सत्यमेव जयते

Unique Identification Authority of India

Government of India

AADHAAR

CITIZEN'S CHARTER FOR
UNIQUE IDENTIFICATION AUTHORITY OF INDIA

February 2022

CONTENTS

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) is 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 and 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 rebust 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 Act, by all individual and agencies in letter and spirit.

- To make regulations & rules consistent with the Aadhaar Act, for implementing the provisions of the Aadhaar Act.

4. STAKEHOLDERS

SL. No	Stakeholder	Description
1.	Resident	"Resident" means an individual 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
2.	Registrar	"Registrar" means any entity authorized or recognized by the Authority for the purpose of enrolling individuals.
3.	Enrolling Agency	"Enrolling Agency" means an agency appointed by the Authority or a Registrar, as the case maybe, for collecting demographic and biometric information of individuals.
4.	Banks/ Financial Institutions	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"
5.	Authentication Service Agencies (ASA)	"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.
6.	Authentication User Agencies(AUA)	"Authentication User Agency" or "AUA" means a requesting entity that uses the Yes/ No authentication facility provided by the Authority.
7.	KYC User Agency(KUA)	"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.
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 residents.
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 to collect demographic and biometric information from residents by the enrolling agencies for the purpose of issuing Aadhaar numbers to such individuals.
2.	Aadhaar Generation	Upon receiving enrolment information from registrars and enrolment agencies, UIDAI performs de-duplication and other checks on residents' demographic and biometric data before generating Aadhaar number.
3.	Aadhaar Letter / card Delivery / e-Aadhaar	UIDAI through its logistics partner (s) delivers printed Aadhaar letters / cards to residents. It also provides a web based solution to download a digitally signed soft copy of Aadhaar letter, also called e-Aadhaar.
4.	Aadhaar Update	This service has been created to facilitate residents to update their demographic and biometric data in Aadhaar.
5.	Authentication facility or Service	"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;

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;

6. STANDARDS OF SERVICES PROVIDED BY UIDAI

6.1 Aadhaar Enrolment

SL. No	Service	Description	Success	ormance
1	Aadhaar Enrolment	**Normal Process for Enrolment** Enrolment is conducted by Enrolment Agencies working on behalf of Registrars. One of the following three approaches of enrolment maybe adopted by the EAs to enroll a resident. *1.0 Document based Enrolment* Submission of one valid Proof of Identity (PoI) and one valid Proof of Address (PoA) *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). *3.0 Introducer based Enrolment* In the absence of valid Proof of Identity (PoI) and valid Proof of Address (PoA), an introducer's service can be leveraged. An introducer is a person identified and notified by the Registrar or the Regional Offices of the Authority and should have a valid Aadhaar number. All of the above three 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, name of parents/guardian, residential address, mobile number (optional) and email address (optional).	Up to 20 minutes after start of enrolment	95%

Child Enrolment for children below five years of age

1.   For children below five years of age, the following demographic and biometric information shall be collected:

   a. Name

   b. Date of Birth

   c. Gender

   d. Enrolment ID or Aadhaar number of either of the parents or guardian, preferably that of the mother in the event both parents are alive. The Aadhaar number or EID of such parent or guardian is mandatory, and a field forrelationship will also be recorded.

   e. The address of such a child, which is the same as that of the linked parent/ guardian.

   f. Facial image of the child shall be captured. The biometric informationof any one parent/ guardian shall be captured or authenticated during the enrolment.

2.   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.

Exception Process for Enrolment

In case of biometric exception (unavailability of any of 10 fingers or 2 Irises) an exception photographis taken in addition to the photograph of the face.

		Aadhaar enrolment is free of cost		
		A resident should enroll only once, as multiple enrolments will result in rejections unless it is advised by UIDAI.		

6.2 Aadhaar Generation

SL. No	Service	Description	Success	Service
1	Aadhaar Generation	Aadhaar is generated successfully if: 1. Quality of enrolment data meets prescribed standards laid down by UIDAI 2. The enrolment packet passes all the validations done in Central Identities Data Repository (CIDR) 3. No Demographic/Biometric duplicate is found 4. There are no unforeseen technical issues If any of the above conditions is not satisfied, then Aadhaar generation for the resident may be put on hold and Aadhaar Generation/Rejection may take a longer time.	Normally up to 30 days from the date of enrolment*.	90%
2	Aadhaar Status Notification	Resident will be notified on registered mobile number about the status of Aadhaar generation/ rejection. A resident may also check the status of Aadhaar enrolment by using any of the following methods: 1. By visiting UIDAI official website "uidai.gov. in"(or Click Here) 2. Resident may also call the contact center at 1947 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 residents 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 residents as per timelines mentioned in the Department of Post Citizen's Charter	95%
2	e-Aadhaar	A resident may download and print digitally signed copy of Aadhaar from UIDAI's Website https://eaadhaar.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)	Resident can download e-Aadhaar immediately after successful Aadhaar generation or update	95%
3	Order Aadhaar PVC card	Aadhaar PVC Card is the latest form of Aadhaar introduced by UIDAI. Other than easy to carry and durablity, the PVC-based Aadhaar Card has a digitally signed secure QR code with photograph and demographic details with multiple security features. It can be ordered online - - https://myaadhaar.uidai.gov.in/ using Aadhaar number or Enrolment ID by paying a nominal charge of Rs. 50/- Aadhaar PVC card should be treated on par with other forms of Aadhaar (ref- https://uidai.gov.in/images/Circular_dated_30_09_2020_regarding_Aadhaar_PVC_Card.pdf)	Normally Aadhaar PVC card is handed over to India Post within 5 working days of request submitted by Resident, for delivery to resident's registered address through Speed post service of India Post.	95%

Registrar/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 2 days of enrolment.

6.4 Demographic and Biometric Update Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Demographic Update	A. After successful Aadhaar generation, a resident may request for update/ correction by visiting any enrolment centre for changes in following demographic attributes: a. Name (Can be updated twice) b. Gender (Can be updated Once) c. Date of Birth (Can be updated Once) d. Address e. Mobile Number f. Email B. Residents who have registered mobile number in Aadhaar, can also update the following fields in their Aadhaar through online portal myaadhaar. i. Address ii. Name (minor corrections)(Can be updated twice) iii. Date of Birth (Can be updated Once) iv. Gender (Can be updated Once) and v. Regional Language	Normally up to 30 days from the date of update, by resident.	90%

The process for online update is as follows

1. Visit Online Portal (SSUP) - https://ssup.uidai.gov.in/ssup/
2. Login with your Aadhaar number
3. Enter the OTP received on your mobile
4. Select the field you want to update
5. To successfully save the update request, OTP validation will be performed using your current mobile number
6. Enter the Demographic details
7. Allow UIDAI to do transliteration to your regional language in your Aadhaar or correct the regional language yourself from the auto-translated text
8. Take a coloured scan/photograph/image (pdf,png,.jpeg) of the supporting document (if the document has multiple pages, scan all and save as a single .pdf file) and then upload
9. Review details and spellings and supporting document again, please use Edit option to make corrections if any.
10. Re confirm with OTP received on registered mobile and submit
11. Kindly click Make Payment button and process the payment
12. Fee for SSUP is Rs.50/- per packet, request for more than one field will be considered as one packet and Rs. 50/- shall be charged.
13. Resident can cancel the update request before BPO processing (On payment failure amount if paid shall be refunded to the resident).
14. Please note-down or save the provided URN (Update Request Number) for future reference.

The following limits have been set for update of demographic information in their Aadhaar:

- **Name – Can be updated twice**
- **Gender – Once**
- **Date of Birth – Once**

		Resident has option to update one or more fields through a single request. The residents are charged @Rs. 50/- per request against the demographic update requests.		
		For availing these services, Resident may visit the following link ([click here](#)) and follow the instructions.		
2	Biometric Update	A resident may go for biometric data update under following conditions 1. Child attains age of 5 or 15 years. 2. Events like accident or diseases leading to biometric exception conditions (loss of limbs, loss of eyes etc.) 3. It is recommended that a resident goes for biometric update every 10 years Residents are advised to visit the nearest Aadhaar Kendras (Permanent Enrolment Center)/Enrolment Centres for update of biometric data. Resident's biometric will be verified against the existing biometric in the database and replaced.	Normally up to 30 days from the date of update, by a resident.	90%
3	Exception Handling	**Exception Handling** In order to avoid misuse or malpractices, Limits have been set for update of Demographic information in Aadhaar: • **Name – Can be updated twice in lifetime** • **Gender – Can be updated Once** • **Date of Birth – Can be updated Once** In case the resident has valid reason to update their demographic details more than the above threshold limit, UIDAI provides exception handling process to update their Aadhaar data. For the cases requiring update of Name, Date of Birth and Gender more than the above threshold, the following procedure is to be followed -	Normally up to 90 days from the date of update, by a resident.	90%

- Resident to update their data at the nearest Enrolment Centre by providing valid document.
- Once, the request is rejected, the Resident shall/may be required to approach Regional Offices (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 resident 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 Authentication Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Yes/No Authentication facility or Service	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. Modes of Authentication: a) Demographic authentication b) One-time pin (OTP) based authentication c) Biometric-based authentication (fingerprints authentication, Iris	Authentication response either Yes/No	CIDR response in less than 10 seconds. 95% Service Standard

		authentication and face authentication*) d) Multi-factor authentication ***For limited services**		
2	e-KYC Authentication facility or Service	A type of authentication facility in which the biometric information and/ or OTP and Aadhaar number securely submitted with the consent of the Aadhaar numberholder 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. Modes of Authentication: 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 ***For limited services**	Successful Authentication will return demographic information along with the photograph of the Aadhaar number holder. The demographic data field and photograph may be returned as per the classification of the AUA.	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 VirtualID (VID).
8	Aadhaar Authentication History	Aadhaar number holders can view the details of Aadhaar Authentication they have done in last 6 months.
9	Aadhaar Paperless Offline e-KYC	A secure digitally signed xml document having demographic details and photograph of Aadhaar Number Holder 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, e-Aadhaar and mAadhaar. 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 available on iOS/ Android and for desktop/laptop, Application is available on UIDAI website https://uidai.gov.in/ecosystem/authentication-devices-documents/qr-code-reader.html

12	Book an Appointment	This facility is to allow resident to booking an appointment at an Aadhaar Seva Kendra for the following Aadhaar services: • Fresh 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 resident's queries and grievances related to Aadhaar Enrolment, Updation and other services. Resident can reach UIDAI through multiple channels viz. Phone, Email, Chat, Letter and Web Portal.

For quick disposal of complaints resident must keep the EID/URN/SRN handy.

The detailed information about available channels is as below:

SL. No	Service	Description
1.	Toll Free Number - 1947	UIDAI contact center consists of a self service IVRS (Interactive Voice Response system) and Resident Support Executive based assistance. It provides support in following 12 languages: 1. Hindi 5. Kannada 9. Gujrati 2. English 6. Malayalam 10. Marathi 3. Telugu 7. Assamese 11. Punjabi 4. Tamil 8. Bengali 12. Odia **a. Self Service IVRS:** Following services are available in self service mode on 24X7 basis: • Resident can check their enrollment or update status • In-case of successful Aadhaar generation, resident can know their Aadhaar number using EID (Post validation) • Resident can check their complaint status by entering their complaint number **b. Contact Center (Resident Support Executive):** Timings (All days except 03 National Holidays: 26th Jan, 15th Aug, 2nd Oct): • Monday to Saturday: 07:00 am to 11:00 pm • Sunday: 08:00 am to 05:00 pm

2.	Chatbot (Ask Aadhaar) – https://uidai.gov.in	UIDAI Chatbot is an automated chat platform available on UIDAI official website (uidai.gov.in) for quick automated response related to Aadhaar and its services. It is available on the main page of UIDAI website and Resident portal at right bottom. By clicking on blue icon of 'Ask Aadhaar', resident can start interacting with Chatbot. It supports Hindi and English languages.
3.	Through Resident portal - https://resident.uidai.gov.in/file-complaint	Resident can lodge complaint using available scenarios on UIDAI website under 'File a complaint' section.
4.	Through Email – help@uidai.gov.in	Resident can send email to help@uidai.gov.in for any queries and complaint related with Aadhaar services.
5.	Walk-In at Regional Offices	Resident 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, resident can also approach UIDAI through following channels:

By Post:
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 handles the grievance by necessary action. |
| 6. | Through Public Grievance Portal (CPGRAMS) of the Government of India: | 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.

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. |

9. RTI (Right to Information Act,2005)

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

10. CONTACT POINTS FOR OBTAINING SERVICE BENEFITS

Regional Office	States and Union Territories 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 - 01 Phone : 080-22340104 Fax : 080-22340310 Appointment for Grievance Center : https://www.robinspec.net.in/appointment
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, Pragati Maidan Metro Station, Pragati Maidan, New Delhi-110001 Grievance Cell : 011-40851426 Reception : 11-40851426 Fax : 011-40851406 Email ID : help@uidai.gov.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 Reception : 0361-2221819 Fax : 0361-2223664

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 Reception : 040-23739269 General Fax : 040-23736662
RO Lucknow	Uttar Pradesh	3rd Floor, Uttar Pradesh Samaj Kalyan Nirman Nigam Building, TC-46/V,Vibhuti Khand, Gomti Nagar, Lucknow- 226 010 Grievance Cell : Enrolment Related - 0522-2304979 SSUP Related - 0522-2304978 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 UIDAI RO Mumbai Contact No : 022-22163492 Email ID : help@uidai.gov.in
RO Ranchi	Bihar, Jharkhand and West Bengal	1st Floor, RIADA Central Office Building, Namkum Industrial Area, Near STPI Lowadih, Ranchi - 834 010 Helpdesk Tel. No. : 9031002292,9031002298 Helpdesk Email ID : ro.helpdesk@uidai.net.in

Note: For updated contact details, Resident is requested to refer UIDAI website.

11. INDICATIVE EXPECTATIONS FROM THE STAKEHOLDERS

SL. No	Expectations
1	Residents are expected to duly fill the Enrolment/Update form and bring valid and complete documents when going for Aadhaar Enrolment/Update.
2	Residents are expected to review and ensure that the Operator has entered correctand 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

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

July 2022 or before if need arises