सत्यमेव जयते

भारतीय विशिष्ट पहचान प्राधिकरण
Unique Identification Authority of India

भारत सरकार
Government of India

Handbook

for

Enrolment Operator

आधार

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1. INTRODUCTION

a   The objective of this handbook is to provide you the information and guidance to perform your duties as an Aadhaar enrolment operator in the best manner possible.

b   You have been appointed as an Aadhaar Enrolment Operator by enrolment agency under the provision of Aadhaar (Enrolment & Update Regulations), 2016 (regulations) for carrying out Aadhaar work at enrolment centre. Under these regulations, "operator" means the certified personnel employed by enrolling agencies to execute the process of enrolment at the enrolment centers.

c   Every resident is entitled to obtain an Aadhaar number by submitting her/his demographic information and biometric information by undergoing the process of enrolment. Recently, it has been decided to allow non resident Indians (NRIs) also to get Aadhaar number.

d   In your role as the Aadhaar Enrolment Operator, you are the functionary primarily responsible for proper and successful enrolment/update of applicant. You should be helpful and courteous to applicant while completing the enrolment process.

e   This handbook is neither an exhaustive compendium in all aspects nor a substitute reference for the various provisions of Aadhaar (Enrolment & Update Regulations), 2016 and the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act). You should, therefore, wherever necessary, refer to those provisions of the regulations and the Aadhaar Act, 2016.

2. ENROLMENT OPERATOR

You are employed as operator by an Enrolment Agency to execute enrolment/update process at the enrolment centres.

PREPARATORY ACTIVITIES FOR YOU:

a.   You must possess an Aadhaar number.

b.   You should have undergone training on the process of UID enrolment & update and various equipment and devices used during Aadhaar enrolment. Organizing this training is the responsibility of the EA.

c.   You should have obtained certificate from a testing and certifying agency authorized by UIDAI. For certification, you need to register with UIDAI appointed certification agency for taking test at a suitable time and test centre location.

d.   You must ensure that your Name and EID/UID provided during registration for test is same as that entered during your Aadhaar enrolment.

e.   You should have been activated, in accordance with UIDAI guidelines, prior to commencing enrolments by your EA with a unique Operator ID.

f.   You should have your mobile number linked to your Aadhaar.

2.1. Sixteen Commandments You Must Remember During Enrolment

At the Enrolment Centre, your role is to capture demographic and biometric data of the resident/NRI getting enrolled. While performing your role as an Enrolment Operator at an Aadhaar Enrolment Centre, you are required to follow the following "Sixteen Commandments":

1. You must first get on-boarded by providing your own biometrics in the Aadhaar client software. On-boarding means that your biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station.

2. Make sure to login with your own Operator ID in Aadhaar client, for undertaking enrolments, and log off the application when going away from the seat so that no one else can use your login window for enrolments.

3. Every time on login, check that the date and time setting on the computer is current.

4. Aadhaar client software is now auto upgradable, It gets all the updates over the air. Sync and upload of enrolled packets are also automatic. You should ensure that to the extent possible Aadhaar enrolment kit is always connected to internet or ensure it does connect to internet at least once in a day for completion of automatic sync & upload.

5. The station layout should be convenient for you as well as the resident/NRI. The preferred layout is shown in Annexure I. Please bring any significant deviation to the notice of your EA for taking corrective action.

6. Explain the enrolment process to resident/NRI before and during enrolment to put the resident/NRI at ease and facilitate data capture.

7. You should make enrolment kit ready with performance of GPS and Operator Synch daily at the time of center opening.

8. When the resident/NRI comes for enrolment/update, first make sure from the photo on supporting documents that it belongs to the same resident/NRI whose enrolment/update is to be done. You should also make sure that supporting documents are as per the approved UIDAI list given in Annexure II. Confirm that the form and documents belong to the same resident/NRI who is getting enrolled.

9. Check that the resident's/NRI's enrolment form is verified and carries Verifier's signature and stamp/initials. The form must also carry Resident's/NRI's (applicant's) signature/thumbprint.

10. In case of Introducer/HoF based enrolment, the Introducer/HoF's signature/thumbprint should be available in the form along with their details filled in the fields provided for Introducer and HoF, respectively.

11. In case of child enrolment, you must ensure that photograph captured of child is identifiable.

12. Capture demographic and biometric data of the resident/NRI in the Aadhaar client software. You must follow the sequence of data capture as per the screens provided on the software client.

13. Make sure that the resident's/NRI's screen is on all the time during the enrolment. You must ask the resident/NRI to cross check the data being entered and review demographic data with resident/NRI.

14. Please ensure QC checklist details are verified before signing off any enrolment/update. QC checklist attached in Annexure III.
15. Print, sign and provide acknowledgement to the resident/NRI and take resident's/NRI's signature on consent at the end of enrolment.
16. Don't forget to take service charges in case of update/print Aadhaar. Details of UIDAI prescribed service charges are mentioned in Annexure IV.

2.1.1. Demographic data capture guidelines:

a. Enter the demographic details of the resident/NRI from the verified enrolment form.
b. Enter all the data in the Aadhaar software as provided in enrolment form. Even the non- mandatory fields like mobile number and email ID are important. UIDAI can get in touch with the resident/NRI using these details, if required. Resident /NRI can also use Aadhaar OTP for various services provided by UIDAI & other service providers. Thus do not leave these fields blank where resident/NRI has provided this information.
c. Pay attention to data aesthetics during demographic data capture. Avoid improper use of spaces, punctuation marks, capital and small letters during data capture.
d. Leave those non-mandatory fields blank where no data is provided by resident/NRI. Do not enter N/A, NA etc. in fields where resident/NRI has not provided any data.
e. Filling Father/Mother/Husband/Wife/Guardian field is not mandatory for residents/ NRI above the age of 5 years. In case the adult is not in a position or does not want to disclose, select checkbox "Not Given" in "Relationship to Resident/NRI" field .
f. In case of children below the age of 5 years, either parent's or guardian's name shall be recorded and UID or Enrolment ID (either of the two numbers) shall be recorded. This is mandatory.
g. It is not compulsory for only father's name to be recorded against the 'parent's name.' Mother's name can alone be recorded for the parent's name if so desired by the parent.
h. Enrolment of the parent is mandatory prior to the child. If the child's father/mother/ guardian has not enrolled or does not possess UID at the time of enrolment, the enrolment of that child cannot be done.
i. For Head of Family (HoF) based verification Name, EID/UID of HoF and relationship details of the family member to HoF are mandatory details to be entered.
j. Once demographic data is entered, you will capture biometric data of resident/NRI.

2.1.2. Biometric data capture guidelines:

a. Check resident's/NRI's eyes and fingers for fitness (missing/amputated). If the resident/NRI has any deformities due to which it is not possible to take fingerprints/ iris, these also have to be captured as a biometric exception.

b. Check and indicate biometric exceptions in the software, only where applicable. Do not mark biometric exceptions where biometrics can be captured. It will be treated as 'fraud' and invite strictest penalty.

c. In case of biometric exception, always take the exception photograph of the resident/ NRI showing resident's/NRI's face and both hands, irrespective of the type of exception.

d. The enrolee may not be in a position to keep herself/himself in correct posture for reaching biometric instruments or for photograph due to old age or sickness. In such cases you should arrange to take the biometric data by moving the equipment close to the enrollee.

e. If the finger/iris of the resident/NRI has a temporary damage and it is not possible to capture the biometric, you will record it in exceptions. The resident/NRI should later get his/her biometric updated.

f. Capture Biometrics - Facial Image, IRIS and Fingerprints.

i. Guidelines for Facial Image Capture

a. **Enrollee Position:** For capturing facial image, it is advisable for you to adjust the camera instead of the enrollee to position herself/himself at the right distance or in the right posture. Frontal pose needs to be captured i.e. no head rotation or tilt. The resident/NRI should be instructed to be seated properly with their back upright and their face towards the camera.

b. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural colored lighting, and distortion.

c. **Expression:** Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, teeth closed, and both eyes open and looking into the camera.

d. **Illumination:** Poor illumination has a high impact on the performance of face recognition. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots. There should be no light exactly above the enrollee as it can cause shadows. Light should be diffused and placed in front of the enrollee so that there are no shadows under the eye.

e. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent. Dark glasses /tinted glasses should be taken off before taking the photograph.

f. **Accessories:** Use of accessories that cover any region of the face is not permitted. For example, women in purdah would have to reveal the full face before the photograph is taken. Similarly women in ghoonghat would have to clearly reveal

the full face before the photograph can be captured. The head may remain covered but the full face contour should be visible. Further, accessories like turban/head gear are also allowed as religious/traditional practices.

However, accessories like eye patches are allowed due to medical reasons. This would also mean an exception needs to be recorded for iris, because only one iris can be captured.

g. You need to ensure to obtain best possible face image that satisfies requirements.

h. For children, it is acceptable that the child sits on parent's laps, but it needs to be ensured that parent's face is not captured along with child's face. The background may get rejected due to non-white screen in case of children but two faces should not get captured in one picture.

i. Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:

    i. No face found

    ii. Enrolee too far

    iii. Enrolee too close (eye distance in input image is greater than one third of image width)

    iv. Pose (look straight)

    v. Insufficient lighting

    vi. Very low face confidence (faceness, object not identified as human face)

    vii. Non-uniform lighting (of face in output image)

    viii. Incorrect background (in output image)

    ix. Insufficient lighting (bad gray values in face area of output image)

j. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the photograph screen.

k. Only facial image is captured for children below 5 years. Iris and fingerprint screens will not get activated for children below 5 years

ii. Guidelines for Capturing Fingerprints

a. The images of all the ten fingers are to be captured. The fingerprints must be captured in the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs.

b. The fingers have to be positioned correctly on the platen to enable capture. There should be no direct light shining on the platen. Use the indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device. Please consult the manufacturer manual in case of any doubt or else consult the Supervisor.

c. Use a lint free cloth periodically to clean the platen of the finger print device for good finger print capture.

d. Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, then report to your Supervisor/HQ and request for change of equipment.

e. Fingerprints cut off, wet/smudged fingerprint; very light prints due to insufficient pressure will result in poor quality. The resident's/NRI's hands should be clean (no mud, oil etc.). Ask resident/NRI to wash hands with water and soap, if necessary.

f. The fingers should not be excessively dry or wet. Moisten with a wet cloth or dry finger with a dry cloth.

g. The enrollee should be requested to place all four fingers of the left hand/right hand/two thumbs to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints. Ensure that the fingers are placed flat and till the top joint of the finger is placed well on the scanner. The top of the fingers should be within the platen area and not outside the defined area.

h. If automatic capture does not happen, you should force the capture when force capture tab is enabled in the enrolment software.

i. You should check the actionable feedback when capture fails. Some actionable feedbacks provided by software are:

  • Number of fingers present does not match with expected number of fingers
  • Finger not positioned correctly
  • Too much pressure (duty cycle)
  • Too little pressure
  • Central region missing
  • Excessive moisture (wetness)
  • Excessive dryness

j. You should visually check the image for quality and for typical problems. In case there are problems go back to steps above to retry the capture.

k. When image quality is pass or if maximum number of captures are exhausted, move on to the next step.

l. Fingerprints are best captured in standing position.

m. In case of additional fingers, ignore the additional finger and capture the main five fingers.

n. Make sure your own fingerprints do not get mixed with the resident's/NRI's fingerprints. You can carefully put a little pressure on the resident's/NRI's fingers to capture the fingerprints but always make sure not to mix your own fingerprints.

iii. Guidelines for Capturing Iris

Upper eyelid

Iris

Pupil

Lower eyelid
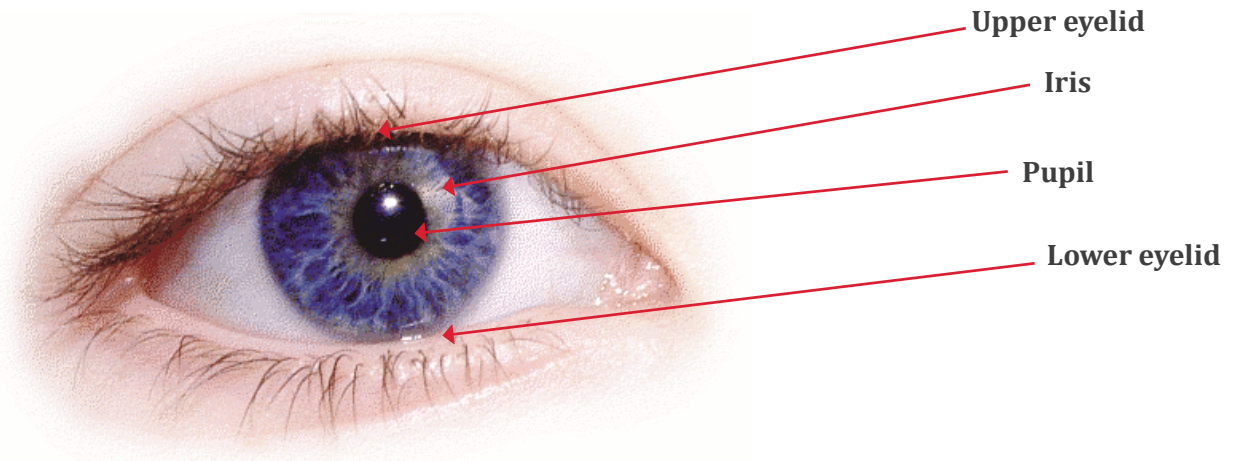
a.   You, not the enrollee will handle the capture device, generally.

b.   Children can be told that it is like taking photos/pictures so that they are not apprehensive.

c.   The enrollee will be required to sit in a fixed position, like taking a portrait photograph.

d.   The software is able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture process. The software alerts the operator with actionable feedbacks, if the captured iris image is of insufficient quality. Some actionable feedbacks provided by software are:

   • Occlusion (significant part of iris is not visible)

   • Iris not in focus

   • Gaze incorrect (resident/NRI looking away)

   • Pupil dilation

e.   The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off enrollee's eyes.

f.   The device should be held steady. In case device requires to be held by resident/ NRI, you may help the resident/NRI to hold the device steady.

g.   Table light used for facial image capture should be switched off during iris capture. Direct sunlight or any other bright light shining on resident's/NRI's eye will create reflections and result in poor quality image.

h.   You must instruct the resident/NRI to look straight into the camera, open eyes wide open (one easy way to do this is to ask the resident/NRI to stare) and do not blink during iris capture. Resident/NRI has to be stationary.

i.   If resident/NRI is experiencing difficulty during iris scan and recapture is required, then you may navigate to next screen to capture other details and then return to iris

capture. This will relax the resident/NRI from constant pressure to keep eyes wide open during iris capture.

j. You need to be patient during capture and wait for the device response instead of scrolling, navigating back and forth onscreen.

2.2.   Review data with the Resident/NRI

You must show the data entered to the resident/NRI on a monitor facing the resident/NRI and if required, read out the content to the enrollee, to ensure that all details captured are correct. During review of the enrolment data with resident/NRI, you must read out critical fields to the resident/NRI before the finishing the enrolment/update.

a. You must reconfirm the following fields:
   • Spellings of resident's/NRI's name
   • Correct gender
   • Correct age/Date of Birth
   • Address – Pin Code; Building; Village/Town/City; District; State
   • Relationship Details – Parent/Spouse/Guardian; Relative Name
   • Accuracy and Clarity of "Photograph of the resident/NRI"

b. In case of any errors, you must correct recorded data and review again with the resident/NRI. If no corrections are required, resident/NRI will approve the data.

2.3   Things to do after capturing demographic and biometric data of the Resident/NRI

a. You will then provide own fingerprint to sign-off the data captured for the resident/NRI. Make sure that the fingerprint given is good quality. Use the indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device.

b. Do not allow anyone else to sign for an enrolment that you have done. Do not sign for enrolments done by others.

c. You have to get the Supervisor to sign off in case enrollee has biometric exceptions.

d. In case the verification type is selected as Introducer/HOF, get the Introducer/HOF to sign off biometrically on the review screen.

e. You can select the language in which the legal/declaration text on print receipt shall be printed on consent.

f. You must ask the resident/NRI her/his preferred language in which the receipt must be printed. On selection of any of the declaration language options, the print receipt will be printed in the selected language i.e. English or any local language set on the configuration screen.

g. Sign and provide acknowledgement to resident/NRI. The acknowledgement is a written confirmation of the resident/NRI getting enrolled. It is important for the resident/NRI as it carries the enrolment number, date and time that the resident/NRI will need to quote when interacting with UIDAI and its Contact Center for information on her/his Aadhaar status.

h. While handing over the acknowledgement & other supporting documents to the Resident/NRI, you must inform her/him of the following:

- The enrolment number printed on acknowledgement is not the Aadhaar number and that the resident's/NRI's Aadhaar number will be communicated through a letter subsequently. This message is also printed in acknowledgement. Resident/NRI can also check the status of enrolment/update on UIDAI's website & download the Aadhaar /updated Aadhaar.
- The resident/NRI must preserve her/his and the children's enrolment acknowledgement slip for future reference.
- In case of introducer based enrolment, the introducer will have to biometrically sign off.
- To know the Aadhaar generation status they can call the Call Centre or log on Aadhaar Portal/website or use mAadhaar app.
- Aadhaar number will be delivered by the local post office/or other designated agency in the address provided at the time of enrolment.
- E-Aadhaar can be downloaded by resident/NRI from UIDAI's portal using registered mobile number.
- They can use UIDAI's mobile app mAadhaar and avail more than 35 Aadhaar services.

2.4. Document scanning

a. You have to scan originals of each of the supporting documents below depending on the type of enrolment:
- Aadhaar Enrolment/Correction/Update Form (Annexure V) – For each
- PoI, PoA – For document based enrolments
- DoB document – For Verified Date of Birth
- PoR – For Head of Family Based Enrolments
- Acknowledgement-cum-Consent–For each enrolment after Operator and resident's/NRI's signature

b. In instances where Original documents are not available, copies attested/certified by a public notary/gazetted officer can be accepted.

c. The documents are scanned in a sequence and all document scans are standard size (A4).

d. In case where multiple pages are to be scanned, scan the document using scanner and save the document as pdf as per the naming convention (if a resident is updating his address and he has provided POA document, the naming convention will be: RESIDENT NAME IN AADHAAR_POA. Similarly, if a resident is updating his name in Aadhaar, name convention will be: RESIDENT NAME PRESENTLY IN AADHAAR_POI) and attach the document using the attach document option in ECMP.

e. Make sure that the desired portions (the data entered during Aadhaar enrolment) of the document are visible clearly in the scan and the document pages do not overlap.

f. Each scanned page must be legible and without any marks due to dust and scratches. If the scan is not legible, remove it and re-scan.

g. Once all document pages are scanned, you can see and check the total number of pages scanned and confirm that all pages are scanned.

h. Return all the original documents and Aadhaar Enrolment/Correction/Update Form to the resident/NRI. Also hand over the acknowledgement cum consent to the resident/NRI.

2.5.   Update in Resident/NRI data

a. The resident's/NRI's demographic and biometric data update can be done any time after Aadhaar generation.

b. The following requests for changes are included in the scope of the update process:
   • All demographic fields i.e., Name, Address, Gender, Date of Birth
   • Relationship to resident/NRI
   • Mobile
   • Email Address
   • Relationship Details (Relation type, Name and EID/UID)

c. If originally the resident/NRI was enrolled as a child below 5 years of age or before 15 years of age, she/he must go for mandatory biometric update on attaining the age of 5/15. You have to select mandatory biometric update in the application software for such cases.

d. PoI, PoA, PoR and DoB will also be required at the time of update process depending on the type of update.

e. A update in name would require any one of the PoI documents for an update in name. A update in address would require any one of the PoA documents. A change in DoB would require any one of the DoB documents.

f. During enrolment of child below 5 years of age, parents/guardians Aadhaar is linked with the child. In cases for the update of children below 5 year's age linked parent/guardian Aadhaar number, name and one biometric modality is mandatory. In addition, any one of the PoR document is required.

g. Only the fields that need a update are entered in the update menu of the software. Fields that are good in original enrolment are not to be retyped during update.

h. The resident's/NRI's photo is also captured during Update process for verification purpose only. The photo is not updated. Resident/NRI requiring photo update is required to undergo biometric update as photograph & biometric update is done together.

i. After entering all the demographic details requiring update, you should show the review screen to resident/NRI to check the correctness of field updated. You should correct any mistakes pointed out by resident/NRI.
   Once resident/NRI is satisfied, you should capture one biometric modality of the resident /NRI as confirmation.

j. Resident/NRI who do not have fingers &Iris can update their demographics with biometric

exception process wherein biometric signoff of supervisor is mandatory. Such update is done from whitelisted ECMP client only.

k. At the end you will have to biometrically sign off the update. You have to print the acknowledgement slip containing URN (Update Request Number). You have to sign this acknowledgement slip and get residents/NRIs signature as consent. This acknowledgement slip has to be scanned along with other supporting documents to complete the correction/ update process. At last you should handover acknowledgement slip to resident/NRI.

2.6. End of Day (EOD) Report

Status of all the transactions (enrolments/updates& find Aadhaar) done in the system for last 10 days is available in view enrolment details tab of application software. This status displays all the stages of packet processing starting from upload confirmation to completion of packet processing. It also contains details of the service charges taken against each transaction. In cases of rejections, detailed reject reasons are available in this report with corrective suggestions.

You must use this EOD report to know the status of transactions performed by you. You must go through the reject reasons available in this EOD report to know exact reason of rejections & take corrective actions to improve your performance further learning from the mistakes.

2.7. The Aadhaar Act 2016

UIDAI is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 published in official gazette on 26th March 2016.

UIDAI was notified as an Authority on 12th July, 2016. Dr. A B Pandey was appointed as the first CEO of UIDAI on 21st July, 2016. Chairperson and Authority members were appointed on 12th September 2016. All sections of Aadhaar Act, barring Section 21, were notified on the same day.

Following regulations were notified on 14th September, 2016:

- 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)

The Unique Identification Authority of India (UIDAI) functions as a statutory authority, under the Ministry of Electronics and Information Technology (MeitY), Government of India.

2.7.1. CHAPTER II- Enrolment

3. (1) Every resident shall be entitled to obtain an Aadhaar number by submitting his demographic information and biometric information by undergoing the process of enrolment: Provided that the Central Government may, from time to time, notify such other category of individuals who may be entitled to obtain an Aadhaar number.

    (2) The enrolling agency shall, at the time of enrolment, inform the individual undergoing enrolment of the following details in such manner as may be specified by regulations, namely: —
    (a) The manner in which the information shall be used;
    (b) The nature of recipients with whom the information is intended to be shared during authentication; and
    (c) The existence of a right to access information, the procedure for making requests for such access, and details of the person or department in-charge to whom such requests can be made.

    (3) On receipt of the demographic information and biometric information under sub-section (1), the Authority shall, after verifying the information, in such manner as may be specified by regulations, issue an Aadhaar number to such individual.

4. An Aadhaar number, issued to an individual shall not be re-assigned to any other individual.
    An Aadhaar number shall be a random number and bear no relation to the attributes or identity of the Aadhaar number holder.
    An Aadhaar number, in physical or electronic form subject to authentication and other conditions, as may be specified by regulations, may be accepted as proof of identity of the Aadhaar number holder for any purpose.

5. The Authority shall take special measures to issue Aadhaar number to women, children, senior citizens, persons with disability, unskilled and unorganised workers, nomadic tribes or to such other persons who do not have any permanent dwelling house and such other categories of individuals as may be specified by regulations.

6. The Authority may require Aadhaar number holders to update their demographic information and biometric information, from time to time, in such manner as may be specified by regulations, so as to ensure continued accuracy of their information in the Central Identities Data Repository.

2.8. Aadhaar (Enrolment and Update) Regulations, 2016

Your enrolment and update is governed by the Aadhaar (Enrolment and Update) Regulations, 2016. Regulations of direct relevance to you are reproduced below for your information:

2.8.1. CHAPTER II - Resident Enrolment Process

3. **Biometric information required for enrolment. —**
    (1) The following biometric information shall be collected from all individuals undergoing enrolment (other than children below five years of age):
        (i)   Facial image;
        (ii) All ten fingerprints; and
        (iii) Scans of both irises.
    (2) The standards for collecting the biometric information shall be as specified by the Authority for this purpose.

4. **Demographic information required for enrolment. —**
    (1) The following demographic information shall be collected from all individuals undergoing enrolment (other than children below five years of age):
        (i)   Name
        (ii) Date of Birth
        (iii) Gender
        (iv) Residential Address
    (2) The following demographic information may also additionally be collected during enrolment, at the option of the individual undergoing enrolment:
        (i)   Mobile number
        (ii) Email address
    (3) In case of Introducer-based enrolment, the following additional information shall be collected:
        (i)   Introducer's name
        (ii) Introducer's Aadhaar number
    (4) In case of Head of Family based enrolment, the following additional information shall be collected:
        (i)   Name of Head of Family
        (ii) Relationship
        (iii) Head of Family's Aadhaar number
        (iv) One modality of biometric information of the Head of Family
    (5) The standards of the above demographic information shall be as may be specified by the Authority for this purpose.

(6) The demographic information shall not include race, religion, caste, tribe, ethnicity, language, record of entitlement, income or medical history of the resident.

5. Information required for enrolment of children below five years of age. —

(1) For children below the five years of age, the following demographic and biometric information shall be collected:

    (a) Name

    (b) Date of Birth

    (c) Gender

    (d) Enrolment ID or Aadhaar number of any one parent, preferably that of the mother in the event both parents are alive, or guardian. The Aadhaar number or EID of such parent or guardian is mandatory, and a field for relationship will also be recorded.

    (e) The address of such child which is the same as that of the linked parent / guardian.

    (f) Facial image of the child shall be captured. The biometric information of any one parent / guardian shall be captured or authenticated during the enrolment.

(2) The Proof of Relationship (PoR) document as listed in schedule II for establishing the relationship between the linked parent/guardian and the child shall be collected at the time of enrolment. Only those children can be enrolled based on the relationship document (PoR), whose names are recorded in the relationship document.

6. Enrolment of residents with biometric exceptions. —

(1) For residents who are unable to provide fingerprints, owing to reasons such as injury, deformities, amputation of the fingers/ hands or any other relevant reason, only iris scans of such residents will be collected.

(2) For residents who are unable to provide any biometric information contemplated by these regulations, the Authority shall provide for handling of such exceptions in the enrolment and update software, and such enrolment shall be carried out as per the procedure as may be specified by the Authority for this purpose.

7 Role of Registrars, enrolling agencies, etc. in enrolment. —

(1) The Registrars appointed by the Authority shall carry out the enrolment of residents by themselves or through enrolling agencies contracted/appointed by them.

(2) The enrolling agencies shall set up enrolment centres for enrolment of residents as well as for correction or update of residents' information. The opening of enrolment centres, the services offered and other guidelines for their operations shall be in accordance with the procedure as may be specified by the Authority for this purpose.

(3) Enrolment shall be carried out at permanent enrolment centres and through temporary centres set up for this purpose.

(4) Enrolment shall be carried out by the operators, verifiers, supervisors and other authorized personnel at the enrolment centres.

(5) Registrars shall make reasonable efforts to enrol residents who do not possess any of the prescribed supporting documents, through alternate modes of enrolment specified in Regulation 10.

8. **Equipment, software, etc. used in enrolment. —**

(1) The Registrars and enrolling agencies shall use only the software provided or authorised by the Authority for enrolment purposes.

(2) The standard enrolment / update software shall have the security features as may be specified by the Authority for this purpose.

(3) All equipment used in enrolment, such as computers, printers, biometric devices and other accessories shall be as per the specifications issued by the Authority for this purpose.

(4) The biometric devices used for enrolment shall meet the specifications, and shall be certified as per the procedure, as may be specified by the Authority for this purpose.

9. **Disclosure of information to residents at the time of enrolment. —**

At the time of enrolment, the enrolling agency shall inform the individual undergoing enrolment of the following details:

(a) The manner in which the information shall be used;

(b) The nature of recipients with whom the information is intended to be shared during authentication; and

(c) The existence of a right to access information, the procedure for making requests for such access, and details of the person or department in-charge to whom such requests can be made. The above details shall be communicated to residents through the enrolment form, in a format provided in Schedule I .

10. **Submission and verification of information. —**

(1) Residents seeking enrolment shall be required to submit an application for enrolment along with copies of supporting documents for proof of identity, address and date of birth, at an enrolment centre.

(2) An indicative list of supporting documents accepted for verification of identity, address and data of birth is prescribed in Schedule II. The Authority may expand or modify the list of acceptable supporting documents through circulars or notifications from time to time.

(3) The Authority may dispense with requirement of collecting proof of address and proof of identity of the residents in case of enrolment / update by Registrar General of India.

(4) In the event a resident does not possess any of the required supporting documents, enrolment may be carried out through the following modes:

a. Introducer-based enrolment: If a resident is unable to provide documentary proof of identity or proof of address, he can be enrolled through a pre-

designated introducer identified and notified by the Registrar or the regional offices of the Authority. Persons registered with the Authority as introducers could include the Registrars' own employees, elected local body members, members of local administrative bodies, postman, influencers such as teachers, health workers, doctors, aanganwadis / asha workers, representative of local NGOs. Such approved introducers shall introduce a resident and vouch for the validity of resident's information. An introducer shall verify the information filled, fill up his name and Aadhaar number, and affix his signature or thumb impression on the resident's enrolment form.

b. Head of Family (HoF) based enrolment: In the event the head of family of a resident possesses the required supporting documents and has been enrolled through such supporting documents, the resident may be enrolled through such documents provided that (i) the resident can furnish proof of relationship, and (ii) the proof of relationship and the supporting documents record the same address for the family member and the head of family.

(5) The verification of the enrolment data in the above three methods shall be as provided in Schedule III.

11. Collection of information at enrolment centres. —

(1) The enrolment operator shall capture (i) the demographic information as submitted by the resident in the application form; and (ii) the biometric information using the enrolment software provided or approved by the Authority.

(2) The enrolment operator shall collect and record the physical copies of the requisite supporting documents, or, if facility exists at the enrolment centre, convert the physical copies into electronic format, as per the process as may be specified by the Authority.

(3) After capturing the information, a resident shall be given the opportunity of verifying his information for accuracy.

(4) On completion of enrolment, an acknowledgement slip containing the EID and other enrolment details signed by the enrolment operator shall be provided to the resident.

(5) The procedures, standards and guidelines to be followed during enrolment (including for enrolment of children below five years of age and for exception handling) and formats, templates, checklists to be used for carrying out enrolment shall be as per procedures as may be specified by the Authority for this purpose.

2.8.2. CHAPTER IV - Update of Resident Information

16. Request for update of identity information. —

An Aadhaar number holder may seek alteration of his demographic information or

biometric information in cases specified under Section 31 of the Act in accordance with update procedure specified in this Chapter.

17. **Mandatory update for children. —**
The Authority shall require the biometric information of children to be updated upon attaining five years of age and fifteen years of age in accordance with the procedure specified by the Authority.

18. **Equipment, software, etc. used for update. —**
    (1) The Registrars, enrolling agencies or other service providers involved in the update process shall use only the software provided or approved by the Authority for updating purposes.
    (2) The standard update software shall have the security features as laid down by the Authority for this purpose.
    (3) All equipment used for updating purposes, such as computers, printers, biometric devices and other accessories shall be as per specifications laid down by the Authority from time to time.

19. **Mode of updating residents' information. —**
The process of updating residents' information in the CIDR may be carried out through the following modes:—
    (a) At any enrolment centre with the assistance of the operator and/ or supervisor. The resident will be biometrically authenticated and shall be required to provide his Aadhaar number along with the identity information sought to be updated.
    (b) Online mode: Demographic information may be updated online through designated portals upon submission of Aadhaar number and the registered mobile number. Authentication will be carried out through a One-Time Password (OTP) sent to the registered mobile number.

The resident shall be assigned an update ID for tracking the status update, and the revised Aadhaar letter may be made available to the resident in physical or electronic form in accordance with the procedure as may be specified by the Authority for this purpose. The procedures for update, standards and guidelines to be followed along with the formats, templates, checklist to be used for carrying the update shall be as may be specified by the Authority for this purpose.
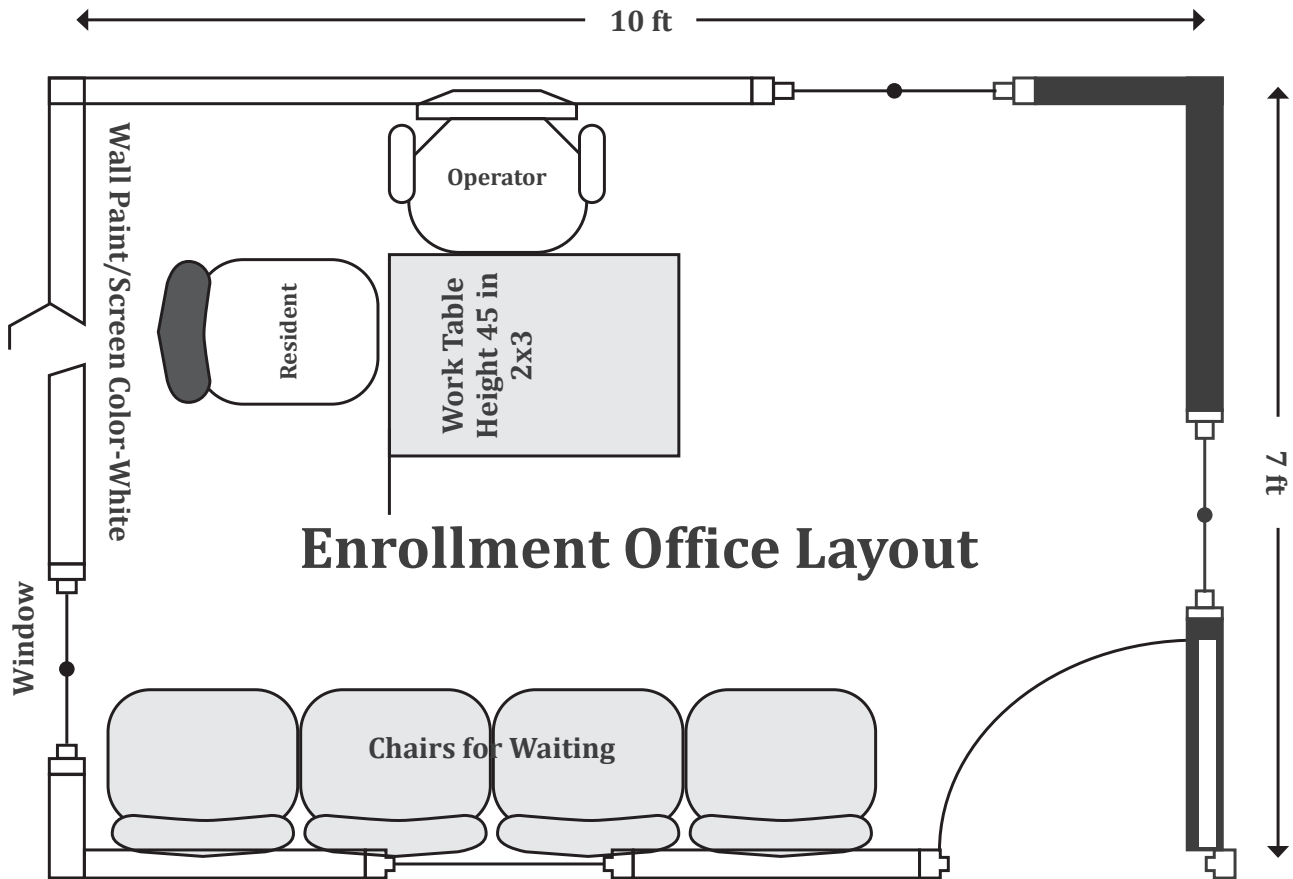
20. **Convenience fee. —**
The Authority may authorise Registrars to charge convenience fee from the residents, not exceeding an amount specified by the Authority, for update of demographic information and biometric information.

Annexure I

Enrollment Office Layout-1 (Preferred)

Annexure II

POI (Proof of Identity) documents containing Name and Photo

1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards/ Service photo identity card issued by PSU
7. NREGS Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kissan Photo Passbook
15. CGHS/ ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/ update
18. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/ Administrations
19. Bhamashah Card
20. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/update
21. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor on UIDAI standard certificate format for enrolment/ update
22. Certificate of Identity having photo issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update
23. Gazette notification for name change
24. Marriage certificate with photograph
25. RSBY Card
26. SSLC book having candidates photograph
27. ST/ SC/ OBC certificate with photograph
28. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing name and photograph
29. Extract of School Records issued by Head of School containing name and photograph
30. Bank Pass Book having name and photograph
31. Certificate of Identity containing name and photo issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/ update.
32. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update

POR (Proof of Relationship) documents containing Name of applicant and Name of HoF (Head of Family)

1. PDS Card
2. MNREGA Job Card
3. CGHS/ State Government/ ECHS/ ESIC Medical card
4. Pension Card
5. Army Canteen Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.
8. Any other Central/ State government issued family entitlement document
9. Marriage Certificate issued by the government
10. Address card having name and photo issued by Department of Posts
11. Bhamashah card
12. Discharge card/ slip issued by Government hospitals for birth of a child
13. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councillor or Gazetted Officer on UIDAI standard certificate format for enrolment/update
14. Certificate of Identity having photo and relationship with HoF issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update

DOB (Date of Birth) documents containing Name and DOB

1. Birth Certificate
2. SSLC Book/ Certificate
3. Passport
4. Certificate of Date of Birth issued by Group A Gazetted Officer on UIDAI standard certificate format for enrolment/ update
5. A certificate (on UIDAI standard certificate format for enrolment/ update) or ID Card having photo and Date of Birth (DOB) duly signed and issued by a Government authority
6. Photo ID card having Date of Birth, issued by Recognized Educational Institution
7. PAN Card
8. Marksheet issued by any Government Board or University
9. Government Photo ID Card/ Photo Identity Card issued by PSU containing DOB

10. Central/ State Pension Payment Order
11. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card
12. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Date of Birth
13. Extract of School Records issued by Head of School containing Name, Date of Birth and Photograph
14. Certificate of Identity containing Name, DOB and Photo issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/ update
15. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update

POA (Proof of Address) documents containing Name and Address

1. Passport
2. Bank Statement/ Passbook
3. Post Office Account Statement/ Passbook
4. Ration Card
5. Voter ID
6. Driving License
7. Government Photo ID cards/ service photo identity card issued by PSU
8. Electricity Bill (not older than 3 months)
9. Water Bill (not older than 3 months)
10. Telephone Landline Bill (not older than 3 months)
11. Property Tax Receipt (not older than 1 year)
12. Credit Card Statement (not older than 3 months)
13. Insurance Policy
14. Signed Letter having Photo from Bank on letterhead
15. Signed Letter having Photo issued by registered Company on letterhead
16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead or Photo ID having address issued by Recognized Educational Institution
17. NREGS Job Card
18. Arms License
19. Pensioner Card
20. Freedom Fighter Card
21. Kissan Passbook
22. CGHS/ ECHS Card

23. Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/ update
24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update
25. Income Tax Assessment Order
26. Vehicle Registration Certificate
27. Registered Sale/ Lease/ Rent Agreement
28. Address Card having Photo issued by Department of Posts
29. Caste and Domicile Certificate having Photo issued by State Govt
30. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/ Administrations
31. Gas Connection Bill (not older than 3 months)
32. Passport of Spouse
33. Passport of Parents (in case of Minor)
34. Allotment letter of accommodation issued by Central/ State Govt. (not more than 3 years old)
35. Marriage Certificate issued by the Government, containing address
36. Bhamashah card
37. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/ update
38. Certificate of Address having photo issued by Municipal Councillor on UIDAI standard certificate format for enrolment/ update
39. Identity Card issued by recognized educational institutions
40. SSLC book having photograph
41. School Identity card
42. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Address
43. Extract of School Records containing Name, Address and Photograph issued by Head of School
44. Certificate of Identity containing Name, Address and Photo issued by Recognized Educational Institution signed by Head of Institute on UIDAI standard certificate format for enrolment/ update
45. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update

- **Bring original documents for Enrolment/Update. No photocopy required.**
- **Original documents are scanned and given back to you.**

For updated list
SCAN

CERTIFICATE FOR AADHAAR ENROLMENT/ UPDATE

Instructions: *(To be valid for 3 months from date of issue)*   **Date:** D D M M Y Y Y Y
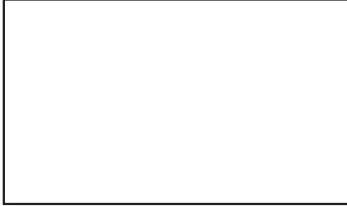
To be printed on plain A4 paper size ; Not required to print on letter head;   *All details to be filled in Block Letters*

Resident's Details

☐ Resident   ☐ Non-Resident Indian (NRI)   ☐ New Enrolment   ☐ Update Request

Aadhaar Number
(For update only)

Resident's Recent Colour Photograph Cross Signed and Cross Stamped by the Certifier.

Resident's Name

Full Name:

Resident's Address

C/o:

House No./ Bldg./ Apt:

Street/ Road/ Lane:

Landmark:

Area/ Locality/ Sector:

Village/ Town/ City:

Post Office:

District:

State:

PIN Code:

Date of Birth: D D M M Y Y Y Y

Signature of the Resident/ Thumb/ Finger Impression

To be filled by the certifier ONLY

I hereby certify above mentioned details of the resident

All details to be filled in Block Letters

Certifier's Details

Name of the Certifier:

Designation:

Address:

Contact Number:

I, the certifier, am: *(Please tick appropriate bex below)*

☐ Gazetted Officer - Group A   ☐ Gazetted Officer - Group B

☐ Village Panchayat Head or Mukhiya   ☐ MP/ MLA/ MLC/ Muncipal Councilor

☐ Tehsildar   ☐ Head of Recognized Educational Institution

☐ Superintendent/ Warden/ Matron/ Head of Institution of Recognized shelter homes/ Orphanages

Signature of the Certifier   *Stamp of the Certifier*

NOTE: This format is applicable for POI documents at Sl. Nos. 17, 20, 21, 22, 31 & 32; POA documents at Sl. Nos. 23, 24, 37, 38, 44 & 45; POR documents at Sl. Nos. 13 & 14 DOB documents at Sl. Nos. 4, 5, 14 & 15 of Schedule II of the Aadhaar (Enrolment and Update) Regulations, 2016, as amended from time to time.

Annexure III

Enrolment Operator Quality Checklist

Sl. no	Activity	
1. NON DOCUMENT CHECKLIST		
1.1	Have you checked name of resident/ NRI – It should not have any salutation like Mr., Mrs, Dr., Col., Adv., etc.	
1.2	Have you checked name of the resident/ NRI–It should not contain multiple names like Devi urf choti, Devi (choti) etc.	
1.3	Have you checked the gender selected in ECMP carefully.	
1.4	Have you checked the age of the resident/ NRI in ECMP – It should match with photo of the resident/ NRI	
1.5	Have you checked the transliteration of name and address in local language carefully – It should match with the details in English. (In case of any errors – correct the mistakes).	
1.6	Have you checked the resident's/ NRI's face is clearly visible in the photo captured.	
1.7	In case of update, have you checked that the same resident/ NRI is updating by matching the photo in Aadhaar with the resident/ NRI.	
2. DOCUMENT CHECKLIST		
2.1	Have you checked that the proof document submitted (PoI, PoA, PoR, DoB) is as per UIDAI's list of approved documents.	
2.2	Have you checked if photo of the resident/ NRI is matching with POI submitted.	
2.3	Have you checked that all proof documents are scanned correctly and details such as name, address, DoB, resident/ NRI photo are clearly readable/ visible.	
2.4	Have you checked that name, address, DoB as entered in ECMP matches with proof document submitted by the resident/ NRI.	
2.5	Have you checked that the proof document submitted is valid and has not been issued by foreign country or expired/ cancelled?	
2.6	Have you checked that proof document in the form of certificate is on UIDAI's standard certificate format for enrolment and update. • Certificate should not be older than 3months. • Details of Certifier should be completely filled in certifier section (including certifier name, designation & checkbox, address, contact number, signature and stamp of the certifier). • Details of resident/ NRI should match exactly with the details in enrolment form (Name, Address & DoB). • Photo of resident/ NRI should be cross signed and cross stamped by the certifier	
2.7	Have you ensured that blank pages are not scanned in place of proof document	

Annexure IV

CHARGES FOR AADHAAR SERVICES

Aadhaar Enrolment — **FREE**

FREE — **Mandatory Biometric Update of Children**

Biometric/ Demographic or Both Updates — **₹50***

₹30* — **Download & Colour Print of Aadhaar**

*Inclusive of all applicable taxes

DEMOGRAPHIC

Name	Address	Date of Birth	Gender	Mobile	E-mail

BIOMETRIC

Photo	Fingerprint	Iris Scan

To book an appointment
for family & friends
SCAN

Unique Identification Authority of India
Government of India

Unique Identification Authority of India
Government of India

Under Section 3 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)

AADHAAR ENROLMENT/CORRECTION/UPDATE FORM

Aadhaar Enrolment and Mandatory Biometric Update is free. No charges are applicable for Form. In case of Correction/Update, provide your Aadhaar Number (UID), Full Name and only that field which needs Correction/Update.

☐ Resident   ☐ Non-Resident Indian (NRI*)   *Please follow the instructions overleaf while filling up the form. Use capital letters only.*

1	Pre Enrolment ID (If applicable):	2	In case of Update provide Aadhaar Number (UID): ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

2.1	☐ Biometric Update (Photo + Fingerprint + Iris) ☐ Mobile ☐ Date of Birth ☐ Address ☐ Name ☐ Gender ☐ Email

3	Full Name:

4	Gender: ☐ Male ☐ Female ☐ Transgender	5	Age: Yrs OR Date of Birth: | DD | MM | YYYY | ☐ Declared ☐ Verified

6	
	Address: C/o NAME
	House No./Bldg./Apt: Street/Road/Lane:
	Landmark: Area/Locality/Sector:
	Village/Town/City: Post Office:
	District: Sub-District: State:
	E-Mail: Mobile No.: |||||||||| PIN Code: |||||||

7	Details of: ☐ Father ☐ Mother ☐ Guardian ☐ Husband ☐ Wife
	For children below 5 years Father/Mother/Guardian's details are mandatory. Adults can opt not to specify this information.
	Name:
	EID/Aadhaar No.: |||||||||||||||| | dd | mm | yyyy | hh : mm : ss|

Verification Type: ☐ Document Based ☐ Introducer Based ☐ Head of Family (HoF) Based

Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/or address. Introducer and Head of Family details are not required in case of Document based verification.

8	**For Document Based** *(Write Names of the documents produced. Refer overleaf of this form for list of valid documents)*
a.	POI	b.	POA
c.	DOB *(Mandatory in case of Verified Date of Birth)*	d.	POR *(Mandatory in case of HoF based Enrolment/Update)*

9	**For Introducer Based** – Introducer's Aadhaar No.: |||||||||||||	**For HoF Based -** Details of : ☐ Father ☐ Mother ☐ Guardian ☐ Husband ☐ Wife HoF's EID/Aadhaar No.: |||||||||||||||| dd | mm | yyyy | hh : mm : ss|

I hereby confirm the identity and address of_____as being true, correct and accurate.

Introducer/HoF's Name: **Signature of Introducer/HoF**

Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016
I confirm that I have been residing in India for at least 182 days in the preceding 12 months /I am Non Resident Indian (NRI) & information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Verifier's Stamp and Signature:

(Verifier must put his/her Name, if stamp is not available)   Applicant's signature/Thumbprint

- -

To be filled by the Enrolment Agency only: Date & time of Enrolment: _____

Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person
* In case of NRI, only Indian Passport will be valid as POI.

To get a soft copy of this book scan:

The enrolment operators are advised
to go through the training manual available
at **uidai.gov.in** under the link

https://uidai.gov.in/images/OperatorHandbook2020.pdf

For any suggestion/ feedback on this handbook
please E-mail us at **enrolmentdocument@uidai.net.in**

AADHAAR

Unique Identification Authority of India
Bangla Sahib Road, Behind Kali Mandir, Gole Market, New Delhi - 110001
www.uidai.gov.in