



सत्यमेव जयते

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

**Annual Report
2019-20**



Mera Aadhaar, Meri Pehchaan



सत्यमेव जयते

UNIQUE IDENTIFICATION AUTHORITY OF INDIA
(UIDAI)

ANNUAL REPORT 2019 - 20

Unique Identification Authority of India

Bangla Sahib Road, Gole Market

New Delhi - 110001





ANNUAL REPORT 2019 - 20

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Letter of Transmittal

To the Government of India through Hon'ble Minister of Electronics and Information Technology.

It is my privilege to forward this Annual Report of the Unique Identification Authority of India (UIDAI) for the year 2019-20 to be laid before both the Houses of Parliament. This report contains the information required to be forwarded to the Government of India under the provisions of Section 27 of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.

This report includes an overview of UIDAI and the functionalities assigned to it by the Aadhaar Act, 2016. The audited Annual Statement of Accounts of UIDAI is also part of this report.


(Pankaj Kumar)
Chief Executive Officer





Message

Member

Unique Identification Authority of India



I am delighted to present the Annual Report of Unique Identification Authority of India (UIDAI) for the year 2019-20. Post the majority judgement of Constitution Bench of the Hon'ble Supreme Court of India upholding the constitutional validity of Aadhaar and that of the Aadhaar Act, our primary objective was to implement the directions of the apex court. We made earnest efforts to implement the Supreme Court's judgment. We introduced amendments to the Aadhaar Act, 2016 through the Aadhaar and Other Laws (Amendment) Act, 2019 (14 of 2019) which among other things provides for the use of Aadhaar authentication for subsidies, benefits and services provided by the State Government, for expenditures incurred from, or the receipt therefrom forms part of, the Consolidated Fund of State.

We focused our efforts to make Aadhaar more people-centric and user-friendly by introducing many new facilities for Aadhaar holders while maintaining utmost safety and security. Some of the popular ones include Aadhaar Seva Kendras, prior appointment booking, Order Aadhaar Reprint, Virtual ID on SMS, Chatbot, mAadhaar App.

In almost a decade of its existence, Aadhaar has so far empowered more than 125.79 crore residents with unique digital identity. With widespread coverage across the population, Aadhaar is today the most recognized and accepted proof of identity among all identity documents in India. Aadhaar, as a secure digital identity, continues to serve the residents facilitating ease of living with enhanced convenience.

Aadhaar has facilitated the financial inclusion of the marginalized sections of the society by bringing essential banking services to their doorstep. Besides increased transparency and accountability, Aadhaar has been facilitating flawless targeted delivery of direct benefits transfer for various Government welfare schemes without intermediaries.

I thank all employees of UIDAI and other stakeholders, including eco-system partners of Aadhaar for their determined efforts in further strengthening the Aadhaar platform and its capacities.

I am proud of the role Aadhaar has played in India's march towards digital empowerment, and this journey continues.

Anand Deshpande, Ph.D.



Message

Chief Executive Officer

Unique Identification Authority of India



From the issue of the first Aadhaar number in 2010 to reaching the milestone of 125 crore Aadhaar numbers in 2020, the journey of Aadhaar has been truly remarkable. Today Aadhaar is the most widely held and trusted identity in the country.

The year 2019-20 has witnessed important developments for Aadhaar. The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 was amended to incorporate further safeguards to protect privacy, prevent misuse of personal information and preclude denial of services and benefits to eligible persons as per the directions of the Supreme Court and the recommendations of Justice Srikrishna Committee. Voluntary use of Aadhaar authentication to obtain SIM cards and open bank accounts was allowed by making necessary amendments in the Indian Telegraph Act, 1885 and the Prevention of Money Laundering Act, 2002.

With the Aadhaar enrolment covering 90.3% of the population in the country, more residents require Aadhaar update service. During 2019-20, 8.9 crore updates took place as against 2.2 crore enrolments. The number of Aadhaar authentications stood at 1,113 crore. With 68.9 crore bank accounts linked with Aadhaar, largest strides so far were made in facilitating financial inclusion of the residents through 236 crore AEPS (Aadhaar Enabled Payment System) and 164 crore APB (Aadhaar Payment Bridge) transactions. Aadhaar based direct benefit transfer (DBT) now covers 304 schemes (centrally sponsored or central sector) under section 7 of the Aadhaar Act.

In an initiative to provide Aadhaar enrolment and update services in a comfortable air conditioned environment with seating arrangement for residents awaiting their turn and online appointment to reduce waiting time, 37 Aadhaar Seva Kendras (ASKs) have been opened across the country. An Aadhaar handbook for the residents has been brought out and is available on UIDAI's website.

The aim of Aadhaar is to empower the residents with a unique identity which can be authenticated anytime, anywhere. The resident is, therefore, central to Aadhaar. Enhancing access of residents to Aadhaar Enrolment and Update Centers, making available more Aadhaar services online, expanding the range of Aadhaar authenticable services, and continuous innovation and upgradation in service delivery for convenience of the residents would be the priorities. Security and privacy of resident's data are paramount. Renewal and upgradation of technical infrastructure, and administrative and legal measures, necessary to meet these requirements would be taken up.

To sum up, it would be the endeavour of UIDAI to facilitate enablement of the resident's unique digital identity to the fullest extent.

Pankaj Kumar

A decorative graphic element at the bottom of the page, consisting of a thick, horizontal brushstroke. The top part is orange and the bottom part is green, with some white and grey splatters.

Composition of UIDAI



Dr. Anand Deshpande
Member (Part-Time), UIDAI

Dr. Anand Deshpande is a part-time member of the Unique Identification Authority of India (UIDAI) since 8 September 2016.

Dr. Anand Deshpande, Founder, Chairman and Managing Director of Persistent Systems, is a B. Tech. (Hons.) in Computer Science and Engineering from the IIT, Kharagpur and a M.S. and Ph.D. in Computer Science from Indiana University, Bloomington, Indiana, USA. He has been the driving force in growing Persistent Systems from its inception in 1990, to the publicly traded global company it is today.



Shri Pankaj Kumar
Chief Executive Officer, UIDAI

Shri Pankaj Kumar, a senior officer of Indian Administrative Service (IAS) in the rank of Secretary to the Government of India is the Chief Executive Officer of Unique Identification Authority of India (UIDAI). He has over 32 years of varied experience at various positions in the State and Central Governments. As CEO, UIDAI since 23rd October 2019, he is steering Aadhaar - world's largest biometric based 12-digit unique identity project in India. Prior to joining UIDAI, Shri Kumar was the Additional Secretary in the Ministry of Electronics & Information Technology (MeitY).

Earlier, Shri Kumar, a 1987 batch officer of Nagaland cadre, worked as Chief Secretary for a period of three years and also, in the Home and Personnel Departments of Government of Nagaland. Previously, he was the Chief Vigilance Officer in the Department of Telecommunications and the Joint Secretary in the Department of Agriculture & Cooperation where he closely worked to roll out Rashtriya Krishi Vikas Yojana (RKVY). In his administrative career, he served the Central Government in the Ministry of Social Justice & Empowerment and in the Ministry of Food, Public Distribution & Consumer Affairs where he was directly involved in the implementation of the Targeted Public Distribution System (TPDS). In the State Government, he has held the posts of the Commissioner & Secretary to the Governor of Nagaland, the Home Commissioner and the Commissioner & Secretary in the Departments of Public Health Engineering, Higher & Technical Education and Development of Under-Developed Areas, besides the positions of Commissioner (Taxes and Excise) & Director (Food & Civil Supplies) and various other posts at the district level.

Shri Kumar, a B.Tech. in Electrical Engineering from BHU-IT has also done MBA from University of Swinburne, Melbourne (Australia) and has a diploma in public administration from the Indian Institute of Public Administration (IIPA).



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1. AN OVERVIEW

1.1 The Year 2019-20

1.1.1 The year 2019-20 could be stated to be a year of consolidation of Aadhaar with UIDAI endeavouring to expand reach of its services and online amenities to the residents to facilitate ease, accessibility and convenience. Last year, in 2018-19, when the five judges Constitution Bench of the Hon'ble Supreme Court gave a landmark judgement upholding the Aadhaar Act, 2016 to be constitutional after six years of litigation, UIDAI was duty bound to implement the decision and directions of the Supreme Court.

1.1.2 UIDAI, in full earnest, to implement the judgement of the Supreme Court initiated several actions and processes, technical and legal, including formulating the required amendments to the Aadhaar Act. However, due to completion of the term of 16th Lok Sabha, the Aadhaar Amendment Bill could not become the Act and the Government of India had to bring in the Aadhaar and Other Laws (Amendment) Ordinance, 2019 (No. 9 of 2019) for implementation of the judgment of the Supreme Court. The Aadhaar (Amendment) Ordinance was promulgated by the President of India on 2 March 2019 and came into force with immediate effect.

1.1.3 Later, after the constitution of 17th Lok Sabha, the Aadhaar Amendment Bill was reintroduced in the Parliament to incorporate further safeguards to protect privacy, foil misuse of personal information and avert denial of services and benefits to eligible persons as per the directions of the Supreme Court and the recommendations of Srikrishna Committee. In addition, to facilitate better services through

Aadhaar by allowing voluntary use of Aadhaar authentication to obtain SIM cards and open bank accounts, necessary changes were also brought about in the Indian Telegraph Act, 1885 and the Prevention of Money Laundering Act, 2002, respectively through the Bill.

1.1.4 The Bill was passed by the Parliament and the Aadhaar and Other Laws (Amendment) Act, 2019 (14 of 2019) was notified on 23.07.2019. This amended Act inter-alia provides for the use of Aadhaar authentication by the State Government for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom, forms part of, the Consolidated Fund of State.

1.2 The Salient Features of "Aadhaar and Other Laws (Amendment) Act, 2019"

1.2.1 Salient features of the "Aadhaar and Other Laws (Amendment) Act, 2019" are given below:

- To provide for alternate numbers generated by the Authority to conceal the actual Aadhaar number of an individual;
- To give an option to children to cancel their Aadhaar number on attaining the age of eighteen years;
- To provide for voluntary use of Aadhaar number in physical or electronic form by authentication or offline verification or other mode(s);
- Authentication or offline verification of

Aadhaar number can be performed only with the informed consent of the Aadhaar number holder;

- Prevention of denial of services for refusing to, or being unable to undergo authentication;
- To place safeguards and restrictions on performing authentication;
- To lay down the procedure for offline verification;
- To confer power upon the Authority to give such directions as it may consider necessary to any entity in Aadhaar ecosystem;
- For establishment of Unique Identification Authority of India Fund;
- To enhance the restrictions on sharing of information;
- To provide for civil penalties, its adjudication and appeal;
- To omit Section 57 of the Aadhaar Act;
- To allow the use of Aadhaar number for authentication on voluntary basis as acceptable KYC document under the Telegraph Act, 1885 and the Prevention of Money-Laundering Act, 2002.
- To allow the State Government also for the purpose of establishing identity of an individual as a condition for receipt of subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom forms part of, the Consolidated Fund of State under Section 7 of the said Act.

1.2.2 With the Supreme Court's judgment upholding the Aadhaar Act as a beneficial legislation, Aadhaar has emerged as a constitutionally valid biometric based unique identity empowering the residents of India. With 125.79 crore Aadhaar numbers issued to the

residents on world's largest publicly owned biometric technology platform with a nationwide infrastructure, Aadhaar has become the enabler for the residents to establish their identity online from anywhere, anytime and to receive entitlements and exercise rights without any fear of it being taken away. With the help of Aadhaar, one can open a bank account and obtain services of basic banking at the doorstep just with the pressing of the thumb.

1.2.3 Any government with limited resources has a constitutional duty to ensure equitable and rightful distribution of resources. Aadhaar has helped the government to renovate the whole of the delivery system and to bring in welfare schemes which ensure targeted, hassle-free, direct, portable, real time, auditable delivery of services, benefits and subsidies, free of middlemen and intermediaries.

1.2.4 Aadhaar has generated a system of governance that ensures formal inclusion of have-nots and left-behinds into the system of governance to enjoy their genuine dues at the press of their thumb. Distribution of food grains through fair price shop outlets is being done through Aadhaar. Crores of ghost and duplicate ration cards, multiple LPG cylinder connections, fake MNREGS job cards, fraudulent pension beneficiaries, ghost students have been eliminated through Aadhaar which has also resulted in considerable savings to public exchequer. Schemes like Pradhan Mantri Jan Arogya Yojana, Ayushman Bharat Yojana, Pradhan Mantri Kisan Samman Nidhi Yojana have been able to successfully deliver benefits directly to the genuine beneficiary through Aadhaar.

1.3 The Facilitation of Services

1.3.1 To facilitate ease, accessibility and convenience for availing services or benefits or

subsidies of various government welfare schemes, UIDAI has expanded gamut of Aadhaar services and online amenities to Aadhaar-holders by creating state of the art facility of Aadhaar Seva Kendras (ASKs) for enrolment and update.

1.3.2 UIDAI has continuously expanded and upgraded its services such as mAadhaar, chatbot, Online Order Aadhaar Reprint, e-KYC, Virtual ID and authentication. These facilities have been described in detail at the relevant chapters in the Annual Report.

1.4 The Most Trusted ID

1.4.1 With Aadhaar, the most trusted ID, India has given a perspective of identification to empower populace individually in such a manner that no one is left behind on the path of development. It is the most appropriate technology for transparent and targeted deliveries of services, benefits and subsidies with limited available resources. Aadhaar inspires more confidence and trust than any other identity document in India. Today, almost every sixth person in the world is an Aadhaar holder.

1.4.2 Aadhaar – the 12-digit unique identification number – has tremendous potential to bring transformation as it empowers people in numerous ways so that a sense of enhanced security and trust prevails in the life of people at large. This is possible because of Aadhaar's technology, its platform, its authentication infrastructure and its use as the verifiable identity.

1.4.3 Proving one's identity was the biggest challenge in pre-Aadhaar days. This inability not only prevented the poor and marginalized sections of the society in accessing and availing benefits, subsidies and other grants provided by the government from time to time but also led prevalence of diversions and leakages of

resources through ghost/fake and duplicate identities. Various public and private sectors' agencies required proof of identity for providing services to the residents, but absence of verification of identities led to fake representations, misuse of facilities and pilferages of scarce Government resources. In pre-Aadhaar days, there was no nationally accepted verified identity document / number that the residents and the service provider agencies could use with trust, ease and confidence.

1.4.4 Against this backdrop in September 2010, a massive technologically complex identity program, then called Unique Identification (UID) program, unheard in the history of humankind, was launched. It envisaged giving unique identity to every resident of India based on minimal demographic data such as name, date of birth, address, gender and biometrics, which included ten fingerprints and iris along with photo. Since Aadhaar is based on de-duplication of biometrics, duplicates, ghosts and fakes, which used to creep in most of other programs, were almost impossible here.

1.4.5 Unique Identification (UID) number, popularly known as Aadhaar, was conceived as a project with the objective to establish UID numbers universally for the residents of India that is: (a) robust enough to eliminate duplicate and fake identities; and, (b) can be verified and authenticated in an easy, cost-effective way.

1.5 Creation of UIDAI

1.5.1 The concept of unique identification was first discussed and worked upon in 2006, when administrative approval for the project "Unique ID for BPL families" was given on 3 March 2006 by the erstwhile Department of Information Technology, Ministry of Communications and Information Technology. This project was to be implemented by National Informatics Centre

(NIC) over a period of 12 months. Subsequently, a Process Committee was set up on 3 July 2006 to suggest processes for updation, modification, addition and deletion of data fields from the core database under the Unique ID for BPL families project.

1.5.2 Thereafter, a "Strategic Vision – Unique Identification of Residents" was prepared under the aegis of National Institute for Smart Governance (NISG) and Department of Information Technology (DIT) and submitted to the Process Committee. It envisaged the close linkage that the UID would have to the electoral database. The Committee also appreciated the need of a UID Authority to be created by an executive order under the aegis of the then Planning Commission (now NITI Aayog) to ensure a pan-departmental and neutral identity for the Authority and at the same time enable a focused approach to attain the goals set for the 11th Plan. The Process Committee at its 7th meeting held on 30 August 2007 decided to furnish to the erstwhile Planning Commission a detailed proposal based on the resource model for seeking its "in principle" approval.

1.5.3 At the same time, the Registrar General of India was engaged in the creation of the National Population Register (NPR) and issuance of multi-purpose National Identity Cards to the citizens of India. Therefore, it was decided, with the approval of the Prime Minister, to constitute an Empowered Group of Ministers (EGoM) to collate the two schemes – the National Population Register under the Citizenship Act, 1955 and the Unique Identification Number project of the Department of Information Technology (now MeitY).

1.5.4 Subsequent to the recommendations of the Committee of Secretaries and decision of the EGoM, the authority UIDAI was constituted and notified by the then Planning Commission in

January 2009 as its attached office with the roles and responsibilities laid down in the notification No.A-43011/02/2009-Admn.I dated 28 January 2009. Shri Nandan Nilekani was appointed the first Chairperson of UIDAI vide notification (No.A-43011/02/2009-Admn.I (Vol. II) on 2 July 2009 in the rank and status of a Cabinet Minister for an initial tenure of five years. Shri Ram Sevak Sharma, IAS, joined UIDAI as its first Director General in July the same year.

1.5.5 Subsequent to establishment of UIDAI on 28 January 2009, the Prime Minister's Council on UIDAI was constituted on 30 July 2009 to advise UIDAI on the programme, methodology and implementation to ensure coordination between ministries/departments, stakeholders and partners. The Prime Minister's Council, in its first meeting on 12 August 2009 approved the broad strategy and approach on UID system submitted by the UIDAI.

1.5.6 PM's Council on UIDAI declared UIDAI as the apex body to set standards for its demographic and biometric data. In pursuance of this mandate, UIDAI set up two Committees for recommending these standards, viz., (i) Committee on Demographic Data Standards and Verification Procedure and (ii) Committee on Biometric Standards. Under the Chairmanship of Shri N. Vittal, the Committee on Demographic Data Standards and Verification Procedure submitted its report on 9 December 2009 which was subsequently accepted by the UIDAI while the Biometrics Standards Committee submitted its report on standards for various biometric attributes on 7 January 2010 under the Chairmanship of the then Director General of NIC Dr. B.K. Gairola. This report too was accepted by UIDAI.

1.5.7 PM's Council was substituted by a Cabinet Committee on UIDAI which was constituted by the Government of India vide its

order no. 1/11/6/2009 dated 22 October 2009. The functions of this Committee, as per this notification included all issues relating to the Unique Identification Authority of India including its organization, plans, policies, programs, schemes, funding and methodology to be adopted for achieving the objectives of UIDAI.

1.5.8 As per Cabinet approvals, the work of Aadhaar enrolment was geographically divided between UIDAI and RGI. Accordingly, UIDAI was assigned to do Aadhaar enrolment in 24 States and Union Territories (UTs) and RGI was to do enrolment in 12 States and UTs. However, the Ministry of Home Affairs vide D.O. No. RG(P)/NPR/RGI dated 5 May 2016 asked UIDAI to initiate enrolment in those 10 States/UTs which were earlier assigned to RGI namely, Arunachal Pradesh, Dadra and Nagar Haveli, Jammu and Kashmir, Lakshadweep, Manipur, Mizoram, Nagaland, Odisha, Tamil Nadu and West Bengal (except Assam and Meghalaya).

1.5.9 Further, Home Ministry vide letter dated 20 April 2017 informed that the biometric enrolment under the National Population Register (NPR) scheme has been stopped since 23 September 2016 after the changes in the software made by UIDAI consequent to the enactment of Aadhaar Act, 2016. UIDAI, therefore, is competent under the provisions of law to make enrolment for Aadhaar for the entire country including Assam and Meghalaya.

1.5.10 The Parliament in 2016 provided the legislative basis to Aadhaar by enacting the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (18 of 2016) and the Government of India notified it on 26 March 2016. The Unique Identification Authority of India was, thereafter, established as a Statutory Authority by the Central Government as per the powers

conferred under Section 11 of the Aadhaar Act vide Ministry of Communications and Information Technology's Notification No. S.O. 2358(E) dated 12 July 2016 with its Head Office in New Delhi, eight Regional Offices at Bengaluru, Chandigarh, Delhi, Guwahati, Hyderabad, Lucknow, Mumbai and Ranchi and Centres for Central Identities Data Repository operations at Hebbal (Bengaluru) and Manesar (Gurugram).

1.6 Mandate of UIDAI

1.6.1 The Unique Identification Authority of India is mandated to develop the policy, procedure and system for issuance of Aadhaar number to each resident individual and perform authentication.

1.6.2 UIDAI also has the responsibility to take necessary measures to ensure that the information stored in the Central Identities Data Repository (CIDR) is secured and protected against unauthorized access or misuse.

1.7 Journey of Aadhaar

1.7.1 First Unique ID (UID), popularly known as Aadhaar, was generated on 29 September 2010. Since then more than 125.79 crore Aadhaar numbers have been generated and issued to the residents of India till 31 March 2020. Aadhaar, as a unique identification, has the following features:

- A 12-digit random number.
- Random number. Hence no intelligence, no profiling.
- Uniqueness ensured through biometric attributes.
- Contains only number, not a smart card.
- Enrolment and update from anywhere in the country.



- Online authentication anytime, anywhere across the country.
- Portable identification across the country, transcending the barrier of region and language.
- Number once generated and issued will never be regenerated or reissued.
- Does not confer citizenship, rights and entitlements.
- Security and privacy of information collected. No data sharing without consent of the resident.

1.7.2 UIDAI has covered almost the entire country with respect to enrolments. It envisions enrolment of all the residents of India, with a

focus on enrolling children, women, divyangjan, poor and marginalized sections of the society. More than 125.79 crore Aadhaar have been generated till 31 March 2020 and the number is growing up steadily on daily basis. UIDAI is looking further at continuously upgrading its service delivery to create ease of life and ease of business for the convenience of the people at large. With Aadhaar being used in various government schemes to provide subsidies, benefits and services, there has been a significant improvement in the delivery of subsidies, benefits and services to beneficiaries. Also, by curbing leakages and cleansing ghost / duplicate beneficiaries from various databases, Aadhaar has brought in substantial savings to the State exchequer.



1.8 Vision and Mission

VISION

To empower residents of Indian with a unique identity and a digital platform to authenticate anytime, anywhere.

MISSION

- To provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the consolidated Fund of India, to individuals residing in India through assigning of unique identity numbers.
- To develop policy, procedure and system for issuing Aadhaar number to residents of India, who request for same by submitting their demographic information and biometric information by undergoing the process of enrolment.
- To develop policy, procedure and systems for Aadhaar holders for updating and authenticating their digital identity.
- Ensure availability, scalability and resilience of the technology infrastructure.
- Build a long term, sustainable organization to carry forward the vision and values of the UIDAI.
- To ensure security and confidentiality of identity information and authentication records of individuals.
- To ensure compliance fo Aadhaar Act by all individual and agencies in letter and spirit.
- To make regulations & rules consistent with the Aadhaar Act, for carrying out the provisions of the Aadhaar Act.

1.9 Objectives of UIDAI

1.9.1 UIDAI was created with the objective to issue Unique Identification (UID) numbers, named as "Aadhaar", to all residents of India that:

- Is robust enough to eliminate duplicate and fake identities and
- Can be verified and authenticated anytime, anywhere in an easy and cost-effective way.

1.10 Core Values

- We believe in facilitating good governance

- We value integrity
- We are committed to inclusive nation building
- We pursue a collaborative approach and value our partners
- We will strive towards excellence in services to residents and service providers
- We will always focus on continuous learning and quality improvements
- We are driven by innovation and provide a platform for our partners to innovate

- We believe in a transparent and open organization

1.11 Functions Assigned to UIDAI

1.11.1 According to the Section 23 of The Aadhaar Act, 2016, UIDAI has developed the policy, procedure and systems for issuing Aadhaar numbers to individuals and perform authentication thereof under the Aadhaar Act. The functions of the Authority, inter alia, are:

- specifying, by the regulations, demographic information and biometric information required for enrolment and the processes for collection and verification thereof;
- collecting demographic information and biometric information from any individual seeking an Aadhaar number in such manner as may be specified by regulations;
- appointing of one or more entities to operate the Central Identities Data Repository (CIDR);
- generating and assigning Aadhaar numbers to individuals;
- performing authentication of Aadhaar numbers;
- maintaining and updating the information of individuals in the CIDR in such manner as may be specified by the regulations;
- omitting and deactivating of an Aadhaar number and information relating thereto in such manner as may be specified by the regulations;
- specifying the manner of use of Aadhaar numbers for the purposes of providing or availing various subsidies, benefits, services and other purposes for which Aadhaar numbers may be used;
- specifying, by regulations, the terms and conditions for appointment of Registrars, enrolling agencies and service providers and revocation of appointments thereof;
- establishing, operating and maintaining of the CIDR;
- sharing the information of Aadhaar number holders in such manner as may be specified by the regulations subject to the provisions of this Act;
- calling for information and records, conducting inspections, inquiries and audit of the operations for the purposes of Aadhaar Act of the CIDR, Registrars, enrolling agencies and other agencies appointed under this Act;
- specifying, by the regulations, various processes relating to data management, security protocols and other technology safeguards under Aadhaar Act;
- levying and collecting the fees or authorizing the Registrars, enrolling agencies or other service providers to collect such fees for the services provided by them under this Act in such manner as may be specified by regulations;
- appointing such committees as may be necessary to assist the Authority in discharge of its functions for the purposes of this Act;
- promoting research and development for advancement in biometrics and related areas, including usage of Aadhaar numbers through appropriate mechanisms;
- evolving and specifying, by the regulations, policies and practices for Registrars, enrolling agencies and other service providers;
- setting up of facilitation centres and grievance redressal mechanism for redressal



- of grievances of individuals, Registrars, enrolling agencies and other service providers;
- may enter into Memorandum of Understanding or Agreement, as the case may be, with the Central Government or State Governments or Union Territories or other agencies for the purpose of performing any of the functions in relation to collecting, storing, securing or processing of information or delivery of Aadhaar numbers to individuals or performing authentication, as may be necessary for the purposes of Aadhaar Act;
 - by notification, may appoint such number of Registrars, engage and authorize such agencies to collect, store, secure, process information or do authentication or perform such other functions in relation thereto, as may be necessary for the purposes of Aadhaar Act;
 - may engage such consultants, advisors and other persons as may be required for efficient discharge of its functions under this Act on such allowances or remuneration and terms and conditions as may be specified by contract.

2. ORGANIZATION STRUCTURE

Unique Identification Authority of India (“Authority / UIDAI”) has its Headquarters (HQs) in New Delhi and functions through its eight Regional Offices (ROs) situated at Bengaluru, Chandigarh, Guwahati, Hyderabad, Lucknow, Mumbai, New Delhi and Ranchi. UIDAI has two Data Centres – one at Hebbal

(Bengaluru) in Karnataka and the other at Manesar (Gurugram) in Haryana, as depicted in Figure 1.

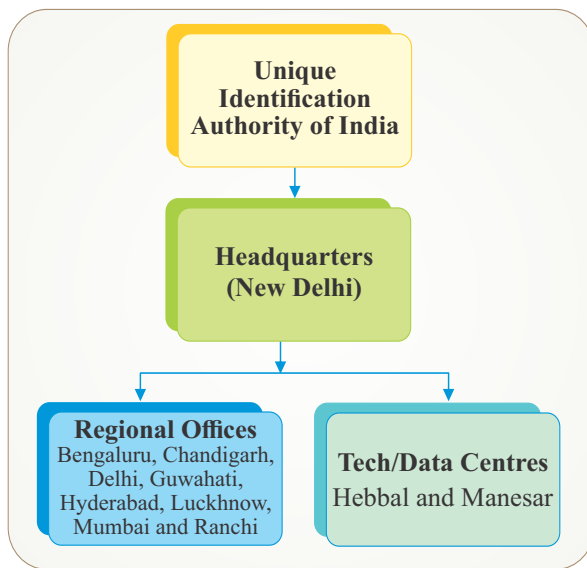


Figure 1. Organization Structure

2.1 Composition of the Authority

The Unique Identification Authority of India (UIDAI) consists of a Chairperson, two part-time Members and the Chief Executive Officer (CEO), who is also the Member-Secretary of the Authority. The composition of the Authority, as on 31 March 2020, is portrayed in Table 1.

2.2 Composition of Headquarters

At the HQs, the CEO is assisted by Deputy Directors General (DDGs), the Joint Secretary level officers of the Government of India as in-charge of various functional wings of UIDAI. The DDGs are supported by Assistant Directors General (ADGs), Deputy Directors, Section Officers and Assistant Section Officers. Organogram of UIDAI Headquarters is illustrated in Figure 2.

Table 1. Composition of the Authority

S.No.	Member name and details	Designation
1.	Vacant	Chairman (Part-time)
2.	Dr. Anand Deshpande Founder, Chairman and Managing Director of Persistent Systems	Member (Part-time)
3.	Vacant	Member (Part-time)
4.	Shri Pankaj Kumar IAS (NL:1987)	Chief Executive Officer (CEO) and Member-Secretary

Organogram – Headquarters*

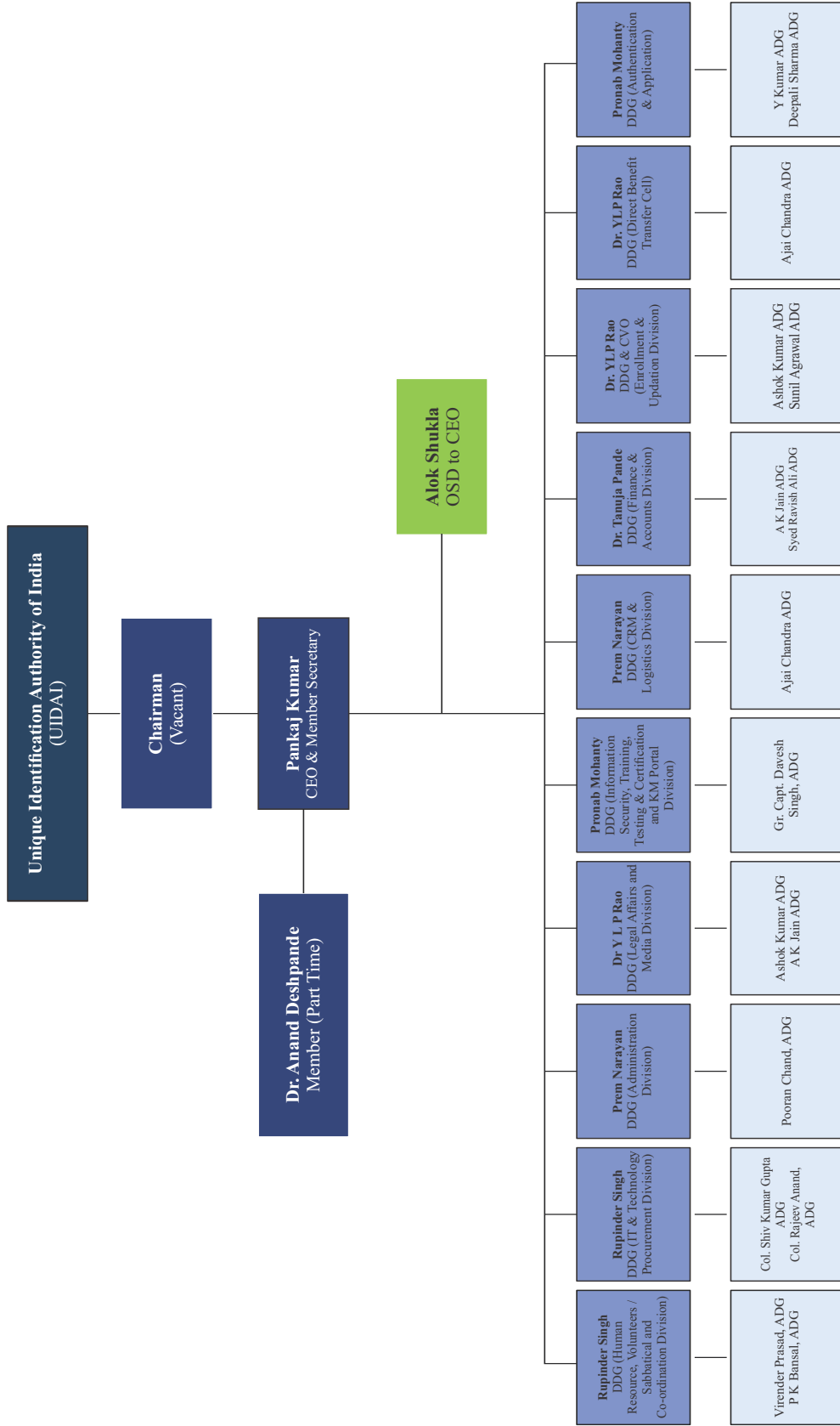


Figure 2. Organogram of UIDAI Headquarters

*As on 31 March 2020

2.3 Composition of Regional Offices

Each of the eight Regional Offices of UIDAI is headed by a Deputy Director General (DDG) and the support structure comprises of Assistant Directors General, Deputy Directors, Section

Officers, Assistant Section Officers, Senior Accounts Officer, Accountant and personal staff. Regional Offices with States and UTs under their jurisdiction are depicted in Table 2. Organogram of UIDAI Regional Offices is illustrated in Figure 3.

Table 2. Composition of Regional Offices of UIDAI

Regional Offices (ROs)	States and Union Territories covered by the RO
RO Bengaluru	Karnataka, Kerala, Lakshadweep, Puducherry and Tamil Naidu
RO Chandigarh	Chandigarh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab and Ladakh
RO New Delhi	Madhya Pradesh, New Delhi, Rajasthan and Uttarakhand
RO Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura
RO Hyderabad	Andaman and Nicobar Islands, Andhra Pradesh, Chhattisgarh, Odisha and Telangana
RO Lucknow	Uttar Pradesh
RO Mumbai	Dadra & Nagar Haveli and Daman& Diu, Goa, Gujarat and Maharashtra
RO Ranchi	Bihar, Jharkhand and West Bengal

Organogram – Regional Offices*

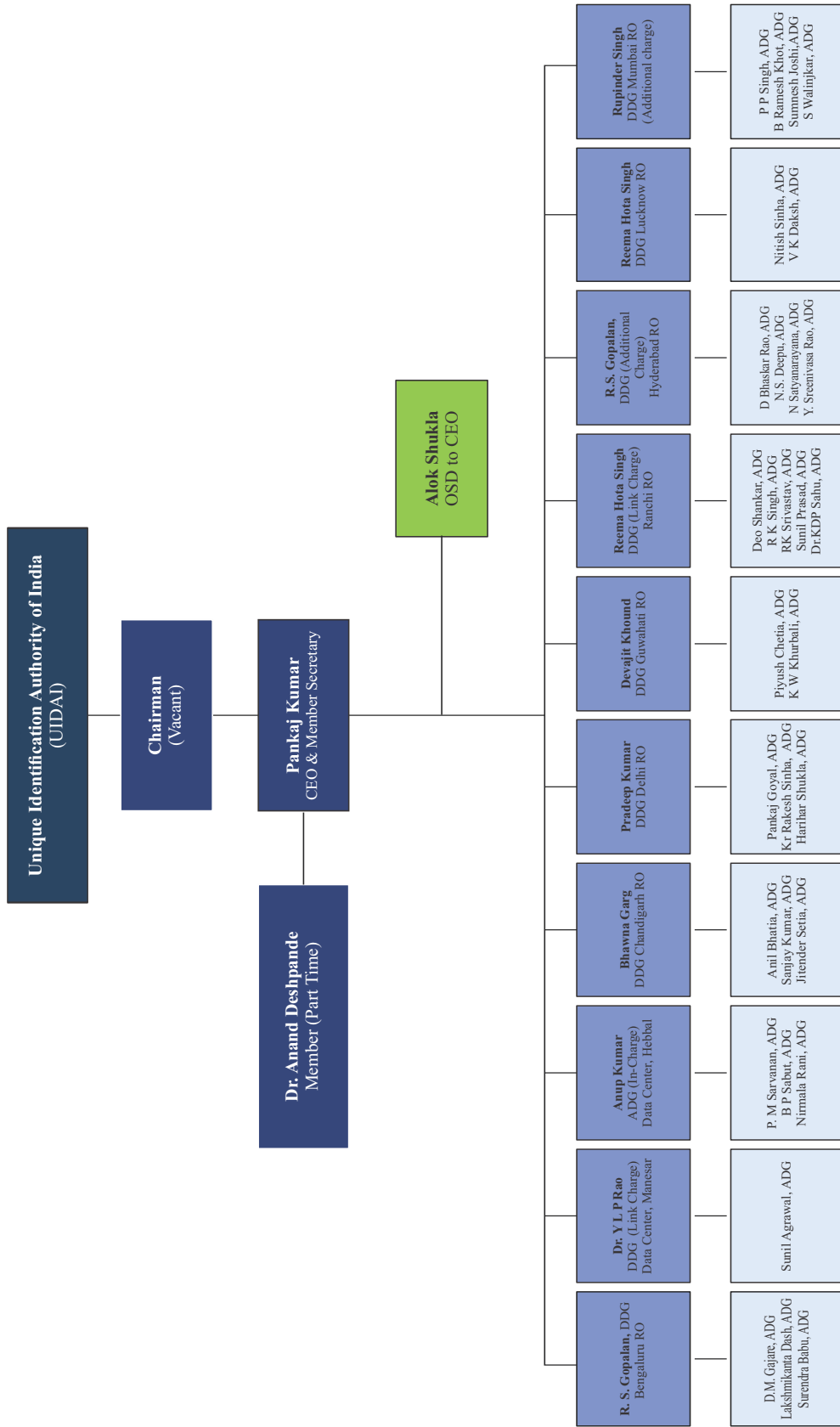


Figure 3. Organogram of UIDAI Regional Offices

*As on 31 March 2020

3. FUNCTIONING OF UIDAI

3.1 Overview

3.1.1 The objective of Aadhaar is to empower residents of India with a unique identity and digital platform only for the purpose of “identity proof”. The 12-digit identification number is issued to a resident after she undergoes the process of Aadhaar enrolment, inter-alia by submitting her demographic and biometric information.

3.1.2 Once residents enrol, they can use the Aadhaar number to authenticate and establish their identity using electronic means or through offline verification, as the case may be, through various modes of authentication as prescribed under Aadhaar Act, 2016 and it eliminates the hassle of repeatedly providing supporting identity documents each time a resident wishes to access services, benefits and subsidies.

3.1.3 UIDAI issues Aadhaar number to residents only after de-duplicating their demographic and biometric attributes against its entire database. Aadhaar authentication enables elimination of duplicates under various schemes and is expected to generate substantial savings to the government exchequer. It also provides the government with accurate data on beneficiaries, enables direct benefit programs and allows the government departments/service providers to coordinate and optimize various schemes. Aadhaar enables implementing agencies to verify beneficiaries and ensure targeted delivery of benefits.

3.1.4 With the Aadhaar platform providing accurate and transparent information about the services delivery mechanism, government can improve disbursement system and utilize scarce development funds optimally including better

human resource utilization involved in the service delivery network. Therefore, to ensure high throughput, inclusion and year-round availability of effective and efficient services and to authenticate anytime, anywhere, UIDAI has created several ecosystems and operates them as per the Aadhaar Act and its regulations catering to residents' needs.

3.1.5 Regulations notified under the Aadhaar Act, 2016 are as follows:

- Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 – (No.1 of 2016)
- Aadhaar (Enrolment and Update) Regulations, 2016 – (No. 2 of 2016)
- Aadhaar (Authentication) Regulations, 2016 – (No. 3 of 2016)
- Aadhaar (Data Security) Regulations, 2016 – (No. 4 of 2016)
- Aadhaar (Sharing of Information) Regulations, 2016 – (No. 5 of 2016)
- Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 – (No. 1 of 2017)
- Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 – (No. 2 of 2017)
- Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 – (No.3 of 2017)
- Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 – (No.5 of 2017)
- Aadhaar (Enrolment and Update) (Fifth

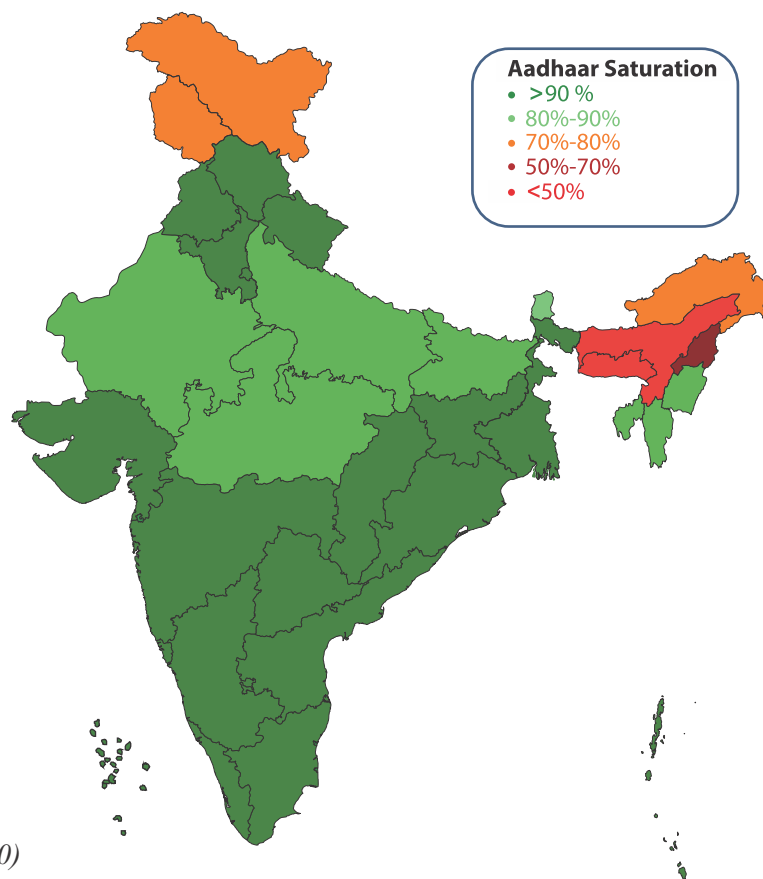
- Amendment) Regulations, 2017 – (No. 1 of 2018)
- Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 – (No. 2 of 2018)
- Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 – (No. 1 of 2019)
- Aadhaar (Enrolment and Update)(Seventh Amendment) Regulations, 2019 – (No. 3 of 2019)
- Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)
- Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No. 2 of 2020)

3.1.6 The following are the UIDAI's ecosystems:

- Enrolment and Update ecosystem
- Authentication ecosystem
- Logistics ecosystem
- Training, Testing and Certification ecosystem
- Customer Relationship Management

3.2 Enrolment and Update Ecosystem

3.2.1 Aadhaar enrolment being the primary mandate of UIDAI, the focus of the organization has been on the enrolment of residents. As per the Aadhaar (Enrolment and Update) Regulations, 2016, the enrolment process of Aadhaar – the Unique Identification (UID) number – begins



(as on 31 March 2020)

Figure 4. Aadhaar saturation status across States/UTs

with a resident submitting her information to the enrolling agency at the enrolment centre with supporting documents by filling the enrolment form, getting demographic and biometric data captured and submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PoDoB) documents as per the list of documents prescribed in Annexure III.

3.2.2 There are more than 40,000 Aadhaar enrolment and update centres across the country run by Banks, Post Offices, CSC, Aadhaar Seva Kendras (ASKs), BSNL and State Governments as UIDAI's Registrars. At the centre, after the enrolment operator enters the details in the system, the resident verifies the accuracy of information captured for enrolment/update and on completion of the process collects acknowledgement slip containing enrolment ID.

3.2.3 The information captured for enrolment or update is processed in UIDAI's data centres and Aadhaar or its updated version is generated, respectively. UIDAI has issued more than 125.79 crore Aadhaar (122.22 crore Live Aadhaar) till 31 March 2020. The coverage of Aadhaar in 22 States/Union Territories has reached saturation levels of more than 90% while 11 States/Union Territories have coverage between 75% and 90%. Figure 4 represents the Aadhaar coverage status across States/Union Territories as on 31 March 2020.

3.2.4 As many of the States have already reached Aadhaar saturation, there has been a shift in the volume of work from 'enrolment' to 'update'. In the long run, the success of Aadhaar and various services leveraging this unique identity number will depend on the up-to-date status of its database, thus making Aadhaar information update a critical activity for UIDAI. Residents can update any of the demographic and biometric information in Aadhaar by visiting any

Aadhaar enrolment centre. Residents can also update their address in Aadhaar online in the comfort of their home. Residents who do not have an address document to be submitted as valid proof to update their address in Aadhaar, can use the option of getting an "Address Validation Letter" from the UIDAI's website, a facility that can be used to update address online

3.3 Enrolment Partners

3.3.1 For carrying out Aadhaar enrolment and update, UIDAI has an ecosystem comprising the following partners as specified in the Aadhaar (Enrolment and Update) Regulations, 2016:

1. **Registrar:** Any entity authorized or recognized by the Authority (UIDAI) for the purpose of enrolling individuals under the Aadhaar Act, 2016.
2. **Enrolling Agency:** An agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals under the Aadhaar Act, 2016.
3. **Enrolment Centre:** A permanent or temporary centre set up by an enrolling agency for carrying out enrolment of residents and updating their information.
4. **Introducer:** Persons having valid Aadhaar, authorized by Registrars to introduce residents who do not possess any of the prescribed supporting documents.
5. **Operator:** The certified personnel employed by enrolling agencies to execute the process of enrolment at the enrolment centres.
6. **Supervisor:** The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.
7. **Verifier:** The personnel appointed by Registrars for verification of documents at enrolment centres.

3.4 Enrolment Process

3.4.1 For a resident, the Aadhaar enrolment process includes visiting the enrolment centre, filling the enrolment form, getting demographic and biometric data captured, submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PoDoB) documents, giving informed consent and collecting acknowledgement slip containing enrolment ID after completion of enrolment.

3.4.2 The enrolment data filled in the enrolment form is verified with the supporting documents and uploaded in the system where the data passes through various checks and validations and Aadhaar number is generated.



Aadhaar Enrolment Camp at School

3.4.3 UIDAI process accepts extensive range of PoI, PoA and PoDoB documents, mentioned in

Annexure III. If a family member does not have valid documents, she can still enrol for Aadhaar, if her name exists in the family entitlement document. In such a case, Head of Family (HoF) in the entitlement document first needs to be enrolled herself with valid PoI, PoA and PoDoB documents. Thereafter, the HoF can introduce other members of the family for Aadhaar enrolment by submitting Proof of Relationship (PoR) document. UIDAI accepts many documents as Proof of Relationship (PoR) as mentioned in Annexure III. In case, there is no valid document available, the resident may take the help of 'Introducer' which is validated by the Registrar.

3.4.4 During the enrolment for Aadhaar, only minimal demographic information, viz., name, gender, residential address, date of birth (DoB) and biometric information– all ten fingerprints, scan of both irises and facial image are captured.

3.4.5 Additionally, the resident has the option to give her e-mail ID and mobile number. In respect of children below 5 years, only name, gender, DoB and facial image of the child and Aadhaar/enrolment ID of either of the parents are captured.

3.4.6 To summarize, there are three approaches for enrolment:

Document Based	Head of Family (HoF) Based	Introducer Based
Submission of one valid Proof of Identity document and one valid Proof of Address document	Head of Family may introduce family members by means of documents, which establish the Proof of Relationship	In the absence of valid Proof of Identity (PoI) document and valid Proof of Address (PoA) document, an introducer's service can be leveraged. An introducer is a person appointed by the Registrar and should have a valid Aadhaar number.



3.4.7 Aadhaar is an all-inclusive program and therefore, UIDAI has also laid down process for enrolment of those persons who are not able to provide, due to any reasons, all or any of their biometrics. Thus, no resident is excluded from Aadhaar.

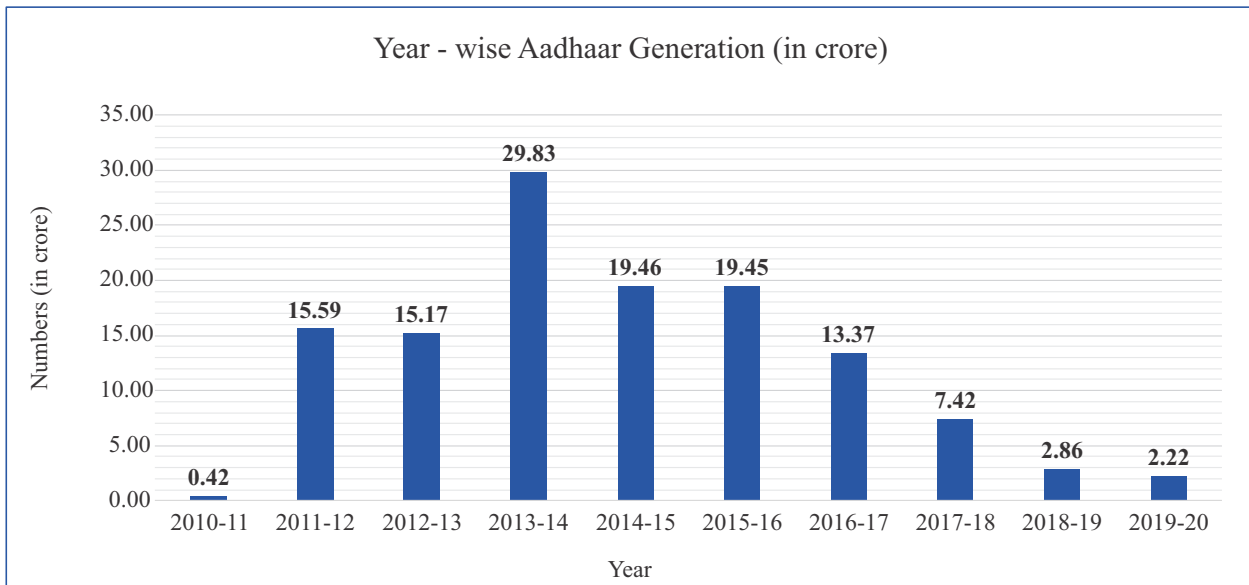
3.5 Aadhaar Enrolment Progress

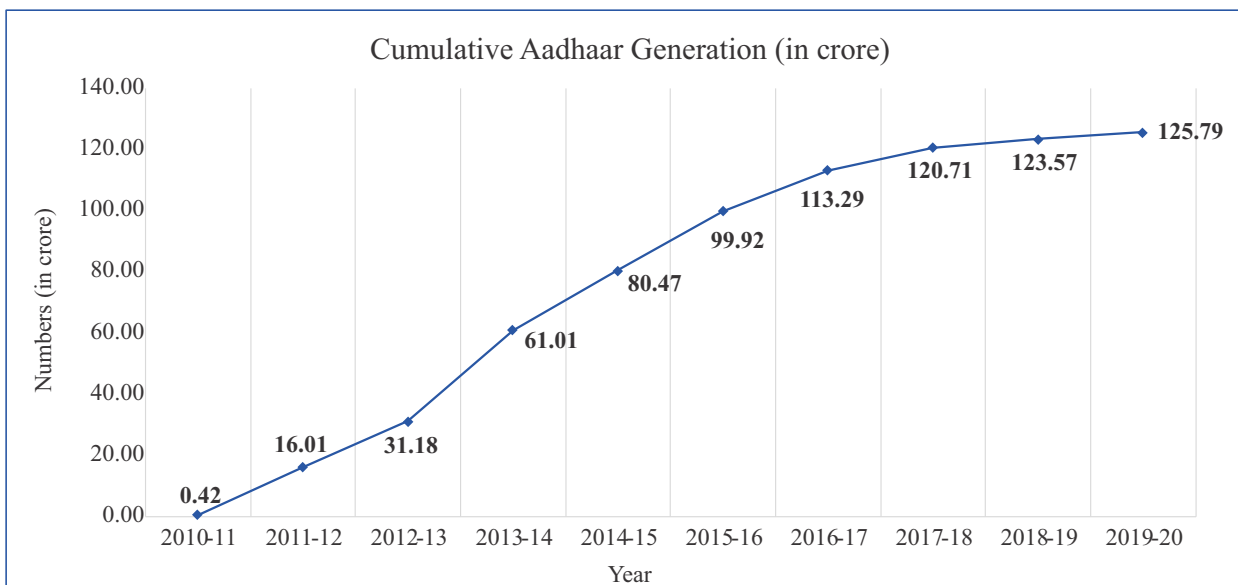
3.5.1 Since the generation of first Aadhaar in September 2010, Aadhaar enrolment has grown exponentially and over 125.79 crore Aadhaars have been generated as on 31 March 2020. The journey of Aadhaar and year-wise progression is portrayed in Graph 1. Cumulative Aadhaar generation is depicted in Graph 2. During the year 2019-20, month-wise Aadhaar generation data is portrayed in Table 3.

Table 3. Month-wise Aadhaar Generation (2019-20)

Month	Month-wise Aadhaar Generation (in lakh)
April 2019	12.11
May 2019	10.80
June 2019	13.69
July 2019	22.05
August 2019	19.87
September 2019	15.76
October 2019	16.90
November 2019	20.30
December 2019	21.52
January 2020	24.26
February 2020	22.87
March 2020	22.02
Total	222.15

Graph 1. Year-wise Aadhaar Generation (September 2010 to March 2020)



Graph 2. Cumulative Aadhaar Generation (September 2010 to March 2020)

3.5.2 To assess the progress made in the Aadhaar enrolment, the number of Aadhaar issued has to be weighed in terms of percentage to the population. The official census figures pertain to the year 2011. So to make a reasonable assessment, estimated population need to be calculated on the available census figures and the birth and death rates. The population, hence, projected as on 31 March 2020 is 135.38 crore.

3.5.3 An Aadhaar number is issued only once and the same is never re-issued. However, the actual number of Aadhaar holders would always be lesser due to deaths. Hence, the concept of “Live Aadhaar” has been introduced to depict the number of alive persons holding Aadhaar. The number of Live Aadhaar issued as on 31 March 2020 is estimated as 122.22 crore. State-wise Live Aadhaar saturation as on 31 March 2020 is given at Annexure IV.

3.5.4 Aadhaar penetration among adult population has reached saturation levels and hence, the primary focus of UIDAI has now shifted to enrolling children in the age group of 0-

5 and 5-18 years. To cover the remaining population in the above age group, UIDAI has partnered with Ministry of Women & Child Development (MoWCD) and Department of School Education & Literacy for enrolling children at anganwadis and schools, respectively.

3.6 Aadhaar Data Update

3.6.1 The Aadhaar number is a lifetime number issued to the resident. Apart from the biometric attributes of a resident, the demographic details – name of the resident, address, date of birth (DoB), gender and mobile number/email (optional) are stored in the UIDAI database. While demographic details are usually subject to change during the lifetime of a resident due to change of address, mobile number and change of name post marriage, the biometric attributes need to be updated by the children upon attaining the age of 5 and 15 years, or due to ageing/mishap leading to loss/change of biometrics. Accordingly, the demographic and biometric fields linked to an Aadhaar number need to be updated so as to

ensure accuracy of information stored in the database and to be relevant for authentication purpose.

3.6.2 There are broadly two modes available to a resident for updating her Aadhaar data:

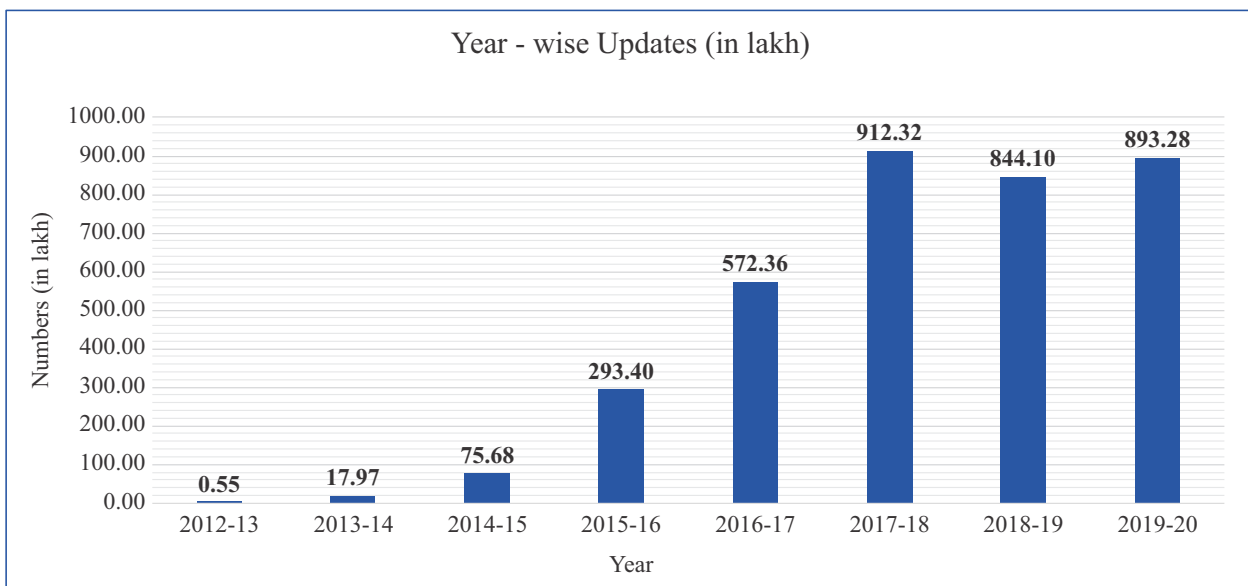
- Via Online through Self Service Update Portal (SSUP): It is an online mode whereby a resident can update address with valid supporting document. Those residents whose mobile numbers are already captured in Aadhaar can avail this facility.
- By visiting Aadhaar Enrolment and Update Centre: A resident can visit any of the 40,000 Aadhaar enrolment and update centres located in designated bank branches, post



offices or other government offices to update any demographic or biometric data.

3.6.3 As on 31 March 2020, 36.09 crore demographic and biometric updates have taken place since inception. Year-wise Aadhaar update since 2012 is shown in Graph 3.

Graph 3. Year-wise Aadhaar Updates



3.6.4 Aadhaar enrolment and mandatory biometric update of children are provided free of cost for residents. However, nominal fees as illustrated in Figure 5 are levied for other services.

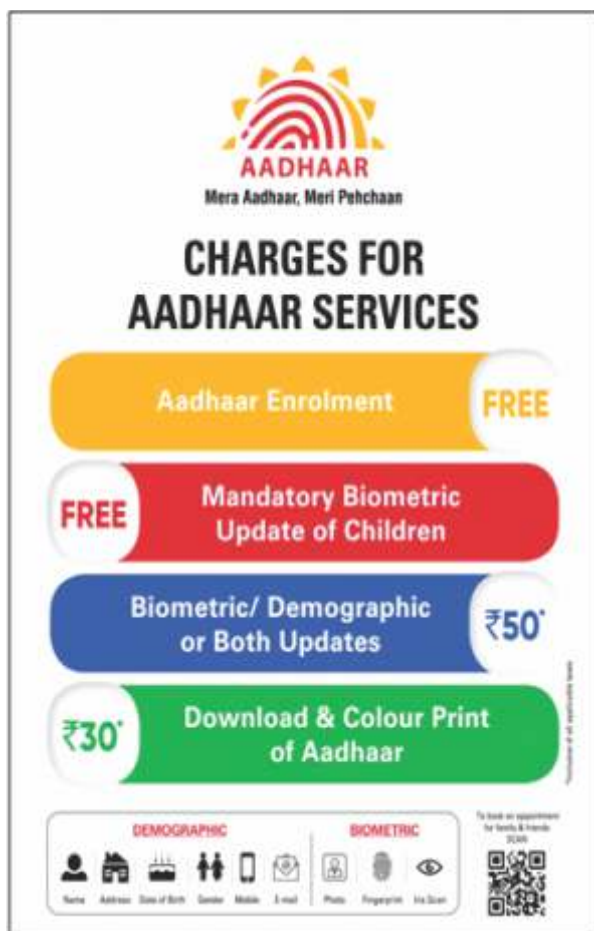


Figure 5. Charges payable by a resident for various Aadhaar services(as on 31 March 2020)

3.7 Aadhaar Seva Kendra (ASK)

3.7.1 UIDAI has planned to set up 178 Aadhaar Seva Kendras (ASKs) in 108 cities across the country as exclusive state-of-the-art centres of service under its direct control and management to offer the residents secure and prior appointment based comfortable experience for Aadhaar enrolment and update services. These ASKs are designed to provide higher service capacity, air-conditioned surroundings, multiple enrolment counters, seating arrangement and electronic token system besides other amenities on all 7 days of the week. All ASKs are wheel-chair friendly and have special provisions to service the elderly or specially abled/divyaangs. 37 ASKs have been made operational as on 31 March 2020.

3.7.2 To establish and run these 178 ASKs across 108 cities in the country, UIDAI has engaged two service providers. Residents, including NRIs, can visit any convenient ASK in their vicinity with prior appointment for the following services:

- Aadhaar enrolment
- Update of any demographic information in their Aadhaar - name, address, gender, date of birth, mobile number or email ID
- Update of biometric data in their Aadhaar – photo, fingerprints and iris scans
- Download & print Aadhaar services



3.8 Online Appointment for Aadhaar Services

3.8.1 Keeping in view the convenience of the residents, UIDAI has launched online appointment booking facility. All UIDAI-run Aadhaar Seva Kendras follow the online appointment system where any resident can book an appointment for Aadhaar enrolment or update at any ASK in the vicinity as per her choice. A

resident can book an appointment for herself or a family member from the following link:

<https://appointments.uidai.gov.in/bookappointment.aspx>

3.8.2 This is a free of cost service where a resident does not require Aadhaar registered mobile number. However, a resident can book a maximum of 4 appointments per month using the same mobile number.



ASK Service Process

3.9 Authentication Ecosystem

3.9.1 UIDAI provides online authentication using demographic and biometric data. The UID (Aadhaar) number, which uniquely identifies a resident, gives individuals the means to clearly establish their identity to public and/or private agencies across the country. Aadhaar online authentication allows verification of Aadhaar number of the resident and serves as proof of identity. Aadhaar formally launched fingerprint based online authentication on 7 February 2012 and iris based authentication, OTP authentication and e-KYC services on 24 May 2013.

3.9.2 Subsequently, various schemes like PDS, MGNREGS, National Social Assistance Program, scholarships and LPG subsidy have been integrated with Aadhaar for targeted delivery of service. The e-KYC service is being used by various government applications such as filing of income tax returns and issuance of PAN card. The e-KYC service providers can provide a paperless KYC service by using Aadhaar based e-KYC and avoid the cost of paper handling, storage and the risk of forged documents. Since Aadhaar e-KYC is real-time, it enables service providers to provide instant delivery of services to residents.

3.10 Authentication Partners

3.10.1 UIDAI provides Authentication and e-KYC services through agencies called as Authentication User Agency (AUA), e-KYC User Agency (KUA) and Authentication Service Agency (ASA), which are appointed as per Regulation 12 of Aadhaar (Authentication) Regulations, 2016.

1. Authentication User Agency (AUA):

UIDAI provides Yes/No authentication services through requesting entities called Authentication User Agency (AUA). AUA is any government/public legal entity registered in India that uses Aadhaar authentication for providing its services to the residents. An AUA is connected to the UIDAI Data Centre/Central Identities Data Repository (CIDR) through an ASA (either by becoming ASA on its own or taking services of an existing ASA) using a secured protocol. There are 184 AUAs active as on 31 March 2020. Since inception, 4,010.11 crore authentications including 797.38 crore e-KYC transactions have been performed by requesting entities till 31 March 2020.

Year-wise as well as cumulative Aadhaar authentication transactions are portrayed in Table 4, Graph 4 and Graph 5. Similarly, month-wise Aadhaar authentication transactions during 2019-20 are depicted in Table 5.

2. e-KYC User Agency (KUA):

KUA is a requesting entity which, in addition to being an AUA, uses e-KYC authentication facility. As on 31 March 2020, 170 KUA entities are active on Aadhaar platform and as on 31 March 2020, 797.38 crore e-KYC transactions have been performed since inception.

3. Authentication Service Agency (ASA):

ASA is an agency that has secured leased

line connectivity with CIDR. They play the role of enabling intermediaries through secure connection established with the CIDR. ASAs transmit authentication requests of AUAs to the CIDR and transmit back the CIDR's response to the AUAs. There are 23 active ASAs as on 31 March 2020.

3.10.2 With a range of Aadhaar enabled services, many Central and State Government departments have built applications and created necessary infrastructure for using Aadhaar in de-duplicating the databases and in delivery of services. Use of Aadhaar has helped in improving the service delivery of various social sector schemes and enhanced their accountability and transparency. UIDAI has been working in close coordination with various Central Government Ministries/Departments/State Governments for developing infrastructure and applications leveraging Aadhaar. UIDAI also provides assistance for ICT infrastructure to State Governments to re-engineer their existing processes by integrating Aadhaar and to procure enrolment kits. ICT assistance amounting to ₹442.37 crore has been granted to 28 States, 7 UTs, 3 Departments and 2 Central Ministries since the start of the UIDAI project till 31 March 2020.

3.11 Aadhaar Authentication Services

3.11.1 Aadhaar authentication is the process wherein Aadhaar number, along with other attributes (demographic/biometrics/OTP) is submitted to UIDAI's Central Identities Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "Yes/No". No personal identity information is returned as part of the response. The purpose of authentication is to enable residents to establish



their identity to service providers to confirm whether the residents are 'who they say they are' in order to provide services and benefits. Aadhaar e-KYC is another type of authentication service wherein UIDAI validates the input parameters against the data stored in its CIDR and returns a digitally signed e-KYC authentication response with encrypted e-KYC data.

3.11.2 Types of Authentication

There are two types of authentication facilities

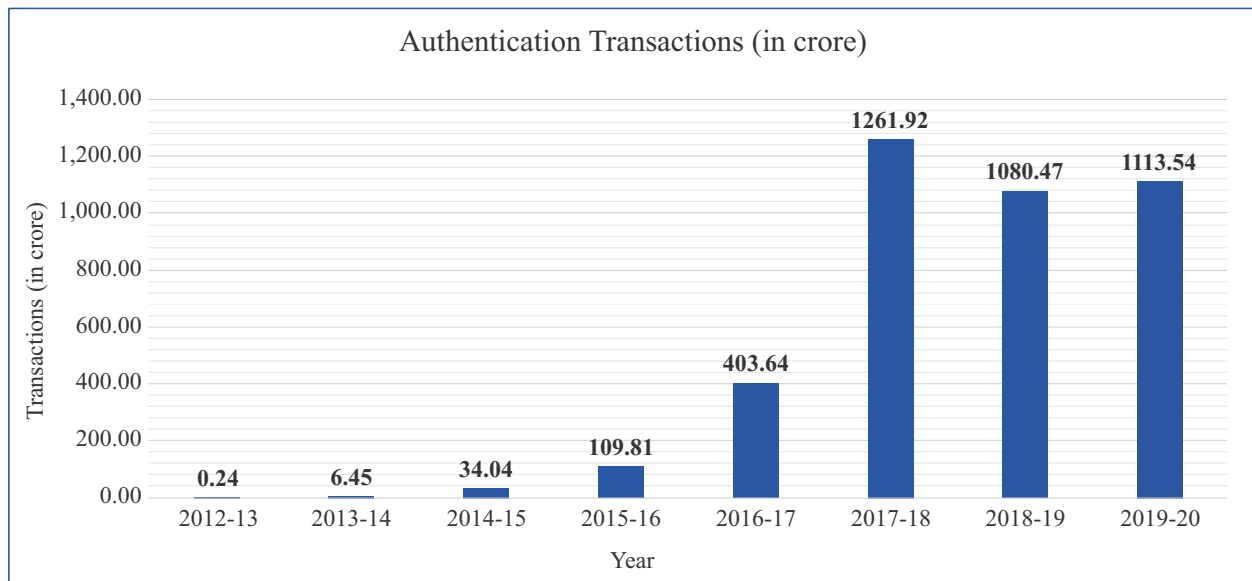
provided by the Authority, namely:

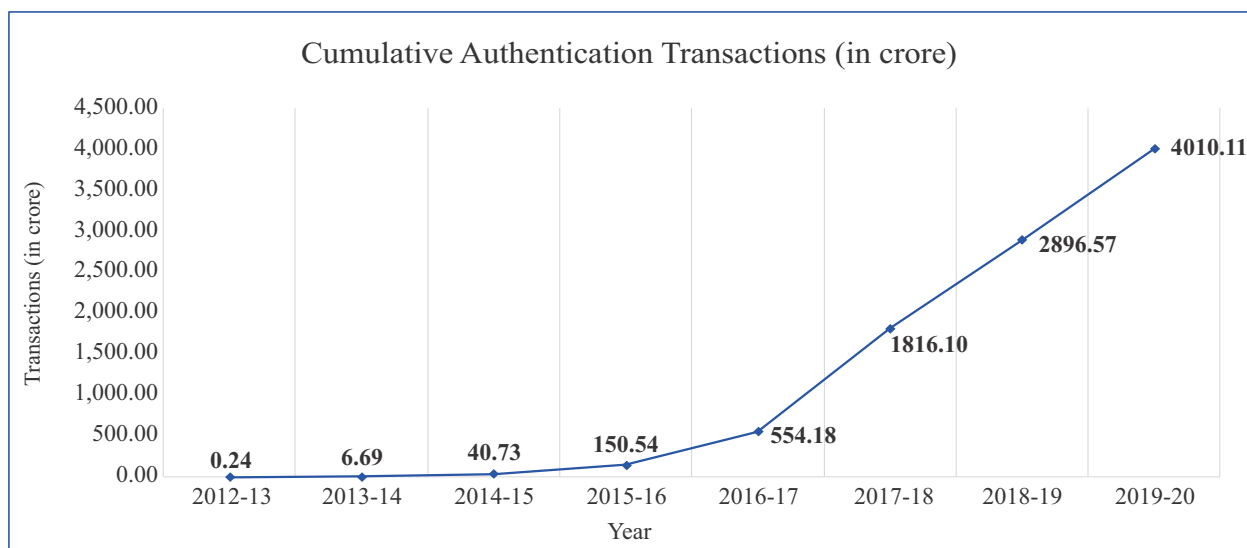
1. **“Yes/No” Authentication:** UIDAI started “Yes/No” authentication facility in February 2012. The requesting entity sends Aadhaar and demographic and/or biometric information and/or OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and returns a 'Yes' or 'No' response.

Table 4. Year-wise and Cumulative Authentication Transactions

Year	Authentication transactions (in crore)	Cumulative transactions (in crore)
2012-13	0.24	0.24
2013-14	6.45	6.69
2014-15	34.04	40.73
2015-16	109.81	150.54
2016-17	403.64	554.18
2017-18	1,261.92	1,816.10
2018-19	1,080.47	2,896.57
2019-20	1,113.54	4,010.11

Graph 4. Year-wise Aadhaar Authentication Transactions



Graph 5. Cumulative Authentication Transactions**Table 5. Month-wise Authentication Transactions (2019-20)**

Month	Authentication transactions (in crore)
April 2019	75.42
May 2019	74.55
June 2019	81.14
July 2019	94.73
August 2019	97.75
September 2019	98.09
October 2019	87.95
November 2019	98.27
December 2019	105.03
January 2020	107.37
February 2020	112.68
March 2020	80.56
Total	1,113.54

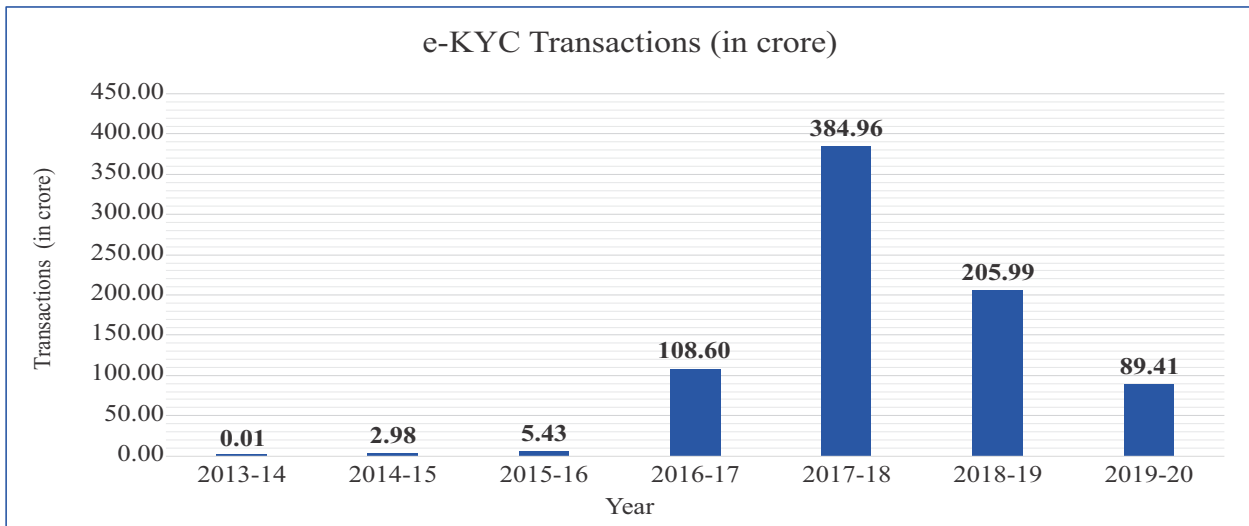
2. e-KYC Authentication: UIDAI started e-KYC authentication facility in May 2013. The requesting entity sends Aadhaar and biometric information and/or OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and return a digitally signed

e-KYC authentication response with encrypted e-KYC data. Year-wise as well as cumulative e-KYC transactions are portrayed in Table 6, Graph 6 and Graph 7. Similarly, month-wise Aadhaar authentication transactions during 2019-20 are depicted in Table 7.

Table 6. Year-wise and Cumulative e-KYC Transactions

Year	e-KYC transactions (in crore)	Cumulative transactions (in crore)
2013-14	0.01	0.01
2014-15	2.98	2.99
2015-16	5.43	8.42
2016-17	108.60	117.02
2017-18	384.96	501.98
2018-19	205.99	707.97
2019-20	89.41	797.38

Graph 6. Year-wise e-KYC Transactions



Graph 7. Cumulative e-KYC Transactions

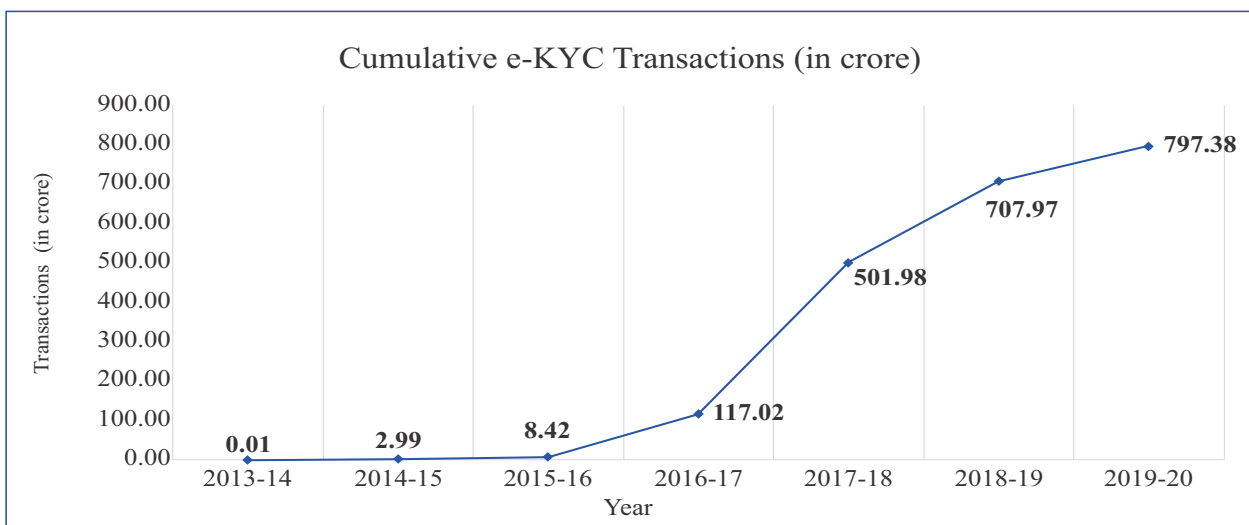


Table 7. Month-wise e-KYC Transactions (2019-20)

Month	e-KYC transactions (in crore)
April 2019	3.80
May 2019	4.11
June 2019	6.84
July 2019	8.06
August 2019	9.18
September 2019	8.09
October 2019	7.47
November 2019	8.92
December 2019	8.84
January 2020	8.33
February 2020	9.23
March 2020	6.54
Total	89.41

3.11.3 Modes of Authentication

UIDAI provides various modes of authentication, viz., demographic, biometric (fingerprint and iris), OTP and multi-factor authentication. An authentication request is entertained by the Authority only upon a request sent by a requesting entity electronically in accordance with the Aadhaar (Authentication) Regulations, 2016 and conforming to the specifications laid down by the Authority. Authentication may be carried out through the following modes:

- 1. Demographic Authentication:** Aadhaar number and demographic information of the Aadhaar number holder is matched with the demographic information of the Aadhaar number holder in the CIDR.
- 2. One Time Pin based Authentication:** A One Time Pin (OTP), with limited time validity, is sent to the registered mobile number or e-mail address of the Aadhaar number holder or generated by other

appropriate means. The Aadhaar number holder shall provide this OTP along with his Aadhaar number during authentication and the same shall be matched with the OTP generated by the UIDAI.

- 3. Biometric based Authentication:** The Aadhaar number and biometric information submitted by the Aadhaar number holder are matched with the biometric information of the said Aadhaar number holder stored in the CIDR. This may be fingerprint-based or iris-based authentication or other biometric modalities based on biometric information stored in the CIDR.
- 4. Multi-factor Authentication:** A combination of two or more of the above modes may be used for authentication.

3.11.4 A requesting entity may choose suitable mode(s) of authentication from any of the available modes as described for a particular service or business function/transaction as per its



requirement including multiple factor authentication for enhancing security.

3.11.5 Exception Handling : As per regulation 14(1)(i) of Aadhaar (Authentication) Regulations 2016, all requesting entities are required to implement exception-handling mechanism and back-up identity authentication mechanisms to ensure seamless provision of authentication services to Aadhaar number holder.

3.12 Major Initiatives

3.12.1 L1 Registered Devices: To enhance security of data, UIDAI has mandated use of Registered Devices (RD) for all biometric authentication requests. After successful migration of L0 Registered Devices in the field, UIDAI has introduced the concept of L1 Registered Devices. In L1 RDs, the signing and encryption of biometrics is implemented within the Trusted Execution Environment (TEE) where host Operating System (OS) does not have any mechanism to obtain the private key or inject biometrics. In L1 Registered Devices, management of private keys needs to be fully within the TEE. Certification process of L1 RDs has commenced.

3.12.2 Aadhaar Paperless Offline e-KYC: UIDAI has introduced the process of verifying identity of the Aadhaar number holder without authentication. Aadhaar paperless offline e-KYC is a secure digitally signed document which contains details such as name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and reference ID (last 4 digits of Aadhaar with time stamp). Aadhaar number holder can download this document from UIDAI's website and share it along with share code (4-character code) with the entities seeking offline Aadhaar verification as per their mutual convenience.

3.12.3 Aadhaar Lock / Unlock: In order to

further enhance the security of Aadhaar, UIDAI has introduced a feature of locking and unlocking of Aadhaar which provides Aadhaar holder an option to 'lock' or 'unlock' her Aadhaar. In case of locked Aadhaar, requesting entities would not be able to perform authentication (biometric / demographic / OTP) using Aadhaar. However, requesting entities would be able to perform authentication using Virtual ID of locked Aadhaar. Aadhaar holder can lock her Aadhaar through various channels such as UIDAI's website, SMS and mAadhaar mobile application.

3.12.4 Aadhaar Secure QR Code: Aadhaar secure QR code is a quick response code provided by UIDAI for offline verification which contains digitally signed demographic data i.e. name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and also reference ID (last 4 digits of Aadhaar and time stamp). This new digitally signed QR code is available on e-Aadhaar, Aadhaar letter and mAadhaar. Aadhaar secure QR code can be scanned using Android/iOS/Windows reader application or QR code scanner devices.

3.13 Logistics Ecosystem

3.13.1 The Logistics division of UIDAI is entrusted with printing and delivery of Aadhaar letters to the residents. Aadhaar letters are printed and dispatched to residents in case of new enrolment, demographic update (except mobile and email) and reprint. UIDAI has also introduced a premium paid service, namely "Order Aadhaar Reprint (OAR)" from 1 December 2018.

3.14 Aadhaar Letter Printing and Delivery

3.14.1 Once the Aadhaar is generated, it has to be ensured that the same is printed and delivered to the resident within permissible time limits.

Each Aadhaar letter comprises a printed/laminated document with a photograph, date of birth, demographic information of the resident, the Aadhaar number and secure (QR) code which contains photograph and demographic details with digital signature of UIDAI for offline verification.

3.14.2 Aadhaar letters can be printed in 13 different languages. The Department of Post is UIDAI's partner for delivery of the Aadhaar letters to the residents at the address they have provided at the time of enrolment. UIDAI sends Aadhaar letters for new enrolments as well as for updates. Since inception, 124.87 crore Aadhaar letters have been printed and dispatched to the residents through India Post as First Class Digitally Franked articles. Also, 24.78 crore updated Aadhaar letters have been dispatched (excluding updates for e-mail/mobile) till 31 March 2020 to the residents through India Post as First Class Digitally Franked articles.

3.15 e-Aadhaar

3.15.1 UIDAI launched e-Aadhaar portal for downloading the Aadhaar letter in PDF format from the website: www.uidai.gov.in in November 2012. E-Aadhaar is an electronic form of Aadhaar letter downloadable from e-Aadhaar portal of UIDAI's website. It is a valid and secure electronic document treated at par with the printed Aadhaar letter.

3.15.2 E-Aadhaar contains a secure Quick Response (QR) code digitally signed by UIDAI which on scanning displays photograph and demographic details of the Aadhaar holder. In the Aadhaar system, the resident's details can be verified through established online authentication process or offline verification with the help of QR code and offline xml. Therefore, the e-Aadhaar is acceptable as a valid proof of identity. Till 31 March 2020, 105.84 crore e-Aadhaars have been downloaded.

3.16 Order Aadhaar Reprint (OAR) Service

3.16.1 UIDAI started online Order Aadhaar Reprint (OAR) service from 1 December, 2018 through its website uidai.gov.in with nominal charge of Rs 50/- including the cost of speed post delivery to facilitate residents to get their Aadhaar reprint.



3.16.2 In case a resident has lost/misplaced the Aadhaar letter or wishes to have a new copy of Aadhaar letter, she can order Aadhaar reprint at UIDAI website by paying Rs. 50/- online. This is a premium service launched by UIDAI in which OAR letters are delivered through Speed Post service of India Post. UIDAI has printed and dispatched 57 lakh OAR letters till 31 March 2020.

3.17 Training, Testing and Certification Ecosystem

3.17.1 For success of any program, especially of the scale such as that of Aadhaar, it is imperative that adequate emphasis given to quality of data collected during enrolment. It is equally important that the people who are responsible for capturing and using the Aadhaar data are adequately trained. To ensure this, UIDAI has worked diligently to create a Training, Testing and Certification ecosystem. This ecosystem consists of Content Development Agency and Testing and Certification Agency.

3.17.2 To maintain the quality of data collected at the time of Aadhaar enrolment or update, UIDAI only engages certified operators, supervisors and Child Enrolment Lite Client (CELC) operators. For adequate and effective training of all the stakeholders involved in Aadhaar enrolment/update, various training methodologies including mega training and certification camps and refresher/orientation training program are adopted by UIDAI. This has led to well-organized enrolment in most of the States. Further, to increase the usage of Aadhaar across various government organizations in delivery of services, master training on Aadhaar seeding, authentication and e-KYC were organized for government officials.

- **Master Training on Seeding, Authentication and e-KYC:** The training content covers all the major processes involved in Aadhaar seeding, authentication and e-KYC. During the year, 22 Master Training sessions on Aadhaar seeding and authentication have been conducted in which 1,337 government officials were trained.
- **Mega Training and Certification Camps:**

UIDAI undertakes an exercise through Mega Training & Certification camps to create a large pool of certified operators/supervisors to ensure no disruption of momentum in enrolments. UIDAI conducted 192 Mega Training and Certification camps on Aadhaar enrolment from 1 April 2019 to 31 March 2020, in which 8,107 individuals were trained and certified.

- **Orientation Program:** Orientation programs are being carried out for newly appointed enrolment staff to make them well versed with the enrolment process. UIDAI carried out 333 sessions during the year, in which 10,654 individuals participated.
- **Refresher Program:** To make certified enrolment staff understand the changes involved in Aadhaar processes, many refresher programs and Training of Trainer programs were conducted. During the year, 527 programs were conducted in which 23,502 individuals were trained.

Summary of various types of training delivery methods used by UIDAI during the Financial Year 2019-20 is given in Table 8.

Table 8. Details of Trainings Imparted (2019-20)

S.No.	Type of Training	Participants	No. of Sessions	No. of Participants Trained
1.	Master Training on Seeding, Authentication and e-KYC	Government officials and authentication agency staff	22	1,337
2.	Mega Training and Certification camps	Government official nominated to become enrolment staff	192	8,107
3.	Orientation program	New/fresh enrolment staff	333	10,654
4.	Refresher program	Existing enrolment staff	527	23,502
Total			1,074	43,600

3.17.3 As on 31 March 2020, more than 8.92 lakh enrolment operators, supervisors and CELC operators had been certified. This includes certification of 4,322 candidates from private/PSU Banks, 5,302 from Department of Posts, 5,053 from various State Education Departments, 582 from various State Health Departments and 10,737 from the BSNL and other departments/ministries.

3.18 Customer Relationship Management

3.18.1 Customer Relationship Management is an activity of core importance for UIDAI. The Aadhaar (Enrolment & Update) Regulations, 2016 mandate in regulation 32, chapter VII (Grievance Redressal Mechanism) that the Authority (UIDAI) shall set up a Contact Centre to act as the central point of contact for the resolution of queries and grievances of residents, accessible to residents through toll-free numbers and/or email as may be specified by the authority. The Contact Centre shall:

- provide a mechanism to log queries or grievances and provide residents with a unique reference number for further tracing till closure of the matter.
- provide regional language support to the extent possible.
- ensure safety of any information received from residents in relation to their identity information.
- comply with the procedures and processes as may be specified by the Authority for this purpose.

3.19 Aadhaar Support Services – Aadhaar Sampark Kendra

3.19.1 UIDAI has set up an Aadhaar Sampark Kendra or Contact Centre to help resolving residents' queries and grievances related to

Aadhaar life cycle and related services. Main objectives of Aadhaar Sampark Kendra are as follows:

- To provide a pan India accessible toll-free number and email, using which the residents can contact Aadhaar Sampark Kendra.
- To provide support in multiple regional languages to cater to complaints and queries from all parts of India.
- To provide an Interactive Voice Response (IVR) system for residents calling the Aadhaar Sampark Kendra.
- To provide residents to interact with Aadhaar Sampark Kendra executive in case they wish to do the same.
- Residents can also log the complaints through Resident Portal of UIDAI.
- To create and maintain a common Customer Relationship Management (CRM) application to support residents in addressing their queries and complaints.

3.19.2 Infrastructure and Technology of Aadhaar Sampark Kendra

Currently Aadhaar Sampark Kendra consists of:

- Toll-free-number 1947: Toll free number '1947' is accessible across India. This short code is a category-I toll free number allotted by DoT to UIDAI. The short code 1947 is also used for inbound and outbound SMS services.
- Contact Centre Infrastructure: Contact centre infrastructure comprises trunk lines, PBX solution, IVRS system, automatic call distributor (for call distribution across call centre facilitators), computer telephony integration unit and voice logger system (100% calls are recorded for quality and training purpose). The IVRS interacts with the callers in duplex mode through synthesized recorded voice in Hindi /

English / regional languages depending on State from where call is placed to service their enquiries. Hindi, English, Gujarati, Kannada, Marathi, Telugu, Bengali, Punjabi, Odia, Tamil, Assamese and Malayalam languages are currently supported in IVRS. Following features are currently available in IVRS:

- Frequently Asked Questions.
- Aadhaar enrolment status based on 14-digit EID search.
- Aadhaar update status with 14-digit URN number.
- Intelligent selection of language options on IVRS based on caller's area.
- Status of already logged complaints.
- Know your Aadhaar number.
- Route calls to Aadhaar Sampark Kendra executive, if desired by the caller.

3.19.2 CRM Software Application: Microsoft Dynamics (MSD) based CRM software application is being used for Aadhaar Sampark Kendra. This is heart of the system and has backend integration through UIDAI's Central Identities Data Repository (CIDR) to give relevant information to the Contact Centre Firms (CCF) for handling resident queries. It has been integrated and extended to UIDAI's divisions for end-to-end resolution of resident queries or complaints. The MSD-based CRM application can handle multiple complex integrations to provide redressal to the resident. CRM

application is utilized by Contact Centre, Divisions, Technology Centre and Regional Offices (ROs) of UIDAI for case resolution. Call Centre Services are provided in 12 languages: Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu. Email support at help@uidai.gov.in is available in English language.

3.19.3 Call Volumes: Normally, UIDAI Contact Centreshandle 1.5 to 2 lakh calls/day and 2,500 to 3,000 emails/day. The volume varies with any major announcement by the Central or the State Governments regarding use of Aadhaar for a particular scheme/benefit resulting into sudden spikes. The traffic is likely to increase at least by 5% (year-to-year basis) of the current volume due to more enrolment, update and authentication and seeding of Aadhaar with the Central Government schemes/benefits.

3.20 Chatbot Services

3.20.1 UIDAI has introduced a chat solution which is available through UIDAI's official website (www.uidai.gov.in) under tagline "Ask Aadhaar". This chatbot is trained to respond to the resident's queries based on the predefined Standard Response Templates (SRTs) and aimed at improving the resident's experience. Chatbot also has additional features like locate PEC, check Aadhaar enrolment/update status, file a complaint and video frame integration. Aadhaar chatbot is available in English and Hindi languages.



4. DATA SECURITY AND PRIVACY

4.1 Privacy and Security of Aadhaar Data

4.1.1 UIDAI has a well-designed, multi-layer robust security system in place which is reviewed regularly and upgraded to maintain highest level of data security and integrity. The architecture of Aadhaar ecosystem has been designed to ensure data security and privacy, which is an integral part of the system from the initial design to the final stage. For further strengthening of security and privacy of data, security audits are conducted on regular basis and all possible steps are taken to make the data safer and protected.

4.1.2 Utmost priority is accorded to privacy of Aadhaar data which is evident from the fundamental binding principles on which Aadhaar has been designed and which have been further reinforced through the various provisions of the Aadhaar Act and the Regulations framed thereunder. Section 29 of the Aadhaar Act prohibits sharing or disclosure of core biometric for any purpose, violation of which is punishable under Section 37 of the Act with imprisonment up to three years. Unauthorized access to Central Identities Data Repository (CIDR) is punishable with imprisonment up to 10 years (Section 38). Tampering of data in CIDR is also punishable with imprisonment up to 10 years (Section 39).

4.1.3 Regulations under the Aadhaar Act have been notified to ensure that enrolment, authentication and other associated activities are carried out strictly in accordance with law. Aadhaar (Enrolment and Update) Regulations, 2016 ensure that enrolments are done under a secure process wherein responsibility and accountability of all the agencies involved in the

process are clearly defined. Further, the Aadhaar (Authentication) Regulations 2016 have been framed to ensure that authentications are done in secure conditions.

4.2 Privacy and Security by Design

4.2.1 The architecture of Aadhaar has been intrinsically designed with the three cardinal principles of minimal information, optimal ignorance and federated databases to ensure data security and privacy. Aadhaar is inherently designed in such a manner so as to protect the informational privacy of the individual. This is ensured by collection of minimal data at the time of enrolment, and later at the time of update, to provide unique identity, issue the Aadhaar number after biometric de-duplication, manage lifecycle changes of that identity record and provide an Application Programming Interface (API) for verifying the identity (online authentication) for various applications requiring identity verification.

4.2.2 Following the principle of optimal ignorance, Aadhaar does not collect any other information never collects any other information or any such details which could be cause of concern with respect to the privacy of a person. Aadhaar number is a random number with no built-in intelligence or profiling information.

4.2.3 Aadhaar is only focused by design on identity and nothing else. Designing of the Aadhaar system as pure identity platform clears the clouds of confusion around possible misuse of Aadhaar for any other purposes while allowing the individual to use Aadhaar to prove her identity as and when required. This also provisions a digital platform to innovate and work out various

applications and utilities that may be built upon the Aadhaar platform. During Aadhaar linking, also, the respective database carries out only Aadhaar based verification with explicit consent of Aadhaar number holder, but then that database does not share any information, not even the information related to verification, with UIDAI.

4.3 Aadhaar enrolment through a Secure Process

4.3.1 UIDAI has set up a nationwide infrastructure for Aadhaar enrolment of residents of India through a network of registrars and accredited enrolment agencies. The registrars are largely the Government departments, agencies and public sector banks. Enrolment agencies are selected through rigorous selection criteria. A resident is enrolled by a UIDAI certified operator through UIDAI software under a highly robust, controlled, non-repudiable and secure process.

4.3.2 Residents are enrolled for Aadhaar across the entire country through certified operators selected on the basis of a rigorous examination and test process. The operator also has to obtain her own Aadhaar number first and then sign each and every enrolment through her own fingerprints and Aadhaar number. In this manner, a complete account is maintained as to which operator enrolled whom, where and when so that in case of any violation, accountability of the enrolment operator and agency can be immediately fixed. Then, the biometric data of people who are enrolled are matched against the entire database of the existing Aadhaar holders, which are presently more than 125.79 crores, and only when no match is found, Aadhaar numbers are generated. Biometric matching of this scale is done in a time span of 24 hours.

4.3.3 All enrolment data including biometrics are encrypted by 2048-bit encryption key at the

time of enrolment and is not accessible to any agency, except UIDAI, which can access these data only through a secure decryption key available to UIDAI only. It is worth mentioning that it may take the fastest computer on the earth billions of years to break this encryption key. So far, not a single incident has come to the notice wherein core biometrics of a resident enrolled for Aadhaar have been accessed unauthorisedly from its database.

4.4 Aadhaar Authentication through a Secure Process

4.4.1 Aadhaar authentication responds only with yes/no answer. It allows applications to verify the identity claim by the resident while still protecting their data privacy. A balance between 'privacy and purpose' is critical to ensure convenience and at the same time protect resident's identity data. External user agencies do not have access to the Aadhaar database.

4.4.2 Aadhaar e-KYC service allows resident to authorize UIDAI to share electronic version of their Aadhaar letter. For every Aadhaar e-KYC request, only after successful resident authentication, demographic and photo data is shared in electronic format.

4.5 Minimal Data with No Linkage

4.5.1 Since Aadhaar system has data of all Aadhaar holders of the country in a central repository, it was designed to capture minimum data so as to provide only identity related functions (issuance and authentication). This design philosophy is derived directly from the fact that UIDAI respects privacy of the residents and does not hold or receive non-essential data within its systems. In addition to having minimal data (4 attributes-name, address, gender and date of birth; plus 2 optional data-mobile, email), this

central database does not have any linkage to existing systems/applications that use Aadhaar.

4.5.2 This minimalistic design essentially creates a set of data islands containing resident data across various applications/systems (a federated model for resident data) rather than a centralized model, eliminating the risk of a single system having complete knowledge of resident and her transaction history.

4.6 No Pooling of Data

4.6.1 Aadhaar system is not designed to collate and pool various data and hence does not become a single central data repository having all knowledge about residents. It has no linkage information (such as PAN, driver's license number, PDS card number, EPIC number) to any other system. This design allowed transaction data to reside in specific systems in a federated model. This approach allows resident information to stay in distributed fashion across many systems owned by different agencies.

4.7 Optimal Ignorance

4.7.1 Aadhaar does not collect any other information like transaction details, authentication purpose, bank account number, bank details, likes or dislikes, caste, familial relations, religion, income, profession, property, education, mobiles (other than the one registered with UIDAI during Aadhaar enrolment for communication purposes or sending OTPs), or any such details which could be cause of concern with respect to the privacy of a person. Even the date of birth or any other information such as place of birth or residence using administrative boundaries (state/district/taluk) is not embedded in the Aadhaar number. Aadhaar number is a random number with no built-in intelligence or profiling information. 12 digit number has been adopted simply to cater to the needs of

identification of the population for the next couple of centuries.

4.7.2 Authentication is designed in such a way that neither the "purpose" of authentication nor any other transactional context is known to Aadhaar system. Aadhaar authentication system is built to be zero-knowledge system, automatically lending itself to transaction anonymity in order to protect privacy of an individual without any compromise on security. Authentication of an Aadhaar number holder by an agency does not entitle Aadhaar system to know the purpose for which authentication is carried out. Thus, Aadhaar system absolutely does not know if the individual is a bank employee using Aadhaar authentication to mark daily attendance at work or operating an account or transferring money etc.

4.8 No Location Awareness

4.8.1 UIDAI authentication system does not have location awareness i.e. Aadhaar authentication is oblivious to the location from where the authentication request is sent thereby eliminating the risk of a resident being tracked.

4.9 Federated Data Model and One-Way Linkage

4.9.1 By its very design, Aadhaar database does not have all domain specific transaction data and hence the resident's specific transactional data remains federated across many user agencies' databases rather than centralized into a common database.

4.9.2 It is also important to note that the various systems may have made references to the UIDAI (through the use of the Aadhaar number), but the UIDAI does not maintain reverse links to any of these systems. For example, while opening a bank account, the Bank will have the Aadhaar

number, but UIDAI will not be privy to any data held by the Bank including the bank account number or any banking transaction details. Aadhaar seeding is, therefore, strictly a one-way linkage wherein the Aadhaar number is incorporated into the beneficiary database without pooling any data from the said database into the UID database.

4.10 Security of Aadhaar Data

4.10.1 UIDAI uses one of world's most advanced encryption technologies in transmission and storage of Aadhaar data. Aadhaar based authentication is robust and secure as compared to any other contemporary systems. Aadhaar system has the capability to inquire into any instance of misuse of Aadhaar biometrics and initiate action.

4.10.2 No incident of breach or leakage of core biometrics from UIDAI servers has been reported.

4.10.3 Aadhaar data security is further enhanced through regular information security assessments and audits of various eco-system partners.

4.11 UIDAI certified as ISO 27001

4.11.1 UIDAI has established the Information Security Management System and obtained the ISO 27001:2013 certification from STQC.

4.12 Declaration of CIDR Infrastructure as “Protected System”

4.12.1 Security of UIDAI-CIDR information is of paramount importance for safeguarding resident data. Confidentiality, integrity and availability of the information are maintained at all times through controls that are commensurate to the criticality of the information assets, so as to protect the information systems from all types of threats.

4.12.2 UIDAI-CIDR has also been declared as “Protected System” by National Critical Information Infrastructure Protection Centre (NCIIPC) adding another layer of IT security assurance.

4.13 Governance Risk Compliance and Performance Service Provider (GRCP-SP)

4.13.1 The vision of GRCP framework is to facilitate creation of a robust, comprehensive and secure environment for UIDAI to operate. To achieve the goals, the GRCP-SP provides UIDAI management with oversight of UIDAI and partner ecosystem in terms of visibility, effectiveness and control.

4.14 Fraud Management System at UIDAI

4.14.1 UIDAI has a well-designed, multi-layer approach and robust fraud management system in place. With the establishment of forensic lab, the fraud investigation capacity of UIDAI has increased substantially.

5. AADHAAR – USAGE IN GOOD GOVERNANCE

5.1 Aadhaar – A Tool for Governance Reform

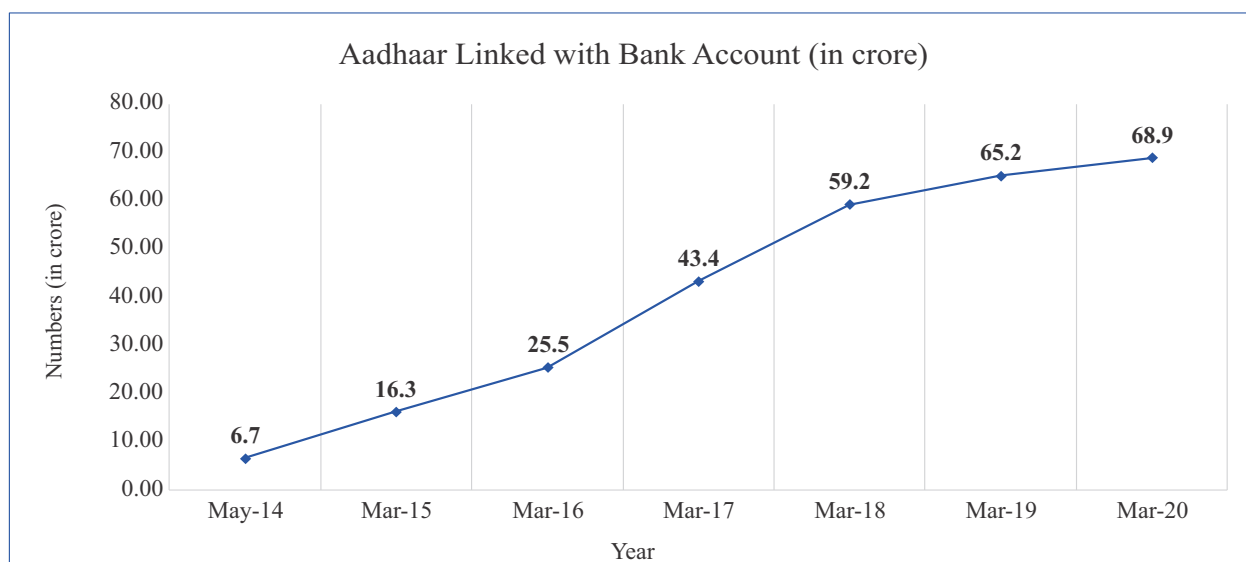
5.1.1 Aadhaar for Financial Inclusion

5.1.1.1 Aadhaar number is a unique digital identity which does not change over the lifecycle of an individual. When linked with a bank account, Aadhaar becomes the financial address which helps to accomplish the country's goal of financial inclusion. The 12-digit Aadhaar number is sufficient to transfer any payment to an individual. It now empowers an individual to decide in which account she wants to receive the DBT funds, thus eliminating the need to give the bank account, IFSC Code and bank branch details to the Government/Institutions. The DBT linked bank account can be changed by the beneficiary

anytime by filling in a bank account linking form as approved by Indian Banks' Association (IBA) and submitting a copy of Aadhaar. From 19 December 2017, certain changes were done which make the process simpler and reduce the vulnerability of account holder on transfer of DBT linked bank account to any other bank without her knowledge. As of 31 March 2020, over 68.87 crore unique Aadhaars have been linked with over 110 crore bank accounts in the country to make Aadhaar as financial Address. Graph 8 provides the progress of Aadhaar numbers linked to bank accounts since May 2014.

5.1.1.2 Different types of payment systems which use Aadhaar number and which have significantly helped achieve the financial inclusion are described in subsequent sections.

Graph 8. Progress of Unique Aadhaars Linked to Bank Accounts



5.1.2 Aadhaar Enabled Payment Systems (AEPS)

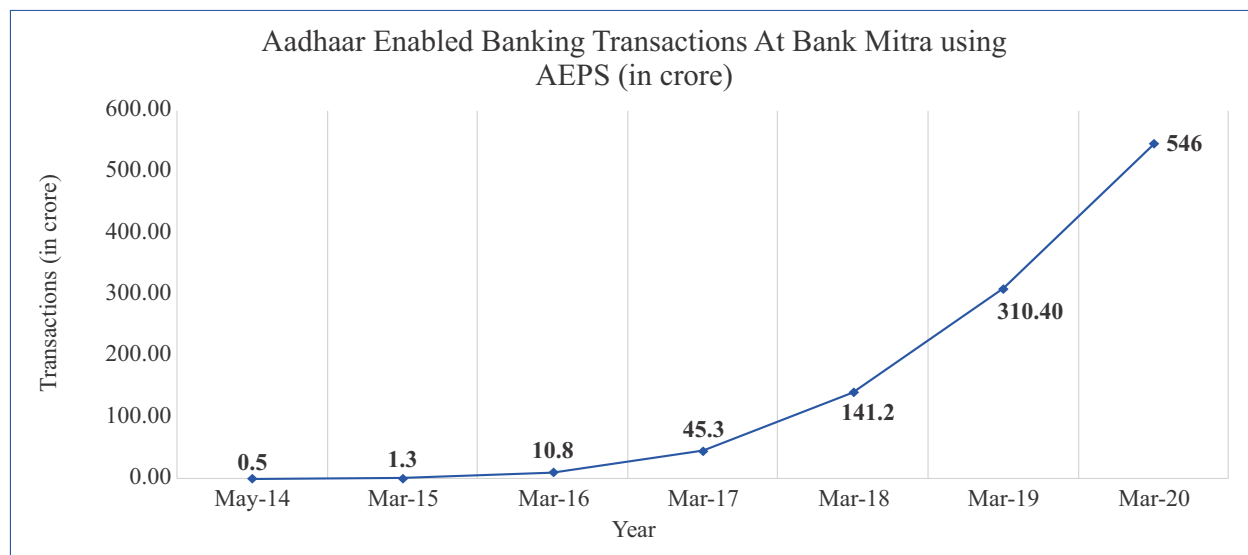
5.1.2.1 AEPS is the platform in which a person can do basic banking transactions directly

including withdrawal, cash deposit and fund transfer from her bank account using the micro ATMs held by the Bank Mitras engaged by the banks. Till 31 March 2020, over 546.04 crore

successful transactions have been done using AEPS platform across nearly 20.76 lakh micro ATMs provided by 123 banks and Department of Posts. During 2019-20, about 236 crore AEPS

transactions were performed as compared to 169 crore in 2018-19. Graph 9 provides the progress of AEPS transactions on micro ATMs since May 2014.

Graph 9. Progress of AEPS Transactions



5.1.3 Aadhaar Payment Bridge (APB)

5.1.3.1 APB implementation helps deal with the challenges related to banking transactions with benefits to both the stakeholders, namely, the Government and the residents. This is largely a Government-to-Citizen (G2C) and Business-to-Consumer (B2C) platform for remitting funds to an Aadhaar holder by sending money to a recipient by just quoting her Aadhaar number. Bank account linked with Aadhaar automatically receives the funds coming through APB platform.

5.1.3.2 At the ecosystem level, APB has already achieved wide acceptance and is presently an RBI approved payment system. As on 31 March 2020, 987 banks including all nationalized banks, RRBs and many co-operative banks were live on the APB platform. Cumulatively, over 631.68 crore transactions have successfully been carried out over APB, amounting to ₹2,81,493 crore. Graphs 10 and 11 respectively provide the progress of APB in number of transactions and value of

transactions since May 2014.

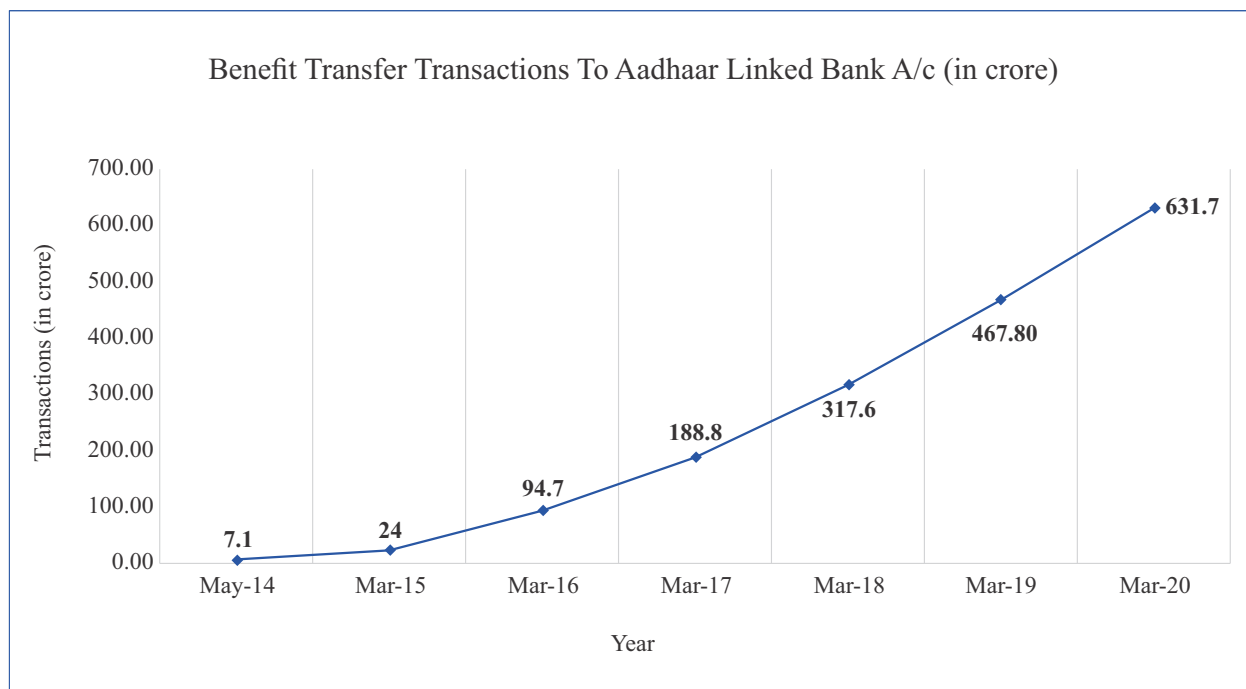
5.1.4 BHIM Aadhaar

5.1.4.1 BHIM Aadhaar is the merchant version of AEPS. It was created with an objective of achieving Consumer - to - Business (C2B) transactions for making payments to merchants for various services or goods by an Aadhaar holder. This has transformed the way payments are made in the hinterland, keeping them instantaneous, secure and truly digital.

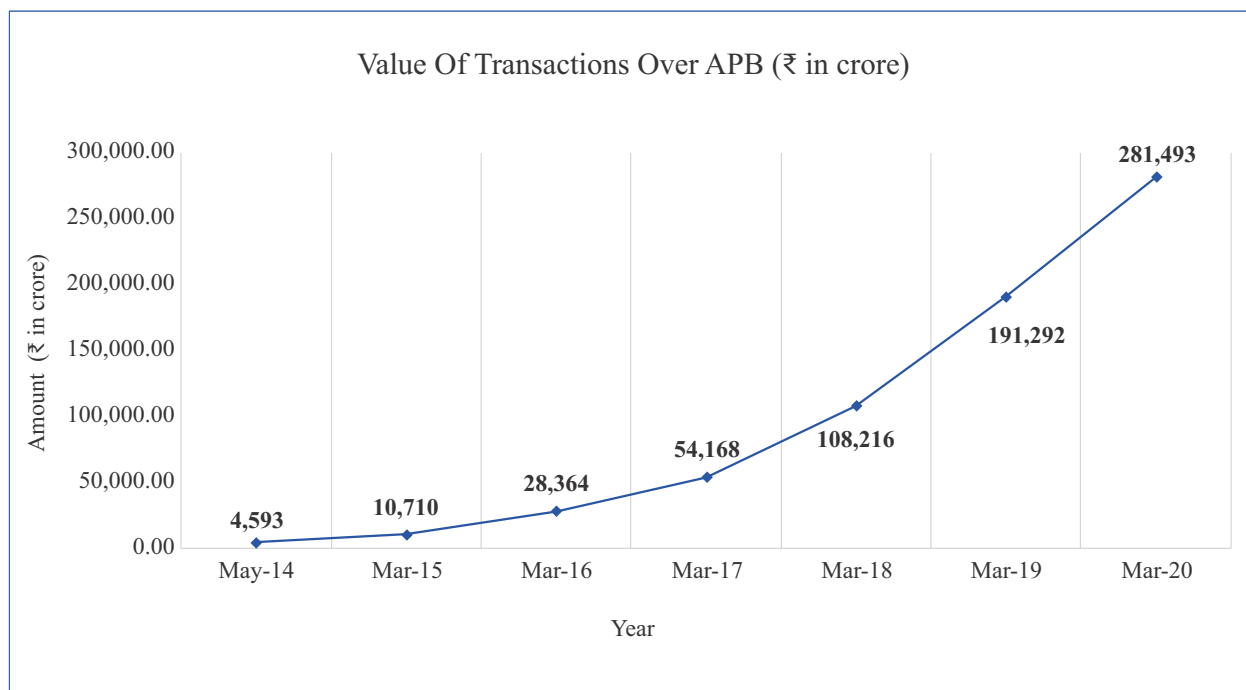
5.1.4.2 A merchant with a bank account and an ordinary low-cost android smart phone can become a digital merchant by acquiring a biometric device for about ₹2,000 and downloading the App from Google Play Store, thus enabling a merchant to take cashless payment from the customers. It is currently deployed by 75 banks and is actively being used by over 52,900 merchants. It has cumulatively made about 1.78 crore transactions till 31 March 2020.



Graph 10. Progress of APB Transactions



Graph 11. Progress of Value of Transactions Over APB



5.2 Aadhaar in Direct Benefit Transfer (DBT)

5.2.1 To achieve targeted delivery of welfare services in a more transparent and efficient manner, the Government of India had launched Direct Benefit Transfer (DBT) through Aadhaar Payment Bridge (APB) and other channels during January 2013. JAM (Jan-dhan, Aadhaar and Mobile) trinity combined with the power of DBT has brought the marginalized sections of the society into the formal financial system, which has revolutionized the path of transparent and accountable governance, growth and empowerment of the people.

5.2.2 DBT has been implemented in phases for the Central Sector and Centrally Sponsored schemes. Several DBT schemes are leveraging on APB to transfer cash benefits to Aadhaar linked bank accounts of the beneficiaries. As on 31 March 2020, multiple schemes including PAHAL had paid over ₹2,81,493 crore across 631.68 crore successful transactions, which has been made possible by linking Aadhaar with the bank accounts of the beneficiaries. Over 68.87 crore unique Aadhaars have been linked with over 110 crore bank accounts till 31 March 2020.

Use of Aadhaar under Section 7 of the Aadhaar Act 2016 for the DBT schemes

5.2.3 Using Aadhaar for any scheme funded from Consolidated Fund of India or Consolidated Fund of State under DBT requires the concerned Department/Ministry administering the scheme in the Central Government or the State Government to issue a notification in the gazette under section 7 of the Aadhaar Act 2016 [as amended through the Aadhaar and Other Laws (Amendment) Act, 2019] notifying the need of Aadhaar as an identification document. As per the decision of the Ministry of Electronics &

Information Technology and the Cabinet Secretariat, UIDAI has been mandated to facilitate drafting and vetting of section 7 notifications by the concerned ministries/departments in compliance with the Aadhaar Act 2016, with due vetting by the Ministry of Law and Justice. Till 31 March 2020, 45 Ministries/Departments in the Central Government have issued 169 notifications covering 304 schemes (centrally sponsored or central sector) under section 7 of the Aadhaar Act 2016.

5.2.4 The Aadhaar and Other Laws (Amendment) Act, 2019 inter alia amended section 7 of the Aadhaar Act 2016 to make it applicable for Consolidated Fund of State also. Accordingly, UIDAI issued detailed guidelines to all States on 25 November 2019 regarding use of Aadhaar under section 7 of the Aadhaar Act 2016 by the State Governments for the schemes funded out of Consolidated Fund of State. The guidelines included two templates of section 7 notifications for the adult and children beneficiaries, separately.

Use of Aadhaar under Section 4 of the Aadhaar Act 2016 for purposes prescribed in the interest of State

5.2.5 The Aadhaar and Other Laws (Amendment) Act, 2019 also amended section 4 of the Aadhaar Act 2016 to allow a requesting entity to perform Aadhaar authentication for such purpose, as the Central Government in consultation with the Authority, and in the interest of State, may prescribe. This amendment makes it possible to use Aadhaar authentication for such purposes as may be prescribed in the interest of State, for example, use of digital platforms to ensure good governance. Accordingly, the process of framing the rules has been initiated.

6. ORGANIZATIONAL MATTERS OF UIDAI

6.1 Prevention of Sexual Harassment

6.1.1 As per section 22 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 along with

the instructions issued by Department of Personnel and Training vide their O.M. No.11013/2/2014-Estt.A-III dated 2 February 2015, the requisite information for the year is provided below in Table 9.

Table 9. Prevention of Sexual Harassment of Women at Workplace (2019-20)

S.No.	Description	FY 2019-20
1.	Complaints of sexual harassment received in the year	Nil
2.	Complaints disposed-off during the year	Nil
3.	Cases pending for more than 90 days	Nil
4.	Workshops on awareness programmes for Prevention, Prohibition and Redressal of sexual harassment conducted during the year	3 (HQ and Ros/ Tech. Centre)
5.	Nature of action	N.A.

6.1.2 In accordance with the said Act and its relevant rules/orders (including Vishakha guidelines laid down by Hon'ble Supreme Court), UIDAI has framed "Prevention of Sexual Harassment at Work-Place Policy" which is available on UIDAI's official website www.uidai.gov.in.

6.2 Implementation of Official Language Policy in UIDAI

6.2.1 UIDAI is implementing Official Language Policy of Govt. of India in its Headquarters as well as in its all 8 Regional Offices and ensuring the compliance of the various provisions envisaged in the Official Languages Act and the Official Languages (Use for Official Purposes of the Union) Rules, as well as orders of the Govt. of India issued from time to time in this regard.

6.2.2 During the year 2019-20, four meetings of Official Language Implementation Committee were held at Headquarters in which, among other items/subjects, progressive use of Hindi was discussed and decisions were taken to increase the use of Hindi in official work.

6.2.3 Three Hindi workshops were organized for sensitizing the officials with the Official Language Policies/Rules. 93 officers/employees participated in these workshops.

6.2.4 Progressive use of Hindi in Headquarters and all 8 Regional Offices of UIDAI has been discussed and reviewed regularly in Internal Review Meetings(IRMs) under the chairmanship of CEO and necessary guidelines were issued to the Regional Offices for promoting the use of Hindi as per the government directions specially for original correspondence in Hindi to Region A, B & C as per targets prescribed in annual

programme 2019-20 of Dept. of Official Language, Ministry of Home Affairs.

6.2.5 Hindi Pakhwara was organized from 14 to 28 September, 2019 in UIDAI Headquarters. Five competitions were organized during this period in which 161 officers/employees of UIDAI Headquarters participated. Annual prize distribution function was organized on 4 November 2019 and cash prizes & certificates were awarded to winners.

6.2.6 To promote use of Official Language in official works, every year UIDAI carries out an incentive scheme for noting and drafting in Hindi at its Headquarters and as well as in all the Regional Offices independently. Five employees of UIDAI HQs were found eligible for cash prizes as per scheme and were awarded cash prizes & certificates.

6.3 Citizens' Charter

6.3.1 It is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame, with commitment from the organization to all its stakeholders. Citizens' Charter is provided on the UIDAI's website at the following link:

https://uidai.gov.in/images/uidai_citizen_charter_final.pdf

6.3.2 The Citizens' Charter is reviewed on a regular basis.

6.4 Intranet & Knowledge Management Portal

6.4.1 To promote internal communication, better information exchange and increased teamwork amongst UIDAI's staff, an online community-based platform has been established by UIDAI named as 'Intranet & Knowledge Management Portal' (KM Portal). The aim of the portal is to establish paperless office. KM Portal has KM Dashboard where latest office orders,

circulars, training materials, tenders and other UIDAI related documents are uploaded by various divisions, Regional Offices and Managed Service Provider. In addition, it hosts various portals / modules for use by different divisions of UIDAI such as:

- Human Resource Management System Application
- Asset Management System
- Office Management (e-office)
- VIP File Sharing System
- Travel Management System

During the FY 2019-20, the said system enhanced the existing asset management system to include QR Code reading and processing capability for better and faster asset management.

6.5 Nodal RTI Cell

6.5.1 As per the Right to Information Act, 2005 (RTI Act), the RTI cell under HR division at UIDAI processes all online and offline applications/appeals/complaints as well as Central Information Commission (CIC) related matters. Also, quarterly reports regarding the same are prepared and sent to CIC as per its directions. During the year, 2,635 RTI applications and 313 Appeals were handled by various Central Public Information Officers (CPIOs) and the First Appellate Authorities (FAAs) respectively. The list of Central Public Information Officers (CPIOs) and First Appellate Authorities (FAAs) of UIDAI is also maintained/updated regularly along with other obligatory items as per the RTI Act, 2005 and are posted under "RTI" tab on the official website of UIDAI: www.uidai.gov.in.

6.6 UIDAI's Website

6.6.1 As the primary web information centre for the organization, the UIDAI's website

(www.uidai.gov.in) is the launch website for the Aadhaar online services. With responsive and user centric information structure, the website is

designed to be accessible to the residents of India belonging to diverse demographics and varied technological competencies.



6.6.2 The website information is structured keeping the resident and UIDAI's ecosystem in mind and has features described in following paragraphs.

6.6.3 Resident-Centric

- The content type is categorized contextually, labels and titles follow universally understandable language.
- The visuals and colour scheme used is neutral and contemporary without being distracting.
- Instead of placing the important information deep within the website the UIDAI website provides direct access to the most sought-after information upfront.

6.6.4 Accessible, Responsive & Inclusive

- Responsive User experience (UX) design that ensures that the website can be accessed from any device, be it desktop or smart phone.
- Website content is available in English, Hindi and 11 Indian regional languages to cater to the diverse demographics of the country.

- The website has crisp information architecture, seamless two step navigation, universally understandable labels and search feature to ensure the residents get access to the right information at the right time.

6.6.5 Aadhaar Online Services

- The Aadhaar Services are grouped as per the following:
 - Residents who are seeking Aadhaar.
 - Residents who wish to update their Aadhaar.
 - Residents who wish to avail Aadhaar based services such as authentication and verification of mobile or email.
- The navigation flow ensures that the resident can access any of the Aadhaar services with a single click.
- The FAQs aligned to Aadhaar services are provided to guide to the residents.

6.6.6 Information Centre

- The contact section in the website provides

details of various divisions and functionaries at the Headquarters as well as at the Regional Offices and Tech Centres.

- The website has an exclusive section for Aadhaar Act 2016 and associated regulations, notifications, circulars positioned prominently under legal framework.
- The website provides regular updates on latest news, press releases, videos, events, workshops campaigns and FAQs.

6.6.7 Common Document Repository

- The website provides informative documents on Aadhaar enrolment, authentication technologies, UIDAI ecosystem that facilitates the education and promotion about Aadhaar services and related information.
- Policies, guidelines, checklists and other on-boarding documents which are critical for ecosystem partners and the same are available in the Ecosystem section.
- MoUs with State and non-State Registrars, tenders and related documents for business users are available under enrolment documents and UIDAI documents.

6.6.8 Miscellaneous

- The website is certified for CSS and HTML by W3C and is currently undergoing audit by STQC for GIGW compliance.
- The website displays analytics relating to the number of Aadhaars generated and authentication done across the country.
- The website provides link to Aadhaar dashboard which displays the big data for Aadhaar enrolment, update, authentication and e-KYC services.
- Social media section provides residents to view the latest updates and participate on the UIDAI Facebook and Twitter pages.
- The website is integrated with Rapid Assessment System (RAS) of the Government of India, which provides the

user a portal to share their feedback on the website and other Aadhaar online services.

6.7 Unified Mobile App (upgraded mAadhaar)

6.7.1 With the aim of ensuring the Aadhaar services are available to the residents at their fingertip, UIDAI has released an updated version of mAadhaar App on 25 October 2019 (for Android users) and 9 Nov 2019 (for iOS users). The app unifies the previously developed mobile applications (mAadhaar, resident App and QR code scanner) with 50+ Aadhaar services/features into one single framework. The subsequent updates with improved usability and new features, the mAadhaar app has increased the accessibility of Aadhaar services for constant growing numbers of smartphone users in the country. As on 31 March 2020, approximately 44 lakh residents have downloaded and installed them Aadhaar App and over 6.5 lakh residents are availing Aadhaar services on daily basis.

6.7.2 In addition to the 24/7 backend support of the Aadhaar technologies, the following salient features in the mAadhaar makes it an effective mode for dispensing Aadhaar services online for Indian residents:

- **Universality:** Any Indian resident with or without Aadhaar can install and use this app in their smartphone. While some of the common services such as verify Aadhaar, verify mail/mobile, locate enrolment centre and information under 'More' section can be accessed by users without Aadhaar, the app user can also use the common services for any other Aadhaar holder, provided the Aadhaar holder shares the OTP with the app user. This aims to close the gap between those Aadhaar holders who do not have a smart phone or web facility but are in the need of the online Aadhaar services.
- **Device Accessibility:** Statistics shows that about 91% of Indian smartphone users use Google based operating system while the iOS users at 18.1%. In order to reach out to

maximum numbers of smart phone users the mAadhaar app is released for both Android and iOS smartphone users.

- **Inclusiveness:** To ensure that no resident of India feels left out, the app is accessible to diverse demographics of India in a language they speak and understand. mAadhaar is available in English, Hindi and 11 Indian languages (Assamese, Bangla, Gujarati, Kannada, Marathi, Malayalam, Odia, Punjabi, Tamil, Telugu and Urdu). Users can select their preferred language at the time of the installation or afterwards from the 'More' section.
- **Personalized Aadhaar Space:** App users favour set of curated content designed according to their preferences. My Aadhaar section in the App offers mAadhaar users a set of must-have features such as instant access to Aadhaar, sharing e-KYC, QR code and security features like Aadhaar and biometrics lock. After installing the App, the user is required to register her Aadhaar profile in the App to avail the personalized section.
- **Online & Offline Facilities:** With both offline and online facilities, the mAadhaar apps offer seamless experiences to the user. Even when the resident is in a no-network zone or have a low bandwidth she can still view the Aadhaar or send SMS to 1947, UIDAI helpline for OTP or to lock/unlock Aadhaar or biometrics. While the primary set of Aadhaar services (such as download Aadhaar, update or authentication services) requires interaction with the backend Aadhaar technologies, the user can still use

the app in offline mode.

- **Instant service:** Accessing online Aadhaar services via mobile applications is usually faster than web portals. mAadhaar stores resident's data locally on her device and data retrieval happens in the blink of an eye.
- **Resident-centred UX:** mAadhaar has enhanced user experience with the help of simple and no-frill UI, easy to follow navigation and single tap access to most important features in the app. The contextually segmented features, iconography, self-explanatory labels and guided instructions allow users to grasp the content quickly and offer seamless experience via design consistency and uncomplicated process flows.
- **Push notifications and instant updates:** The App has features to send instant and non-intrusive notifications to the residents. Notification about new regulation or directives from Govt of India or UIDAI can be pushed instantly into the mobile of each app user. Due to the scalable model used in the design, any new feature can be released with an update of the app without changing the design or user experience.
- **Using device features:** The device features can significantly shorten the time users take to initiate and perform an action and fundamentally change the user experience with the applications. mAadhaar apps uses device features such as access to camera for scanning QR code, device storage to save downloaded Aadhaar, e-KYC and QR code and to upload document for address update judiciously with user's consent.



7. FUTURE PLANS

7.1 Face Authentication

7.1.1 Presently, UIDAI provides two modes of biometric authentication i.e. fingerprint authentication and iris authentication. While most of the residents are able to authenticate using fingerprint or iris authentication, some residents face difficulty to authenticate using biometric mode of authentication. At the time of enrolment, photo of the face of resident is also captured. To provide inclusive authentication, face photo can also be leveraged to verify the identity of Aadhaar number holder. Therefore, UIDAI has decided to enable the face authentication.

7.1.2 UIDAI is working to launch face authentication which will offer safe and secure authentication. Face authentication will also be helpful to those residents who are not able to authenticate using finger or iris.

7.2 Promotion of Iris Devices

7.2.1 Iris devices are contactless devices and authentication can be performed without any physical contact with the resident. Further, authentication success rate is higher in iris devices compared to fingerprint devices. Owing to these factors, UIDAI is encouraging the use of iris devices among requesting entities.

7.2.2 UIDAI in conjunction with STQC, is working to certify and introduce more iris device models in different form factor. Iris device models may be available in discrete form or integrated in tablet/POS devices which will facilitate the requesting entities to choose iris device model as per their necessity.

7.3. Order Aadhaar Card

7.3.1 Similar to currently available service of

“Order Aadhaar Reprint” on UIDAI's website, UIDAI has decided to introduce “Aadhaar Card Service” for residents at nominal charges. Aadhaar card will be more durable and easier to carry as compared to regular printed Aadhaar letter. Also, Aadhaar card will have advanced security features like Hologram, QR code, micro text, Guilloche pattern and ghost image. It will add one more option for the resident, in addition to Aadhaar letter, e-Aadhaar and mAadhaar all of which are equally valid for use.

7.3.2 Residents can avail OAC service to get their pocket sized and verifiable Aadhaar card delivered through speed post service of Department of Post at their registered address by paying a nominal amount of Rs. 50 through various modes of payment like credit/debit card, netbanking, UPI etc.

7.3.3 A portal duly integrated with online payment gateway has been developed through which residents can order their Aadhaar card by paying the nominal charge. The service is under testing.

7.4 New Advanced Contact Centre Infrastructure

7.4.1 Our present Contact Centre infrastructure is almost 7 years old and as per present requirements, there is a need to upgrade or re-design many important components like CRM and voice solution to integrate advanced features and Omni Channel Context Based Approach. At the same time, to keep pace with advancement in technologies over the years, UIDAI is planning to over-haul its present grievance redressal mechanism by inducting all important interaction channels, technical automation and strengthening web interface.

7.5 Interactive Virtual Learning and Training module

7.5.1 With the changing technology, e-Learning and virtual learning are increasingly gaining its popularity in the world of learning and development. It frees learner to study at their own pace and place to give them time for other things. It empowers one's interacting powers that even the introverts feel free to interact. Unlike traditional learning, it saves travel costs and time and is affordable.

7.5.2 To meet the requirements of current learning environment, UIDAI has engaged the Content Development Agency for development of Interactive Virtual learning content. It will provide different training solutions to UIDAI for training of enrolment staff through virtual learning training content, mobile nuggets, short videos and Learning Management System (LMS) platform. LMS will help UIDAI to keep track of learners, documentation, reporting and administration.

7.6 Future enhancements planned for UIDAI's Website

7.6.1 UIDAI's website is a live web information window that functions as a launch pad for Aadhaar Online Services hosted on various portals. This requires the website to be constantly updated to remain contemporary and

resident centric. In the coming days, website is proposed to undergo a usability upgrade content structuring to accommodate latest UX trend, user needs and business direction.

7.7 Future enhancements for mAadhaar application

7.7.1 **Update Aadhaar Service Bundle:** Currently the mAadhaar App has facility to update address in the resident's Aadhaar. The mAadhaar is in the process of integrating Update Aadhaar Service Bundle to allow mAadhaar users to update their Aadhaar demographic details such as name, date of birth, gender and language without visiting an Aadhaar Update Centre or Aadhaar Seva Kendra.

7.7.2 **Profiles from 3 to 5:** In the future releases, the mAadhaar users will be allowed to register up to 5 Aadhaar profiles of their family members in their App. Currently the users can only add up to 3 profiles.

7.7.3 **Improved personalized section:** The personalized section in the app will be further enhanced to include facility to manage Aadhaar holder's service requests and provide latest status of submitted requests without requiring OTP verification.

7.7.4 **Aadhaar Sync:** This feature will ensure the Aadhaar data such as recently updated demographic details and generated Virtual ID in the mAadhaar is up-to-date.

8. FINANCIAL PERFORMANCE

8.1 UIDAI Fund

8.1.1 Till the year 2017-18, all earnings of UIDAI, including interest and unspent Grant-in-Aid (GIA), were being deposited back in the Consolidated Fund of India. In March, 2019, as per the recommendation in the Justice B.N. Srikrishna Committee report on Data Protection Framework for India, a separate UIDAI Fund was constituted to ensure financial autonomy of the UIDAI. The Fund was constituted through an amendment to the Aadhaar Act, 2016. The Section 25 of the Aadhaar Act (as amended) regarding UIDAI Fund is as follows:

“25 (1) There shall be constituted a Fund to be called the Unique Identification Authority of India Fund and there shall be credited there to—

(a) all grants, fees and charges received by the Authority under this Act; and (b) all sums of money received by the Authority from such other sources as may be decided upon by the Central Government.

(2) The Fund shall be applied for meeting—(a) the salaries and allowances payable to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and (b) the expenses on objects and for purposes authorised

by this Act.”

8.2 Budget and Expenditure

8.2.1 UIDAI receives Grants-in-aid (GIA) from Ministry of Electronics and Information Technology (MeitY) under three Heads namely GIA-General, GIA-Capital and GIA-Salaries. Budget and Expenditure of UIDAI since its inception is given in Table 10 and summary of budget and expenditure for Financial Year 2019-20 is given in Table 11.

8.2.2 The expenditure in General Grant during FY 2019-20 exceeded by ₹36.67 Cr. against the grant received from MeitY (grant received: ₹637.51 Cr., expenditure: ₹674.18 Cr.), the same was met from unspent balance of grant available in the UIDAI Fund.

8.2.3 The expenditure on General Grant was reduced by 33.26% on year to year basis (₹1080.46 Cr. in FY 2018-19 & ₹721.10 Cr. in FY 2019-20). This was mainly due to decrease in ICT Assistance given to states (₹287.00 Cr. in FY 2018-19 & ₹13.00 Cr. in FY 2019-20) and decrease in operational expenditure mainly because of reduction in enrolments.

8.2.4 Budget Estimates (BE) for ₹985.00 crore have been approved for the Financial Year 2020-21.

Table 10. Budget and Expenditure (since inception)

Allocation and Expenditure 2009-10 to 2019-20			
Year	Budget Estimates (₹in crore)	Revised Estimates (₹in crore)	Expenditure (₹in crore)
2009-10	120.00	26.38	26.21
2010-11	1,900.00	273.80	268.41
2011-12	1,470.00	1,200.00	1,187.50
2012-13	1,758.00	1,350.00	1,338.72
2013-14	2,620.00	1,550.00	1,544.44
2014-15	2,039.64	1,617.73	1,615.34
2015-16	2,000.00	1,880.93	1,680.44
2016-17	1,140.00	1,135.27	1,132.84
2017-18	900.00	1,150.00	1,149.38
2018-19	1,375.00	1,344.99	1,181.86
2019-20	1,227.00	836.78	856.12*

*Excess expenditure met from unspent balance from last year.

Table 11. Summarised Financial position as on 31.03.2020

Grant Head	BE 2019-20 (₹in crore)	RE 2019-20 (₹in crore)	Total Funds received from MeitY (₹in crore)	Expenditure upto 31.03.2020 (₹in crore)	% of Expenditure w.r.t. RE 2019-20
Grants-in-aid General	862.00	637.51	637.51	674.18*	105.75%
Grant-in-aid for Capital	300.00	150.00	150.00	135.02	90.01%
Grants-in-aid Salaries	65.00	49.27	49.27	46.92	95.23%
Total	1,227.00	836.78	836.78	856.12	102.31%

*Excess expenditure of ₹36.67 crore under GIA-General was met from unspent balance of last year.



8.3 Income from services

8.3.1 In the month of March, 2019, UIDAI started charging its Yes/No authentication services and eKYC services for certain categories

of Authentication service users. Also, UIDAI started its own Aadhaar Seva Kendras wherein resident can use enrolment and update services. Income from various services in the year 2019-20 is given in Table 12.

Table 12. Details of Income from Services as on 31.03.2020

Year	Authentication Services (₹in crore)	Aadhaar Re-print (₹in crore)	Aadhaar Seva Kendra (₹in crore)	Total (₹in crore)
2019-20	125.32	21.66	4.41	151.39

9. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2019-20

Separate Audit Report of the Comptroller & Auditor General of India on the Annual Accounts of Unique Identification Authority of India (UIDAI) for the year ended 31st March 2020

1. We have audited the attached Balance sheet of the Unique Identification Authority of India (UIDAI) as on 31 March 2020 and the Income & Expenditure Account/Receipts and Payment Account for the year ended on that date under section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Services) Act, 1971 read with section 26 (2) of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act, 2016), The Aadhaar and other Laws (Amendment) Ordinance, 2019(02 March 2019). These financial statements are the responsibility of UIDAI Management. Our responsibility is to express an opinion on these Financial Statements based on our audit.
2. This Separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, Accounting Standards and disclosure norms etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiently-cum performance aspects etc, if any, are reported through Inspection Reports/CAG's Audit Reports separately.
3. We have conducted our audit in accordance with the Auditing Standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance that the Financial Statements are free from material misstatements. An audit includes examining, on a test basis, evidences supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by the Management as well as evaluating the overall presentation of Financial Statements. We believe that our audit provides a reasonable basis of our opinion.
4. Based on our audit, we report that:
 - i. We have obtained the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of audit;
 - ii. The Balance Sheet and the Income & Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform Format of Accounts' approved by Comptroller and Auditor General of India under Section 26 (1) of the Aadhaar Act, 2016.
 - iii. In our opinion, proper books of accounts and other relevant records have been maintained by the UIDAI.
 - iv. We further report that:

A Balance Sheet

A1. Liabilities

Current Liabilities and Provisions (Schedule 7)

The above head is understated by ₹20.57 lakh due to non inclusion of maintenance charges for Tower 2/Level 2 at Jeevan Bharti Building New Delhi for the period of 15.05.2018 to 12.10.2018 (i.e. up to vacation/handing over of possession of floor) for which demand was raised by LIC.

A2. Assets

Current Assets, Loans, Advances etc (Schedule 11)

On capital Account: ₹Nil

The above does not include an advance of ₹47.82 crore given to Engineer India Limited (EIL) for capital work and deposited in Project/Escrow Account. The same is included as advance to DAVP, State Govt. (ICT Assistance, DOP etc) and other investment.

Thus, this has resulted in understatement of Capital Account by ₹47.82 crore and overstatement of other advance by ₹0.49 crore and overstatement of investment – others by ₹47.33 crore.

B. Income and Expenditure Statement Expenditure

Operational Expenditure: ₹519.95 crore (Schedule 22)

The above head is understated by ₹20.44 crore (₹15.17 crore+ ₹5.27 crore) due to non accountal of bills received from the M/s HCL for Managed Service Provider (MSP) and payment for AMC Charges for MSP Contract service for the period 01.11.2019 to 31.01.2020. This has also resulted in understatement of deficit by the same amount.

C. Receipt and Payment accounts

Expenditure on Fixed Assets & Capital Work in Progress

Expenditure on Capital Work in Progress: ₹Nil

The Authority has incurred an expenditure of ₹6.39 crore during 2019-20 work related to construction of Residential Complex of UIDAI and same has been paid. The Authority has not disclosed the same under expenditure on Capital Work in Progress in Receipt and Payment Account.

D. General

1. Significant Accounting Policies (Schedule 26)

Contingent liabilities (Note 26)

- Authority has not given the corresponding amounts (comparatives) for the immediately preceding reporting period in the above statement.
- Further, the Authority did not disclose the note no. 7 related to "Remuneration of Auditors" in the Schedule-26.

2. Capital Commitments- Nil

The Authority has not disclosed the Capital Commitments of ₹89.38 crore in respect of construction of UIDAI Residential Complex at Delhi. Thus, above head is deficient to that extent.

E. Grant-in-aid for the year 2019-20

Out of the grants in aid of ₹999.91 crore (including unspent balance of ₹163.13 Crore of the earlier year) received during the year, UIDAI utilised a sum of ₹856.13 crore, leaving a balance of ₹143.78 crore, as unutilised grant as on 31st March 2020.

- Subject to our observations in the preceding paragraphs, we report that the Balance Sheet and Income & Expenditure Statement along with Receipt & Payment account dealt with by this report are in agreement with the books of accounts.
- In our opinion and to the best of our information and according to the explanations given to us, the said Financial Statements read



together with the Accounting Policies and Notes on Accounts, and subject to the significant matters stated above and other matters mentioned in **Annexure-I** to this Audit Report give a true and fair view in conformity with the accounting principles accepted in India:

a. In so far as it relates to the Balance Sheet, of the state of affairs of the UIDAI as on 31 March 2020; and

b. In so far as it relates to the Income and Expenditure Account of the Deficit for the year ended on that date.

Sd/-

(Manish Kumar)

**Principal Director of Audit
(Finance & Communication)**

Annexure-I to the Draft Separate Audit Report on the accounts of Unique Identification Authority of India (UIDAI) for the year ended 31st March 2020

As per the information and explanations given to us, the books and records examined by us in normal course of audit and to the best of our knowledge and belief, we further report that:

1. Adequacy of Internal Audit System

Internal Audit of UIDAI was institutionalized in UIDAI in August - September 2011 for strengthening the administrative setup. The internal audit wing prepares of internal audit of the concerned HQ, ROs and Tech office. Internal Audit Report is placed before DDG (Finance) for taking necessary action and thereafter report is forwarded to the respective divisions for necessary corrective measures.

2. Adequacy of Internal Control System

All officials in UIDAI are working on Deputation basis. Recruitment Rules and Policies of UIDAI is under finalization. UIDAI has engaged the Consultant for planning, project management and as technical expert, considering the Rule 23(4) of Aadhaar Act, 2016. The same are being followed. Receipt and disbursement of cash and maintenance of cash book has been properly done in compliance with relevant rules and regulations. Physical verification of cash has been regularly done and the maximum limit of the cash balance, as prescribed by the Authority, was maintained. In our opinion, the internal control system of the organization is adequate and commensurate with its size and the nature of its functions.

(a) Scope of Internal Audit

The scope and function of the internal audit of the organization depends

upon the nature of work, the number of subordinate offices, the strength of establishment, nature and quantum of expenditure etc. Annual Internal Audit plans should be prepared and acted upon regularly. However, during the audit of UIDAI for the year 2019-20, it was observed that there was no Internal Audit Manual specifying the duties and functions of the organization, with particular reference to the prevailing conditions in UIDAI. However, an internal audit plan was prepared and Internal audits were conducted accordingly.

(b) Quantum of Audit and pending of paras

The internal audit has conducted a general review of all the accounts records maintained in UIDAI HQ as well as Regional Offices. Apart from the general review, it also conducted a detailed check of accounts records of at least one month in a year, selected by the In-charge of Internal Audit. On review of Internal Audit Report it has been observed that number of outstanding paras of Internal Audit Report during 2019-20 is 130 Paras.

(c) Frequency of Internal Audit in UIDAI

As regards Internal Audit of HQ, the audit of expenditure and underlying process and procedures was conducted on a quarterly basis.

As regard to Internal Audit of ROs (Total 08) and Technology Centre



(Total 02), the audit was conducted on annual basis.

The extent and nature of checks in internal audit included the following:

- (a) Compliance/Regularity issues
- (b) Financial issues
- (c) Non financial issues
- (d) Economy, Efficiency and Effectiveness issues

As per size and nature of functions performed by UIDAI the Internal Audit System is adequate.

(d) Checking of Receipts

The respective divisions in UIDAI are primarily responsible for ensuring that all revenues (Fees/Penalties etc.) or dues to UIDAI are correctly and properly assessed, realized and credited to respective account.

Internal Audit has conducted mandatory checks to see whether the UIDAI has prescribed adequate regulations and procedures for effective check on collection and accounting of all revenue receipts and refunds, and that they are followed correctly.

3. System of Physical verification of fixed assets

The Registers of Fixed Assets are maintained only in computerized form in the prescribed format in GFR Form-22. Physical verification of fixed assets has been done by the management.

In our opinion, the System of physical verification of fixed assets of the organization is adequate and commensurate with nature of its functions.

4. System of Physical verification of Inventory

Being a non production entity, maintenance of inventory is not required in UIDAI and the same is not being maintained in UIDAI.

5. Regularity in payment of statutory dues

UIDAI is prompt in payment of statutory dues except an amount of ₹64.22 lakh towards TDS default/dispute in Head Office and Regional Offices which is yet to be settled.

sd/-

(Manish Kumar)

**Principal Director of Audit
(Finance & Communication)**

**Brief Note on Internal Control in Unique Identification
Authority of India for year 2019-20**

An evaluation of the Internal Control System existing in UIDAI was done during the course of certification of the annual accounts for the year ended 31 March 2020. Brief description of the Internal Control System is herewith:

Organisational Setup

The Authority consists of a chairperson appointed by Central Government on part time basis, two part time members and a Chief Executive Officer who shall be the Member Secretary of the Authority. The Key Managerial Post of UIDAI are:

Chairman	The post is vacant.
Part-time members of UIDAI	Dr. Anand Deshpande
Chief Executive Officer (CEO)	Shri Pankaj Kumar, IAS

Headquarters (HQ) setup

At the HQ, the CEO is assisted by seven Deputy Director General (DDGs), Joint Secretary level Officers of Government of India, as in charge of various wings of UIDAI. The DDGs are supported by Assistant Directors General (ADGs), Deputy Directors, Section Officer and Assistant Section Officers. The HQ has a total sanctioned strength of 127 officers and staff members including the Accounts and IT Branches.

Regional Offices (ROs) setup

Each of the eight Regional Offices of UIDAI is headed by a Deputy Director General (DDG) and the support structure comprises of Assistant Directors General, Deputy Directors, Section Officer, Assistant Section Officers, Senior Accounts Officer, Accountant and personal staff.

Delegation of Financial Power

All competent authority has to exercise the administrative and financial power as delegated to them through various office orders/memoranda.

Policies and Procedure

UIDAI has no recruitment policies so far (October 2018) as such the staff/officers of the UIDAI are on deputation basis from other Ministries/Departments and Government Agencies.

Receipts and Disbursement of Cash

The work related to receipt and disbursement of cash is done by DDO. The cash book remains under the custody of the cashier and the physical verification of cash is being regularly done. The maximum limit of the cash balance, as prescribed by the Authority, is being maintained.

Maintenance of Funds (Plan/Non-Plan)

Prior to establishment as statutory authority i.e. up to 2016-17, UIDAI was functioning as an attached



office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No: A-4301/02/2009-Admn.I dated 28 January 2009. Later, on 12 September 2015, the Government revised the allocation of business rules to attach the UIDAI to the then Department of Electronics & Information Technology (DeitY) of the then Ministry of Communication and Information Technology.

In Financial year 2019-20, UIDAI received grant of ₹836.78 crore (Salary- ₹49.27 crore + Capital- Rs. 150.00 crore + General ₹637.51 crore) from Central Government.

Receipts and Receivable/disbursement of cash

All sanctions of the competent authority, which are forwarded to the Finance Division for payment, are checked with the existing rules/orders, approval of the Competent Authority, availability of funds under the allocable Head of Accounts etc. and final order for payment are issued accordingly.

Pay Rolls/Loans and Advances to individuals

The salary/loans and advances of the UIDAI employees are being prepared and paid as per provisions contained in the orders issued by the Government of India from time to time.

Bank Balance/ Bank Reconciliation

Bank Reconciliation statement has been maintained by UIDAI regularly.

Fixed Assets

The Register of fixed assets is properly maintained by UIDAI. Also, physical verification of fixed was done during the year 2019-20.

Sd/-
(Manish Kumar)
Principal Director of Audit
(Finance & Communication)

**BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	<u>Liabilities</u>			
1	Corpus/Capital Fund	1	1,435,73,05,525.11	1,424,03,50,023.13
2	Reserves and Surplus	2	–	–
3	Earmarked/Endowment/UIDAI Funds	3	388,63,16,669.82	227,29,14,498.82
4	Secured Loans and Borrowings	4	–	–
5	Unsecured Loans and Borrowings	5	–	–
6	Deferred Credit Liabilities	6	–	–
7	Current Liabilities and Provisions	7	145,94,33,021.63	16,19,44,423.42
	Total		1,970,30,55,216.56	1,667,52,08,945.37
	<u>Assets</u>			
1	Fixed Assets	8	744,88,25,159.44	795,35,81,936.49
2	Investments - from Earmarked/Endowment Funds	9	–	–
3	Investments-Others	10	47,33,86,157.00	291,88,05,707.32
4	Current Assets, Loans, Advances etc.	11	1,178,08,43,900.12	580,28,21,301.56
5	Miscellaneous Expenditure(to the extent not written off or adjusted)		–	–
	Total		1,970,30,55,216.56	1,667,52,08,945.37
	Significant Accounting Policies	25	–	–
	Contingent Liabilities and Notes on Accounts	26	–	–

Note: All Schedules to Balance Sheet shall form part of Account.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

Sd/-
Chief Executive Officer

**INCOME AND EXPENDITURE ACCOUNT FOR
THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	Income			
1	Income from Services	12	151,39,45,833.34	2,91,01,272.00
2	Grants/Subsidies	13	721,10,39,724.46	1,080,45,51,568.39
3	Fees/Subscriptions	14	19,68,70,155.68	15,43,20,346.43
4	Income from Investments (Income on Invest, from earmarked/endowment Funds transferred to Funds)	15	–	–
5	Income from Royalty, Publications etc	16	–	–
6	Interest Earned	17	6,76,84,889.00	23,85,45,422.50
7	Other Income	18	24,92,25,851.29	23,18,77,127.15
8	Increase/(decrease) in stock of Finished goods and works-in-progress	19	–	–
	Total (A)		923,87,66,453.77	1,145,83,95,736.47
	Expenditure			
1	Establishment Expenses	20	55,53,93,389.00	43,44,79,560.00
2	Other Administrative Expenses etc.	21	39,54,80,975.82	39,95,63,642.33
3	Operational Expenses	22	519,94,59,750.84	575,64,21,449.83
4	Expenditure on Grants, Subsidies etc.	23	–	–
5	Interest	24	–	–
	Depreciation (Net Total at the year-end - corresponding to Schedule 8)		123,23,24,130.26	225,30,91,631.96
	Total (B)		–	–
	Balance being excess of Income over Expenditure (C=A-B)		738,26,58,245.92	884,35,56,284.12
	Prior period expenses (D)		185,61,08,207.85	261,48,39,452.35
	Prior period income (E)		148,93,22,037.69	56,42,78,253.97
	Other prior period adjustments (F)		3,02,16,852.98	3,00,06,610.60
	Transfer to UIDAI Fund (G)		40,73,26,455.00	9,33,67,528.67
	Transfer to Special Reserve (Specify each)		202,77,26,729.31	64,16,33,814.37
	Transfer to / from General Reserve		–	–
	BALANCE BEING SURPLUS/ (DEFICIT) CARRIED TO CORPUS (H) - H=(C-D+E+F-G)		(122,33,97,251.17)	147,22,88,302.08
	Significant Accounting Policies	25	–	–
	Contingent Liabilities and Notes on Accounts	26	–	–

Note: All Schedules to Income and Expenditure Account shall form part of Account.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

Sd/-
Chief Executive Officer



**RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR
ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	Receipts		
1	Opening Balances	—	—
	a. Cash in Hand	33,960.00	3,25,920.00
	b. Bank Balance	—	—
	i. In Current Accounts	7,76,41,419.45	61,60,06,272.12
	ii. In Deposit Accounts	—	—
	iii. Saving Accounts	—	—
	iv. Other adjustments	—	15,000.00
2	Grants/Subsidies Received	—	—
	a. From Government of India	—	—
	i. Grants-in-aid: General	637,51,00,000.00	1,176,87,00,000.00
	ii. Grants-in-aid: Salaries	49,27,00,000.00	65,00,00,000.00
	iii. Grants-in-aid: Capital	150,00,00,000.00	103,12,00,000.00
	b. From State Government	—	—
	c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately)	—	—
3	Income from Services	171,08,15,989.02	291,01,272.00
4	Income from Investment	—	—
	a. Earmarked/Endowment Funds	—	—
	b. Own Funds (Other investments)	1,853,07,02,945.00	1,367,58,11,828.00
5	Interest Received	—	—
	a. On Bank deposits	26,88,74,247.60	21,15,53,397.18
	b. Loans, advances etc.	—	—
	c. Others	—	—
6	Other Income (Tender Fee, RTI Fee etc.)	35,178.00	3,63,79,260.72
7	Amount borrowed	—	—
8	Other receipts (give details)	—	—
	a. NPS	—	—
	b. Leave Salary Pension Contribution	—	—
	c. Security/Earnest money deposit/Bank Guarantee encashed	2,33,458.00	8,95,66,420.00
	d. Refund of advances	—	—
	i. HBA	—	—
	ii. Car Advance	—	—
	iii. Motor Cycle/Scooter Advance	—	—
	iv. Computer Advance	—	3,435.00
	v. Other Advance	15,49,929.00	13,15,726.00

S.No.	Particulars	Current Year	Previous Year
	vi. LTC	19,85,989.00	57,85,766.00
	vii. General Office Expenses	12,22,097.00	5,50,187.00
	e. Income Tax	–	–
	f. Service Tax	–	–
	g. Miscellaneous Receipts	–	–
	h. GST/TDS	–	80,61,898.00
	i. Advances refunded from State Authorities	1,23,60,854.00	3,22,15,644.00
	j. Advances refunded from Contractors	–	86,34,530.00
	k. Other receipts	13,68,894.12	1,61,05,999.00
	l. Penalties and Liquidity damages	24,78,57,157.17	1,61,324.00
	m. Sale of Scrap.	30,288.00	1,13,697.00
	n. Funds received by Regional offices	119,86,08,969.00	97,15,37,594.69
	o. Withheld amount of Vendors	–	29,32,92,778.00
	p. Advance received from debtors	19,13,40,487.56	27,78,43,181.41
	Total	3,061,24,61,861.92	2,972,42,81,130.12
	Payments		
1	Establishment expenses	45,60,24,454.80	38,56,81,486.49
2	Other Administrative Expenses	43,62,05,338.76	43,47,32,522.28
3	Operational Expenses	453,61,68,959.33	573,78,08,928.73
4	Payment made against funds for various projects	–	–
5	Investments and Deposits Made	–	–
	a. Out of Earmarked/Endowment funds	–	–
	b. Out of own Funds (Investment-others)	1,576,19,82,762.00	1,625,79,63,827.00
6	Expenditure on Fixed Assets & Capital Work-in-Progress	–	–
	a. Purchase of fixed Assets	77,56,81,895.98	63,68,85,443.87
	b. Expenditure on Capital Work-in- progress	–	44,93,738.00
7	Refund of surplus money/Loans	–	–
	a. To the Government of India	–	69,94,85,431.00
	b. To the State Government	–	–
	c. To other providers of funds	–	–
8	Finance Charges (Interest)	–	–
9	Other Payments (Specify)	–	–
	a. NPS	–	–
	b. Leave Salary Pension Contribution	–	–
	c. Security/Earnest money deposit	–	–
	d. Advances	–	–
	i. HBA	–	–
	ii. Car Advance	–	–

S.No.	Particulars	Current Year	Previous Year
	iii. Motor Cycle/Scooter Advance	–	–
	iv. Computer Advance	–	50,000.00
	v. Other advance	30,30,192.00	–
	vi. General Office Expenses	44,07,986.00	17,95,963.00
	vii. LTC	1,05,23,878.00	80,01,694.00
	viii. State Authorities	149,46,76,166.00	395,10,05,616.00
	e. Income Tax	–	–
	f. Service Tax	–	–
	g. Miscellaneous payments	–	–
	h. GST/TDS	30,44,48,790.92	17,38,87,684.38
	i. Advances to Contractors	34,80,46,460.00	32,24,54,499.00
	j. Advance Rent to KSIIDC	–	14,75,639.00
	k. Deposits with Electricity Department	–	–
	l. Deposits with CISF	–	–
	m. Deposits with UPCIDCO (Rent)	–	5,18,440.00
	n. Deposits with CPWD (Hyderabad)	–	–
	o. EMD Refund	9,25,000.00	15,10,000.00
	p. Tender Fees Refund	–	–
	q. Prepayments and others	–	65,11,382.00
	r. Refund of debtors	–	2,22,80,135.23
	s. Deposits with agencies- FD	–	44,22,000.00
	t. Deposits with agencies- CISF	–	96,12,000.00
	u. Deposits with agencies- Telephone	–	15,000.00
	v. Deposits with agencies- Others	–	2,62,600.00
	w. Withheld amount to Vendors	–	1,42,14,126.00
	x. Funds transferred to Regional Offices	119,86,08,969.00	97,15,37,594.69
10	Closing Balances	–	–
	a. Cash in Hand	12,19,210.00	33,960.00
	b. Bank Balances	–	–
	i. In Current Accounts	32,95,07,112.41	7,76,41,419.45
	ii. In Deposit Accounts	495,10,04,686.72	–
	iii. Savings Accounts	–	–
	Total	3,061,24,61,861.92	2,972,42,81,130.12

Note: The amount shown under head 4b of receipts and 5b of payment is actually the auto sweep of funds above a minimum threshold limit in current. The net effect of sweep in/out is shown separately as bank balance in deposit account at point 10b.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

Sd/-
Chief Executive Officer



**SCHEDULE 1 – CORPUS/CAPITAL FUND
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	14,24,03,50,023.13	11,73,62,27,846.32
2	Add : Contributions towards Corpus/Capital Fund	1,35,02,07,632.35	1,01,40,67,747.16
3	Add/(Deduct) : Balance of net income/(expenditure) transferred from the Income and Expenditure Account	(1,22,33,97,251.17)	1,47,22,88,302.08
4	Corpus	(98,54,879.20)	1,77,66,127.57
	Balance as at the year - end	14,35,73,05,525.11	14,24,03,50,023.13

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 2 – RESERVES AND SURPLUS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year		Previous Year	
1	Capital Reserve				
	As per last Account				
	Addition during the year				
	Less : Deductions during the year				
2	Revaluation Reserve				
	As per last Account				
	Addition during the year				
	Less : Deductions during the year				
3	Special Reserves				
	As per last Account				
	Addition during the year				
	Less : Deductions during the year				
4	General Reserve				
	As per last Account				
	Addition during the year				
	Less : Deductions during the year				
	Total				

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 3 – EARMARKED/ENDOWMENT/UIDAI FUNDS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Fund- Wise Break Up			Total		
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	Current Year	Previous Year
1	Opening balance of the funds	3,04,63,495.00	1,58,36,84,936.61	1,71,32,252.84	64,16,33,814.37	2,27,29,14,498.82	–
2	Additions to the Funds						
	a. Donations/grants	49,27,00,000.00	6,37,51,00,000.00	1,50,00,00,000.00	–	8,36,78,00,000.00	13,44,99,00,000.00
	b. Income from investments made on account of funds	–	–	–	–	–	22,58,21,819.50
	c. License Income and NRD	–	–	–	19,68,34,977.68	19,68,34,977.68	15,29,66,287.43
	d. Income from Authentication service	–	–	–	1,25,32,36,979.68	1,25,32,36,979.68	–
	e. Income from Enrollment service	–	–	–	4,40,70,887.56	4,40,70,887.56	–
	f. Income from Re-print Aadhaar	–	–	–	21,66,37,966.10	21,66,37,966.10	–
	g. Penalties, LDs & Disincentives	–	–	–	24,78,57,157.17	24,78,57,157.17	22,86,50,393.18
	h. Sale of Scrap	–	–	–	–	–	(3,73,651.75)
	I. Other Income (Interest, Rent, Fees other than License Fee etc)	–	–	–	6,90,88,761.12	6,90,88,761.12	4,67,79,319.72
	j. Interest on GIA of FY 2018-19 transferred to Current Liabilities	–	–	–	(22,08,77,201.50)	(22,08,77,201.50)	–
	Total (2)	49,27,00,000.00	6,37,51,00,000.00	1,50,00,00,000.00	1,80,68,49,527.81	10,17,46,49,527.81	14,10,37,44,168.08
3	Utilization/Expenditure towards objectives of funds						
	a. Capital Expenditure						
	i. Fixed Assets	–	–	1,35,02,07,632.35	–	1,35,02,07,632.35	1,01,40,67,747.16
	ii. Others	–	–	–	–	–	–
	Total	–	–	1,35,02,07,632.35	–	1,35,02,07,632.35	1,01,40,67,747.16
	b. Revenue Expenditure						
	i. Salaries, Wages and allowance etc	46,92,03,188.00	–	–	–	46,92,03,188.00	61,95,36,505.00
	ii. Rent	–	–	–	–	–	–
	iii. Other Administrative expenses	–	6,74,18,36,536.46	–	–	6,74,18,36,536.46	10,19,72,25,417.10
	c. Deposited with Central Government						
	Total	46,92,03,188.00	6,74,18,36,536.46	–	–	7,21,10,39,724.46	10,81,67,61,922.10
	Total (3)	46,92,03,188.00	6,74,18,36,536.46	1,35,02,07,632.35	–	8,56,12,47,356.81	11,83,08,29,669.26
	Net Balance as at the Year-end (1 + 2 -3)	5,39,60,307.00	1,21,69,48,400.15	16,69,24,620.49	2,44,84,83,342.18	3,88,63,16,669.82	2,27,29,14,498.82

Notes:

- 1) Disclosure shall be made under relevant heads based on conditions attaching to the grants.
- 2) Plan Funds received from the Central/State Governments are to be shown as separate Funds and not to be mixed up with any other Funds.

Sd/-

Pay and Accounts Officer

Sd/-

Assistant Director General

**SCHEDULE 4 – SECURED LOANS AND BORROWINGS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government		
2	State Government (Specify)		
3	Financial Institutions		
	a. Term Loans		
	Interest accrued and due		
4	Banks:		
	a. Term Loans		
	Interest accrued and due		
	b. Other Loans (specify)		
	Interest accrued and due		
5	Other Institutions and Agencies		
6	Debentures and Bonds		
7	Others (Specify)		
	Total		

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 5 – UNSECURED LOANS AND BORROWINGS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government		
2	State Government (Specify)		
3	Financial Institutions		
	a. Term Loans		
	Interest accrued and due		
4	Banks:		
	a. Term Loans		
	Interest accrued and due		
	b. Other Loans (specify)		
	Interest accrued and due		
5	Other Institutions and Agencies		
6	Debentures and Bonds		
7	Fixed Deposits		
8	Others (Specify)		
	Total		

Note: Amount due within one year

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 6 – DEFERRED CREDIT LIABILITIES
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Acceptances secured by hypothecation of capital equipment and other assets		
2	Others		
	Total		

Note: Amount due within one year

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 7 – CURRENT LIABILITIES AND PROVISIONS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year	Current Year	Previous Year
A	Current Liabilities				
1	Acceptances	–	–	–	–
2	Sundry Creditors	–	–	–	–
	a. For Goods & Services	–	55,68,67,636.52	–	27,93,01,798.08
	b. Others	–	8,98,44,150.00	–	9,04,73,316.00
3	Advances Received	–	61,43,87,203.75	–	–
4	Interest accrued but not due on:	–	–	–	–
	a. Secured Loans/borrowings	–	–	–	–
	b. Unsecured Loans/borrowings	–	–	–	–
5	Statutory Liabilities	–	–	–	–
	a. Overdue	–	–	–	–
	b. Others	–	(89,56,93,620.21)	–	(67,37,77,539.33)
6	Other current Liabilities	–	–	–	–
A	Grant- Capital Creation	–	–	–	–
	Opening Balance	–	–	40,74,640.40	–
	Add: Grant Received during the year	1,50,00,00,000.00	–	1,03,12,00,000.00	–
	Less: Grant Utilised during the year	1,35,02,07,632.35	–	1,01,40,67,747.16	–
		14,97,92,367.65	–	2,12,06,893.24	–
	Less: Transferred to Corpus	–	–	40,74,640.40	–
		14,97,92,367.65	–	1,71,32,252.84	–
	Less: Transferred to UIDAI Fund	14,97,92,367.65	–	1,71,32,252.84	–
b	Grant-Salary	–	–	–	–
	Opening Balance	–	–	–	–
	Grant Received during the year	49,27,00,000.00	–	65,00,00,000.00	–
	Less: Revenue grant transferred to Income	46,92,03,188.00	–	61,95,36,505.00	–
		2,34,96,812.00	–	3,04,63,495.00	–
	Less: Transferred to UIDAI Fund	2,34,96,812.00	–	3,04,63,495.00	–
c	Grant- General	–	–	–	–
	Opening Balance	–	–	–	–
	Grant Received during the year	6,37,51,00,000.00	–	11,76,87,00,000.00	–
	Less: Revenue grant transferred to Income	6,74,18,36,536.46	–	10,18,50,15,063.39	–
		(36,67,36,536.46)	–	1,58,36,84,936.61	–

	Add: Transferred to UIDAI Fund	(36,67,36,536.46)	–	1,58,36,84,936.61	–
d	Retained earnings- Central Government				
	Opening Balance	–	–	71,31,76,918.17	–
	a. Income from Investments made on account of funds	–	–	–	–
	b. License Income and NRD	–	–	–	–
	c. Penalties, LDs & Disincentives	–	–	–	–
	d. Sale of Scrap	–	–	–	–
	e. Interest Income	21,81,85,172.03	–	–	–
	f. Other Income	–	–	–	–
		21,81,85,172.03	–	71,31,76,918.17	–
	Less: Refunded to Central Government	–	–	69,94,85,431.00	–
	BALANCE FUND	21,81,85,172.03	–	1,36,91,487.17	–
	Less: Transferred to Corpus	–	–	1,36,91,487.17	–
	Add: Amount pertaining to FY 2017-18, transferred from Corpus	98,54,879.20	–	–	–
	Add: Interest on GIA of FY 2018-19, transferred from UIDAI Fund	22,08,77,201.50	44,89,17,252.73	–	–
	Total (A)	–	81,43,22,622.79		(30,40,02,425.25)
B	Provisions				
1	For Taxation	–	–	–	–
2	Gratuity	–	–	–	–
3	Superannuation/Pension contribution	–	–	–	–
4	Accumulated Leave Encashment	–	–	–	–
5	Trade Warranties/Claims	–	–	–	–
6	Leave salary payable	–	–	–	–
7	Others (Salary, General office & Other expenses Payable)	–	64,51,10,398.84	–	46,59,46,848.67
	Total (B)	–	64,51,10,398.84	–	46,59,46,848.67
	Total (A+B)	–	1,45,94,33,021.63	–	16,19,44,423.42

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

SCHEDULE 8: FIXED ASSETS

(Amount in ₹)

Description	Gross Block				Accumulated Depreciation				Net Block	
	Cost/Valuation as (01/04/2019) at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Cost/Valuation at the end (6)	As at 01/04/2019 (7)	Additions during the year (8)	Deductions during the year (9)	Adjustments (10)	As at 31/03/2020 (11)	As at the Previous Year end at 31/03/2019 (12)
FIXED ASSETS										
1. Land										
a. Freehold	44,64,02,050.00	1,97,86,240.46	-	46,61,88,290.46	-	-	-	-	46,61,88,290.46	44,64,02,050.00
b. Leasehold	9,87,64,050.00	-	-	9,87,64,050.00	2,55,79,437.97	32,92,135.00	-	2,88,71,572.97	6,98,92,477.03	7,31,84,612.03
TOTAL (1)	54,51,66,100.00	1,97,86,240.46	-	56,49,52,340.46	2,55,79,437.97	32,92,135.00	-	2,88,71,572.97	53,60,80,767.49	51,95,86,662.03
2. Office Buildings and Data Centre:										
a. On Freehold Land	1,96,04,20,363.00	13,32,454.00	-	1,96,17,52,817.00	5,13,61,200.26	2,95,47,547.91	-	8,09,08,748.17	1,88,08,44,068.83	1,90,90,59,162.74
b. On Leasehold Land	1,15,00,00,000.00	-	-	1,15,00,00,000.00	6,90,12,078.09	1,82,08,333.33	-	8,72,20,411.42	1,06,27,79,588.84	1,08,09,87,922.17
c. Ownership Flats/ Premises	-	-	-	-	-	-	-	-	-	-
d. Superstructures on Land not belonging to the entity	-	-	-	-	-	-	-	-	-	-
TOTAL (2)	3,11,04,20,363.00	13,32,454.00	-	3,11,17,52,817.00	12,03,73,278.35	4,77,55,881.24	-	16,81,29,159.59	2,94,36,33,657.67	2,99,00,47,084.91
3. Plant Machinery & Equipment										
a. Plant & Machinery	1,89,00,39,708.22	37,94,210.00	-	1,89,38,33,918.22	46,03,51,931.80	11,98,90,193.51	-	58,02,42,125.31	1,31,35,91,792.91	1,42,96,87,776.42
b. Technology infrastructure (Server & DPUs)	14,64,45,43,874.22	27,80,89,162.88	-	14,92,26,33,037.10	12,43,76,94,868.62	69,30,32,120.69	-	13,13,07,26,989.31	1,79,19,06,047.79	2,20,68,49,005.60
c. UBCC Infrastructure	-	-	-	-	-	-	-	-	-	-
d. Information Technology (Software)	65,01,60,237.99	22,67,95,387.78	-	87,69,55,625.77	17,86,00,763.73	21,06,96,341.87	-	38,92,97,105.60	48,76,58,520.17	47,15,59,474.26
TOTAL (3)	17,18,47,43,820.43	50,86,78,760.66	-	17,69,34,22,581.09	13,07,66,47,564.15	1,02,36,18,656.07	-	14,10,02,66,220.22	3,59,31,56,360.87	4,10,80,96,256.28
4. Vehicles	14,60,515.00	-	-	14,60,515.00	1,65,227.59	1,70,956.89	-	3,36,184.48	11,24,330.52	12,95,287.41
5. Furniture & Fixtures	8,72,48,068.80	10,00,268.73	26,46,928.00	8,82,48,337.53	2,94,67,070.11	77,16,961.53	-	3,71,84,031.64	5,10,64,305.89	5,77,80,998.69

Description	Gross Block				Accumulated Depreciation				Net Block		
	Cost/Valuation as (01/04/2018) at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Cost/Valuation at the end (6)	As at 01/04/2018 (7)	Additions during the year (8)	Deductions during the year (9)	Adjustments (10)	As at 31/03/2019 (11)	As at the Previous Year end at 31/03/2018 (12)	
6. Office Equipments	7,87,49,294.30	41,17,073.85	-	8,02,19,440.15	5,06,89,820.23	69,04,364.22	5,02,916.32	-	5,70,91,268.13	2,31,28,172.02	2,80,59,474.07
7. Computer/Peripherals (Desktop, Printers & Others)	44,85,86,592.03	12,30,75,845.20	-	57,16,62,437.23	21,59,05,336.85	13,70,66,712.29	-	-	35,29,72,049.14	21,86,90,388.09	23,26,81,255.18
8. Electric Installations	68,49,445.49	44,50,587.00	-	1,13,00,032.49	11,13,726.94	15,89,576.72	-	-	27,03,303.66	85,96,728.83	57,35,718.55
9. Library Books	-	-	-	-	-	-	-	-	-	-	-
10. Other fixed assets											
a. Laptop & Tablets	2,69,82,394.66	60,61,930.86	-	3,30,44,325.52	1,83,21,658.94	34,85,388.10	-	-	2,18,07,047.04	1,12,37,278.48	86,60,735.72
b. Mobile Phone	78,31,866.98	14,35,541.40	-	92,67,408.38	61,93,403.33	12,26,414.52	-	-	74,19,817.85	18,47,590.53	16,38,463.65
TOTAL (10)	3,48,14,261.64	74,97,472.26	-	4,23,11,733.90	2,45,15,062.27	47,11,802.62	-	-	2,92,26,864.89	1,30,84,869.01	1,02,99,199.37
Total of Current Year (1+2+3+4+5+6+7+8+9+10)	21,49,80,38,460.69	66,99,38,702.16	26,46,928.00	22,16,53,30,234.85	13,54,44,56,524.46	1,23,28,27,046.58	5,02,916.32	-	14,77,67,80,654.72	7,38,85,49,580.39	7,95,35,81,936.49
Previous Year	19,93,39,79,159.81	1,57,02,53,738.88	61,94,438.00	21,49,80,38,460.69	11,27,46,82,922.78	2,25,30,91,631.96	56,05,333.25	2,22,87,302.97	13,54,44,56,524.46	7,95,35,81,936.49	8,65,92,96,237.77
Capital work-in-progress	-	6,02,75,579.05	-	6,02,75,579.05	-	-	-	-	-	6,02,75,579.05	-
GRAND TOTAL	21,49,80,38,460.69	73,02,14,281.21	26,46,928.00	22,22,56,05,813.90	13,54,44,56,524.46	1,23,28,27,046.58	5,02,916.32	-	14,77,67,80,654.72	7,44,88,25,159.44	7,95,35,81,936.49

(Note to be given as to cost of assets on hire purchase basis included above)

Pay and Accounts Officer

Assistant Director General

Sd/-

Sd/-



**SCHEDULE 9 – INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Government Securities		
2	Other approved Securities		
3	Shares		
4	Debentures and Bonds		
5	Subsidiaries and Joint Ventures		
6	Others (to be specified)		
	Total		

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



SCHEDULE 10 – INVESTMENTS – OTHERS
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Government Securities	–	–
2	Other approved Securities	–	–
3	Shares	–	–
4	Debentures and Bonds	–	–
5	Subsidiaries and Joint Ventures	–	–
6	Others (to be specified)	–	–
	a. Fixed Deposits with banks in Auto Sweep	–	275,94,19,549.32
	b. FD Project- EIL	47,33,86,157.00	15,93,86,158.00
	Total	47,33,86,157.00	291,88,05,707.32

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 11 – CURRENT ASSETS, LOANS, ADVANCES, ETC
FORMING PART OF BALANCE SHEET AS AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	A. Current Assets		
1	Inventories		
	a. Stores and Spares	–	–
	b. Loose Tools	–	–
	c. Stock-in-trade	–	–
	i. Finished Goods	–	–
	ii. Work-in-progress	–	–
	iii. Raw Materials	–	–
2	Sundry Debtors		
	a. Debts Outstanding for a period exceeding six months	25,18,34,350.07	–
	b. Others	31,52,72,588.73	(8,51,75,462.37)
3	Cash in hand (including cheques/drafts and imprest)	12,19,210.00	33,960.00
4	Bank Balances		
	a. With Scheduled Banks	–	–
	i. On Current Accounts	32,95,07,112.41	7,76,41,419.45
	ii. On Deposit Accounts(includes margin money)	4,95,10,04,686.72	–
	iii. On Savings Accounts	–	–
	b. With non-scheduled Banks	–	–
	i. On Current Accounts	–	–
	ii. On Deposit Accounts	–	–
	iii. On Savings Accounts	–	–
5	Post Office-Savings Accounts	–	–
6	Others	–	–
	Total (A)	5,84,88,37,947.93	(75,00,082.92)
1	B. LOANS, ADVANCES AND OTHER ASSETS		
	Loans	–	–
	a. Staff	–	–

S.No.	Particulars	Current Year	Previous Year
	i. LTC Advance	49,99,036.00	35,46,623.00
	ii. General Office Expenses	8,93,339.00	7,49,793.00
	b. Other Entities engaged in activities/objectives similar to that of the Entity	–	–
	c. Other (TA and other Advance)	11,03,072.00	15,53,944.00
2	Advances and other amounts recoverable in cash or in kind or for value to be received		
	a. On Capital Account	–	–
	b. Prepayments	3,00,70,766.00	5,11,47,939.00
	c. Security Deposits	8,07,35,817.00	7,85,75,426.00
	d. Others	–	–
	i. TDS receivable	11,16,80,796.73	3,74,76,907.48
	ii. DAVP, State Govt.(ICT Assistance), DOP etc.	5,67,46,52,043.85	5,23,69,54,150.00
	iii. Contractors	1,62,96,707.00	40,03,16,602.00
3	Income Accrued		
	a. On Investments from Earmarked/Endowment Funds	1,15,74,374.61	–
	b. On Investments - Others	–	–
	c. On Loans and Advances	–	–
	d. Others (includes income due unrealized-Rs.....)	–	–
4	Claims Receivable	–	–
	Total (B)	5,93,20,05,952.19	5,81,03,21,384.48
	Total (A+B)	11,78,08,43,900.12	5,80,28,21,301.56

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 12 – INCOME FROM SERVICES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Authentication services	125,32,36,979.68	–
2	Enrollment services	4,40,70,887.56	–
3	Others (Re-printing Aadhaar)	21,66,37,966.10	2,91,01,272.00
	Total	151,39,45,833.34	2,91,01,272.00

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 13 – GRANTS/SUBSIDIES
(IRREVOCABLE GRANTS & SUBSIDIES RECEIVED)
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government	–	–
	a. Grant - Salary	46,92,03,188.00	61,95,36,505.00
	b. Grant - General	637,51,00,000.00	1,018,50,15,063.39
2	State Governments(s)	–	–
3	Government Agencies	–	–
4	Institutions/Welfare Bodies	–	–
5	International Organisations	–	–
6	Others (Specify)	–	–
	a. Unspent grant from UIDAI Fund	36,67,36,536.46	–
	Total	721,10,39,724.46	1,080,45,51,568.39

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 14 – FEES/SUBSCRIPTIONS
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR
THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Entrance Fee	–	–
2	Annual Fee/Subscription	–	–
3	Seminar/Program Fee	–	–
4	Professional/Consultancy Services	–	–
5	License Fee	19,68,34,977.68	15,29,66,287.43
6	Others (RTI fee, Tender fee, RFP fee, etc...)	35,178.00	13,54,059.00
	Total	19,68,70,155.68	15,43,20,346.43

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 15 – INCOME FROM INVESTMENTS
(INCOME ON INVEST FROM EARMARKED/ENDOWMENT FUNDS
TRANSFERRED TO FUNDS)
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Investment from Earmarked Fund	Investment from Earmarked Fund	Investment -Others	Investment -Others
		Current Year	Previous Year	Current Year	Previous Year
1	Interest				
	a. On Govt. Securities				
	b. Other Bonds/Debentures				
	c. Others				
2	Dividends				
	a. On Shares				
	b. On Mutual Funds Securities				
	c. Others (Specify)				
	Total				
	Transferred To Earmarked/ Endowment Funds				

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 16 – INCOME FROM ROYALTY, PUBLICATIONS ETC
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Income from Royalty		
2	Income from Publications		
3	Others (specify)		
	Total		

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



SCHEDULE 17 – INTEREST EARNED
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	On Term Deposits	–	–
	a. With Scheduled Banks	–	–
	i. On receipts from GIA	–	20,81,53,598.50
	ii. On other receipts	6,76,84,889.00	1,76,68,221.00
	b. With Non-Scheduled Banks	–	–
	c. With Institutions	–	–
	d. Others (Escrow A/c with EIL)	–	1,27,23,603.00
2	On Savings Accounts	–	–
	a. With Scheduled Banks	–	–
	b. With Non-Scheduled Banks	–	–
	c. Post Office Savings Accounts	–	–
	d. Others	–	–
3	On Loans	–	–
	a. Employees/Staff	–	–
	b. Others	–	–
4	Interest on Debtors and Others Receivables	–	–
	Total	6,76,84,889.00	23,85,45,422.50

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 18 – OTHER INCOME
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Profit on Sale/disposal of Assets:	–	–
	a. Owned assets	–	–
	b. Assets acquired out of grants, or received free of cost	–	(3,73,651.75)
2	Liquidated damages, penalty realized	24,78,57,157.17	22,86,50,393.18
3	Fees for Miscellaneous Services	–	–
4	Rent	5,76,000.00	4,83,000.00
5	Miscellaneous Income	7,92,694.12	31,17,385.72
	Total	24,92,25,851.29	23,18,77,127.15

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 19 – INCREASE/(DECREASE) IN STOCK OF FINISHED
GOODS AND WORK IN PROGRESS
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR
THE YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Closing Stock		
	a. Finished Goods		
	b. Work-in-progress		
2	Less Opening Stock		
	a. Finished Goods		
	b. Work-in-progress		
	Net Increase/(Decrease) [1-2]		

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 20 – ESTABLISHMENT EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Salaries and Wages	38,72,07,578.00	36,25,49,086.00
2	Overtime Allowance	47,82,411.00	–
3	Allowances and Bonus	40,51,239.00	67,75,124.00
4	Medical Treatment	55,39,423.00	36,33,618.00
5	Tuition fee reimbursement	2,38,82,390.00	42,97,112.00
6	Domestic Travel Expenses	16,03,695.00	2,44,33,796.00
7	Foreign Travel Expenses	58,66,346.00	11,54,438.00
8	Contribution to NPS	4,33,747.00	37,39,838.00
9	Contribution to Gratuity Fund	–	–
10	Leave Salary Pension Contribution	12,01,57,746.00	2,37,66,683.00
11	Expenses on Employees' Retirement and Terminal Benefits	–	–
12	Contribution to Other Fund	–	–
13	Staff Welfare Expenses	–	–
14	Other (Leave Encashment & Honorarium)	18,68,814.00	41,29,865.00
	Total	55,53,93,389.00	43,44,79,560.00

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 21 – OTHER ADMINISTRATIVE EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Purchase	–	–
2	Labour and Processing Expenses	–	–
3	Cartage and Carriage Inwards	–	505.64
4	Electricity and Power	2,84,95,979.26	2,80,00,956.34
5	Water Charges	19,44,001.88	22,21,505.16
6	Insurance	33,935.00	–
7	Repairs and Maintenance	40,53,963.42	62,06,377.20
8	Excise Duty	–	–
9	Rent, Rates and Taxes	12,24,10,334.06	15,09,46,726.84
10	Vehicles Running and Maintenance	2,97,337.19	3,41,417.44
11	Postage, Telephone and Communication Charges	60,71,497.13	66,21,062.83
12	Printing and Stationary	35,21,677.94	44,26,786.39
13	Travelling and Conveyance Expenses	2,89,87,990.82	3,24,08,573.05
14	Expenses on Seminar/Workshops	5,27,552.00	27,10,138.00
15	Subscription Expenses	13,83,308.00	9,75,747.00
16	Expenses on Fees	–	–
17	Auditors Remuneration	–	–
18	Hospitality Expenses	33,59,554.10	30,41,525.11
19	Professional Charges	1,12,35,942.06	1,23,44,625.00
20	Books and Periodicals	85,081.00	48,011.00
21	Recruitment Expenses	–	–
22	Provision for Bad and Doubtful Debts/Advances	–	–
23	Irrecoverable Balances Written-off	–	–
24	Packing Charges	–	–
25	Freight and Forwarding Expenses	–	–
26	Distribution Expenses	25,000.00	20,05,859.00
27	Advertisement and Publicity	56,18,439.73	19,64,728.22
28	Legal Charges	1,48,15,374.00	1,36,49,015.00
29	Payment to Contractual Staff (MTOs, Office Boys, etc.)	6,23,92,432.15	5,39,43,685.88
30	Others	–	–
	i. Sitting Fees	1,200.00	8,000.00
	ii. Annual Maintenance Charges	28,00,668.74	6,53,967.06
	iii. Office Expenses	9,74,19,707.34	7,70,44,430.17
	Total	39,54,80,975.82	39,95,63,642.33

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 22 – OPERATIONAL EXPENSES
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Enrolment, Authentication and Updation.		
	a. Assistance to Registrars	172,49,35,003.00	157,84,47,944.00
	b. Quality Controls (Pre-ABIS)	3,38,25,916.32	3,27,82,566.36
	c. Advertisement and Publicity	4,73,00,417.54	30,96,78,846.11
	d. BPO Updation Cost	6,99,26,216.36	6,32,09,683.00
2	Technology Operations		
	a. Office Expenses	1,32,11,31,002.03	143,70,48,578.23
	b. Rent, Rates & Taxes	–	–
	c. Professional Services/Managed Service Provider Cost	33,87,79,210.18	52,26,29,687.00
	d. Payment to HCL (MSP)	19,70,90,018.00	58,03,56,002.79
	e. Payment to CISF	5,40,89,452.00	–
	f. KM Portal Development Charges	–	9,31,975.00
3	Logistics and Other Communication		
	a. Printing Cost	23,09,29,883.87	21,64,30,514.79
	b. Dispatch Cost	13,73,47,872.92	1,19,83,655.09
	c. TFN/Contact Centre Cost	37,34,80,724.16	30,64,82,420.00
	d. Grievance Handling Operators	78,51,500.38	73,27,618.48
	e. Other Charges	91,886.16	4,150.00
4	Aadhaar Enabled Applications		
	a. ICT Assistance to States/UTs	–	4,41,84,349.00
	b. Micro ATM Assistance	–	–
	c. Development of Aadhaar based Applications	–	–
	d. AEA/ State Resource Person	31,52,936.00	1,34,05,736.00
	e. Other Charges	2,20,721.00	–
5	Other Support Operations		
	a. D. M. S.	–	–
	b. D. M. S. - QC	22,68,27,182.41	16,52,78,842.53

S.No.	Particulars	Current Year	Previous Year
	c. GRCP	7,35,73,951.00	5,27,78,481.40
	d. Training & Testing/ Certification	14,30,000.00	31,81,772.04
6	UBCC Operations		
	a. OE	–	–
	b. OAE	–	–
	c. Grants in Aid	–	–
7	Physical Security		
	a. Salaries	19,93,17,205.00	21,14,57,961.00
	b. Office Expenses	5,27,48,515.56	2,25,24,896.95
	c. Rent, Rates & Taxes	40,82,594.00	38,94,234.00
	d. Other Charges	58,75,463.28	38,47,145.00
8	Information Technology		
	a. Office Expenses	98,56,490.67	53,29,582.06
	b. Rent, Rates & Taxes	–	–
	c. Professional Services (PMU, TSU, Other Contracts)	8,55,80,799.00	16,31,43,566.00
	d. Other Expenses	14,790.00	81,243.00
9	North Eastern Areas (UIDAI)		
	a. Logistics and Other Communication	–	–
	b. Other Charges	–	–
	Total	519,94,59,750.84	575,64,21,449.83

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

**SCHEDULE 23 – EXPENDITURE ON GRANTS, SUBSIDIES ETC
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Grants given to Institutions/Organisations		
2	Subsidies given to Institutions/Organisations		
	Total		

Note: Name of the Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General



**SCHEDULE 24 – INTEREST
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE
YEAR ENDED AT 31st MARCH 2020**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Interest		
	a. On Fixed Loans		
	b. On Other Loans (including Bank Charges)		
	c. Others (specify)		
2	Bank Charges		
	Total		

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

SCHEDULE 25 – SIGNIFICANT ACCOUNTING POLICIES FORMING PART OF ACCOUNTS FOR THE YEAR ENDED AT 31st MARCH, 2020

1. BASIS OF ACCOUNTING

- 1.1 The financial statements are prepared as per the Unique Identification Authority of India (Form of Annual Statement of Accounts) Rules, 2018, which were framed by Central Government in consultation with the Controller and Auditor General of India.
- 1.2 Accounts have been prepared on accrual basis.

2. INVESTMENTS

- 2.1 Investments classified as “long term investments” are carried at cost. Provision for the decline, other than temporary, is made in carrying cost of such investments.
- 2.2 Investments classified as “Current” are carried at lower of cost and fair value. Provision for the shortfall on the value of such investments is made for each investment considered individually and not on a global basis.
- 2.3 Cost includes acquisition expenses like brokerage, transfer stamps.

3. FIXED ASSETS

- 3.1 Tangible Assets - Tangible assets are carried at cost less accumulated depreciation and impairment losses, if any. The cost of fixed assets comprises its purchase price net of any trade discounts and rebates, any import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other incidental expenses and interest on borrowings attributable to the acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on tangible assets after its purchase / completion is capitalized only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.
- 3.2 Capital Work in Progress - Expenditure incurred on construction of assets which are not ready for their intended use are carried at cost less impairment (if any), under Capital Work-in-Progress. The cost includes the purchase cost including import duties and non-refundable taxes, any directly attributable costs.
- 3.3 Intangible Assets - The cost of intangible assets comprises its purchase price net of any trade discounts and rebates, any import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other incidental expenses and interest on borrowings attributable to acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on intangible assets after its purchase/completion is capitalised only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.

Costs relating to acquisition of software are capitalised as “Intangible assets”. Software costs are amortised within a period of three years on straight line method with 5% residual value.

- 3.4 Fixed Assets received by way of non-monetary grants, (other than towards the Corpus Fund), are capitalized at values stated, by corresponding credit to Capital Contribution.

4. DEPRECIATION

- 4.1. Depreciation on fixed assets has been provided on the Straight Line Method (SLM) with effective life of the assets and 5% residual value (10% in case of Laptop, Tablet) as mentioned below:

S.No.	Description of Assets	Depreciation rate	Retention period	Remarks
1	Servers, Network, Storage, Security devices, other biometric device, Data processing unit(DPU)	15.83%	6 years	As per Schedule II of the Companies Act, 2013
2	Desktops , Monitors , Printers, Scanners, Switch , other IT tools	31.67%	3 years	As per Schedule II of the Companies Act, 2013
3	Software	31.67%	3 years	As per UIDAI internal policy
4	Mobile Handset	47.50%	2 years	As per UIDAI internal policy (with 5% residual value)
5	Laptop, Tablet	30%	3 years	As per UIDAI internal policy (with 10% residual value)
6	Office Equipments	19%	5 years	As per Schedule II of the Companies Act 2013
7	Furniture & Fixtures	9.50%	10 years	As per Schedule II of the Companies Act 2013
8	Building	1.58%	60 years	As per Schedule II of the Companies Act 2013
9	Plant & Machinery	6.33%	15 years	As per Schedule II of the Companies Act 2013
10	Vehicle (Car)	11.88%	8 years	As per Schedule II of the Companies Act 2013

- 4.2 In respect of additions to/deductions from fixed assets during the year, depreciation is considered on pro-rata basis.
- 4.3 Assets costing Rs. 5,000 or less each are fully provided.

5. GOVERNMENT GRANTS/SUBSIDIES AND RECEIPTS OTHER THAN GOVERNMENT ASSISTANCE

- 5.1 Government grants to the extent realized have been fully credited to the Fund called “Unique Identification Authority of India Fund”, hereinafter called “UIDAI Fund”.
- 5.2 All other receipts excluding interest on Grant have been credited fully to 'UIDAI Fund'.
- 5.3 As no specific schedule has been given in the prescribed format of the Balance Sheet for the “UIDAI Fund”, 'Schedule-3' namely 'Earmarked / Endowment Funds' has been used for UIDAI Fund. The schedule has been re-named as “Earmarked / Endowment / UIDAI Fund”.
- 5.4 The credit of grants and other receipts as mentioned above in point 5.1 and 5.2 is as per Section 25 of the Aadhaar Act, 2016 (as amended), the same is reproduced below :

“25(1) There shall be constituted a Fund to be called the 'Unique Identification Authority of India Fund' and there shall be credited thereto-

- (a) all grants, fees and charges received by the Authority under this act; and
 - (b) all sums received by the Authority from such other sources as may be decided upon by the Central Government.
- (2) The Fund shall be applied for meeting-
- (a) the salaries and allowances payable to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and
 - (b) the expenses on objects and for purposes authorized by this Act”.

5.5 Rate of License Fees from AUA/KUA/ASA is as under:

Type of Agency	Pre-Production License		Production License	
	Fees	Validity Period	Fees	Validity Period
AUA/KUA	5 Lakh	3 months	20 Lakh	2 years
ASA	10 Lakh	3 months	1 Cr	2 years

In the previous financial years, the license fees was booked as income in the same year. As advised by the Audit in the Separate Audit Report (SAR) for accounts of FY 2018-19, the income from License fees is being booked on proportionate basis i.e. from the date of raising of invoice to the end of current financial year and the balance amount is booked as “income received in advance” to be booked in the coming financial years on proportionate basis. Accordingly, out of total income from License fees of ₹52,75,80,000/- in the Financial year 2019-20, ₹19,65,32,511/- has been booked as the income of current financial year and the balance amount of ₹33,10,47,489/- has been booked as income received in advance to be booked in the next financial years.

6. FOREIGN CURRENCY TRANSACTIONS

- 6.1 Transactions denominated in foreign currency are accounted at the exchange rate prevailing at the date of the transaction.
- 6.2 Current assets, foreign currency loans and current liabilities are converted at the exchange rate prevailing as at the year end and the resultant gain/loss is adjusted to cost of fixed assets, if the foreign currency liability relates to fixed assets, and in other cases is considered to revenue.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

SCHEDULE 26 – CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS FORMING PART OF ACCOUNTS FOR THE YEAR ENDED AT 31st MARCH, 2020

1. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – ₹218,84,50,349/-
(A net claim of ₹218.8 Cr has been filed by M/s. HCL Infosystem Ltd. in the two ongoing arbitrations which are being contested, details at point (h) below)
- b. In respect of:
 - i. Bank guarantees given by/on behalf of the Entity - Nil
 - ii. Letters of Credit opened by Bank on behalf of the Entity - Nil
 - iii. Bills discounted with banks - Nil
- c. There is disputed demands as on 31st March 2019, in respect of TDS Defaults of ₹64,22,420/- in Head Office and Regional Offices.
- d. Service Tax – NIL
- e. Municipal Taxes - NIL
- f. In respect of claims from parties for non-execution of orders, but contested by the Entity – NIL
- g. In respect of agreements with vendors - ₹50,92,32,782/- has been withheld.
- h. Details of Court cases pending against UIDAI for ₹2,79,99,93,274/- as on 31st March 2020 :

S.No.	Suit filed by	Matter pending in	Financial claim of the petitioner (₹)	Remarks
1	Shri Ravi Mohan Pandey Vs. State of Uttar Pradesh through DM Shravasti and UIDAI	Consumer Forum, Shravasti	1,00,000.00	Rupees One lakh has been demanded by the petitioner from enrolment agency
2	Tulip Telecom Ltd.	Delhi High Court	8,72,31,446.00	Claim lodged for ₹8,72,31,446, UIDAI forfeited BG of this amount
3	HCL Infosystem Ltd.	Arbitration and Conciliation Act, 1996	39,74,49,828.00	Claim for ₹39,74,49,828/- for enhanced rates against extension of contract
4	HCL Infosystem Ltd.	Arbitration and Conciliation Act, 1996	216,98,90,000.00	Claim for ₹216,98,90,000/- against deductions made by UIDAI
5	M/s Serco BPO Services Pvt. Ltd.	Arbitration and Conciliation Act, 1996	5,14,00,000.00	Original Claim by M/s. Serco ₹3.28 Cr & revised claim ₹5.14 Cr
6	M/s Reliance Communication Ltd (RCOM)	Delhi High Court	8,95,00,000.00	(Claim by M/s RCOM ₹8.95 Cr)
7	M/s i-Energizer IT Services Pvt Ltd	Patala House District Court, New Delhi	44,22,000.00	(Claim by M/s i-Energizer ₹44.22 lakh)

Note:

- A. In case filed by M/s. Tulip Telecom Ltd., the amount of claim lodged already available with UIDAI as the BG was forfeited for the same amount.
- B. The amount of ₹39,74,49,828/- and ₹216,98,90,000/- mentioned at sr. no. 3 & 4 of the table have been taken from the claim statement filed by M/s.HCL Infosystem Ltd. in two arbitrations, and are subject to being awarded by the Tribunal, which may be an amount different than the amounts claimed and subject to the consideration of the following facts also :
- i) The said amount of ₹39,74,49,828/- and ₹216,98,90,000/- do not include the interest claimed, as liability to pay interest is barred under the MSP Agreement, however the same is discretionary under the Arbitration and Conciliation Act.
 - ii) The UIDAI also have a counter claim of ₹37,88,89,479/- against HCL Infosystem Ltd. The quantum of the counter claim is still being worked out by UIDAI and final claim may vary.
 - iii) The liability is purely contingent upon the award of the Arbitral Tribunal.
- C. Apart from above there are some other pending cases also in which, financial implication is either Nil or not ascertainable.

2. CAPITAL COMMITMENTS

Estimated value of contracts remaining to be executed on capital account and not provided for (net of advances) - NIL.

3. LEASE OBLIGATIONS

Future obligations for rentals under finance lease arrangements for Plant and Machinery amount to - NIL.

4. RETIREMENT BENEFITS

There is no liability towards retirement benefit as all the employees of UIDAI are on deputation basis from the other Ministries/Departments and Government agencies.

5. CURRENT ASSETS, LOANS AND ADVANCES

- 5.1 The current assets, loans and advances have a value on realization in the ordinary course of business, equal at least to the aggregate amount shown in the Balance Sheet.
- 5.2 UIDAI has hired two agencies for providing services relating to enrollment, biometric and demographic update of Aadhaar for the general public across the India through Aadhaar Seva Kendra (ASK). These agencies collect fee from general public in cash on behalf of UIDAI and deposits the same in UIDAI Bank account.
- 5.3 Major advances are given in three categories namely ICT Assistance to States for Aadhaar related works, Aadhaar letter dispatch charges to D/o Posts and for Media campaigns to DAVP/AIR/Doordarshan. Till the receipt of invoice/utilization certificates, these advances are shown under the head Loans & Advances in the balance sheet and booked as expenditure, as and when invoice/utilization certificates are received from these agencies. Utilization Certificates (UCs) worth about ₹89 Cr in the FY 2018-19 and ₹186 Cr in the FY 2019-20 were received from the agencies and also accounted for in the books of UIDAI.



6. TAXATION

UIDAI has receipts on account of license fees, authentication services, enrollment services, liquidated damages and penalties, interest on deposits etc., which are shown in Schedule-3, UIDAI Fund. As per the Section 50A of the Aadhaar Act, 2016 (as amended), UIDAI has been exempted from Income Tax on all its income, hence no provision for 'Income Tax' has been made.

7. PRIOR PERIOD ADJUSTMENTS

- 7.1 Utilization certificates received for the period prior to 1st April 2019 have been booked as prior period expenses.
- 7.2 All Expenses and income pertaining to period prior to FY 2019-20 booked as prior period expenses and prior period income respectively.
- 7.3 All the prior period items are shown separately in Income & Expenditure Account.

8. SALE OF SCRAP

During the FY 2019-20, an amount of ₹26,46,928/- realized on account of sale of office equipments and wooden structures, which were fixed in the old office at LIC Jeevan Bharti building on as is where basis. As the item wise mapping of these assets was not possible, the same is reduced from the gross block of Office equipment of Fixed Asset of UIDAI, HQ.

9. As advised by the Audit in the Separate Audit Report (SAR) for accounts of FY 2018-19, following changes have been incorporated in different schedules. :
 - 9.1 Autosweep balance shown as "Other investment" in the Schedule 10 of the FY 2018-19 has been regrouped and shown as Bank Balance in Schedule 11 in the current year. However, the corresponding figures of the financial year 2018-19 have not been regrouped.
 - 9.2 Advances received from Debtors were shown as "Debtors" in the Schedule 11 of the FY 2018-19 has been regrouped and shown as Current Liability in Schedule 7 in the current year. However, the corresponding figures of the previous financial year 2018-19 have not been regrouped.
 - 9.3 Debtors more than 6 months old are separately shown in the current financial year. However, the figures of previous financial year have not been recalculated.
 - 9.4 Interest earned on Government Grant for the current year and the FY 2018-19, which is to be credited to the respective grants itself i.e. to be deposited in Consolidated Fund of India have been shown in current liabilities.
 - 9.5 Retained earnings of the FY 2017-18 which were pending to be deposited in Consolidated Fund of India have been shown in current liabilities.
 - 9.6 Previous year figures are regrouped and rearranged wherever necessary.

Schedules 1 to 26 are annexed to, and form an integral part of the Balance Sheet as at 31st March 2020, the Income and Expenditure Account and the Receipts and Payments Account for the year ended on that date.

Sd/-
Pay and Accounts Officer

Sd/-
Assistant Director General

Sd/-
Chief Executive Officer

10. ANNEXURES

10.1 Annexure I: Aadhaar Act

The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Bill, 2016 was introduced by the Government in the Lok Sabha on 03-03-2016, subsequent to the Cabinet approval for introduction of the same on 29-02-2016. The Bill was discussed and passed by the Parliament on 16-03-2016 and received the assent of the President on 25 March, 2016. The Act was published in the Official Gazette of India, Extraordinary, Part II, Section I, dated the 26 March, 2016 (Act No. 18 of 2016; referred to as “Aadhaar Act, 2016”) by the Legislative Department, for general information. The Aadhaar Act, 2016 has come into force on 12.07.2016 and 12.09.2016 after notification of various Sections of the Act.

The Aadhaar Act, 2016 provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India, to individuals residing in India through assigning of unique identity numbers (called Aadhaar numbers) to such individuals and for matters connected therewith or incidental thereto.

Some of the Key salient features of Aadhaar Act 2016 have been listed below:

1. Section 1: Statutory Basis to Aadhaar & Commencement of Act on announcement of the date.
2. Section 3: Every Resident is entitled to get Aadhaar. Resident is an Individual residing in India for 182 days or more in the immediately preceding one year.
3. Section 7: Empowers Central/State ministries/departments to require Aadhaar for identifying individuals for availing Government Benefits, Subsidies or services from the consolidated fund of India.
4. Section 8: Aadhaar Authentication & Consent from the Aadhaar Holder.
5. Section 29: Restriction on Sharing information:
 - a. Resident consent required to collect Aadhaar and Identity information.
 - b. Aadhaar can only be used for the purpose disclosed at the time of collection of Aadhaar or authentication.
 - c. With consent, Aadhaar can be shared with relevant Agencies to establish eligibility
 - d. Core biometrics can never be given to any agency and be used for any other purpose.
 - e. Aadhaar cannot be published, displayed or posted publicly.
6. Section 40 & 42 : Provisions for punitive measures including fines and/or imprisonment up to 3 years for impersonation, unlawful dissemination/sharing of information. Applicable to both individuals and companies.
7. Section 57: An enabling section which allows the State or anybody Corporate or person, pursuant to any law, to seek Aadhaar for establishing identity of an individual.

For further details, please refer to the Aadhaar Act 2016 on the following link:
www.uidai.gov.in/images/the_aadhaar_act_2016.pdf available on UIDAI website.

Subsequently, a number of writ petitions were filed before various High Courts and the Supreme Court, inter-alia, challenging the validity of Aadhaar; both prior to and after the notification of Aadhaar Act, 2016. All these writ petitions were tagged by the Supreme Court with the main W.P. (Civil) No. 494/2012 in the matter of Justice K.S. Puttaswamy (Retd.) and Anr. vs Union of India and Ors. The final judgment in W.P. (Civil) No.494/2012 was pronounced on 26.09.2018 by a 5 Judge Constitution Bench of the Supreme Court, upholding the constitutional validity of Aadhaar; with few restrictions and changes.

Post Judgement on Aadhaar, decision was taken to bring necessary changes in the Aadhaar Act, 2016 to incorporate safeguards to ensure privacy, prevent misuse of personal information and prevent denial of services and benefits to eligible persons as per the directions of the Supreme Court and recommendations of Justice B.N.Srikrishna (Retd.) Committee. Besides, changes were also required in the Indian Telegraph Act, 1885 and Prevention of Money Laundering Act, 2002 to allow voluntary uses of Aadhaar authentication for obtaining SIM cards and opening of bank accounts respectively. Accordingly, the Aadhaar and Other Laws (Amendment) Bill, 2019 was passed by the Lok Sabha on 4th January, 2019 but could not be taken up by the Rajya Sabha as it was adjourned sine die. Later on, the Aadhaar and Other Laws (Amendment) Ordinance, 2019 (No. 9 of 2019) was promulgated by the President on 02.03.2019 and came into force at once.

Subsequently, the said Ordinance was replaced by the Aadhaar and Other Laws (Amendment) Act, 2019 (14 of 2019). This amended Act inter-alia provides for use of Aadhaar authentication by the State Government, for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom forms part of, the Consolidated Fund of State.

Salient features of the Aadhaar and Other Laws (Amendment) Act, 2019:

1. To provide for alternate numbers generated by the Authority to conceal the actual Aadhaar number of an individual;
2. To give an option to children to cancel their Aadhaar number on attaining the age of eighteen years;
3. To provide for voluntary use of Aadhaar number in physical or electronic form by authentication or offline verification or other mode(s);
4. Authentication or offline verification of Aadhaar number can be performed only with the informed consent of the Aadhaar number holder;
5. Prevention of denial of services for refusing to, or being unable to undergo authentication;
6. To place safeguards and restrictions on performing authentication;
7. To lay down the procedure for offline verification;
8. To confer power upon the Authority to give such directions as it may consider necessary to any entity in Aadhaar ecosystem;
9. For establishment of Unique Identification Authority of India Fund;
10. To enhance the restrictions on sharing of information;
11. To provide for civil penalties, its adjudication and appeal;
12. To omit Section 57 of the Aadhaar Act;
13. To allow the use of Aadhaar number for authentication on voluntary basis as acceptable KYC document under the Telegraph Act, 1885 and the Prevention of Money Laundering Act, 2002;



14. To allow the State Government also for the purpose of establishing identity of an individual as a condition for receipt of subsidy, benefit or service for which the expenditure is incurred from the Consolidated Fund of State under Section 7 of the said Act.

10.2 Annexure II: Aadhaar Regulations

The following Regulations and their amendments are notified pursuant to the said Aadhaar Act, 2016 and the Aadhaar and Other Laws (Amendment) Act, 2019:

Table 13. List of Regulations

S.No.	Regulations	Published Date
1	Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 - (No.1 of 2016)	14 September, 2016
2	Aadhaar (Enrolment and Update) Regulations, 2016 (No. 2 of 2016)	14 September, 2016
3	Aadhaar (Authentication) Regulations, 2016 (No. 3 of 2016)	14 September, 2016
4	Aadhaar (Data Security) Regulations, 2016 (No. 4 of 2016)	14 September, 2016
5	Aadhaar (Sharing of Information) Regulations, 2016 (No. 5 of 2016)	14 September, 2016
6	Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No. 1 of 2017)	15 February, 2017
7	Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 (No. 2 of 2017)	7 July, 2017
8	Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 (No. 3 of 2017)	11 July, 2017
9	Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No. 5 of 2017)	31 July, 2017
10	Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2018 (No. 1 of 2018)	12 January, 2018
11	Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 (No. 2 of 2018)	31 July, 2018
12	Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 (No. 1 of 2019)	7 March, 2019
13	The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 (No. 3 of 2019)	9 September, 2019
14	Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)	22 January, 2020
15	Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No.2 of 2020)	22 January, 2020

The aforementioned regulations help in day-to-day functioning of UIDAI. The regulations are available on www.uidai.gov.in/legal-framework/acts/regulations.html on UIDAI website.

10.3 Annexure III: List of Acceptable Supporting Documents for Verification

Proof of Identity (PoI) documents containing Name and Photo	
<ol style="list-style-type: none"> 1. Passport 2. PAN Card 3. Ration/PDS Photo Card 4. Voter ID 5. Driving License 6. Government Photo ID Cards/Service photo identity card issued by PSU 7. NREGS Job Card 8. Photo ID issued by Recognized Educational Institution 9. Arms License 10. Photo Bank ATM Card 11. Photo Credit Card 12. Pensioner Photo Card 13. Freedom Fighter Photo Card 14. Kissan Photo Passbook 15. CGHS/ECHS Photo Card 16. Address Card having Name and Photo issued by Department of Posts 17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/update. 18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations 19. Bhamashah Card/Jan-Aadhaar card issued by Government of Rajasthan 20. Certificate from Superintendent/Warden/ Matron/ Head of Institution of recognized shelter homes for orphanages, homes, etc on UIDAI standard certificate format for enrolment/update. 21. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor on UIDAI standard certificate format for enrolment/update. 22. Certificate of Identity having photo issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/update. 23. Gazette notification for name change 24. Marriage certificate with photograph 25. RSBY Card 26. SSLC book having candidates photograph 27. ST/SC/OBC certificate with photograph 28. School Leaving Certificate (SLC)/School Transfer Certificate (TC), containing name and photograph 29. Extract of School Records issued by Head of School containing name and photograph 30. Bank Pass Book having name and photograph 31. Certificate of Identity containing name and photograph issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/update. 32. Certificates of Identity containing Name, DoB and Photograph issued by Employees' Provident Fund Organization (EPFO) on UIDAI standard certificate format for enrolment/update. 	<ol style="list-style-type: none"> 1. PDS Card 2. MNREGA Job Card 3. CGHS/State Government/ECHS/ESIC Medical card 4. Pension Card. 5. Army Canteen Card. 6. Passport 7. Birth Certificate issued by Registrar or Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil, etc. 8. Any other Central/State government issued family entitlement document. 9. Marriage Certificate issued by the government. 10. Address card having name and photo issued by Department of Posts. 11. Bhamashah Card/Jan-Aadhaar card issued by Government of Rajasthan 12. Discharge card/slip issued by Government hospitals for birth of a child. 13. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor or Gazetted Officer on UIDAI standard certificate format for enrolment/update. 14. Certificate of Identity having photo and relationship with HoF issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/update.
	DoB (Date of Birth) documents containing Name and DoB
	<ol style="list-style-type: none"> 1. Birth Certificate 2. SSLC Book/Certificate 3. Passport 4. Certificate of Date of Birth issued by Group A Gazetted Officer on UIDAI standard certificate format for enrolment/update. 5. A certificate (on UIDAI standard certificate format for enrolment/update) or ID card having photo and Date of Birth (DoB) duly signed and issued by a Government authority. 6. Photo ID card having Date of Birth issued by Recognized Educational Institution. 7. PAN Card. 8. Mark sheet issued by any Government Board or University. 9. Government Photo ID Card/Photo Identity Card issued by PSU containing DoB. 10. Central/State Pension Payment Order 11. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card 12. School Leaving Certificate (SLC)/School Transfer Certificate (TC), containing Name and Date of Birth 13. Extract of School Records issued by Head of School containing Name, Date of Birth and Photograph 14. Certificate of Identity containing Name, DoB and Photograph issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/update. 15. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/update.
Proof of Relationship (POR) documents containing Name of applicant and Name of Head of Family(HoF)	

Proof of Address(PoA) documents containing Name and Address

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| <ol style="list-style-type: none"> 1. Passport 2. Bank Statement/Passbook 3. Post Office Account Statement/Passbook 4. Ration Card 5. Voter ID 6. Driving License 7. Government Photo ID cards/service photo identity card issued by PSU 8. Electricity Bill (not older than 3 months) 9. Water bill (not older than 3 months) 10. Telephone Landline Bill (not older than 3 months) 11. Property Tax Receipt (not older than 1 year) 12. Credit Card Statement (not older than 3 months) 13. Insurance Policy 14. Signed Letter having Photo from Bank on letterhead 15. Signed Letter having Photo issued by registered Company on letterhead 16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead or Photo ID having address issued by Recognized Educational Institution 17. NREGS Job Card 18. Arms License 19. Pensioner Card 20. Freedom Fighter Card 21. Kissan Passbook 22. CGHS/ECHS Card 23. Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/update. 24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/update. 25. Income Tax Assessment Order 26. Vehicle Registration Certificate 27. Registered Sale/Lease/Rent Agreement 28. Address Card having Photo issued by Department of | <p>Posts</p> <ol style="list-style-type: none"> 29. Caste and Domicile Certificate having Photo issued by State Government. 30. Disability ID card/handicapped medical certificate issued by respective State/UT Governments/ Administrations 31. Gas Connection Bill (not older than 3 months) 32. Passport of Spouse 33. Passport of Parents (in case of Minor) 34. Allotment letter of accommodation issued by Central/State government (not more than 3 years old) 35. Marriage Certificate Issued by the Government, containing address 36. Bhamashah Card/Jan-Aadhaar card issued by Government of Rajasthan. 37. Certificate from Superintendent /Warden / Matron / Head of Institution of recognized shelter homes for orphanages, homes etc. on UIDAI standard certificate format for enrolment/update. 38. Certificate of address having photo issued by Municipal Councillor on UIDAI standard certificate format for enrolment/update. 39. Identity Card issued by recognized educational institutions 40. SSLC book having photograph 41. School Identity card 42. School Leaving Certificate (SLC)/School Transfer Certificate (TC), containing Name and Address 43. Extract of School Records containing Name, Address and Photograph issued by Head of School 44. Certificate of Identity containing Name, Address and Photograph issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/update. 45. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/update. |
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- **Bring original documents for Enrolment/Update. No photocopy required.**
- **Original documents are scanned and given back to you.**

10.4 Annexure IV: Aadhaar Saturation Report as on 31 March 2020

State/UT wise Aadhaar Saturation as on 31 March 2020				
S.No.	State Name	Total Population (Projected 2019)	Numbers of Aadhaar assigned (Live)	Saturation % (Live)
1	Delhi	1,84,98,192	2,18,62,993	118.2%
2	Haryana*	2,77,93,351	2,90,70,634	104.6%
3	Kerala	3,54,61,849	3,65,99,471	103.2%
4	Himachal Pradesh*	73,84,022	75,85,833	102.7%
5	Punjab*	2,98,75,481	3,04,45,158	101.9%
6	Goa*	15,64,349	15,91,550	101.7%
7	Telangana	3,89,19,054	3,93,38,889	101.1%
8	Uttarakhand	1,11,40,566	1,11,22,669	99.8%
9	Chandigarh*	11,42,479	11,35,138	99.4%
10	Lakshadweep	72,172	70,613	97.8%
11	Dadra & Nagar Haveli and Daman & Diu*	6,07,223	5,86,129	96.5%
12	Gujarat*	6,48,01,901	6,23,19,137	96.2%
13	Chhattisgarh	2,89,89,789	2,74,70,935	94.8%
14	A & N Islands*	4,11,278	3,88,045	94.4%
15	Tamil Nadu	7,71,77,540	7,25,82,892	94.0%
16	Maharashtra	12,19,24,973	11,44,81,254	93.9%
17	Karnataka	6,68,34,193	6,27,23,434	93.8%
18	Odisha	4,58,61,035	4,28,88,645	93.5%
19	West Bengal	9,86,62,146	9,21,16,558	93.4%
20	Puducherry	13,94,026	12,88,937	92.5%
21	Andhra Pradesh*	5,33,90,841	4,93,34,539	92.4%
22	Jharkhand	3,79,33,898	3,47,11,333	91.5%
23	Mizoram	12,22,134	10,96,374	89.7%
24	Tripura	41,12,223	36,84,713	89.6%
25	Madhya Pradesh	8,38,49,671	7,49,87,528	89.4%
26	Uttar Pradesh*	23,33,78,519	20,48,16,373	87.8%
27	Rajasthan	7,95,84,255	6,91,57,253	86.9%
28	Sikkim	6,80,721	5,80,277	85.2%
29	Bihar	12,22,56,981	10,32,97,187	84.5%
30	Manipur	30,48,861	25,28,751	82.9%
31	Arunachal Pradesh	15,48,776	12,35,214	79.8%
32	Jammu Kashmir	1,34,68,313	1,05,20,770	78.1%
33	Ladakh	2,79,924	2,14,314	76.6%
34	Nagaland	22,18,634	12,70,107	57.2%
35	Meghalaya	33,20,226	10,07,449	30.3%
36	Assam	3,50,80,827	80,04,698	22.8%
Total		1,35,38,90,423	1,22,21,15,794	90.3%

*As per data provided by the State

Aadhaar Saturation in 0<5 Years Age band as on 31 March, 2020				
S.No.	State Name	Population 0<5 Y (Projected 2019)	Numbers of Aadhaar assigned (Live)	Saturation % (Live)
1	Haryana*	23,61,884	17,65,900	74.8%
2	Himachal Pradesh*	5,66,716	3,41,448	60.3%
3	Chandigarh*	87,776	47,340	53.9%
4	Goa*	1,08,545	47,865	44.1%
5	Dadra & Nagar Haveli and Daman & Diu*	58,859	25,782	43.8%
6	Andhra Pradesh*	38,06,444	16,03,866	42.1%
7	Uttarakhand	10,18,460	4,03,651	39.6%
8	A & N Islands*	31,125	12,129	39.0%
9	Punjab*	22,76,809	8,68,661	38.2%
10	Chhattisgarh	28,84,275	10,27,875	35.6%
11	Puducherry	1,05,240	36,777	34.9%
12	Delhi	15,25,061	5,28,055	34.6%
13	Telangana	29,16,815	9,78,104	33.5%
14	Odisha	39,93,856	12,52,214	31.4%
15	Gujarat*	58,54,485	17,65,128	30.2%
16	Karnataka	55,17,577	16,30,180	29.5%
17	Lakshadweep	5,659	1,505	26.6%
18	Mizoram	1,35,803	35,938	26.5%
19	Maharashtra	1,01,57,823	26,51,678	26.1%
20	Jammu Kashmir	15,17,863	3,76,249	24.8%
21	Tamil Nadu	56,47,395	13,16,714	23.3%
22	Kerala	26,05,488	5,91,401	22.7%
23	Jharkhand	41,98,056	9,34,432	22.3%
24	Madhya Pradesh	86,29,282	18,09,295	21.0%
25	Arunachal Pradesh	1,60,050	32,025	20.0%
26	West Bengal	79,20,324	14,06,321	17.8%
27	Manipur	2,87,530	49,350	17.2%
28	Bihar	1,50,34,144	24,72,838	16.4%
29	Uttar Pradesh*	2,39,94,499	39,30,731	16.4%
30	Tripura	3,61,333	54,510	15.1%
31	Sikkim	47,424	4,922	10.4%
32	Rajasthan	84,68,802	7,10,948	8.4%
33	Ladakh	32,242	1,338	4.1%
34	Nagaland	2,20,969	1,420	0.6%
35	Meghalaya	4,54,966	1,134	0.2%
36	Assam	36,16,024	8,781	0.2%
Total		12,66,09,603	2,87,26,505	22.7%

*As per data provided by the State

Aadhaar Saturation in 5<18 Years Age band as on 31 March 2020				
S.No.	State Name	Population 5<18 Y (Projected 2019)	Numbers of Aadhaar assigned (Live)	Saturation % (Live)
1	Delhi	45,73,319	49,19,599	107.6%
2	Haryana*	63,78,603	65,99,576	103.5%
3	Punjab*	60,84,878	59,87,334	98.4%
4	Himachal Pradesh*	15,39,413	15,14,345	98.4%
5	Dadra & Nagar Haveli and Daman & Diu*	1,42,656	1,36,164	95.4%
6	Chandigarh*	2,62,243	2,46,939	94.2%
7	Goa*	3,01,270	2,71,858	90.2%
8	Manipur	7,29,913	6,43,461	88.2%
9	Kerala	74,06,826	64,47,709	87.1%
10	Andhra Pradesh*	1,15,17,531	99,95,906	86.8%
11	Jharkhand	1,18,42,395	1,01,52,405	85.7%
12	A & N Islands*	90,265	76,830	85.1%
13	Gujarat*	1,65,95,119	1,39,70,169	84.2%
14	Karnataka	1,57,49,526	1,31,94,755	83.8%
15	Chhattisgarh	82,09,348	67,66,081	82.4%
16	Telangana	95,37,282	78,58,817	82.4%
17	Uttarakhand	32,24,846	26,40,938	81.9%
18	Mizoram	3,31,148	2,69,418	81.4%
19	Lakshadweep	16,729	13,574	81.1%
20	Puducherry	2,93,640	2,38,208	81.1%
21	Odisha	1,18,82,722	95,35,662	80.2%
22	Tamil Nadu	1,65,33,860	1,32,18,824	80.0%
23	Maharashtra	2,95,26,954	2,35,35,331	79.7%
24	Madhya Pradesh	2,46,87,305	1,94,38,254	78.7%
25	Tripura	10,14,929	7,77,643	76.6%
26	Bihar	4,10,86,599	3,11,53,521	75.8%
27	West Bengal	2,47,43,933	1,81,23,105	73.2%
28	Uttar Pradesh*	7,64,91,285	5,43,65,310	71.1%
29	Rajasthan	2,45,84,010	1,67,92,928	68.3%
30	Arunachal Pradesh	5,01,352	3,35,254	66.9%
31	Sikkim	1,81,333	1,05,181	58.0%
32	Jammu Kashmir	38,76,719	22,33,734	57.6%
33	Ladakh	82,349	39,812	48.3%
34	Nagaland	7,02,315	2,53,087	36.0%
35	Meghalaya	10,95,010	1,46,564	13.4%
36	Assam	99,70,334	5,69,137	5.7%
Total		37,17,87,959	28,25,67,433	76.0%

*As per data provided by the State

11. ABBREVIATIONS

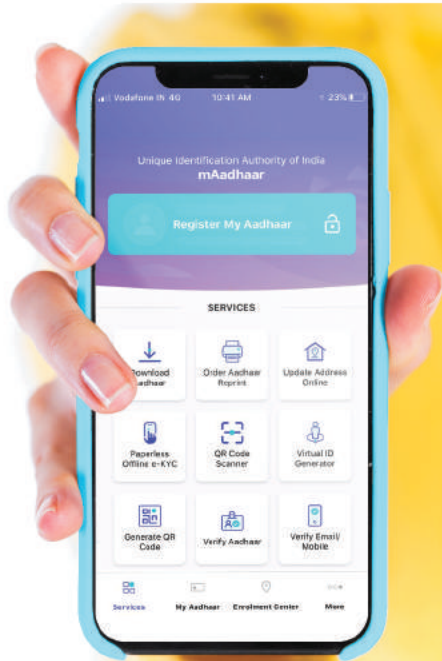
Abbreviation	Full Form
ADG	Assistant Director General
AEPS	Aadhaar Enabled Payment System
AON	Acceptance of Necessity
APB	Aadhaar Payment Bridge
API	Application Programming Interface
ASA	Authentication Service Agency
ASK	Aadhaar Seva Kendra
ATM	Automated Teller Machine
AUA	Authentication User Agency
B2C	Business-to-Consumer
BE	Budget Estimates
BHIM	Bharat Interface for Money
BPL	Below Poverty Line
BSNL	Bharat Sanchar Nigam Limited
C2B	Consumer-to-Business
CAB	Change Approval Board
CAG	Comptroller & Auditor General of India
CCF	Contact Centre Firms
CELC	Child Enrolment Lite Client
CEO	Chief Executive Officer
CGHS	Central Government Health Scheme
CIC	Central Information Commission
CIDR	Central Identities Data Repository
CPIOs	Central Public Information Officers
CRM	Customer Relationship Management
CSC	Common Service Centres
CSS	Cascading Style Sheets
DBT	Direct Benefit Transfer
DDG	Deputy Director General

Abbreviation	Full Form
DeitY	Department of Electronics & Information Technology
DIT	Department of Information Technology
DoB	Date of Birth
DoT	Department of Telecommunications
EAS	Expenditure Angle Sanction
ECHS	Ex-serviceman Contributory Health Scheme
EGoM	Empowered Group of Ministers
EID	Enrolment ID
EPIC	Electors Photo Identity Card
ESIC	Employees' State Insurance Corporation
FAA	First Appellate Authority
FAQs	Frequently Asked Questions
FIAC	Finance Inclusion Advisory Committee
FINTECH	Financial Technology
FY	Financial Year
G2C	Government-to-Citizen
GIA	Grant In Aid
GIGW	Guidelines For Indian Government Websites
GRCP-SP	Governance Risk Compliance and Performance Service Provider
HoF	Head of Family
Hqs	Headquarters
HR	Human Resource
HRD	Human Resource Development
HTML	Hypertext Mark-up Language
IAS	Indian Administrative Service
IBA	Indian Banks Association
ICC	Internal Complaints Committee
ICT	Information and Communications Technology
ID	Identity Document
IEC	Information, Education and Communication
IFSC	Indian Finance System Code

Abbreviation	Full Form
IRDA	Insurance Regulatory and Development Authority
ISO	International Organization for Standardization
IT	Information Technology
ITR	Income Tax Return
IVR	Interactive Voice Response
IVRS	Interactive Voice Response System
JAM	Jan-Dhan, Aadhaar and Mobile
JWG	Joint Working Group
KM Portal	Knowledge & Management Portal
KUA	e-KYC User Agency
KYC	Know Your Customer
LMS	Learning Management System
LPG	Liquefied Petroleum Gas
MEA	Ministry of External Affairs
MeitY	Ministry of Electronics and Information Technology
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MHA	Ministry of Home Affairs
MLA	Member of Legislative Assembly
MLC	Member of Legislative Council
MoRD	Ministry of Rural Development
MOUs	Memorandum of Understanding
MoWCD	Ministry of Women & Child Development
MP	Member of Parliament
MPLS	Multiprotocol Label Switching
MSD	Microsoft Dynamics
MSP	Managed Service Provider
NBFC	Non Banking Financial Company
NCIIPC	National Critical Information Infrastructure Protection Centre
NPCI	National Payment Corporation of India
NIC	National Informatics Centre
NISG	National Institute for Smart Governance

Abbreviation	Full Form
NITI	National Institution for Transforming India
NPR	National Population Register
NRI	Non Resident Indian
OAC	Order Aadhaar Card
OAR	Order Aadhaar Reprint
OCI	Overseas Citizen of India
OTP	One Time Password
OS	Operating System
P2P	Point to Point
P2P	Person to Person
PAC	Public Account Committee
PAHAL	PratyakshHanstantritLabh
PAN	Permanent Account Number
PBX	Private Branch Exchange
PCH	Platform Controller Hub
PDF	Portable Document Format
PDS	Public Distribution System
PEC	Permanent Enrolment Centre
PFRDA	Pension Fund Regulatory and Development Authority
POA	Proof of Address
POI	Proof of Identity
POSH	Prevention of Sexual Harassment
PoR	Proof of Relationship
PMLA	Prevention of Money Laundering Act
PM	Prime Minister
PMJAY	Pradhan Mantri Jan Arogya Yojna
PMO	Prime Minister Office
PSB	Public Sector Banks
P&T	Post & Telecommunications
PSU	Public Sector Undertaking
PVC	Polyvinyl Chloride

Abbreviation	Full Form
QR	Quick Response
RAS	Rapid Assessment System
RBI	Reserve Bank of India
RD	Registered Devices
RE	Revised Estimates
RFP	Request for Proposal
RGI	Registrar General of India
RKVY	Rashtriya Krishi Vikas Yojna
RO	Regional Office
RRBs	Regional Rural Bank
RTI	Right To Information
SEBI	Security Exchange Board of India
SED	State Education Department
SIM	Subscriber Identification Module
SMS	Short Message Service
SSLC	Secondary School Leaving Certificate
SSUP	Self Service Update Portal
SRT	Standard Response Template
STQC	Standardization Testing and Quality Certificate
TCA	Testing and Certification Agency
TEE	Trusted Execution Environment
TPDS	Targeted Public Distribution System
UI	User interface
UID	Unique Identification
UIDAI	Unique Identification Authority of India
URN	Update Request Number
UT	Union Territories
UX	User Experience
VID	Virtual ID
W3C	World Wide Web Consortium
XML	Extensible Markup Language



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