

**HQ 16024/3/2020-EU-I**

Government of India

Ministry of Electronics & Information Technology (MeitY)

Unique Identification Authority of India (UIDAI)

(E&U-I Division)

UIDAI HQ, 7<sup>th</sup> Floor,  
Bangla Sahib Road, Gole Market  
Behind Kali Mandir, New Delhi-01

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**Sub: Standard Operating Procedure (SOP) for re-processing the wrongly rejected packets in SSUP -reg.**

It has been noticed that, some of the packets submitted by the residents are wrongly rejected during the process due to lack of clarity in the document uploaded, manual error etc. Considering the payment factor involved and to provide maximum support to the residents in updating their demographic details on Aadhaar, the following process shall be followed for reprocessing the wrongly rejected packets in SSUP.

1. SSUP BPO reprocessing functionality which is an Adhoc arrangement is to be used for handling selected set of wrongly rejected packets. In case of grievance by the Resident on the rejection of request, this functionality to be invoked.
  2. Residents can raise their complaint by calling 1947 or through mail at [help@uidai.gov.in](mailto:help@uidai.gov.in), or any other mode.
  3. On receipt of such complaints, CRM to transfer such cases to the concerned RO within 2 working days and request to Tech Centre for acquire packet to the replay portal. All requests to the Tech Support to be raised through mail with a subject line "Request for reprocessing of URN: XXXXXXXX".
  4. ROs/HQ to request Tech support to assign the packet rejected by BPO to the RO layer for review and consider reprocessing of the packet.
  5. If the requested RO finds the assigned packet to be processed by any other RO, as per Regional Language, the same should be intimated through mail to the concerned RO.
  6. The packets under dispute to be verified by (NISG resource) an official appointed by UIDAI to review the reject reason and correctness of the action.
  7. In case the packets found wrongly rejected, the packet to be forwarded to approver, a Government Official not below the rank of (ASO) Section Officer.
  8. Similar to the process followed in reprocessing of QC rejected packets, approval of concerned ADG shall be taken before approving the request as correct.
  9. Once approved, packet shall move directly to SEDA for further processing.
  10. On successful completion of the packet, the status shall be intimated to the resident through SMS/email as it is available in the current system.
  11. The provision to submit new application shall be restricted to the resident during the course of action.
2. This issues with the approval of DDG (E&U).

Prabhakaran C R  
Deputy Director (E&U-I)

To

1. All UIDAI Regional Offices
2. Tech Centre Bangalore
3. CRM Division

Copy to

1. OSD to CEO
2. PS to DDG (E&U)
3. File.