

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

GOVERNMENT OF INDIA



CITIZENS' CHARTER FOR

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

<https://www.uidai.gov.in>

February 2021



Contents

1. Introduction	2
2. Our Vision	2
3. Mission Statement	2
4. Stakeholders	3
5. Our Services	4
6. Standards of services provided by UIDAI	5
6.1. Aadhaar Enrolment	5
6.2. Aadhaar Generation	7
6.3. Letter Delivery/ e-Aadhaar	8
6.4. Demographic and Biometric Update Service	9
6.5. Authentication Service	13
7. Other Aadhaar Online Services	14
8. Grievance Redress Mechanism	15
9. Contact Points for Enrolment and Update Service related queries ..Error! Bookmark not defined.	
10. Contact Points for obtaining service benefits	16
11. Indicative Expectations from the Stakeholders	18
12. Miscellaneous	18
12.1. Month and Year of next review of the Citizen Charter	18



1. Introduction

UIDAI was created with the objective to issue Unique Identification numbers (UID), named as "Aadhaar", to all 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.

2. Our Vision

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

3. Mission Statement

- 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 individuals, who request for the same by submitting their demographic information and biometric information by undergoing 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 of 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.



4. Stakeholders

SL.	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 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.	Enrolment Agency	“Enrolment Agency” means an agency appointed by the Authority or a Registrar, as the case may be, 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 (ASA) shall mean an 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(AUA) shall mean a requesting entity that uses the Yes/ No authentication facility provided by the Authority.
7.	KYC User Agency (KUA)	KYC User Agency (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” shall mean an entity appointed by the Authentication User Agency under this agreement to access Yes/No authentication facility through the Authentication User Agency.



5. Our Services

Sl.	Service	Description
1.	Aadhaar Enrolment	The process to collect demographic and biometric information from individuals 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 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.
6.	e-KYC Service	"e-KYC authentication service" 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.	Service	Description	Success	Service
1.	Aadhaar Enrolment	<p>Normal Process for Enrolment Enrolment is conducted by Enrolment Agencies working on behalf of Registrars. One of the following three approaches of enrolment may be adopted by the EAs to enroll a resident.</p> <p><i>1.0 Document based Enrolment</i> Submission of one valid Proof of Identity (PoI) and one valid Proof of Address (PoA)</p> <p><i>2.0 Head of Family (HoF) based Enrolment</i> Head of family (HoF) may introduce family members by means of documents, which establish the Proof of Relationship (PoR).</p> <p><i>3.0 Introducer based Enrolment</i> 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.</p> <p>All of the above three approaches require successful capture of biometric information (Facial image, all 10 fingerprints 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).</p>	Up to 20 minutes after start of enrolment	95%



SL.	Service	Description	Success	Service
		<p>Child Enrolment of children below five years of age</p> <ol style="list-style-type: none"> 1. For children below the five years of age, the following demographic and biometric information shall be collected: <ol style="list-style-type: none"> a. Name b. Date of Birth c. Gender d. Enrolment ID or Aadhaar number of any one parent, preferably that of the mother in the event both parents are alive, or guardian. The Aadhaar number or EID of such parent or guardian is mandatory, and a field for relationship will also be recorded. e. The address of such child which is the same as that of the linked parent / guardian. f. Facial image of the child shall be captured. The biometric information of 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. 		
		<p>Exception Process for Enrolment In case of biometric exception (unavailability of any of 10 fingers or 2 Irises) an exception photograph is taken in addition to the photograph of the face.</p>		
		<p>Aadhaar enrolment is free of cost A resident should enrol only once, as multiple enrolments will result in rejections unless it is advised by UIDAI.</p>		



6.2. Aadhaar Generation

SL.	Service	Description	Success	Service
1.	Aadhaar Generation	<p>Aadhaar is generated successfully if:</p> <ol style="list-style-type: none">1. Quality of enrolment data meets prescribed standards laid down by UIDAI2. The enrolment packet passes all the validations done in CIDR3. No Demographic/Biometric duplicate is found4. No unforeseen technical issues <p>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.</p>	Normally up to 90 days from the date of enrolment*.	95%
2.	Aadhaar Status Notification	<p>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:</p> <ol style="list-style-type: none">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 90 days from the date of enrolment*.	95%

**Registrars/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 10 days of enrolment*



6.3. Letter Delivery/ e-Aadhaar

SL.	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 at 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 being easy to carry and durable, 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 (click here) using Aadhaar number, Virtual ID or Enrolment ID by paying a nominal charge of Rs. 50/ Aadhaar PVC card should be treated at 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 10 days of enrolment.*



6.4. Demographic and Biometric Update Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Demographic Update	<p>A. After successful Aadhaar generation, a resident may request for update/correction by visiting any enrolment centre for changes in following demographic attributes:</p> <p>a. Name (Can be updated twice)</p> <p>b. Gender (Can be updated Once)</p> <p>c. Date of Birth (Can be updated Once)</p> <p>d. Address</p> <p>e. Mobile Number</p> <p>f. Email</p> <p>B. Residents who have registered mobile number in Aadhaar, can also update the following fields in their Aadhaar through online portal SSUP.</p> <p>i. Address</p> <p>ii. Name (minor corrections)(Can be updated twice)</p> <p>iii. Date of Birth (Can be updated Once)</p> <p>iv. Gender (Can be updated Once) and</p> <p>v. Regional Language</p>	Normally up to 90 days from the date of update.	95%

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	<p>A resident may go for biometric data update under following conditions</p> <ol style="list-style-type: none"> 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 <p>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.</p> <p>Exception Handling 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 in lifetime • Gender – Can be updated Once • Date of Birth – Can be updated Once <p>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 to be followed -</p> <ul style="list-style-type: none"> • 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 do due diligence and ascertain whether the update request beyond the prescribed threshold is genuine. RO may seek 	Normally up to 90 days from the date of update.	95%
3	Exception Handling	<p>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 to be followed -</p> <ul style="list-style-type: none"> • 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 do due diligence and ascertain whether the update request beyond the prescribed threshold is genuine. RO may seek 		



		<p>additional information from the resident to carry out a field investigation as may be required.</p> <ul style="list-style-type: none">• 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 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-based and/or iris- based) d) Multi-factor authentication 	Authentication response either Yes/No	CIDR response in less than 10 seconds 95% Service Standard
2.	e-KYC Authentication 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> <ul style="list-style-type: none"> a) One-time pin (OTP) based authentication b) Biometric-based authentication (fingerprints-based and/or iris- based) c) Multi-factor authentication 	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. Other 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 is 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 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 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



13	Book an Appointment	<ul style="list-style-type: none"> • This facility is to allow resident to booking an appointment at an Aadhaar Seva Kendra for the following Aadhaar services: <ul style="list-style-type: none"> ✓ 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 Redress Mechanism

UIDAI has a Contact Centre	<p>Contact details:</p> <ol style="list-style-type: none"> 1. Voice – 1947 2. Email - help@uidai.gov.in 3. Chatbot : https://uidai.gov.in (Click on the Chatbot Icon)
Public Grievance Redress cell	<p>If you have any complaints to make with respect to the delivery of services as per the above standards you may register your complaints with the concerned Public Grievance Cell created at our Regional Offices.</p> <p>Grievances may also be sent to UIDAI HQ on the web portal http://pgportal.gov.in .</p>
RTI (Right to Information Act,2005)	<p>Updated LIST OF CPIO & FIRST APPELLATE AUTHORITY, UIDAI (HQ and Regional Offices) is available on UIDAI Official website (uidai.gov.in) OR Click Here</p>



9. Contact Points for obtaining service benefits

Regional Office	States and Union Territories covered by the RO	Contact Details
RO Bengaluru	Karnataka, Kerala, Tamil Nadu, 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 : 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 , Sector 17- B, Chandigarh 160017 Contact : 0172-2711947 Fax : 0172-2711717 Email ID : grievancecell.rochd@uidai.net.in (Please check the address).
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 - 781 006 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 Grievance : 040-23739266
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.

10. 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 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.

11. Miscellaneous

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

July 2021 or before if need arises

**** End of the document ****