

OPERATIONAL GUIDELINES FOR SECOND LEVEL SUPERVISION OF

7TH EC BY NSO (FOD)

1. Economic Census is a country-wide exercise involving preparation of list of enterprises operated from shops/establishments/factories/households, etc. also operated without fixed location. First level 100% supervision of the work would be done by about 3 lakh supervisors of CSC. FOD has been assigned the responsibility of second level supervision to ensure the quality of data collection. The role of NSO (FOD) involves supervision of the work of about 8 lakh enumerators. Both, first and second level supervisions would make intensive use of modern technology like geo-tagging, time stamping, diagnostic reports, etc. FOD has got approval for engaging 600 additional FOs for the supervision. However, despite the use of technology and other resources mentioned above, correctness of data collected against each items and by each enumerator cannot be checked in view of massive scale of the exercise. Therefore, sample supervision by FOD, over the 100% first level supervision by CSC, would mainly focus on aspects which will ensure that process and procedures were followed in sincere and satisfactory manner and whenever, during the sample supervision any deviations, in terms of capability/knowledge of the enumerator/first level supervision, compliance with the procedure, co-ordination of the operations, etc., are observed, the same are addressed adequately.
2. FOD has direct role and overall responsibility of EC during the period of conduct of pilots, State level training, district level training (in the form of supervision) and conduct of EC operations. In addition to the guidance received by field functionaries including enumerators & supervisors of CSC during training and interaction at different levels. Supervisory manpower of FOD, State Level Operations Committee under DDG (FOD) and Central Level Operations Committee under ADG (FOD) would guide the conduct of EC, besides its upper level supervision and monitoring. FOD would also be responsible for activation of arrangement of different agencies including States, CSC & FOD and coordination therein. In discharging these functions, besides the salient guidelines given in this document, during the conduct of the EC, ROs, ZOs and HQ would issue additional guidelines and take decision including on the spot decisions based on feedbacks flowing from the field, as per requirement.
3. The State Capital DDGs, in their State, will be responsible for efficient discharge of duties related to the overall monitoring, supervision and training assigned to FOD. An Operations Committee cum monitoring cell under the chairmanship DDG (State Capital) is expected to have already been constituted as per the guidelines issued by the FOD Hqrs. The DDG

(State Capital) will regularly and carefully monitor the process, quality and timeliness of the EC operations so as to ensure that EC is properly and timely completed with good data quality. Web based dashboards will be available for facilitating monitoring the process on real time basis. The Operations Committee would hold a meeting initially on the eve of commencement of EC and every week thereafter till the operations stabilizes, followed by periodical meetings as per requirement.

4. Each Regional Head will be responsible for the EC work in his Region. Regional offices in the state, will work under overall guidance of the State Capital DDG. The Operations Committee may co-opt officers from DP Centres at the location, they are located and request for their services.
5. DDG (State Capital) and the senior officers nominated by him/ her, who have attended National Training Workshop, will facilitate organisation of the State Level Training Workshops and ensure that participants are trained not only in instructions but also in data collection procedures and use of different applications/ techniques. Nuances like ways to approach the influential person particularly in the urban area, ways to approach households and ways of putting questions with a view to elicit the desired information for the census, will also need to be explained based on the experience of FOD.
6. Instead of paper schedule, mobile application would be used by enumerators for data collection, therefore, schedule for data collection, as appearing in the data collection application, would be used for imparting training to avoid confusion likely to result by use of paper schedule given in the instruction manual.
7. FOD Hqrs. has conveyed to ZOs/ROs the sanction for engaging of FOs for the supervision work in the 7th EC. Field Offices are required to engage the required number of FOs from the agencies already selected for the TUS/ New Surveys. However, SSOs and Experienced JSOs are to be deployed for EC supervision work, in the event of required number of suitable FOs not becoming available.
8. During the time of conduct of EC, field work of 77th round and TUS is expected to have been stabilized to a great extent. The work of ASI 2017-18 has also come to the end. During the period of trainings, data collection and supervision of EC, FOD would be working as Ministry/ESD in the field for almost all purposes. Maintenance of quality through supervision of an exercise of the scale of EC would require mobilization of available and suitable supervision manpower resources. In deciding suitability of supervision manpower to be deployed for EC, RO incharge should take into account the available manpower including the FOs

specially engaged for EC. In case some of the FOs engaged for EC are not considered suitable, their services may be utilized for appropriate purpose and equal number of FOs/SSOs from regular surveys/Schemes may be considered for deployment for the EC. All officers to be involved in EC supervision have to be adequately briefed/ trained about the supervision exercise designed for the EC.

9. DPAs and DEOs of DPD would be suitably used to augment the supervisory manpower of the FOD at the places where DPCs are located. State capital DDGs will include DPC supervisors in State Level Training programmes being organised for FOD offices for the places where DPC is located. The DPAs/DEOs would work under concerned RO in-charge for the purpose of allocation of work area and other purposes related to 2nd level supervision of EC.
10. Contact details of officers including email address of HQ control room for EC are:

Sr. No.	Name and Designation of the Officer	E-mail Address	Contact Details
1.	Ms. Richa Shanker, DDG	richas@gov.in	011-22388148/9810494597
2.	Dr. Ziaul Haque, DD	fodhq.7ec@gmail.com/ ziaul.haque83@nic.in	011-22309583/8750914815
3.	Shri Rajendra Kumar, SSO	fodhq.7ec@gmail.com	9811479697
4.	Shri Jay Singh Yadav. SSO	fodhq.7ec@gmail.com	9810778003

Also, coordinating officer for the EC work will be designated by the Regional Head in each RO/ SRO for coordinating and monitoring the EC work in the jurisdiction of the RO/ SRO.

11. CSC will organise District Level Workshops for training the Enumerators and its first level supervisors. These workshops are to be supervised by FOD Supervisory Officers. Effort should be made to supervise each of such workshops. Here too, the focus has to be to ensure that instructions and data collection procedures/ techniques are effectively passed on to the participants. Once FOD Supervisory Officer gets satisfied that training at particular workshop is proceeding well as per the expectation, he/ she can move to the workshop in the neighbouring District, if scheduled on

the same day/ next day, with a view to cover more training workshops. However, Supervisory Officer will continue at a workshop if it is felt that his/ her presence is needed for the effectiveness of the workshop.

12. The FOs/ SSOs/ Experienced JSOs, hereinafter referred as Supervisory Officers, will also have to be trained in State Level Training Workshops, besides being coached in the office in methods and procedures of data collection and supervision. Using UFS map for identifying area has to be adequately explained in all trainings. Monthly meeting of ROs should be organised in first week of July, 2019 and a complete half day session should be exclusively devoted to the EC. In case, FOs or any SSO could not be sent to State Level Training Workshop owing to some unavoidable reason, he/she may be sent to District level Training Workshop for the training.
13. Each district in the jurisdiction of RO/SRO is to be assigned to one Supervisory Officer. More than one district can be assigned to one officer as per the requirement.
14. Concerned supervisory officer (FO/SSO) would ensure that through application for 2nd level supervision or additionally from CSC he/she gets all relevant details like the lists/details with contact number, etc., of enumerators in the area assigned to him/her for supervision along with those involved in first level supervision, co-ordinators at different levels and officers of CSC to be contacted in case of deviation observed during supervision and for corrective action therein. Supervision application to be made available by the CSC would take care of most of these details including submission of report.
15. **2nd Level Supervision by FOD:** The questionnaire of EC is short and simple as compared to NSS schedules. Further, the process of EC included 100% first level supervision/ validation. Therefore, proper first level 100% supervision is capable to take care of quality of process as well as data. Therefore, FOD has to oversee that first level supervision is functioning effectively. Second level supervision by FOD supervisors will be done using mobile app/web based utility in accordance with the 2nd level supervision framework developed for the EC. User ID and password will be provided shortly.
Level 2 Supervision Framework is attached herewith **as per annexure**.
16. Supervisory Officers in consultation with the Coordinating officer will chalk out plan of supervision for a month (and for the coming week with all related details) in such a way as to cover as many CSC supervision charges as possible. Supervisory Officer will submit his observation using

the dashboard. The Regional plan will be submitted to State Capital DDG and ZO for the needed monitoring.

17. Regional Head and DD/ AD posted in RO/ SRO will also supervise the EC Work in their jurisdiction with a view to ensure observance of prescribed procedure and data quality in the enumeration process. While SSO/FO/experienced JSO/FI level supervisors are required to undertake supervision on maximum possible days during the month, each ISS officers is expected to devote at least 5 supervision days in a month during the period of EC work in his jurisdiction. Regular supervision reports would be submitted to State Capital DDG and ZO and Hqtrs. through email.
18. A fortnightly progress report (FPR) will be submitted by each RO to State Capital DDG and ZO. ZO will send a consolidated FPR to Hqrs. by the 2nd day of next fortnight.
19. The Operations Committee cum Monitoring Cell under the chairpersonship of DDG (State Capital) will monitor the EC Operations in State very closely with a view to ensuring the observance of the procedures and processes and the quality of the data collected. This committee will submit a Closure Report after completion of EC work in the State.
20. In the event of any confusion or need of clarifications, FOD Hqrs may be contacted at fodhq.7ec@gmail.com. Telephonic calls can also be made to the officers at Sr. No. 10.

Decoding

Supervision Level 2



ECONOMIC CENSUS

Data for Development

Seventh Economic Census-2019

Ministry of Statistics & Programme Implementation

Supervision Level 2 – What is it about

1. Supervisor Level-2 begins upon submission of final data by CSC Supervisor Level-1. Supervisor Level-1 will usually be CSC's Village Level Entrepreneur (VLE). There may be 3 or more enumerators working under a VLE. VLE is expected to supervise the work of enumerators under him.
2. Supervisor Level-2 (SL2) is an operational process where in MOSPI *(NSO/FOD) and State government resources* will do the sample checking of the data collected by enumerator and verified by his VLE (SL1). SL2 has been implemented to check the process followed by enumerators as well as the quality of data collected by them.
3. SL2 is put in place to ensure that right concepts and guidelines/norms are applied in field by CSC enumerators, while collecting the data.
4. SL2 is the final mechanism to accept or reject the 7th EC data for tabulation, finalization and dissemination.
5. SL2 will also be the determinant of penalty to be levied on CSC for deviance in expected quality/Service Level Agreement.

Supervision Level 2 – How does it work

1. In backend of system, a predefined and unique mapping of the first level supervisors (i.e., SL1) to second level supervisor (i.e., SL2) has been put in place. SL1 have been assigned to SL2 as per their geographical area of operation. List of SL2 have been obtained from State DES and NSO (FOD) along with their place of operation/jurisdiction.
2. All enumerator under a SL1 automatically gets tagged to a SL2. SL2 may have more than one SL1 under him, but one SL1 will only be tagged to a single SL2.
3. Basis the above mapping, data collected by all enumerators (under a SL1) becomes available to SL2 for his sample verification on the field.

Supervision Level 2 – Detailing

There are two types of supervision/checks that will happen in the SL2 and these are:

1. **Process Check:** In this, the learning and operational behaviour aspects of the enumerator will be checked w.r.t the enumeration exercise. In other words, the process of data collection by an enumerator would be checked and scored by SL2.

It starts on day 5 and any number of enumerators can be process checked/supervised by the concerned SL2. It will ensure that enumeration processes followed by an enumerator are as per guidelines/norms for the 7th EC. SL2 will also educate/train the enumerator and VLE during the Process Check.

2. **Quality Check:** The quality and correctness of data collected by enumerator (and approved by VLE (SL1)) will be checked in this module. There are separate Quality check parameters for Residential EC Houses and for Commercial EC Houses. Data collected by enumerator is made available to SL2 for his physical verification on the field. SL2 may input his findings either on his mobile device (called App mode) or on a printed format (called Web mode).

After quality check on sample EC houses, a combined score would be calculated by considering scores in Process Check and Quality Check. This combined score would be used to decide final acceptance or rejection of the data collected. This will also lead to data finalisation.

Key Definitions

Before we embark on SL2 journey, let us understand the key definitions in-order to execute it smoothly.

- I. **Phase:-** The SL2 will happen in 3 phases, each on completion of 30%, 30% and 40% of the work assigned to every enumerator tagged to SL1, and subsequently to SL2.
- II. **Packet:-** It is a set of EC houses canvassed by an enumerator and supervised by SL1 in a particular SL2 phase. The packet will be accepted or rejected in entirety as per a combined score given by SL2 after Process check and Quality check. If SL2 is not performed, packet will be treated as approved/accepted.

1. Process Check Detailing

It will be initiated from 5th day of the enumeration. Following are the steps that will follow in this validation:

- a) List of first level supervisor (SL1) and mapped enumerators under 2nd level supervisor (SL2) will be visible on the dashboard of SL2 under “Process Check” tab.
- b) Average time stamp (i.e., average time taken to complete data collection/verification for an establishment) will be displayed against each enumerator/SL1 under a SL2. This step will help SL2 in identifying suitable SL1/enumerator for conducting the Process Check.
- c) Once a SL1 is identified, all enumerators under said SL1 would be available for Process Check by SL2. When an enumerator is selected for “Process Check”, his/her last location will be displayed along with the 5 process questions. In addition to locational information, SL2 will also have mobile number of the selected enumerator and the concerned SL1.
- d) SL2 will visit the field and observe the enumeration process being followed by the selected enumerator. SL2 will provide feedback (Yes/No) on the below 5 questions:
 - I. Whether *Enumerator can identify area boundaries?*
 - II. Whether *Enumerator is carrying ID card and authorization letter while on census work?*
 - III. Whether *Enumerator can identify Exclusions?*
 - IV. Whether *Enumerator followed protocol for EC House listing?*
 - V. Whether *Enumerator has covered all the establishment/households in the area already covered by him?*
- e) On the basis of above questions, Process Check scoring will be done for the selected enumerator and the score would be stored in the system. This score will also be considered in the final acceptance or rejection of data collected by the said enumerator.

2. Quality Check –Detailing

- a) Quality check will begin on the day when 30% of SL1 work is completed (i.e., data on 30 % of total establishment is collected by enumerator, and it is approved by the SL1) and data is made available by the system to the SL2.

- b) Quality check will be completed in three phases i.e first 30%, next 30% and then the remaining 40%. Quality check can be done even for those enumerators whose Process check has not been done. SL2 will get an option do a Process check for such enumerators, if Quality check for this enumerator is being undertaken.
- c) In each phase, average values of following 5 parameters will be visible (against each enumerator under SL1) to SL2 on his dashboard: *Investment in plant and machinery, Annual turnover, total number of workers, time stamp and process check score (if available).*
- d) Functionality of sorting based on above 5 values will be made available to SL2 so that he can identify suitable enumerator(s) for initiating Quality check.
- e) Minimum 10% of enumerators from a phase is allocated to SL2. A checkbox facility will be provided to select the minimum number of enumerators, under the respective SL1.
- f) Further, minimum 10 EC Houses of each enumerator (*not fixed, could be more also in the multiples of 10 only*) needs to be selected/visited by Supervisor Level 2 to give score to data collected in a phase. Without selecting minimum 10 EC Houses for supervision, system will not allow SL2 to proceed.
- g) Both (Web as well as App mode) can be used for selecting enumerators by SL2. Selection of enumerators on Web and App are mutually exclusive (i.e., an enumerator selected using App, will not be available/visible on the Web mode and vice versa).
- h) Feedback (Yes/No) on the minimum 10 selected EC Houses is based on following 4 questions (*in case of Residential, it will be based upon all households in a EC House*):
 - I. *Enumerator has correctly (largely) identified number of household-based establishments?*
 - II. *Enumerator has correctly identified activity category (NIC 3 digit)?*
 - III. *Enumerator has correctly identified number of workers (including contractual workers)?*
 - IV. *Enumerator has captured ownership code correctly for establishment?*
- i) Feedback (Yes/No) on the minimum 10 selected EC Houses is based on following 4 questions (*in case of Commercial*):
 - I. *Enumerator has correctly identified activity category (NIC 3 DIGIT)?*

- II. Enumerator has correctly identified number of workers (including contractual workers)?
- III. Enumerator has captured ownership code correctly for establishment?
- IV. Enumerator has filled registration details correctly?
- j) After submitting feedback on one enumerator, Quality Check option for another enumerator will pop up, asking whether SL2 wants to supervise the work of another enumerator under the same supervisor level 1. If yes, repeat point (f) to (j).

3. Supervision Level 2 – Final Outcome

A combined score on the basis of Process check and Quality check shall be calculated for acceptance/rejection of the data collected by CSC.

Note: 2nd Level Supervisors are requested to write mail to EC.SL2@csc.gov.in for any query/clarification