

**HQ 16022/2/2020-EU-I-HQ-Part(1)**

Government of India

Ministry of Electronics &amp; Information Technology (MeitY)

Unique Identification Authority of India (UIDAI)

Enrolment &amp; Update Division

**Standard Operation Procedure (SOP) of Name & Gender Update Request under Exception Handling Process**

**NAME UPDATE :** Residents can update their name in Aadhaar through the existing process of enrolling by submitting valid document with slight modification as under.

1. The existing practice of updation of Name, i.e., twice in a life time has been revised as under:

<b>S. No.</b>	<b>Change Type</b>	<b>Current Provision</b>	<b>Recommended Provision</b>
1.	Minor Name Edit / Change in initials, surname etc.	Name can be updated twice in a lifetime.	No Change.
2.	Full name change	No explicit guideline	In case of complete name change or change in the first name of the resident, the <b>Gazette Notification of name change</b> to be uploaded as PoI document.

2. The following cases shall not be counted as update request in terms of name update chances:
  - i. A Resident is requesting for updating (correcting) his/her Name, which is to fix a typo mistake by an enrolment operator.
  - ii. A resident requesting updating (correcting) his/her Name due to transliteration error.
  - iii. Name update consequent to update of Regional Language of the resident.
  - iv. ROs to initiate reprocess of such packets by forwarding such cases to Tech Centre with recommendation to reprocess the packet and not to count the update as a chance to update name. The resident shall be eligible for balance chances.

A detailed workflow depicting the procedure to handle the Name update requests are given at **Annexure-I**. Update requests beyond allowed chances will only be considered through the exception handling process.

### 3. Name update exception handling cases:

In case of exhaustion of Name update chances, i.e., after exhausting the two chances, ROs may consider the request for Name update under exceptional handling, only if the following conditions are satisfied:-

- i. Common scenario wherein Name update is sought at ROs is in case of marriage/divorce/adoption related change. Under exception handling, resident will have to submit the **marriage/divorce/adoption certificate** and request shall be considered by RO. This document will be uploaded under PoI.
- ii. A resident may request to append/edit initials in name. For example: `person named as B I Hirani, would like to expand his first name or last name or both. In such cases, RO may verify if its in-line to the clarifications issued vide letter no. F. No. 4(4)/57/363/2018/UIDAI-E&U-II (Vol. II) dated 30.09.2020(Attached) for Name update.
- iii. Resident update his/her name to change the sequence of the existing name: i.e. Rajesh Prasad Sharma requests to update his name as Prasad Rajesh Sharma.
- iv. A few cases where a resident might seek complete name change request, like from Pankaj Kumar to Abhinay K Singh. In case of complete name change the **Gazette Notification of name change** to be uploaded as PoI document.

Process to be followed for

- i) For scenarios detailed in para 2 above, if the request is getting wrongly rejected during the process, the resident can raise the issue through any mode (directly to RO or through CRM by letter, mail or by calling 1947) and the concerned Regional Offices to reprocess the packet as per the process available for re-processing of wrongly rejected packets. If require, RO may instruct the resident to re-enroll with specific document and submit the EID for further process.
- ii) For Scenarios detailed in Para 3,
  - a) Resident to enrol for Aadhaar update at the nearest enrolment centre with concerned document and intimate UIDAI through mail. In case the resident contacts through 1947, the resident should be advised to reenrol and submit the EID through mail.
  - b) Once the request received at RO, the request to be verified with due diligence and to be packet to be processed as per the process available for re-processing of wrongly rejected packets.

- iii. A detailed workflow depicting the procedure to handle the Name update requests in exception handling is as given at **Annexure II**.

### **GENDER UPDATE**

The Gender related update requests will be handled as under:

- i. In case the Gender mistakenly updated by error of enrolment Operator along with some other update:
    - a) The resident to reenroll for updating the corrected gender and once represent such cases to UIDAI through letter/mail or by calling 1947.
    - b) Such cases to be assigned to the concerned RO and RO to verify the case along with copy of enrolment form submitted with the packet.
    - c) ROs to initiate reprocess of such packets by forwarding such cases to Tech Centre with recommendation to reprocess the packet and change the status for number of gender update to zero.
  - ii. As per the present procedure, Gender update is permitted without any documentary support. Considering the restrictions on number of Gender update, the resident have to submit a medical certificate having photograph issued by surgeon or concerned Authority as POI document.
  - iii. In case of updation of gender to transgender, the resident will be required to submit a certificate issued by the Central/State Govt as POI document.
  - iv. A detailed workflow for exception handling in case of Gender update is given in **Annexure-III**.
4. The SOP shall be implemented as follows.
- i) In the initial stage, the requests shall be processed under exceptional handling process (manually by verifying/collecting the original or scanned copy of the document) by the concerned Regional office through any mode.
  - ii) After obtaining Authority approval through E&U-II division, Tech Centre shall be requested to include the list of documents in the client.
  - iii) After necessary changes in the client, residents shall have provision to submit the documents through client at the time of enrolment.
5. This issues with the approval of Competent Authority.

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