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Ensure Registration of
Every Birth and Death

CENSUS-2011 – CIRCULAR NO. 12

No. Q-27001/IV/2009-Pb/

Dated: 6.5.2010

Sub: Establishing Census Help Centers and Census Help Lines.

Although, we have embarked upon a very intensive training programme for the enumerators and supervisors, it has been the experience in earlier censuses also, that timely technical assistance to those field officials helps in improving considerably the quality and coverage of data being collected. In addition, it is also very informative and convenient for the public in general.

To meet this requirement, it is felt that setting up of Census Help Centres and Telephone, Mobile/e-mail Help Lines would go a long way in accomplishing the task at hand. Normally, for each rural charge one or more such help centres may be opened from 1st May until the 15th June, 2010. At least one such centre should be opened at the Tahsil/block headquarters within the same premises. Since most of these centres are located at Tahsil/Block Office, the telephone/Mobile number of the local officer may also be notified as the Census Telephone Help Line.

At each of these centres, Assistant Charge Officer, Master Trainer, Census Clerk or some knowledgeable supervisor can be placed to operate from these centres and provide clarifications, as and when required. 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 centres are in a position to provide necessary clarification on census matters to the enumerators. What is important is that these officials should be knowledgeable and well-versed in all activities of field work particularly in filling up of Houselisting and housing census and NPR Schedules, Working Sheets and Enumerator's Abstract. Instruction

Manual, SC list, circulars and other instructions issued by the Directorate from time to time should be prominently displayed at the help centre. To make these centres visible, display of Census banners, logo, posters etc. should be done. These Census Help Centres can be useful for the public too, where a **register may be opened to log the suggestions/grievances**. It is expected that these Census Help Centres could also facilitate the overall supervision of Census work at a fixed point of time. The inspecting unit of the district officials or the Directorate can visit these centres and get in touch with as many enumerators/supervisors as possible.

For every large city and town similar multiple Census Help Centres and Helplines will have to be opened as suggested for the rural areas. These centres should preferably be located in the Office of Deputy Commissioner/Commissioner of Municipal Corporation, Additional deputy Commissioner, Sub-Divisional Magistrate, Assistant Commissioner of Municipal Corporation, Zonal offices within the Corporation, as also in the office of 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 centres will have to be opened at appropriate places so that the enumerator does not travel a long distance. **In case it is not feasible to open a large number of centres then the facility of Telephone/Mobile/e-mail 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 centre 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, Supervisors and the Census Staff of the Deputy Commissioner/SDM's office or Municipal Corporation/Municipality. These centres could simultaneously be designated as Census Help Centre for the public also, as it is expected that city population would be more vigilant. The centres should be made operational preferably from 1st May until the 15th June 2010.

As already said, it would be necessary to maintain a register at the centres where the name of the enumerator and the difficulty faced by him/her could be noted. This will also indicate the supervisor who attended the particular enumerator and the clarification given. **Any of the 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 any further clarification, if required.** Documenting these details will help in knowing the precise problems faced by the enumerator in the field. These registers should be kept in safe custody by the Charge Census Officers as these would provide base for carrying out methodological studies/validation later on.

These centres could 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 centres to report the progress.

All the Principal Census Officers are, therefore, requested to issue instructions to all the Charge Officers for establishing Census Help Centres and publicize the appropriate telephone numbers/Mobile number as Census Help Lines. A consolidated list of such help centres be prepared by each Principal Census Officer and communicated to this Directorate by **20th May, 2010**. It will be important that these centres and help lines are made known to all the enumerators/supervisors, **through a press note in the local newspapers indicating the location of such centres for the benefit of enumerators, supervisors and the public.**

(Seema Jain, IAS)
Director, Census Operations, Punjab
(Chief Principal Census Officer)

No. Q-27001/IV/2002-Pb

Dated:

Copy forwarded to the following with the request to go through the contents of the circular meticulously and to ensure timely action:-

1. All the Deputy Commissioners/Commissioners of Municipal Corporation (Principal Census Officers)
2. All the Additional Deputy Commissioners in the State (District Census Officers)
3. All the Deputy Economic and Statistical Advisors in the State (Additional District Census Officer)
4. All District Education Officers, Secondary and Primary (Additional District Census Officers)
5. The Assistant Commissioners of Municipal Corporations (City Census Officers)
6. All the Sub-Divisional Magistrates (civil)(Sub-Divisional Census Officers)
7. All the Executive Officers of Municipal Councils/Nagar Panchayats/Cantonment Boards in the State (Town Census Officers)
8. All Tahsildars in the State (Charge Census Officers)

(Bhagirath Singh)
Deputy Director

No. Q-27001/IV/2002-Pb

Dated:

Copy for information and necessary action to :-

1. The Chief Secretary to Government of Punjab
2. The Financial Commissioner (Revenue), Punjab, Chandigarh.
3. The Financial Commissioner (Rural Development and Panchayats), Punjab, Chandigarh.
4. The Principal Secretary, Local Government, Punjab, Chandigarh.
5. The Principal Secretary, School Education, Punjab, Chandigarh.
6. The Principal Secretary, Planning, Punjab, Chandigarh.
7. The Principal Secretary, Home, Punjab, Chandigarh.
8. The Principal Secretary, Information and Public Relations, Punjab, Chandigarh.
9. All the Divisional Commissioners in the State.
10. The Director, Local Government, Punjab, Chandigarh.
11. The Director, Public Instructions (Secondary), Punjab, Chandigarh.
12. The Director, Public Instructions (Elementary), Punjab, Chandigarh.
13. The Director, (Rural Development and Panchayats), Punjab, S.A.S. Nagar (Mohali).

(Bhagirath Singh)
Deputy Director

No. Q-27001/IV/2002-Pb

Dated:

Copy for information to :-

1. The Registrar General & Census Commissioners of India, 2/A, Mansingh Road, New Delhi
2. All the Directors of Census Operations in the States/Union Territories

(Bhagirath Singh)
Deputy Director

ANNEXURE 1**Format of Register to be maintained for attending to complaints from
Public during Houselisting Operation /NPR**

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

Name and Signature
of the Charge Officer

ANNEXURE II**Format of Register in connection with clarification to be given to Supervisor/Enumerator during Houselisting Operation /NPR**

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

Name and Signature
of the Charge Officer

