

No. : 4(4)/57/19/QAP/2010-E&U-II  
Planning Commission  
Unique Identification Authority of India  
E&U Division

New Delhi, 1<sup>st</sup> August, 2014

**Subject : Biometric Exception Enrolment Guidelines**

Ensuring good quality enrolment has been a prime objective of UIDAI and the same has been insisted from time to time through the following circulars/letters :-

- i) D.O. No. 4(4)/57/19/QAP/2011-UIDAI dated 20.04.2012
- ii) O.M. No. 4(4)/57/19/QAP/2010-RoB dated 27.07.2012

These letters/circulars may be read in conjunction with present document.

2. For Aadhaar, the biometrics of the resident are very important to ensure his/her uniqueness. However, as an inclusive project, with the mandate to provide a unique Identification number to every resident of India, provisions exist for enrolling those residents who may be lacking in some of the essential biometrics, which are handled as per the protocol laid down for such cases known as "Biometric Exception" (BE) cases.

BE is a special area which requires attention and needs continuous training and monitoring in the field. Awareness in respect of BE

enrolments has been continuously created in various training modules and also in the various data quality workshops/consultations/conferences conducted by UIDAI.

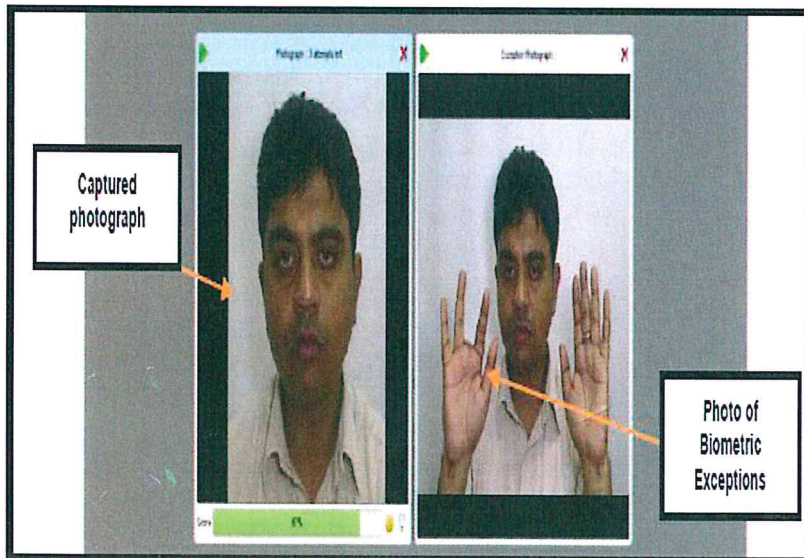
3. This OM is being issued to reiterate the importance of good quality of BE Enrolments and to create sufficient awareness on this important aspect in the UIDAI ecosystem. The UIDAI ROs/Registrars/EAs may use this document to train/sensitize the Operators so that BE errors may be reduced.
4. It is worth mentioning here that as per the extant guidelines on processing BE cases coming into the system, each and every BE enrolment case is checked in the UIDAI QC and not even a single such is allowed to pass through other stages of Aadhaar Generation without going through the mandatory QC. Notwithstanding such stringent checking, each BE case which fails the test of QC results in delay/loss to the resident as well as to the ecosystem partners due to the outcome based model of UIDAI, which takes into account only the successful Aadhaar generated for payments etc.
5. This O.M also aims to bring out details of how the BE cases must be handled, and it is reiterated that all the BE enrolments must be carried out in accordance to these guidelines. The details given below should be widely disseminated and utilized to improve the quality. In addition, these should provide full opportunity to the genuine residents who happen to be BE cases to get their Aadhaar.

6. The main highlights of BE Enrolment process are :-
- i) Full BE Enrolments shall not be carried out without prior approval of respective UIDAI RO (UIDAI HQ OM No. 4(4)/57/224/2013-RoB dated 7/3/2014 refers). However, for handling the genuine BE cases Registrar/EA shall designate only specific machines/Operators for enrolment with 100% BE.
  - ii) The Operator shall capture the demographic details of the resident as done in the case of normal enrolment.
  - ii) The Operator shall then highlight the missing bio-metrics for the resident in the enrolment client and complete the bio-metric capture for the remaining.
  - iii) The Operator shall take a picture of the resident's face with both hands raised to highlight the exception.
  - iv) At the end of the enrolment, a person in the role of supervisor is required to validate this enrolment as an exception enrolment.
7. **Detailed guidelines for marking any enrolment as BE are reiterated below with an illustrative screenshot :-**
- i) The Operator should try to capture finger prints and should not look for bypassing biometric capture by marking as BE.
  - ii) If the Operator is unable to capture biometrics of a resident due to damage/injury of finger/eyes (temporary - cut/bruise/bandage etc. or permanent-worn-out/bent fingers etc. due to old age/leprosy), those particular biometrics can be marked as missing.
  - iii) **The operator must make sure that not all 12 biometrics are marked as missing due to temporary injuries.**



- iv) In Mehendi/Alta cases, biometrics can be easily captured and the Operator should not mark these as BE.
- v) Missing biometrics should be correctly marked. There should not be any mismatch between the actual missing biometrics and the ones marked as exception.
- vi) **Resident Photo and Exception Photo should be of same person.**
- vii) Resident and Exception photo should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and distortion.
- viii) The relevant exception of the body should be clearly visible in the exception photo.
- ix) If an extra finger exists, it should not be captured as a BE.
- x) The Face and both the palms (facing camera) should be clearly visible in exception photo.

The illustration below may be noted :-



If resident does not have arm/s and cannot show his palms as shown below, the Exception photo should be taken in such a manner that it is clearly visible that whole arm is missing.

**8. Correct BE Enrolment**

Following is the description and illustration of what constitutes a correct BE enrolment :-

Exception photo is as per the guidelines and marked exception (Left Finger Missing : 1) is clearly visible in Exception Photograph. Also, only one finger is missing and has been marked as BE so this is a perfect acceptable BE Enrolment. It should not happen that no. of Biometrics missing is "X" but Enrolment Operator marks more than or less than "X" biometrics as missing.

**Illustration :**



9. Some further illustrated examples of errors in BE are given below, and the Operators/supervisors must be made to ensure that such errors do not happen.

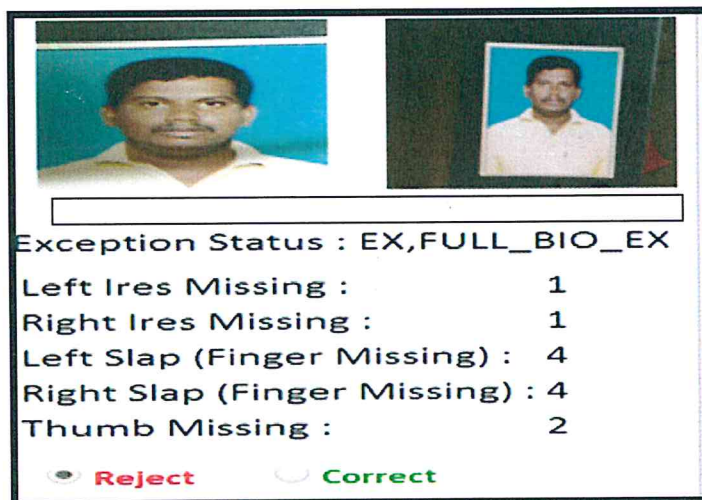
9.1 **Incorrect BE Enrolment (Object instead of person in Exception Photograph)** - Exception Photo should have photograph of resident as per the guidelines. Photograph of any object/any other person is totally unacceptable.

**Illustration :**



9.2 **Incorrect BE Enrolment (Photo of Photo)** - Resident Photo and Exception Photo should be a live photograph to ensure that resident was present during Enrolment and that his actual biometrics got captured. Photo of Photo in either Resident's photo or Exception Photo is not acceptable.

**Illustration :**







9.3 **Incorrect BE Enrolment (Poor Quality Photo)** - Resident Photo and Exception Photo should be of good quality and clear enough to ensure visibility that the resident photo and the exception photo is of same person. Either of the two photos should not be dark/invisible/blurred.

**Illustration :**

Resident Photo	Exception Photo
	
<input type="text"/>	
Exception Status : EX,FULL_BIO_EX	
Left Ires Missing :	1
Right Ires Missing :	1
Left Slap (Finger Missing) :	4
Right Slap (Finger Missing) :	4
Thumb Missing :	2
<input checked="" type="radio"/> <b>Reject</b>	<input type="radio"/> <b>Correct</b>

9.4 **Incorrect BE Enrolment (Photo of Different Persons)** - Resident Photo and Exception Photo should be of same person. BE Enrolments with photographs of two different residents are totally unacceptable.

**Illustration :**

Resident Photo	Exception Photo
	
<input type="text"/>	
Exception Status : EX,PARTIAL_BIO_EX,BQ	
Left Slap (Finger Missing) :	4
Right Slap (Finger Missing) :	4
Thumb Missing :	2
<input checked="" type="radio"/> <b>Reject</b>	<input type="radio"/> <b>Correct</b>

9.5 **Incorrect BE Enrolment (Exception Photo not as per the guidelines)** - There are various cases of Exception photo not as per guidelines. Few of such cases are given below, and this is not an exhaustive list.

9.5.1 In this case both the palms of resident are not shown. Both the palms should be shown and should face the camera.

**Illustration :**



9.5.2 Exception Photo is not as per the guidelines as palms are closed. Both the palms should be open and should face the camera.

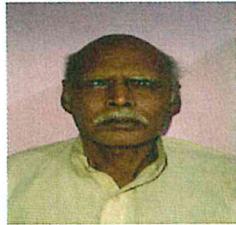

**Illustration :**






9.5.3 This illustration shows that Iris has been marked as missing but resident is hiding his Eyes. Marked Exception should be clearly visible in Exception Photo.

**Illustration :**

Resident Photo	Exception Photo
	
Exception Status : EX,PARTIAL_BIO_EX	
Left Ires Missing : 1	
Right Ires Missing : 1	
<input type="radio"/> Reject <input type="radio"/> Correct	

9.5.4 In this illustration Iris has been marked as missing but resident is hiding her left Eye which is marked as missing. Marked Exception should be clearly visible in Exception Photo.

**Illustration :**

Resident Photo	Exception Photo
	
Exception Status : EX,PARTIAL_BIO_EX,BQ	
Left Ires Missing : 1	
<input checked="" type="radio"/> Reject <input type="radio"/> Correct	

9.5.5 In this illustration Finger Prints and Iris have been marked as missing but resident is hiding his eyes with the device. Marked Exception should be clearly visible in Exception Photo.

**Illustration :**



**9.6 Incorrect BE Enrolment (No Exception available in Exception Photo)**

There are several BE instances wherein even though the Standard Photo of the Exception is available namely, both the palms of resident are visible in the exception Photo, but there is no biometric missing in the exception Photo. In such cases, Resident is marked as a full BE case (indicating all his 8 fingers and 2 thumbs are missing) but the exception photo does not show this. This difficulty possibly happens where it is faced to capture the biometrics of such residents (due to poor quality etc.).

Residents should be marked as BE only if some biometric is missing. Operator should always capture biometrics if biometrics are present instead of choosing BE option. In case of any

temporary/permanent damage wherein finger prints or Iris are not getting captured, then Operator should choose BE option. Any temporary/permanent damage should be clearly visible in Exception Photo.

**Illustration :**



10. Considering that there is an urgency to complete large-scale enrolments within a short period of time, it is requested that close monitoring, training and awareness especially on BE enrolments may be emphasized. It is also requested that the ROs of UIDAI and the registrars may hold special training sessions on BE cases under their aegis. The Hindi version of this OM is enclosed, and the ROs are also requested to get this OM translated in the local language to be able to circulate further to the ecosystem partners. Any assistance required specifically on the issue of BE enrolments from this Division may be intimated to the undersigned.

  
 (R.K. Gautam)  
 Assistant Director General (EU-II)

To  
 All DDGs RO, UIDAI  
 All Registrars/EAs