

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, 7th Floor,
Bangla Sahib Road, Gole Market
Behind Kali Mandir, New Delhi-01
Date: 27/09/2021

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, it is decided to reprocess wrongly rejected packets in the back end, based on the request from the resident.

2. In continuation to the discussions on the above, Tech Centre was in agreement to create an RO Layer in SSUP with access to all ROs and E&U Division. Subsequently, it was informed by Tech Centre that, there is some Technical issues in the newly created facility and considering the development of new portal, further development of the same is dropped. Hence, the SOP issued vide Lr. No. HQ 16024/2/2020-EU-I dated 20.04.2021 may be treated withdrawn.

3. Provision for reprocessing of wrongly rejected packet is already available for packet created through ECMP. Considering the financial involvement in SSUP requests, if any request found wrongly rejected, RO can forward such cases with ADG approval to tech support for reprocessing the rejected packet. Process to be followed for the same is as follows.

- i. ROs to check the reject reason of such packet with support from BPO/Tech support and confirm wrong rejection before reprocessing the same.
- ii. The proposal to reprocess the packet to be approved by officers not below the rank of ADG.
- iii. Such cases (duly approved) to be forwarded to Tech support for replaying the wrongly processed packet.
- iv. Tech support through workflow based solution to re-process the packet and send to CIDR for further processing.
- v. On successful completion of the packet, the status to be intimated to the resident through SMS/email.

I/9895/2021

4. This issues with the approval of DDG (E&U).



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

To

1. All UIDAI Regional Offices
2. UIDAI Tech Centre Bangalore
3. ADG CRM Division
4. Guard File