



GOVERNMENT OF INDIA

Ministry of Home Affairs

Office of Director Census Operations, Punjab

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Ensure Registration of
Every Birth and Death

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No. Q-2/001/IV/2009-Pb/

Dated: 10. 02. 2011

“Our Census, Our Future”

CENSUS OF INDIA 2011 - CIRCULAR No. 20

Subject : Establishing Census Help Centers and Census Help Lines

As you know Population Enumeration is scheduled to take place during 9th to 28th February followed by revisional round from 1st to 5th March, 2011. This is gigantic task and required advanced steps such as assessment of work force, the logistics, the census documents such as Instruction Manuals and Schedules required, setting of timelines for different tasks and the efficient training programmes at district/charge levels of all the census functionaries. However, 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. Although, it is a pre-requisite to strive and ensure that before the enumerator begins the field work the enumerators and supervisors have undergone intensive training, yet despite all these efforts, for reasons beyond our control, there will be some enumerators/supervisors who would require technical support during population enumeration.

2. In order 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 during population enumeration period i.e. 9th to 28th February, 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.

3. 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 this Directorate from time to time, 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 in spite of intensive training for recording details of questions like Occupation; Nature of industry, trade, service; or self-employment, etc 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 'National Classification of Occupations (NCO)' and 'National Industrial Classification (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.

4. 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. 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 even from the Directorate can visit these centers and get in touch with as many enumerators/supervisors as possible.

5. 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 O/o Deputy Commissioner, Additional Deputy Commissioner, Sub-Divisional Magistrate, Tehsil or Block office as also in the Office of Municipal Commissioner or the Executive Officer of the municipality or any other suitable public office. Where the area of a city is 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 remain operational during the entire enumeration period.**

6. 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** as these registers would be kept in the Census Directorate for methodological studies to be taken later on the basis of the entries noted in these registers.

7. 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. 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.

8. 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 immediately.** 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 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 Census Directorate officials in - charge of the district/corporation also so that these centers for the visit during the actual field operations in February, 2011.

(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
 - a. (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- (Sub-Divisional Census Officers)
7. All Executive Officers of Municipal Councils/Nagar Panchayats/Cantonment Boards in the State (Town Census Officers)
8. All Tehsildars 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, Home, Punjab, Chandigarh for coverage of residents and staff of jails/ rehabilitation homes etc.
5. The Principal Secretary, Information and Public Relations, Punjab, Chandigarh
6. The Principal Secretary, School Education, Punjab, Chandigarh – to direct the DEOs to provide the list of institutions such as boarding houses/ messes/hostels to the DCs and for coverage of these areas.
7. The Principal Secretary, Planning, Punjab, Chandigarh.
8. The Secretary, Local Government, Punjab, Chandigarh for issuing directions to the Executive officers of committees etc.
9. Director- General of Police, Jails for issuing instructions for the coverage of jail-inmates.
10. All the Divisional Commissioners in the State.
11. The Director, Local Government, Punjab, Chandigarh for issuing directions to the Executive officers of committees etc.

12. The Director, Public Instructions (Secondary), Punjab, Chandigarh.— to direct the DEOs to provide the list of institutions such as boarding houses/ messes/hostels to the DCs and ensure coverage of these areas.
13. The Director, Public Instructions (Elementary), Punjab, Chandigarh – to direct the DEOs to provide the list of institutions such as boarding houses/ messes/hostels to the DCs and ensure coverage of these areas.
14. The Director, (Rural Development and Panchayats), Punjab, S.A.S. Nagar (Mohali).
15. The concerned Divisional Head and District Incharge from the Census Directorate, Punjab.
16. Notice Board
17. Copy for website

(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

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