



सत्यमेव जयते

# UNIQUE IDENTIFICATION AUTHORITY OF INDIA

## ANNUAL REPORT 2017-18



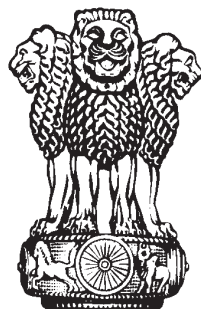
# AADHAAR

*Mera Aadhaar, Meri Pehchan*

**Unique Identification Authority of India**  
Bangla Sahib Road, Gole Market  
New Delhi – 110001







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UNIQUE IDENTIFICATION AUTHORITY OF INDIA  
(UIDAI)

# ANNUAL REPORT 2017-18

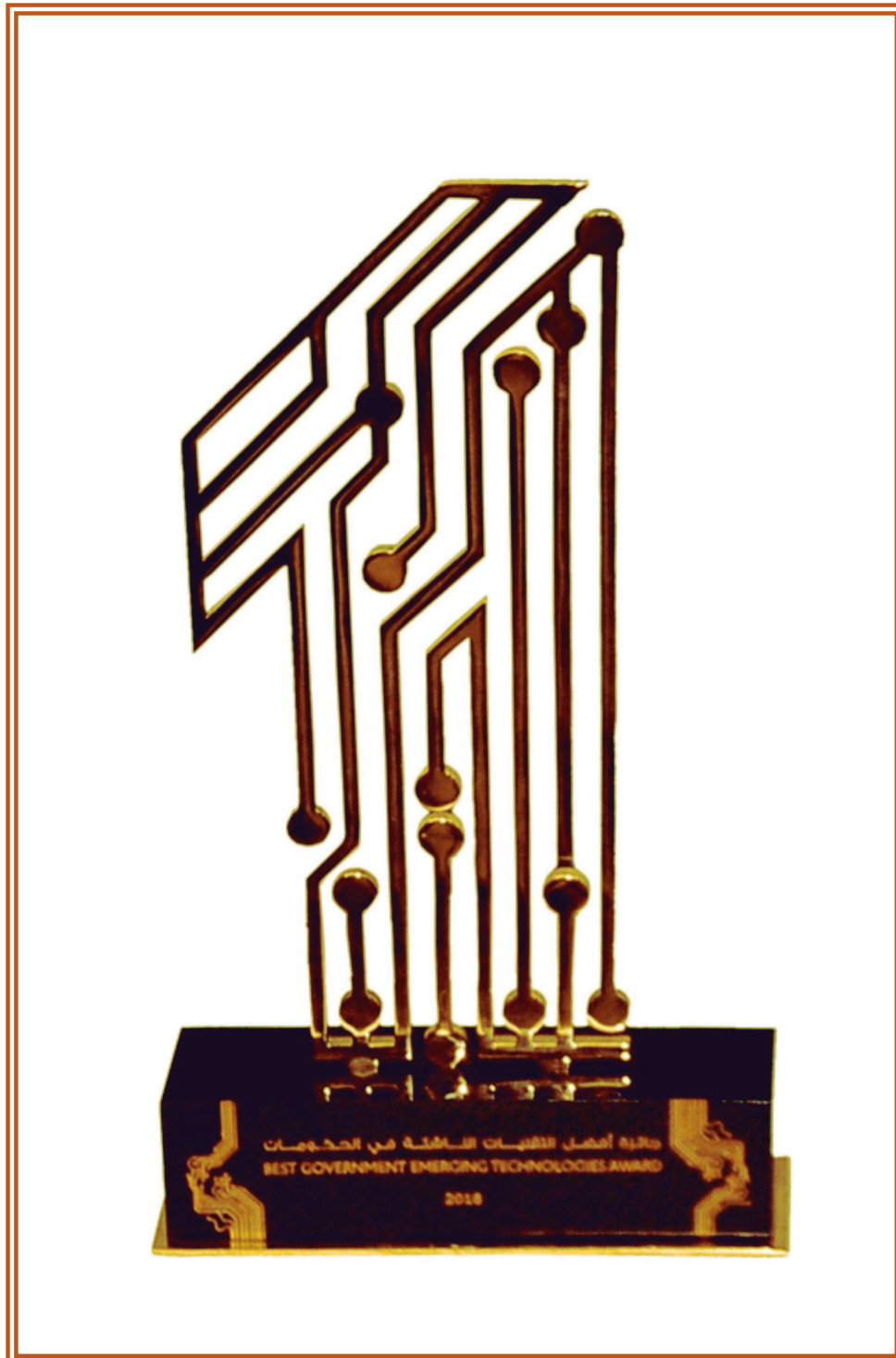
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New Delhi – 110001





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Best Government Emerging Technologies Award  
was given to UIDAI at the *6th World Government Summit 2018*, Dubai.







## Letter of Transmittal

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To the Government of India through Hon'ble Minister of Electronics and Information Technology.

It is my privilege to forward the Annual Report of the Unique Identification Authority of India (UIDAI) for the year 2017-18 to be laid before both the Houses of Parliament. This report contains the information required to be forwarded to the Government of India under the provisions of Section 27 of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016.

This report includes an overview of UIDAI and the functionalities assigned to it by the Aadhaar Act, 2016. The audited Annual Statement of Accounts of UIDAI is also part of this report.

(Dr. Ajay Bhushan Pandey)  
Chief Executive Officer





## Message

### Chairman

# Unique Identification Authority of India

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It gives me immense pleasure to present the first Annual Report of Unique Identification Authority of India (UIDAI) for the year 2017-18. UIDAI conceptualised the scheme of issuing unique identification number to all the residents of India for proving their identity anytime, anywhere. Aadhaar has grown to be the largest biometric identification system in the world.

It is my privilege to acknowledge the role of UIDAI in promoting multitude of transformative e-Governance initiatives in India. Aadhaar has enabled the government to reach out to crores of people through Direct Benefit Transfer under various schemes such as LPG – PAHAL, Scholarships, MGNREGS, Pensions and deliver benefits and subsidies directly into their bank accounts, thereby curbing corruption, diversions and leakages. Aadhaar-enabled Public Distribution System (AePDS) ensures that food grain entitlements are easily accessible to and obtained by the genuine beneficiaries and are not cornered by unscrupulous elements. Aadhaar has proven to be a pivotal tool of good governance and of people's empowerment. Through adoption of innovative technologies, Aadhaar has transformed the lives of residents of India supporting online services. Aadhaar is secure by design and complies with all the principles of privacy.

On this occasion, I would like to thank all Aadhaar stakeholders and eco-system partners for reposing their undaunted faith in UIDAI and its capabilities. I would also thank our employees for their tireless efforts towards achieving our goals.

**J Satyanarayana**







## Message

### Chief Executive Officer Unique Identification Authority of India

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UIDAI, the statutory authority mandated to issue Aadhaar – the 12 digit Unique Identification number to residents of India has issued more than 120 crore Aadhaar which has empowered almost every sixth person on this planet with a credible identity. Today Aadhaar is the most trusted and widely held identity document in India which can be authenticated or verified online or offline anytime, anywhere.

Aadhaar has enabled the residents to prove that s/he is the one who s/he claims to be. Aadhaar instills more confidence and trust between person to person and person to system. Rightly, Aadhaar is the foundation of a New India – the digital India. Aadhaar is also a game changer for the poor and marginalized. Today they can get subsidies and benefits, seek jobs with a reliable identity in the form of Aadhaar. They can receive their wages, dues, services and payments directly into their bank accounts without intermediaries. Aadhaar is a safe and secure system built on farsighted vision, sound strategy and emerging innovative technology which is our own and has evolved into a vital digital infrastructure for good governance, inclusion and empowerment of people.

Aadhaar with its three basic doctrines of “Minimal Data, Optimal Ignorance and Federated Database” collects only that much information of an individual resident which one shares at the time of enrolment and updation. Aadhaar does not have any other information of an individual with regard to his bank account/details, PAN, mobiles, benefits received, etc. However, with Aadhaar, services to beneficiaries have become more meaningful, transparent and corruption-free through direct deliveries without middlemen. Aadhaar has cleansed the system from fakes, ghosts and duplicates and has enabled universal financial inclusion and doorstep banking.

More than 252 welfare schemes of the Government including some major welfare ones like PDS, LPG-PAHAL, MGNREGS, pension, scholarship, mid-day meal, etc., have been required to be verified with Aadhaar. Some other applications like PAN-ITR, Mobile SIM, bank account, property registration, etc., have also been required to go for Aadhaar verification. Aadhaar has curtailed leakages of government subsidies, reined in black money, curbed corruption, reduced tax evasion, checked *benami* dealings, banking frauds and money laundering. It's for the use of Aadhaar in DBT, that savings worth Rs.90,000 crore have accrued to the government treasury till March.





UIDAI has taken various measures to further ensure protection of privacy, security of data and inclusion of the Aadhaar holders and has introduced facilities like Virtual ID, UID Token, Limited KYC, Biometric Lock, Face Authentication, Photo QR Code, offline verification, etc.

Aadhaar is legally backed by Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 which has strict provisions for privacy, security and sharing, as well as stringent penalties for violation including imprisonment up to three years. The Act covers the basic tenets of privacy protection measures relating to informed consent, collection limitation, and use and purpose limitation and sharing restrictions.

UIDAI has taken all the necessary administrative, technological and legal measures to ensure that it continues to provide the safe and secure services to all the stakeholders.

**Dr. Ajay Bhushan Pandey**



## Composition of UIDAI Authority

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**Shri J Satyanarayana**  
**Chairman (part-time), UIDAI**

Shri J Satyanarayana, IAS (Retd.) (1977, AP cadre) is the part-time Chairman of the Unique Identification Authority of India. With over four decades of rich experience in wide-ranging areas of governance Shri Satyanarayana had served as the Secretary, Department of Electronics and Information Technology from 2012 to 2014 before superannuation. He has been instrumental in the design and implementation of a number of major e-Governance initiatives including eSeva, Passport Seva and MCA21.



**Dr. Anand Deshpande**  
**Member (part-time), UIDAI**

Dr. Anand Deshpande, is the part-time member of the Unique Identification Authority of India. Founder, Chairman and Managing Director of Persistent Systems, Dr. Deshpande, has a B.Tech. (Hons.) in Computer Science and Engineering from IIT, Kharagpur, and a M.S. and Ph.D. in Computer Science from Indiana University, Bloomington, Indiana, USA. He has been the driving force in growing Persistent Systems from its inception in 1990 to a publicly-traded global Company today.



**Dr. Ajay Bhushan Pandey**  
**Chief Executive Officer (CEO) and Member Secretary, UIDAI**

Dr. Ajay Bhushan Pandey is the Chief Executive Officer (CEO) of Unique Identification Authority of India and has been associated with Aadhaar in India since its beginning in 2010. He is an officer of Indian Administrative Service (IAS) of the rank of Secretary to Government of India, having over 34 years of augmented experience at various positions in Government of India. He is B.Tech. in Electrical Engineering from IIT Kanpur and has obtained M.S. and Ph.D. in Computer Science from University of Minnesota. In 2009, he was awarded the Distinguished Leadership Award for Internationals by the University of Minnesota for his outstanding leadership accomplishments in his professional career.







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# 1. AN OVERVIEW

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## 1.1 Introduction

Aadhaar – the most trusted ID – is the growth engine for socio-economic development of India that universally empowers people of the country and strengthens democratic values with dignity of life. With Aadhaar, India has given a trustworthy perspective of identification to empower populace individually in such a manner that no one is left behind on the path of development. It is the most appropriate technology for transparent and targeted deliveries of services, benefits and subsidies with limited available resources. It has generated a system of governance that ensures formal inclusion of have-nots and left-behinds into the system of governance to enjoy their genuine dues at the press of their thumb.

India with Aadhaar on the one hand has brought 3Es – Empowerment, Enjoyment and Ease – into the thumb of an individual and, on the other hand, it has bridged the social and digital divides in the country with JAM – (Jandhan–Aadhaar–Mobile) enabling its leapfrogging in the digital era of development to build a New India.

Aadhaar inspires more confidence and trust than any other identity document in India. Almost every sixth person in the World is an Aadhaar holder. Aadhaar – the 12 digit unique identification number – has tremendous potential to bring transformation as it empowers people in myriad ways so that a sense of enhanced security and trust prevails in the life of people at large. And all this is possible because of Aadhaar, its technology, its platform, its

authentication infrastructure and its use as the verifiable identity.

In pre-Aadhaar days, one's incapacity to prove his identity was the biggest challenge that prevented poor and marginalized sections of the society in accessing and availing benefits, subsidies and other grants provided by the government from time to time. Diversions and leakages of resources was prevalent through ghost/fake and duplicate identities. Various public and private sectors' agencies required proof of identity for providing services to the residents but duplicity and absence of verification of identities, mostly proxy ID documents, has led to fake representations, misuse of facilities and huge pilferages on scarce Government resources. To be true, there was no nationally accepted verified identity document/number that the residents and the service provider agencies could use with trust, ease and confidence.

Multiple agencies issued different IDs, with different service providers having very different requirements of identity documents; hence every time an individual tried to avail a service or benefit s/he had to undergo a full cycle of identity verification based on several documents. Such duplication of efforts and 'identity silos', not only increased the overall cost of delivery of services but also caused extreme inconvenience to people leading to exclusion and leakages.

This issue has been a matter of concern for the government as the absence of unique identification of residents has not only resulted in social and financial exclusion of the poor and marginalized sections but also caused leakages in the delivery system costing huge amount



to state exchequer. This led to recognizing the need for creation of a real time verifiable platform or mechanism of identification which is unique and has built in de-duplication, which is random and without profiling, which is portable nationally and valid lifelong, which is acceptable within the country across all regional, lingual and other boundaries, which cleanses the systems from ghosts, fakes and duplicates, which ensures targeted deliveries of subsidies, benefits and services to genuine beneficiaries, which collects minimal data with optimal ignorance and protects the privacy of data and that of individual.

Hence, the Aadhaar project was conceived with the objective to establish Unique Identification (UID) numbers universally for the 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. And to issue such a Unique Identification number (UID), popularly known as Aadhaar, to every resident of India, the Unique Identification Authority of India was created in 2009, as an attached office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No. A-43011/02/2009-Admn.I dated 28 January 2009. Subsequently, UIDAI was brought under Department of Electronics & Information Technology (DeitY) vide Cabinet Secretariat's Notification No. S.O. 2492(E) (F.No.1/21/24/2015-Cab.) dated 12 September 2015.

Later, in 2016 the DeitY became the Ministry of Electronics and Information Technology (MeitY) vide Cabinet Secretariat's Notification No. S.O. 2449(E) (F.No.1/21/16/2016-Cab.) dated 16 July 2016. To give statutory standing to UIDAI, the Parliament passed the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (18

of 2016) and the Government of India notified it on 26 March 2016.

The Unique Identification Authority of India was, thereafter, established as a Statutory Authority by the Central Government as per the powers conferred under Section 11 of the Aadhaar Act vide Ministry of Communications and Information Technology's Notification No. S.O. 2358(E) dated 12 July 2016 with its Head Office in New Delhi, eight Regional Offices at Bengaluru, Chandigarh, Delhi, Guwahati, Hyderabad, Lucknow, Mumbai and Ranchi, and Centres for Central Identities Data Repository operations at Hebbal (Bengaluru) and Manesar (Gurugram).

## 1.2 Creation of UIDAI

The concept of unique identification was first discussed and worked upon in 2006, when administrative approval for the project "Unique ID for BPL families" was given on 3 March 2006 by the erstwhile Department of Information Technology, Ministry of Communications and Information Technology. This project was to be implemented by National Informatics Centre (NIC) over a period of 12 months. Subsequently, a Process Committee was set up on 3 July 2006 to suggest processes for updation, modification, addition and deletion of data fields from the core database under the Unique ID for BPL families Project.

Thereafter, a "Strategic Vision – Unique Identification of Residents" was prepared under the aegis of National Institute for Smart Governance (NISG) and Department of Information Technology (DIT) and submitted to the Process Committee. It envisaged the close linkage that the UID would have to the electoral database. The Committee also appreciated the need of a UID Authority to be created by an executive order under the aegis of the then



Planning Commission (now NITI Aayog) to ensure a pan-departmental and neutral identity for the Authority and at the same time enable a focused approach to attain the goals set for the XI (11th) Plan. The Process Committee at its 7<sup>th</sup> meeting held on 30 August 2007 decided to furnish to the erstwhile Planning Commission a detailed proposal based on the resource model for seeking its “in principle” approval.

At the same time, the Registrar General of India was engaged in the creation of the National Population Register (NPR) and issuance of Multi-purpose National Identity Cards to the citizens of India. Therefore, it was decided, with the approval of the then Prime Minister, to constitute an Empowered Group of Ministers (EGoM) to collate the two schemes – the National Population Register under the Citizenship Act, 1955 and the Unique Identification Number project of the then Department of Information Technology (now MeitY).

Subsequent to the recommendations of the Committee of Secretaries and decision of the EGoM, the authority UIDAI was constituted and notified by the then Planning Commission in January 2009 as its attached office with the roles and responsibilities laid down in the notification No.A-43011/02/2009-Admn.I dated 28 January 2009. Shri Nandan Nilekani was appointed the first Chairperson of UIDAI vide notification (No.A-43011/02/2009-Admn.I (Vol. II) on 2 July 2009 in the rank and status of a Cabinet Minister for an initial tenure of five years. Shri Ram Sevak Sharma, IAS, joined UIDAI as its first Director General in July the same year.

Subsequent to establishment of UIDAI on 28 January 2009, the Prime Minister’s Council on UIDAI was constituted on 30 July 2009 to advise UIDAI on the programme, methodology and implementation to ensure coordination

between Ministries/Departments, stakeholders and partners. The Prime Minister’s Council, in its first meeting on 12 August 2009 approved the broad strategy and approach on UID system submitted by the UIDAI.

Later, this Council was substituted by a Cabinet Committee on UIDAI which was constituted by the Government of India vide its order no. 1/11/6/2009 dated 22 October 2009. The functions of this Committee, as per this notification included all issues relating to the Unique Identification Authority of India including its organization, plans, policies, programmes, schemes, funding and methodology to be adopted for achieving the objectives of UIDAI.

PM’s Council on UIDAI declared UIDAI as the apex body to set standards for its demographic and biometric data. In pursuance of this mandate, UIDAI set up two Committees for recommending these standards, viz., (i) Committee on Demographic Data Standards and Verification Procedure and, (ii) Committee on Biometric Standards. Under the Chairmanship of Shri N. Vittal, the Committee on Demographic Data Standards and Verification Procedure submitted its report on 9 December 2009 which was subsequently accepted by the UIDAI while the Biometrics Standards Committee submitted its report on standards for various biometric attributes on 7 January 2010 under the Chairmanship of the then Director General of NIC Dr. B.K. Gairola. This report too was accepted by UIDAI.

As per Cabinet approvals, the work of Aadhaar enrolment was geographically divided between UIDAI and RGI. Accordingly UIDAI was assigned to do Aadhaar enrolment in 24 States and Union Territories (UTs) and RGI was to do enrolment in 12 States and UTs. However, the



Ministry of Home Affairs vide D.O. No. RG(P)/NPR/RGI dated 5 May 2016 asked UIDAI to initiate enrolment in those 10 States/ UTs which were earlier assigned to RGI namely, Arunachal Pradesh, Dadra and Nagar Haveli, Jammu and Kashmir, Lakshadweep, Manipur, Mizoram, Nagaland, Odisha, Tamil Nadu and West Bengal (except Assam and Meghalaya).

Further, Home Ministry vide letter dated 20 April 2017 informed that the biometric enrolment under the National Population Register (NPR) scheme has been stopped since 23 September 2016 after the changes in the software made by UIDAI consequent to the enactment of Aadhaar Act, 2016. UIDAI, therefore, is competent under the provisions of law to make enrolment for Aadhaar for the entire country including Assam and Meghalaya.

### 1.3 Mandate of UIDAI

The Unique Identification Authority of India is mandated to develop the policy, procedure, and system for issuance of Aadhaar number to each resident individual and perform authentication. It also has the responsibility to take necessary measures to ensure that the information stored in the Central Identities Data Repository (CIDR), is secured and protected against unauthorized access or misuse.

### 1.4 Journey of Aadhaar

First Unique ID (UID), popularly known as Aadhaar, was generated on 29 September 2010. Since then more than 120 Crore Aadhaar numbers have been generated and issued to the residents of India till 31 March 2018. Aadhaar, as a unique identification, has the following features:

- A 12 digit random number.

- Random Number. Hence No Intelligence, No Profiling.
- Uniqueness – Ensured through biometric attributes.
- Contains only Number– Not a Smart Card.
- Enrolment and Update from anywhere in the country.
- Online authentication anytime, anywhere across the country.
- It's a portable identification across the country which transcends the barrier of region and language.
- Number once generated and issued will never be regenerated or reissued.
- Does not confer Citizenship, Rights and Entitlements.
- Security and Privacy of Information Collected – no data sharing without consent of the resident.

UIDAI has covered almost the entire country with respect to enrolments. It envisions enrolment of all the residents of India, with a focus on enrolling children, women, *divyaangs*, poor and marginalized sections of the society. More than 120 Crore Aadhaars have been generated so far and the number is growing up steadily everyday. UIDAI is looking further at continuously upgrading its service delivery to create ease of life and ease of business for the convenience to the people at large. With Aadhaar being used in various government schemes to provide subsidies, benefits and services, there has been a significant improvement in the delivery of subsidies, benefits and services to beneficiaries. Also, by curbing leakages and cleansing ghost/duplicate beneficiaries from various databases, Aadhaar has brought in huge savings to the State exchequer.

## 1.5 Vision and Mission

### VISION

Empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere.

### MISSION

- 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 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 individuals and agencies in letter and spirit.
- To make Regulations and Rules consistent with the Aadhaar Act, for carrying out the provisions of the Aadhaar Act.

## 1.6 Objectives of UIDAI

UIDAI was created with the objective to issue Unique Identification numbers (UID), named as “Aadhaar”, to all residents of India that is:

- Robust enough to eliminate duplicate and fake identities, and
- Can be verified and authenticated anytime, anywhere in an easy and cost-effective way.

## 1.7 Core Values

- We believe in facilitating good governance.
- We value integrity.
- We are committed to inclusive nation building.
- We pursue a collaborative approach and value our partners.



- We will strive towards excellence in services to residents and service providers.
- We will always focus on continuous learning and quality improvements.
- We are driven by innovation and provide a platform for our partners to innovate.
- We believe in a transparent and open organization.

### 1.8 Functions assigned to UIDAI

According to the Section 23 of The Aadhaar Act, 2016, UIDAI will develop the policy, procedure and systems for issuing Aadhaar numbers to individuals and perform authentication thereof under the Aadhaar Act. The functions of the Authority, *inter alia*, include:

- Specifying, by the Regulations, demographic information and biometric information required for enrolment and the processes for collection and verification thereof;
- Collecting demographic information and biometric information from any individual seeking an Aadhaar number in such manner as may be specified by regulations;
- Appointing of one or more entities to operate the Central Identities Data Repository (CIDR);
- Generating and assigning Aadhaar numbers to individuals;
- Performing authentication of Aadhaar numbers;
- Maintaining and updating the information of individuals in the CIDR in such manner as may be specified by the Regulations;
- Omitting and deactivating of an Aadhaar number and information relating thereto in such manner as may be specified by the Regulations;
- Specifying the manner of use of Aadhaar numbers for the purposes of providing or availing various subsidies, benefits, services, and other purposes for which Aadhaar numbers may be used;
- Specifying, by regulations, the terms and conditions for appointment of Registrars, enrolling agencies and service providers; and revocation of appointments thereof;
- Establishing, operating and maintaining of the CIDR;
- Sharing the information of Aadhaar number holders in such manner as may be specified by the Regulations subject to the provisions of this Act;
- Calling for information and records, conducting inspections, inquiries and audit of the operations for the purposes of Aadhaar Act of the CIDR, Registrars, enrolling agencies and other agencies appointed under this Act;
- Specifying, by the Regulations, various processes relating to data management, security protocols and other technology safeguards under Aadhaar Act;
- Levying and collecting the fees or authorizing the Registrars, enrolling agencies or other service providers to collect such fees for the services provided by them under this Act in such manner as may be specified by regulations;
- Appointing such committees as may be necessary to assist the Authority in discharge of its functions for the purposes of this Act;
- Promoting research and development for advancement in biometrics and related areas, including usage of Aadhaar numbers through appropriate mechanisms;



- Evolving and specifying, by the Regulations, policies and practices for Registrars, enrolling agencies and other service providers;
- Setting up of facilitation centres and grievance redressal mechanism for redressal of grievances of individuals, Registrars, enrolling agencies and other service providers;
- May enter into Memorandum of Understanding or Agreement, as the case may be, with the Central Government or State Governments or Union Territories or other agencies for the purpose of performing any of the functions in relation to collecting, storing, securing or processing of information or delivery of Aadhaar numbers to individuals or performing authentication, as may be necessary for the purposes of Aadhaar Act;
- By notification, may appoint such number of Registrars, engage and authorize such agencies to collect, store, secure, process information or do authentication or perform such other functions in relation thereto, as may be necessary for the purposes of Aadhaar Act;
- May engage such consultants, advisors and other persons as may be required for efficient discharge of its functions under this Act on such allowances or remuneration and terms and conditions as may be specified by contract.

## 2. ORGANIZATION STRUCTURE

Unique Identification Authority of India has its Headquarters (HQs) in New Delhi and functions through its eight Regional Offices (ROs) situated at Bengaluru, Chandigarh, Guwahati, Hyderabad, Lucknow, Mumbai, New Delhi and Ranchi. UIDAI has two Data Centres – one at Hebbal (Bengaluru)

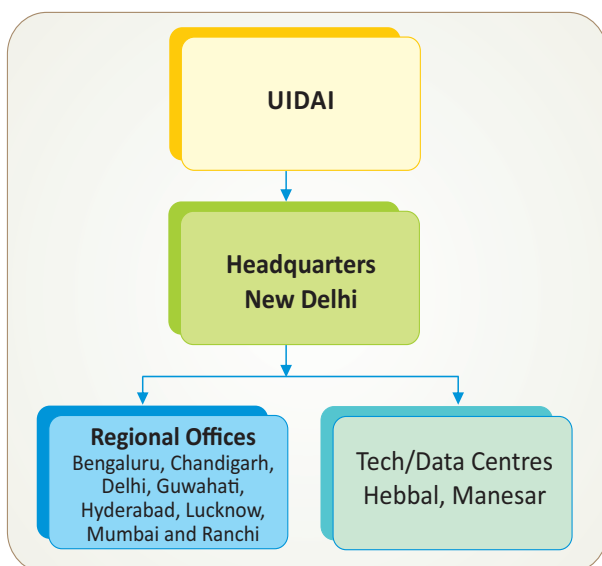


Figure 1. Organization Structure

in Karnataka and the other at Manesar (Gurugram) in Haryana.

### 2.1 Composition of the Authority

The Unique Identification Authority of India consists of a Chairperson, two part-time Members and the Chief Executive Officer (CEO), who is also the member secretary of the Authority. The present composition of the UIDAI as Authority is portrayed at Figure-2.

### 2.2 Composition of Headquarters (HQs)

At the HQs, the CEO is assisted by Deputy Directors General (DDGs), the Joint Secretary level officers of the Government of India as in-charge of various functional wings of UIDAI. The DDGs are supported by Assistant Directors General (ADGs), Deputy Directors, Section Officers and Assistant Section Officers. Organogram of UIDAI Headquarters is illustrated in Figure-3.

S.No.	Name	Designation
1	<b>Shri J. Satyanarayana</b> IAS (Retd.) (AP:1977)	<b>Chairman</b> (Part-time)
2	<b>Dr. Anand Deshpande</b> Founder, Chairman and Managing Director of Persistent Systems	<b>Member</b> (Part-time)
3	<b>Shri Rajesh Jain</b> Founder and Managing Director of netCore Solutions	<b>Member</b> (Part-time) (Resigned on 10 October 2017)
4	<b>Dr. Ajay Bhushan Pandey</b> IAS (MH:1984)	<b>Chief Executive Officer (CEO) and Member Secretary</b>

Figure 2. Composition of the Authority



## 2.3 Organogram – Headquarters

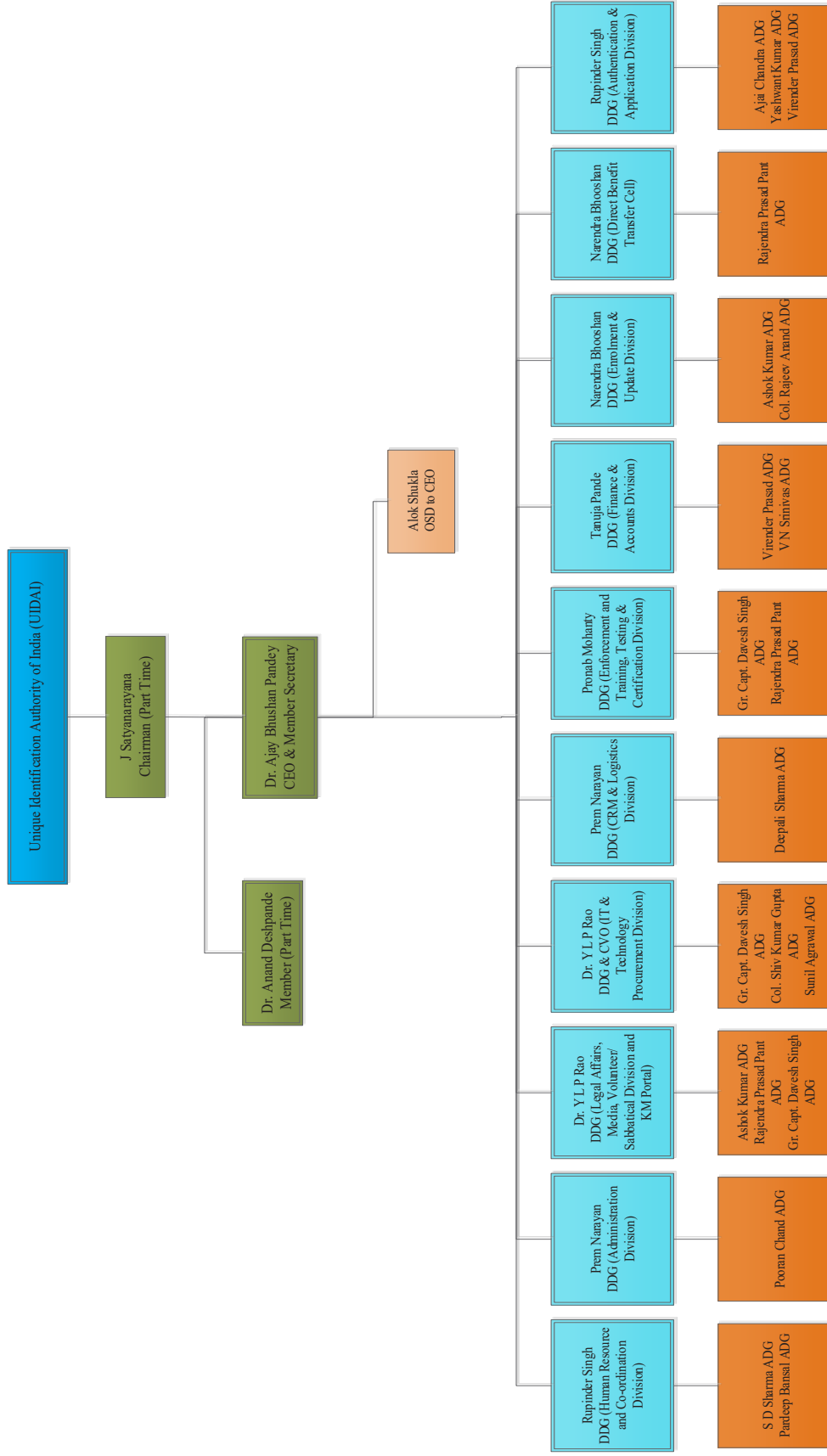


Figure 3. Organogram of UIDAI Headquarters

\*As on 31 March 2018



## 2.4 Composition of Regional Offices (ROs)

Each of the eight Regional Offices of UIDAI is headed by a Deputy Director General (DDG) and the support structure comprises of Assistant Directors General, Deputy Directors, Section

Officers, Assistant Section Officers, Senior Accounts Officer, Accountant and personal staff. Organogram of UIDAI Regional Offices is illustrated in Figure-5. Regional Offices with the covering States and UTs under their jurisdiction are depicted in Figure-4.

Regional Offices (ROs)	States and Union Territories covered by the RO
<b>Bengaluru</b>	Karnataka, Kerala, Lakshadweep, Puducherry, Tamil Nadu
<b>Chandigarh</b>	Chandigarh, Haryana, Himachal Pradesh, Jammu & Kashmir, Punjab
<b>New Delhi</b>	Madhya Pradesh, New Delhi, Rajasthan, Uttarakhand
<b>Guwahati</b>	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura
<b>Hyderabad</b>	Andaman and Nicobar, Andhra Pradesh, Chhattisgarh, Odisha, Telangana
<b>Lucknow</b>	Uttar Pradesh
<b>Mumbai</b>	Dadra & Nagar Haveli, Daman & Diu, Goa, Gujarat, Maharashtra
<b>Ranchi</b>	Bihar, Jharkhand and West Bengal

*Figure 4. Composition of Regional Offices of UIDAI*

## 2.5 Organogram – Regional Offices

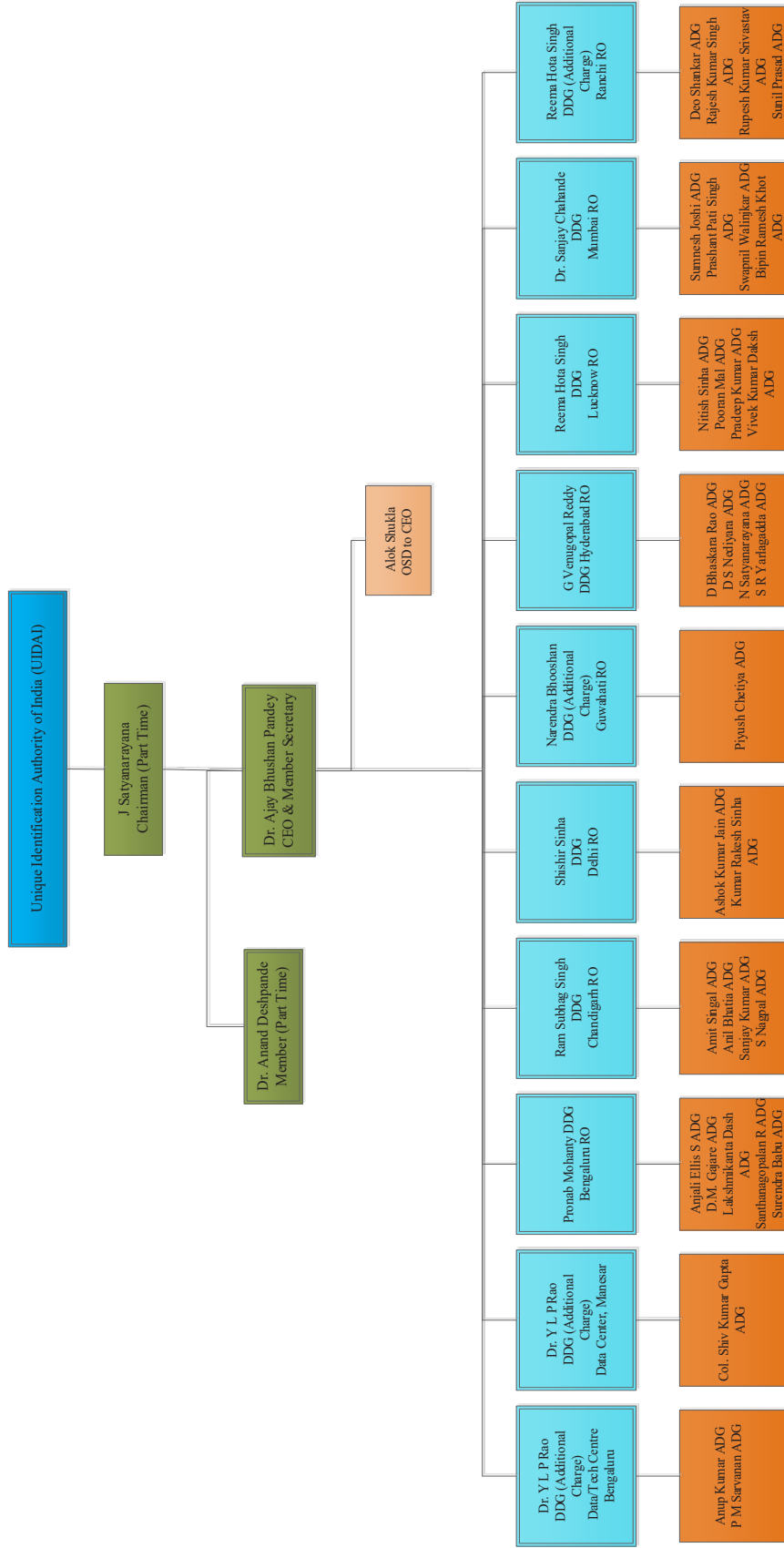


Figure 5. Organogram of UIDAI Regional Offices

\* As on 31 March 2018



## 3. FUNCTIONING OF UIDAI

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In the past as a practice, several departments have been issuing domain specific identification document/s that were used as proxy identities but were limited to region or purpose or a domain. These were further restricted by expiry dates and age bars. However, the UID identification system has generated Aadhaar identities as 12 digit random numbers which are not only unique and verifiable online and offline but are also not limited to any specific domain, or region or purpose or age or expiry.

In fact, this most trusted and empowering 12-digit unique identity called Aadhaar is issued to all residents of India, that enables them to prove irrepudiably that s/he is the one whom s/he claims to be. Therefore, to ensure high throughput, inclusion and year round availability of effective and efficient services and to authenticate anytime, anywhere, UIDAI has created several ecosystems and operates them as per the Aadhaar Act and its Regulations catering to the residents' needs.

Regulations notified under the Aadhaar Act, 2016 are as follows (Annexure II):

- Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 – (No.1 of 2016)
- Aadhaar (Enrolment and Update) Regulations, 2016 – (No.2 of 2016)
- Aadhaar (Authentication) Regulations, 2016 – (No.3 of 2016)
- Aadhaar (Data Security) Regulations, 2016 – (No.4 of 2016)
- Aadhaar (Sharing of Information) Regulations, 2016 – (No.5 of 2016)
- Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 – (No.1 of 2017)
- Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 – (No.2 of 2017)
- Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 – (No.3 of 2017)
- Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 – (No.5 of 2017)
- Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2017 – (No.1 of 2018)

The following are the UIDAI's ecosystems:

- Enrolment and Update Ecosystem
- Authentication Ecosystem
- Logistics Ecosystem
- Training, Testing and Certification Ecosystem
- Customer Relationship Management

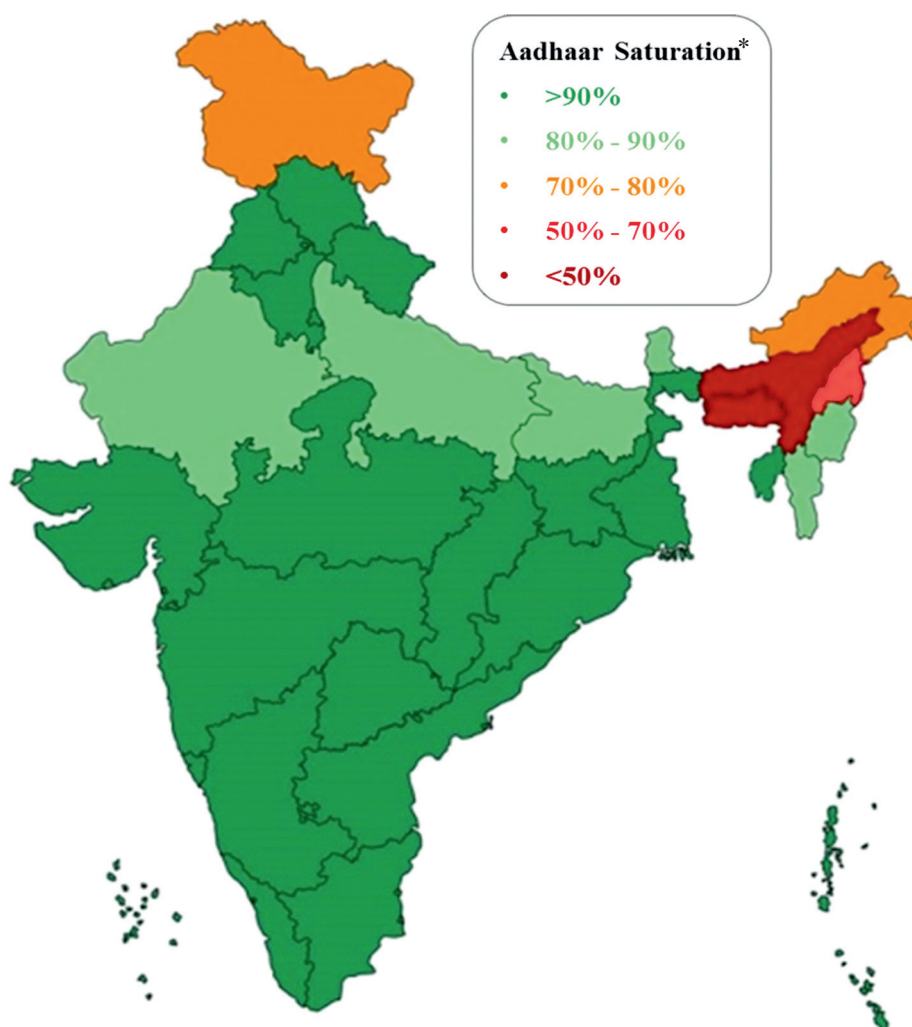
### 3.1 Enrolment and Update Ecosystem

Aadhaar enrolment being the primary mandate of UIDAI, the focus of its functions has been on the enrolment of residents. As per the Aadhaar (Enrolment and Update) Regulations, 2016, the enrolment process of Aadhaar – the Unique Identification (UID) numbers – begins with a resident submitting her/his information to the enrolling agency at the Enrolment Centre with supporting documents by filling the enrolment

form, getting demographic and biometric data captured, submitting Proof of Identity (PoI) and Proof of Address (PoA) documents accepted for verification as per the indicative list prescribed in Annexure IV. The resident her/himself verifies the accuracy of information captured for enrolment/update and on completion of enrolment collects acknowledgement slip containing Enrolment ID. UIDAI had issued more than 120 Crore Aadhaar (118 Crore Live Aadhaar) till 31 March 2018. Coverage in 25 States/Union Territories has reached Aadhaar Saturation levels of more than 90% while 7 States/Union Territories have saturation around

75% to 90%. Figure-6 represents the Aadhaar saturation status across States/Union Territories as on 31 March 2018.

In the states with high Aadhaar saturation, there has been an operational shift from ‘Enrolments’ to ‘Updates’. The need for update is likely to increase more as more states become Aadhaar saturated and more Government and other services are rolled out leveraging Aadhaar. The base of success of Aadhaar, in the long run, will be the up-to-date status of its database, making Aadhaar information update a critical activity of UIDAI.



\*As on 31 March 2018

Figure 6. Aadhaar Saturation Status across States/ UTs



### 3.1.1 Enrolment Partners

For carrying out Aadhaar enrolment and update, UIDAI has an ecosystem comprising of the following partners as specified in the Aadhaar (Enrolment and Update) Regulations, 2016 (No.2 of 2016):

1. **Registrar:** Any entity authorized or recognized by the Authority (UIDAI) for the purpose of enrolling individuals under the Aadhaar Act, 2016.
2. **Enrolling Agency:** An agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals under the Aadhaar Act, 2016.
3. **Enrolment Centre:** A permanent or temporary centre set up by an enrolling agency for carrying out enrolment of residents and updating their information.
4. **Introducer:** Persons having valid Aadhaar, authorized by Registrars to introduce residents who do not possess any of the prescribed supporting documents.
5. **Operator:** The certified personnel employed



*Aadhaar Enrolment in progress*

by enrolling agencies to execute the process of enrolment at the enrolment centres.

6. **Supervisor:** The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.
7. **Verifier:** The personnel appointed by Registrars for verification of documents at enrolment centres.

### 3.1.2 Enrolment Process

For a resident, the Aadhaar enrolment process includes visiting the enrolment centre, filling the enrolment form, getting demographic and biometric data captured, submitting Proof of Identity (PoI) and Proof of Address (PoA) documents, giving informed consent and collecting acknowledgement slip containing Enrolment ID after completion of enrolment. The enrolment data filled in the enrolment form is verified with the supporting documents and uploaded in the system where the data passes through various checks and validations subsequent to which an Aadhaar number is generated.

UIDAI process accepts extensive range of PoI and PoA documents, annexed at Annexure IV. Even if someone of a family does not have individually valid documents, s/he can still enrol if her/his name exists in the family entitlement document. In such a case, Head of the Family (HoF) in the entitlement document first needs to be enrolled her/himself with valid PoI and PoA document/s. Thereafter the HoF can introduce other members of the family for Aadhaar enrolment. UIDAI accepts many documents as Proof of Relationship (PoR) which are also mentioned in Annexure IV. In case, there are no valid documents available, the resident may take the help of 'Introducer' which are validated by the Registrar.

To summarize, there are three approaches for enrolment:

Document Based	Head of Family (HoF) Based	Introducer Based
Submission of one valid Proof of Identity (PoI) document and one valid Proof of Address (PoA) document	Head of family (HoF) may introduce family members by means of documents, which establish the Proof of Relationship (PoR).	In the absence of valid Proof of Identity (PoI) document and valid Proof of Address (PoA) document, an introducer’s service can be leveraged. An introducer is a person appointed by the Registrar and should have a valid Aadhaar number.

During the enrolment for Aadhaar, only minimal demographic information, viz., name, gender, residential address, Date of Birth (DoB) and biometric information – all ten fingerprints, scan of both irises and facial image are captured. Additionally, the resident has the option to give her/ his e-mail ID and mobile number. In respect of children below 5 years, only name, gender, DoB and facial image of the child and Aadhaar/Enrolment ID of either of the parents are captured.

Aadhaar is an all-inclusive program and therefore, UIDAI has also laid down process for

enrolment of those persons who are not able to provide, due to any reasons, all or any of their biometrics. Thus, no resident is excluded from Aadhaar.

### 3.1.3 Aadhaar Enrolment Progress

Since the generation of First Aadhaar in September 2010, Aadhaar enrolment has grown exponentially and has crossed the mark of more than 120 Crore Aadhaars as on 31 March 2018. The saga of Aadhaar and various milestones achieved since inception are portrayed in Table 1 and Graph 1. Cumulative Aadhaar generation is depicted in Graph 2.

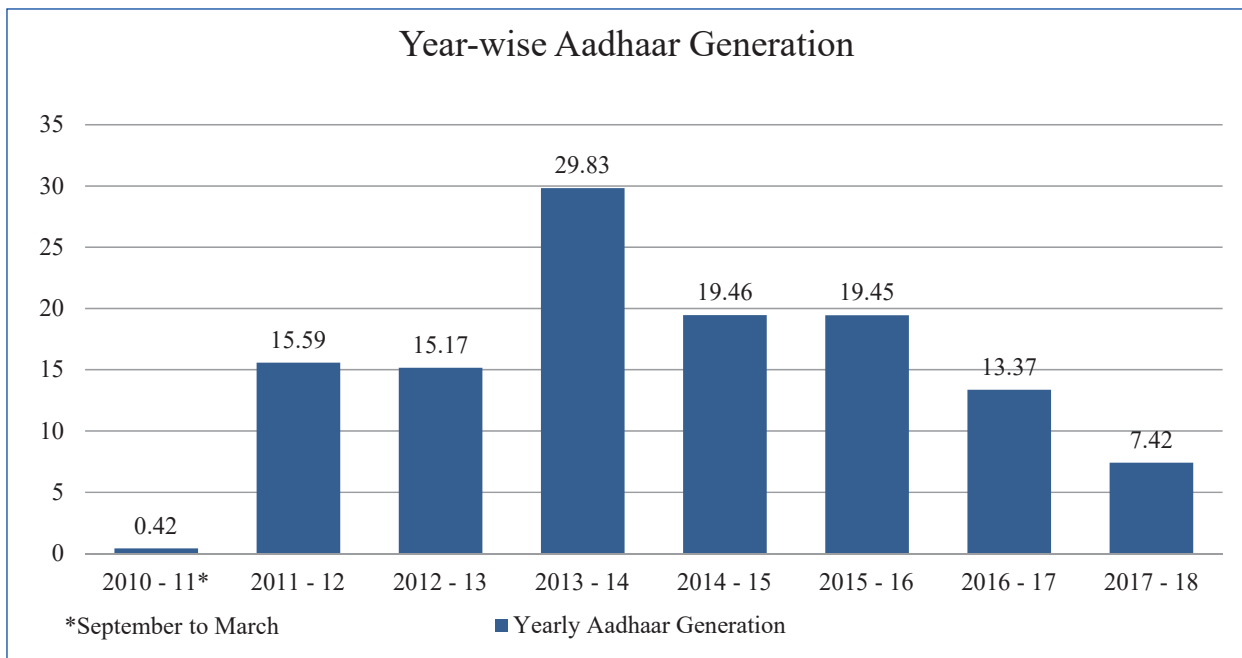
**Table 1. Year-wise and Cumulative Aadhaar Generation**

Year	Aadhaar generated (in Crore)	Cumulative Aadhaar generated (in Crore)
2010-11*	0.42	0.42
2011-12	15.59	16.01
2012-13	15.17	31.18
2013-14	29.83	61.01
2014-15	19.46	80.47
2015-16	19.45	99.92
2016-17	13.37	113.29
2017-18	7.42	120.71

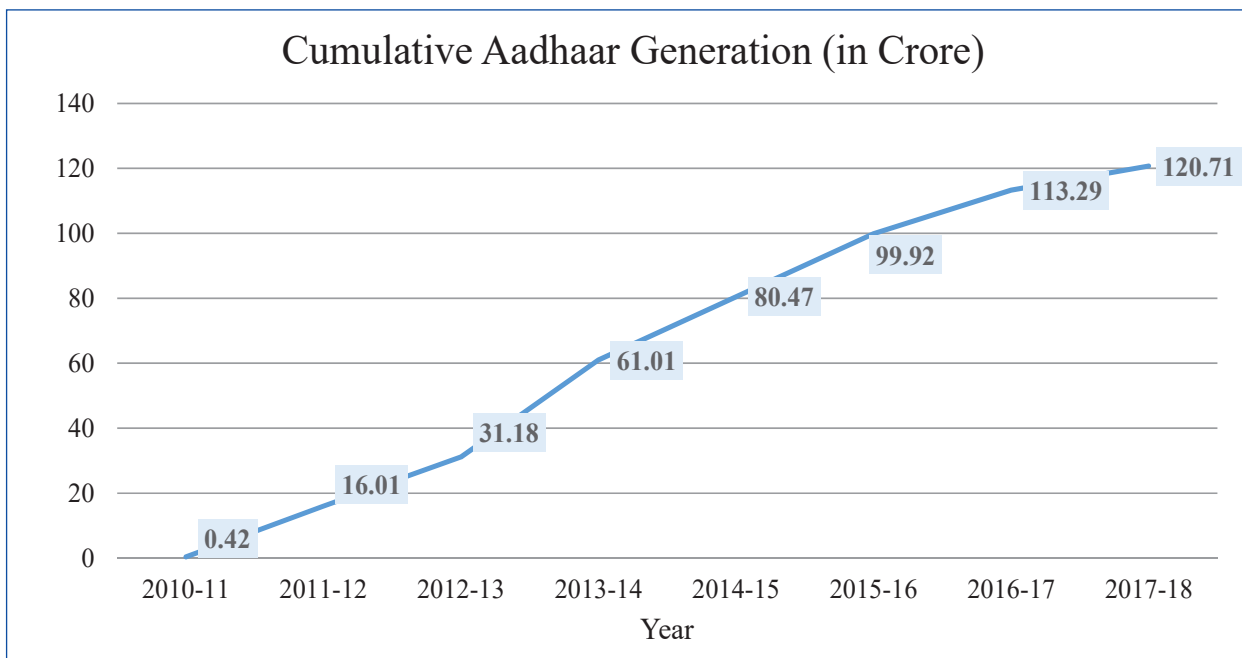
\*September to March



**Graph 1. Year-wise Aadhaar Generation (September 2010 - March 2018)**



**Graph 2. Cumulative Aadhaar Generation (September 2010 to March 2018)**





During the year 2017-18, month-wise Aadhaar generation data is portrayed in Table 2.

**Table 2. Month-wise Aadhaar generation (2017-18)**

Month	Month-wise Aadhaar generation (in Lakh)
Apr - 17	79.63
May - 17	94.10
Jun - 17	79.07
Jul - 17	85.88
Aug - 17	86.45
Sep - 17	74.06
Oct - 17	40.79
Nov - 17	35.37
Dec - 17	18.60
Jan - 18	73.12
Feb - 18	37.29
Mar - 18	37.97
<b>Total</b>	<b>742.33</b>

To assess the progress made in the Aadhaar enrolment, the number of Aadhaar issued has to be weighed in terms of percentage to the population. The official Census figures pertain to the year 2011. So to make a reasonable assessment, estimated population need to be calculated on the available Census figures and the birth & death rates. The population, hence, projected as on March 2017 is 131.7 Crore approximately.

An Aadhaar number is issued only once and the

same is never re-issued. However, the actual number of Aadhaar holders would always be lesser due to deaths. Hence, the concept of “Live Aadhaar” has been introduced to depict the number of alive persons holding Aadhaar. The number of Live Aadhaar issued as on 31 March 2018 is 118 Crore. Summary of Live Aadhaar vis-a-vis projected population as on 31 March 2018 is provided in Table 3, and the state-wise Live Aadhaar saturation, as on 31 March 2018, is given at Annexure III.

**Table 3. Enrolment Statistics**

Age Band	Population – Projected 2017 (in Crore)	Aadhaar Generated (in Crore)	Live Aadhaar (in Crore)	Live Aadhaar Saturation
<b>Overall</b>	131.7	120.7	118.0	89.6%
<b>Population 0 &lt; 5 years</b>	12.3	5.9	5.8	47.2%
<b>Population 5 &lt; 18 years</b>	36.1	28.9	28.3	78.4%



### 3.1.4 Aadhaar Data Update

The Aadhaar number is a lifetime number issued to the resident. Apart from the biometric attributes of a resident, the demographic details – name of the resident, address, Date of Birth (DoB), gender and mobile number/email (optional) are stored in the UIDAI database.

While the demographic details are usually subject to change over a period of time during the lifetime of a resident as s/he relocates, changes her/his mobile number, change of name post marriage, etc., the biometric attributes need to be updated by the children upon attaining the age of 5 and 15 years, or due to some mishap leading to loss/change of biometrics. Accordingly the demographic and biometric fields linked to an Aadhaar number need to be updated so as to ensure accuracy of information stored in the database to be relevant for authentication purpose.

### Modes of Data Update

There are broadly two modes available to a resident for updating her/his Aadhaar data:

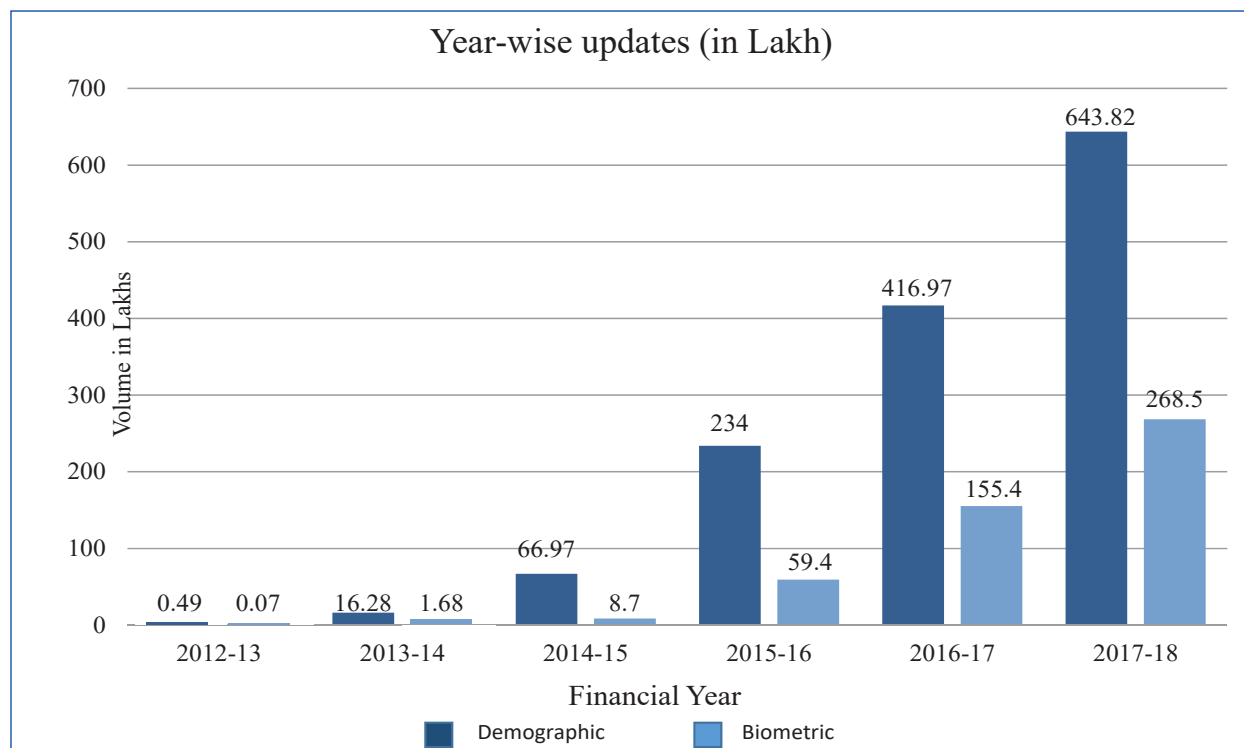
- **Via Online through Self Service Update Portal (SSUP):** It is an online mode whereby a resident can update her/his address with valid supporting document. Only those residents whose mobile numbers are already captured in Aadhaar can avail this facility.
- **By visiting Permanent Enrolment Centre (PEC):** A resident can visit any Permanent Enrolment Centre (PEC) and update any of her/his demographic or biometric data.

As on 31 March 2018, a total of 13.79 crore demographic updates and 4.9 crore biometric updates have taken place since inception. Year-wise updates with respect to demographic (through SSUP and PEC) and biometric data that have been done since 2012 are shown in Table 4 and Graph 3.

**Table 4. Year-wise Aadhaar Updates**

Year	Demographic Update (in lakh)			Biometric Update (in lakh)
	Through SSUP	Through PEC	Total	
2012-13	0.26	0.23	0.49	0.07
2013-14	6.15	10.13	16.28	1.68
2014-15	28.81	38.16	66.97	8.70
2015-16	31.31	202.69	234.00	59.40
2016-17	58.97	358.00	416.97	155.40
2017-18	57.02	586.80	643.82	268.50
<b>Total</b>	<b>182.52</b>	<b>1196.01</b>	<b>1378.53</b>	<b>493.75</b>

**Graph 3. Year-wise Aadhaar Updates**



**Charges for various services**

UIDAI provides assistance to Registrars for enrolment that result in successful generation of Aadhaar and also for the mandatory biometric

updates. Aadhaar enrolment is free of charge for the residents. For other update services, they are authorized to collect nominal charges from the resident as detailed in Table 5.

**Table 5. Charges for various Aadhaar enrolment and update services**

S. No.	Services	Assistance paid to Registrars (in INR)	Maximum fee to be collected from Resident (in INR) *
1	Enrolment resulting into successful Aadhaar generation	50	Nil
2	Mandatory biometric update (child crossing 5/15 years)	25	Nil
3	Other biometric update	Nil	25
4	Demographic update (any type/any channel)	Nil	25
5	Aadhaar search using e-KYC/Find Aadhaar/any other tool and color printout A4 sheet	Nil	20
6	Aadhaar search using e-KYC/Find Aadhaar/any other tool and black and white printout on A4 Sheet	Nil	10
7	Best Finger Detection (BFD)/Status query	Nil	Nil

\*GST as applicable



## 3.2 Authentication Ecosystem

Aadhaar Authentication is the process wherein Aadhaar number, along with other attributes (demographics/biometrics/OTP) is submitted to UIDAI's Central Identities Data Repository (CIDR) for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "yes/no" or with eKYC as required.

The purpose of authentication is to enable residents to prove their identity and for service providers to confirm that the residents are 'who they say they are' in order to deliver hassle-free services, subsidies and targeted benefits. UIDAI formally launched fingerprint based online authentication on 7 February 2012 and iris based authentication, One Time Pin (OTP) based authentication and e-KYC services on 24 May 2013.

Subsequently, various schemes like Public Distribution System (PDS), Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), National Social Assistance Program (NSAP), Scholarships, Liquefied Petroleum Gas (LPG) Subsidy and Biometric Attendance System (BAS) have been integrated with Aadhaar for delivery of service. The e-KYC service is being used by various Government applications such as *Jeevan Pramaan*, Income Tax Return and by various other sectors such as banking, insurance and telecom, etc. The Aadhaar e-KYC service provides a paperless KYC experience and avoids the cost of repeated KYC, the cost of paper handling and storage and the risk of forged documents. Since Aadhaar e-KYC is real-time, it enables service providers to provide instant delivery of services to the residents.

### 3.2.1 Authentication Partners

UIDAI provides Authentication and e-KYC services through agencies called as Authentication User Agency (AUA), e-KYC User Agency (KUA) and Authentication Service Agency (ASA), which are appointed as per Regulation 12 of Aadhaar (Authentication) Regulations, 2016.

- 1. Authentication User Agency (AUA):** means a requesting entity that uses the Yes/No authentication facility provided by the Authority (UIDAI). AUA is any government/public/private legal agency registered in India that uses Aadhaar authentication for providing its services to the residents. An AUA is connected to the UIDAI Data Centre/CIDR through an ASA (either by becoming ASA on its own or taking services of an existing ASA) using a secured protocol. A total of 310 Live AUAs have been on-boarded as on 31 March 2018. Since inception these entities have conducted over 1816.10 crore Authentications including 501.97 crore e-KYC transactions till 31 March 2018.
- 2. e-KYC User Agency (KUA)** means a requesting entity which in addition to being an AUA, uses e-KYC authentication facility provided by the Authority. UIDAI offers the e-KYC service which enables a resident having an Aadhaar number to authenticate her/himself using the demographic information and photograph available with UIDAI in an online, secure, auditable manner with her/his explicit consent. As on 31 March 2018, 255 KUA (Live) entities are on-boarded and 501.97 crore e-KYC transactions have been performed.

**3. Authentication Service Agency (ASA)** means 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. ASAs transmit authentication requests of AUAs to the CIDR. They play the role of enabling intermediaries through secure connection established with the CIDR. ASAs receive CIDR's response and transmit back the same to the AUAs. 26 Live ASAs have been on-boarded as on 31 March 2018.

With a host of Aadhaar enabled services already rolled out, a large number of Central and State Government departments have built applications and created the necessary infrastructure realizing the full potential of Aadhaar in improving service delivery, accountability and transparency in various social sector schemes. UIDAI has been working closely with the Ministries/Departments/State Governments for developing applications and infrastructure

leveraging Aadhaar to enable Aadhaar based transactions. UIDAI also provides assistance for Information and Communications Technology (ICT) infrastructure to State Governments for re-engineering the existing process for Aadhaar integration and for procurement of enrolment kits. Since the start of the scheme, ICT assistance amounting to INR 140.29 Crore has been granted till 31 March 2018 to 24 States, 5 UTs, 1 Department and 2 Central Ministries.

### 3.2.2 Aadhaar Authentication Service

Aadhaar Authentication is the process wherein Aadhaar number along with other attributes (demographic/biometrics/OTP) is submitted to UIDAI's CIDR for verification; the CIDR verifies whether the data submitted matches the data available in CIDR and responds with a "Yes/No" or e-KYC data. The purpose of authentication is to enable residents to prove their identity and for service providers to confirm in turn that the residents are 'who they say they are' to avail hassle-free services, subsidies and benefits.



*MGNREGS workers using Aadhaar Authentication Service to get wages*



### Types of Authentication

There are two types of authentication facilities provided by the Authority, namely:

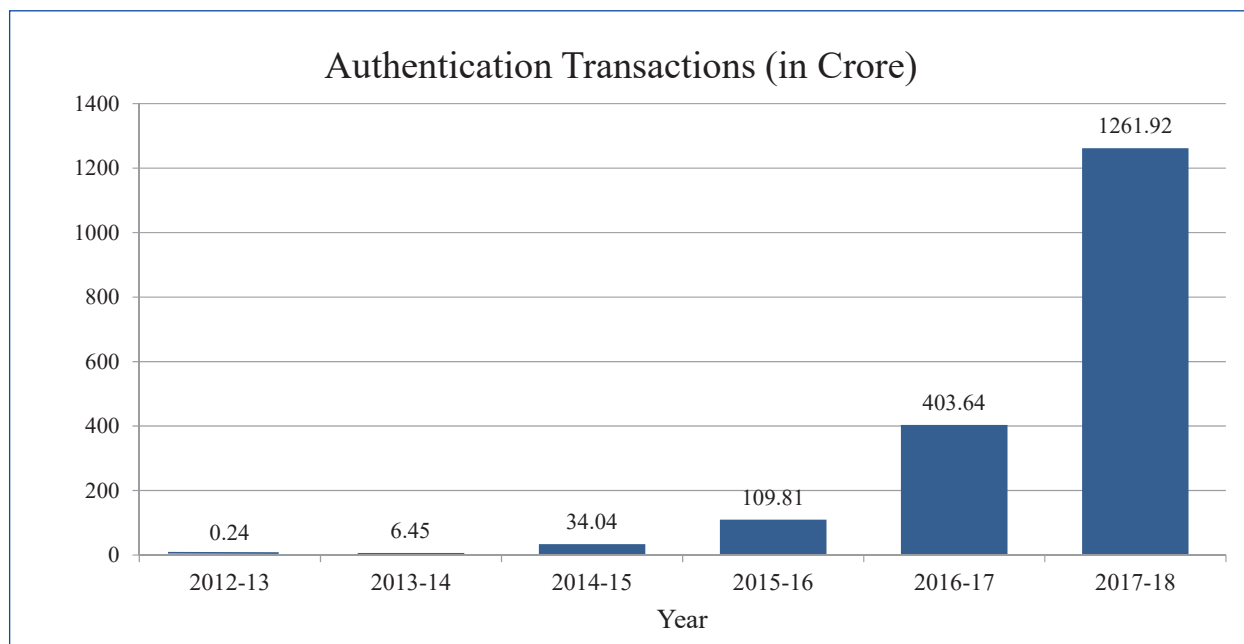
1. **“Yes/No” Authentication:** UIDAI started Yes/No Authentication facility in February 2012 under which requesting entity sends

Aadhaar and necessary demographic and/or OTP and/or biometric information of the Aadhaar number holder in an encrypted format. UIDAI validates the input parameters against the data stored in CIDR and authenticates in a ‘Yes or No’ response.

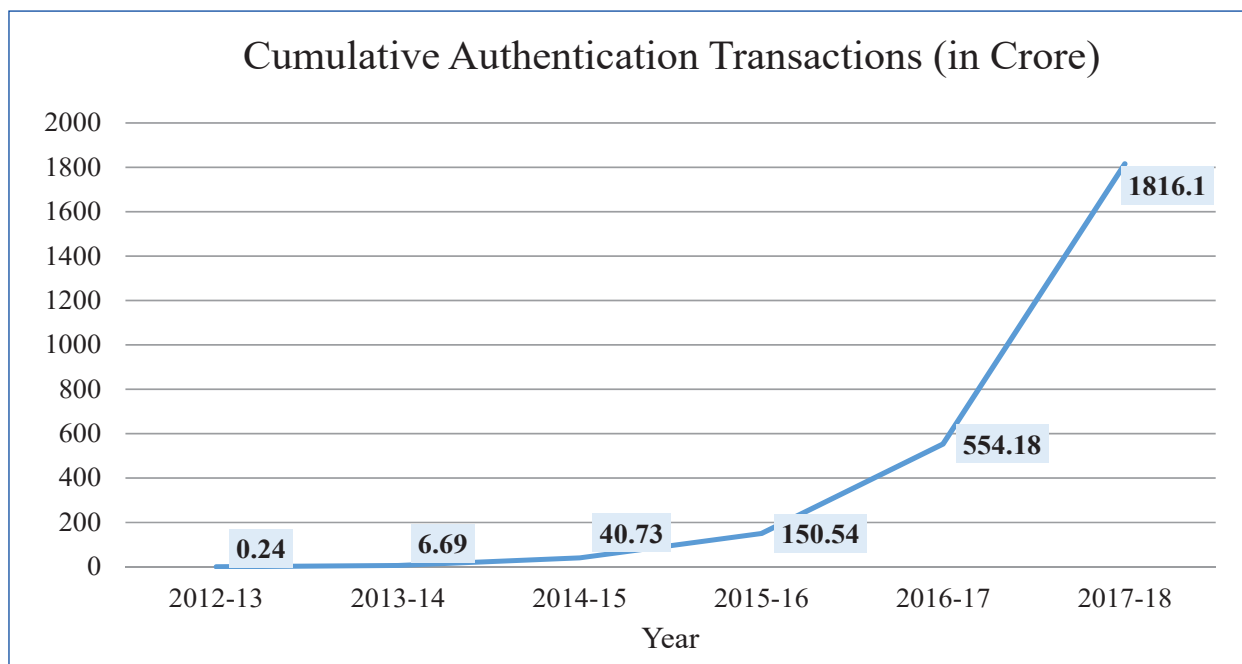
**Table 6. Year-wise and Cumulative Authentication Transactions**

Year	Authentication Transactions (in Crore)	Cumulative Transactions (in Crore)
2012-13	0.24	0.24
2013-14	6.45	6.69
2014-15	34.04	40.73
2015-16	109.81	150.54
2016-17	403.64	554.18
2017-18	1261.92	1816.10

**Graph 4. Year-wise Aadhaar Authentication Transactions**



**Graph 5. Cumulative Authentication Transactions**



**Table 7. Month-wise Authentication Transactions (2017-18)**

Month	Authentication Transactions (in Crore)
Apr - 17	46.39
May - 17	59.14
Jun - 17	81.45
Jul - 17	96.58
Aug - 17	103.92
Sep - 17	147.99
Oct - 17	146.26
Nov - 17	136.18
Dec - 17	112.30
Jan - 18	109.36
Feb - 18	102.64
Mar - 18	119.71
<b>Total</b>	<b>1261.92</b>

**2. e-KYC Authentication:** UIDAI started e-KYC Authentication facility in May 2013 under which a requesting entity sends Aadhaar and necessary biometric information and/or OTP from the Aadhaar

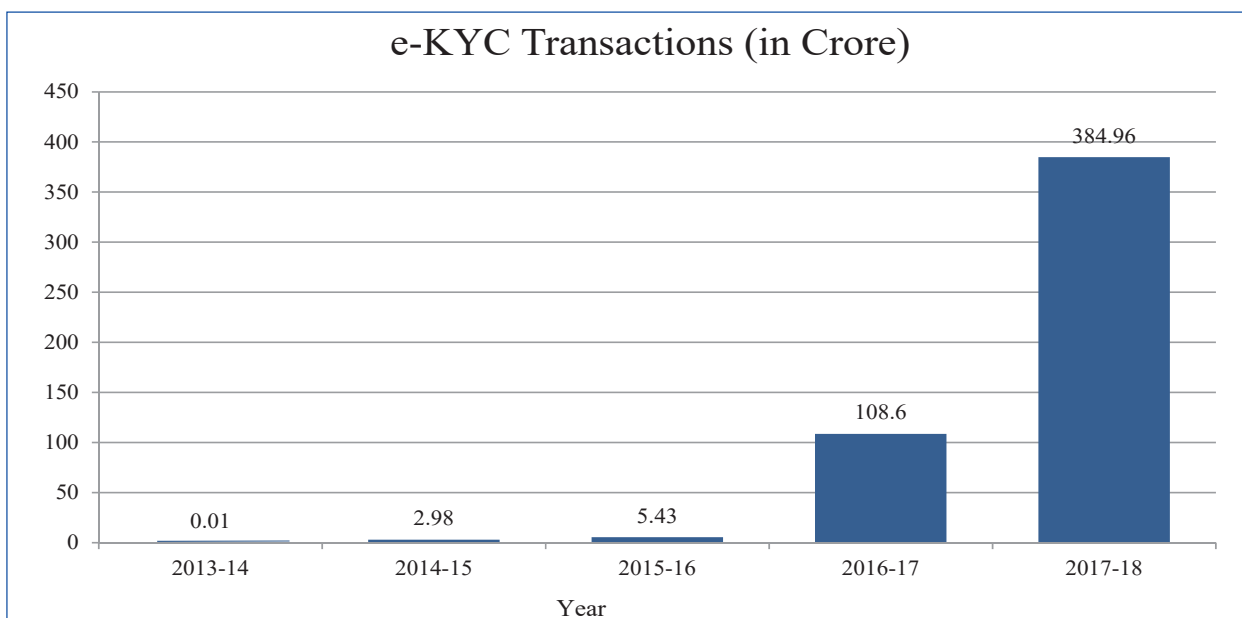
number holder in encrypted format. UIDAI validates the input parameters against the data stored in CIDR therein and returns authentication response as an encrypted digitally signed e-KYC.



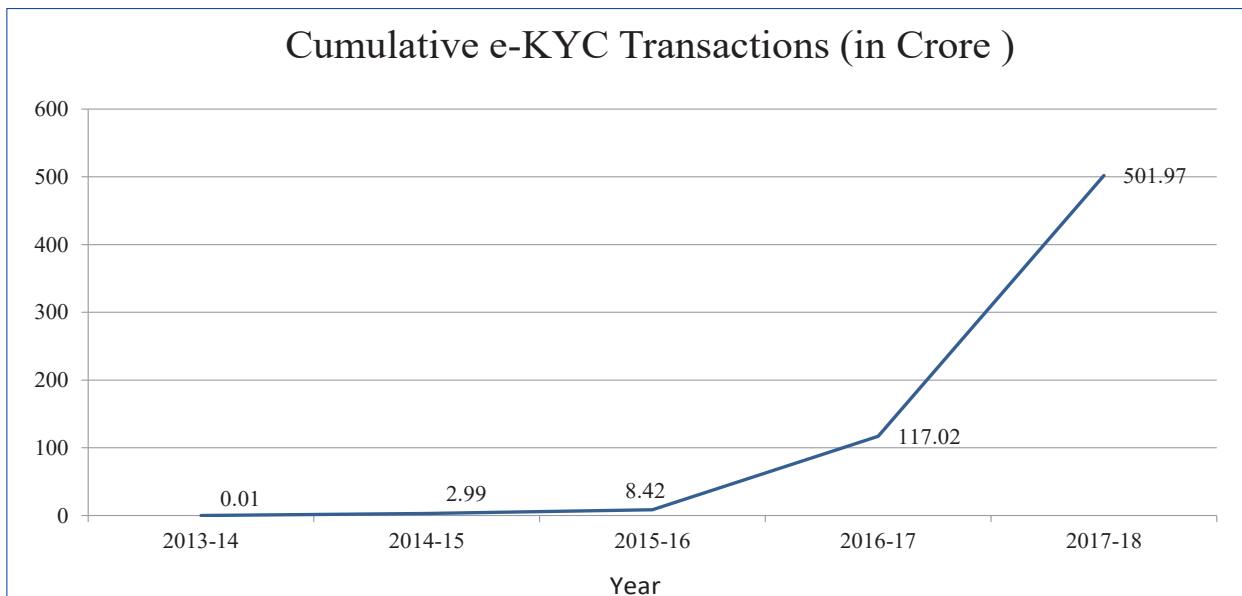
**Table 8. Year-wise and Cumulative e-KYC Transactions**

Year	e-KYC Transactions (in Crore)	Cumulative Transactions (in Crore)
2013-14	0.01	0.01
2014-15	2.98	2.99
2015-16	5.43	8.42
2016-17	108.60	117.02
2017-18	384.96	501.97

**Graph 6. Year-wise e-KYC Transactions**



**Graph 7. Cumulative e-KYC Transactions**





**Table 9. Month-wise e-KYC Transactions (2017-18)**

Month	e-KYC Transactions (in Crore)
Apr - 17	16.52
May - 17	22.58
Jun - 17	36.79
Jul - 17	42.61
Aug - 17	37.20
Sep - 17	35.73
Oct - 17	37.22
Nov - 17	35.74
Dec - 17	29.87
Jan - 18	27.13
Feb - 18	26.46
Mar - 18	37.11
<b>Total</b>	<b>384.96</b>

**Modes of Authentication**

UIDAI as an Authority entertains only that authentication request which is sent by a requesting entity electronically in accordance with the Aadhaar (Authentication) Regulations, 2016 and conforms to the specifications laid down by the Authority. Authentication may be carried out through the following modes:

- 1. Demographic Authentication:** Aadhaar number and demographic information of the Aadhaar number holder is matched with the demographic information of the Aadhaar number holder in the CIDR.
- 2. One Time Pin based Authentication:** A One Time Pin (OTP) with limited time validity is sent to the registered mobile number or e-mail address of the Aadhaar number holder or generated by other appropriate means. The Aadhaar number holder shall provide this OTP along with her/his Aadhaar number during authentication and the same shall be matched with the OTP generated by the Authority.

- 3. Biometric based Authentication:** The Aadhaar number and biometric information submitted by the Aadhaar number holder are matched with the biometric information of the said Aadhaar number holder stored in the CIDR. This may be fingerprints-based or iris-based authentication or other biometric modalities based on biometric information stored in the CIDR.

- 4. Multi-factor Authentication:** A combination of two or more of the above modes may be used for authentication.

A requesting entity may choose suitable mode(s) of authentication from any of the available modes as described for a particular service or business function/transaction as per its requirement including multiple factor authentication for enhancing security.

**Exception Handling**

UIDAI provides various modes of authentication, viz., demographic, biometric (fingerprint and iris) and OTP and multi-factor



*Villagers using Biometric Authentication to avail banking services*

authentication. The requesting entity may provide authentication facility using any of the above modes of authentication.

In addition, as per Regulation 14(1) (i) of Aadhaar (Authentication) Regulations 2016, all the requesting entities are required to implement exception-handling mechanism and back-up identity authentication mechanism/s to ensure seamless provision of authentication services to an Aadhaar number holder.

### 3.2.3 New Initiatives

**1. Registered Devices:** UIDAI has mandated use of Registered Devices (RD) for all authentication requests. With Registered Devices, biometric data is signed within the device/RD service using the provider key to ensure that it is indeed captured live. The device provider RD Service encrypts the PID block before returning to the host application. This RD Service encapsulates the biometric capture, signing and encryption of biometrics all

within it. Therefore, introduction of RD in Aadhaar authentication system rules out any possibility of use of stored biometric and replay of biometrics captured from other sources. As on 31 March 2018, 48.25 lakh Registered Devices performed authentication transactions in production environment using API 2.0.

**2. Biometric Locking:** UIDAI has provided the Biometric Locking facility to dispel apprehensions regarding possibility of misuse of biometrics and to further enhance safety of one's biometrics whereby a resident can lock/unlock her/his biometrics as and when s/he wishes or needs so. One can unlock one's own biometric to do an Aadhaar Authentication and can re-lock it safely to one's own satisfaction. Biometric lock is unlocked only for a specified period of time. For further convenience, the use of biometric locking facility, UIDAI has made it available in its newly developed "mAadhaar" mobile app.

### 3.3 Logistics Ecosystem

Aadhaar number is communicated to the residents via Aadhaar letters. An updated Aadhaar letter is sent to residents who have updated their information. In case a resident does not receive the Aadhaar letter, a re-printed letter is sent.

#### 3.3.1 Aadhaar Letter Printing and Delivery

- The Logistics Division of UIDAI is entrusted with printing and delivery of Aadhaar letters to the residents. Once the Aadhaar is generated, the same is printed and delivered to the Resident within permissible time limits. Each Aadhaar letter comprises of a printed, laminated document with a photograph, date of birth, gender, demographic information of the resident, the Aadhaar Number (UID) and Quick Response (QR) Code.
- The Logistics Division of UIDAI is one of the largest and most complex ecosystem which has full variable data printing job and has the requisite high levels of reliability and security.
- For Printing of Aadhaar letters, UIDAI has on-boarded three printing agencies at various locations. Currently, the installed printing capacity is 7 lakh Aadhaar letters per day in 13 different regional languages.
- The Department of Post is the delivery partner for Aadhaar letter to be sent to the resident at the address provided at the time of enrolment.
- UIDAI sends Aadhaar letters for every new enrolment and update. Since inception, a total of 119 crore 91 lakh 97 thousand and 175 Aadhaar letters have been printed and dispatched up till 31 March 2018

to the Residents through India Post as First Class Digitally Franked articles. Further, the Residents can update their Aadhaar information either online or at any Enrolment Centre. A total of 11 crore 30 lakh 7 thousand and 614 updated Aadhaar letters (excluding updates for email/mobile) have been dispatched to the Residents through India Post as First Class Digitally Franked articles, as on 31 March 2018.

#### 3.3.2 e-Aadhaar

- UIDAI has launched e-Aadhaar portal for downloading the Aadhaar letter in PDF format from its website: [www.uidai.gov.in](http://www.uidai.gov.in) in November, 2012.
- e-Aadhaar is the electronic version of Aadhaar number, which shall be accepted as proof of identity of the Aadhaar number holder for any purpose subject to authentication and other conditions, as specified by the Regulations. E-Aadhaar is a digitally signed and secure electronic document which is as valid and usable as a physical printed Aadhaar letter and both are treated at par. Therefore, e-Aadhaar is acceptable as a valid Proof of Identity. Awareness about the validity of e-Aadhaar is disseminated by necessary IEC activities on all mediums. The total e-Aadhaar download till 31 March 2018 is approximately 85.69 Crore.

### 3.4 Training, Testing and Certification Ecosystem

For a transformational program of national importance and magnitude such as Aadhaar which covers one-sixth of the population on this planet, it is imperative that there is sufficient emphasis on the quality of data collected during



enrolment/update. Also, it is equally important that people who are responsible for capturing data are adequately trained and certified. UIDAI has worked diligently to create a Training, Testing and Certification ecosystem by engagement of various ecosystem partners. This ecosystem consists of (1) Content Development Agency and (2) Testing and Certification Agency, which are engaged and managed by the Training, Testing and Certification Division at UIDAI Headquarters.

### 3.4.1 Functioning of Training, Testing and Certification

UIDAI engages Certified Operators, Supervisors and Child Enrolment Lite Client Operators only for the Aadhaar enrolment/update process. Testing and Certification Agency engaged by UIDAI conducts Certification Examination for the Enrolment Staff at their designated Test Centres across the country. Various training

methodologies like Orientation, Refresher Trainings, District Level Officer (DLO)/ Panchayati Raj Institution (PRI) Training Program and Mega Training and Certification Camps are adopted by UIDAI for training the stakeholders of enrolment ecosystem on their roles and responsibilities including setting up of enrolment centre, use of enrolment devices, best practices, change in enrolment and update process etc. The Training and Testing Content on Enrolment Ecosystem is available on the UIDAI website in various Regional Languages.

In addition, Master Training on Aadhaar Seeding, Authentication and e-KYC are also organized by the UIDAI for Government officials to increase the usage of Aadhaar across Government organizations in delivery of services.

Summary of various types of Training Delivery Methods used by UIDAI from 1 April 2017 to 31 March 2018 is detailed in Table 10.

**Table 10. Details of Trainings Imparted (2017-18)**

S. No.	Type of Training	Participants	Number of Sessions	Number of Participants Trained
1.	Master Training on Seeding, Authentication and e-KYC	Government Officials and Authentication Agency Staff	188	9663
2.	Orientation Program	New/ Fresh Enrolment Staff	300	10999
3.	Refresher Program	Existing Enrolment Staff	152	9487
4.	PRI/ DLO Program	Panchayati Raj Institution Staff and District Level Officer	62	1732
5.	Mega Training and Certification Program	Government Official nominated to become Enrolment Staff	506	34678
<b>Total</b>			<b>1208</b>	<b>66559</b>



As on 31 March 2018, UIDAI has certified over 7.6 lakh Enrolment Operators, Supervisors and CELC Operators in partnership with the Testing and Certification Agencies. This includes around 12,000 Private/PSU Bank Staff, 5000 Education and Health Department Staff and 24,000 Department of Post Staff who were nominated to become Aadhaar Enrolment Staff during 2017-2018 by their respective departments.

### 3.5 Customer Relationship Management

Customer Relationship Management has been an activity of core importance for UIDAI. The Aadhaar (Enrolment & Update) Regulation, 2016 envisages in the Clause 32, Chapter VII (Grievance Redressal Mechanism) that the Authority (UIDAI) shall set up a Contact Centre to act as a central point of contact for resolution of queries and grievances of residents, accessible to residents through Toll Free Number/s and/or email as may be specified by the Authority.

The Contact Centre shall:

- provide a mechanism to log queries or grievances and provide residents with a unique reference number for further tracing till closure of the matter.
- provide regional language support to the extent possible.
- ensure safety of any information received from residents in relation to their identity information
- comply with the procedure and processes as may be specified by the Authority for this purpose.

In line with the above, UIDAI has following provisions for the residents:

#### 3.5.1 Aadhaar Support Services – Aadhaar Sampark Kendra

UIDAI has set up *Aadhaar Sampark Kendra* (ASK) or Contact Centre to help resolving residents' queries and grievances related to Aadhaar life cycle and related services. Main objectives of the *Aadhaar Sampark Kendra* are as follows:

- To provide a pan India accessible Toll Free Number and email using which the residents can contact *Aadhaar Sampark Kendra*.
- To provide support in multiple regional languages to cater complaints and queries from all parts of India.
- To provide an Interactive Voice Response System (IVRS) for residents calling the *Aadhaar Sampark Kendra*.
- To facilitate residents to interact with *Aadhaar Sampark Kendra* executive in case they wish to do so.
- The residents can also log complaints through Resident Portal of UIDAI.
- To create and maintain a common Customer Relationship Management (CRM) application to support residents in addressing their queries and complaints.

#### Infrastructure and Technology of Aadhaar Sampark Kendra

Currently *Aadhaar Sampark Kendra* consists of:

- **Toll-free-number 1947:** Toll Free Number is accessible across India. The short code '1947' is a category-I toll free number allotted by DoT to UIDAI.
- **Contact Centre Infrastructure:** Contact Centre Infrastructure comprises of Trunk lines, PBX solution, IVRS, Automatic Call



Distributor (for call distribution across Call Centre Facilitators, Computer Telephony Integration Unit and Voice Logger System (10% calls are recorded for technical quality evaluation). The IVRS interacts with the callers in duplex mode through synthesized recorded voice in Hindi/English or vernaculars depending on the language selected by the user. Currently Hindi, English, Gujarati, Kannada, Marathi, Telugu, Bengali, Punjabi, Oriya, Tamil, Assamese, and Malayalam languages are supported in IVRS. Features currently available in IVRS are as follows:

- Frequently Asked Questions.
- Aadhaar enrolment status based on 14 digit EID search.
- Aadhaar update status with 14 digit URN number.
- Intelligent selection of language options on IVRS based on caller's area.
- Status of already logged Complaints.
- Know your Aadhaar number.
- Route calls to Aadhaar Sampark Kendra executive, if desired by the caller.
- **CRM Software Application:** Microsoft Dynamics (MSD) based CRM software Application is being used for *Aadhaar Sampark Kendra*. This is the heart of the system and has backend integration through UIDAI's CIDR to give relevant information to the Contact Centre Firms (CCF) for handling resident queries. Same has also been integrated and extended to UIDAI divisions for end-to-end resolution of resident queries or complaints. The MSD-based CRM application can handle multiple complex integrations to provide redressal to the resident. Presently, CRM

application is being extended to following Divisions/Regional Offices (ROs) of UIDAI ecosystems for case resolution:

- Contact Centre Firms
- Help1 Desk Team for escalated grievances
- All the eight ROs
- Divisions within Headquarters and Technology Centre

Contract for providing Call Centre Services is with two firms which handle traffic from multiple locations and provide support in 12 languages, i.e., Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Oriya, Punjabi, Tamil and Telugu. Emails support at [help@uidai.gov.in](mailto:help@uidai.gov.in) is available in English language only.

CRM Application Servers are hosted within the two Data Centres located at Hebbal and Manesar with accessibility outside the Data Centre restricted only via P2P or secured MPLS lines to the CCF partners.

#### ● **Call Volumes**

Normally, UIDAI Contact Centres witness a call pattern of 1.5 – 2 lakh calls/day and 2500-3000 Emails/day. However, sudden spikes of approx. 3 Lakh calls/day were witnessed during January-2015, June-2016 and July-2017 due to Aadhaar based DBT, ITR using Aadhaar and PAN verification with Aadhaar respectively.

The volume varies with any major announcement by the Central or the State Government/s regarding use/linking/seeding of Aadhaar for a particular scheme/benefit resulting into sudden spikes. The traffic is likely to increase at least by 5% (Year-to-Year basis) of the current volume due to more enrolment, update and authentication and seeding of Aadhaar with the Central Government schemes/benefits.

## 4. DATA SECURITY AND PRIVACY

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UIDAI has a well-designed, robust and multi-layered security system with the appropriate application of the best available technology as per the international standards to technologically ensure safety and security of Aadhaar database and keeps upgrading its security system to upcoming unforeseen challenges.

The architecture of Aadhaar has been intrinsically designed with the three cardinal principles of *Minimal Information, Optimal Ignorance and Federated Databases* to ensure data security and privacy. UIDAI uses other layers of security measures such as regular security audits, etc., to further strengthen the security and privacy of data. UIDAI takes all possible steps including legal measures to protect the Aadhaar data.

Aadhaar is inherently designed in such a manner that the privacy of an individual is treated and protected as good as his fundamental rights. With minimal data collection at the time of enrolment and later at the time of update, Aadhaar respects the privacy concerns and cares for privacy as a Fundamental Right. Data collected for Aadhaar generation and update is so minimal that there is hardly any probability of a breach of privacy. The Aadhaar system issues the Aadhaar number after biometric de-duplication, manages lifecycle changes of that identity record and provides an Application Programming Interface (API) for verifying the identity (online authentication).

Under the principle of Optimal Ignorance, Aadhaar never collects any other information like transaction details, authentication purpose, bank account number, bank details, likes-dislikes, caste, familial relations, religion,

income, profession, property, education, mobiles (other than the one registered with UIDAI during Aadhaar enrolment for communication purposes or sending OTP/s, etc.), or any such details that could be a cause of concern with respect to the privacy of a person. Even the date-of-birth or any other information such as place of birth or residence using administrative boundaries (state/district/taluk) is not embedded in the Aadhaar number. During Aadhaar linking, also, the respective database carries out only Aadhaar based verification with explicit consent of Aadhaar number holder, but then that database do not share any information, not even the information related to verification, with Aadhaar/UIDAI.

Furthermore, Aadhaar is only focused by design on Identity and nothing else. Besides there are various stringent provisions made under Aadhaar Act and in the Regulations there under that reinforce data and privacy protection. Section 29 of the Aadhaar Act explicitly prohibits sharing or disclosure of core biometric for any purpose, violation of which is punishable under Section 37 and 38 of the Aadhaar Act with imprisonment of up to three years.

Regulations under the Aadhaar Act have been promulgated in 2016 to ensure that enrolment, authentication and other associated activities are carried out in strict accordance with law, in a secure and legal environ wherein responsibility and accountability of all agencies involved in the processes are clearly defined. Designing of the Aadhaar system as pure identity platform clears the clouds of confusion around the probable misuse of Aadhaar for any other purposes and also, sets free the usage to prove one's identity to other partners as and when required. This



also provisions a digital platform to innovate and work out various applications and utilities that may be built upon the Aadhaar platform. Aadhaar number is a random number with no built-in intelligence or profiling information. A 12-digit number can cater the identification needs of the population for the next couple of centuries.

#### **4.1 Aadhaar enrolment through a Secure Process**

UIDAI has set up a nationwide infrastructure for Aadhaar enrolment of residents of India through a network of Registrars and its accredited Enrolment Agencies. The Registrars are largely the Government departments/agencies and public sector banks. Enrolment Agencies are selected through rigorous selection criteria. A resident is enrolled by a UIDAI certified operator through UIDAI software under a highly robust, controlled, non-repudiable and secure process.

Everyday over 1 lakh residents are enrolled across the entire country by operators who are selected on the basis of a rigorous examination and test process. The operator also has to obtain her/his own Aadhaar number first and then sign each and every enrolment through her/his own fingerprints and Aadhaar number. In this manner a complete account is maintained as to which operator enrolled whom, where and when so that in case of any violation, accountability of the operator and enrolment agency can be immediately fixed. Then, the collected biometric data of people who are enrolled is matched against the entire database of existing Aadhaar holders (which are presently more than 120 Crore) and only when no match is found, Aadhaar numbers are generated. Biometric matching of this scale is done in a time span of 24 hours.

All enrolment data including biometrics are encrypted by 2048 bit encryption key at the time of enrolment and thereafter, it is not accessible to any agency except UIDAI which can access this data through a secure decryption key available to UIDAI only. It is worth mentioning here that it may take the fastest computer on the earth billions of years to break this encryption key by brute force. So far, not a single incident has come to the notice wherein core biometrics of a resident enrolled for Aadhaar have been accessed unauthorizedly from its database.

#### **4.2 Aadhaar Authentication through a Secure Process**

Aadhaar authentication responds only with Yes/No answer. It allows applications to “verify” the identity claim by the resident while still protecting their data privacy. A balance between ‘privacy and purpose’ is critical to ensure convenience and at the same time protect resident identity data. External user agencies do not have access to the Aadhaar database.

For every Aadhaar e-KYC request, only after successful resident authentication, demographic and photo data is shared in electronic format (via biometric/OTP authentication resident explicitly authorizes UIDAI to share electronic version of Aadhaar letter instead of sharing physical photocopies).

#### **4.3 Minimal Data with No Linkage**

Since Aadhaar system has data of all Aadhaar holders of the country in a central repository, it is designed to capture minimum data so as to provide only identity related functions (issuance and authentication). This design philosophy is derived directly from the fact that UIDAI respects privacy of the residents and does not hold/receive non-essential data within





its systems. In addition to having minimal data (4 attributes – name, address, gender and date of birth - plus 2 optional data – mobile, email), this central database does not have any linkage to existing systems/applications that use Aadhaar. This essentially creates a set of data islands containing resident data across various applications/systems (a federated model for resident data) rather than a centralized model eliminating the risk of a single system having complete knowledge of resident and her/his authentication history.

#### **4.4 No Pooling of Data**

Aadhaar system is not designed to collate and pool various data and hence does not become a single central data repository having all knowledge about residents. It has no linkage information (such as PAN number, Driver's License Number, PDS card number, EPIC number, etc.) to any other system. This design allowed transaction data to reside in specific systems in a federated model. This approach allowed resident information to stay in distributed fashion across many systems owned by different agencies.

#### **4.5 Optimal Ignorance**

Authentication is designed in such a way that neither the “purpose” of authentication nor any other transactional context is known to or shared with Aadhaar system. Aadhaar authentication and its operating model is built to be zero-knowledge system and automatically lends itself to transaction anonymity in order to protect privacy of an individual without any compromise on security. Authentication of an Aadhaar number holder by an agency does not entitle Aadhaar system to know the purpose or location for which authentication is carried out. Hence, Aadhaar system absolutely does not know if the individual is a bank employee using Aadhaar authentication

to mark daily attendance at work or an account is being opened or money is being transferred, etc.

#### **4.6 No Location Awareness**

UIDAI authentication system does not have location awareness. Aadhaar authentication is oblivious to the location from where the authentication request is sent. Hence, eliminates the risk of any resident being tracked via authentication.

#### **4.7 Federated Data and One Way Linkage**

By its very design, the system eliminates the Aadhaar database having all domain specific transaction data and hence the resident's specific transactional data remains federated across many user agencies' databases rather than centralization into a common database. It is also important to note that various systems may have reference to UIDAI (through the use of the Aadhaar number), but the UIDAI does not maintain reverse links to any of these systems. For example, while opening a bank account, the Bank will have the Aadhaar number, but UIDAI will not be privy to any data held by the Bank neither the bank account number nor any banking transaction details. Aadhaar Seeding, therefore, is strictly a one-way linkage (verification, to be precise) wherein the Aadhaar number is incorporated into the beneficiary database without pooling/pulling any data from the said database into the UID database.

#### **4.8 Security of Aadhaar Data**

UIDAI uses one of world's most advanced encryption technologies in transmission and storage of Aadhaar data. Aadhaar based authentication is robust and secure as compared to any other contemporary systems. Aadhaar system has the capability to inquire into any



instance of misuse of Aadhaar biometrics leading to identity theft and initiate action. As a result, since inception more than 1800 crore Aadhaar authentication transactions have taken place and to the best of the knowledge of UIDAI, no incident of misuse of biometrics leading to identity theft and financial loss or report of breach or leakage of core biometrics from UIDAI servers has been reported. Aadhaar data security is further enhanced through regular information security assessments and audits of various ecosystem partners by UIDAI.

#### **4.9 UIDAI is certified with ISO 27001**

UIDAI has established the most robust Information Security Management System and has been awarded ISO 27001:2013 certification from STQC.

#### **4.10 CIDR Infrastructure is declared as Protected System**

UIDAI-CIDR is declared as “**Protected System**” by National Critical Information Infrastructure Protection Centre (NCIIPC) adding another layer of IT security assurance.

In view of paramount importance given by UIDAI to safeguard resident data, secured in

CIDR, confidentiality, integrity and availability of the said information is maintained 24x7x365 through controls that are commensurate to the criticality of the information assets. This is to protect the Information Systems from all types of threats (Cyber related, Virtual Logical Cross-border of CIDR Interface, National or International interests, internal or external, deliberate or accidental).

#### **4.11 Governance, Risk, Compliance and Performance System (GRCP)**

The vision of GRCP framework is to facilitate creation of a robust, comprehensive and secure environment for UIDAI to operate. To achieve the goals, the GRCP-SP provides UIDAI management with oversight of UIDAI and partner ecosystem in terms of visibility, effectiveness and control.

#### **4.12 Fraud Management System at UIDAI**

UIDAI has a well-designed, multi-layer approach and robust fraud management system in place. It has been further consolidated last year. With the establishment of forensic lab, the fraud investigation capacity of UIDAI has increased manifold.



## 5. AADHAAR – A TOOL FOR GOVERNANCE REFORM

### 5.1 Aadhaar for Financial Inclusion

Aadhaar as a unique digital identity number does not change over the life of an individual. Hence, it could be used potentially as the financial address to accomplish financial inclusion, especially for those who have been left marginalized on the financial map of India. The Aadhaar number is sufficient to transfer any payments to an Aadhaar holder.

Till recently, in order to transfer money to a beneficiary, the Government/Institution needs to know the bank account, IFSC Code and bank branch details, etc., which are changeable. However, Aadhaar offers the prospects of sending money for life just by using the 12-digit number without being affected by any change/s in the bank account of the Aadhaar holder.

Different types of payment system which use Aadhaar number specific to requirements are:

#### 5.1.1 Aadhaar Enabled Payment System (AEPS)

AEPS is the platform in which a person can do basic banking transactions including withdrawal, deposit cash, fund transfer, etc., from her/his bank account at micro-ATMs using Aadhaar based biometric authentication. Bank is chosen by person as it is a transaction in the presence of the person. Till 31 March 2018, cumulative successful transactions on this platform have been over 141.16 Crore across ~ 3.87 lakh micro-ATMs provided by 115 Banks and Department of Post. (*Graph 8* provides the progress of AEPS transactions over the last 5 years.)

### 5.1.2 Aadhaar Payment Bridge (APB)

APB implementation helps deal with the challenges related to banking transactions with benefits to all stakeholders. This is largely a Government-to-Citizen (G2C) and Business-to-Consumer (B2C) platform for remitting fund to an Aadhaar holder by sending money to a recipient by just quoting her/his Aadhaar number. Bank account linked with Aadhaar automatically receives the funds coming through APB.

At ecosystem level, APB has already achieved wide acceptance and is presently an RBI approved payment system. As on 31 March 2018, there were 937 banks live on the APB platform, including all nationalized banks, RRBs and many co-operative banks. Also, cumulative successful transactions on APB platform till 31 March 2018 were over 317.59 crore, amounting to Rs. 1,08,216 crore.

(*Graphs 9* and *10* respectively provide the progress of APB in number of transactions, and value of transactions over the last 5 years.)

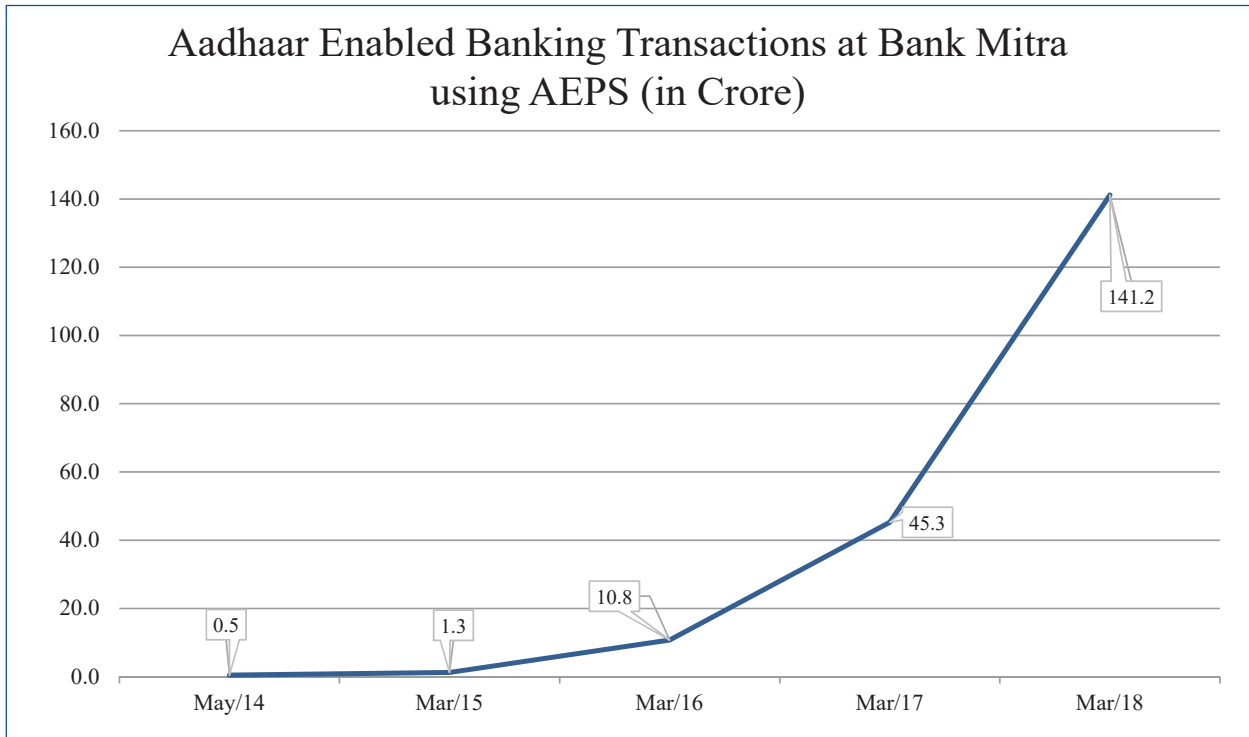
### 5.1.3 BHIM Aadhaar

BHIM Aadhaar is the merchant version of AEPS. It was created with an objective of achieving Consumer-to-Business (C2B) transactions for making payments to merchants for various services or goods by an Aadhaar

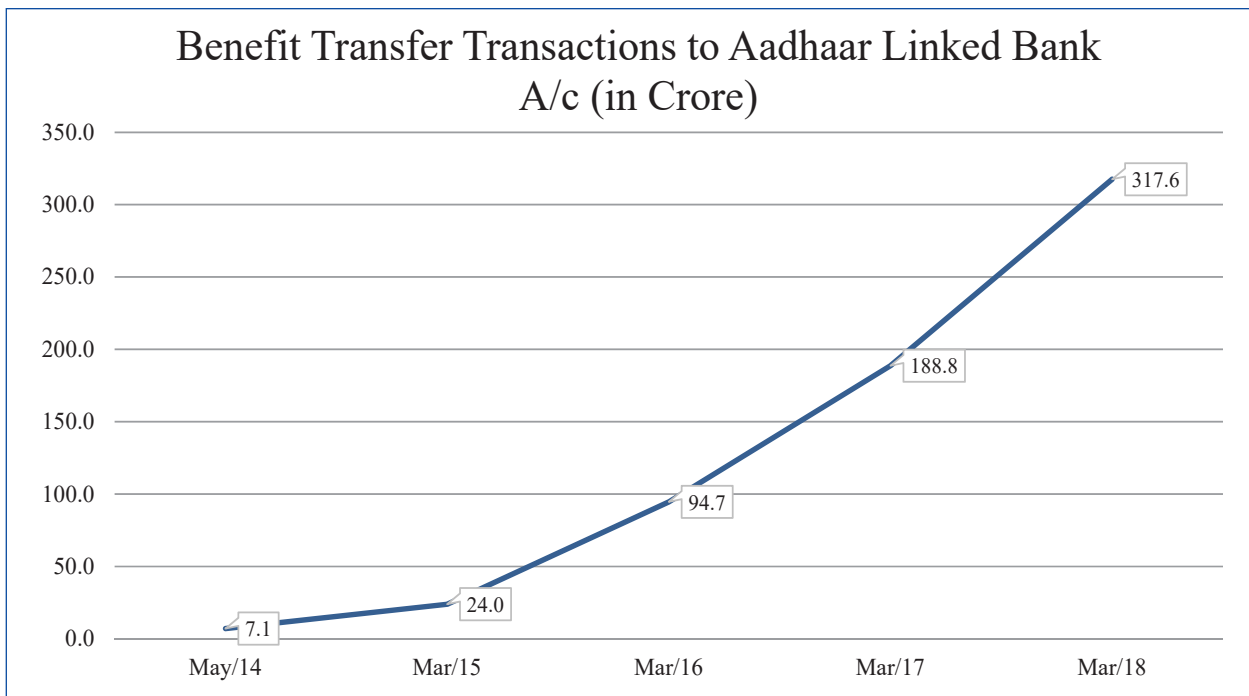




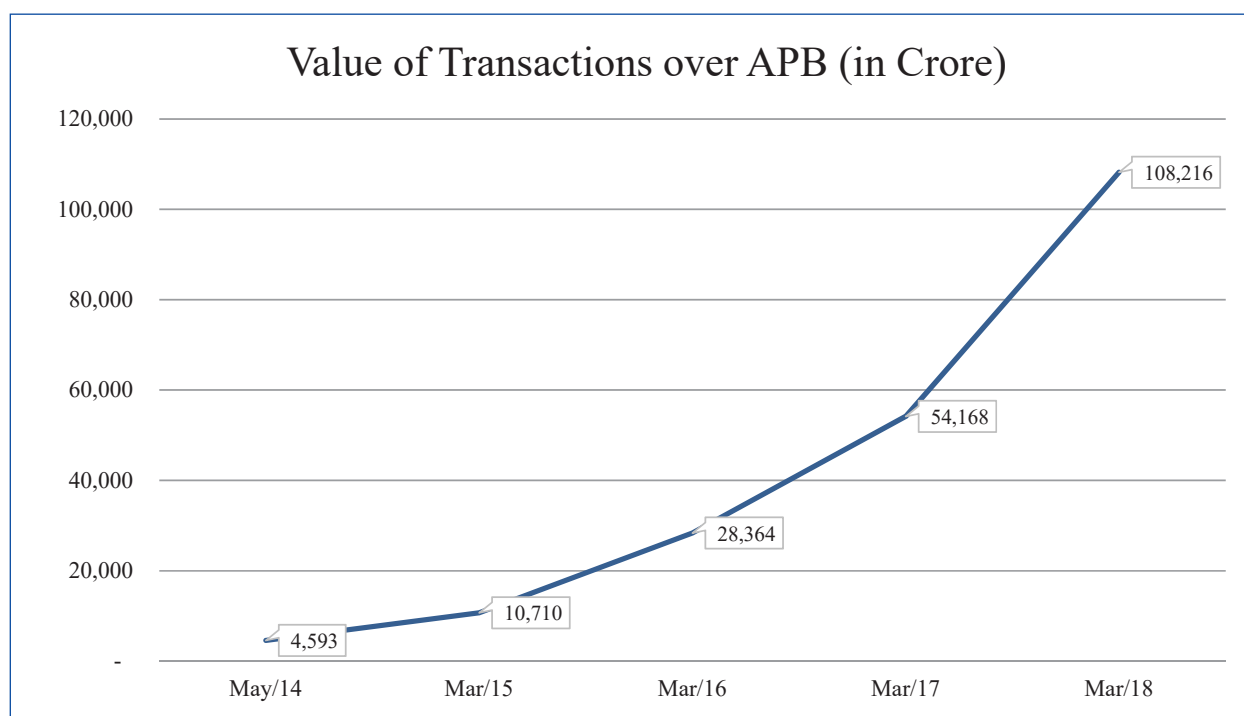
**Graph 8. Progress of AEPS Transactions (Since May 2014)**



**Graph 9. Progress of APB Transactions**



**Graph 10. Progress of Value of Transactions over APB**



holder. This has truly transformed the way payments are made in the hinterland while keeping the payment immediate and secure that really digitize the payments world.

A merchant with a bank account and an ordinary low cost android smart phone can become a digital merchant by acquiring a biometric device and downloading the requisite App from Google Play Store. This enables a merchant to receive cashless payment from customers. Launched on 14 April 2017, BHIM Aadhaar is currently deployed by 84 banks and is actively being used by over 35,500 merchants for about 19.53 lakh transactions till 31 March 2018.

#### 5.1.4 Pay to Aadhaar

This is an initiative for achieving Person-to-Person (P2P) remittance using Aadhaar number of the recipient as her/his financial address. It is a facility available on UPI platform integrated in BHIM App. To avail this facility, the receiving Aadhaar number should be linked

with receiver’s bank account. As of 31 March 2018, it has been deployed by over 95 banks and enables over 59.15 crore Aadhaar linked bank accounts to start receiving money using Aadhaar as financial address. Since launch, it has been used for over 16.32 lakh transactions.

(Graph 11 provides the progress of Aadhaar numbers linked to bank accounts since May 2014.)

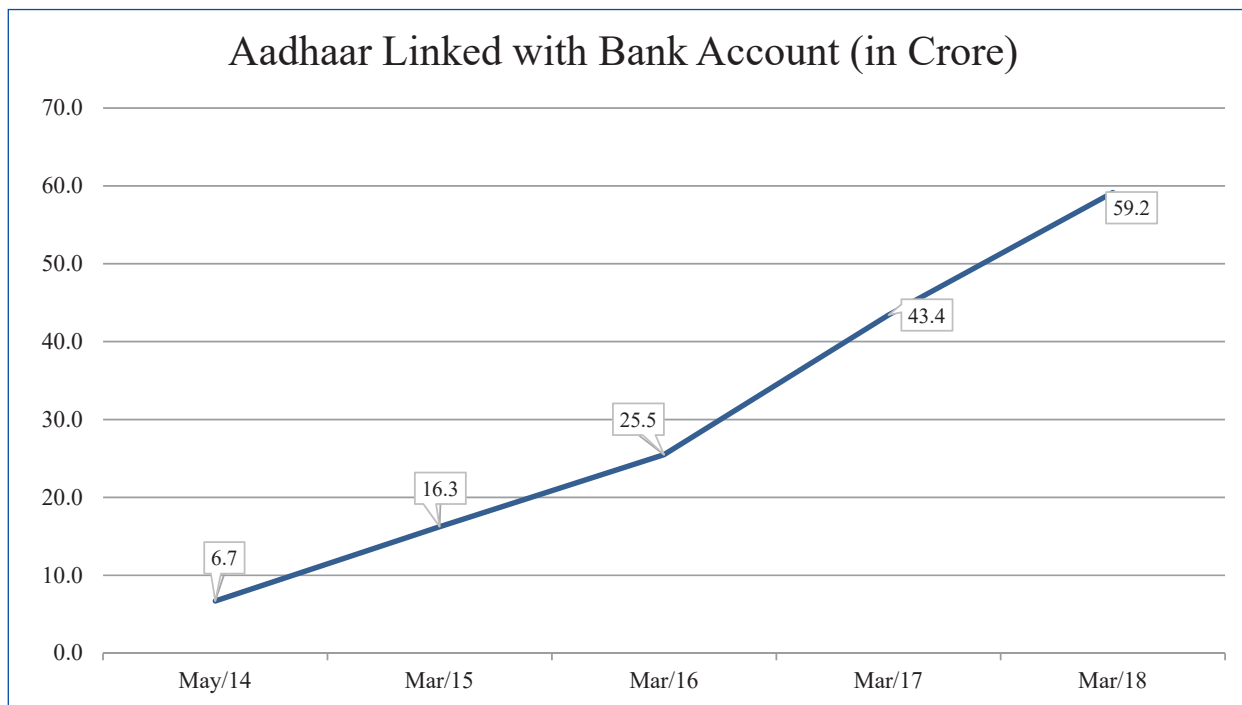
#### 5.2 Aadhaar in Direct Benefit Transfer

To achieve targeted delivery of welfare services in transparent and efficient manner, the Government of India launched Direct Benefit Transfer (DBT) through Aadhaar Payment Bridge (APB) and other channels in January 2013. DBT was implemented in phases for all Central Sector Schemes and Centrally Sponsored Schemes.

So far, several DBT schemes are leveraging on APB to transfer cash benefits directly



**Graph 11. Progress of unique Aadhaars linked to bank accounts**



into the Aadhaar linked bank accounts of the beneficiaries. As on 31 March 2018, multiple schemes including PAHAL under DBT have paid over Rs.108,216 crore across 317.59 crore successful transactions. It has been made possible by linking Aadhaar of the beneficiaries with her/his bank account. Over 59.15 crore unique Aadhaar numbers have been linked with about 87 crore bank accounts till 31 March 2018.

### **5.2.1 Notifications issued for DBT schemes**

Using Aadhaar for any Scheme under Direct Benefit Transfer which runs through the Consolidated Fund of India, it is mandatory that the concerned Department/Ministry administering the Scheme issues a notification either under Section 7 or Section 57 of the Aadhaar Act 2016, notifying the need of Aadhaar as an identification document. As per the decision of the Cabinet Secretariat, UIDAI has been mandated to facilitate drafting and

issuance of such notifications in compliance with the Aadhaar Act 2016, with due vetting by the Ministry of Law and Justice. Accordingly, till 31 March 2018, UIDAI (DBT Cell) has coordinated with more than 35 Ministries/Departments to issue 144 notifications under Section 7 of Aadhaar Act covering a total of 252 Schemes (Centrally Sponsored or Central Sector). Also, 8 Circulars have been issued by 7 Ministries/Departments under Section 57 of the Aadhaar Act.

### **5.2.2 Issuance of Clarifications for NRIs/PIOs/OCIs and Exception Management**

The Aadhaar Act, 2016 and all notifications/circulars issued by various Ministries/Departments of the Government of India under this Act have clearly underlined that Aadhaar is not mandatory for delivery of any service, subsidy or benefit. However, in order to provide categorical clarification on non-denial of services/benefits/subsidies for the want of



Aadhaar with respect to specific schemes, UIDAI has issued the following circulars (available on <https://uidai.gov.in/legal-framework/acts/circulars.html>):

- Exception handling in PDS and other welfare services, dated 24 October 2017.
- Applicability of Aadhaar as an identity document for Non-Resident Indians (NRIs)/ Persons of Indian Origin (PIOs) and Overseas Citizens of India (OCIs), dated 17 November 2017.

### 5.3 Useful Initiatives

Aadhaar is a digital identity verifiable online anywhere, anytime and to enable this, UIDAI has created digital platform around its properties, viz., Uniqueness, Authentication, Financial Address, and e-KYC.

Various new initiatives of effective governance that have provided ease of business and ease of life to Aadhaar holders are placed below:

- **DigiLocker:** DigiLocker is a service provided by National Informatics Centre (NIC) to residents to open a digital locker account using their Aadhaar. The residents upload their documents such as educational certificates, driving license, PAN card, etc., on the cloud. The residents subsequently provide consent with digital sign to ensure the receiver can use such digital documents. As of 31 March 2018, over 1.16 crore individuals have availed this facility and uploaded over 1.48 crore documents.
- **eSign:** eSign is an online service that can be integrated within various service delivery applications via an open API to facilitate digital signing of a document by an Aadhaar holder. It is designed for applying Digital Signature using authentication of Aadhaar holder.
- **Jeevan Pramaan:** *Jeevan Pramaan* is an Aadhaar enabled digital service for pensioners. Pensioners of Central or State Governments or any other Government organization can take benefit of this facility. With this facility, there is no need for the pensioner to present himself personally before the Pension Disbursing Agency. As of 31 March 2018, over 1.64 crore users have submitted *Jeevan Pramaan* certificate since its inception in 2014. Over 71 Lakh pensioners have availed *Jeevan Pramaan* in the year 2017-18.
- **Mobile SIM issuance with e-KYC:** Aadhaar has enabled telecom operators to issue mobile SIM in a paperless manner without any need of physical submission of application form, proof of address and other identity documents. Aadhaar e-KYC empowers an Aadhaar holder to get a SIM card activated instantly. As of 31 March 2018, over 85.7 crore people have linked their mobile with Aadhaar out of approximately 142.9 crore mobile connections.
- **E-verification of Income Tax return:** Aadhaar has enabled Income Tax payers to e-verify their income tax returns using Aadhaar OTP authentication, obviating the need for sending the ITR in a physical form to Income Tax Authorities. As of 31 March 2018, over 7.19 crore PAN card holders have got their Aadhaar linked to PAN and over 2.24 crore have e-verified their income tax returns.
- **mAadhaar Mobile Application:** UIDAI has developed a new mobile application called mAadhaar to enable Aadhaar number holders to download their data in their mobile as available in Aadhaar database.



This app also provides a very convenient and fast way to lock/unlock the biometrics after/for Aadhaar authentication. Recently Railways and Bureau of Civil Aviation Security have issued instructions to accept mAadhaar as proof of identification of the passengers for undertaking rail and air journeys respectively.

- **Ease of Enrolment and Updation:** Over 18,000 Aadhaar centres in Banks and Post Offices have been set up till 31 March 2018 to further ensure that the enrolment takes place in a secure and supervised environment. This has also eased out the process of bank accounts verification with Aadhaar for people.



## 6. ORGANIZATIONAL MATTERS OF UIDAI

### 6.1 Prevention of Sexual Harassment

As per Section 22 of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 along with the instructions issued by Department of Personnel and Training vide their OM No.11013/2/2014-Estt.A-III dated 2 February 2015, the requisite information for the year is provided below at Table 11.

### 6.2 Promotion of Raj Bhasha

As per the directions issued by Department of Official Language, Ministry of Home Affairs from time to time under the Official Language Act, 1963 and Official Language Rules, 1976, Unique Identification Authority of India (UIDAI) has been implementing the Official Language Policy of the Government of India at its Headquarters and Regional Offices.

During the year, four meetings of the Departmental Official Language Implementation Committee (OLIC) were conducted at Headquarters as well as at Regional Offices of UIDAI. The scope of the meetings was to make strategy for proper implementation of Annual Programme issued by Department of Official Language for accelerating progressive use of Hindi for official purposes. In addition, three workshops were also organized at Headquarters for sensitizing officials on the Official Language policy which were attended by about 60 officials. Further the progressive use of Hindi at HQs/ROs is reviewed and discussed regularly based on Quarterly Hindi Report following which necessary instructions are issued to all the ROs for proper compliance of Official Language policy and promotion of Hindi usage.

**Table 11. Annual Report on Prevention of Sexual Harassment of Women at Workplace (2017-18)**

S. No.	Description	FY 2017-18
1.	Complaints of sexual harassment received in the year	1
2.	Complaints disposed off during the year	1
3.	Cases pending for more than 90 days	NIL
4.	Workshops on awareness programmes for Prevention, Prohibition and Redressal of sexual harassment conducted during the year	5
5.	Nature of action	One case of alleged Sexual Harassment was reported in UIDAI's Regional Office, Lucknow. However, on enquiring into the said complaint, the complainant denied having filed the complaint and stated that the complaint had not been lodged by her.



As per instructions of the Government of India, 'Hindi Pakhwada' was celebrated in UIDAI from 14 to 28 September 2017. During this period, an Official Message from the CEO, UIDAI was issued in which all the UIDAI officials were appealed to enhance usage of Hindi in their day-to-day official work. Also, four competitions were organized at HQs in which 88 officers/staff members participated. Prize Distribution was organized on 30 October 2017.

As per the directions issued by Department of Official Language, Ministry of Home Affairs, two out of eight Regional Offices, namely Guwahati and Hyderabad, were inspected during the year to assess the status of compliance of Official Language policy. During the inspection, all the officers and staff of the respective Regional Offices were also briefed of the manner in which the official work in Hindi can be increased.

With a motive to promote usage of Official Language in official work, every year UIDAI carries out an incentive scheme for its officials in conformity with the guidelines issued by Department of Official Language. In the current year, 7 officials (4 from HQs and 3 from ROs – Mumbai, Lucknow and New Delhi) were awarded for doing maximum work in Hindi for the preceding year 2016-17.

### **6.3 Citizens'/Clients' Charter (CCC)**

It is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame, etc., with commitments from the organization to all its stakeholders. Citizens' Charter is provided on the UIDAI's website at the link [https://uidai.gov.in/images/uidai\\_citizen\\_charter\\_final.pdf](https://uidai.gov.in/images/uidai_citizen_charter_final.pdf). The Citizens' Charter is reviewed on a regular basis.

### **6.4 Intranet & Knowledge Management Portal**

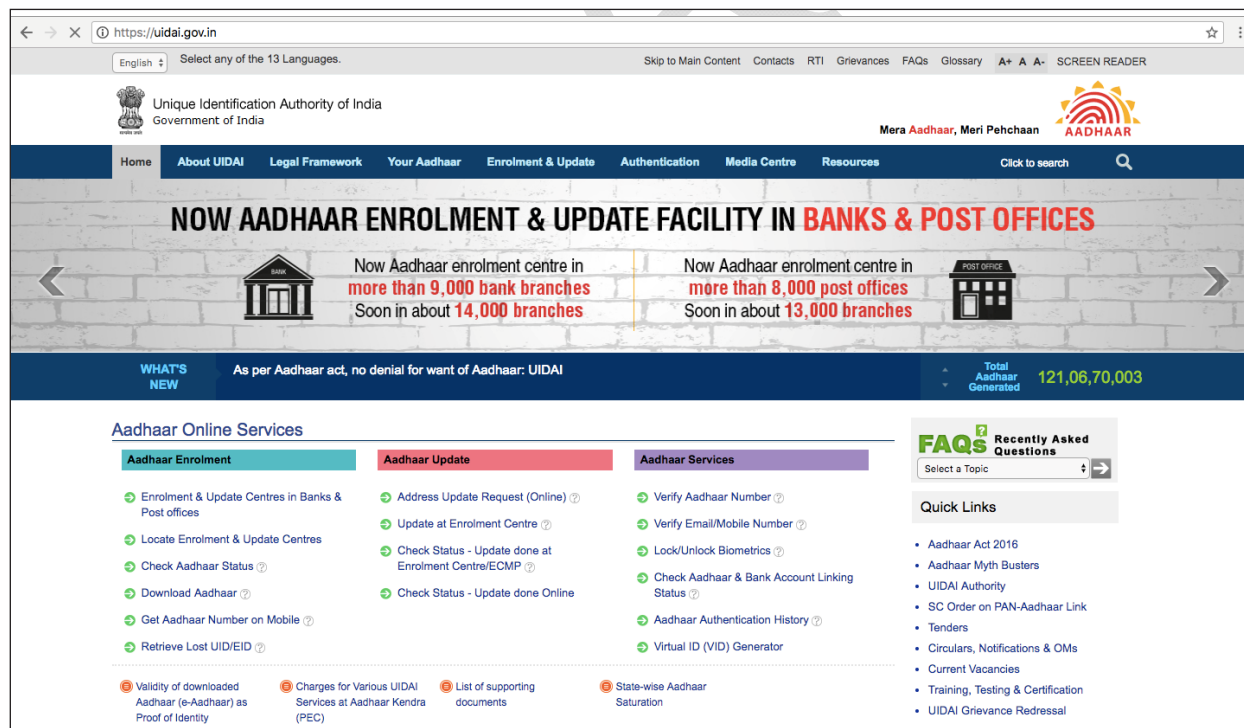
To promote internal communications, better information exchange and increased teamwork amongst UIDAI staff, an online community based platform is established by UIDAI named as 'Intranet & Knowledge Management Portal' (KM Portal). The aim of the portal is to establish less paper office. KM Portal has KM Dashboard where latest Office Orders, Circulars, etc., are uploaded by various divisions and ROs.

### **6.5 Nodal RTI Cell**

As per the Right to Information Act, 2005 (RTI Act), the RTI Cell under HR Division at UIDAI processes all online and offline applications/appeals/complaints and Central Information Commission (CIC) related matters. Also, quarterly reports regarding the same are prepared and sent to CIC as per its directions. The list of Central Public Information Officers (CPIOs) and First Appellate Authority (FAA) of UIDAI is also maintained/updated regularly along with other obligatory items as per the RTI Act, 2005 and are posted under "RTI" tab on the official website of UIDAI : <https://www.uidai.gov.in>

### **6.6 UIDAI Website**

The UIDAI website [www.uidai.gov.in](http://www.uidai.gov.in) is the single click Aadhaar Online service window for residents of India, as well as the primary web information centre for various ecosystem partners and the public at large. Apart from English and Hindi, the website is also available in 11 Indian regional languages. With this multilingual feature the information is made accessible to residents in every nook and corner of the country.



UIDAI website has the following features:

1. The website provides direct access to Aadhaar Online Services which helps the user to reach the required services without delay.
2. The website provides easily navigable menu structure, universally understandable labels, and search window to ensure that users reach the intended information in the fastest possible manner.
3. Informative documents on Aadhaar Enrolment, Authentication technologies, UIDAI ecosystem that facilitates the education and promotion about Aadhaar Services and related business processes are available on the website.
4. Regular updates of latest news, press releases, videos, events, workshops, and campaigns, FAQs, etc.
5. The contact section in the website provides details of various divisions and functionaries at the Headquarters as well as at the Regional Offices and Tech Centres.
6. The website has been integrated with Rapid Assessment System (RAS) of the Government of India which provides the user a portal to share their feedback on the website and other Aadhaar online services.
7. FAQs on various topics are provided in 13 Indian languages, viz., – English, Hindi, Assamese, Bangla, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu and Urdu.
8. The website provides monthly, fortnightly and daily snapshot of numbers of visitors to the UIDAI website.
9. The Website is certified for CSS and HTML by W3C and is currently undergoing audit by STQC for GIGW compliance.
10. Social media section provides residents to view the latest updates and participate on the UIDAI Facebook and Twitter pages.



### 6.6.1 UIDAI Website as Common Repository

The UIDAI website functions as a common repository of the following:

1. Policies, guidelines, checklists and other on-boarding documents which are critical for ecosystem partners. The same is available in the Resources section.
2. Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, and associated Rules, Regulations, Notifications and Circulars are prominently placed under Legal section.
3. MoUs with State and non-State Registrars, Tenders and related documents for business users. The same is available under Enrolment documents and UIDAI documents in the Resources section.
4. News, press releases, Aadhaar related campaigns, videos and FAQs, in downloadable format are available under Media section.

### 6.6.2 Single-point access to Online Aadhaar Services and other Portals

The UIDAI website also provides a direct link

to the following services, analytics and business specific portals:

- **Resident Portal:** The portal is available on <https://resident.uidai.gov.in/>. It is specifically designed to cater all the requirements of the residents related to Aadhaar which are to be handled by UIDAI. Following services are available at the resident portal:
  - Locate Enrolment Centre
  - Check Aadhaar Status
  - Download Aadhaar
  - Get Aadhaar Number on Mobile
  - Retrieve lost UID/EID
  - Check your Email/Mobile Number in Aadhaar
  - Update Aadhaar details online
  - Check Status - Update done online
  - Verify Aadhaar
  - Lock/Unlock biometrics
  - Fetch Aadhaar authentication history data
- **Aadhaar Dashboard:** The analytic dashboard displays the big data for Aadhaar Enrolment, Update, Authentication and e-KYC services.

## 7. FUTURE PLANS

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### 7.1 Enrolment and Update Ecosystem

- **Aadhaar Data Management System (ADMS) Quality Check:** UIDAI provides facility to the residents to update their data in Aadhaar from time to time and ensure that Aadhaar database is update and precise always. In view of this to further strengthen the quality aspects of the Aadhaar data, UIDAI is strengthening the Quality Check of Aadhaar Enrolment and Update data.
- **Aadhaar Update History:** UIDAI plans on enabling Aadhaar holders to obtain their own Aadhaar update history from the UIDAI's website which can be used in support of their assertion of address, etc. This feature can be used while applying for jobs or school admissions where there is a need to provide address proofs for the last two or three years.

### 7.2 Authentication Ecosystem

- **Face Authentication:** During Aadhaar enrolment process, resident's face photograph is also captured along with demographic details (name, gender, date of birth and address) and the core biometrics, i.e., fingerprints and iris. Further, UIDAI plans on implementation of face authentication in fusion mode which will provide authentication ease to those residents who often face difficulty in their fingerprints/iris authentication.
- **Virtual ID:** Virtual ID (VID) is a temporary and revocable 16-digit random number mapped with the Aadhaar so that it can be

used in place of Aadhaar and it would not be possible to decipher Aadhaar number from VID. There will be only one active and valid VID at any given time for an Aadhaar. Aadhaar number holders can use VID in lieu of Aadhaar number whenever authentication or KYC services are to be performed. Authentication may be performed using VID in a manner similar to Aadhaar. VID is revocable and an Aadhaar holder as per one's own requirement can replace it by a new VID after the minimum revocability period, as set by UIDAI policy, expires. Aadhaar holders will have a wide range of options to generate their Virtual ID at resident portal, mAadhaar, Permanent Enrolment Centre (PEC), etc. For the places requiring one-time identification of a resident, e.g., in hotel check-in, railway journey, airport entry, visitor verification, etc., there shall be no need to disclose/share Aadhaar of the resident rather VID can be used unhesitantly.

- **Limited e-KYC:** Presently, UIDAI shares demographic details (name, date of birth, gender and address) and photo of the resident as e-KYC. However, it has been observed that not all the entities require all these details. Therefore, UIDAI is introducing a system called Limited e-KYC under which UIDAI shall share only limited demographic data with any entity based on its requirement.

### 7.3 Logistics Ecosystem

- **Smart QR Code:** The existing QR code on e-Aadhaar and printed Aadhaar letter contains demographic data. UIDAI plans



to make it a Smart QR Code which would contain demographic data and low resolution photograph and would be digitally signed by UIDAI. Digital signature would enable verification of data on QR Code and would allow offline verification of Aadhaar data.

#### 7.4 Training, Testing and Certification Ecosystem

- **Engagement of New Content Development Agency (CDA):** The Training Testing and Certification Division will engage new CDA for a period of three years from 2018 to 2021 to review, update the existing Training and Testing Content and develop new content for all stakeholders including online Learning Management system. Further the CDA will conduct Master Training sessions Pan-India to provide awareness on new policies and guidelines to respective stakeholders. Training content will be translated in other regional languages to increase its reach among various stakeholders across the country.
- **Engagement of New Testing and Certification Agency (TCA):** The Training, Testing & Certification Division has engaged new Testing & Certification Agency that would conduct certification program for existing Enrolment Staff as well for new roles introduced from time to time for various stakeholders. The program is expected to commence from July 2018.

- **Training Calendar and rollout of Master Trainers Session:** The Training Testing and Certification Division will roll out periodic Training Calendar for all the UIDAI's Regional Offices on Master Trainers Sessions on Aadhaar Enrolment and Authentication Services.

#### 7.5 Customer Relationship Management

- Our present Contact Centre infrastructure is almost 5 years old and as per present requirements, there is a need to upgrade or re-design many important components like CRM and Avaya Communication System to integrate advanced features and Omni Channel Context Based Approach. At the same time, to keep pace with advancement in technologies over the years, UIDAI is also looking forward to induct other channels/CRM related new technologies strengthening web interface.

#### 7.6 UIDAI Website based Services

- **Online Services through Payment Gateway:** UIDAI plans to provide paid services to residents via the UIDAI main website in agreement with banking service providers. The service provider will create linkage with UIDAI website to enable online payments on the website vide the Net-Banking Facilities of the acquiring banks.

## 8. FINANCIAL PERFORMANCE

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### 8.1 Financial Advice/ Concurrence

- Associating with policy and program formulation activities to facilitate proper appreciation of the financial implication.
- Advice on delegation of financial powers.
- Financial advice on all matters involving expenditure/concurrence to financial proposals for Acceptance of Necessity (AON) and Expenditure Angle Sanction (EAS) of Competent Authority.
- Vetting of tender/RFP documents, contracts including amendment of contract from financial angle.
- Scrutiny and concurrence to foreign deputation proposals of officers of UIDAI.
- Representation in various committees (Tender opening and Financial Evaluation Committee, Commercial Negotiation Committees, other Committees).
- Internal control systems by way of Procurement Manual to ensure 'Due Diligence' and compliance of rules and regulations and guidelines of the Ministry of Finance in respect of various procurements and contracts.

### 8.2 Budget preparation

- Preparation of Budget and related work (Budget Estimate, Revised Estimate and Supplementary Grants, re-appropriation, etc.).
- Allocation of budget among Functional Divisions at HQs and ROs.
- Monitoring and control of expenditure and accounting functions of HQs and ROs.

### 8.3 Expenditure and Cash Management

- Payment of salary and allowances and settlement of personal claims to employees of HQs.
- Payment of all types of bills for goods and services received from suppliers.
- Maintenance of all books of accounts and preparation of annual financial statements.

### 8.4 Internal Audit

- Preparation of Annual Audit Plan for performance audit of Functional Divisions of HQs/ ROs/Tech Centres.
- Deployment of manpower for audit, finalization and issue of Audit Report to concerned Division/RO/Tech Centres.
- Follow up of compliance of internal audit observations.

### 8.5 Other Activities

- Matters relating to CAG/ PAC/Audit paras in respect of UIDAI.
- Vetting of reply/compliance of Functional Divisions on Audit paras issued by O/o the Director General of Audit, P&T, New Delhi.
- Providing inputs for Economic Survey, etc.

### 8.6 Budget and Expenditure

- UIDAI's approved Budget Estimates (BE) and Revised Estimates (RE) for the financial year 2017-18 were Rs. 900.00 crore and Rs. 1200.00 crore respectively. Against RE of Rs. 1200.00 crore, MeitY allocated Rs.1150.00 crore and a sum of Rs.1148.34 crore was spent during the year.



- Budget Estimates (BE) for Rs.1375.00 crore has been approved for the financial year 2018-19.
- Budget and Expenditure of UIDAI since its inception is given in Table 12 and summary of Budget and Expenditure for Financial Year 2017-18 is given in Table 13.

**Table 12. Budget and Expenditure (Since inception)**

Year	Budget Estimates (INR in Crore)	Revised Estimates (INR in Crore)	Expenditure (INR in Crore)
2009-10	120.00	26.38	26.21
2010-11	1,900.00	273.80	268.41
2011-12	1,470.00	1,200.00	1,187.50
2012-13	1,758.00	1,350.00	1,338.72
2013-14	2,620.00	1,550.00	1,544.44
2014-15	2,039.64	1,617.73	1,615.34
2015-16	2,000.00	1,880.93	1,680.44
2016-17	1,140.00	1,135.27	1,132.84
2017-18	900.00	1,200.00*	1,148.34

\*Final allotment is Rs.1150.00 crore

**Table 13. Budget and Expenditure for (2017-18)**

Operating Head	BE for 2017 - 18 (INR in Crore)	Funds Received for 2017 - 18 (INR in crore)	Consolidated exp. Upto 31 March 2018 (INR in Crore)	% of exp. wrt. Sanctioned funds for 2017-18 (INR in Crore)
31- Grants in aid: General	714.98	919.98	918.96	99.89
35- Grants for creation of capital assets	145.02	185.02	185.02	100.00
36- Grants-in-aid salaries	40.00	45.00	44.36	98.58
<b>Total</b>	<b>900.00</b>	<b>1,150.00</b>	<b>1,148.34</b>	<b>99.86</b>



## 9. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2017-18

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### **Separate Audit Report of the Comptroller & Auditor General of India on the Annual Accounts of Unique Identification Authority of India (UIDAI) for the year ended 31 March 2018**

1. We have audited the attached Balance Sheet of the Unique Identification Authority of India (UIDAI) as on 31 March 2018 and the Income and Expenditure Account/Receipts and Payments Account for the year ended on that date under Section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Service) Act, 1971 read with Section 26 (2) of The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act, 2016). These financial statements are the responsibility of the Unique Identification Authority of India (UIDAI)'s management. Our responsibility is to express an opinion on these financial statements based on our audit.
2. This Separate Audit Report contains the comments of the Comptroller & Auditor General of India (CAG) on the accounting treatment only with regard to classification, conformity with the best accounting practices, accounting standards and disclosure norms, etc. Audit observations on financial transactions with regard to compliance with the Law, Rules & Regulations (Propriety and Regularity) and efficiency-cum performance aspects, etc. if any, are reported through Inspection Reports/CAG's Audit Reports separately.
3. We have conducted our audit in accordance with the auditing standards generally accepted in India. These standards require that we plan and perform the audit to obtain reasonable assurance that the financial statements are free from material misstatements. An audit includes examining, on a test basis, evidences supporting the amounts and disclosure in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of financial statements. We believe that our audit provides a reasonable basis for our opinion.
4. Based on our audit, we report that:
  - i. We have obtained the information and explanations, which to the best of our knowledge and belief were necessary for the purpose of audit:
  - ii. The Balance Sheet and the Income and Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform Format of Accounts' approved by the Controller General of Accounts under Section 26 (1) of the Aadhaar Act, 2016.



iii. In our opinion, proper books of accounts and other relevant records have been maintained by the Unique Identification Authority of India (UIDAI).

iv. We further report that:

**Fixed Assets-(Leasehold Land) (Schedule-8)  
Rs. 9.87 crore**

**Depreciation Rs. 251.32 crore**

As per clause 62 of AS 26, after initial recognition, an intangible asset should be carried at its cost less any accumulated amortisation and any accumulated impairment losses. UIDAI is holding lease land amounting to Rs.9.87 crore from 24 June, 2011 with a lease period of 30 years but it has not amortised the lease expenses over the lease period. This has resulted in understatement of current expenditure as well as the deficit by Rs.2.21 crore.

**Grant-in-Aid**

Out of the Grant-in-aid of Rs.1150 crore received during the year, UIDAI utilised Rs.1149.59 crore during the year leaving a balance of Rs.0.41 crore.

(i) Subject to our observations in the preceding paragraphs, we report that the Balance Sheet and the Income and

Expenditure Account/Receipts and Payments Account dealt with by this Report are in agreement with the books of accounts.

(ii) In our opinion and to the best of our information and according to the explanations given to us the said financial statements read together with the Accounting Policies and Notes on Accounts, and subject to the significant matters stated above and other matters mentioned in **Annexure-I** to this Audit Report give a true and fair view in conformity with the accounting principles accepted in India:

- a. In so far as it relates to the Balance Sheet of the state of affairs of the Unique Identification Authority of India (UIDAI) as on 31 March 2018; and
- b. In so far as it relates to the Income and Expenditure Account of the deficit for the year ended on that date.

For and on behalf of C&AG of India.

**Sd/-**  
**(SANGITA CHOURE)**  
**Director General of Audit**  
**(Post & Telecommunications)**

## Annexure-I to Separate Audit Report on the accounts of Unique Identification Authority of India for the year ended 31 March 2018

As per the information and explanations given to us, the books and records examined by us in normal course of audit and to the best of our knowledge and belief, we further report that:

### 1. Adequacy of Internal Audit System

Internal Audit mechanism was institutionalized in UIDAI in August/September 2011 for strengthening the administrative setup. Internal Auditor's Report has been placed before Deputy Director General (Finance) for taking necessary corrective measures.

### 2. Adequacy of Internal Control System

#### (a) Scope of Internal Audit

The scope of the internal audit is to encompass the value for money perspectives also requiring appraisal of economy, efficiency and effectiveness parameters of the various projects.

#### (b) Quantum of Audit and pending paras

The internal audit has conducted a general review of all the accounts records maintained in UIDAI HQ as well as ROs offices. Apart from the general review, it also conducted a detailed check of accounts records, at least one month in a year, selected by the In-charge of Internal Audit. On review of Internal Auditor's Report, it has been observed that the number

of outstanding paras during 2016-17 and 2017-18 is 92 which are yet to be settled.

#### (c) Frequency of Internal Audit in UIDAI

As regards to internal audit of Headquarters, the audit of expenditure and underlying process and procedures was conducted on quarterly basis.

As regards to internal audit of Regional Offices and Technology Center, the audit was conducted with current annual basis.

The extent and nature of checks in internal audit included the following:

- (a) Compliance/Regularity issues;
- (b) Financial issues;
- (c) Non-financial issues and;
- (d) Economy, Efficiency and Effectiveness issues.

#### (d) Checking of Receipts

The respective divisions in UIDAI are primarily responsible to ensure that all revenues (Fees/Penalties etc) or dues are correctly and properly assessed, realised and credited to Consolidated Fund of India.

Internal Audit has conducted mandatory checks to see whether the UIDAI has prescribed adequate



regulations and procedures for effective check on collection and accounting of all revenue receipts and refunds, and that they are followed correctly.

**3. System of Physical verification of fixed assets**

The **Registers of Fixed Assets** has not been maintained manually. Details of Fixed Assets, is available in computerised form. Physical verification of assets/stores has not been done in UIDAI, the same is under process.

**4. System of Physical verification of Inventory**

No Inventory is being maintained in UIDAI.

**5. Regularity in payment of statutory dues**

UIDAI is prompt in payment of statutory dues except an amount Rs.65.95 lakh towards Tax Deducted at Source defaults/dispute which is yet to be settled.

Sd/-  
**(Pradeep Kumar)**  
Dy. Director (AMG-II)



## BALANCE SHEET AS AT 31 MARCH 2018

(Amount in Rs.)

S.No.	Particulars	Schedule	Current Year
	<b><u>Liabilities</u></b>		
1	Corpus/ Capital Fund	1	11,736,227,846.32
2	Reserves and Surplus	2	-
3	Earmarked/ Endowment Funds	3	-
4	Secured Loans and Borrowings	4	-
5	Unsecured Loans and Borrowings	5	-
6	Deferred Credit Liabilities	6	-
7	Current Liabilities and Provisions	7	1,192,006,608.57
	<b>Total</b>		<b>12,928,234,454.89</b>
	<b><u>Assets</u></b>		
1	Fixed Assets	8	9,236,480,121.77
2	Investments – from Earmarked/Endowment Funds	9	-
3	Investments-Others	10	693,806,214.00
4	Current Assets, Loans, Advances etc.	11	2,997,948,119.12
5	Miscellaneous Expenditure (to the extent not written off or adjusted)		-
	<b>Total</b>		<b>12,928,234,454.89</b>
	Significant Accounting Policies	25	-
	Contingent Liabilities and Notes on Accounts	26	-

**Note:** All Schedules to Balance Sheet shall form part of Account.

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer



**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED AT  
31 MARCH 2018**

(Amount in Rs.)

S. No.	Particulars	Schedule	Current Year
	<b><u>Income</u></b>		
1	Income from Services	12	-
2	Grants/Subsidies	13	9,649,800,000.00
3	Fees/Subscriptions	14	-
4	Income from Investments (Income on Invest, from earmarked/endowment Funds transferred to Funds)	15	-
5	Income from Royalty, Publications etc	16	-
6	Interest Earned	17	-
7	Other Income	18	-
8	Increase/(decrease) in stock of Finished goods and works-in-progress	19	-
	<b>Total (A)</b>		<b>9,649,800,000.00</b>
	<b><u>Expenditure</u></b>		
1	Establishment Expenses	20	417,801,249.95
2	Other Administrative Expenses etc.	21	617,200,636.80
3	Operational Expenses	22	8,162,713,218.31
4	Expenditure on Grants, Subsidies etc.	23	-
5	Interest	24	-
6	Depreciation (Net Total at the year-end – corresponding to Schedule 8)		2,513,205,144.30
	<b>Total (B)</b>		<b>11,710,920,249.36</b>
	<b>Balance being excess of Income over Expenditure (A-B)</b>		<b>(2,061,120,249.36)</b>
	Transfer to Special Reserve (Specify each)		-
	Transfer to / from General Reserve		-
	<b>BALANCE BEING SURPLUS/(DEFICIT) CARRIED TO CORPUS</b>		<b>(2,061,120,249.36)</b>
	Significant Accounting Policies	25	-
	Contingent Liabilities and Notes on Accounts	26	-

**Note:** All Schedules to Income and Expenditure Account shall form part of Account.

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer



**RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED AT  
31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
	<b><u>Receipts</u></b>	
1	Opening Balances	-
	a. Cash in Hand	291,000.00
	b. Bank Balance	-
	i. In Current Accounts	-
	ii. In Deposit Accounts	-
	iii. Saving Accounts	-
2	Grants/ Subsidies Received	-
	a. From Government of India	-
	i. Grants-in-aid: General	9,199,800,000.00
	ii. Grants-in-aid: Salaries	450,000,000.00
	iii. Grants-in-aid: Capital	1,850,200,000.00
	b. From State Government	-
	c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately)	-
3	Income from Services	979,649,065.69
4	Income from Investment	-
	a. Earmarked/Endowment Funds	-
	b. Own Funds (Other investments)	11,135,091,322.00
5	Interest Received	-
	a. On Bank deposits	61,687,823.00
	b. Loans, advances etc.	-
	c. Others	-
6	Other Income (Tender Fee, RTI Fee etc.)	794,641.48
7	Penalties and Liquidity Damages	553,705,885.00
8	Sale of Scrap	17,991,138.00
9	Funds received from Head office	868,692,278.00
10	Other receipts	-
	a. NPS	-
	b. Leave Salary Pension Contribution	-
	c. Earnest money deposit	4,080,000.00



S.No.	Particulars	Current Year
	d. Refund of advances	-
	i. LTC	4,864,173.00
	ii. Car Advance	6,324.00
	iii. General Office Expenses	1,229,064.00
	iv. Computer Advance	25,937.00
	v. Other Advances	52,850.00
	e. GST / TDS	57,359,152.84
	f. Advances refunded from State Authorities	519,934,317.00
	g. Advances refunded from Contractors	16,300.00
	h. Miscellaneous Receipts	-
	<b>Total</b>	<b>25,705,471,271.01</b>
	<b>Payments</b>	
1	Establishment expenses	377,499,508.91
2	Other Administrative Expenses	621,060,272.12
3	Operational Expenses	7,915,653,957.32
4	Payment made against funds for various projects	-
5	Investments and Deposits Made	-
	a. Out of Earmarked/Endowment funds	-
	b. Out of own Funds (Investment-others)	11,305,450,000.00
6	Expenditure on Fixed Assets & Capital Work-in-Progress	-
	a. Purchase of fixed Assets	691,204,809.54
	b. Expenditure on Capital Work-in- progress	412,542,687.00
7	Refund of surplus money/Loans	-
	a. To the Government of India	904,427,865.00
	b. To the State Government	-
	c. To other providers of funds	-
8	Finance Charges (Interest)	-
9	Funds paid to Regional Offices	868,692,278.00
10	Other Payments (Specify)	-
	a. NPS	-
	b. Leave Salary Pension Contribution	-
	c. Security/Earnest money deposit	-
	d. Advances	-
	i. General office expenses	1,613,405.00



S.No.	Particulars	Current Year
	ii. Car Advance	6,324.00
	iii. Computer	25,937.00
	iv. LTC	6,947,480.00
	v. State Authorities	1,825,622,827.00
	e. Income Tax	7,072,806.00
	f. Advances to Contractors	79,675,856.00
	g. Advance Rent to KSIIDC	3,367,140.00
	h. Deposits with Electricity Department	12,421,762.00
	i. Deposits with CISF	51,424,200.00
	j. Deposits with UPCIDCO (Rent)	308,464.00
	k. Deposits with CPWD (Hyderabad)	120,000.00
	l. EMD Refund	4,000,000.00
	m. Tender Fees Refund	1,500.00
11	Closing Balances	-
	a. Cash in Hand	325,920.00
	b. Bank Balances	-
	i. In Current Accounts	616,006,272.12
	ii. In Deposit Accounts	-
	iii. Savings Accounts	-
	<b>Total</b>	<b>25,705,471,271.01</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer



**SCHEDULE 1 – CORPUS/CAPITAL FUND**  
**FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Balance as at the beginning of the year	11,951,222,736.08
2	Add : Contributions towards Corpus/Capital Fund	1,846,125,359.60
3	Add/ (Deduct) : Balance of net income/(expenditure) transferred from the Income and Expenditure Account	(2,061,120,249.36)
	<b>Balance as at the year-end</b>	<b>11,736,227,846.32</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 2 – RESERVES AND SURPLUS**  
**FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year	
1	<b>Capital Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
2	<b>Revaluation Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
3	<b>Special Reserves</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
4	<b>General Reserve</b>		
	As per last Account		
	Addition during the year		
	Less : Deductions during the year		
	<b>Total</b>		

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 3 – EARMARKED/ENDOWMENT FUNDS**  
**FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S. No.	Particulars	Fund- Wise Break Up				Total Current Year
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	
1	<b>Opening balance of the funds</b>					
2	<b>Additions to the Funds</b>					
	a. Donations/grants					
	b. Income from Investments made on account of funds					
	c. License Income and NRD					
	d. Penalties, LDs & Disincentives					
	e. Sale of Scrap					
	f. Other Income					
	<b>Total (1+2)</b>					
3	<b>Utilization/Expenditure towards objectives of funds</b>					
	a. Capital Expenditure					
	i. Fixed Assets					
	ii. Others					
	<b>Total</b>					
	b. Revenue Expenditure					
	i. Salaries, Wages and allowance etc					
	ii. Rent					
	iii. Other Administrative expenses					
	c. Deposited with Central Government					
	<b>Total</b>					
	<b>Total (3)</b>					
	<b>Net Balance as at the Year-end (1 + 2 – 3)</b>					

**Notes**

- 1) Disclosure shall be made under relevant heads based on conditions attaching to the grants.
- 2) Plan Funds received from the Central/State Governments are to be shown as separate Funds and not to be mixed up with any other Funds.

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 4 – SECURED LOANS AND BORROWINGS  
FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	<b>Central Government</b>	/
2	<b>State Government (Specify)</b>	
3	<b>Financial Institutions</b>	
	a. Term Loans	
	Interest accrued and due	
4	<b>Banks:</b>	
	a. Term Loans	
	Interest accrued and due	
	b. Other Loans (specify)	
	Interest accrued and due	
5	<b>Other Institutions and Agencies</b>	
6	<b>Debentures and Bonds</b>	
7	<b>Others (Specify)</b>	
	<b>Total</b>	

**Note:** Amount due within one year

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 5 – UNSECURED LOANS AND BORROWINGS  
FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	<b>Central Government</b>	/
2	<b>State Government (Specify)</b>	
3	<b>Financial Institutions</b>	
	a. Term Loans	
	Interest accrued and due	
4	<b>Banks:</b>	
	a. Term Loans	
	Interest accrued and due	
	b. Other Loans (specify)	
	Interest accrued and due	
5	<b>Other Institutions and Agencies</b>	
6	<b>Debentures and Bonds</b>	
7	<b>Fixed Deposits</b>	
8	<b>Others (Specify)</b>	
	<b>Total</b>	

**Note:** Amount due within one year

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 6 – DEFERRED CREDIT LIABILITIES**  
**FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Acceptances secured by hypothecation of capital equipment and other assets	/
2	Others	
	<b>Total</b>	

**Note:** Amount due within one year

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 7 – CURRENT LIABILITIES AND PROVISIONS  
FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars		Current Year
	<b><u>Current Liabilities</u></b>		
1	<b>Acceptances</b>		
2	<b>Sundry Creditors</b>		
	a. For Goods & Services		154,304,209.90
	b. Others		80,000.00
3	<b>Advances Received</b>		
4	<b>Interest accrued but not due on:</b>		
	a. Secured Loans/borrowings	-	-
	b. Unsecured Loans/borrowings	-	-
5	<b>Statutory Liabilities</b>		
	a. Overdue	-	-
	b. Others		(168,965,771.91)
6	<b>Other current Liabilities</b>		
a	<b>Grant- Capital Creation</b>		
	Grant Received during the year	1,850,200,000.00	-
	Less: Grant Utilised during the year	1,846,125,359.60	4,074,640.40
b.	<b>Grant- Salary</b>		
	Grant Received during the year	450,000,000.00	-
	Less: Revenue grant transferred to Income	450,000,000.00	-
c.	<b>Grant- General</b>		
	Grant Received during the year	9,199,800,000.00	-
	Less: Revenue grant transferred to Income	9,199,800,000.00	-
d.	<b>Retained earnings- Central Government</b>		
	a. Income from Investments made on account of funds	61,687,823.00	-
	b. License Income and NRD	979,649,065.69	-
	c. Penalties, LDs & Disincentives	553,705,885.00	-
	d. Sale of Scrap	17,991,138.00	-
	e. Interest Income	3,776,230.00	-





S.No.	Particulars		Current Year
	f. Other Income	794,641.48	-
		<b>1,617,604,783.17</b>	-
	Less: Refunded to Central Government	904,427,865.00	713,176,918.17
	<b>Total (A)</b>		<b>702,669,996.56</b>
	<b><u>Provisions</u></b>		
1	For Taxation		-
2	Gratuity		-
3	Superannuation/Pension contribution		-
4	Accumulated Leave Encashment		-
5	Trade Warranties/Claims		-
6	Leave salary payable		-
7	Others (Salary, General office & other expenses Payable)		489,336,612.01
	<b>Total (B)</b>		-
	<b>Total (A+B)</b>		<b>1,192,006,608.57</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General

## SCHEDULE 8: FIXED ASSETS

(Amount in Rs.)

Description	Gross Block				Accumulated Depreciation				Net Block	
	Cost/ Valuation as (01/04/2017) at beginning of the year	Addition during the year	Deduction during the year	Cost/ Valuation at the end	As at 01/04/2017	Additions during the year	Deductions during the year	As at 31/03/2018	As at 31/03/2018	As at the Previous Year end at 31/03/2017
1	2	3	4	5	6	7	8	9	10	11
<b>FIXED ASSETS</b>										
<b>1. Land</b>										
a. Freehold	351,338,050.00	-	-	351,338,050.00	-	-	-	-	351,338,050.00	351,338,050.00
b. Leasehold	98,764,050.00	-	-	98,764,050.00	-	-	-	-	98,764,050.00	98,764,050.00
<b>TOTAL (1)</b>	<b>450,102,100.00</b>	<b>-</b>	<b>-</b>	<b>450,102,100.00</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>450,102,100.00</b>	<b>450,102,100.00</b>
<b>2. Office Buildings and Data Centre:</b>										
a. On Freehold Land	874,475,125.00	95,026,060.00	-	969,501,185.00	9,066,191.00	14,521,886.14	-	23,588,077.14	945,913,107.86	865,408,934.00
b. On Leasehold Land	1,150,000,000.00	-	-	1,150,000,000.00	32,595,410.96	18,208,333.80	-	50,803,744.76	1,099,196,255.98	1,117,404,589.04
c. Ownership Flats/ Premises	-	-	-	-	-	-	-	-	-	-
d. Superstructures on Land not belonging to the entity	-	-	-	-	-	-	-	-	-	-
<b>TOTAL (2)</b>	<b>2,024,475,125.00</b>	<b>95,026,060.00</b>	<b>-</b>	<b>2,119,501,185.00</b>	<b>41,661,601.96</b>	<b>32,730,219.94</b>	<b>-</b>	<b>74,391,821.90</b>	<b>2,045,109,363.84</b>	<b>1,982,813,523.04</b>
<b>3. Plant Machinery &amp; Equipment</b>										
a. Plant & Machinery	1,889,843,401.22	-	-	1,889,843,401.22	220,967,982.51	119,690,082.08	-	340,658,064.59	1,549,185,336.63	1,668,875,418.71
b. Technology infrastructure (Server & DPUs)	14,565,827,491.00	-	-	14,565,827,491.00	8,341,138,632.16	2,285,447,714.42	-	10,626,586,346.58	3,939,241,144.42	6,224,688,858.84
c. UBCC Infrastructure	-	-	-	-	-	-	-	-	-	-
d. Information Technology (Software)	1,840,096.40	333,301,778.00	-	335,141,874.40	1,683,183.10	32,098,467.25	-	33,781,650.36	301,360,224.04	156,913.30
<b>TOTAL (3)</b>	<b>16,457,510,988.62</b>	<b>333,301,778.00</b>	<b>-</b>	<b>16,790,812,766.62</b>	<b>8,563,789,797.77</b>	<b>2,437,236,263.75</b>	<b>-</b>	<b>11,001,026,061.53</b>	<b>5,789,786,705.09</b>	<b>7,893,721,190.85</b>
<b>4. Vehicles</b>	<b>-</b>	<b>777,682.00</b>	<b>-</b>	<b>777,682.00</b>	<b>-</b>	<b>18,707.69</b>	<b>-</b>	<b>18,707.69</b>	<b>758,974.31</b>	<b>-</b>
<b>5. Furniture &amp; Fixtures</b>	<b>76,779,030.97</b>	<b>9,030,218.30</b>	<b>-</b>	<b>85,809,249.27</b>	<b>14,448,538.00</b>	<b>7,413,151.72</b>	<b>-</b>	<b>21,861,689.72</b>	<b>63,947,559.55</b>	<b>62,330,492.97</b>
<b>6. Office Equipments</b>	<b>55,778,381.94</b>	<b>1,829,573.92</b>	<b>-</b>	<b>57,607,955.86</b>	<b>37,849,656.93</b>	<b>6,740,610.62</b>	<b>-</b>	<b>44,590,267.55</b>	<b>13,017,688.31</b>	<b>17,928,725.01</b>

7. Computer/Peripherals (Desktop, Printers & Others)	89,814,701.56	306,265,026.89	396,079,728.45	81,257,489.18	25,798,111.72	107,055,600.90	289,024,127.55	8,557,212.38
8. Electric Installations	-	-	-	-	-	-	-	-
9. Library Books	-	-	-	-	-	-	-	-
10. Other fixed assets	-	-	-	-	-	-	-	-
a. Laptop & Tablets	22,502,186.10	2,920,837.67	25,423,023.77	16,824,688.24	2,418,265.80	19,242,954.04	6,180,069.73	5,677,497.86
b. Mobile Phone	6,886,029.84	979,439.00	7,865,468.84	5,646,006.39	849,813.06	6,495,819.45	1,369,649.39	1,240,023.44
<b>TOTAL (10)</b>	<b>29,388,215.94</b>	<b>3,900,276.67</b>	<b>33,288,492.61</b>	<b>22,470,694.63</b>	<b>3,268,078.86</b>	<b>25,738,773.49</b>	<b>7,549,719.12</b>	<b>6,917,521.30</b>
Total of Current Year (1+2+3+4+5+6+7+8+9+10)	19,183,848,544.03	750,130,615.78	19,933,979,159.81	8,761,477,778.47	2,513,205,144.30	11,274,682,922.78	8,659,296,237.77	10,422,370,765.55
Previous year	-	-	-	-	-	-	-	-
Capital work-in-progress	164,941,303.00	412,242,581.00	577,183,884.00	-	-	-	577,183,884.00	164,941,303.00
<b>GRAND TOTAL</b>	<b>19,348,789,847.03</b>	<b>1,162,373,196.78</b>	<b>20,511,163,043.81</b>	<b>8,761,477,778.47</b>	<b>2,513,205,144.30</b>	<b>11,274,682,922.78</b>	<b>9,236,480,121.77</b>	<b>10,587,312,068.55</b>

(Note to be given as to cost of assets on hire purchase basis included above)

Sd/-

Assistant Director General

Sd/-

Deputy Director General



**SCHEDULE 9 – INVESTMENTS FROM EARMARKED/ENDOWMENT FUNDS  
FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

<b>S.No.</b>	<b>Particulars</b>	<b>Current Year</b>
1	Government Securities	
2	Other approved Securities	
3	Shares	
4	Debentures and Bonds	
5	Subsidiaries and Joint Ventures	
6	Others (to be specified)	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 10 – INVESTMENTS – OTHERS**  
**FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Government Securities	-
2	Other approved Securities	-
3	Shares	-
4	Debentures and Bonds	-
5	Subsidiaries and Joint Ventures	-
6	Others (to be specified)	-
	a. Fixed Deposits with banks in Auto Sweep	170,358,678.00
	b. FD Project- EIL	-
	Opening Balance :	37,00,00,000
	Add : Interest Accrued	37,76,230
	Add : Addition during the year	14,96,71,306
	<b>Total</b>	<b>693,806,214.00</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 11 – CURRENT ASSETS, LOANS, ADVANCES, ETC  
FORMING PART OF BALANCE SHEET AS AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
	<b><u>A. Current Assets</u></b>	
1	<b>Inventories</b>	
	a. Stores and Spares	-
	b. Loose Tools	-
	c. Stock-in-trade	-
	i. Finished Goods	-
	ii. Work-in-progress	-
	iii. Raw Materials	-
2	<b>Sundry Debtors</b>	
	a. Debts Outstanding for a period exceeding six months	-
	b. Others	-
3	<b>Cash in hand (including cheques/drafts and imprest)</b>	325,920.00
4	<b>Bank Balances</b>	
	a. With Scheduled Banks	-
	i. On Current Accounts	616,006,272.12
	ii. On Deposit Accounts(includes margin money)	-
	iii. On Savings Accounts	-
	b. With non-scheduled Banks	-
	i. On Current Accounts	-
	ii. On Deposit Accounts	-
	iii. On Savings Accounts	-
5	<b>Post Office-Savings Accounts</b>	
6	<b>Others</b>	
	<b>Total (A)</b>	-
	<b><u>B. loans, Advances And Other Assets</u></b>	-
1	<b>Loans</b>	-
	a. LTC Advance	2,310,826.00
	b. General Office Expenses	331,491.00
	c. Other Entities engaged in activities/objectives similar to that of the Entity	-
	d. Other (specify)	-



S.No.	Particulars	Current Year
2	<b>Advances and other amounts recoverable in cash or in kind or for value to be received</b>	
	a. On Capital Account	-
	b. Prepayments	3,367,140.00
	c. Security Deposits	78,061,429.00
	d. Others	-
	i. TDS receivable	7,072,806.00
	ii. DAVP, State Govt. (ICT Assistance), DOP etc.	2,249,707,730.00
	iii. Contractors	40,764,505.00
3	<b>Income Accrued</b>	
	a. On Investments from Earmarked/Endowment Funds	-
	b. On Investments – Others	-
	c. On Loans and Advances	-
	d. Others (includes income due unrealized-Rs.....)	-
4	<b>Claims Receivable</b>	
	<b>Total (B)</b>	
	<b>Total (A+B)</b>	<b>2,997,948,119.12</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 12 – INCOME FROM SERVICES**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Authentication services	
2	Enrolment services	
3	Others (Specify)	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General





**SCHEDULE 13 – GRANTS/SUBSIDIES  
(IRREVOCABLE GRANTS & SUBSIDIES RECEIVED)  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Central Government	-
	a. Grant - Salary	450,000,000.00
	b. Grant - General	9,199,800,000.00
2	State Government(s)	-
3	Government Agencies	-
4	Institutions/Welfare Bodies	-
5	International Organisations	-
6	Others (Specify)	-
	<b>Total</b>	<b>9,649,800,000.00</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 14 – FEES/SUBSCRIPTIONS**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR**  
**THE YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Entrance Fee	
2	Annual Fee/Subscription	
3	Seminar/Program Fee	
4	Professional/Consultancy Services	
5	License Fee	
6	Others (Specify)	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 15 – INCOME FROM INVESTMENTS  
(INCOME ON INVEST FROM EARMARKED/ENDOWMENT FUNDS  
TRANSFERRED TO FUNDS)  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE  
YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Investment from Earmarked Fund	Investment - Others
		Current Year	Current Year
1	<b>Interest</b>		
	a. On Govt. Securities		
	b. Other Bonds/Debentures		
	c. Others		
2	<b>Dividends</b>		
	a. On Shares		
	b. On Mutual Funds Securities		
	c. Others (Specify)		
	<b>Total</b>		
	<b>Transferred To Earmarked/ Endowment Funds</b>		

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 16 – INCOME FROM ROYALTY, PUBLICATIONS ETC  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE  
YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Income from Royalty	
2	Income from Publications	
3	Others (specify)	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 17 – INTEREST EARNED**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	<b>On Term Deposits</b>	/
	a. With Scheduled Banks	
	b. With Non-Scheduled Banks	
	c. With Institutions	
	d. Others	
2	<b>On Savings Accounts</b>	
	a. With Scheduled Banks	
	b. With Non-Scheduled Banks	
	c. Post Office Savings Accounts	
	d. Others	
3	<b>On Loans</b>	
	a. Employees/Staff	
	b. Others	
4	<b>Interest on Debtors and Others Receivables</b>	
	<b>Total</b>	

Note – Tax deducted at source to be indicated

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 18 – OTHER INCOME**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Profit on Sale/disposal of Assets:	
	a. Owned assets	
	b. Assets acquired out of grants, or received free of cost	
2	Liquidated damages, penalty realized	
3	Fees for Miscellaneous Services	
4	Rent	
5	Miscellaneous Income	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 19 – INCREASE/DECREASE IN STOCK OF FINISHED  
GOODS AND WORK IN PROGRESS  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR  
THE YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

<b>S.No.</b>	<b>Particulars</b>	<b>Current Year</b>
1	Closing Stock	/
	a. Finished Goods	
	b. Work-in-progress	
2	Less Opening Stock	
	a. Finished Goods	
	b. Work-in-progress	
	<b>Net Increase/(Decrease) [1-2]</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 20 – ESTABLISHMENT EXPENSES**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Salaries and Wages	365,211,066.70
2	Overtime Allowance	-
3	Allowances and Bonus	21,895,836.00
4	Medical Treatment	2,305,151.00
5	Tuition fee reimbursement	
6	Domestic Travel Expenses	23,212,257.25
7	Foreign Travel Expenses	961,434.00
8	Employer Contributions	4,215,505.00
9	Contribution to Gratuity Fund	-
10	Leave Salary Pension Contribution	-
11	Expenses on Employees' Retirement and Terminal Benefits	-
12	Staff Welfare Expenses	-
13	Other (Specify)	-
	<b>Total</b>	<b>417,801,249.95</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General





**SCHEDULE 21 – OTHER ADMINISTRATIVE EXPENSES**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	Purchase	-
2	Labour and Processing Expenses	
3	Cartage and Carriage Inwards	-
4	Electricity and Power	28,028,816.00
5	Water Charges	1,216,055.06
6	Insurance	-
7	Repairs and Maintenance	39,067,366.70
8	Excise Duty	-
9	Rent, Rates and Taxes	385,614,719.00
10	Vehicles Running and Maintenance	-
11	Postage, Telephone and Communication Charges	-
12	Printing and Stationery	4,135,182.00
13	Travelling and Conveyance Expenses	-
14	Expenses on Seminar/Workshops	-
15	Subscription Expenses	-
16	Expenses on Fees	-
17	Auditors Remuneration	-
18	Hospitality Expenses	4,476,535.58
19	Professional Charges	2,596,606.00
20	Books and Periodicals	491,055.00
21	Recruitment Expenses	-
22	Provision for Bad and Doubtful Debts/Advances	-
23	Irrecoverable Balances Written-off	-
24	Packing Charges	-
25	Freight and Forwarding Expenses	-
26	Distribution Expenses	-
27	Advertisement and Publicity	4,060,522.18
28	Legal Charges	13,419,202.00
29	Payment to Contractual Staff (MTOs, Office Boys, etc.)	57,995,569.00
30	Sitting Fees	150,000.00
31	Annual Maintenance Charges	-
32	Office Expenses	75,949,008.28
	<b>Total</b>	<b>617,200,636.80</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 22 – OPERATIONAL EXPENSES**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

S.No.	Particulars	Current Year
1	<b>Enrolment, Authentication and Updation</b>	
	a. Assistance to Registrars	3,613,539,388.00
	b. Quality Controls (Pre-ABIS)	38,737,738.00
	c. Advertisement and Publicity	310,653,241.00
	d. BPO Updation Cost	154,220,173.00
2	<b>Technology Operations</b>	
	a. Office Expenses	1,091,116,514.44
	b. Rent, Rates & Taxes	-
	c. Professional Services/Managed Service Provider Cost	588,076,526.00
	d. Payment to HCL (MSP)	844,973,210.00
	e. Payment to CISF	-
	f. KM Portal Development Charges	14,054,558.00
3	<b>Logistics and Other Communication</b>	
	a. Printing Cost	409,985,616.38
	b. Dispatch Cost	3,640.00
	c. TFN/Contact Centre Cost	319,094,924.00
	d. Grievance Handling Operators	8,256,801.00
	e. Other Charges	-
4	<b>Aadhaar Enabled Applications</b>	
	a. ICT Assistance to States/UTs	76,622,942.00
	b. Micro ATM Assistance	48,930,000.00
	c. Development of Aadhaar based Applications	-
	d. AEA/ State Resource Person	-
	e. Other Charges	-
5	<b>Other Support Operations</b>	
	a. D. M. S.	501,529,650.00
	b. D. M. S. – QC	24,702,110.00
	c. GRCP	44,380,398.00

S.No.	Particulars	Current Year
	d. Training & Testing/ Certification	908,406.00
<b>6</b>	<b>UBCC Operations</b>	
	a. OE	-
	b. OAE	-
	c. Grants in Aid	-
<b>7</b>	<b>Physical Security</b>	
	a. Salaries	54,531,101.00
	b. Office Expenses	7,419,896.54
	c. Rent, Rates & Taxes	4,095,788.00
	d. Other Charges	-
<b>8</b>	<b>Information Technology</b>	
	a. Office Expenses	6,880,596.95
	b. Rent, Rates & Taxes	-
	c. Professional Services (PMU, TSU, Other Contracts)	-
	d. Other Expenses	-
<b>9</b>	<b>North Eastern Areas (UIDAI)</b>	
	a. Logistics and Other Communication	-
	b. Other Charges	-
	<b>Total</b>	<b>8,162,713,218.31</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 23 – EXPENDITURE ON GRANTS, SUBSIDIES ETC  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE  
YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

<b>S.No.</b>	<b>Particulars</b>	<b>Current Year</b>
1	Grants given to Institutions/Organisations	/
2	Subsidies given to Institutions/Organisations	
	<b>Total</b>	

Note – Name of the Entities, their Activities along with the amount of Grants/Subsidies are to be disclosed

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 24 – INTEREST**  
**FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE**  
**YEAR ENDED AT 31 MARCH 2018**

(Amount in Rs.)

<b>S.No.</b>	<b>Particulars</b>	<b>Current Year</b>
1	Interest	/
	a. On Fixed Loans	
	b. On Other Loans (including Bank Charges)	
	c. Others (specify)	
2	Bank Charges	
	<b>Total</b>	

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



## SCHEDULE 25 – SIGNIFICANT ACCOUNTING POLICIES

### FORMING PART OF ACCOUNTS FOR THE YEAR ENDED AT 31 MARCH 2018

#### BACKGROUND

The Unique Identification Authority of India (UIDAI) is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (referred as “Aadhaar Act 2016”) on 12 July, 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY). Prior to its establishment as a statutory authority, UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog) vide its Gazette Notification No. A-43011/02/2009-Admn.I dated 28 January, 2009. Later, on 12 September, 2015, the Government revised the Allocation of Business Rules to attach the UIDAI to the then Department of Electronics & Information Technology (DeitY) of the then Ministry of Communications and Information Technology.

The head office of UIDAI is in New Delhi, eight Regional Offices are at Bengaluru, Hyderabad, Lucknow, Guwahati, New Delhi, Ranchi, Mumbai & Chandigarh and offices for Central Identities Data Repository operations are at Bengaluru and Manesar.

Sub-section (1) of section 26 of Aadhaar Act 2016 prescribes that the Authority shall maintain proper accounts and other relevant records and prepare an annual statement of accounts in such form as may be prescribed by the Central Government in consultation with the Comptroller and Auditor-General of India. In this regard, the Unique Identification Authority of India (Form of Annual Statement of Accounts) Rules is yet to be notified by the Central Government.

#### 1. BASIS OF ACCOUNTING

- 1.1 The financial statements are prepared in the “Uniform Format of Accounts for Central Autonomous Bodies” prescribed by the Controller General of Accounts.
- 1.2 Accounts have been prepared on accrual basis.

#### 2. INVESTMENTS

- 2.1 Investments classified as “long term investments” are carried at cost. Provision for decline, other than temporary, is made in carrying cost of such investments.
- 2.2 Investments classified as “Current” are carried at lower of cost and fair value. Provision for shortfall on the value of such investments is made for each investment considered individually and not on a global basis.
- 2.3 Cost includes acquisition expenses like brokerage, transfer stamps.

#### 3. FIXED ASSETS

- 3.1 *Tangible Assets* - Tangible assets are carried at cost less accumulated depreciation and impairment losses, if any. The cost of fixed assets comprises its purchase price net of any trade discounts and rebates, any import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other incidental expenses and interest

on borrowings attributable to acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on tangible assets after its purchase/completion is capitalized only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.

3.2 *Capital Work in Progress* - Expenditure incurred on construction of assets which are not ready for their intended use are carried at cost less impairment (if any), under Capital Work-in-Progress. The cost includes the purchase cost including import duties and non-refundable taxes, any directly attributable costs.

3.3 *Intangible Assets* - The cost of intangible assets comprises its purchase price net of any trade discounts and rebates, any import duties and other taxes (other than those subsequently recoverable from the tax authorities), any directly attributable expenditure on making the asset ready for its intended use, other incidental expenses and interest on borrowings attributable to acquisition of qualifying fixed assets up to the date the asset is ready for its intended use. Subsequent expenditure on intangible assets after its purchase/completion is capitalised only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed standard of performance.

Costs relating to acquisition of software are capitalised as “Intangible assets”. Software costs are amortised within a period of three years on straight line method with 5% residual value.

3.4 *Fixed Assets* - Fixed Assets received by way of non-monetary grants, (other than towards the Corpus Fund), are capitalized at values stated, by corresponding credit to Capital Contribution.

#### 4. DEPRECIATION

4.1. Depreciation on fixed assets has been provided on the Straight Line Method (SLM) with effective life of the assets and 5% residual value (10% in case of Laptop, Tablet) as below:

S No.	Description Of Assets	Depreciation rate	Retention period	Remarks
1	Servers, Network, Storage, Security devices, other biometric device, Data processing unit (DPU)	15.83%	6 years	As per Schedule II of the Companies Act, 2013
2	Desktops, Monitors, Printers, Scanners, Switch, other IT tools	31.67%	3 years	As per Schedule II of the Companies Act, 2013
3	Software	31.67%	3 years	As per UIDAI internal policy
4	Mobile Handset	47.50%	2 years	As per UIDAI internal policy (with 5% residual value)
5	Laptop, Tablet	30%	3 years	As per UIDAI internal policy (with 10% residual value)
6	Office Equipments	19%	5 years	As per Schedule II of the Companies Act 2013



S No.	Description Of Assets	Depreciation rate	Retention period	Remarks
7	Furniture & Fixtures	9.50%	10 years	As per Schedule II of the Companies Act 2013
8	Building	1.58%	60 years	As per Schedule II of the Companies Act 2013
9	Plant & Machinery	6.33%	15 years	As per Schedule II of the Companies Act 2013
10	Vehicle (Car)	11.88%	8 years	As per Schedule II of the Companies Act 2013

4.2 In respect of additions to/deductions from fixed assets during the year, depreciation is considered on pro-rata basis.

4.3 Assets costing Rs. 5,000 or less each are fully provided.

#### 5. GOVERNMENT GRANTS/SUBSIDIES

5.1 Government grants of the nature of contribution towards capital cost of setting up projects are treated as contribution towards Corpus to the extent utilized during the year.

5.2 Government grants in the nature of revenue or towards salary expenses have been taken fully to the Income & Expenditure to the extent utilized during the year.

5.3 Government grants/subsidy are accounted on realization basis.

#### 6. RECEIPTS OTHER THAN GOVERNMENT ASSISTANCE

UIDAI has receipts by distribution of licenses, liquidated damages, penalties, sale of scraps, interest on fixed deposits. As per Section 25 of the Aadhaar Act 2016, all other Fees and revenues collected by UIDAI shall be credited to the Consolidated Fund of India (CFI).

#### 7. FOREIGN CURRENCY TRANSACTIONS

7.1 Transactions denominated in foreign currency are accounted at the exchange rate prevailing at the date of the transaction.

7.2 Current assets, foreign currency loans and current liabilities are converted at the exchange rate prevailing as at the year end and the resultant gain/loss is adjusted to cost of fixed assets, if the foreign currency liability relates to fixed assets, and in other cases is considered to revenue.

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



## SCHEDULE 26 – CONTINGENT LIABILITIES AND NOTES ON ACCOUNTS FORMING PART OF ACCOUNTS FOR THE YEAR ENDED AT 31 MARCH 2018

### 1. OPENING BALANCES

The opening balance of assets and liabilities of UIDAI, HQs and all the ROs has been identified on the following basis:

- a. Details of fixed Assets has been recorded as per the details maintained by Head Office, Regional Offices and offices for Central Identities Data Repository operations for the period starting from 2010 to March 2017.
- b. The excess of Assets over liabilities has been transferred to Corpus Fund balance as on 01 April 2017.

### 2. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – Nil
- b. In respect of:
  - i. Bank guarantees given by/on behalf of the Entity - Nil
  - ii. Letters of Credit opened by Bank on behalf of the Entity - Nil
  - iii. Bills discounted with banks - Nil
- c. Disputed demands in respect of TDS Defaults - Rs. 18,85,000/-in Head Office and Regional Offices for Financial Year 2017-18. Besides this there are demands from Income Tax department towards TDS default for prior periods as per below details.

Fin. Year	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	TOTAL
Head Office			1,35,690		400	220	30,120	16,62,220	18,28,650
Ranchi							45,280	5,710	50,990
Guwahati		150	14,790						14,940
Chandigarh			66,650	1,73,010	20,050	5,610	3,23,180	67,880	6,56,380
Bengaluru	33,580	23,620	2,89,370	16,640	1,310	62,740	9,400	31,090	4,67,750
Hyderabad							210	1,390	1,600
Mumbai	6,64,690					800		1,16,710	7,82,200
Lucknow	13,220	26,240		95,060		5,810			1,40,330
Delhi		24,070	2,02,460	5,29,420	10,730				7,66,680
<b>G.TOTAL</b>	<b>7,11,490</b>	<b>74,080</b>	<b>7,08,960</b>	<b>8,14,130</b>	<b>32,490</b>	<b>75,180</b>	<b>4,08,190</b>	<b>18,85,000</b>	<b>47,09,520</b>



- d. Service Tax – NIL
- e. Municipal Taxes - NIL
- f. In respect of claims from parties for non-execution of orders, but contested by the Entity – NIL
- g. In respect of agreement with vendors - Rs. 23,48,42,733 has been withheld and lying in the Government accounts and are under consideration by the management.
- h. In respect of Court cases pending against UIDAI by the parties for Rs. 23,12,16,469 as on 31 March 2018, as per the following details :

Sl. No	Suit filed by	Suit Against	Matter pending in	Financial claim of the Petitioner
1	M/s. Arun Kumar	Govt. of Bihar & others	Patna High Court	1,73,29,265.00
2	M/s. Tulip Telecom Ltd.	UIDAI	Delhi High Court	8,71,31,446.00
3	M/s. Serco BPO Pvt Ltd.	UIDAI	District Court Patiala House, New Delhi	3,28,33,758.00
4	M/s. Reliance Communications Ltd.	UIDAI	District Court Patiala House, New Delhi	8,95,00,000.00
5	M/s. i-Energizer IT Services Pvt. Ltd.	UIDAI	District Court Patiala House, New Delhi	44,22,000.00

**Note:** Apart from above there are other pending cases in which financial implication is not ascertainable.

### 3. CAPITAL COMMITMENTS

Estimated value of contracts remaining to be executed on capital account and not provided for (net of advances) - NIL.

### 4. LEASE OBLIGATIONS

Future obligations for rentals under finance lease arrangements for Plant and Machinery amount to - NIL.

### 5. RETIREMENT BENEFITS

There is no liability towards retirement benefit as all the employees of UIDAI are on deputation basis from the other Ministries/Departments and Government agencies.

### 6. CURRENT ASSETS, LOANS AND ADVANCES

6.1 In the opinion of the Management, the current assets, loans and advances have a value on realization in the ordinary course of business, equal at least to the aggregate amount shown in the Balance Sheet.



6.2 There are advances given to the various agencies like DAVP, Post Office, States Government etc. which are shown as advances in the Financial Statement and will be booked as expenses as and when invoice will be received from these agencies.

7. TAXATION

UIDAI has receipts on account of License Fees, Liquidated Damages and Penalties, interest on Fixed Deposits, sale of scrap etc., which is separately shown in Receipt & Payment account. However no provision for Income Tax has been done since, these receipts have to be submitted to Consolidated Fund of India. UIDAI has taken up the matter for exemption under Income Tax with CBDT via F. No. G.14012/43/2016-UIDAI/Fin (Part) Dated 27 April 2018.

8. In line with the past practices, the expenditure towards deduplication cost for generation of Aadhaar has been met from grants received for creation of capital assets. The same has, however, not been capitalized in the accounts.
9. Capitalization of building at Manesar and Bengaluru has been taken at the records available. Final accounts from Engineering India Limited (Project Management consultant for building construction work) has not been submitted till the finalization of accounts.
10. This is the first time where financial statements of the organization have been prepared. Hence, corresponding figures of previous Financial Year have not been provided.
11. Schedules 1 to 26 are annexed to, and form an integral part of the Balance Sheet as at 31 March 2018, the Income and Expenditure Account and the Receipts and Payments Account for the year ended on that date.

Sd/-  
**Assistant Director General**

Sd/-  
**Deputy Director General**

Sd/-  
**Chief Executive Officer**



## 10. ANNEXURES

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### 10.1 Annexure I – Aadhaar Act

The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Bill, 2016 was introduced by the Government in the Lok Sabha on 3 March 2016, subsequent to the Cabinet Approval for introduction of the same on 29 February 2016. The Bill was discussed and passed by the Parliament on 16 March 2016 and received the assent of the President on 25 March 2016. The Act was published in the Official Gazette of India, Extraordinary, Part II, Section I, dated the 26 March 2016 (Act No. 18 of 2016; referred to as “Aadhaar Act, 2016”) by the Legislative Department, for general information. The Aadhaar Act, 2016 has come into force on 12 September 2016 after notification of various Sections of the Act.

The Aadhaar Act, 2016 provides 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 (called Aadhaar numbers) to such individuals and for matters connected therewith or incidental thereto.

Some of the key salient features of Aadhaar Act 2016 have been listed below:

1. Section 1: Statutory Basis to Aadhaar & Commencement of Act on announcement of the date
2. Section 3: Every Resident is entitled to get Aadhaar. Resident is an Individual residing in India for 182 days or more in the immediately preceding one year
3. Section 7: Empowers Central/ State ministries/ departments to require Aadhaar for identifying individuals for availing Government Benefits, Subsidies or services from the consolidated fund of India
4. Section 8: Aadhaar Authentication & Consent from the Aadhaar Holder
5. Section 29: Restriction on Sharing information:
  - a. Resident consent required to collect Aadhaar and Identity information
  - b. Aadhaar can only be used for the purpose disclosed at the time of collection of Aadhaar or authentication
  - c. With consent, Aadhaar can be shared with relevant Agencies to establish eligibility
  - d. Core biometrics can never be given to any agency and be used for any other purpose
  - e. Aadhaar cannot be published, displayed or posted publically
6. Section 40 & 42: Provisions for punitive measures including fines and/or imprisonment up to 3 years for impersonation, unlawful dissemination/ sharing of information. Applicable to both individuals and companies.
7. Section 57: An enabling section which allows the State or anybody Corporate or person, pursuant to any law, to seek Aadhaar number for establishing identity of an individual.



For further details, please refer to the Aadhaar Act 2016 on the following link: [https://uidai.gov.in/images/the\\_aadhaar\\_act\\_2016.pdf](https://uidai.gov.in/images/the_aadhaar_act_2016.pdf) available on UIDAI website.

## 10.2 Annexure II – Aadhaar Regulations

The following Regulations and their amendments are notified under the said Aadhaar Act, 2016:

S.No.	Regulations	Published Date
1	Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 (No. 1 of 2016)	14 September 2016
2	Aadhaar (Enrolment and Update) Regulations, 2016 (No. 2 of 2016)	14 September 2016
3	Aadhaar (Authentication) Regulations, 2016 (No. 3 of 2016)	14 September 2016
4	Aadhaar (Data Security) Regulations, 2016 (No. 4 of 2016)	14 September 2016
5	Aadhaar (Sharing of Information) Regulations, 2016 (No. 5 of 2016)	14 September 2016
6	Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No. 1 of 2017)	15 February 2017
7	Aadhaar (Authentication) Regulations, 2016, First Amendment in Schedule A	05 April 2017
8	Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017	07 July 2017
9	Aadhaar (Enrolment and Update) (Third Amendment) Regulation, 2017	11 July 2017
10	Regulation 12A of Aadhaar (Enrolment and Update) Regulations	15 July 2017
11	Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No. 5 of 2017)	31 July 2017

The aforementioned regulations help in day-to-day functioning of UIDAI. The regulations are available on <https://uidai.gov.in/legal-framework/acts/regulations.html> on UIDAI website. Any updates to regulations can be referred to from the captioned weblink.



### 10.3 Annexure III – Aadhaar Saturation (State/UT-wise)

State/UT-wise Aadhaar Saturation 31 March 2018				
S.No	State Name	Total Population (Projected 2017)	Numbers of Aadhaar assigned (Live)	Saturation % 2017 (Live)
1	Delhi	181,10,349	213,37,759	117.8%
2	Goa*	15,21,000	15,65,186	102.9%
3	Chandigarh*	11,10,820	11,38,109	102.5%
4	Himachal Pradesh*	72,46,418	73,98,678	102.1%
5	Haryana*	274,43,256	279,65,279	101.9%
6	Punjab*	293,44,896	297,92,650	101.5%
7	Kerala	350,43,531	355,70,052	101.5%
8	Telangana	380,42,884	384,29,166	101.0%
9	Uttarakhand	109,56,753	108,40,125	98.9%
10	Lakshadweep	70,214	69,270	98.7%
11	Dadra & Nagar Haveli	3,73,636	3,63,580	97.3%
12	Daman & Diu*	2,16,981	2,09,869	96.7%
13	Gujarat*	630,00,000	602,87,183	95.7%
14	A & N Islands	4,14,057	3,93,733	95.1%
15	Puducherry	13,56,199	1,281,433	94.5%
16	Chhattisgarh	281,25,421	264,78,774	94.1%
17	West Bengal	967,75,592	909,95,375	94.0%
18	Jharkhand	366,72,687	343,01,276	93.5%
19	Tamil Nadu	758,44,451	708,71,197	93.4%
20	Odisha	449,12,901	419,21,760	93.3%
21	Maharashtra	1195,81,739	1114,83,235	93.2%
22	Karnataka	654,26,566	607,97,063	92.9%
23	Andhra Pradesh*	523,75,124	484,87,590	92.6%
24	Madhya Pradesh	808,94,777	729,54,447	90.2%
25	Tripura	40,00,638	3600663	90.0%
26	Sikkim	6,62,250	583761	88.1%
27	Uttar Pradesh*	2245,58,257	1968,11,361	87.6%
28	Rajasthan	768,02,294	665,62,518	86.7%
29	Bihar	1171,53,097	986,01,366	84.2%
30	Mizoram	11,88,971	9,91,462	83.4%
31	Manipur	29,66,130	24,02,225	81.0%
32	Arunachal Pradesh	15,06,749	11,66,512	77.4%
33	Jammu Kashmir	134,77,325	98,87,881	73.4%
34	Nagaland	21,58,431	12,24,506	56.7%
35	Meghalaya	32,30,132	7,12,382	22.1%
36	Assam	340,68,394	27,65,855	8.1%
<b>TOTAL</b>		<b>13166,32,920</b>	<b>11802,43,283</b>	<b>89.6%</b>

\*As per data provided by State

<b>Aadhaar Saturation in 0 &lt; 5 Years Age band</b>				
<b>31 March 2018</b>				
<b>S.No</b>	<b>State Name</b>	<b>Population (0 &lt; 5Y) (Projected 2017)</b>	<b>Numbers of Aadhaar assigned (Live)</b>	<b>Saturation % 2017 (Live)</b>
1	Haryana*	23,32,132	21,80,900	93.5%
2	Chandigarh*	85,344	71,689	84.0%
3	Himachal Pradesh*	5,56,155	4,61,418	83.0%
4	Uttarakhand	10,01,656	7,36,728	73.6%
5	Goa*	1,05,537	77,204	73.2%
6	A & N Islands	31,336	21,855	69.7%
7	Odisha	39,11,286	25,93,163	66.3%
8	Andhra Pradesh*	37,34,030	24,08,482	64.5%
9	Jharkhand	40,58,481	25,46,819	62.8%
10	West Bengal	77,68,876	47,60,199	61.3%
11	Puducherry	1,02,384	61,953	60.5%
12	Lakshadweep	5,506	3,275	59.5%
13	Telangana	28,51,150	16,85,379	59.1%
14	Punjab*	22,36,373	13,07,636	58.5%
15	Gujarat*	56,91,693	32,02,482	56.3%
16	Daman & Diu*	17,408	9,732	55.9%
17	Dadra & Nagar Haveli	39,844	21,832	54.8%
18	Chhattisgarh	27,98,276	15,26,033	54.5%
19	Karnataka	54,01,369	29,08,634	53.8%
20	Delhi	14,93,086	7,98,677	53.5%
21	Manipur	2,79,728	1,45,525	52.0%
22	Madhya Pradesh	83,25,183	41,81,598	50.2%
23	Tamil Nadu	55,49,847	26,63,626	48.0%
24	Uttar Pradesh*	230,87,656	105,50,066	45.7%
25	Maharashtra	99,62,603	43,52,048	43.7%
26	Kerala	25,74,753	11,11,923	43.2%
27	Bihar	144,06,511	57,68,600	40.0%
28	Tripura	3,51,528	1,10,241	31.4%
29	Arunachal Pradesh	1,55,707	48,573	31.2%
30	Sikkim	46,137	14,383	31.2%
31	Mizoram	1,32,118	37,953	28.7%
32	Rajasthan	81,72,765	17,51,007	21.4%
33	Jammu Kashmir	15,19,560	1,41,718	9.3%
34	Nagaland	2,14,973	2,220	1.0%
35	Assam	35,11,666	7,337	0.2%
36	Meghalaya	4,42,621	595	0.1%
<b>TOTAL</b>		<b>1229,55,279</b>	<b>582,71,502</b>	<b>47.4%</b>

\*As per data provided by State



<b>Aadhaar Saturation in 5 &lt; 18 Years Age band</b>				
<b>31 March 2018</b>				
<b>S.No</b>	<b>State Name</b>	<b>Population (5 &lt; 18Y) (Projected 2017)</b>	<b>Numbers of Aadhaar assigned (Live)</b>	<b>Saturation % 2017 (Live)</b>
1	Daman & Diu*	42,606	46,999	110.3%
2	Delhi	44,77,432	48,60,496	108.6%
3	Haryana*	62,98,256	65,89,459	104.6%
4	Punjab*	59,76,811	61,80,412	103.4%
5	Himachal Pradesh*	15,10,725	15,24,283	100.9%
6	Chandigarh*	2,54,976	2,48,191	97.3%
7	Goa*	2,92,922	2,81,236	96.0%
8	Dadra & Nagar Haveli	96,154	89,377	93.0%
9	Kerala	73,19,453	65,69,974	89.8%
10	Andhra Pradesh*	112,98,419	101,05,993	89.4%
11	Gujarat*	161,33,670	140,54,143	87.1%
12	Telangana	93,22,573	81,15,267	87.0%
13	Puducherry	2,85,672	2,48,219	86.9%
14	A & N Islands	90,875	78,514	86.4%
15	Jharkhand	114,48,664	98,68,988	86.2%
16	Lakshadweep	16,275	13,869	85.2%
17	Chhattisgarh	79,64,576	67,76,342	85.1%
18	Karnataka	154,17,818	131,06,709	85.0%
19	Tamil Nadu	162,48,270	136,10,255	83.8%
20	Maharashtra	289,59,486	241,15,054	83.3%
21	Uttarakhand	31,71,638	26,34,387	83.1%
22	Tripura	9,87,389	8,19,529	83.0%
23	Madhya Pradesh	238,17,315	195,31,551	82.0%
24	Manipur	7,10,106	5,76,985	81.3%
25	Odisha	116,37,057	94,53,023	81.2%
26	Mizoram	3,22,162	2,52,312	78.3%
27	Bihar	393,71,350	306,50,473	77.8%
28	West Bengal	242,70,795	185,77,115	76.5%
29	Rajasthan	237,24,646	174,56,134	73.6%
30	Uttar Pradesh*	736,00,388	531,81,333	72.3%
31	Sikkim	1,76,412	1,22,246	69.3%
32	Arunachal Pradesh	4,87,748	3,32,567	68.2%
33	Jammu Kashmir	38,81,053	22,36,809	57.6%
34	Nagaland	6,83,257	2,92,937	42.9%
35	Meghalaya	10,65,297	1,55,326	14.6%
36	Assam	96,82,590	3,95,426	4.1%
<b>TOTAL</b>		<b>3610,44,839</b>	<b>283151934</b>	<b>78.4%</b>

\*As per data provided by State



## 10.4 Annexure IV – POI/ POA Documents

Supported PoI Documents Containing Name and Photo	Supported PoA Documents Containing Name and Address
<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. PAN Card</li> <li>3. Ration/ PDS Photo Card</li> <li>4. Voter ID</li> <li>5. Driving License</li> <li>6. Government Photo ID Cards/ service photo identity card issued by PSU</li> <li>7. MNREGS Job Card</li> <li>8. Photo ID issued by Recognized Educational Institution</li> <li>9. Arms License</li> <li>10. Photo Bank ATM Card</li> <li>11. Photo Credit Card</li> <li>12. Pensioner Photo Card</li> <li>13. Freedom Fighter Photo Card</li> <li>14. Kissan Photo Passbook</li> <li>15. CGHS/ ECHS Photo Card</li> <li>16. Address Card having Name and Photo issued by Department of Posts</li> <li>17. Certificate of Identify having photo issued by Gazetted Officer or Tehsildar on letterhead</li> <li>18. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/ Administrations</li> </ol>	<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Bank Statement/ Passbook</li> <li>3. Post Office Account Statement/ Passbook</li> <li>4. Ration Card</li> <li>5. Voter ID</li> <li>6. Driving License</li> <li>7. Government Photo ID cards/ service photo identity card issued by PSU</li> <li>8. Electricity Bill (not older than 3 months)</li> <li>9. Water bill (not older than 3 months)</li> <li>10. Telephone Landline Bill (not older than 3 months)</li> <li>11. Property Tax Receipt (not older than 1 year)</li> <li>12. Credit Card Statement (not older than 3 months)</li> <li>13. Insurance Policy</li> <li>14. Signed Letter having Photo from Bank on letterhead</li> <li>15. Signed Letter having Photo issued by registered Company on letterhead</li> <li>16. Signed Letter having Photo issued by Recognized Educational Institutions on letterhead</li> <li>17. MNREGS Job Card</li> <li>18. Arms License</li> <li>19. Pensioner Card</li> <li>20. Freedom Fighter Card</li> <li>21. Kissan Passbook</li> <li>22. CGHS/ ECHS Card</li> <li>23. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead</li> <li>24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</li> <li>25. Income Tax Assessment Order</li> <li>26. Vehicle Registration Certificate</li> <li>27. Registered Sale/ Lease/ Rent Agreement</li> <li>28. Address Card having Photo issued by Department of Posts</li> <li>29. Caste and Domicile Certificate having Photo issued by State Govt.</li> <li>30. Disability ID card/ handicapped medical certificate issued by respective State/ UT Governments/ Administrations</li> <li>31. Gas Connection Bill (not older than 3 months)</li> <li>32. Passport of Spouse</li> <li>33. Passport of Parents (in case of Minor)</li> <li>34. Allotment letter of accommodation issued by Central/ State government of not more than 3 years old</li> <li>35. Marriage Certificate Issued by the Government containing address</li> </ol>
<p><b>Supported PoR Documents containing Relationship details to Head of Family</b></p> <ol style="list-style-type: none"> <li>1. PDS Card</li> <li>2. MNREGS Job Card</li> <li>3. CGHS/ State Government/ ECHS/ ESIC Medical card</li> <li>4. Pension Card</li> <li>5. Army Canteen Card</li> <li>6. Passport</li> <li>7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</li> <li>8. Any other Central/ State government issued family entitlement document</li> <li>9. Marriage Certificate Issued by the Government</li> </ol>	
<p><b>Supported Proof of DoB Documents</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. SSLC Book/ Certificate</li> <li>3. Passport</li> <li>4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead</li> <li>5. PAN Card</li> <li>6. Marksheet issued by any Government Board or University</li> <li>7. Government Photo Id Card/ Photo identity card issued by PSU containing DoB</li> <li>8. Central/ State Pension Payment Order</li> <li>9. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card</li> </ol>	



# 11. ABBREVIATIONS

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Abbreviation	Full Form
ABIS	Automated Biometric Identification System
ADMS	Aadhaar Document Management System
AEA	Aadhaar Enabled Application
AEBAS	Aadhaar Enabled Biometric Attendance System
AEPS	Aadhaar Enabled Payment System
AON	Acceptance of Necessity
APB	Aadhaar Payment Bridge
API	Application Programming Interface
ASA	Authentication Service Agency
ASK	Aadhaar Sampark Kendra
ATM	Automated Teller Machine
AUA	Authentication User Agency
B2C	Business-to-Consumer
BAS	Biometric Attendance System
BE	Budget Estimates
BFD	Best Finger Detection
BHIM	Bharat Interface for Money
BPL	Below Poverty Line
C2B	Consumer-to-Business
CAG	Comptroller & Auditor General of India
CCC	Citizens'/ Clients' Charter
CCF	Contact Centre Firms
CDA	Content Development Agency
CELC	Child Enrolment Lite Client
CEO	Chief Executive Officer
CGHS	Central Government Health Scheme

Abbreviation	Full Form
CIC	Central Information Commission
CIDR	Central Identities Data Repository
CPIOs	Central Public Information Officers
CRM	Customer Relationship Management
CSS	Cascading Style Sheets
DBT	Direct Benefit Transfer
DDG	Deputy Director General
DeitY	Department of Electronics & Information Technology
DLO	District Level Officer
DoB	Date of Birth
DoT	Department of Telecommunications
EAS	Expenditure Angle Sanction
ECHS	Ex-serviceman Contributory Health Scheme
EGoM	Empowered Group of Ministers
EID	Enrolment ID
EPIC	Electors Photo Identity Card
ESIC	Employees' State Insurance Corporation
FAA	First Appellate Authority
FAQs	Frequently Asked Questions
G2C	Government-to-Citizen
GIGW	Guidelines For Indian Government Websites
GRCP-SP	Governance Risk Compliance and Performance Service Provider
GST	Goods and Services Tax
HBA	House Building Advance
HoF	Head of Family
HQs	Headquarters
HR	Human Resource
HTML	Hypertext Mark-up Language
IAS	Indian Administrative Service



Abbreviation	Full Form
ICT	Information and Communications Technology
ID	Identity Document
IEC	Information, Education and Communication
IFSC	Indian Finance System Code
INR	Indian Rupee
IRM	Internal Review Meeting
ISO	International Organization for Standardization
IT	Information Technology
ITR	Income Tax Return
IVRS	Interactive Voice Response Service
KM Portal	Knowledge & Management Portal
KUA	e-KYC User Agency
KYC	Know Your Customer
LPG	Liquefied Petroleum Gas
MEA	Ministry of External Affairs
MeitY	Ministry of Electronics and Information Technology
MNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
MoRD	Ministry of Rural Development
MPLS	Multiprotocol Label Switching
MSD	MicroSoft Dynamics
NCIIPC	National Critical Information Infrastructure Protection Centre
NPCI	National Payment Corporation of India
NIC	National Informatics Centre
NPR	National Population Register
NPS	National Pension System
NRIs	Non-Resident Indian
NSAP	National Social Assistance Program
OCI	Overseas Citizens of India
OE	Operational Expense

Abbreviation	Full Form
OAE	Other Administrative Expense
OLIC	Official Language Implementation Committee
OM	Office Memorandum
OTP	One Time Password
P2P	Point to Point
P2P	Person to Person
PAC	Public Account Committee
PAHAL	Pratyaksh Hanstantrit Labh
PAN	Permanent Account Number
PBX	Private Branch Exchange
PDF	Portable Document Format
PDS	Public Distribution System
PEC	Permanent Enrolment Centre
PID	Personal Identity Data
PIOs	Persons of Indian Origin
PMU	Project Management Unit
POA	Proof of Address
POI	Proof of Identity
POR	Proof of Relationship
PRI	Panchayati Raj Institution
PSU	Public Sector Undertaking
QC	Quality Check
RAS	Rapid Assessment System
RBI	Reserve Bank of India
RD	Registered Devices
RE	Revised Estimates
RFP	Request for Proposal
RGI	Registrar General of India
RO	Regional Office



Abbreviation	Full Form
RRB	Regional Rural Bank
RTI	Right To Information
SIM	Subscriber Identity Module
SSLC	Secondary School Leaving Certificate
SSUP	Self Service Update Portal
STQC	Standardization Testing and Quality Certificate
TCA	Testing and Certification Agency
TFN	Toll Free Number
TSU	Technical Support Unit
UID	Unique Identification
UIDAI	Unique Identification Authority of India
UPI	Unified Payment Interface
URL	Uniform Resource Locator
URN	Update Request Number
UT	Union Territories
VID	Virtual ID
W3C	World Wide Web Consortium











**Unique Identification Authority of India**