



सत्यमेव जयते

Unique Identification Authority of India



CITIZEN'S CHARTER FOR
UNIQUE IDENTIFICATION AUTHORITY OF INDIA

January 2024



CONTENTS

1.	Introduction	3
2.	Our Vision	3
3.	Mission Statement	3
4.	Stakeholders	4
5.	Our Services	5
6.	Standards of services provided by UIDAI	7
6.1.	Aadhaar Enrolment	7
6.2.	Aadhaar Generation	11
6.3.	Letter Delivery/e-Aadhaar	12
6.4.	Demographic and Biometric Update Service	13
6.5.	Document Update Service	18
6.6.	Authentication Service	19
7.	The Aadhaar Online Services	20
8.	Grievance Redress Mechanism	22
9.	RTI (Right to Information Act, 2005)	25
10.	Contact Points for obtaining service benefits	26
11.	Indicative Expectations from the Stakeholders	28
12.	Miscellaneous	28
12.1	Month and Year of next review of the Citizen's Charter	28

1. INTRODUCTION

UIDAI has been set up for providing a unique identification numbers (UID) called “Aadhaar”, to all residents of India. This identity is (a) robust enough to eliminate duplication and fake identities and (b) capable of being verified and authenticated in simple, cost-effective manner.

2. OUR VISION

The Vision of UIDAI is to empower residents of India, with a unique identity and a digital platform to enable authentication anytime, anywhere.

3. MISSION STATEMENT

- To facilitate the provision of good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India or Consolidated Fund of the State to individuals residing in India through assigning of unique identity numbers.
- To develop policy, procedure and system for issuing Aadhaar number to individuals, who request for the same by submitting their demographic and biometric information, by undergoing the process of enrolment.
- To develop policy, procedure and systems, for Aadhaar number holders for updating and authenticating their digital identity.
- Ensure availability, scalability and resilience of the Aadhaar technology infrastructure.
- Build a strong and robust 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 the compliance of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (“**Aadhaar Act, 2016**”), as amended, by all individual and agencies in letter and spirit.
- To make regulations & rules consistent with the Aadhaar Act, 2016 (as amended), for implementing the provisions of the Aadhaar Act, 2016 (as amended).

4. STAKEHOLDERS

SL. No	Stakeholder	Description
1.	Resident Indian	<p>“Resident Indian” is an individual seeking to enrol or update, who has resided in India for a period or periods amounting in all to one hundred and eighty-two days (>182) or more in the twelve months immediately preceding the date of application for enrolment. This condition is also applicable for Resident Foreign National.</p> <p>Note: The residential condition of 182 days is not applicable for Non-Resident Indian (NRI) and is eligible for enrolment on his arrival in India.</p>
2.	Registrar	<p>“Registrar” means any entity authorized or recognized by the Authority for the purpose of enrolling individuals under Aadhaar Act 2016.</p>
3.	Enrolling Agency	<p>“Enrolling Agency” means an agency appointed by the Authority or a Registrar, as the case maybe, for collecting demographic and biometric information of individuals under Aadhaar Act 2016.</p>
4.	Banks/ Financial Institutions	<p>Banks and other Financial Institutions interface with Aadhaar Payment Bridge (APB) and Aadhaar Enabled Payment System (AePS) linking Aadhaar to bank account to accomplish the goal of “Targeted Delivery” and “Financial Inclusion”</p>
5.	Authentication Service Agencies (ASA)	<p>“Authentication Service Agency” or “ASA” shall mean a licensed entity providing necessary infrastructure for ensuring secure network connectivity and related services for enabling a requesting entity to perform authentication using the authentication facility provided by the Authority.</p>
6.	Authentication User Agencies (AUA)	<p>“Authentication User Agency” or “AUA” means a requesting entity that uses the Yes/ No authentication facility provided by the Authority.</p>
7.	KYC User Agency (KUA)	<p>“e-KYC User Agency” or “KUA” shall mean a requesting entity which, in addition to being an AUA, uses e-KYC authentication facility provided by the Authority.</p>

SL. No	Stakeholder	Description
8.	OEMs and other Technology Partners	Agencies that innovate and develop devices, software solutions and peripheral components compliant with Aadhaar enrolment and authentication framework.
9.	Logistics Partners	Agencies that collate, transport and archive documents collected during enrolment. Logistics Partners print and deliver Aadhaar letters and Aadhaar PVC cards to Aadhaar number holders.
10.	Requesting Entity	“Requesting Entity” means an agency or person that submits the Aadhaar number, and demographic information or biometric information, of an individual to the Central Identities Data Repository for authentication.
11.	Sub AUA	“Sub-AUA” means a requesting entity that uses the Yes/ No authentication facility provided by the Authority through an existing AUA.
12.	Sub KUA	“Sub-KUA” means a requesting entity that uses e-KYC authentication facility provided by the Authority through an existing KUA.

5. OUR SERVICES

SL. No	Service	Description
1.	Aadhaar Enrolment	The process, as may be specified by Regulations, to collect demographic and biometric information from individuals by the enrolling agencies for the purpose of issuing Aadhaar number to such individual under Aadhaar Act 2016.
2.	Aadhaar Generation	Aadhaar Generation involves process like quality check, packet validation, demographic and biometric de-duplication etc. Aadhaar is generated successfully only if: Quality of enrolment data meets prescribed standards laid down by UIDAI. The enrolment packet passes all the validations done in CIDR No Demographic/Biometric duplicate is found
3.	Aadhaar Letter /card Delivery /	UIDAI through its logistics partner (s) delivers printed Aadhaar letters / cards to Aadhaar number holder. It also provides a web based solution to

	e-Aadhaar	download a digitally signed soft copy of Aadhaar letter, also called e-Aadhaar.
4.	Aadhaar Update	This service has been created to facilitate Aadhaar number holder to update their demographic and biometric data in Aadhaar.
5.	Authentication facility or Service	<p>“Authentication” means the process by which the Aadhaar number along with demographic information or biometric information of an individual is submitted to the Central Identities Data Repository for its verification and such Repository verifies the correctness, or the lack thereof, on the basis of information available with it. “Authentication facility” means the facility provided by the Authority for authenticating the Aadhaar number along with demographic information or biometric information of an Aadhaar number holder through the process of authentication, by providing a Yes/ No response or e-KYC data, as applicable;</p> <p>Types of Aadhaar Authentication Facilities for Aadhaar number holders include:</p> <p>a) Online based – request for authentication is submitted online. b) Offline based –via QR Code, e-Aadhaar verification, paperless and paper-based verification.</p>
6.	e-KYC authentication facility or eKYC service	“e-KYC authentication facility” means a type of authentication facility in which the biometric information and/or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction;
7.	Aadhaar Document Update Service	Aadhaar number holders may, on completion of every 10 years from the date of enrolment for Aadhaar, update their supporting documents in Aadhaar, at least once, by submitting Proof of Identity (POI) and Proof of Address (POA) documents as specified, so as to ensure continued accuracy of information in the Central Identities Data Repository (CIDR), in such manner as may be specified by the Authority from time to time.

6. STANDARDS OF SERVICES PROVIDED BY UIDAI

6.1 Aadhaar Enrolment

SL. No	Service	Description	Success	Performance
1	Aadhaar Enrolment	<p>A. Process for Enrolment</p> <p>Enrolment is conducted by Enrolment Agencies working on behalf of Registrars. One of the following approaches of enrolment maybe adopted to enrol by an individual seeking to enrol at the enrolment centre.</p> <p>1.0 Document based Enrolment In Document based Enrolment, an individual seeking to enrol has to submit one valid Proof of Identity (PoI) and one valid Proof of Address (PoA).</p> <p>2.0 Head of Family (HoF) based Enrolment Head of family (HoF) may introduce family members by means of documents, which establish the Proof of Relationship (PoR). For HoF-based enrolment, HoF must be 18 years or more in age and be the Mother, father, or legal guardian of the applicant. Name and Aadhaar number of one of the parents/ legal guardian is to be provided for child between the age of (5-18) for HOF based enrolment. Biometric of the parent/ guardian will also be required to authenticate the transaction.</p> <p>The above approaches require successful capture of biometric information (Facial image, all 10 finger prints and scans of both Irises), and demographic information like name, date of birth, gender, residential address, mobile number (optional) and email address (optional).</p>	Up to 20 minutes after start of enrolment	95%

		<p>B. Child Enrolment for children below five years of age</p> <p>1. Document based Enrolment</p> <p>For children below five years of age, the following demographic and biometric information shall be collected –</p> <ol style="list-style-type: none"> a. Name b. Date of Birth c. Gender d. Email (mandatory, in case of NRI child) e. Mobile number (optional) f. Facial image of the child shall be captured. g. Proof of Identity (POI), Proof of Address (POA), Proof of Date of Birth (PDB) (optional) as type of documents to be presented. <p>2. HoF-based enrolment</p> <p>For children below five years of age, the following demographic and biometric information shall be collected:</p> <ol style="list-style-type: none"> a. Name b. Gender c. Date of Birth d. Email (mandatory for NRI) e. Phone number(optional) f. Aadhaar number of mother and/or father of the child (If details of only one parent are given, whether the other parent is currently not residing with the child will also be captured) or legal guardian, along with relationship with child will also be recorded. g. The address of such a child shall be the same as that of the linked parent/ guardian. h. Facial image of the child shall be captured. And to authenticate the transaction, the biometric information of any one parent/ guardian shall be captured. 		
--	--	--	--	--

		<p>i. The Proof of Relationship (PoR) document for establishing the relationship between the linked parent/guardian and the child shall be collected at the time of enrolment. Only those children can be enrolled based on the relationship document (PoR), whose names are recorded in the relationship document.</p> <p>List of acceptable supporting documents can be checked/downloaded from URL: https://uidai.gov.in/images/commdoc/List_of_Supporting_Document_for_Aadhaar_Enrolment_and_Update.pdf</p> <p>Original documents must be presented at the time of enrolment. The same shall be returned after making an electronic copy and verifying the same against the originals.</p> <p>Separate Aadhaar Enrolment/Update forms (by age and the residential status) can be checked / downloaded from UIDAI website available at https://uidai.gov.in/en/my-aadhaar/downloads/enrolment-and-update-forms.html</p> <p>Individual seeking to enrol may visit an Aadhaar enrolment centre and submit the information/documents to the operator. The applicant to check and confirm the details entered by the operator at the centre and put his signature on the enrolment slip generated by the operator.</p> <p>Aadhaar Enrolment centre can be located by visiting website: https://bhuvan-app3.nrsc.gov.in/aadhaar/</p>		
		<p>C. Exception Process for Enrolment</p> <p>In case of biometric exception (unavailability of any of 10 fingers or 2 Irises) an additional exception photograph (highlighting the exception) is taken in addition to the photograph of the face.</p> <p>If automatic biometrics capture does not happen, operator should force capture them in the</p>		

		enrolment software.		
		<p>Note:</p> <ul style="list-style-type: none"> • Aadhaar enrolment is free of cost • Aadhaar Enrolment/Update form is also free of cost. Applicant can take a printout of the respective form from the UIDAI website and submit at the time of enrolment. • Individual seeking to enrol should enrol only once. In case request is rejected he may re-enrol unless it is advised by UIDAI. 		

6.2 Aadhaar Generation

SL. No	Service	Description	Success	Service
1	Aadhaar Generation	<p>Aadhaar is generated successfully if:</p> <ol style="list-style-type: none"> Quality of enrolment data meets prescribed standards laid down by UIDAI The enrolment packet passes all the validations done in Central Identities Data Repository (CIDR) No Demographic/Biometric duplicate is found There are no unforeseen technical issues In case of adults, verification may be conducted through State/UT Authorities concerned, before Aadhaar generation. <p>If any of the above conditions is not satisfied, then Aadhaar generation for the individual seeking to enrol may be put on hold and Aadhaar Generation/Rejection may take a longer time.</p>	<p>For child age-group (0-18 yrs) Normally up to 30 days from the date of enrolment *</p> <p>For Adults age 18+, normally up to 180 days from the date of enrolment *</p>	90%
2	Aadhaar Status Notification	<p>Individual seeking to enrol will be notified on registered Indian mobile number about the status of Aadhaar generation/ rejection. He/she may also check the status of Aadhaar enrolment by using any of the following methods:</p> <ol style="list-style-type: none"> By visiting myAadhaar portal https://myaadhaar.uidai.gov.in/CheckAadhaarStatus By calling 1947 (contact center) or email a query to help@uidai.gov.in to obtain the Aadhaar status. 	Normally up to 30 days from the date of enrolment *.	90%

*Registrars/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 2 days of enrolment

6.3 Letter Delivery/e-Aadhaar

SL. No	Service	Description	Success Indicators	Service
1	Aadhaar Letter Delivery	Upon successful Aadhaar generation/demographic update except mobile and email, UIDAI prints Aadhaar letter and delivers to Aadhaar number holders on the postal address mentioned during enrolment/ update.	Normally within 10 days of Aadhaar generation, Aadhaar Letter is printed and handed over to Department of Post for delivery to the Aadhaar number holders as per timelines mentioned in the Department of Post Citizen's Charter.	95%
2	e-Aadhaar	The Aadhaar number holder may download and print digitally signed copy of Aadhaar from UIDAI's Website https://myaadhaar.uidai.gov.in/ All the data printed in e-Aadhaar letter, is the same data as printed in Aadhaar letter. e-Aadhaar is a valid and secured electronic document which should be treated on par with the printed Aadhaar letter (refer Circular- https://uidai.gov.in/images/uidai_om_on_e_aadhaar_validity.pdf)	Aadhaar number holder can download e-Aadhaar after successful Aadhaar generation or update.	95%
3	Order Aadhaar PVC card	UIDAI has introduced the Aadhaar PVC Card paid service since September 2020. The ordering of the same is available through UIDAI website via link: https://myaadhaar.uidai.gov.in/ and mAadhaar App for mobile. The PVC-based Aadhaar Card has a digitally signed secure QR code. The card also carries photograph and demographic details of the Aadhaar number holder along with certain security features. Aadhaar PVC card shall be treated at par with other forms of Aadhaar (ref- https://uidai.gov.in/images/Circular_date_d_30_09_2020_regarding_Aadhaar_PVC	Aadhaar PVC card is handed over to India Post within 5 working days of request submitted by Aadhaar number holder, for delivery to their registered address through Speed post service of India Post.	95%

		_Card.pdf)		
--	--	-----------------------------	--	--

6.4 Demographic and Biometric Update Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Demographic Update	<p>A. Aadhaar number holder seeking update / correction of following demographic details at nearest Aadhaar Enrolment centre after submitting documents as per List of acceptable documents.</p> <ol style="list-style-type: none"> Name (Can be updated twice) Gender (Can be updated Once) Date of Birth (Can be updated Once) Address Mobile Number Email 	Normally up to 30 days of update, by Aadhaar number holder.	90%
		Separate Aadhaar enrolment/update forms (by age and the residential status) can be checked / downloaded from UIDAI website available at https://uidai.gov.in/en/my-aadhaar/downloads/enrolment-and-update-forms.html		

		B. Aadhaar number holder's, who have registered mobile number in Aadhaar, can also update the address in their Aadhaar, through online portal myAadhaar (https://myaadhaar.uidai.gov.in).		
		<p>C. HOF Based Address Update</p> <p>Aadhaar number holder can update address in Aadhaar; with the consent of his/her Head of Family (HOF) by visiting enrolment centre or through online portal myAadhaar (https://myaadhaar.uidai.gov.in).</p> <p>HOF based Address update at Aadhaar Enrolment centre:</p> <p>Aadhaar number holder shall submit Proof of Relationship document (like Ration Card, Marksheet, Marriage Certificate, Passport etc.) mentioning the name of both the applicant and the HOF along with the relationship between them. Also HOF needs to be physically present as his/her biometric authentication is required to complete the transaction.</p> <p>Online HOF Based Address update:</p> <p>Aadhaar number holder shall submit Proof of Relationship (POR) document through online portal myAadhaar (https://myaadhaar.uidai.gov.in). To validate the request OTP based authentication shall be performed by the HOF.</p> <p>To know steps of the process please check video at the following link – https://www.youtube.com/watch?v=WutM3oq61VM</p> <p>Note: In case of online HOF based address update, if the HOF rejects to share his/her address, or does not accept within the stipulated 30 days of SRN creation, the request would be automatically closed. The Aadhaar number holder, seeking address update through this option, will be informed about the closure of the request via an SMS.</p> <p>In case the request is closed or rejected due to</p>	Normally up to 60 days from the date of update, by Aadhaar number holder, including 30 days of HOF acceptance period.	90%

		<p>non acceptance of the HOF or rejected during process, the service fee paid shall not be refunded to the Aadhaar number holder. For HoF-based update of address, HoF must be 18 years or more in age.</p> <p>Also, for Aadhaar number holders aged 18 years and above, HoF can be the Aadhaar number holder's mother, father, legal guardian, spouse, child/ ward or sibling.</p> <p>And for Aadhaar number holders aged below 18 years, HoF can be the Aadhaar number holder's mother, father or legal guardian.</p> <p>List of acceptable supporting documents can be checked/downloaded from URL: https://uidai.gov.in/images/commdoc/List_of_Supporting_Document_for_Aadhaar_Enrolment_and_Update.pdf</p> <p>Separate Aadhaar Enrolment/Update forms (by age and the residential status) can be checked/downloaded from UIDAI website available at https://uidai.gov.in/en/my-aadhaar/downloads/enrolment-and-update-forms.html</p>		
2	Biometric Update	<p>Aadhaar number holder has to go to Aadhaar Enrolment centre for biometric data update under the following condition:</p> <p>Child attains the age of 5 or 15 years -requires Mandatory bio-metric update which is free of charge if updated between the age groups of 5 to 7 years and 15 to 17 years.</p> <p>Further Aadhaar number holder may go for biometric update under the following conditions:</p> <ol style="list-style-type: none"> i. Events like accidents or diseases leading to biometric exception conditions (loss of limbs, loss of eyes etc.) ii. If there is authentication issue iii. To update any biometric information including photo. <p>Aadhaar number holder can locate Enrolment centre by visiting website https://bhuvan-app3.nrsc.gov.in/aadhaar/</p>	Normally up to 30 days from the date of update, by the Aadhaar number holder.	90%

3	Exception Handling	<p>Exception Handling</p> <p>In order to avoid misuse or malpractices, Limits have been set for update of Demographic information in Aadhaar:</p> <ul style="list-style-type: none"> • Name – Can be updated twice (Aadhaar number holder can carry out 3rd time Name update through exception handling. For the same they can carry out the update at Aadhaar Centre and then approach concerned Regional Office of UIDAI for approval of update under exception. The process to be followed for updating Name for the third time is elaborated in SOP available in Public domain on the website of UIDAI - https://www.uidai.gov.in//images/SOP_dated_28-10-2021-Name_and_Gender_update_request_under_exception_handling_process_Circular_dated_03-11-2021.pdf) • Gender – Once (Aadhaar number holder can carry out 2nd time Gender update through exception handling. For the same they can carry out the update at Aadhaar Centre and then approach concerned Regional Office of UIDAI for approval of update under exception. The process to be followed for second time Gender update is elaborated in SOP available in Public domain on the website of UIDAI. https://www.uidai.gov.in//images/SOP_dated_28-10-2021-Name_and_Gender_update_request_under_exception_handling_process_Circular_dated_03-11-2021.pdf) • Date of Birth – Once (Aadhaar number holder can update the Date of Birth (DoB) in his/her Aadhaar only once.) However they can carry out second time DOB update through exception handling process. For the same they can carry out the update at 	Normally up to 90 days from the date of update, by an Aadhaar number holder.	90%
---	--------------------	---	--	-----

		<p>Aadhaar Centre and then approach the concerned Regional Office of UIDAI for approval of update under exception. SOP available in Public domain on the website of UIDAI. -</p> <p>https://uidai.gov.in/images/SOP_for_DOB_update.pdf</p> <ul style="list-style-type: none"> • Aadhaar number holder can update their information in Aadhaar by enrolling at the nearest Enrolment centre by submitting valid document. • Once, the request is rejected for exceeding the number of limits, the Aadhaar number holder shall/may be required to approach Regional Office (RO) of their region by call at 1947 or email to help@uidai.gov.in with relevant details of update along with necessary supporting documents. • RO shall carry out due diligence and ascertain whether the update request beyond the prescribed threshold is genuine. RO may seek additional information from the Aadhaar number holder to carry out a field investigation as may be required. • In case RO ascertain the said update request to be genuine, case shall be sent to Tech Center for processing/ re-processing the request. 		
--	--	--	--	--

6.5 Document Update Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Document Only Update Service	<p>For update of Proof of Identity (POI) or Proof of Address (POA) documents (evidencing proof of identity or address). Document update feature can be accessed by Aadhaar number holders through myAadhaar (online) portal or by visiting any Aadhaar Enrolment Centre.</p> <p>The applicable charges for document update shall be Rs 50/- for update through Aadhaar Enrolment Centre and Rs 25/- for update through myAadhaar Portal (https://myaadhaar.uidai.gov.in/). [For latest applicable charges kindly refer UIDAI website. https://uidai.gov.in/]</p> <p>Aadhaar Enrolment Centre mode: Aadhaar number holder need to visit any nearest Aadhaar Enrolment Centre along with original valid POI/POA documents, to get them updated.</p> <p>myAadhaar (online) mode: Aadhaar number holder, whose mobile number is linked with Aadhaar can login in to myAadhaar portal (https://myaadhaar.uidai.gov.in/) and upload POI and POA documents.</p> <p>To know step by step process please visit video at the following link - https://www.youtube.com/watch?v=1jne0KzFcF8</p> <p>Note: If Aadhaar number holder has already updated the documents through any of the Aadhaar Enrolment centers or through myAadhaar portal, such Aadhaar number holder is not required to update the documents again.</p>	Normally within 30 days. If there is any deficiency observed, UIDAI shall contact the Aadhaar number holder.	90%

		For Aadhaar number holders updating through my Aadhaar portal, they should to ensure that the demographic details as displayed on screen exactly match with the details in POI/POA documents to be uploaded.		
--	--	--	--	--

6.6 Authentication Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Yes/No Authentication facility or Service	<p>A type of authentication facility in which the identity information and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is then matched against the data available in the CIDR, and the Authority responds with a digitally signed response containing “Yes” or “No”, along with other technical details related to the authentication transaction, but no identity information.</p> <p>Modes of Authentication:</p> <ul style="list-style-type: none"> a) Demographic authentication b) One-time pin (OTP) based authentication c) Biometric-based authentication (fingerprints authentication, Iris authentication and face authentication) d) Multi-factor authentication 	Authentication response either Yes/No	CIDR Response in less than 10 seconds. 95% Service Standard

2	e-KYC Authentication facility or Service	<p>A type of authentication facility in which the biometric information and/ or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction.</p> <p>Modes of Authentication:</p> <p>a) Demographic authentication b) One-time pin (OTP) based authentication c) Biometric - based authentication (Fingerprints authentication, Iris authentication and Face Authentication) d) Multi-factor authentication</p>	Successful Authentication will return demographic information along with the photograph of the Aadhaar number holder.	CIDR Response in less than 10 seconds. 95% Service Standard
---	--	--	---	---

7. THE AADHAAR ONLINE SERVICES

Following are the various services available at UIDAI official Website (uidai.gov.in) and mAadhaar Application (Android and for iOS 10 and above). To install the app, follow the steps as given below:

- Visit the Google Play Store for Android mobile and App Store for iPhone.
- Type mAadhaar in the search bar and download. Alternately [Click here](#) for Android or [Click here](#) for iOS (10 and above)

SL. No	Service Offerings	Description
1	Locate Enrolment Center	Locate nearby Aadhaar enrolment centre of your convenience
2	Retrieve Lost UID/ EID	If you have lost your enrolment slip or Aadhaar number, you can retrieve the same on your registered mobile number
3	Verify Aadhaar Number	Check if an Aadhaar number is valid or not

4	Check your Email/ Mobile Number in Aadhaar	Check if your email or mobile number is registered in Aadhaar Database
5	Lock/Unlock Biometrics	Secure your biometric authentication as per your need by locking or unlocking your Biometrics
6	Check Aadhaar & Bank Account Linking Status	Check if your Aadhaar number is linked with your Bank Account number
7	Virtual ID (VID) Generator	Aadhaar Number holders can generate/retrieve their 16 Digit Virtual ID (VID).
8	Aadhaar Authentication History	Aadhaar number holder can view details of upto 50 authentication records performed by any Authentication User Agency (AUA) or by him/her in the last 6 months.
9	Aadhaar Paperless Offline e-KYC	Aadhaar Number Holder can generate a secure digitally signed xml document having his/ her demographic details and photograph for offline verification of his/her identity.
10	Lock/Unlock Aadhaar	Aadhaar Number Holder can Lock/Unlock their Aadhaar for online authentication
11	Secure QR Code	Secure QR Code is present on all forms of Aadhaar like Aadhaar letter, Aadhaar PVC Card, eAadhaar and m-Aadhaar. Secure QR Code is digitally signed by UIDAI and can be used for offline identity verification. Aadhaar Secure QR Code can be scanned using m-Aadhaar App and Standalone QR Code Scanning Apps available for smart phone, iOS/ Android. Windows based Scanning Apps for desktop/laptop is available on UIDAI website (https://uidai.gov.in/ecosystem/authentication-devices-documents/qr-code-reader.html).

12	Book an Appointment	<p>This facility is to allow the individuals seeking enrolment or update to book an appointment at Aadhaar Seva Kendra for any of the following Aadhaar services:</p> <ul style="list-style-type: none"> • Aadhaar enrolment • Name Update • Address Update • Mobile No. Update • Email ID Update • Date of Birth Update • Gender Update • Biometric (Photo + Fingerprints + Iris) Update
----	---------------------	---

8. GRIEVANCE REDRESSAL MECHANISM

UIDAI has setup a multi-channel grievance handling mechanism for the individuals seeking enrolment or update queries and grievances related to Aadhaar Enrolment, Updation and other services. The individual seeking enrolment or update can reach UIDAI through multiple channels viz. Phone, Email, Chat, Letter and Web Portal.

For quick disposal of complaints the individual seeking enrolment or update must keep the EID/URN/SRN handy.

UIDAI shall accept the grievance related to Aadhaar or its services through any of the channels mentioned in Table below; only after the given timelines towards the services mentioned under STANDARDS OF SERVICES PROVIDED BY UIDAI (published in Citizen Charter of UIDAI) has exceeded its given time limit (timelines are cited under column: Success Indicators).

The detailed information about available channels is as below:

SL. No	Service/ Channel	Description	Success indicator	Performance									
1	Toll Free Number - 1947	<p>UIDAI contact center consists of a self service IVRS (Interactive Voice Response system) and Resident Support Executive based assistance provided through Toll Free Number (TFN)- 1947. It provides support in following 12 languages:</p> <table border="0" data-bbox="427 2011 1031 2130"> <tr> <td>1. Hindi</td> <td>5. Kannada</td> <td>9. Gujarati</td> </tr> <tr> <td>2. English</td> <td>6. Malayalam</td> <td>10. Marathi</td> </tr> <tr> <td>3. Telugu</td> <td>7. Assamese</td> <td>11. Punjabi</td> </tr> </table>	1. Hindi	5. Kannada	9. Gujarati	2. English	6. Malayalam	10. Marathi	3. Telugu	7. Assamese	11. Punjabi	<p>Resolution of grievance: Normally within 30 days from the date of receipt of Grievance</p>	90 %
1. Hindi	5. Kannada	9. Gujarati											
2. English	6. Malayalam	10. Marathi											
3. Telugu	7. Assamese	11. Punjabi											

		<p>4. Tamil 8. Bengali 12. Odia</p> <p>Self Service IVRS:</p> <ul style="list-style-type: none"> • Following services are available in self service mode on 24X7 basis: • The individual seeking enrolment or update can check their enrollment or update status • In-case of successful Aadhaar generation, the individual seeking to enrol can know their Aadhaar number using EID (Post validation) • Individual seeking enrolment or update can check their complaint status by entering their Service Request Number • Aadhaar number holder can verify their Aadhaar number • Aadhaar number holder can check status of their PVC Aadhaar Card • The individual seeking to enrol can get Enrollment Center locator link on their mobile through IVRS • The individual seeking enrolment or update can also get link to book appointment for visiting Aadhaar Seva Kendra for Aadhaar Services through IVRS <p>Contact Center (Resident Support Executive): Timings (All days except 03 National Holidays: 26th Jan, 15th Aug, 2nd Oct):</p> <ul style="list-style-type: none"> • Monday to Saturday: 07:00 am to 11:00 pm • Sunday: 08:00 am to 05:00 pm <p>Mechanism of Grievance Redressal Through Toll Free Number (TFN)-1947 General Queries are resolved by Contact Center Executive through UIDAI approved Standard Response Templates (SRTs). Grievance/Complaints are assigned to concerned Divisions/Regional Offices of UIDAI on real time basis through CRM</p>		
--	--	---	--	--

		application. These are examined internally at concerned Division/Regional Offices of UIDAI for effective resolution and communication thereafter to the individual seeking enrolment or update.		
2	Chatbot (Aadhaar Mitra) – https://uidai.gov.in	UIDAI has launched a new AI/ML based chatbot, "Aadhaar Mitra" which is available on UIDAI's Official website (https://uidai.gov.in). This chatbot is trained to respond to the individual's seeking enrolment or update queries and aimed at improving the individuals seeking enrolment or update experience. Chatbot also has additional features like locate Aadhaar Center, Check Aadhaar enrolment/ update status, Check PVC Card Order status, File a Complaint, Check Complaint status, Locate Enrolment Center, Book An Appointment and Video Frame Integration. "Aadhaar Mitra" is available in English and Hindi languages.	Resolution of grievance: Normally within 30 days from the date of receipt of Grievance	90 %
3	Through web portal	The individual seeking enrolment or update can lodge and check the status of their complaint on myAadhaar portal by clicking: https://myaadhaar.uidai.gov.in/file-complaint	Resolution of grievance: Normally within 30 days from the date of receipt of Grievance	90 %
4	Through Email – help@uidai.gov.in	The individual seeking enrolment or update can send email to help@uidai.gov.in for any queries and complaints related with Aadhaar services.	Resolution of grievance: Normally within 30 days from the date of receipt of Grievance	90 %
5	Walk-In at Regional Offices	The individual seeking enrolment or update can walk in to the respective Regional Offices according to their state for their queries or submission of complaints related to Aadhaar In addition to above, individual seeking enrolment or update can also approach UIDAI through following channels:	Resolution of grievance: Normally within 30 days from the date of receipt of Grievance	90 %

		<p>By Post</p> <p>Grievances may be lodged in UIDAI HQs or ROs through post / hardcopy. The grievances are examined internally and forwarded to concerned Regional Office/Concerned division. The concerned Regional Office/ division handle the grievance by necessary action.</p>		
6	Through Public Grievance Portal (CPGRAMS) of the Government of India:	<p>Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available for the citizens 24x7 to lodge their grievances to the public authorities on any subject.</p> <p>Grievances may be lodged at UIDAI through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) website https://pgportal.gov.in/. The grievances are examined internally and forwarded to concerned Regional Office/ Concerned division. The concerned Regional Office/ division handle the grievance by necessary action.</p>	<p>Resolution of grievance: Normally within 30 days from the date of receipt of Grievance</p>	90 %

9. RTI (Right to Information Act,2005)

RTI (Right to Information Act,2005)	Updated LIST OF CPIO & FIRST APPELLATE AUTHORITY, UIDAI (HO and Regional Offices) is available on UIDAI Official website (uidai.gov.in) OR Click Here
-------------------------------------	---

10. CONTACT POINTS FOR OBTAINING SERVICE BENEFITS

Name	Covered by the RO	Contact Details
RO Bengaluru	Karnataka, Kerala, Tamil Naidu, Pondicherry, Lakshadweep	Khanija Bhavan, No. 49, 3rd Floor, South Wing Race Course Road, Bengaluru – 560001 Contact : 080 -22340865 Fax : 080-22340310 Email ID : robldr.complaint@uidai.net.in
RO Chandigarh	Jammu & Kashmir, Punjab, Haryana, Himachal Pradesh and UT of Chandigarh	SCO 95-98, Ground and Second Floor, Sector17- B, Chandigarh 160017 Contact : 0172-2711947 Fax : 0172-2711717 Email ID : grievancecell.rochd@uidai.net.in
RO Delhi	Uttarakhand, Madhya Pradesh, Delhi and Rajasthan	Ground Floor, Supreme Court Metro Station, Pragati Maidan, New Delhi-110001 Contact : 011-40851426 Fax : 011-40851406 Email ID : publicgrievance.cell@uidai.net.in
RO Guwahati	Assam, Arunachal Pradesh, Meghalaya, Manipur, Nagaland, Mizoram, Tripura and Sikkim	Block-V, First Floor, HOUSEFED Complex, Beltola-Basistha Road, Dispur, Guwahati – 781006 Contact: 0361-2221819 Fax : 0361-2223664 Email ID : helpdesk.roghy@uidai.net.in
RO Hyderabad	Andhra Pradesh, Telangana, Orissa, Chhattisgarh, Andaman and Nicobar	6th Floor, East Block, Swarna Jayanthi Complex, Beside Matrivanam, Ameerpet Hyderabad-500 038, Telangana State Contact : 040-23739269 Fax : 040-23736662 Email ID : roh.help@uidai.net.in

RO Lucknow	Uttar Pradesh	3rd Floor, Uttar Pradesh Samaj Kalyan Nirman Nigam Building, TC-46/ V,Vibhuti Khand, Gomti Nagar, Lucknow- 226 010 Contact - 0522-2304978-9 Email ID : uidai.lucknow@uidai.net.in
RO Mumbai	Gujarat, Maharashtra, Goa, Dadar & Nagar Haveli, Daman & Diu	7th Floor, MTNL Exchange, GD Somani Marg, Cuff Parade, Colaba, Mumbai - 400 005 Contact : 022-22163492 Email ID : grievance.romumbai@uidai.net.in
RO Ranchi	Bihar, Jharkhand and West Bengal	1st Floor, JIADA Central Office Building, Namkum Industrial Area, Near STPI Lowadih, Ranchi - 834 010 Contact. : 9031002292, 9031002298 Email ID : helpdesk-roranchi@uidai.net.in
State Office, Kolkata (West Bengal)	RO Ranchi	Ground Floor, Telephone Bhawan, 34, BBD Bag (South), Dalhousie, Kolkata. Pin:700001 Contact : 033-22101060 Email ID : westbengal.helpdesk@uidai.net.in
State Office, Bhopal (Madhya Pradesh)	RO Delhi	Ground Floor, BSNL Bhawan, Near Paryawas Bhawan, Arera Hills, Bhopal- 462026, Madhya Pradesh
State Office, Bhubaneswar (Odisha)	RO Hyderabad	3rd Floor, OCAC Tower, Acharya Vihar, RRL Post Office, Bhubaneswar, Khordha, Odisha, PIN: 751013 Contact: 0674-2914217 Email ID : helpodisha-rohyd@uidai.net.in
State office, Ahmedabad (Gujarat)	RO Mumbai	4th Floor, Telephone Bhawan, 23, Chimanlal Girdharlal Rd, Sardar Patel Nagar, Ellisbridge, Ahmedabad, Gujarat 382435 Contact : 079-29911701 Email ID : grievanceguj-romum@uidai.net.in

State Office, Thiruvananthapuram (Kerela)	RO Bengaluru	Door Sanchar Bhavan PMG Junction Pattom Village Thiruvananthapuram Kerala 695 033. Contact : 0471 - 2990710 Email : helpdesk-sokl@uidai.net.in
UIDAI Camp office, Patna (Bihar)	RO Ranchi	4th Floor, Lalit Bhawan Bailey Road, Jawaharlal Nehru Marg, Patna, Bihar-800001 Contact : 0612-2545678 Email : campoffice.patna@uidai.net.in

Note: For updated contact details, the individual seeking enrolment or update is requested to refer UIDAI website.

11. INDICATIVE EXPECTATIONS FROM THE STAKEHOLDERS

SL. No	Expectations
1	Individuals seeking enrolment or update are expected to duly fill the Enrolment/Update form and bring valid and original documents when going for Aadhaar Enrolment/Update.
2	Individuals seeking enrolment or update are expected to review and ensure that the Operator has entered correct and complete details during Enrolment/Update process.
3	Registrars, Enrolment Agencies and AUA/KUA/ASA are required to comply with the provisions of Aadhaar Act 2016 and the regulations notified under the Act.

12. MISCELLANEOUS

12.1. Month and Year of next review of the Citizen's Charter

January 2025 or before if need arises.