GOVERNMENT OF INDIA

MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

NEW DELHI

Training, Testing and Certification Policy 2023

Contents

1. Introduction

a. The Unique Identification Authority of India (UIDAI) is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ("Aadhaar Act 2016") on 12 July 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY). The Aadhaar Act 2016 has been amended by the Aadhaar and Other Laws (Amendment) Act, 2019 (14 of 2019) w.e.f. 25.07.2019.

b. UIDAI was created to issue Unique Identification numbers (UID) named as "Aadhaar" to all residents of India. The UID had to be (a) robust enough to eliminate duplicate and fake identities, and (b) verifiable and authenticable in an easy, cost-effective way.

c. Under the Aadhaar Act 2016, UIDAI is responsible for Aadhaar enrolment and authentication, including operation and management of all stages of Aadhaar life cycle, developing the policy, procedure, and system for issuing Aadhaar numbers to individuals and perform authentication and the security of identity information and authentication records of individuals.

d. For issuing Aadhaar to all the resident of India and provide Aadhaar based Authentication, UIDAI has developed "Aadhaar enrolment and Update" and "Aadhaar Authentication" ecosystem. Aadhaar enrolment and update ecosystem consists of Registrars / Enrolment Agencies which are on-boarded by UIDAI for the purpose of enrolling individuals and for collecting demographic and biometric information of individuals during the enrolment process at the Aadhaar enrolment centre. Resident can visit any Aadhaar enrolment centre for his/her Aadhaar enrolment or update. On completion of Aadhaar enrolment or update at the Enrolment Centre, Aadhaar enrolment operator has to upload the "enrolment or update packet" on UIDAI's Central Identities Data Repository (CIDR). The residents are provided with the "Aadhaar enrolment / update acknowledgement slip" for reference. These "enrolment and update packets" then goes through various stringent processes like data validations, data de-duplication & quality checks/quality audit etc. before generation of new or updated Aadhaar.

e. UIDAI also offers Aadhaar-based authentication as a service that can be availed by requesting entities (Government / public and private entities/agencies). This service from UIDAI can be utilized by the requesting entities to authenticate the identity of their customers / employees / other associates with their consent (based on the match of their personal identity information) before providing them access to their consumer services / subsidies/ benefits / business functions / premises.

f. For such a diverse and collaborative effort of successfully building the resident's database, uniformity of Aadhaar enrolment & update (E&U), quality check (QC), quality audit (QA) and Authentication process across the entire eco-system of Registrars/ AUA (Authentication partners) is very necessary. Achievement of such uniformity requires that the personnel involved in the Aadhaar Enrolment process, Update process, quality check (QC), quality audit (QA) Operation and Authentication process are well trained to accomplish the assigned job with best quality.

g. UIDAI has also received feedback, grievances from resident regarding various issues like behaviour of the Aadhaar enrolment operator, their experience at the Aadhaar enrolment centre, overcharging and other issues. Also feedback has been received on failed authentication transactions, lack of Authentication operator's knowledge on usage of Authentication devices and existing Aadhaar Act, Regulation and other Standards etc.

h. Accordingly, with aim to enhance the resident's experience of Aadhaar Enrolment and Update process as well as Authentication process and to increase awareness of Aadhaar Act, Regulation and other Standards among Aadhaar implementation Agencies, efforts are been undertaken by UIDAI through this Policy.

i. Any other policy, issued by UIDAI in respect of operators, will also be applicable in addition to this policy.

j. Relevant Provisions of Unique Identification Authority of India (Enrolment and Update) Regulations, 2016 (No. 1 of 2016) are reproduced below for reference:

- Regulation 25. Testing and certification of staff appointed for enrolment. -
(1)   *An enrolling agency shall ensure that the operators, supervisors, and other enrolment staff employed or engaged by it are duly certified for carrying out enrolment through a certification process as may be specified by the Authority.*
(2)   *The Authority may designate testing and certification agencies for this purpose.*
(3)   *The Authority may specify the minimum qualifications required for being engaged for any of the roles in the enrolment process, the process of their appointment, and the detailed roles and responsibilities of such personnel.*

2. Target Groups

a. This policy is framed by UIDAI to cater to the training and certification requirements for the following operators/executives (target groups) :

  i.   Aadhaar enrolment and update Operator/ Supervisor
 ii.   Quality Check/ Quality Audit (QA/QC) Operator /Supervisor
iii.   Manual de-duplication (MDD) Operator /Supervisor
iv.   Grievance Redressal Operator (GRO)
       --MTOs handling grievances in UIDAI
  v.   Authentication Operator
 vi.   Customer Relationship Management (CRM) Executive

b. Following are the brief description of aforesaid target groups and their roles and responsibilities in UIDAI ecosystem:

  i.   **Aadhaar enrolment and update Operator/ Supervisor -** These operators are employed by the Registrars/ enrolment agencies for Aadhaar enrolment and update process. The operators capture the demographic information as given

in the Aadhaar enrolment and update form, scan supporting documents and also capture the biometric information using the enrolment software. The operators are also responsible for the adherence to processes, data quality, and exception management as per process and guidelines issued by UIDAI.

ii. **Quality Check/ Quality Audit (QA/QC) Operator/ Supervisor** - These operators are on-boarded through the partner Aadhaar Data Quality Check Service Agency (ADQCSA) and Aadhaar Data Quality Audit Service Agency (ADQASA). These operators perform the manual verification of the resident Demographics data, Biometrics and supporting document captured during Aadhaar enrolment and update to check the quality of the data and authenticity of the supporting document. QC/QA process consists of stringent checks which are automated as well as manual.

iii. **Manual de-duplication (MDD) Operator /Supervisor** – These operators are on-boarded through partner agency of UIDAI to perform manual biometric de-duplication process where the resident's biometric information captured during Aadhaar enrolment is compared with the biometrics available in UIDAI database.

iv. **Grievance Redressal Operator** - These operators are on-boarded through partner agency of UIDAI for resolution of issues/ queries/ grievance reported on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS). It is the responsibility of these operators to escalate and close all the issues reported in the system within prescribed timelines.

v. **Authentication Operator**- These executives are on-boarded through Authentication User Agency (AUA) / e-KYC User Agency (KUA) for delivery of various services which require Aadhaar Authentication. It is the responsibility of these executives to be aware of all the rules, regulation and maintain the privacy of the resident Aadhaar data during the Aadhaar authentication.

vi. **Customer Relationship Management (CRM) Executive**- These executives are employed by the CRM Service Provider of UIDAI for providing telephonic, email support to the resident related to service offered by Aadhaar. It is the responsibility of these executives to escalate and close all the issues reported in the CRM Portal through various channels.

c. Following is the minimum qualification criteria for different categories of operators:

Sl.No.	Operator Category	Minimum Qualification
1	Aadhaar enrolment and update Operator/ Supervisor	12th (Intermediate) or 2 years ITI (10+2) or 3 years Diploma (10+3) [In case of IPPB/Anganwadi Asha Worker - 10th (Matriculation)]
2	Quality Check/ Quality Audit (QA/QC) Operator/ Supervisor	Graduate in any discipline

3	Manual de-duplication (MDD) Operator /Supervisor	Graduate in any discipline
4	Authentication Operator	12th (Intermediate) or 2 years ITI (10+2) or 3 years Diploma (10+3) [In case of IPPB/Anganwadi Asha Worker - 10th (Matriculation)]
5	Customer Relationship Management (CRM) Executive	Graduate in any discipline

3. On boarding Training and Retraining

a. Each operator, before becoming the part of UIDAI ecosystem, shall undergo online training on LMS and classroom training provided by the Training Partner identified by UIDAI or by UIDAI Regional Office. It is the responsibility of the Registrars/enrolment agencies/ Aadhaar Data Quality Check Service Agency (ADQCSA) / Aadhaar Data Quality Audit Service Agency (ADQASA) /CRM Service Provider/ Authentication User Agency (AUA) and other Aadhaar implementation partner to ensure that all operators/executives take all the "Online/ Learning Management System/ Classroom/ Hybrid training" mandated for their role within the timelines prescribed by UIDAI. The details of empanelled Training agencies for providing the classroom training will be notified by UIDAI from time to time.

b. **On boarding Training**

   i. The aim of the on boarding training is to provide complete knowledge of the Aadhaar ecosystem to the operators/ executives. This will ensure reduction of errors and improvisation of the operator/executive performance in the field.
   ii. Operators/ Executives who are actively working in the Aadhaar ecosystem as on date of publishing of this policy must take the on-boarding training.
   iii. The modules/topics for each operator/executive are assigned based on their roles and responsibilities in the Aadhaar enrolment and Authentication ecosystem.

c. **Retraining requirement**

   i. The aim of providing the retraining is to improve the knowledge base of operators/ executives about the policy/ law/ device usage related changes in reference to their job roles. It is envisaged that on completion of training, the performance of the operators/executives will be significantly enhanced.

   ii. Each operator/ executive during their tenure of work in Aadhaar Ecosystem shall undergo mandatory Re-Training as per the frequency and timeline specified and notified by UIDAI from time to time.

   iii. The re-trainings will be conducted in Virtual/ Learning Management System (LMS)/ Classroom/ Workshop/ Hybrid Mode based on the following parameters:

   o Performance based retraining (as & when required)
   o Policy & Guideline Changes – training (Mandatory for all)
   o Refresher training requirement (as per Table A)

iv.   LMS based training will be provided to all the operators/ executives through online mode. Login ID for the LMS will be provided to each of the operators/ executives as part of on-boarding process.

4. Certification / Re-certification

a. With aim to assess the person's technical as well as psychometric skills and proficiency to work in Aadhaar ecosystem, mandatory Testing & Certification for the following target groups is covered under this policy:

   i.   Aadhaar Enrolment Operator/ Supervisor
   ii.   Quality Check/Quality Audit (QC/QA) Operator/ Supervisor
   iii. Authentication Operator

b. The details of Identified Testing and Certification Agency (TCA) engaged for taking the online Certification Exam for the specified target groups will be notified by UIDAI.

c. **Certification**

   i.   The operators will have to go for 'Online Training' through training material on LMS. After completing online training, the Operators will have to take assessment test on LMS. After passing in the assessment test, the candidates will have to participate in Classroom Training through identified training partner followed by Certification Exam.
   ii.   A gap of minimum one month will be there between two attempts, in case, the operator fails in Certification exam.
   iii. All the existing Enrolment, QA/QC and Authentication operators, as on date of publishing of this policy, shall undergo the "Certification process" as per this policy to continue in Aadhaar ecosystem.
   iv.   Only the authorised enrolment operators duly verified by the enrolment agencies are allowed to take the certification process. **Freelancer candidates without any engagement with the active enrolment agencies are not allowed to take the certification process.**
   v.   Only the authorised Authentication operators duly verified by AUA(s)/KUA(s) are allowed to take the certification process. **Freelancer candidates without any engagement with the active AUA(s)/KUA(s) are not allowed to take the certification process.**
   vi.   The Certificate will be valid only for a period of 3 years.
   vii. All the operators suspended as per policy for enforcing of Aadhaar (Enrolment and Update) Regulations 2016, processes, standards, guidelines, Data Quality and containing corrupt / fraudulent practices and subsequent policy changes shall have to undergo fresh training and certification.
   viii. All the operators, who have been blacklisted, are never allowed to appear in certification process.

d. **<u>Re-Certification</u>**

    i.   Re-Certification is required for extension of validity of the certificate and is applicable for the operators already working in Aadhaar Ecosystem.

    ii.   For Re-Certification, the operators have to take exam within 6 months of the expiry of the current certificate validity.

    iii.   A gap of minimum 15 days will be there between two attempts, in case, the operator fails in the examination.

    iv.   In the cases, where the active enrolment, QA/QC and Authentication operators, who pass the re-certification exam within 6 months of the expiry of the current certificate validity, certificate with new validity date (further 3 years from the date of expiry of current certificate) will be issued to them. The recertification mechanism will be governed by UIDAI policies which will be notified from time to time.

    v.   In the cases, where the active enrolment, QA/QC and Authentication operators do not pass the re-certification exam within 6 months of the expiry of the current certificate, his/her certificate would be suspended and they shall have to undergo again for refresher training and certification.

    vi.   For operators indulging in corrupt practices and suspended subsequently after due process of enquiry, the operator certificate shall be deemed as cancelled. After the suspension period is over, in order to associate again, the operator will have to undergo training at LMS and then re-certification.

    vii.   In case, an operator is not working / inactive for one or more number of years, the operator should be disassociated automatically and the operator certificate may be deemed as invalid. In order to associate again, the operator should undergo training at LMS and re-certification.

5. Expected outcome

a. It is envisaged that this Training and Certification policy shall lead to following outcome:

    i.   Improvement in the residents' experience on their visit to Aadhaar enrolment centre.

    ii.   Improvement of operator/executive performance and enhancement in his/her knowledge base of Aadhaar.

    iii.   Improvement in the soft skill and behaviour of the operator/executive.

    iv.   Reduction in number of rejection of enrolment and update packets during de-duplication and QA/QC Process.

    v.   Reduction in number of rejection of authentication cases.

    vi.   Reduction in number of queries/grievance/issues reported by the resident related to Aadhaar.

    vii.   Improvement in resident's sentiments towards Aadhaar.

    viii.   Improvement in resident's experience during service delivery provided by any agency/dept./ministry using Aadhaar Authentication Service.

6. Curriculum and Test Structure for Training and Certification

   i.   The Duration of the test is 120 minutes
   ii. The Total marks for the exam is 100
   iii. Any candidate scoring 65 or more marks shall get certified as Enrolment Operator and Authentication Operator
   iv. Candidates scoring less than 65 marks shall be declared fail and such candidates will have to apply for retest.
   v.   A gap of minimum one month (15 days in case of Recertification exam) will be there between two attempts, in case, the operator fails to achieve minimum qualifying marks.

a. Curriculum/Syllabus for Enrolment operator

Chapter / Module No.	Chapter/Module Name
1	Introduction to UIDAI and Aadhaar
2	Registrars, Enrolling agencies and Enrolment Staff
3	On boarding of Enrolment Agency and Enrolment Staff
4	Aadhaar Enrolment/ Update Process
5	Capturing Demographic and Biometric Details of residence and use of Enrolment/Update Client
6	Exception Handling
7	Guidelines for Enrolment Operator on Quality of Enrolment
8	Civil Penalties
9	Guidelines for the Enrolment Staff to Avoid Fraud and Corruption
10	Soft skill training- Behavioural, sexual harassment, Ethics, Attitude, Grievance Handling and Customer Satisfaction

b. Curriculum/Syllabus for QC/QA Operator

Chapter/ Module No.	Chapter/Module Name
1	Introduction to Aadhaar
2	QC/QA Process & Portal
3	Verification of supporting documents
4	Validation of demographic data
5	Manual De-Duplication process at Data Centre (Hebbal/ Manesar).

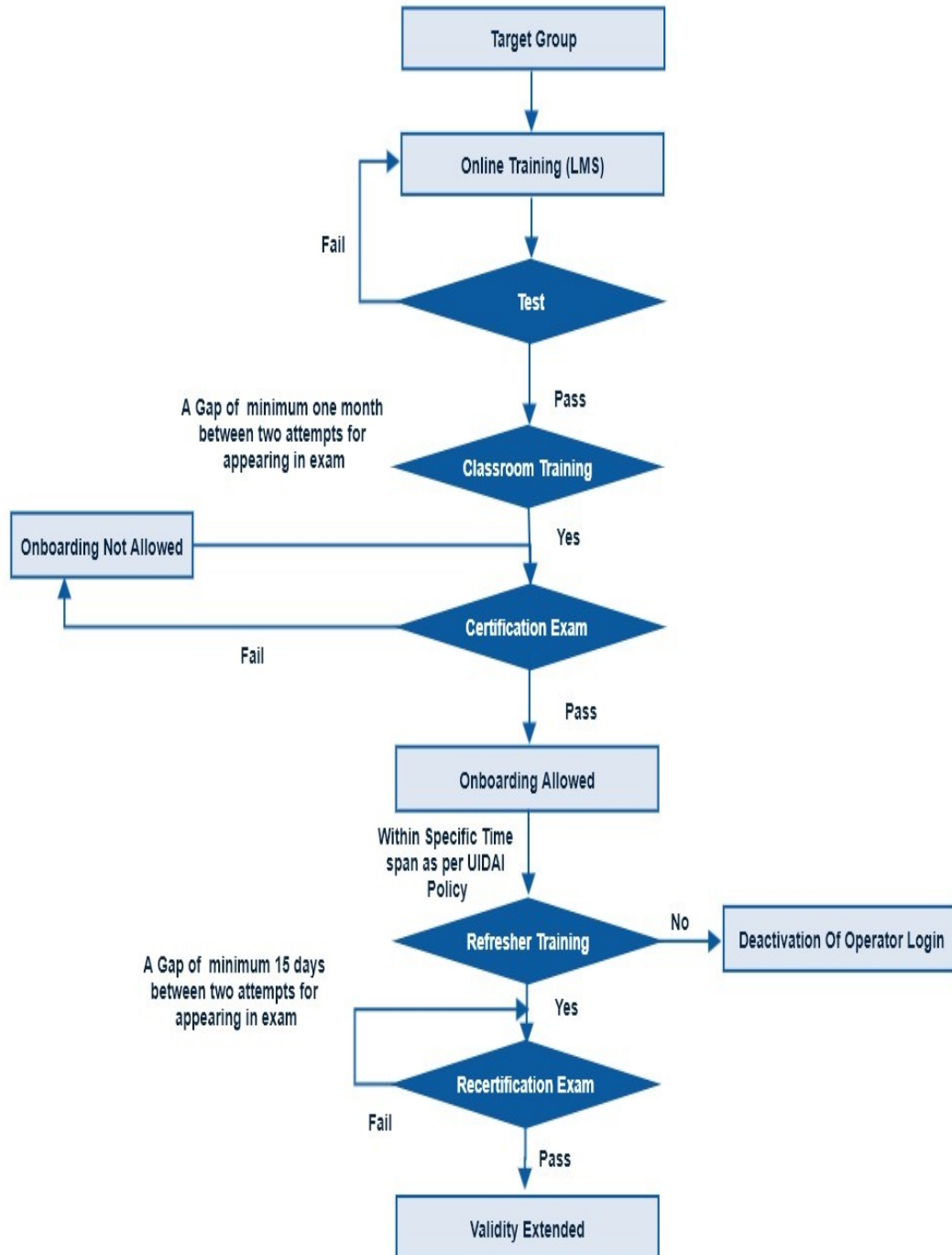c. Curriculum/Syllabus for Authentication Certification exam

Chapter/ Module No.	Chapter/ Module Name
1	Introduction to Aadhaar
2	Introduction to Aadhaar Authentication (including types of Authentication service, modalities, authentication process)
3	Introduction to Authentication Ecosystem Partners and Regulations (The Aadhaar Act & its Regulations, Consent)
4	Introduction to Aadhaar Offline Verification
5	Biometric Devices, Face Authentication
6	Aadhaar Enabled Applications (including different use case scenarios)

d. Curriculum/Syllabus for CRM operator certification exam

Chapter/ Module No.	Chapter/ Module Name
1	Introduction to Aadhaar
2	Introduction to Aadhaar Ecosystem
3	Phone channel, CRM communication & Module, New Features
4	CRM Login, SRT, Channel work flow, Avaya Control Panel, Interactive creation, Quick Action, Advanced resident lookup, status check (i.e. appointment status, PVC status etc.), locate enrolment centre, schedule call back. Adhoc SMS, IVRS Tree, Call recording, QRC, seeking feedback & feedback response, Details tab, QRC Tab, sending response to resident.
5	More option i.e. Assign, Escalate, Review, Reject, split, mark as duplicate, force close

7. Annexure

a. Training and certification Process Flow

b. <u>Table A</u>

TABLE A - Retraining Requirement				
Sl. No.	**Target Groups**	**Re-training parameters and Mode of Delivery**		
		Parameter-1 Performance based training (As & when required)	**Parameter-2 Policy & Guideline Changes – training (Mandatory for all)**	**Parameter 3- Refresher Training**
1.	Aadhaar enrolment & update Operator/ Supervisor	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Every year after on-boarding/on need basis.
2.	Quality Check/ Quality Audit Operator/ Supervisor	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Every year after on-boarding/on need basis.
3.	Manual de-duplication (MDD) Operator/ Supervisor	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Once in three years after on-boarding/ on need basis
4.	Grievance Redressal officer	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Every year after on-boarding/on need basis
5.	Authentication Operator	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Once in three years after on-boarding/ on need basis.
6.	Customer Relationship Management executive	Classroom	LMS for Incremental changes, Classroom for Dynamic/ Major changes	Every year after on-boarding/on need basis.