population Enumeration, the second phase of Census 2011 are in full swing after the completion of first phase of Houselisting Operations. During Population Enumeration all the persons in the country are counted to arrive at the Population of the country.

2. Being a gigantic task, it requires timely preparations, effective planning and proper monitoring at every step. These steps include the assessment of the work force, the logistics, the Census documents such as Instruction Manuals and Schedules required for the phase, setting of timelines for different tasks and the efficient training programmes at central and state levels of all the census functionaries. This enables us to take care of the possibilities of content and coverage errors to a great extent during the population enumeration. Your Directorate may have embarked upon the intensive training programme. It has been the experience in earlier censuses that timely technical assistance to the field officials i.e. the enumerators and supervisors helps in improving considerably the coverage of population and also its characteristics. It is a pre-requisite to strive and ensure that before the enumerator begins the field work, she/he should have undergone the mandatory three rounds of training. Further it is advised to ensure that all the enumerators fill-in 5 household schedules. Mock training sessions and the instruction manual would generally take care of explaining the census methodology and the census concepts. Despite all these efforts, for reasons beyond our control, there will be some enumerators/supervisors who would require technical support when they actually begin the population enumeration.

3. To meet their requirement of immediate technical guidance during the field work, the opening of Census Help Centers and Telephone help Lines would go a long way in overcoming the field problems. Normally, for each rural charge one or more such help

centers should be opened from 1st February until the 5th March, 2011. At least one such center should be opened at the Tahsil/Block headquarters within the same premises. The Charge Officer may be advised to open other help centers at such a village/town where a large number of enumerators/supervisors reside, as in rural areas it would not be possible for enumerators to travel a long way to seek assistance when in doubt. Therefore, location of these centers should be at such a central place where most of them reside or visit ordinarily for some official work. Since most of these centers are located at Tahsil/Block office, the telephone number of the local office can also be notified as the Census Telephone Help Line. At other places the telephone of the Local Town Panchayat/Municipality/Village Panchayat can be similarly notified. At each of these centers Assistant Charge Officers, Master Trainers, Master Trainer Facilitators, Census clerks or some knowledgeable supervisors can be posted to operate from these centres and provide clarifications to any census enumerator. The duties of these personnel can be rotated turn by turn so that the work of any particular official is not adversely affected and yet these centers are in a position to provide necessary clarification on census matters to the enumerators.

4. It is expected that these officials should be extremely competent and thoroughly trained in census matters particularly in filling up of Household Schedule, Working Sheets and Enumerator's Abstract. Only then these officials, placed at the Census Help Centres, will be of use to help the enumerators. The Centre should be equipped with the Instruction Manual and other instructions issued by the Directorate specially with reference to recording of date of birth, age, SC/ST and the economic questions, i.e. Question 17 Occupation (Describe the actual work) and Question 18 Nature of industry, trade or service where the person works, worked or of self occupation, etc. It has been our observation that is spite of intensive training for recording details of occupation and the nature of industry, trade, service or self-employment, enumerators are faced with many difficulties in the field and don't record these details in full. Because of incomplete details it becomes difficult to give appropriate codes under 'NCO' and 'NIC' at the coding stage. It will, therefore, be a good idea to prepare paper posters indicating how the responses on occupation and industry are to be recorded in detail. To make these centers visible one could also display Census banners, posters, etc. at prominent places at the centre.

5. These Census Help Centres would also be used to address public. A register may be kept at the Help Centre and each complaint should be recorded with a number. The complaint number should be informed to the complainant and it should be ensured that a complaint is addressed within two days. JDCO/DDCO at the DCO level should be made record's in-charge of the Help Centres and he/she should also be accessible to the public through phone. The format of the register for public complaints is given at Appendix-II. It is expected that these Census Help Centres could also facilitate the overall supervision of Census work at a fixed point and time. The inspecting unit of the district officials or the Directorate can visit these centers and get in touch with as many enumerators/supervisors as possible.

6. For every large city and town, similar multiple Census Help Centers and Help-lines will have to be opened as suggested for the rural areas. These centers should preferably be located in the Office of District Magistrate, Additional District Magistrate, Sub-Divisional Magistrate, Tahsil or Block office as also in the Office of Municipal Commissioner or the Executive Officer of the municipality or any other suitable public office. Since the area of a city will be very large, several of these centers will have to be opened at appropriate places so that the enumerator need not travel a long distance. In case it is not feasible to open a large number of centers then the facility of Telephone Help Line should be made available by notifying the normal office telephone numbers. Though no norms can be suggested, it is advisable to open one help center for 100-200 enumerators provided these can be manned by competent persons. As suggested above, these will have to be manned by the Master Trainers, Master Trainer Facilitators, Supervisors and the Census staff of the Collectorate or Municipal Corporation/ Municipality etc. **The centers should be made operational preferably from 1st February until the 5th March, 2011.**

7. It would be necessary to maintain a separate register for census functionaries at the centers where the name of the enumerator and the difficulty faced by him/her could be noted. The format to register the problems faced by the enumerators is at Appendix - I. This will also indicate the supervisor who attended the particular enumerator and the clarification given. Any unresolved clarification can be summarized at the end of the day and brought to the notice of the Charge Officer who can contact either the District Census Officer or the Census Directorate for further clarification, if required. Documenting these details will help in knowing the precise problems faced by the enumerators in the field. **After the population enumeration is completed, these registers maintained by each Charge Officer etc. should be collected back along with other census records.** These registers should be kept in safe custody in the Directorate, for each district. Methodological studies will later on be carried out on the basis of the entries noted in these registers.

8. The help centers may also be used for monitoring the progress of census work by informing the enumerators/supervisors in advance the predetermined dates on which they are expected to visit these centers to report the progress. For example the predetermined dates could be 7th February 2011 to ensure whether the three day training has been completed and enumerator has been provided with all the census material along with the kit. He may be clarified about any apprehensions related to census duty. Other dates to review the progress of the enumeration work may also be fixed in advance on 10th, 14th , 24th February and 2nd March, 2011. Spare Household Schedules, Working Sheets, Enumerator Abstract and Layout Maps can also be kept in stock at these centers and provided to such enumerators who are in need of these schedules/ materials.

9. You are, therefore, **requested to issue instructions to all Charge Officers for establishing Census Help Centers and indicate the appropriate telephone numbers as Census Telephone Lines. A consolidated list of such help centers be prepared by each Principal Census Officer and communicated to the Directorate by 15th December, 2010.** It will be important that these centers and help lines are made known to all the enumerators/supervisors during training. **A small press note may also be issued during the last week of January, 2011 in the local newspapers indicating the location of such centers for the benefit of enumerators, supervisors and the public.** The lists of these centers should be made available to all the District Officials in-charge of Census Operations as also the Directorate officials in-charge of Districts so that these centers are visited during the actual field operations in February, 2011.

Kindly acknowledge the receipt of this circular

(C. Chandramouli)
Registrar General and
Census Commissioner, India

To

All Directorates of Census Operations

Copy to:

1. Addl. RGI, DDG (NPR), DDG (R)
2. DRG(C&T), DRG(PKB), DRG(Map), DRG(CRS/SRS), ARG(Demo), JD(AKS), JD(DP), JD(A. K. Samal), JD(M. S. Thapa), JD(A. K. Srivastava), JD(A. K. Arora), JD(SS), ARG(SS), JRGI, DS(A), SRO(Language Division)
3. JD(OL) for immediate Hindi translation
4. PPS to HS
5. PS to RGI, PS to Addl. RGI, PS to DDG(NPR), PS to DDG(D. Rastogi)
6. Census Cell (15 copies)
7. Guard File

Appendix -I

Format of Register in connection with clarification to be given to Supervisor/Enumerator during Population Enumeration

Sl. No	Date/ Time	Name of supervisor/ enumerator	Supervisor's Circle No./ E.B.No	Doubt (s) raised by her/him	Clarification Given
1	2	3	4	5	6

Name and Signature
of the Charge Officer

Appendix -II

Format of Register to be maintained for attending to complaints from Public during Population Enumeration

Sl. No	Date/ Time	Name and complete Address of the complainant	Type of Complaint	Details of Action Taken	Remarks
1	2	3	4	5	6

Name and Signature of
the Charge Officer