



IMPORTANT

Indian Council of Agricultural Research
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CIRCULAR

On the basis of complaints received from employees regarding difficulties in marking attendance on Aadhaar Enabled Biometric Attendance System(AEBAS), the National Informatics Centre (NIC) has recommended following steps for trouble shooting:-

- a) To ensure correct attendance ID is entered and try authenticating again with another finger
- b) During authentication failure, different finger can be used for authenticating in different attempts
- c) To ensure finger is placed correctly, position of finger should be appropriate-not tilted backwards or sideways
- d) To ensure fingers are clean
- e) To ensure finger is not very dry and also not very wet
- f) To ensure fingerprint scanner is clean.

In the event of a genuine problem with the quality of the users biometric signature (i.e. poor skin prints), the employee may get his Best Finger Detection (BFD) done and if that also does not help they are advised for re-enrolment of Aadhaar.

In order to keep the AEBAS more effective, all the user are requested to send a feedback on problems/ difficulties in using Biometric Attendance System at (basfeedbackdelhi@nic.in). NIC will keep a record of all such complaints for resolving the same at the earliest.

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Distribution:-

1. All Officers/ Sections of DARE/ ICAR Headquarters at Krishi Bhavan/ Krishi Anusandhan Bhavan- I/II/ NASC Complex, New Delhi.
2. Secretary, ASRB
3. ISO, DKMA for placing this circular on ICAR website.