Q.1   **How does an organization start Biometric Attendance System (BAS) for their employees?**

Ans.   Please submit details of the nodal officer and upload a signed request by the head of the department on attendance.gov.in (http://attendance.gov.in/) portal. System would send OTP to the mobile number/official email id of the nodal officer which needs to be entered again on the portal for verification. Back-end administrator would then check the details of the organization submitted and make the organization active by assigning it a unique sub-domain which will be the first name of the website. Nodal officer will then be sent an email by the system giving username (which will be the sub-domain name assigned to the organization) and a password.

Q.2   **What are the steps for starting registration of employees by the Nodal Officer?**

Ans.   Nodal officer would need to login on to the assigned [subdomain].attendance.gov.in (http://attendance.gov.in/) with the user name and password sent on completion of step 1 and then create master list of locations of their offices, designation of their offices along with designation equivalence and divisions/units/groups within their organization.

Q.3   **How does employee start registering on the portal?**

Ans.   After nodal officer completes step 1 & 2, employee can start registering on-line either at [organizationdomain].attendance.gov.in by submitting their details along with their Aadhaar number.

Q.4   **What are the steps for verification of employees?**

Ans.   Nodal Officer would need to verify details submitted by the employee including whether Aadhaar number entered by the employee belongs to them. After completing of the above verifications, employee would be informed by SMS/Email that his registration process is completed on the attendance portal.

Q.5   **Will an employee be able to mark his attendance on any Biometric Attendance System (BAS) terminal installed in any Building?**

Ans.   It is possible for central and state government employees to mark their attendance on Biometric Attendance System terminals installed in any building in their respective states only, using the attendance id provided to them. The dashboard reports would be able show the location/building from where an employee has marked his attendance

Q.6   **How can an employee mark attendance if he/she is not having Aadhaar number?**

Ans.   It is mandatory for employees to have a valid Aadhaar number to start marking attendance. Without an Aadhaar number, the employees will not be able to mark attendance.

For information regarding Aadhaar enrollment centers please contact 1947 (UIDAI Helpline)

Q.7   **Is network connectivity essential for marking attendance?**

Ans.   BAS - is an online attendance system. Network connectivity - is essential for the working of the devices used for marking attendance. Devices will work through Wi-Fi access points, 2G/3G/4G activated SIM cards for GPRS connectivity and in LAN based devices.

Q.8   **What is the number of biometric terminals required?**

Ans.   Every employee will need to enter his 6/8 digit unique id on the touch screen of the tablet and then present his bio-metric (finger print/ iris) for authentication. This may initially take up to 30 seconds to 1 minute depending on number of attempts required. With some practice and training, the time for giving bio-metric attendance by each employee may reduce to less than 10 seconds. Therefore one bio-metric terminal may be sufficient for about 30 to 40 employees during 30 minute peak load time. Assuming 50% to 70% employees will be coming to office during the peak timings, one bio-metric terminal can be planned for catering to every 50 employees in the department. Also, multiple machines will be put in the entry gate which can be commonly used by employees of different ministries/departments; waiting time in the queue will further reduce.

Q.9   **Where should tablet based terminals be installed?**

Ans.   It is suggested to install multiple BAS terminals at the entry/exit gates of the buildings where security is positioned round the clock.

Q.10   **Where should the desktop based finger print devices be installed?**

Ans.   It is suggested to install desktop finger print devices on Windows desktop PCs connected on LAN in order to avoid rush at the attendance terminals installed at the entry gates.

Q.11   **Who would maintain the attendance terminals, connectivity and attendance software for desktop PCs?**

Ans.   It would be responsibility of the organization for the maintenance of attendance terminals, connectivity and attendance software for desktop PC's.

Q.12   **What are the types of reports available on dashboard?**

Ans.   There is a wide range of reports that can be generated for the organization. However on the dashboard, one can see the reports for the number of registered employees, employee's present and active devices.

Q.13   **Expected Role of IT coordinators and Nodal Officers in Departments.**

Ans.   Miety/NIC/NICSI/UIDAI are the implementing agencies for BAS. The nodal officer of that office will identify locations where attendance terminals are to be installed in the office location. Since, internet connectivity is a pre-requisite for running BAS, Departments should ensure proper LAN/alternate connectivity at all device locations/points. Nodal officers will envisage registration of all employees on their attendance portal before starting marking of attendance.

Q.14   **What is RD service?**

Ans.   RD services were introduced effective June 2017, following the guidelines issued by UIDAI. It then became mandatory for devices to be registered with UIDAI. This added another security layer which aimed at curbing/reducing the chances of hacking into the database.

Q.15   **What are non- standard tablets?**

Ans.   Tablets which are not SafetyNet Passed and rooted fall under the category of non standard tablets.

Q.16   **How can attendance devices be procured?**

Ans.   Users can check the compatible device on http://attendance.gov.in/faq/compatible_devices
(http://attendance.gov.in/faq/compatible_devices) and then procure them from GEM.

Q.17   How safe is the Aadhaar information when used for marking attendance?

Ans.   At the time of registration, employees provide basic details of Aadhaar for verification by UIDAI. At the time of marking
attendance, only the unique attendance id provided to the employee is accepted and verified. Otherwise, Aadhaar
details are masked and encrypted in the system; hence the Aadhaar information is safe.

Q.18   Is there any provision in BAS for shift duty?

Ans.   No there is no provision for shift duty in BAS because the work hours are calculated for 24 hours and after 12 midnight
a date change comes into effect.

Q.19   What happens if I punch out more than once in a day?

Ans.   The very first time an employee marks attendance in a day is taken to be his In- time. The last attendance marked in
the day is considered to be the Out-time. This means attendances marked in between the first and the last punch are
not considered.

Q.20   What are the various errors that are incurred while marking attendance?

Ans.   While marking attendance employees may encounter various error codes. For details of these error codes please visit
http://attendance.gov.in/faq/error_code (http://attendance.gov.in/faq/error_code)

You are welcome to send feedback and suggestions in aebashelpdesk[at]nsdcindia[dot]org