

FAQs on Face Authentication–Based Attendance through the NMMS App

Q1. What is the NMMS Face Auth App?

A - It is a mobile application used to capture workers' attendance through facial recognition at MGNREGA worksites.

Q2. Who uses the NMMS Face Auth App?

A - The Mate, GRS, or Panchayat Secretary (for individual works) uses the app.

Q3. What if the "Capture Attendance" option is not visible in the Muster Roll below the worker's name?

A - Ensure eKYC is completed and master data downloaded. A green tick should appear; otherwise redo eKYC.

Q4. What if there is no mobile network at the worksite?

A - Attendance can be captured offline and uploaded later when network becomes available.

Q5. My attendance was taken, but it is not showing in the system. What should I do?

A - Ask the Mate to check the report on the MGNREGA portal under View Daily Attendance.

Q6. What should I do if the message 'Capture worker photo again' appears?

A - Check lighting and adjust the worker's position, then capture again.

Q7. Can workers wear masks, glasses or ghonghat while taking photo?

A - No. Face must be clearly visible.

Q8. In which mode should attendance be taken?

A - Attendance should always be taken in portrait mode.

Q9. Can attendance be affected if SoP is not followed?

A - Yes. Unclear or incorrect photos may not be accepted.

Q10. When should the worker be asked to blink?

A - When the circular boundary around the face turns green.

Q11. Is there any device specification?

A - Android version 7 or above with minimum 2GB free storage.

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Q12. What to do if server Error is displaying?

A - If any server error is displayed, please retry after some time. If the same error persists, inform NIC through the WhatsApp group.

Q13. What is K-100 error?

A - User need to update the latest photo in their Aadhaar Card. This error generally comes when user live photo does not match with the photo in Aadhaar Card.

Q14. What if Face-Mismatch error occurs?

A - Please try to capture photo from the different angle and position.

Q15. What should be done if the device is taking too long to download master data?

A - As per sub-para (a) of para 7.12.5 of AMC 2024-25, a maximum of 40 workers can be mapped to one Mate. Therefore, to ensure smooth and timely downloading of master data, the guidelines specified in the SoP should be strictly followed.