



सत्यमेव जयते

# UNIQUE IDENTIFICATION AUTHORITY OF INDIA

## ANNUAL REPORT 2020-21







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UNIQUE IDENTIFICATION AUTHORITY OF INDIA  
(UIDAI)

# ANNUAL REPORT 2020 - 21

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







## 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 this Annual Report of the Unique Identification Authority of India (UIDAI) for the year 2020-21 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. Saurabh Garg)**  
**Chief Executive Officer**





## Message Member Unique Identification Authority of India



It is an honour to present the Annual Report for the Unique Identification Authority of India for the year 2020-21. The Covid-19 pandemic made this year very challenging. I salute all the healthcare and frontline workers and their families for their tireless and hard work to support us through these difficult times. The UIDAI had an important responsibility to keep the national digital infrastructure going, and I thank members of the UIDAI family for working diligently through the pandemic.

Technology has been the silver lining to the dark clouds of the pandemic, and as I look ahead, I believe that the UIDAI infrastructure will have an important role to play in the future of our country.

The year 2020-21 was challenging for UIDAI. Our work and services were affected by the pandemic and subsequent lockdowns. Not to forget the fact that many of our colleagues were infected by Covid-19 during this year.

UIDAI infrastructure has become an essential and critical part of our digital infrastructure. I am happy to note that the Government has chosen Aadhaar as the preferred ID for the vaccination of residents. More than 95% of our residents already have Aadhaar. Aadhaar is the most widely available, secure, and reliable form of personal identification in the country, and many other new uses of the infrastructure will be possible in the future. Vaccinating our population is critical to handling the pandemic, and I urge all of you to get vaccinated once it is your turn. Vaccinations are the surest way to put the pandemic behind us, and I am confident you will do your bit to achieve this goal.

The Annual report of 2020-21 gives an insight into Aadhaar, Aadhaar Act, our way of functioning, activities we have carried out through the year, significant accomplishments, and our future goals. The annual report also gives details of the financials of UIDAI.

Lastly, I wish to thank the extended UIDAI family which includes every employee, our partners and vendors, members of the support staff across India, for working selflessly and tirelessly during this challenging period and helping us achieve the goals and targets of UIDAI. The pandemic is not over, but there is hope. I pray for everyone's well-being and hope for a better tomorrow.

**Anand Deshpande, Ph.D.**



## Message

### Chief Executive Officer

## Unique Identification Authority of India



We are facing an unusual pandemic caused by coronavirus. This has triggered a global health crisis, disrupted normal life and affected economy. I, on the behalf of the UIDAI family, applaud and express gratitude to healthcare workers and frontline workers in the country for saving countless lives and keeping essential services running.

During 2020-21, UIDAI's functioning was also severely impacted due to the COVID-19 pandemic. However, this challenge also threw up opportunities. While on one hand, Aadhaar enrolment and update centres shut down temporarily due to COVID restrictions, on the other hand, Aadhaar authentications registered an increase as residents performed significantly more online transactions mainly on Aadhaar enabled Payment System (AePS). Aadhaar Payment Bridge (APB) was utilized in remitting financial entitlements through Direct Benefit Transfer (DBT) in the bank accounts of beneficiaries under various schemes of Government of India, including transfers to migrant workers. To fight against the pandemic, UIDAI extended support to National Health Authority (NHA) by extending its contact centre agent services for managing COVID-19 information/queries on COVID helpline numbers. More Aadhaar update services were made available online for convenience of the residents.

As the pandemic eased, Aadhaar enrolment in Assam and Meghalaya, the two States in the country having low Aadhaar saturation, grew at a fast pace. As a result, Aadhaar saturation level went up significantly in the North Eastern region. With the re-opening of Aadhaar enrolment and update centres post lockdown, Aadhaar enrolment and update activities surpassed pre-COVID level to meet the pent up demand. To expand the reach of Aadhaar enrolment and update services further, Common Services Centres (CSCs) have been permitted to provide enrolment and update services in the districts not having Aadhaar Seva Kendras (ASKs). Banking Correspondents of CSCs have been allowed to provide Aadhaar update services. India Post Payments Bank (IPPB) has been authorized to undertake child enrolment and mobile update. Aadhaar PVC Card, a secure and easy to carry card, was introduced for the residents as another option, besides e-Aadhaar and m-Aadhaar. Average time taken in generation of Aadhaar and its update was brought down by making technical improvements in processing of data.

Notification of the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 on 5th August 2020 by the Ministry of Electronics and Information Technology was a major step towards facilitating Aadhaar authentication, on voluntary basis, for various schemes and services provided by the Central Government and the State Governments, in the interest of good governance, preventing leakage of public funds, promoting ease of living of residents and enabling better access of services for them.





The year 2020-21 highlighted the utility of digital identity in helping deliver financial assistance and critical services to the residents quickly and efficiently against the backdrop of COVID pandemic, a fact recognized internationally. This has strengthened the commitment of UIDAI to continuously innovate and improve Aadhaar in the service of the people.

**Pankaj Kumar**

*(Sh. Pankaj Kumar demitted the office of CEO, UIDAI on 5th April 2021)*





## Composition of UIDAI



### **Dr. Anand Deshpande** **Member (Part-Time), UIDAI**

Dr. Anand Deshpande is a part-time member of the Unique Identification Authority of India (UIDAI) since 8 September 2016.

Dr. Anand Deshpande, Founder, Chairman and Managing Director of Persistent Systems, is a B. Tech. (Hons.) in Computer Science and Engineering from the 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 the publicly traded global company it is today.



### **Dr. Saurabh Garg** **Chief Executive Officer, UIDAI**

Dr. Saurabh Garg is the Chief Executive Officer of Unique Identification Authority of India. Prior to this he was Principal Secretary, Agriculture and Farmers' Empowerment, Odisha where he worked on digitalizing agriculture and developing a direct income transfer scheme for farmers. He has worked in the Ministry of Finance, Government of India, where he spearheaded the formation of the National Investment and Infrastructure Fund (NIIF); worked on improving the Foreign Direct Investment (FDI) policies; preparing the framework for digital payments; revamping of the gold sector policies and led the negotiations for the Bilateral Investment Treaties (BITs). He has been a member of Expert Committees / Working Groups set up by the Ministry of Finance, NITI Aayog, RBI and SEBI on 'Social Stock Exchanges'; 'Integration of Commodities Spot and Derivatives Markets'; 'Promotion of Digital Payments'; and 'Framework regarding Virtual / Crypto Currencies'. He has also worked in the areas of developing urban and industrial infrastructure.

Dr. Garg is an IAS officer of Odisha Cadre and has over 30 years of experience at different levels of Government - District, State and the Central Government as well as in the Private Sector. He has also worked as Adviser with the World Bank in the office of the Executive Director for India in Washington DC. He has been the Chairman/Managing Director of Public Sector Companies.

Dr. Garg holds a Ph.D. in International Economics and Development from the Johns Hopkins University, USA. He has an MBA from the Indian Institute of Management, Ahmedabad, where he was awarded a Gold Medal, and a B.Tech. from the Indian Institute of Technology, New Delhi. He was a Chevening Gurukul Fellow at the London School of Economics & Political Science, London.

He has published articles and contributed to books in different areas including innovations in administration, infrastructure financing and financial inclusion.







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# 1. AN OVERVIEW

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## 1.1 The Year 2020-21

1.1.1 The year 2020-21 will forever be remembered as an extraordinary, once in a millennium year and the misery it brought to the world because of Covid-19. As the world struggled with the most catastrophic health crisis of the century, its associated economic impact, lockdowns, disruption of normal everyday life, gave the world one of the toughest times in human history and a harsh lesson which the world will never be able to forget. This virus turned the world upside down, where a fast paced economy came to a sudden halt, human race was thrown fresh challenges and a “new normal” was established in the world.

1.1.2 India was no exception to this calamitous situation. The pandemic affected the country and its people in a big way. A new disease which challenged everyone, the government, the doctors, scientists, frontline workers, policymakers, administrators, and people in general, gave the new definition of normalcy. As like other major economies of the world like USA, China, European countries, Japan, South Korea, etc., India also entered a downward economic spiral with reduction in economic activity due to unemployment, unforeseen migrant crisis, non-availability of resources etc. Concepts like maintaining social distance, working from home, proper sanitizing, washing our hands, mask wearing, delivery on doorstep etc., became a part of our everyday life.

1.1.3 However, introduction of vaccines brought about some optimism and while the pandemic is still far from over, some light can

be seen at the end of the tunnel as the world gets vaccinated and shows promising results.

1.1.4 With the people working from home and requirement of digitization of all processes is at its peak, services by the government were required to become easily accessible and in achieving the same, the Aadhaar held its importance. The online Aadhaar services ensured that citizens can continue to access Aadhaar services and other benefits even during lockdowns while being at home. Aadhaar’s success can be measured from the remarkable feat achieved by it as one of the most preferred ID’s chosen for the vaccination of the residents of country. This implies the crucial role Aadhaar is playing for the fight against the coronavirus pandemic. A resident holding Aadhaar can get vaccinated for protection against Covid-19, as per the eligibility.

1.1.5 The year 2020-21 for UIDAI was a challenging one. With lockdowns in place and other concerns related to Covid-19 being prevalent, the work of UIDAI was also affected. Despite the unforeseen challenges, UIDAI successfully launched its “Order Aadhaar PVC Card” in September 2020. This Card is environment friendly, durable, easier to carry and is valid everywhere in the country. This year, a lot of progress has been made in North Eastern States, especially in Assam and Meghalaya. It has been a concern that the overall saturation level of North Eastern States was much lower than national average, however, in spite of the challenges posed by the pandemic, the saturation level of the whole north eastern region has crossed 50 % with the concerted efforts of the department along with state governments. Continuous efforts are







being made to further increase the saturation level in North East Region.

1.1.6 Pursuant to National Health Authority's (NHA) request for help on Covid -19 response, UIDAI has extended its Contact Centre Agent services to NHA for larger public interest. These contact centre agents have helped NHA in handling the surge in call volumes related to Covid -19 and Aarogya Setu information/queries and answers to general public.

## 1.2 Major Developments in 2020-21

1.2.1 Saturation level in North Eastern Region, was increased from around 37% to more than 50% in the year 2020-21. The saturation level was low in Assam and Meghalaya and significant progress was made in this year. This was possible because of major efforts in coordination with State Governments, even though the challenging circumstances created by coronavirus pandemic.

1.2.2 The Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 have been notified on 5<sup>th</sup> August 2020, under which Aadhaar authentication for various schemes/initiatives of the Central/State Government Ministries/Departments is allowed, on voluntary basis, in the interest of good governance, preventing leakage of public funds, promoting ease of living of residents and enabling better access of services for them. Since notification, 11 proposals each of Central and State Governments have been approved by 31 March 2021.

1.2.3 During the national lockdown due to Covid-19, Aadhaar Chatbot service was mostly used by users to resolve their queries, which is user friendly. The queries during the lockdown period witnessed a surge on Aadhaar Chatbot service.

1.2.4 A new service, i.e. "Order Aadhaar PVC Card" was launched in September 2020. The user can get this card for a nominal charge and this card is durable, environment friendly and easy to carry. All forms of Aadhaar are equally valid.

1.2.5 For the larger public interest, at the request of National Health Authority (NHA), UIDAI extended its contact centre agent services to NHA. This helped NHA in handling the surge of calls/queries related to Covid-19 helpline and Aarogya Setu.

1.2.6 UIDAI released an update of the mAadhaar App on 10 July 2020 (for Android users) and on 20 July 2020 (for iOS users). In addition to increase of profile limit from 3 to 5, the latest update includes new features such as Aadhaar Sync, virtual ID display and downloads Aadhaar in the personalized section and backend improvements to make the service delivery seamless.

1.2.7 UIDAI as a responsible organization has a firm commitment towards environment and as such its HQ building was awarded five star rating by Green Rating for Integrated Habitat (GRIHA) Council in October 2020.

1.2.8 Considering the difficulties faced by the residents in approaching Aadhaar enrolment centres during the Covid periods, from October 2020 onwards UIDAI permitted residents to update their Name (minor corrections), Gender, Date of Birth and Address through SSUP. Using this function, around 30 lakh residents updated demographic details in Aadhaar from the comfort of their home.

1.2.9 Construction of Residential Complex for UIDAI officials at DDU Marg: A Project for Residential complex for UIDAI employees is underway. A land measuring 2.0 acres was allotted to UIDAI by Land & Development





Office on 02 August 2018 and the same was handed over to UIDAI on 12 October 2018. After approval of Competent Authority, UIDAI entered into an agreement with M/s EIL for Project Management Consultancy (PMC) on 15 April 2019. North DMC has approved the building plans on 12 November 2020 and final consent for starting the construction work was given to M/s EIL on 13 November 2020. The construction activities was started from 13 November 2020 and expected completion date of the project is 12 November 2022. Total 105 quarters are planned in this complex: Type VIII-1, Type VI-9, Type V-24, Type-IV-20, Type III/II-51.

### 1.3 The Most Trusted ID

1.3.1 With Aadhaar, the most trusted ID, India has given a 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. Aadhaar inspires more confidence and trust than any other identity document in India. Today, almost every sixth person in the world is an Aadhaar holder.

1.3.2 Aadhaar – the 12-digit unique identification number – has tremendous potential to bring transformation as it empowers people in numerous ways so that a sense of enhanced security and trust prevails in the life of people at large. This is possible because of Aadhaar’s technology, its platform, its authentication infrastructure and its use as the verifiable identity.

1.3.3 Proving one’s identity was the biggest challenge in pre-Aadhaar days. This inability not only prevented the poor and marginalized

sections of the society in accessing and availing benefits, subsidies and other grants provided by the government from time to time but also led prevalence of diversions and leakages of resources through ghost/fake and duplicate identities. Various public and private sectors’ agencies required proof of identity for providing services to the residents, but absence of verification of identities led to fake representations, misuse of facilities and pilferages of scarce government resources. In pre-Aadhaar days, there was no nationally accepted verified identity document / number that the residents and the service provider agencies could use with trust, ease and confidence.

1.3.4 Against this backdrop in September 2010, a massive technologically complex identity program, then called Unique Identification (UID) program, unheard in the history of humankind, was launched. It envisaged giving unique identity to every resident of India based on minimal demographic data such as name, date of birth, address, gender and biometrics, which included ten fingerprints and iris along with photo. Since Aadhaar is based on de-duplication of biometrics, duplicates, ghosts and fakes, which used to creep in most of other programs, were almost impossible here.

1.3.5 Unique Identification (UID) number, popularly known as Aadhaar, was conceived as a project with the objective to establish 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.

### 1.4 Creation of UIDAI

1.4.1 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.

1.4.2 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 11<sup>th</sup> 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.

1.4.3 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 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

Department of Information Technology (now MeitY).

1.4.4 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. Sh. 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. Sh. Ram Sevak Sharma, IAS, joined UIDAI as its first Director General in July the same year.

1.4.5 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.

1.4.6 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 Sh. 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.

1.4.7 PM's 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, programs, schemes, funding and methodology to be adopted for achieving the objectives of UIDAI.

1.4.8 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).

1.4.9 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.

1.4.10 The Parliament in 2016 provided the legislative basis to Aadhaar by enacting 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).

## 1.5 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. UIDAI 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.

## 1.6 Journey of Aadhaar

1.6.1 First Unique ID (UID), popularly known as Aadhaar, was generated on 29 September 2010. Since then, more than 129.04 crore Aadhaar numbers have been generated and issued to the residents of India till 31 March 2021. 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.
- Portable identification across the country, transcending 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.

1.6.2 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, divyangjan, poor and marginalized sections of the society. More than 129.04 crore Aadhaar have been generated till 31 March 2021 and the number is growing up steadily on daily basis. UIDAI is looking further at continuously upgrading its service delivery to create ease of life and ease of business for the convenience of 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 substantial savings to the State exchequer.



## 1.7 Vision and Mission

### VISION

To 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 residents of India, who request for same by submitting their demographic information and biometric information by undergoing the 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 & rules consistent with the Aadhaar Act, for carrying out the provisions of the Aadhaar Act.





## 1.8 Objectives of UIDAI

UIDAI was created with the objective to issue Unique Identification (UID) numbers, 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.

## 1.9 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

## 1.10 Functions Assigned to UIDAI

According to the Section 23 of The Aadhaar Act, 2016, UIDAI has developed 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, are:

- 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 (“Authority/UIDAI”) 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) in Karnataka and the other at Manesar (Gurugram) in Haryana, as depicted in Figure 1.

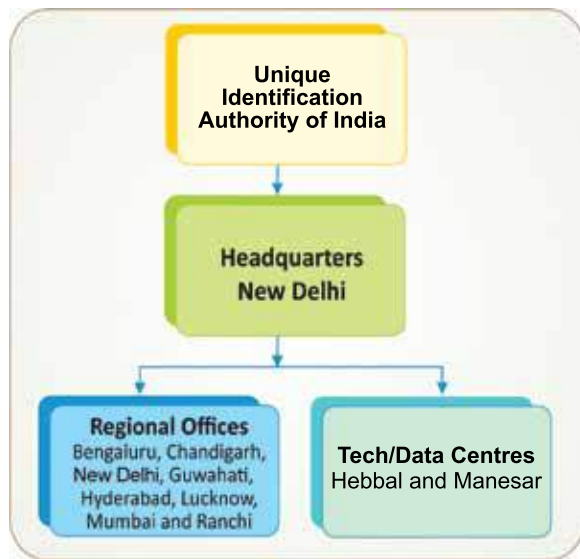


Figure 1 - Organization Structure

### 2.1 Composition of the Authority

The Unique Identification Authority of India (UIDAI) consists of a Chairperson, two part-time Members and the Chief Executive Officer (CEO), who is also the Member-Secretary of the Authority. The composition of the Authority, as on 31 March 2021, is portrayed in Table 1.

### 2.2 Composition of Headquarters

At the Headquarters, 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 2.

Table 1 - Composition of the Authority (as on 31 March 2021)

S.No.	Member name and details	Designation
1	Vacant	<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	Vacant	<b>Member</b> (part-time)
4	<b>Sh. Pankaj Kumar</b> IAS (NL:1987)	<b>Chief Executive Officer (CEO) and Member-Secretary</b>





**Organogram – Headquarters\***

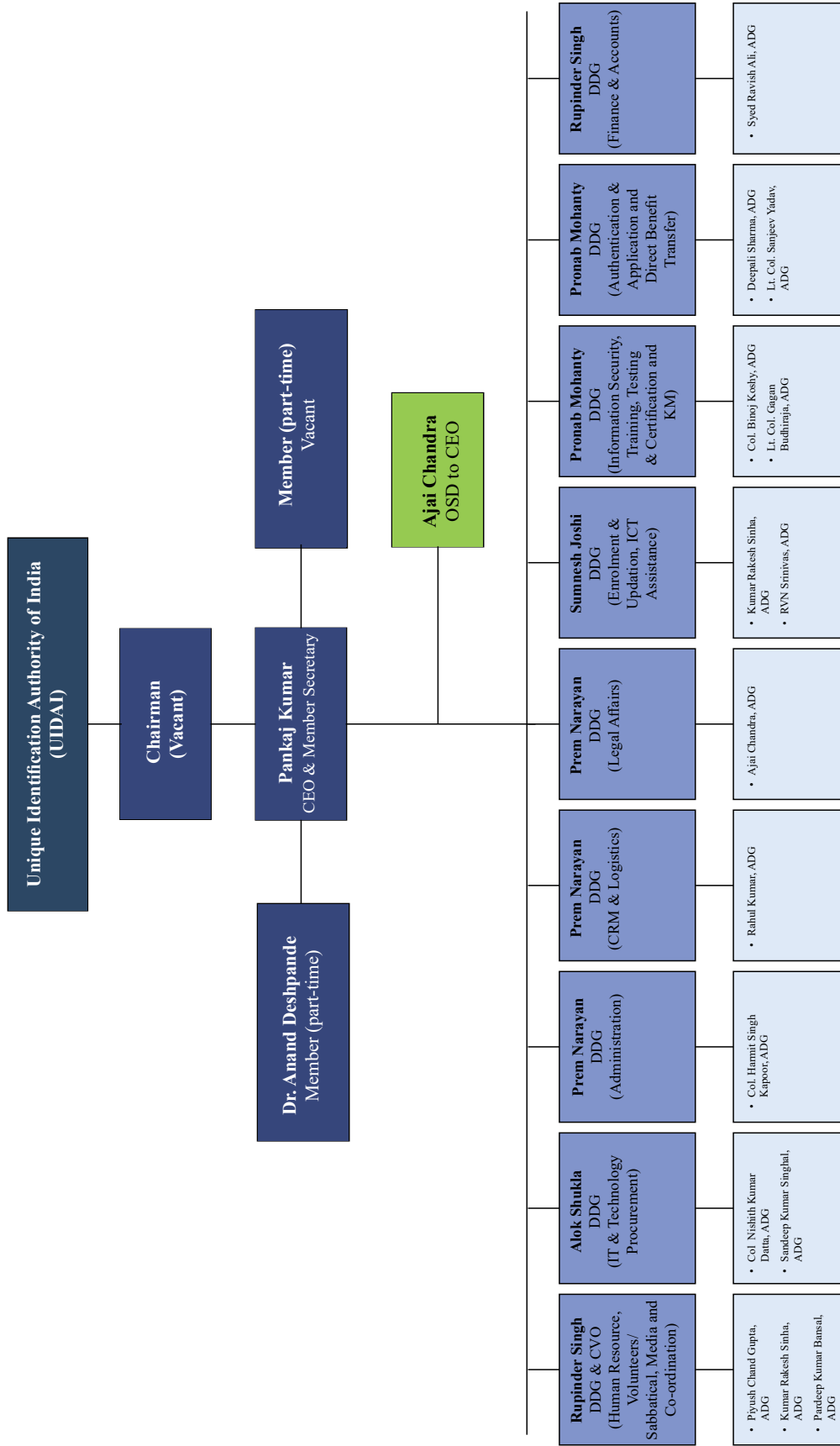


Figure 2 - Organogram of UIDAI Headquarters

\* As on 31st March 2021



### 2.3 Composition of Regional Offices

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. Regional Offices with States and UTs under their jurisdiction are depicted in Table 2. Organogram of UIDAI Regional Offices is illustrated in Figure 3.

**Table 2 - Composition of Regional Offices of UIDAI**

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



**Organogram – Regional Offices\***

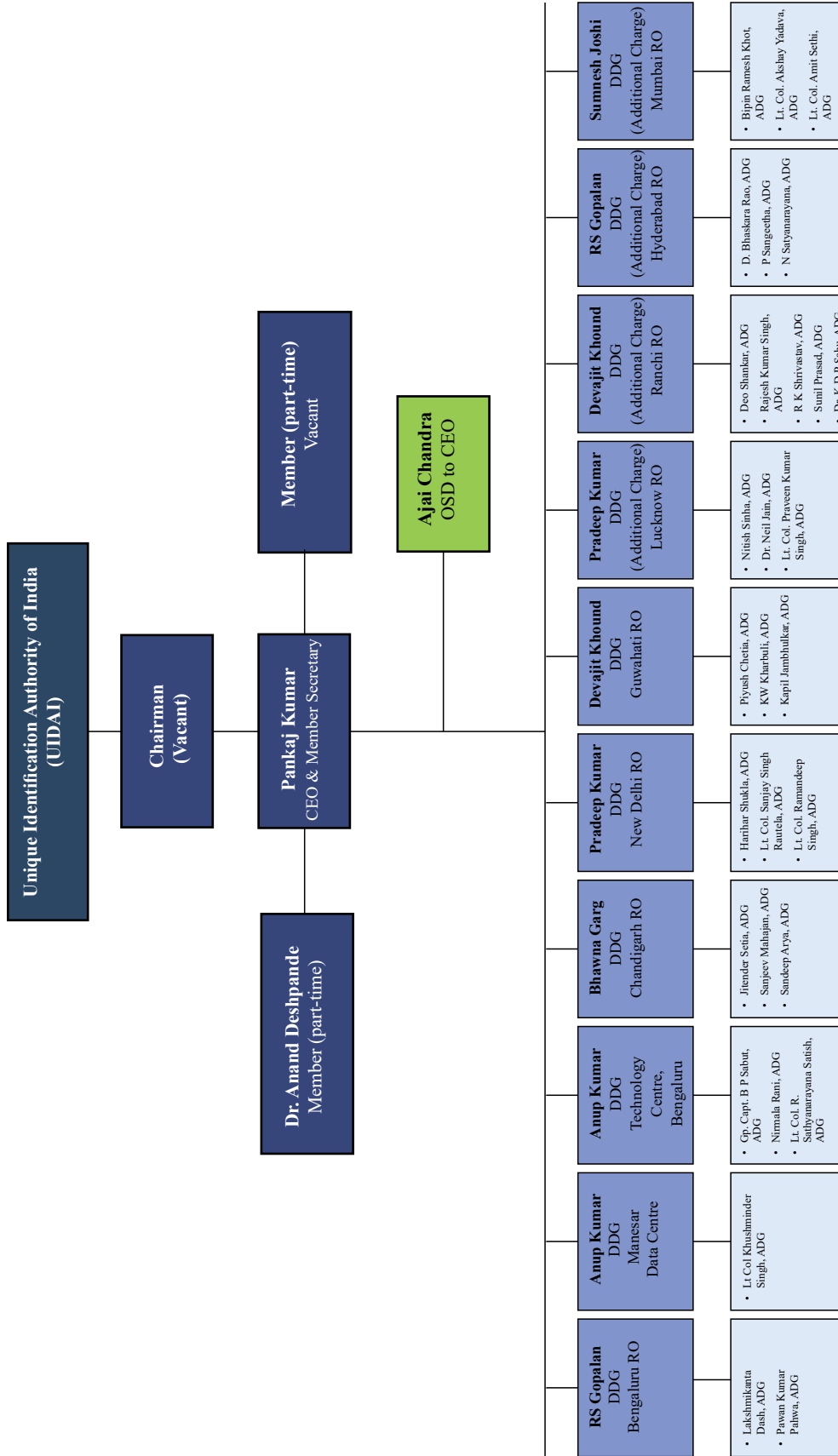


Figure 3 - Organogram of UIDAI Regional Offices

\* As on 31st March 2021

## 3. FUNCTIONING OF UIDAI

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### 3.1 Overview

3.1.1 The objective of Aadhaar is to empower residents of India with a unique identity and digital platform only for the purpose of “identity proof”. The 12-digit identification number is issued to a resident after she undergoes the process of Aadhaar enrolment, inter-alia by submitting her demographic and biometric information.

3.1.2 Once residents enrol, they can use the Aadhaar number to authenticate and establish their identity using electronic means or through offline verification, as the case may be, through various modes of authentication as prescribed under Aadhaar Act, 2016 and it eliminates the hassle of repeatedly providing supporting identity documents each time a resident wishes to access services, benefits and subsidies.

3.1.3 UIDAI issues Aadhaar number to residents only after de-duplicating their demographic and biometric attributes against its entire database. Aadhaar authentication enables elimination of duplicates under various schemes and is expected to generate substantial savings to the government exchequer. It also provides the government with accurate data on beneficiaries enables direct benefit programs and allows the government departments/service providers to coordinate and optimize various schemes. Aadhaar enables implementing agencies to verify beneficiaries and ensure targeted delivery of benefits.

3.1.4 With the Aadhaar platform providing accurate and transparent information about the services delivery mechanism, government can improve disbursement system and utilize scarce development funds optimally including better

human resource utilization involved in the service delivery network. 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 residents’ needs.

3.1.5 Regulations notified under the Aadhaar Act, 2016 are as follows:

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



- The Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2018 – (No.1 of 2018)
- The Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 – (No.2 of 2018)
- The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 – (No.1 of 2019)
- The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 – (No.3 of 2019)
- The Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 – (No. 1 of 2020)
- The Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 – (No.2 of 2020)
- The Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 – (No. 3 of 2020).

3.1.6 The following are the UIDAI's ecosystems:

- Enrolment and Updation ecosystem
- Authentication ecosystem
- Logistics ecosystem
- Training, Testing and Certification ecosystem
- Customer Relationship Management ecosystem

## 3.2 Enrolment and Update Ecosystem

3.2.1 Aadhaar enrolment being the primary mandate of UIDAI, the focus of the organization 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) number – begins with a resident submitting her information to the enrolling agency at the enrolment centre with supporting documents by filling the enrolment form, getting demographic and biometric data captured and submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PoDoB) documents as per the list of documents prescribed in Annexure III.

3.2.2 As on 31 of March 2021 there are 57,891 Aadhaar enrolment and update centres across the country run by Banks, Post Offices, CSC, Aadhaar Seva Kendras (ASKs), BSNL and State Governments as UIDAI's Registrars. At the centre, after the enrolment operator enters the details in the system, the resident verifies the accuracy of information captured for enrolment/update and on completion of the process collects acknowledgement slip containing enrolment ID. In addition to the above, 3,451 CELC enrolment kits are also available in the field to facilitate enrolment of children under the age of 5.

3.2.3 The information captured for enrolment or update is processed in UIDAI's data centres and Aadhaar or its updated version is generated, respectively. UIDAI has issued more than 129.04 crore Aadhaar (124.67 crore Live Aadhaar) till 31 March 2021. The coverage of Aadhaar in 23 States/Union Territories has reached saturation levels of more than 90% while 8 States/Union Territories have coverage between 80% and 90%. Figure 4 represents the



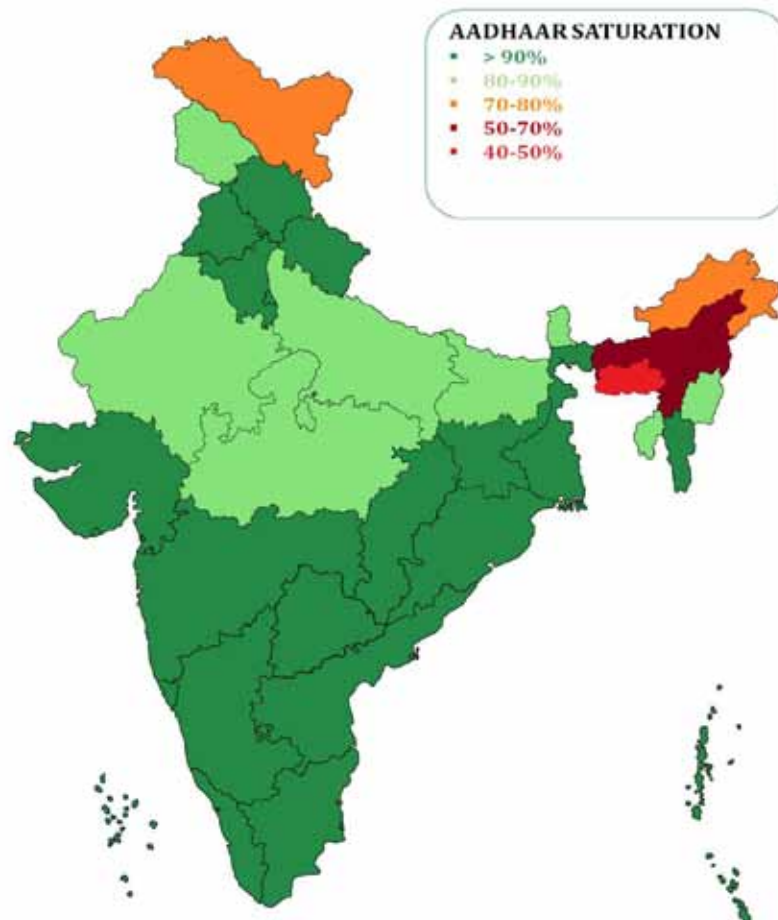
Aadhaar coverage status across States/Union Territories as on 31 March 2021.

3.2.4 As many of the States have already reached Aadhaar saturation, there has been a shift in the volume of work from ‘enrolment’ to ‘update’. In the long run, the success of Aadhaar and various services leveraging this unique identity number will depend on the up-to-date status of its database, thus making Aadhaar information update a critical activity for UIDAI. Residents can update any of the demographic and biometric information in Aadhaar by visiting any Aadhaar enrolment centre.

3.2.5 UIDAI has been working in close coordination with various Central Government Ministries/Departments/State Governments

for developing infrastructure and applications leveraging Aadhaar. UIDAI also provides assistance for ICT infrastructure to State Governments and UTs to procure enrolment kits to maximize enrolment activities. Accordingly, ICT assistance amounting to 458.01 crore has been granted to 28 States/8 UTs/3 Departments and 2 Central Ministries since the start of the UIDAI project till 31 March 2021. The assistances were provided in 3 different phases as per the policy framed there under

3.2.6 Residents can also update their demographic details (Name (minor change), Gender, Date of Birth & Address) in Aadhaar through online using SSUP portal. Resident shall be charged @ ₹ 50 per packet for updating their data.



(as on 31st March 2021)

Figure 4 - Aadhaar saturation status across States/UTs



### 3.3 Enrolment Partners

For carrying out Aadhaar enrolment and update, UIDAI has an ecosystem comprising the following partners as specified in the Aadhaar (Enrolment and Update) Regulations, 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 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.

### 3.4 Enrolment Process

3.4.1 For a resident, the Aadhaar enrolment process includes visiting the enrolment centre,



*Aadhaar Enrolment in progress*



filling the enrolment form, getting demographic and biometric data captured, submitting Proof of Identity (PoI), Proof of Address (PoA) and Proof of Date of Birth (PoDoB) documents, giving informed consent and collecting acknowledgement slip containing enrolment ID after completion of enrolment.

3.4.2 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 and Aadhaar number is generated.

3.4.3 UIDAI process accepts extensive range of PoI, PoA and PoDoB documents, mentioned in Annexure III. If a family member does not have valid documents, she can still enrol for Aadhaar, if her name exists in the family entitlement document. In such a case, Head of Family (HoF) in the entitlement document first needs to be enrolled herself with valid PoI, PoA and PoDoB documents. Thereafter, the HoF can introduce other members of the family

for Aadhaar enrolment by submitting Proof of Relationship (PoR) document. UIDAI accepts many documents as Proof of Relationship (PoR) as mentioned in Annexure III. In case, there is no valid document available, the resident may take the help of 'Introducer' which is validated by the Registrar.

3.4.4 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.

3.4.5 Additionally, the resident has the option to give her 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.

3.4.6 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.





3.4.7 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.

### 3.5 Aadhaar Enrolment Progress

3.5.1 Since the generation of first Aadhaar in

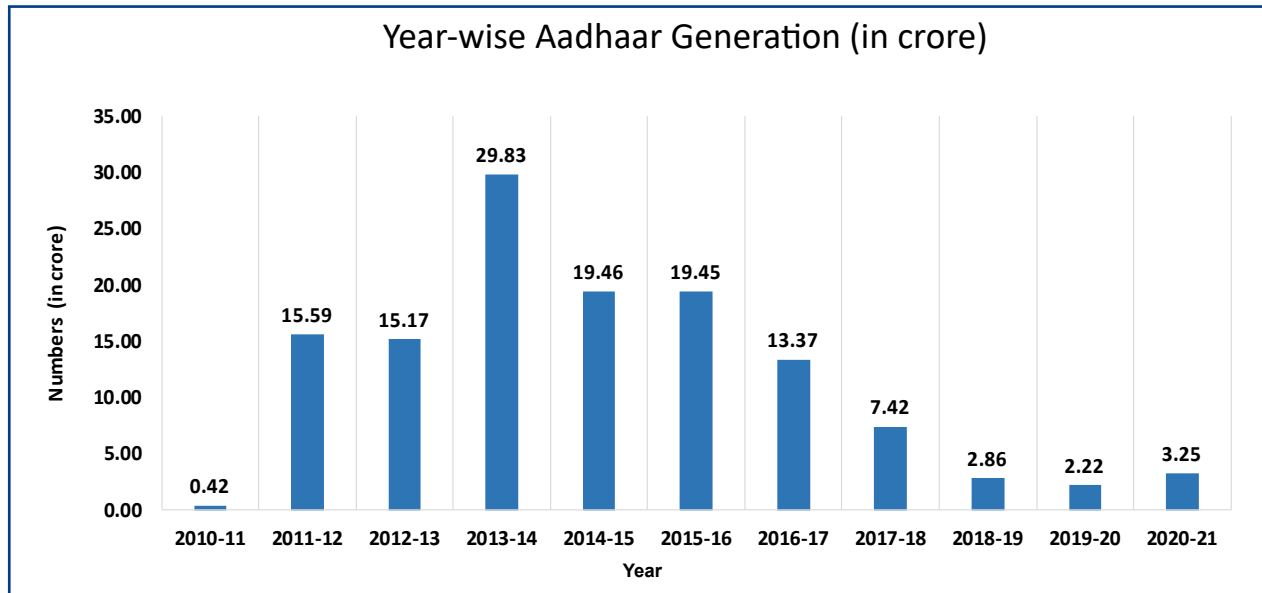
September 2010, Aadhaar enrolment has grown exponentially and over 129.04 crore Aadhaars have been generated as on 31 March 2021. The journey of Aadhaar and year-wise progression is portrayed in Graph 1. Cumulative Aadhaar generation is depicted in Graph 2. During the year 2020-21, month-wise Aadhaar generation data is portrayed in Table 3.

**Table 3 - Month-wise Aadhaar Generation (2020-21)**

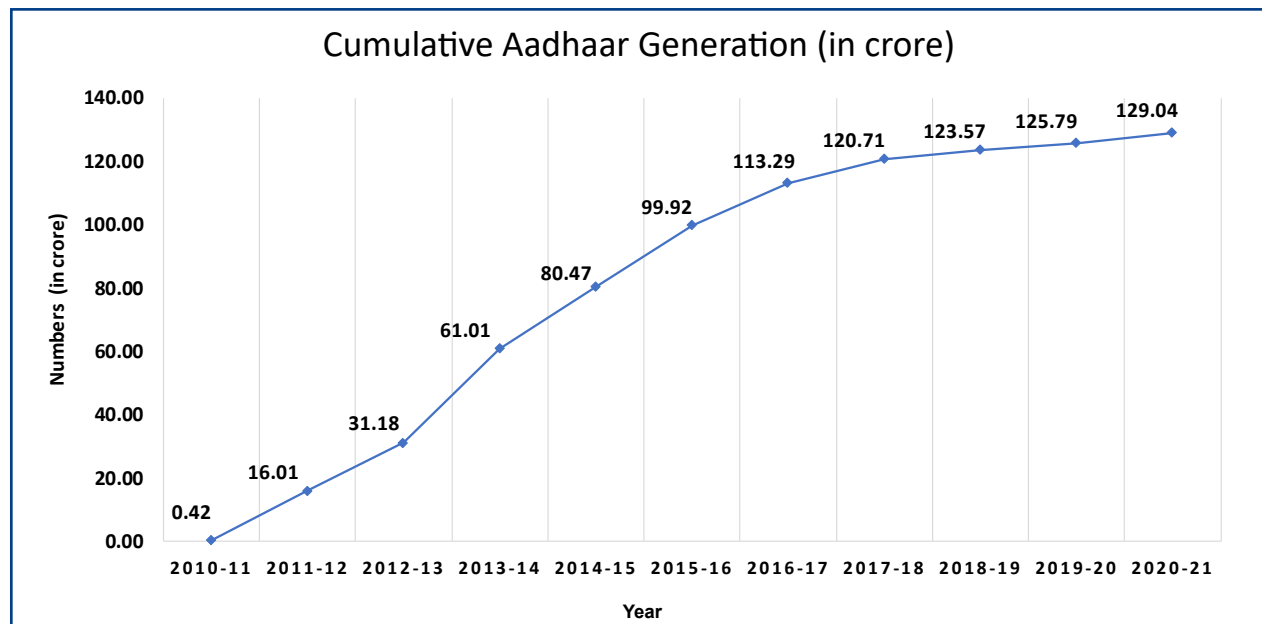
Month	Month-wise Aadhaar Generation (in lakh)
April 2020	0.13
May 2020	1.71
June 2020	8.50
July 2020	14.69
August 2020	17.31
September 2020	27.11
October 2020	29.09
November 2020	36.32
December 2020	48.98
January 2021	52.07
February 2021	45.90
March 2021	42.92
<b>Total</b>	<b>324.73</b>



**Graph 1 - Year-wise Aadhaar Generation (September 2010 to March 2021)**



**Graph 2 - Cumulative Aadhaar Generation (September 2010 to March 2021)**





3.5.2 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 and death rates. The population, hence, projected as on 31 March 2021 is 137.05 crore.

3.5.3 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 2021 is estimated as 124.67 crore. State-wise Live Aadhaar saturation as on 31 March 2021 is given at Annexure IV.

3.5.4 Aadhaar penetration among adult population has reached saturation levels and

hence, the primary focus of UIDAI has now shifted to enrolling children in the age group of 0-5 and 5-18 years. To cover the remaining population in the above age group, UIDAI has partnered with Ministry of Women & Child Development (MoWCD) and Department of School Education & Literacy for enrolling children at anganwadis and schools, respectively.

### 3.6 Aadhaar Data Update

3.6.1 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 demographic details are usually subject to change during the lifetime of a resident due to change of address, mobile number and change of name post marriage, the biometric attributes need to be updated by the children upon attaining

Unique Identification Authority of India  
Government of India

**UPDATE YOUR CHILD'S  
BIOMETRICS AT AGE  
OF 5 & 15 YEARS**

These Biometric Updates are **FREE** and  
can be done only at an Aadhaar Kendra

Aadhaar Enrolment & Update facilities are  
available at Bank Branches & Post Offices also

Locate an Aadhaar Kendra at  
[uidai.gov.in](http://uidai.gov.in) or scan

AADHAAR  
Mera Aadhaar, Meri Polchaar



the age of 5 and 15 years, or due to ageing/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 and to be relevant for authentication purpose.

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

- Via Online through Self Service Update Portal (SSUP): It is an online mode whereby a resident can update address with valid supporting document. Those residents whose mobile numbers are already captured in Aadhaar can avail this facility.

- By visiting Aadhaar Enrolment and Update Centre: A resident can visit any of the 57,891 Aadhaar enrolment and update centres located in designated bank branches, post offices, ASK, CSC, UTIISL or other Government offices to update any demographic or biometric data. In addition to the above, 3,451 CELC enrolment kits are also available in the field to facilitate the enrolment of children under the age of 5.

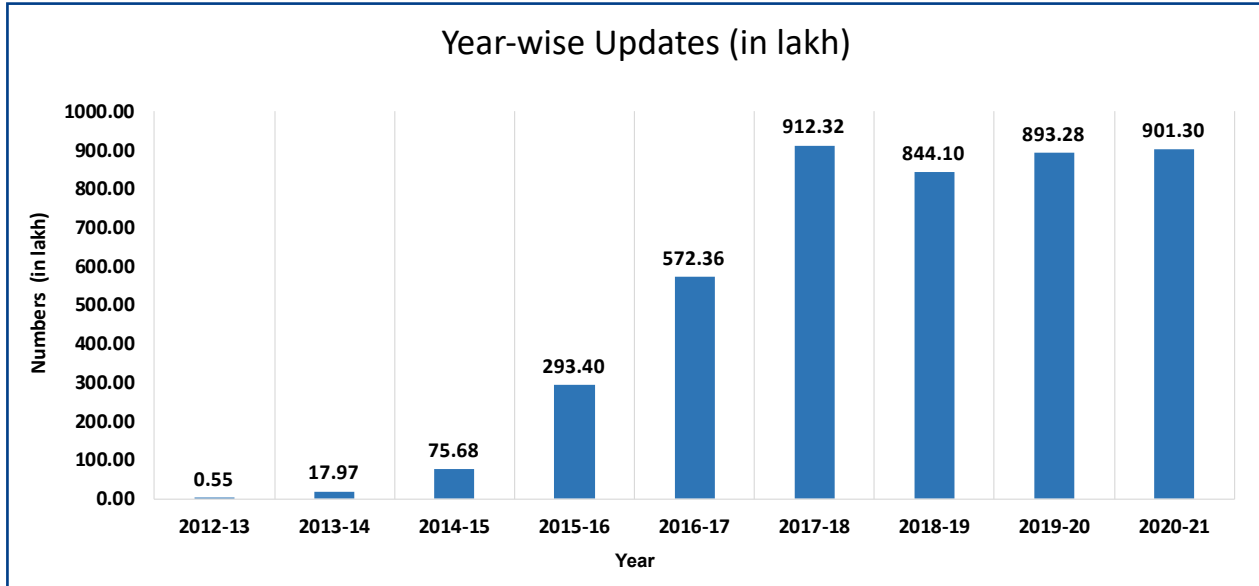
3.6.3 As on 31 March 2021, 45.10 crore demographic and biometric updates have taken place since inception. Year-wise Aadhaar update since 2012 is shown in Graph 3.

**UPDATE YOUR  
DEMOGRAPHIC  
DETAILS**

Name, Address,  
DoB, Gender **Online**

To update details, SCAN 

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



3.6.4 Aadhaar enrolment and mandatory biometric update of children are provided free of cost for residents. However, nominal fees as illustrated in Figure 5 are levied for other services.

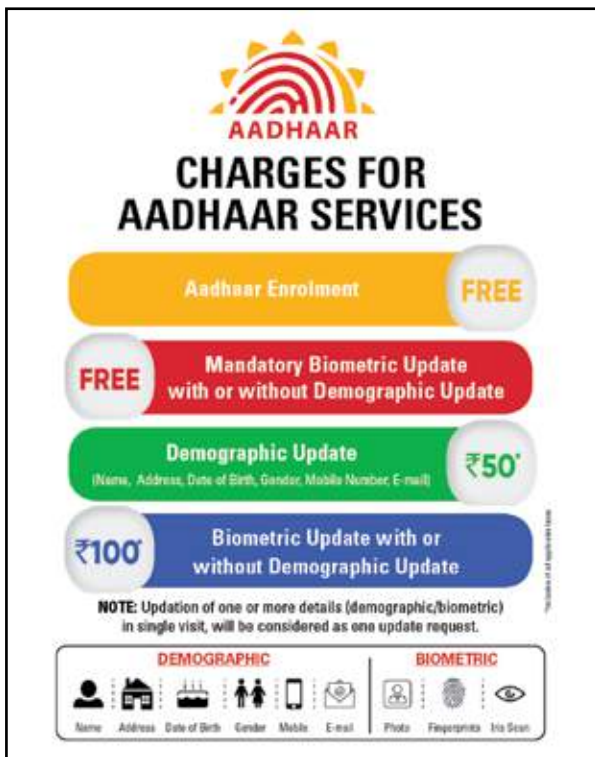


Figure 5 - Charges payable by a resident for various Aadhaar services (as on 31 March 2021)

### 3.7 Aadhaar Seva Kendra (ASK)

3.7.1 UIDAI has planned to set up 165 Aadhaar Seva Kendras (ASKs) in 105 cities across the country as exclusive state-of-the-art centres of service under its direct control and management to offer the residents secure and prior appointment based comfortable experience for Aadhaar enrolment and update services. These ASKs are designed to provide higher service capacity, air-conditioned surroundings, multiple enrolment counters, seating arrangement and electronic token system besides other amenities on all 7 days of the week. All ASKs are wheel-chair friendly and have special provisions to service the elderly or specially abled/divyaangs. 49 ASKs have been made operational as on 31 March 2021.

3.7.2 To establish and run these 165 ASKs across 105 cities in the country, UIDAI has engaged two service providers. Residents, including NRIs, can visit any convenient ASK in their vicinity with prior appointment for the following services:



- Aadhaar enrolment
- Update of any demographic information in their Aadhaar - name, address, gender, date of birth, mobile number or email ID
- Update of biometric data in their Aadhaar – photo, fingerprints and iris scans
- Download & print Aadhaar services



*Work in progress at Aadhaar Seva Kendra*

### **3.8 Online Appointment for Aadhaar Services**

3.8.1 Keeping in view the convenience of the residents, UIDAI has launched online appointment booking facility. All UIDAI-run Aadhaar Seva Kendras follow the online appointment system where any resident can book an appointment for Aadhaar enrolment or update at any ASK in the vicinity as per her choice. A resident can book an appointment for herself or a family member from the following [link](https://appointments.uidai.gov.in/bookappointment.aspx):

<https://appointments.uidai.gov.in/bookappointment.aspx>

3.8.2 This is a free of cost service where a resident does not require Aadhaar registered mobile number. However, a resident can book a maximum of 5 appointments per month using the same mobile number.

### **3.9 Authentication Ecosystem**

3.9.1 UIDAI provides online authentication using demographic and biometric data. The UID (Aadhaar) number, which uniquely identifies a resident, gives individuals the means to clearly establish their identity to public and/or private agencies across the country. Aadhaar online authentication allows verification of Aadhaar number of the resident and serves as proof of identity. Aadhaar formally launched fingerprint based online authentication on 7 February 2012 and iris based authentication, OTP authentication and e-KYC services on 24 May 2013.

3.9.2 Subsequently, various schemes like PDS, MGNREGS, National Social Assistance Program, scholarships and LPG subsidy have been integrated with Aadhaar for targeted



ASK Service Process

delivery of service. The e-KYC service is being used by various government applications such as filing of income tax returns and issuance of PAN card. The e-KYC service providers can provide a paperless KYC service by using Aadhaar based e-KYC and avoid the cost of paper handling, 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 residents.

### 3.10 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):** UIDAI provides Yes/No authentication services through requesting entities called Authentication User Agency (AUA). AUA is any government/

public legal entity registered in India that uses Aadhaar authentication for providing its services to the residents. An AUA is connected to the UIDAI Data Centre/Central Identities Data Repository (CIDR) through an ASA (either by becoming ASA on its own or taking services of an existing ASA) using a secured protocol. There are 163 AUAs active as on 31 March 2021. Since inception, 5,423.51 crore authentications including 908.63 crore e-KYC transactions have been performed by requesting entities till 31 March 2021.

Year-wise as well as cumulative Aadhaar authentication transactions are portrayed in Table 4, Graph 4 and Graph 5. Similarly, month-wise Aadhaar authentication transactions during 2020-21 are depicted in Table 5.

**2. e-KYC User Agency (KUA):** KUA is a requesting entity which, in addition to being an AUA, uses e-KYC



The banner features the Aadhaar logo at the top center. Below it, the word "Introducing" is written in a bold, italicized font. To the left is an icon of a person's profile with a checkmark, and to the right is an icon of a document labeled "XML". A prominent red horizontal bar contains the hashtag "#AadhaarOffline-eKYC" in white. Below this bar, three key features are listed: "PAPERLESS", "SECURE", and "VERIFIABLE", each preceded by a red checkmark icon. Underneath these features, the text "way of completing KYC for any service" is displayed. At the bottom right, there is a QR code and the text "To Know More, SCAN THIS".

authentication facility. As on 31 March 2021, 154 KUA entities are active on Aadhaar platform and as on 31 March 2021, 908.63 crore e-KYC transactions have been performed since inception.

- 3. Authentication Service Agency (ASA):** ASA is an agency that has secured leased line connectivity with CIDR. They play the role of enabling intermediaries through secure connection established with the CIDR. ASAs transmit authentication requests of AUAs to the CIDR and transmit back the CIDR's response to the AUAs. There are 22 active ASAs as on 31 March 2021.

### 3.11 Aadhaar Authentication Service

3.11.1 Aadhaar authentication is the process wherein Aadhaar number, along with other attributes (demographic/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". No personal identity information is returned as part of the response. The purpose of authentication is to enable residents to establish their identity to service providers to confirm whether the residents are 'who they say they are' in order to provide services and benefits. Aadhaar e-KYC is another type of authentication service wherein UIDAI validates the input parameters against the data stored in its CIDR and returns a digitally signed e-KYC authentication response with encrypted e-KYC data.

#### 3.11.2 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. The requesting entity sends Aadhaar and demographic and/or biometric information and/or OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and returns a 'Yes' or 'No' response.



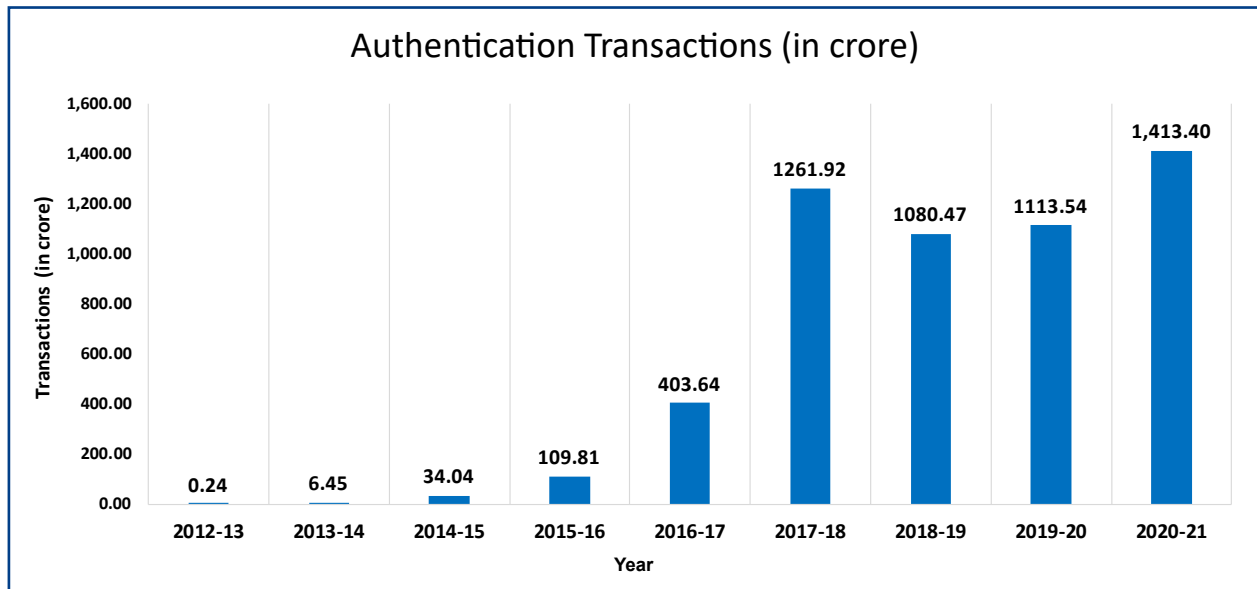
**Table 4 - Year-wise and Cumulative Authentication Transactions**

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	1,261.92	1,816.10
2018-19	1,080.47	2,896.57
2019-20	1,113.54	4,010.11
2020-21	1,413.40	5,423.51

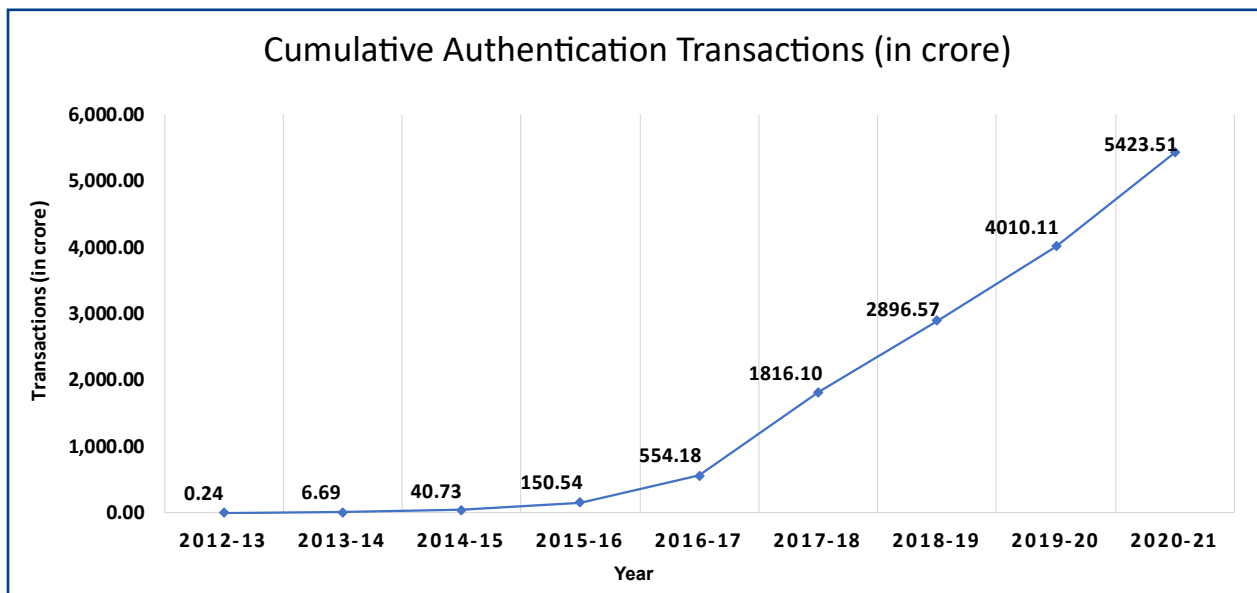
**Table 5 - Month-wise Authentication Transactions (2020-21)**

Month	Authentication Transactions (in crore)
April 2020	117.8
May 2020	123.1
June 2020	120.0
July 2020	115.3
August 2020	118.8
September 2020	117.6
October 2020	114.6
November 2020	114.2
December 2020	123.9
January 2021	118.1
February 2021	110.7
March 2021	119.3
<b>Total</b>	<b>1,413.40</b>

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



**Graph 5 - Cumulative Authentication Transactions**

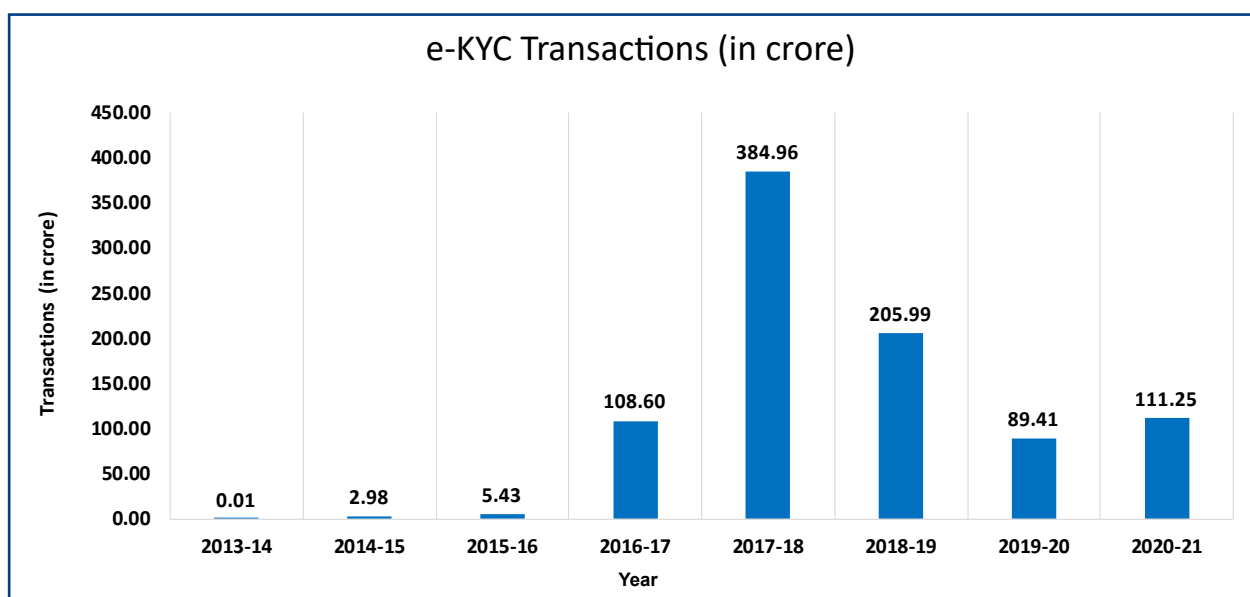


2. **e-KYC Authentication:** UIDAI started e-KYC authentication facility in May 2013. The requesting entity sends Aadhaar and biometric information and/or OTP from the Aadhaar number holder in encrypted format. UIDAI validates the input parameters against the data stored therein and return a digitally signed

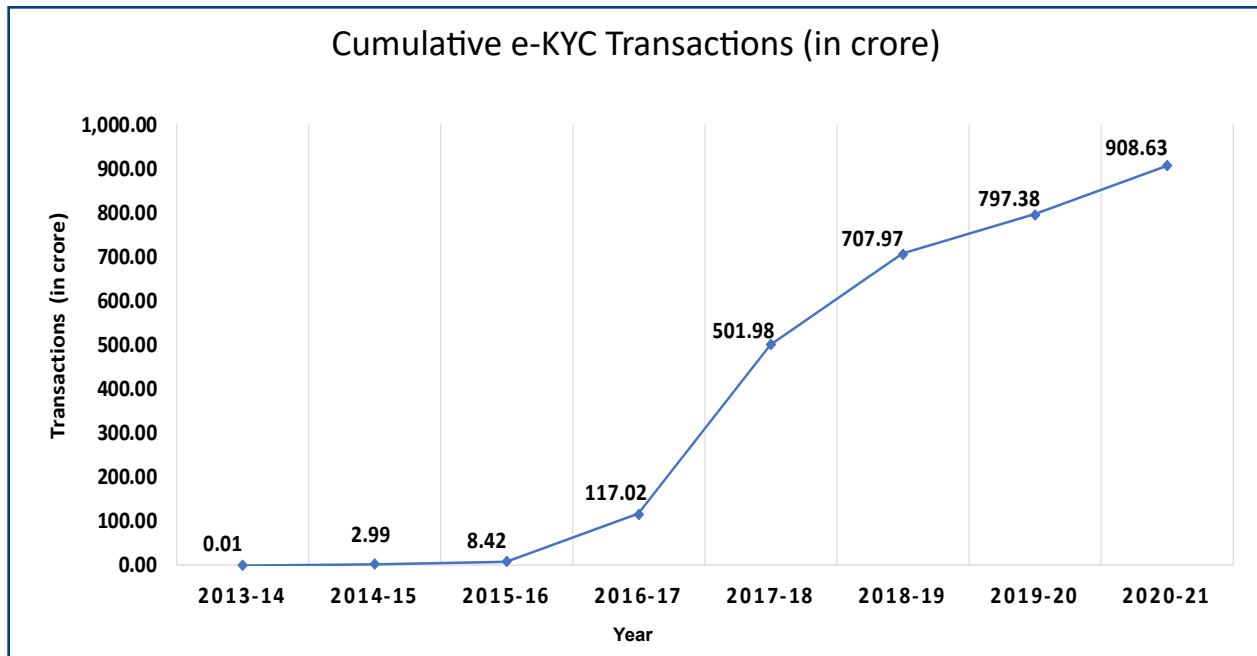
e-KYC authentication response with encrypted e-KYC data. Year-wise as well as cumulative e-KYC transactions are portrayed in Table 6, Graph 6 and Graph 7. Similarly, month-wise Aadhaar authentication transactions during 2020-21 are depicted in Table 7.

**Table 6 - 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	501.98
2018-19	205.99	707.97
2019-20	89.41	797.38
2020-21	111.25	908.63

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

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



**Table 7 - Month-wise e-KYC Transactions (2020-21)**

Month	e-KYC Transactions (in crore)
April 2020	3.12
May 2020	8.91
June 2020	10.44
July 2020	8.73
August 2020	8.96
September 2020	9.39
October 2020	8.75
November 2020	9.24
December 2020	10.42
January 2021	10.00
February 2021	9.92
March 2021	13.37
<b>Total</b>	<b>111.25</b>



### 3.11.3 Modes of Authentication

UIDAI provides various modes of authentication, viz., demographic, biometric (fingerprint and iris), OTP and multi-factor authentication. An authentication request is entertained by the Authority only upon a request sent by a requesting entity electronically in accordance with the Aadhaar (Authentication) Regulations, 2016 and conforming 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 his Aadhaar number during authentication and the same shall be matched with the OTP generated by the UIDAI.
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 fingerprint-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.

3.11.4 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.

### 3.11.5 Exception Handling

As per regulation 14(1)(i) of Aadhaar (Authentication) Regulations 2016, all requesting entities are required to implement exception-handling mechanism and back-up identity authentication mechanisms to ensure seamless provision of authentication services to Aadhaar number holder.

## 3.12 Major Initiatives

**3.12.1 L1 Registered Devices:** To enhance security of data, UIDAI has mandated use of Registered Devices (RD) for all biometric authentication requests. After successful migration of L0 Registered Devices in the field, UIDAI has introduced the concept of L1 Registered Devices. In L1 RDs, the signing and encryption of biometrics is implemented within the Trusted Execution Environment (TEE) where host Operating System (OS) does not have any mechanism to obtain the private key or inject biometrics. In L1 Registered Devices, management of private keys needs to be fully within the TEE. Certification process of L1 RDs has commenced.

**3.12.2 Aadhaar Paperless Offline e-KYC:** UIDAI has introduced the process of verifying identity of the Aadhaar number holder without



authentication. Aadhaar paperless offline e-KYC is a secure digitally signed document which contains details such as name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and reference ID (last 4 digits of Aadhaar with time stamp). Aadhaar number holder can download this document from UIDAI's website and share it along with share code (4-character code) with the entities seeking offline Aadhaar verification as per their mutual convenience.

**3.12.3 Aadhaar Lock / Unlock:** In order to further enhance the security of Aadhaar, UIDAI has introduced a feature of locking and unlocking of Aadhaar which provides Aadhaar holder an option to 'lock' or 'unlock' her Aadhaar. In case of locked Aadhaar, requesting entities would not be able to perform authentication (biometric / demographic / OTP) using Aadhaar. However, requesting entities would be able to perform authentication using Virtual ID of locked Aadhaar. Aadhaar holder can lock her Aadhaar through various channels such as UIDAI's website, SMS and mAadhaar mobile application.

**3.12.4 Aadhaar Secure QR Code:** Aadhaar secure QR code is a quick response code provided by UIDAI for offline verification which contains digitally signed demographic data i.e. name, address, photo, gender, DoB, hash of registered mobile number, hash of registered email address and also reference ID (last 4 digits of Aadhaar and time stamp). This new digitally signed QR code is available on e-Aadhaar, Aadhaar letter and mAadhaar. Aadhaar secure QR code can be scanned using Android/iOS/Windows reader application or QR code scanner devices.

**3.12.5 Promotion of Iris Devices:** Iris devices

are contactless devices and authentication can be performed without any physical contact with the resident. Use of iris devices have been proved as boon in the pandemic time which is a contactless authentication method thus ensuring safety of resident and facilitating all benefits as provided by governments. Further, authentication success rate is higher in iris devices compared to fingerprint devices. Iris devices are also secure as it is next to impossible to perform authentication using any cloned iris. Owing to these factors, UIDAI is encouraging the use of iris devices among requesting entities. UIDAI in conjunction with STQC is working to certify and introduce more iris device models in different form factor. Iris device models are available as discrete or integrated in tablet/POS devices which facilitate the requesting entities to choose iris device model as per their necessity. The usage of iris device has increased in FY 2020-21 with average monthly transactions of around 3 crore during February and March, 2021.

### 3.13 Logistics Ecosystem

The Logistics division of UIDAI is entrusted with printing and delivery of Aadhaar letters to the residents. Aadhaar letters are printed and dispatched to residents in case of new enrolment, demographic update (except mobile and email) and reprint. UIDAI has also introduced a premium paid service, namely "Order Aadhaar PVC card (OAC)" from 25 September, 2020.

### 3.14 Aadhaar Letter Printing and Delivery

3.14.1 Once the Aadhaar is generated, it has to be ensured that 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, demographic information of the resident, the Aadhaar number and secure (QR) code which contains photograph and demographic details with digital signature of UIDAI for offline verification.

3.14.2 Aadhaar letters is printed in 13 different languages. The Department of Post is the delivery partner of UIDAI for delivery of the Aadhaar letters to the residents at the address registered in Aadhaar database. UIDAI sends Aadhaar letters for new enrolments as well as for updates. Since inception, till 31 March 2021, 128.04 crore Aadhaar letters have been printed and dispatched to the residents through India Post as First Class Digitally Franked articles. Also, 30.37 crore updated Aadhaar letters have been dispatched (excluding updates for e-mail/mobile) till 31 March 2021 to the residents through India Post as First Class Digitally Franked articles.

### 3.15 E-Aadhaar

3.15.1 UIDAI has launched e-Aadhaar portal for downloading the Aadhaar letter in PDF format from the website: [www.uidai.gov.in](http://www.uidai.gov.in) in November 2012. E-Aadhaar is an electronic form of Aadhaar letter downloadable from e-Aadhaar portal of UIDAI's website. It is a valid and secure electronic document treated at par with the printed Aadhaar letter.

3.15.2 E-Aadhaar contains a secure Quick Response (QR) code digitally signed by UIDAI which on scanning displays photograph and demographic details of the Aadhaar holder. In the Aadhaar system, the resident's details can be verified through established online authentication process or offline verification with the help of QR code and offline xml. Therefore, the e-Aadhaar is acceptable as a

valid proof of identity. The total e-Aadhaar downloads till 31 March 2021 are 129.85 crore.

### 3.16 Order Aadhaar Reprint (OAR) Service

3.16.1 UIDAI started online Order Aadhaar Re-print (OAR) service from 1 December, 2018 through its website [uidai.gov.in](http://uidai.gov.in) with nominal charge of ₹ 50/- including the cost of speed post delivery to facilitate residents to get their Aadhaar reprint.

3.16.2 UIDAI has discontinued this service in December 2020. UIDAI has printed and dispatched 0.79 crore OAR letters during the course of the service.

### 3.17 Order Aadhaar PVC Card (OAC) Service

3.17.1 UIDAI started online Order Aadhaar PVC Card (OAC) service from 25 September 2020 through its website [www.uidai.gov.in](http://www.uidai.gov.in) with a nominal charge of ₹ 50/- including the cost of speed post delivery charge, to facilitate residents to get their Aadhaar PVC Card at their registered address.

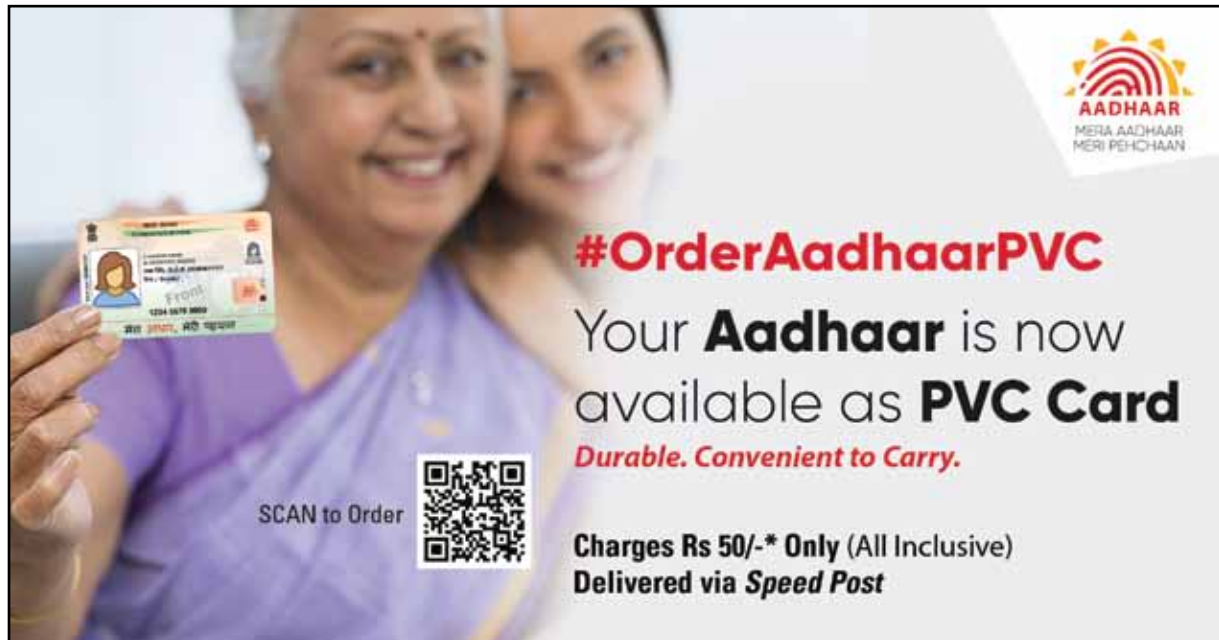
3.17.2 Aadhaar PVC Card has advanced security features like QR Code, micro text, Guilloche pattern, ghost image and Hologram. It adds one more option for resident, in addition to Aadhaar letter, e-Aadhaar and mAadhaar; all of which are equally valid for use. Further, it is durable and easy to carry.

3.17.3 UIDAI has also received a request from Secretary, Inter State Council Secretariat (ISCS), Ministry of Home Affairs (MHA) to facilitate Aadhaar PVC Card to around 20 lakh identified Marine Fishermen going into sea due to its water proof and offline verifiable (through QR Code scanner) character.



3.17.4 UIDAI has printed and dispatched around 0.81 crore Aadhaar PVC Cards

(including 0.09 crore cards of Marine Fishermen) till 31 March 2021.



### 3.18 Training, Testing and Certification Ecosystem

3.18.1 For success of any program, especially of the scale such as that of UIDAI, it is imperative that there is sufficient emphasis given to quality of data collected during enrolment. Additionally, it is equally important that the people who are responsible for capturing and using the Aadhaar data are adequately trained. To ensure this, UIDAI has worked diligently to create a Training, Testing and Certification ecosystem. This ecosystem consists of (1) Content Development Agency and (2) Testing and Certification Agency.

3.18.2 To maintain the quality of data collected at the time of Aadhaar enrolment or update, UIDAI only engages Certified Operators, Supervisors and Child Enrolment Lite Client (CELC) operators. For adequate and effective training of all the stakeholders involved in Aadhaar enrolment/update various training

methodologies including Mega Training and Certification Camps and Refresher/Orientation Training Program are adopted by the UIDAI. This has led to well-organized enrolment and close to almost 100% enrolment in most of the States.

- **Master Training (Training the Trainers):**

This training ensures creating a pool of trainers at the respective Regional Offices who in turn will be responsible for delivering the training to Enrolment Operators (ECMP & CELC), under their jurisdiction. A total of 96 Master Training sessions has been conducted from 1 April 2020 to 31 March 2021, in which 2,857 officials were trained.

- **Mega Training & Certification Camps:**

UIDAI undertakes an exercise through

**Table 8 - Details of Training Imparted (01.04.2020-31.03.2021)**

S.No.	Type of Training	Participants	Number of Sessions	Number of Participants
1.	Master Training-- Train the Trainers	Government Officials & Enrolment Staffs nominated to become Trainers	96	2,857
2.	Mega Training-- Enrolment Staff	Government Officials nominated to become Enrolment Staff	43	2,816
3.	Orientation program- Enrolment Staff	New/ Fresh Enrolment Staff	218	10,539
4.	Refresher Training-- Enrolment Staff	Existing Enrolment Staff	788	42,013
<b>Total</b>			<b>1,145</b>	<b>58,225</b>

Mega Training & Certification camps to create a large pool of certified operators/supervisors to ensure no disruption of momentum in enrolments. A total of 43 Mega Training and Certification camps on Aadhaar Enrolment have been conducted from 1 April 2020 to 31 March 2021, in which 2,816 individuals were trained and certified.

- **Orientation Program:**

Orientation programs are being carried out for newly appointed Enrolment staff to make them well versed with the enrolment process. 218 Sessions have been conducted from 1 April 2020 to 31 March 2021, in which 10,539 individuals were imparted training.

- **Refresher Program:**

This program is conducted to refresh the knowledge of the active/certified

Enrolment Operators and keep them updated on the latest policy changes in the process. 788 programs were conducted from 1 April 2020 to 31 March 2021, in which 42,013 individuals were trained.

As on 31 March 2021, approximately 10,75,636 Enrolment Operators, Supervisors and CELC Operators had been certified. This includes certification of 1,975 candidates from Private/PSU Banks, 4,543 from Dept. of Post, 1,870 from Education Department, 855 from BSNL, 221 from Health and other departments/ministries.

### **3.18.3 Virtual Learning Content**

**Development:** In order to adapt to the changing requirements in the field of learning, UIDAI has developed the Virtual learning content to empower its operators and candidates aspiring to be operators with interactive virtual learning content. It will provide different training solutions to UIDAI through Virtual learning Training content, mobile nuggets, short videos



and Learning Management System platform (LMS). An LMS will help UIDAI keeping track of learners, documentation, reporting and administration. The said portal has been developed and currently under testing phase. It will be launched for access to the public in this Financial Year which will offer an Interactive Virtual Learning platform to the trainers and trainees.

**3.18.4 Certification Exam :** New Escrow Account for Bulk payment: Various Enrolment Agencies (which includes Government Departments, Post offices and Banks) enroll their candidates to take online Certification exam for the post of E&U Operators/ Supervisors. In order to accommodate their request on issuing Invoice for the Bulk exam fees deposited by them for their candidates, UIDAI has opened a new Escrow account. UIDAI will issue Tax Invoice to the Enrolment Agencies against the amount deposited by them for the certification exam. This will help the EAs in claiming input tax credit from GST authority.

### 3.19 Customer Relationship Management

Customer Relationship Management is an activity of core importance for UIDAI. The Aadhaar (Enrolment & Update) Regulations, 2016 mandate in regulation 32, chapter VII (Grievance Redressal Mechanism) that the Authority (UIDAI) shall set up a Contact Centre to act as the central point of contact for the resolution of queries and grievances of residents, accessible to residents through toll-free numbers 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 procedures and processes as may be specified by the Authority for this purpose.

### 3.20 Aadhaar Support Services – Aadhaar Sampark Kendra

3.20.1 UIDAI has set up an Aadhaar Sampark Kendra or Contact Centre to help resolving residents' queries and grievances related to Aadhaar life cycle and related services. Main objectives of 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 to complaints and queries from all parts of India.
- To provide an Interactive Voice Response (IVR) system for residents calling the Aadhaar Sampark Kendra.
- To provide residents to interact with Aadhaar Sampark Kendra executive in case they wish to do the same.
- The residents can also log the 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.



**#Dial1947AadhaarHelpline**

**Aadhaar related queries answered from**

**MONDAY to SATURDAY (7AM- 11PM)**

**& on**

**SUNDAY (8AM- 5PM)**

Note: IVRS Support is available 24x7

### 3.20.2 Infrastructure and Technology of Aadhaar Sampark Kendra

Currently Aadhaar Sampark Kendra consists of:

- **Toll-free-number 1947:** Toll free number '1947' is accessible across India. This short code is a category-I toll free number allotted by DoT to UIDAI. The short code 1947 is also used for inbound and outbound SMS services.
- **Contact Centre Infrastructure:** Contact centre infrastructure comprises trunk lines, PBX solution, IVRS system, automatic call distributor (for call distribution across call centre facilitators), computer telephony integration unit and voice logger system (100% calls are recorded for quality and training purpose). The IVRS interacts with the callers in duplex mode through synthesized recorded voice in Hindi/English/regional languages depending on State from where call is placed to service their enquiries. Hindi, English,

Gujarati, Kannada, Marathi, Telugu, Bengali, Punjabi, Odia, Tamil, Assamese and Malayalam languages are currently supported in IVRS. Following features are currently available in IVRS:

- Frequently Asked Questions (FAQs) .
- 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.

### 3.20.3 CRM Software Application:

Microsoft Dynamics (MSD) based CRM software application is being used for Aadhaar



Sampark Kendra. This is heart of the system and has backend integration through UIDAI’s Central Identities Data Repository (CIDR) to give relevant information to the Contact Centre Firms (CCF) for handling resident queries. It has been integrated and extended to UIDAI’s 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. CRM application is utilized by Contact Centre, Divisions, Technology Centre and Regional Offices (ROs) of UIDAI for case resolution. Call Centre Services are provided in 12 languages: Assamese, Bengali, English, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil and Telugu. Email support at [help@uidai.gov.in](mailto:help@uidai.gov.in) is available in English language.

**3.20.4 Call Volumes:** Normally, UIDAI Contact Centres witness a call pattern of 1.5 to 2 lakh calls/day and 2,500 to 3,000 emails per day. The volume varies with any major announcement by the Central or the State

Government/s regarding use 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.

### 3.21 Chatbot Services

UIDAI has introduced a AI/ML based chat solution which is available through UIDAI’s official website ([www.uidai.gov.in](http://www.uidai.gov.in)) under tagline “Ask Aadhaar”. This chatbot is trained to respond to the resident’s queries based on the predefined Standard Response Templates (SRTs) and aimed at improving the resident’s experience. Chatbot also has additional features like locate Aadhaar centre, check Aadhaar enrolment/update status, file a complaint and video frame integration. Aadhaar chatbot is available in English and Hindi languages. On an average Aadhaar Chatbot is receiving 50,000 queries on daily basis.





## 4. DATA SECURITY AND PRIVACY

### 4.1 Data Security and Privacy Safeguards

4.1.1 UIDAI has a well-designed, multi-layer robust security system in place which is reviewed regularly and upgraded to maintain highest level of data security and integrity. The architecture of Aadhaar ecosystem has been designed to ensure data security and privacy, which is an integral part of the system from the initial design to the final stage. For further strengthening of security and privacy of data, security audits are conducted on regular basis and all possible steps are taken to make the data safer and protected.

4.1.2 Utmost priority is accorded to privacy of Aadhaar data which is evident from the fundamental binding principles on which Aadhaar has been designed and which have been further reinforced through the various provisions of the Aadhaar Act and the Regulations framed thereunder. Section 29 of the Aadhaar Act prohibits sharing or disclosure of core biometric for any purpose, violation of which is punishable under Section 37 of the Act with imprisonment up to three years. Unauthorized access to Central Identities Data Repository (CIDR) is punishable with imprisonment up to 10 years (Section 38). Tampering of data in CIDR is also punishable with imprisonment up to 10 years (Section 39).

4.1.3 Regulations under the Aadhaar Act have been notified to ensure that enrolment, authentication and other associated activities are carried out strictly in accordance with law. Aadhaar (Enrolment and Update) Regulations, 2016 ensure that enrolments are done under a secure process wherein responsibility and

accountability of all the agencies involved in the process are clearly defined. Further, the Aadhaar (Authentication) Regulations 2016 have been framed to ensure that authentications are done in secure conditions.

### 4.2 Privacy and Security by Design

4.2.1 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. Aadhaar is inherently designed in such a manner so as to protect the informational privacy of the individual. This is ensured by collection of minimal data at the time of enrolment, and later at the time of update, to provide unique identity, issue the Aadhaar number after biometric de-duplication, manage lifecycle changes of that identity record and provide an Application Programming Interface (API) for verifying the identity (online authentication) for various applications requiring identity verification.

4.2.2 Following the principle of optimal ignorance, Aadhaar does not collect any other information never collects any other information or any such details which could be cause of concern with respect to the privacy of a person. Aadhaar number is a random number with no built-in intelligence or profiling information.

4.2.3 Aadhaar is only focused by design on identity and nothing else. Designing of the Aadhaar system as pure identity platform clears the clouds of confusion around possible misuse of Aadhaar for any other purposes while allowing the individual to use Aadhaar to



prove her identity 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. During Aadhaar linking, also, the respective database carries out only Aadhaar based verification with explicit consent of Aadhaar number holder, but then that database does not share any information, not even the information related to verification, with UIDAI.

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

4.3.1 UIDAI has set up a nationwide infrastructure for Aadhaar enrolment of residents of India through a network of registrars and 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.

4.3.2 Residents are enrolled for Aadhaar across the entire country through certified operators selected on the basis of a rigorous examination and test process. The operator also has to obtain her own Aadhaar number first and then sign each and every enrolment through her 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 enrolment operator and agency can be immediately fixed. Then, the biometric data of people who are enrolled are matched against the entire database of the existing Aadhaar holders, which are presently more than 129.04 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.

4.3.3 All enrolment data including biometrics are encrypted by 2048-bit encryption key at the time of enrolment and is not accessible to any agency, except UIDAI, which can access these data only through a secure decryption key available to UIDAI only. It is worth mentioning that it may take the fastest computer on the earth billions of years to break this encryption key. 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.

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

4.4.1 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's identity data. External user agencies do not have access to the Aadhaar database.

4.4.2 Aadhaar e-KYC service allows resident to authorize UIDAI to share electronic version of their Aadhaar letter. For every Aadhaar e-KYC request, only after successful resident authentication, demographic and photo data is shared in electronic format.

### **4.5 Minimal Data with No Linkage**

4.5.1 Since Aadhaar system has data of all Aadhaar holders of the country in a central repository, it was 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 or 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 and email), this central database does not have any linkage to existing systems/applications that use Aadhaar.

4.5.2 This minimalistic design 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 transaction history.

#### 4.6 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, driver's license number, PDS card number, EPIC number) to any other system. This design allowed transaction data to reside in specific systems in a federated model. This approach allows resident information to stay in distributed fashion across many systems owned by different agencies.

#### 4.7 Optimal Ignorance

4.7.1 Aadhaar does not collect any other information like transaction details, authentication purpose, bank account number, bank details, likes or 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 OTPs), or any such details which could

be 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. Aadhaar number is a random number with no built-in intelligence or profiling information. 12 digit number has been adopted simply to cater to the needs of identification of the population for the next couple of centuries.

4.7.2 Authentication is designed in such a way that neither the "purpose" of authentication nor any other transactional context is known to Aadhaar system. Aadhaar authentication system is built to be zero-knowledge system, automatically lending 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 for which authentication is carried out. Thus, Aadhaar system absolutely does not know if the individual is a bank employee using Aadhaar authentication to mark daily attendance at work or operating an account or transferring money etc.

#### 4.8 No Location Awareness

UIDAI authentication system does not have location awareness i.e. Aadhaar authentication is oblivious to the location from where the authentication request is sent thereby eliminating the risk of a resident being tracked.

#### 4.9 Federated Data Model and One-Way Linkage

4.9.1 By its very design, Aadhaar database does not have all domain specific transaction



data and hence the resident's specific transactional data remains federated across many user agencies' databases rather than centralized into a common database.

4.9.2 It is also important to note that the various systems may have made references to the 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 including the bank account number or any banking transaction details. Aadhaar seeding is, therefore, strictly a one-way linkage wherein the Aadhaar number is incorporated into the beneficiary database without pooling any data from the said database into the UID database.

#### **4.10 Security of Aadhaar Data**

4.10.1 UIDAI uses one of the world's most advanced encryption technologies in transmission and storage of 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 and initiate action.

4.10.2 No incident of breach or leakage of core biometrics from UIDAI servers has been reported.

4.10.3 Aadhaar data security is further enhanced through regular information security assessments and audits of various eco-system partners.

#### **4.11 UIDAI certified as ISO 27001:2013**

UIDAI has established the Information Security Management System and has obtained the ISO/IEC 27001:2013 certification from STQC.

#### **4.12 UIDAI certified as ISO/IEC 29100:2011 & ISO/IEC 27701:2019**

UIDAI has also been declared ISO/IEC 29100:2011 (Information Technology – Security Techniques – Privacy Framework for Central Identities Data Repository (CIDR) and ISO/IEC 27701:2019 (Privacy Information Management System) certified by M/s BSI Group India Pvt Ltd.

#### **4.13 Declaration of CIDR Infrastructure as “Protected System”**

Security of UIDAI-CIDR information is of paramount importance for safeguarding resident data. Confidentiality, Integrity and Availability of the information are maintained at all times through controls that are commensurate to the criticality of the information assets, so as to protect the information systems from all types of threats. The Security of UIDAI is also being monitored by National Cyber Security Coordinator through the cyber threat intelligence feeds and other means through NCIIPC and NCCC at the national level.

#### **4.14 Governance Risk Compliance and Performance Service Provider (GRCP-SP)**

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.

#### **4.15 Information Security Assessment of External Ecosystem Partners**

UIDAI Security has been enhanced further through regular Information Security assessments of various ecosystem partners.

#### **4.16 Fraud Management System at UIDAI**

UIDAI has a well-designed, multi-layer approach and robust fraud management system in place. With the establishment of Forensic lab, the fraud investigation capacity of UIDAI has increased substantially. UIDAI is in the process of accreditation of the Forensic Lab under ISO/IEC 17025:2017 from NABL India.



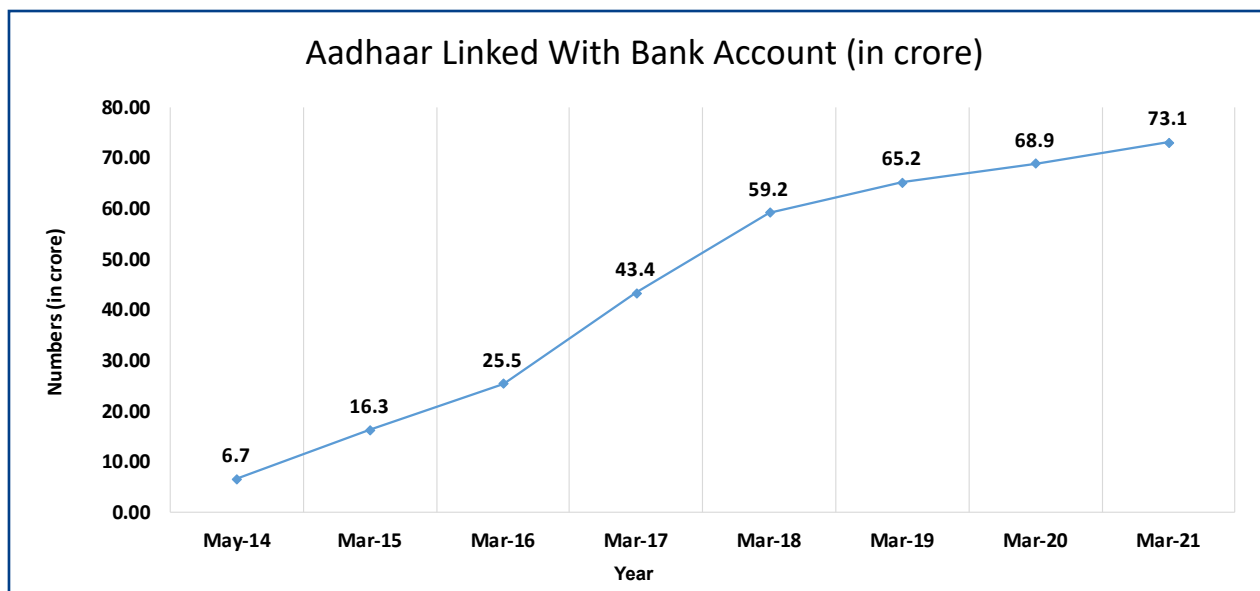
## 5. AADHAAR – USAGE IN GOOD GOVERNANCE

### 5.1 Aadhaar – A Tool for Governance Reform

**5.1.1 Aadhaar for Financial Inclusion :** Aadhaar number is a unique digital identity which does not change over the lifecycle of an individual. When linked with a bank account, Aadhaar becomes the ‘financial address’ of an individual which helps to accomplish the country’s goal of financial inclusion. The 12-digit Aadhaar number is sufficient to transfer any payment to an individual’s bank account, thus eliminating the need to give other details viz. the bank account, IFSC Code and bank branch details to the Government/Institutions. It also empowers an individual to decide in which bank account she wants to receive the funds under direct benefit transfer (DBT),

which can be changed by the beneficiary anytime by filling in a bank account linking form as approved by Indian Banks’ Association (IBA) and submitting a physical copy of his Aadhaar. With effect from 19 December 2017, certain changes have been done to make the process simpler and reduce the vulnerability of transfer of DBT linked bank account to any other bank without the knowledge of the account holder. As of 31 March 2021, over 73 crore Aadhaar have been uniquely linked with the bank accounts on NPCI mapper [Data Source: National Payment Corporation of India – NPCI]. Graph 8 provides the progress of Aadhaar numbers uniquely linked to bank accounts since May 2014 (Data source: NPCI).

**Graph 8 - Progress of Aadhaar Uniquely Linked to Bank Accounts**



5.1.2 Different types of payment systems using Aadhaar viz. AEPS, APB and BHIM Aadhaar have been developed and are being operated by National Payment Corporation

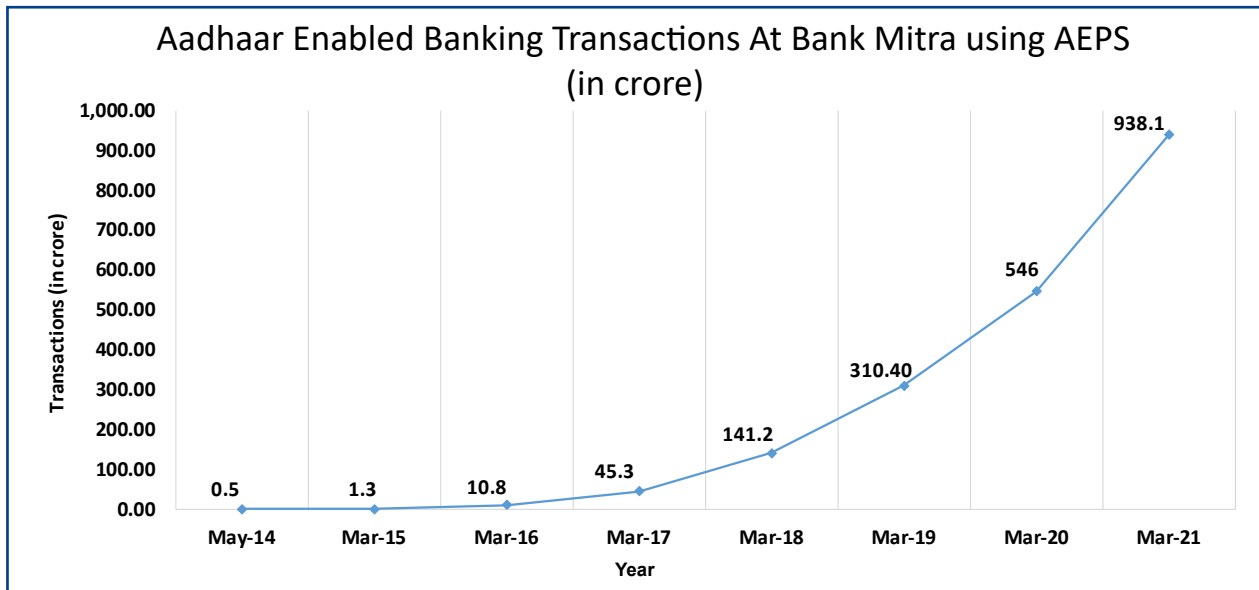
of India (NPCI) using the banking platforms, which have significantly helped to achieve the financial inclusion in the country. These are briefly described in the following sections.



**5.1.3 Aadhaar Enabled Payment Systems (AEPS) :** Aadhaar Enabled Payment Systems or AEPS is the platform used in the microATMs which are held by the Bank Mitras engaged by the banks for providing banking services at the doorsteps in remotest of the areas. AEPS helps an individual to do basic banking transactions by simply using his Aadhaar viz., withdrawal, cash deposit, transfer of funds from his bank account etc. Till 31 March 2021, over 938.14 crore successful transactions have been done using the AEPS platform across nearly 27.86

lakh microATMs provided by 119 banks and Department of Posts. It is pertinent to note that during 2020-21, about 392 crore AEPS transactions were performed as compared to 236 crore in 2019-20, which is about 66% growth over the last FY. This had immensely facilitated providing door-step banking services and helped mitigate the hardships of the people due to COVID-19 pandemic. Graph 9 provides the progress of AEPS transactions on microATMs since May 2014 (Data source: NPCI).

**Graph 9 - Progress of AEPS Transactions since May 2014**

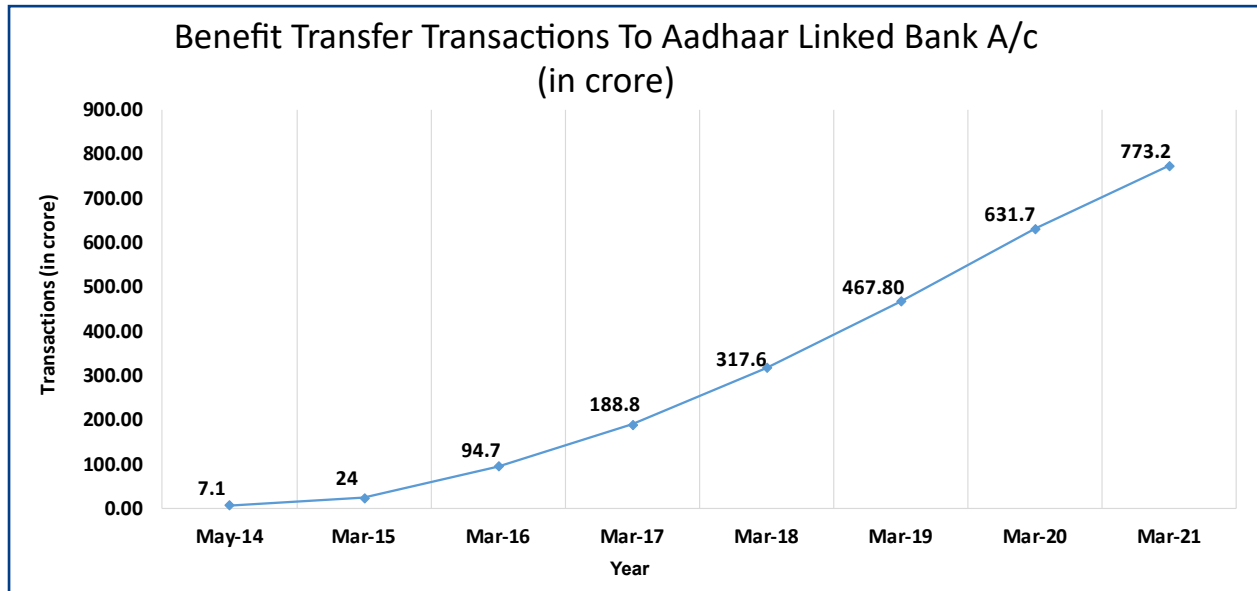


**5.1.4 Aadhaar Payment Bridge (APB) :** Aadhaar Payment Bridge or APB is another payment system which is aimed primarily to dealing with the challenges related to banking transactions with benefits to both the stakeholders, namely, the Government and the residents. This is largely a Government-to-Citizen (G2C) and Business-to-Consumer (B2C) platform for remitting funds to an Aadhaar holder by sending money to a recipient by just quoting his Aadhaar number. Bank account that is uniquely linked with Aadhaar through NPCI mapper, automatically receives the funds coming through APB platform.

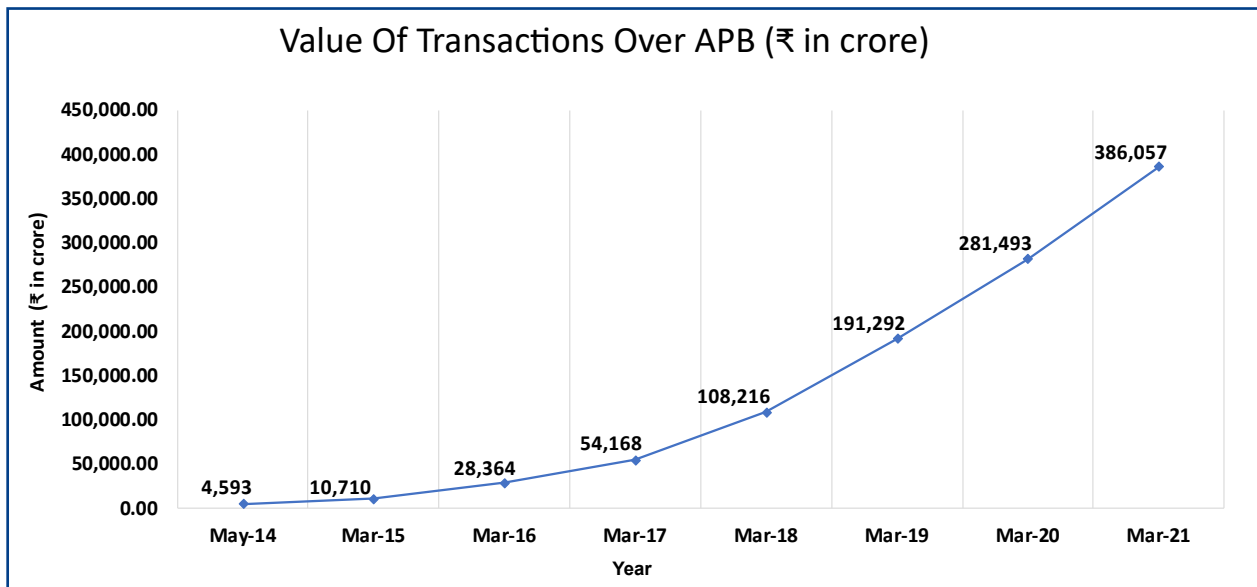
5.1.5 At the ecosystem level, APB has already achieved wide acceptance and is presently an RBI approved payment system. As on 31 March 2021, 992 banks including all nationalized banks, RRBs and many co-operative banks were live on the APB platform. Cumulatively, over 773 crore transactions have successfully been carried out over APB, amounting to ₹3,86,057 crore, a growth of 37% over the previous year’s volume (₹2,81,493 crore). Graphs 10 and 11 respectively provide the progress of APB in number of transactions and value of transactions since May 2014 (Data source: NPCI).



**Graph 10 - Progress of APB Transactions**



**Graph 11 - Progress of Value of Transactions over APB**







**5.1.6 BHIM Aadhaar:** Developed by National Payments Corporation of India, the Aadhaar-linked BHIM mobile app is based on the Unified Payment Interface. BHIM Aadhaar Pay enables the merchants to receive digital payments from customers over the counter through Aadhaar authentication. It allows for any merchant associated with any acquiring bank live on BHIM Aadhaar Pay, to accept payment from the customer of any bank by authenticating customer's biometrics. This has transformed the way payments are made in the hinterland, keeping them instantaneous, secure and truly digital.

5.1.7 A merchant with a bank account and an ordinary low-cost android smart phone can become a digital merchant by acquiring a biometric device for about ₹2,000 and downloading the App from Google Play Store, thus enabling a merchant to take cashless payment from the customers. It is currently deployed by 83 banks and is actively being used by over 1.21 lakh merchants. It has cumulatively made about 3.38 crore transactions till 31 March 2021 (Data source: NPCI).

## 5.2 Aadhaar in Direct Benefit Transfer (DBT)

5.2.1 To achieve targeted delivery of welfare services in a more transparent and efficient manner, the Government of India had launched Direct Benefit Transfer (DBT) through Aadhaar Payment Bridge (APB) and other channels during January 2013. JAM (Jan-dhan, Aadhaar and Mobile) trinity combined with the power of DBT has brought the marginalized sections of the society into the formal financial system, which has revolutionized the path of transparent and accountable governance by empowering the people.

5.2.2 DBT has been implemented in phases for the Central Sector and Centrally Sponsored schemes by leveraging on APB platform to transfer cash benefits to the beneficiaries directly in their Aadhaar linked bank accounts. As on 31 March 2021, multiple large central schemes including PAHAL, MGNREGS etc had paid over ₹3,86,057 crore through over 773 crore successful transactions (Data source: NPCI).

## 5.3 Use of Aadhaar under Section 7 of the Aadhaar Act 2016 for the DBT schemes

5.3.1 Use of Aadhaar of the beneficiaries under the schemes funded from the Consolidated Fund of India or Consolidated Fund of State entails the concerned Department/Ministry administering the schemes in the Central Government or the State Government to issue a notification in the gazette under section 7 of the Aadhaar Act 2016 [as amended through the Aadhaar and Other Laws (Amendment) Act, 2019] notifying the need of Aadhaar as an identification document. As per the decision of the Ministry of Electronics & Information Technology and the Cabinet Secretariat, UIDAI has been mandated to facilitate drafting and vetting of section 7 notifications by the central Ministries/Departments in compliance with the Aadhaar Act 2016, with due vetting by the Legislative Department, Ministry of Law and Justice. Till 31 March 2021, a total of 48 central Ministries/Departments have issued 177 notifications covering 312 schemes (centrally sponsored or central sector) under section 7 of the Aadhaar Act 2016 (Data source: eGazette.nic.in).

5.3.2 The Aadhaar and Other Laws (Amendment) Act, 2019 inter-alia amended section 7 of the Aadhaar Act 2016 to make



it applicable for Consolidated Fund of State also. Accordingly, UIDAI had issued detailed guidelines to all States on 25 November 2019 regarding use of Aadhaar under section 7 of the Aadhaar Act 2016 by the State Governments for the schemes funded out of Consolidated Fund of State. The guidelines outlined the steps to be followed by the States while issuing the section 7 notifications using the standard templates separately for the adult and children beneficiaries. Till 31 March 2021, over 100 schemes have been notified by various States under section 7.

#### **5.4 Use of Aadhaar under Section 4 of the Aadhaar Act 2016 (amended) for purposes prescribed in the interest of State**

The Aadhaar and Other Laws (Amendment) Act, 2019 also amended section 4 of the Aadhaar Act 2016 to allow a requesting entity to perform Aadhaar authentication for

such purpose, as the Central Government in consultation with the Authority, and in the interest of State, may prescribe. In pursuance of this amendment, the Aadhaar Authentication for Good Governance (Social Welfare, Innovation, Knowledge) Rules, 2020 have been notified on 5 August 2020, under which Aadhaar authentication for various schemes/initiatives of the Central/ State Government Ministries/Departments is allowed, on voluntary basis, in the interest of good governance, preventing leakage of public funds, promoting ease of living of residents and enabling better access of services for them. Further, MeitY vide Circular No.13(6)/2018-EG-II (Vol-II) dated 18.08.2020 has issued the application format and guidelines for submission of proposals for use of Aadhaar authentication under the aforementioned Rules. Since notification, 11 proposals each of Central and State Governments have been approved by 31 March 2021.

## 6. ORGANIZATIONAL MATTERS OF UIDAI

### 6.1 Prevention of Sexual Harassment Cases

6.1.1 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 O.M. No.11013/2/2014-Estt.A-III dated 2 February 2015, the requisite information for the year is provided below in Table 9.

**Table 9 - Prevention of Sexual Harassment of Women at Workplace (2020-21)**

S.No.	Description	FY 2020-21
1.	Complaints of sexual harassment received in the year	Nil
2.	Complaints disposed-off during the year	Nil
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 (HQ and ROs/ Tech. Centre)
5.	Nature of action	N.A.

6.1.2 In accordance with the said Act and its relevant rules/orders (including Vishakha guidelines laid down by Hon'ble Supreme Court), UIDAI has framed "Prevention of Sexual Harassment at Work-Place Policy" (POSH policy), which is available on UIDAI's official website [www.uidai.gov.in](http://www.uidai.gov.in).

### 6.2 Implementation of Official Language Policy in UIDAI

6.2.1 UIDAI is implementing Official Language Policy of Govt. of India in its Headquarters as well as in its all 8 Regional Offices and ensuring the compliance of the various provisions envisaged in the Official Languages Act and the Official Languages (Use for Official Purposes of the Union) Rules,

as well as orders of the Government of India issued from time to time in this regard.

6.2.2 During the year 2020-21, four meetings of Official Language Implementation Committee were held at Headquarters under the Chairmanship of CEO, UIDAI/DDG(HR), in which among other items/subjects, progressive use of Hindi was discussed and decisions were taken to increase the use of Hindi in Headquarters and Regional Offices of UIDAI and necessary guidelines were issued for promoting the use of Hindi as per Government directions specially for original correspondence in Hindi to Region A, B, and C as per targets prescribed in Annual Programme 2020-21 of Department of Official Language, Ministry of Home Affairs. During the reporting period,



three workshops (including one webinar) were also organized for sensitizing the officials with the Official Language Policies/Rules. More than 130 officers and staff participated in these workshops from Headquarter and Regional Offices.

6.2.3 Hindi Pakhwara was organized from 14 to 28 September, 2020 in UIDAI Headquarters. On the occasion of Hindi Diwas, a Hindi sandesh of CEO was promulgated. Due to Covid-19 pandemic situation organization of various Hindi competitions was deferred. Four Hindi competitions were organized in the first week of March 2021. 106 officers/employees of UIDAI Headquarters actively participated in these competitions.

6.2.4 To promote use of Official Language in official works, every year UIDAI carries out an incentive scheme for noting and drafting in Hindi at its Headquarters as well as in all the Regional Offices independently. Seven employees of UIDAI headquarters were awarded cash prizes and certificates for the year 2019-20. Cash prizes and certificates were awarded to winners of Hindi competitions for 2020-21 and Incentive Scheme of 2019-20 by the CEO, UIDAI on 24 March 2021.

6.2.5 As per the target given in Annual Programme 2020-21, Hindi inspection of two Regional Offices, viz Chandigarh and Delhi, was conducted by the Inspection Team during Nov-Dec, 2020. On November 07, 2020, the Hindi Inspection of the UIDAI Headquarters was conducted by the Second Sub-Committee of the Parliamentary Committee on Official Language. The inspection was satisfactory and the efforts of UIDAI were appreciated by the Committee.

### 6.3 Citizens' Charter

It is a tool for facilitating the delivery of

services to citizens with specified standards, quality and time frame, with commitment from the organization to all its stakeholders. The Citizens' Charter is reviewed on a regular basis. Citizens' Charter is provided on the UIDAI's website at the following link:

[https://uidai.gov.in/images/uidai\\_citizen\\_charter\\_final.pdf](https://uidai.gov.in/images/uidai_citizen_charter_final.pdf)

### 6.4 Intranet & Knowledge Management Portal

'Intranet & Knowledge Management Portal' (KM Portal) is an online community based platform established by UIDAI to promote internal communications, better information exchange and teamwork amongst UIDAI staff. KM Portal has KM Dashboard where latest office orders, circulars, tenders, other UIDAI related documents, etc. are uploaded by various divisions, Regional Offices and Managed Service Provider.

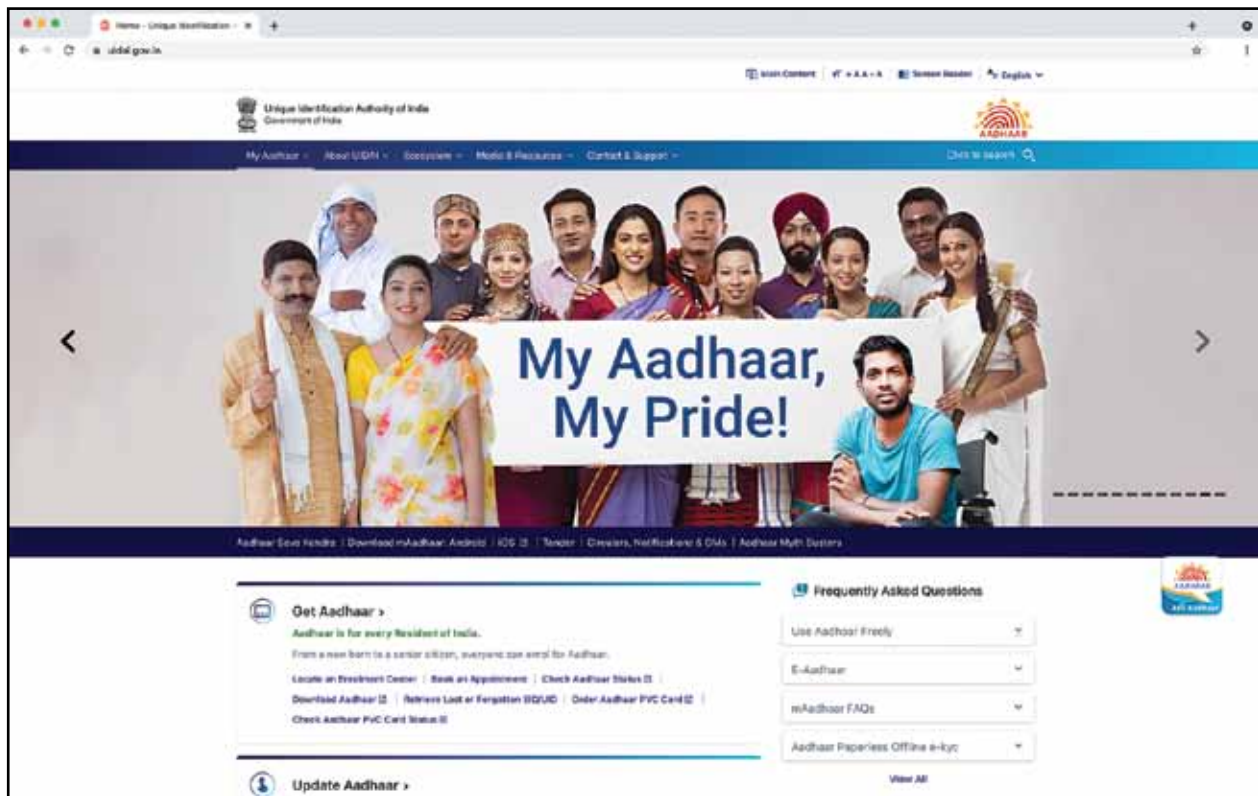
### 6.5 Nodal RTI Cell

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 as well as Central Information Commission (CIC) related matters. Also, quarterly reports regarding the same are prepared and sent to CIC as per its directions. During the year, 2315 RTI applications and 302 appeals were handled by various Central Public Information Officers (CPIOs) and the First Appellate Authorities (FAAs) respectively. The list of Central Public Information Officers (CPIOs) and First Appellate Authorities (FAAs) 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: [www.uidai.gov.in](http://www.uidai.gov.in).

## 6.6 UIDAI's Website

6.6.1 The UIDAI website (<https://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. Bulk of residents in India seeks Aadhaar services and related information via mobile. In order to reach out to those mobile users and to

ensure the accessibility of the Aadhaar services is improved, the UIDAI website and Aadhaar service portals have recently been revamped and made multi device friendly. In addition, the information is available in English, Hindi and 11 Indian regional languages for diverse demographics of the country. The home page of the website and other service portals are shown below:-



6.6.2 UIDAI website has the following features:-

- The responsive UX to ensure mobile users have better user experience while accessing the Aadhaar services and information.
- Instead of placing the most sought after Aadhaar services deep within the website the UIDAI website provides direct access to Aadhaar online services up

front. Crisper information architecture, seamless two step navigation, universally understandable labels and search feature ensure that the residents get access to the right information at the right time.

- Informative documents on Aadhaar enrolment, authentication technologies, UIDAI ecosystem that provide administrative and technical details on enrolment and authentication systems/processes and various Aadhaar services are available on the website.







- Regular updates of latest news, press releases, videos, events, workshops and campaigns, FAQs, etc.
- The contact section in the website provides contact details of various divisions and functionaries at the Headquarters as well as at the Regional Offices and Tech Centres.
- The website is 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 available Aadhaar online services. The FAQs section on Aadhaar services is contextually linked to specific Aadhaar services to provide guidance to the residents. FAQs on various topics are provided in 13 Indian languages, viz., – English, Hindi, Assamese, Bengali, Gujarati, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, Telugu, and Urdu. The website displays analytics relating to the total numbers of Aadhaar generated and authentications done across country. The website is certified for CSS and HTML by W3C and is currently undergoing audit by STQC for GIGW compliance. Social media section provides residents to view the latest updates and participate on the UIDAI's Facebook and Twitter pages.

### 6.6.3 UIDAI Website as Common Repository

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

- Policies, guidelines, checklists and other on-boarding documents which are critical for ecosystem partners. The same is available in the Resources section.
- The 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.

- MoUs with State and non-State Registrars, tenders and related documents for business users are available under enrolment documents and UIDAI documents in the Resources section.
- News, press releases, Aadhaar related campaigns, videos and FAQs, in downloadable format, are available under Media section.

### 6.6.4 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:-

- Locate an Enrolment Centres
- Book an Appointment
- Check Aadhaar Status
- Download Aadhaar
- Retrieve Lost or Forgotten UID/EID
- Order Aadhaar PVC Card
- Check Aadhaar PVC Card status
- Update Aadhaar at Enrolment/update Centre
- Check Aadhaar Update Status
- Update Demographics Data Online
- Check online demographics update





status

- Aadhaar Update History
- Verify an Aadhaar Number
- Verify Email/Mobile Number
- Check Aadhaar/Bank Account linking status
- Virtual ID (VID) Generator
- Lock/Unlock Biometrics
- Aadhaar Lock and Unlock service
- Aadhaar Authentication History
- Aadhaar Paperless offline e-KYC
- Aadhaar Services on SMS

**6.6.5 Aadhaar Dashboard:** The analytic dashboard displays the big data for Aadhaar

enrolment, updation, authentication and e-KYC services.

## 6.7 Unified Mobile App

UIDAI has recently released an upgraded version of mAadhaar App that unifies the previously developed mobile application (mAadhaar, Resident App and QR Code scanner) into one single app. The app is available in both Android and IOS version and features an array of Aadhaar services that can be accessed both in online and offline mode. The App provides a personalized section for the Aadhaar holder, who can carry Aadhaar information in the form of a softcopy instead of carrying a physical copy all the time. Residents with or without Aadhaar can install this App in their smart phones. However, to avail of personalized Aadhaar services the resident will have to register their Aadhaar profile in the App. To reach out to residents in

**AADHAAR**  
Mera Aadhaar, Meri Pehchaan

**mAADHAAR – YOUR ONE-STOP APP FOR ALL AADHAAR ONLINE SERVICES**

Over 35 Aadhaar Online Services in a single mobile app

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different parts of the country, the App has been made available in English, Hindi and 11 Indian languages.

## 6.8 E-office Implementation

Admin Division has implemented e-Office successfully all across UIDAI resulting 100% paperless file work. e-Office was formally launched on 15 September, 2020 with the help of NIC and the application is hosted at its Bhubaneswar Data Centre. This online mode of office work through e-Office has made the office process very prompt, smooth and hassle free which is essentially helpful during the current pandemic scenarios.

## 6.9 Residential Complex

A Project for Residential complex for UIDAI employees is underway. A land measuring 2.0 acres was allotted to UIDAI by Land & Development Office on 2 August, 2018 and the same was handed over to UIDAI on 12 October, 2018. After approval of Competent Authority,

UIDAI entered into an agreement with M/s EIL for Project Management Consultancy (PMC) on 15 April, 2019. North DMC has approved the building plans on 12 November, 2020 and final consent for starting the construction work was given to M/s EIL on 13 November, 2020. The construction activities was started from 13 November, 2020 and expected completion date of the project is 12 November, 2022. Total 105 quarters are planned in this complex: Type VIII-1, Type VI-9, Type V-24, Type-IV-20, Type III/II-51.

## 6.10 Five Star GRIHA Rating (Final) for UIDAI HQ Building

UIDAI HQ building is a state of art building in NCR and was initially awarded five star rating by GRIHA (Green Rating for Integrated Habitat Assessment) Council in 2018. The council has again audited the UIDAI HQ building in 2020 and building has been awarded the Five Star GRIHA rating (final) on 12 October, 2020 which is valid for five years from the date of final rating of building i.e. 12 October, 2020.





## 7. FUTURE PLANS

### 7.1 Enrolment and Updation Division

**7.1.1 Five Day Aadhaar:** Within the ambit of this initiative, few business processes would be realigned and a number of technological interventions like AI/ML would be undertaken to reduce the processing time of the enrolment and update requests. It has been targeted to complete processing of 70% requests within 5 Days.

**7.1.2 Collaborative QC:** E&U proposes introduction of Technology driven Quality Check to verify the validity of the documents submitted by residents at the time of enrolment. Initiated discussion with the Digilocker to retrieve the documents from the Residents Inbox or from the issuing authority. The document would be retrieved based on the details rendered by the resident during the Enrolment/Update process. Document obtained from Digilocker in PDF/XML format would be validated against the demographics data on real-time basis and the outcome of the process would be intimated to the resident.

**7.1.3 Proposal to introduce e-Signed certificate as proof document for enrolment:** As of now there is no mechanism available to verify the authenticity of a Certificate issued by designated authority and residents having no documents are furnishing such certificates for new enrolment and update of demographic fields in Aadhaar. UIDAI proposes to introduce the concept of eSigned Certificate in UIDAI approved format, by Gazetted Officers/MP/MLA etc. It proposes the signing authority to

login to the portal using his Aadhaar number to e-sign the certificate.

### 7.2 Authentication Division

**7.2.1 Fingerprint Image Record:** UIDAI's Authentication API has the provision of sending fingerprint authentication request using FMR (Finger Minutiae Record) and FIR (Fingerprint Image Record). To check the liveness of the fingerprint, UIDAI has developed an Artificial Intelligence (AI)/Machine Learning (ML) based model using FIR based fingerprint authentication. During the FIR based authentication, the FIR image will go through certain checks by UIDAI's indigenous AI/ML model to validate the originality (liveness) of the fingerprint images. Requesting entities will have to make provision in their authentication applications to send FIR based authentication request to UIDAI. FIR based biometric authentication will function on existing FMR based devices with an additional service/upgradation being introduced by device vendors. Presently, 24 requesting entities are performing FIR based biometric authentication. A total of 1.25 crore FIR authentication transactions have been carried out till 31 March, 2021.

**7.2.2 Voice Authentication:** There is a consistent endeavour of UIDAI to introduce technological enhancements in the ecosystem and to enhance user experience by providing user friendly technology and contactless authentication is one such step to facilitate residents a hygienic and secure authentication. UIDAI will explore the possibility of use of Voice authentication in Aadhaar ecosystem as it may provide an additional mode of authentication for the residents



through contactless authentication. Voice authentication may be used to make Aadhaar based authentication a complete contactless system authentication. Voice authentication will also be helpful as an alternative mode of authentication to those residents who are not able to authenticate using finger or iris. UIDAI doesn't have Voice sample of residents in database to perform the authentication. To perform the de-duplication, enrolment of voice of each resident will be performed.

### **7.3 CRM and Logistics Division**

#### **7.3.1 Automation of Print application in coordination with Tech Centre**

This includes full automation of major processes to ensure smooth and seamless print and delivery of OAC in future.

#### **7.3.2 New Advanced Contact Centre Infrastructure**

Our present Contact Centre infrastructure is almost 7 years old and as per present

requirements, there is a need to upgrade or re-design many important components like CRM and voice solution 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 planning to over-haul its present grievance redressal mechanism by inducting all important interaction channels, technical automation and strengthening web interface.

### **7.4 Training, Testing and Certification division**

The Training content and the Question bank used for the Certification exam, periodically gets revisited to accommodate the new developments and changes in the operations of the respective divisions. In this context, Testing and Certification division will be initiating the revision of the existing training content with the respective divisions and implement in the forthcoming financial year.



## 8. FINANCIAL PERFORMANCE

### 8.1 UIDAI Fund

Till the year 2017-18, all earnings of UIDAI, including interest and unspent Grant-in-Aid (GIA), were being deposited back in the Consolidated Fund of India. In March, 2019, as per the recommendation in the Justice B.N. Srikrishna Committee report on Data Protection Framework for India, a separate UIDAI Fund was constituted to ensure financial autonomy of the UIDAI. The Fund was constituted through an amendment to the Aadhaar Act, 2016. The Section 25 of the Aadhaar Act (as amended) regarding UIDAI Fund is as follows:

*“25 (1) There shall be constituted a Fund to be called the Unique Identification Authority of India Fund and there shall be credited thereto—*

- (a) all grants, fees and charges received by the Authority under this Act; and*
- (b) all sums of money received by the Authority from such other sources as may be decided upon by the Central Government.*

*(2) The Fund shall be applied for meeting—*

- (a) the salaries and allowances payable*

*to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and*

- (b) the expenses on objects and for purposes authorised by this Act.”*

### 8.2 Budget & Expenditure

8.2.1 UIDAI receives Grants-in-aid (GIA) from Ministry of Electronics and Information Technology (MeitY) under three Heads namely GIA-General, GIA-Capital and GIA-Salaries. Budget and Expenditure of UIDAI since its inception is given in Table 10 and summary of Budget and Expenditure for Financial Year 2020-21 is given in Table 11.

8.2.2 The expenditure under General Head during FY 2020-21 exceeded the Grants received from MeitY by ₹149.52 Cr. (Grant received + unspent balance: ₹652.69 Cr., expenditure: ₹802.21 Cr.). The excess expenditure was met from UIDAI Income.

8.2.3 Budget Estimates (BE) of ₹600.00 Cr have been approved for the FY 2021-22.

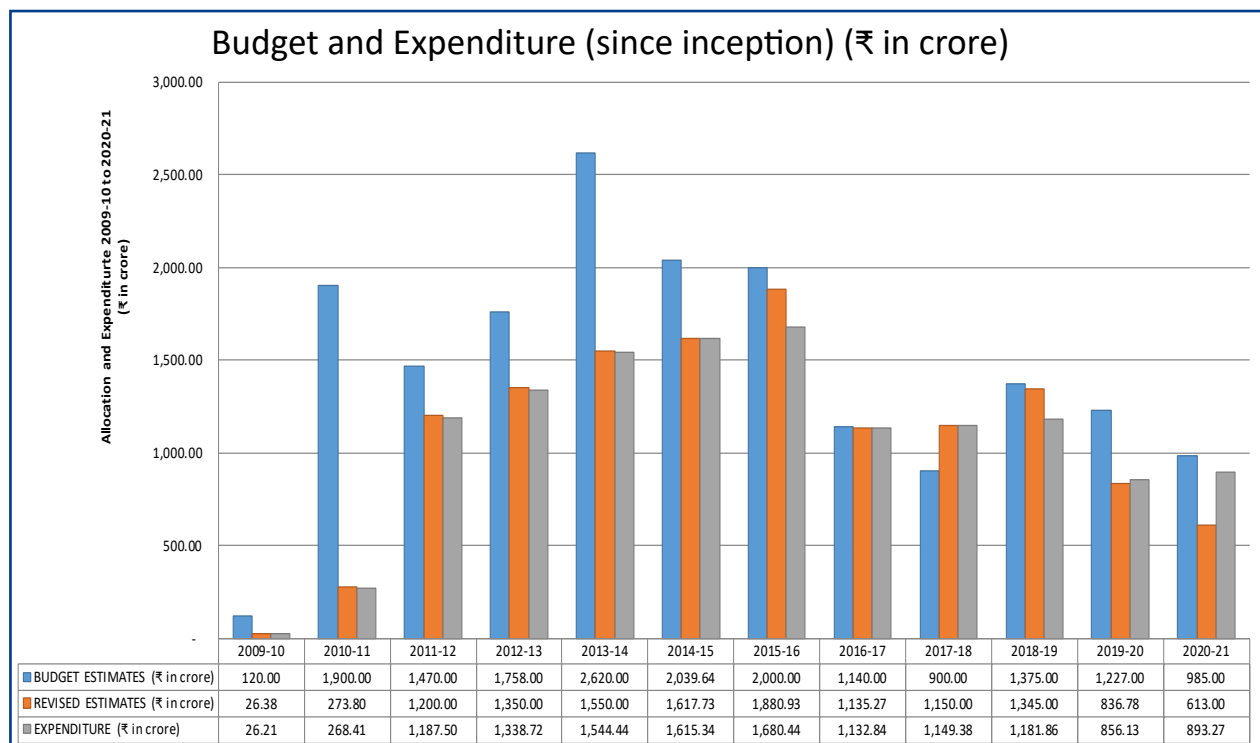


**Table 10 – Budget and Expenditure (since inception)**

Allocation and Expenditure 2009-10 to 2020-21			
Year	Budget Estimates (₹ in crore)	Revised Estimates (₹ in crore)	Expenditure (₹ 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	1,150.00	1,149.38
2018-19	1,375.00	1,345.00	1,181.86
2019-20	1,227.00	836.78	856.13@
2020-21	985.00	613.00	893.27#

@ Excess expenditure met from unspent Grant of previous year.

# Excess expenditure met from unspent Grant of previous year and UIDAI Income.

**Graph 12 - Budget and Expenditure (since inception)**




**Table 11 - Summarised Financial position as on 31st March 2021**

Grant Head	BE 2020-21 (₹ in crore)	Unspent Grant of previous year as on 01.04.2020 (₹ in crore)	RE 2020-21 (₹ in crore)	Total Funds received from MeitY (including unspent Grant) (₹ in crore)	Expenditure upto 31.03.2021 (₹ in crore)	% of Exp. w.r.t. RE 2020-21
(1)	(2)	(3)	(4)	(5)=(3)+(4)	(6)	(7)
Grant-in-aid General	798.50	121.69	531.00	652.69	802.21#	151.07%
Grant-in-aid for Capital	130.00	16.69	35.00	51.69	47.80@	136.57%
Grant -in-aid salaries	56.50	5.40	47.00	52.40	43.26	92.04%
<b>Total</b>	<b>985.00</b>	<b>143.78</b>	<b>613.00</b>	<b>756.78</b>	<b>893.27</b>	<b>145.72%</b>

# Excess expenditure under GIA-General w.r.t. RE was met from unspent balance of previous year and UIDAI Income.

@ Excess expenditure under GIA-Capital w.r.t. RE was met from unspent balance of previous year.



### 8.3 Income from Services

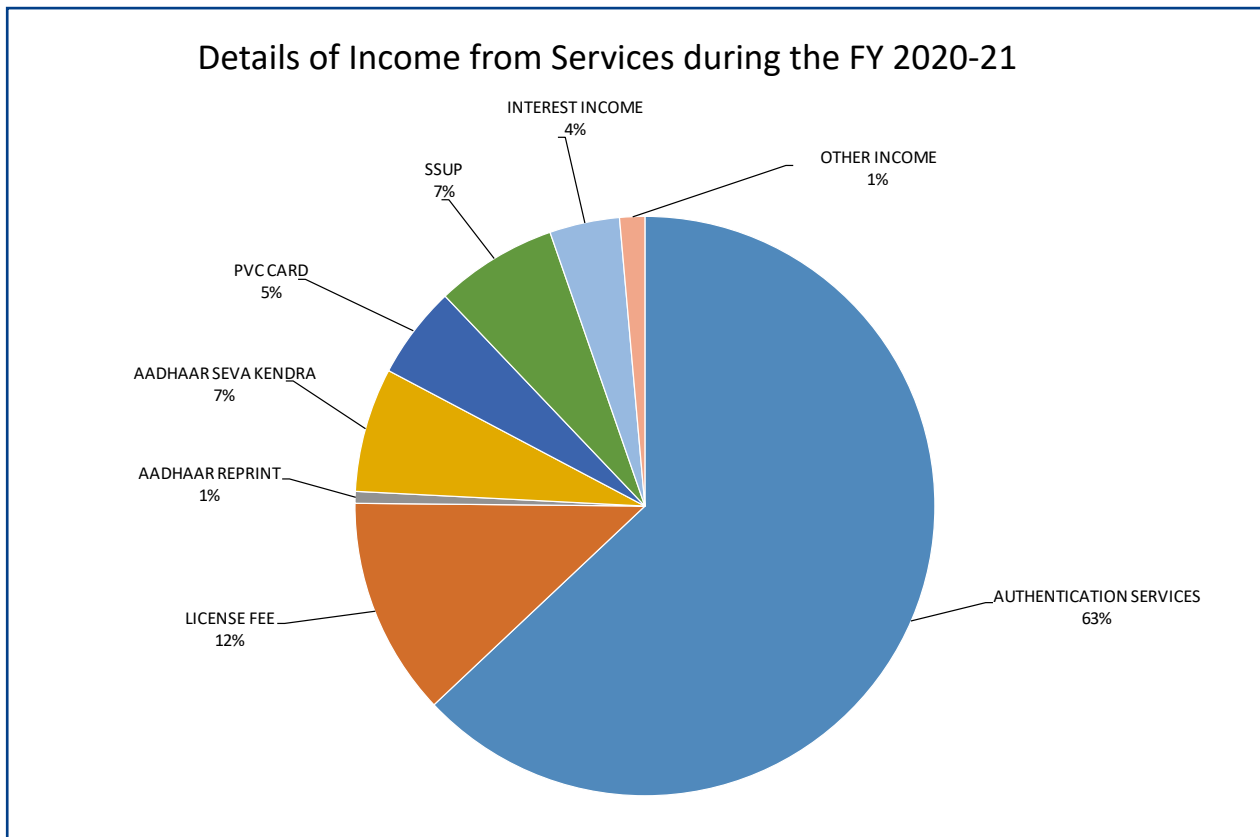
In the month of March, 2019, UIDAI started charging its Yes/No authentication services and eKYC services for certain categories of Authentication service users. Also, UIDAI started its own Aadhaar Seva Kendras wherein

resident can use enrolment and update services. PVC Card Service, Self Service Update Portal (SSUP) and Interest Income are other major sources of UIDAI Income. Income from various services in the year 2020-21 is given in Table 12.

**Table 12 - Details of Income from Services during the FY 2020-21**

Year	Authentic-ation services (₹ in crore)	License Fee (₹ in crore)	Aadhaar re-print (₹ in crore)	Aadhaar Seva Kendra (₹ in crore)	PVC Card (₹ in crore)	SSUP (₹ in crore)	Interest income (₹ in crore)	Other income (₹ in crore)	Total (₹ in crore)
2020-21	156.06	30.20	1.63	17.18	12.78	16.84	9.68	3.47	247.84

**Graph 13 - Details of Income from Services**





## 9. AUDITED ACCOUNTS OF UIDAI FOR THE YEAR 2020-21

### 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 31st March 2021

- We have audited the attached Balance sheet of the Unique Identification Authority of India (UIDAI) as on 31 March 2021 and the Income & Expenditure Account/Receipts and Payment Account for the year ended on that date under section 19 (2) of the Comptroller & Auditor General's (Duties, Powers & Conditions of Services) 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), The Aadhaar and other Laws (Amendment) Ordinance, 2019(02 March 2019). These financial statements are the responsibility of UIDAI 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 efficiently-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 the Management as well as evaluating the overall presentation of Financial Statements. We believe that our audit provides a reasonable basis of 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 & Expenditure Account/Receipts and Payments Account dealt with by this report have been drawn up in the 'Uniform Format of Accounts' approved by Comptroller and Auditor General of India 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 UIDAI.

iv. We further report that:

#### A. Balance sheet as on 31st March 2021

##### Earmarked/Endowment/UIDAI Fund (Schedule 3)

As per Aadhaar (Amendment) Act 2019, a separate UIDAI Fund was created to which all grants, fees and charges received by the Authority were to be credited. The Fund so created was to be applied for meeting salaries and allowances and operations.

The UIDAI Fund so created had an opening balance of ₹ 388.63 Crore as on 1 April 2020. There were receipts of ₹ 935.40 Crore on account of income from License, authentication, enrolment services, income from re print of Aadhaar, PVC Card Service, penalties, LDs & disincentives, Interest, rent etc. in the Fund during the year. Expenses of ₹ 893.27 Crore from the Fund were incurred on account of capital expenditure on Fixed Assets, salary, wages etc of staff and other administrative expenses. The Fund had a closing balance of ₹ 430.76 Crore as on 31 March 2021.

Considering the nature of the Fund as above, the UIDAI Fund as shown in Schedule-3 namely 'Earmarked/Endowment Funds/UIDAI Fund' is not as per the approved format of Accounts for the Autonomous Bodies. UIDAI may take up the issue with the competent authority for approval of a Separate Head and Schedule for the UIDAI Fund.

#### Fixed Assets (Schedule 8): ₹ 700.09 Crore

- 1 The above head is understated by ₹ 6.76 Crore due to non-capitalization of Servers and Desktops which were put to use during 2020-21. This has also resulted in understatement of liabilities by the same amount. Depreciation and deficit for the year are also understated by ₹ 0.78 Crore.
- 2 The above head is understated by ₹ 5.94 Crore due to non accountal of the purchase of batteries for computers during March 2021. Depreciation and deficit for the year are also understated by ₹ 0.04 Crore.

#### B. Income and Expenditure Account

##### Depreciation (Schedule 8) – ₹134.67 Crore

The above head is understated by ₹ 8.26 Crore due to undercharge of depreciation on Software. This has also resulted in the understatement of deficit for the year by the same amount.

##### Other Administrative Expenses (Schedule 21): ₹47.74 Crore

The above head is understated by ₹ 1.04 Crore due to non-inclusion of expenditure towards electricity bill of UIDAI Data Centre, Manesar for the Month of March 2021. This has also resulted in understatement of deficit for the year by the same amount.

##### Operational Expenses (Schedule 22): ₹767.66 Crore

The above head is understated by ₹13.08 Crore due to provision not made for operational expenses to be incurred on account of services provided by the service providers (₹ 2.98 Crore), towards



the resources/Manpower deployed for MSAP contract by Tata Consultancy Services Limited (₹ 9.41 Crore) and amount payable to Telecom Service Provider for Internet services and WAN connectivity charges (₹0.69 Crore) during the year 2020-21. This has also resulted in the understatement of deficit for the year by the same amount.

**Prior Period Expenses - ₹382.75 Crore**

UIDAI has booked huge sum as prior period expenses due to not ensuring Utilisation Certificates in time from the grantee agencies. This has distorted expenditure booking for particular financial years.

**C. Contingent Liabilities and Notes on Accounts (Schedule 26)**

**Capital Commitments: ₹ 81.90 Crore**

The above head is understated by ₹487.77 Crore due to non-inclusion of commitments towards M/s Hewlett Packard Enterprise India Private Limited for MSIP contract.

**D. Grant-in-aid**

Out of the grants in aid of ₹756.78 Crore (including unspent balance of ₹143.78 Crore of the earlier year) received

during the year, UIDAI utilised a sum of ₹ 743.75 crore, leaving a balance of ₹13.03 Crore, as unutilised grant as on 31<sup>st</sup> March 2021.

- v. Subject to our observations in the preceding paragraphs, we report that the Balance Sheet and Income & Expenditure Statement along with Receipt & Payment account dealt with by this report are in agreement with the books of accounts.
- vi. 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 UIDAI as on 31 March 2021; 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  
Comptroller & Auditor General of India**

Sd/-

**(Manish Kumar)**

**Director General of Audit  
(Finance & Communication)**

Place: New Delhi

Date: 31.12.2021



## Annexure-I to Separate Audit Report on the accounts of Unique Identification Authority of India for the year ended 31st March 2021

As per the information and explanation 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: -

### 1. Adequacy Of Internal Audit System

The Finance Division of UIDAI, headed by DDG (Finance), is the designated division for Internal Audit. The Finance Division prepares the annual programme of Internal Audit of the Division in UIDAI HQ and the Regional Offices and constitutes the teams for conducting these Audits. The Audit Teams comprise of Officers from UIDAI HQ and Regional Offices. These Audit Teams visit the concerned Offices/ Divisions and conduct Audit of these Offices/ Divisions. After conducting the Audit, the Audit Team submits a Report to the Finance Division in UIDAI HQ which takes further necessary action thereon.

During the year 2020-21, the Internal Audit wing of UIDAI has conducted the Internal Audit of Regional Office, Delhi (for the period August 2019 to January 2021) and Manesar Data Centre (for the period February 2020 to January 2021). The Internal Audit Report of RO Delhi for the period August 2019 to January 2021 was sent to RO Delhi during August 2021 for compliance after considerable delay due to Covid 19 pandemic. UIDAI may ensure adequate Internal Audit of its headquarter and the Regional offices.

The Internal audit system commensurate with the nature and size of business.

### 2. Adequacy Of Internal Control System

Based on the documents provided to the

audit, it is found that the Internal control system commensurate with the nature and size of business.

### 3. System of Physical Verification of Fixed Assets

The Registers of Fixed Assets are maintained in manual and computerized form. Physical verification was carried out in five Regional Offices. However physical verification of Fixed Assets of UIDAI headquarter for the year 2020-21 was done during September 2021. In our opinion, the System of physical verification of fixed assets of the organization is adequate and commensurate with nature of its functions. However UIDAI may undertake physical verification of its fixed assets in timely manner.

### 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 of ₹68.32 lakh towards TDS default/dispute in Head Office and Regional Offices which is yet to be settled.

Sd/-

**(Manish Kumar)**  
**Director General of Audit**  
**(Finance & Communication)**

Place: Delhi

Date: 31.12.2021



**FORM-A**  
**BALANCE SHEET AS ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Liabilities</b>			
1	Corpus/ Capital Fund	1	9,68,09,80,269.09	14,35,73,05,525.11
2	Reserves and Surplus	2	-	-
3	Earmarked/Endowment/ UIDAI Fund	3	4,30,76,03,570.83	3,88,63,16,669.82
4	Secured Loans and Borrowings	4	-	-
5	Unsecured Loans and Borrowings	5	-	-
6	Deferred Credit Liabilities	6	-	-
7	Current Liabilities and Provisions	7	2,67,71,47,220.05	1,45,94,33,021.63
	<b>Total</b>		<b>16,66,57,31,059.97</b>	<b>19,70,30,55,216.56</b>
	<b>Assets</b>			
1	Fixed Assets	8	7,00,08,60,697.88	7,44,88,25,159.44
2	Investments – from Earmarked/Endowment Funds	9	-	-
3	Investments – Others	10	-	47,33,86,157.00
4	Current Assets, Loans, Advances etc.	11	9,66,48,70,362.09	11,78,08,43,900.12
5	Miscellaneous Expenditure (to the extent not written off or adjusted)		-	-
	<b>Total</b>		<b>16,66,57,31,059.97</b>	<b>19,70,30,55,216.56</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

**FORM-B**  
**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED**  
**31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Income</b>			
1	Income from Services	12	2,34,44,90,623.50	1,51,39,45,833.34
2	Grants/Subsidies	13	8,45,46,42,545.89	7,21,10,39,724.46
3	Fees/Subscriptions	14	30,20,55,278.00	19,68,70,155.68
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	9,68,08,889.33	6,76,84,889.00
7	Other Income	18	48,06,03,978.06	24,92,25,851.29
8	Increase/(decrease) in stock of Finished goods and works-in- progress	19	-	-
	<b>Total (A)</b>		<b>11,67,86,01,314.78</b>	<b>9,23,87,66,453.77</b>
	<b>Expenditure</b>			
1	Establishment Expenses	20	44,28,91,834.00	55,53,93,389.00
2	Other Administrative Expenses etc.	21	47,74,02,497.81	39,54,80,975.82
3	Operational Expenses	22	7,67,66,44,708.06	5,19,94,59,750.84
4	Expenditure on Grants, Subsidies etc.	23	-	-
5	Interest	24	-	-
6	Depreciation (Net Total at the year-end – corresponding to Schedule 8)		1,34,67,49,615.82	1,23,23,24,130.26
	<b>Total (B)</b>		<b>9,94,36,88,655.69</b>	<b>7,38,26,58,245.92</b>
	<b>Balance being excess of Income over Expenditure (C=A-B)</b>		<b>1,73,49,12,659.09</b>	<b>1,85,61,08,207.85</b>



S.No.	Particulars	Schedule	Current Year	Previous Year
	<b>Prior period Expenses (D)</b>		3,82,75,24,021.36	1,48,93,22,037.69
	<b>Prior period Income (E)</b>		15,05,453.72	3,02,16,852.98
	<b>Other prior period adjustments (F)</b>		16,12,13,015.75	40,73,26,455.00
	<b>Transfer to UIDAI Fund (G)</b>		<b>3,22,39,58,768.89</b>	<b>2,02,77,26,729.31</b>
	Transfer to Special Reserve (Specify each)		-	-
	Transfer to / from General Reserve		-	-
	<b>BALANCE BEING SURPLUS/ (DEFICIT) CARRIED TO CORPUS (H) H=(C-D+E+F-G)</b>		<b>(5,15,38,51,661.69)</b>	<b>(1,22,33,97,251.17)</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



**FORM-C**  
**RECEIPT AND PAYMENT ACCOUNT FOR THE YEAR ENDED**  
**31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	<b>Receipts</b>		
<b>1</b>	<b>Opening Balances</b>		
	a. Cash in Hand	12,19,210.00	33,960.00
	b. Bank Balance		
	i. In Current Accounts	32,95,07,112.41	7,76,41,419.45
	ii. In Deposit Accounts	4,95,10,04,686.72	-
	iii. Saving Accounts	-	-
	iv. Other adjustments	-	-
<b>2</b>	<b>Grants/ Subsidies Received</b>		
	a. From Government of India		
	i. Grants-in-aid: General	5,31,00,00,000.00	6,37,51,00,000.00
	ii. Grants-in-aid: Salaries	47,00,00,000.00	49,27,00,000.00
	iii. Grants-in-aid: Capital	35,00,00,000.00	1,50,00,00,000.00
	b. From State Government	-	-
	c. From Other Sources (Details) (Grants for Capital and Revenue Expenditure to be shown separately)	-	-
<b>3</b>	<b>Income from Services</b>	2,72,00,72,640.55	1,71,08,15,989.02
<b>4</b>	<b>Inflow from Investment</b>		
	a. Earmarked/Endowment Funds	-	-
	b. Own Funds (Other investments)	23,86,03,35,866.00	18,53,07,02,945.00
<b>5</b>	<b>Interest Received</b>		
	a. On Bank deposits	13,57,47,065.07	26,88,74,247.60
	b. Loans, advances etc.	36,88,581.00	-
	c. Others	7,28,766.00	-
<b>6</b>	<b>Other Income (Tender Fee, RTI Fee etc.)</b>	7,04,544.00	35,178.00



S.No.	Particulars	Current Year	Previous Year
7	Amount borrowed	-	-
8	Other receipts (give details)		-
	a. NPS	-	-
	b. Leave Salary Pension Contribution	-	2,33,458.00
	c. Security/Earnest money deposit/Bank Guarantee Encashed	5,73,71,565.00	-
	d. Refund of advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advances	3,52,568.00	15,49,929.00
	vi. LTC	4,61,746.00	19,85,989.00
	vii. General Office Expenses	2,32,003.00	12,22,097.00
	e. Income Tax	2,91,50,614.00	-
	f. Service Tax	-	-
	g. Miscellaneous Receipts	2,12,033.00	-
	h. GST/TDS	15,94,86,833.67	-
	i. Advances refunded by State Authorities	46,29,67,596.00	1,23,60,854.00
	j. Advances refunded by Contractors	-	-
	k. Other receipts	7,77,514.02	13,68,894.12
	l. Penalties and Liquidity damages	29,22,380.00	24,78,57,157.17
	m. Sale of Scrap	1,86,221.36	30,288.00
	n. Funds received by Regional Offices	1,02,06,24,317.00	1,19,86,08,969.00
	o. Withheld Amount of Vendors	-	-
	p. Advance received from Debtors	-	19,13,40,487.56
	<b>Total</b>	<b>39,86,77,53,862.80</b>	<b>30,61,24,61,861.92</b>
	<b>Payments</b>		
1	Establishment expenses	37,45,54,621.20	45,60,24,454.80
2	Other Administrative Expenses	52,63,08,515.11	43,62,05,338.76
3	Operational Expenses	6,26,49,14,794.66	4,53,61,68,959.33

S.No.	Particulars	Current Year	Previous Year
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)	23,47,73,04,958.00	15,76,19,82,762.00
6	Expenditure on Fixed Assets & Capital Work-in-Progress		
	a. Purchase of fixed Assets	52,47,10,787.00	77,56,81,895.98
	b. Expenditure on Capital Work-in-progress	4,37,86,207.00	-
7	Refund of surplus money/Loans		
	a. To the Government of India	44,89,17,253.00	-
	b. To the State Government	-	-
	c. To other providers of funds	-	-
8	Finance Charges (Interest)	-	-
9	Other Payments (Specify)		
	a. NPS	-	-
	b. Leave Salary Pension Contribution	1,78,68,450.00	-
	c. Security/Earnest money deposit	1,97,39,420.00	-
	d. Advances		
	i. HBA	-	-
	ii. Car Advance	-	-
	iii. Motor Cycle/Scooter Advance	-	-
	iv. Computer Advance	-	-
	v. Other Advance	39,56,417.65	30,30,192.00
	vi. General Office Expenses	7,43,275.00	44,07,986.00
	vii. LTC	35,56,665.00	1,05,23,878.00
	viii. Central/State Authorities	88,17,78,483.00	1,49,46,76,166.00
	e. Income Tax	-	-
	f. Service Tax	-	-
	g. Miscellaneous payments	-	-
	h. GST/TDS	21,45,16,489.08	30,44,48,790.92





S.No.	Particulars	Current Year	Previous Year
	i. Advances to Contractors	-	34,80,46,460.00
	j. Advance Rent to KSIIDC	-	-
	k. Deposits with Electricity Department	-	-
	l. Deposits with CISF	-	-
	m. Deposits with UPCIDCO (Rent)	-	-
	n. Deposits with CPWD (Hyderabad)	-	-
	o. EMD Refund	-	9,25,000.00
	p. Tender Fees Refund	-	-
	q. Prepayments and Others	37,05,16,624.07	-
	r. Refund to Debtors	-	-
	s. Deposits with agencies- FD	-	-
	t. Deposits with agencies- CISF	-	-
	u. Deposits with agencies- Telephone	-	-
	v. Deposits with agencies- Others	-	-
	w. Withheld amount to Vendors	4,01,46,475.27	-
	x. Funds transferred to Regional Offices	1,02,06,24,317.00	1,19,86,08,969.00
10	Closing Balances		
	a. Cash in Hand	18,79,114.00	12,19,210.00
	b. Bank Balances		
	i. In Current Accounts	1,49,83,50,692.02	32,95,07,112.41
	ii. In Deposit Accounts	4,13,35,80,304.74	4,95,10,04,686.72
	iii. Savings Accounts	-	-
	<b>Total</b>	<b>39,86,77,53,862.80</b>	<b>30,61,24,61,861.92</b>

**Note: The amount shown under head 4b of receipts and 5b of payment is actually the auto sweep of funds above a minimum threshold limit in current account. The net effect of sweep in/out is shown separately as bank balance in deposit account at point 10b (ii) of the payments.**

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General

Sd/-  
Chief Executive Officer



**SCHEDULE 1 – CORPUS/CAPITAL FUND**  
**FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Balance as at the beginning of the year	14,35,73,05,525.11	14,24,03,50,023.13
2	Add : Contributions towards Corpus/ Capital Fund	47,80,29,321.99	1,35,02,07,632.35
3	Add/(Deduct) : Balance of net income/ (expenditure) transferred from the Income and Expenditure Account	(5,15,38,51,661.69)	(1,22,33,97,251.17)
4	Add / (Less) :Previous year Liability transferred to/ from Corpus	(5,02,916.32)	(98,54,879.20)
	<b>Balance as at the year- end</b>	<b>9,68,09,80,269.09</b>	<b>14,35,73,05,525.11</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 2 – RESERVES AND SURPLUS**  
**FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year		Previous 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/UIDAI FUND  
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Fund- Wise Break Up				Total	
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	Current Year	Previous Year
1	Opening balance of the funds	5,39,60,307.00	1,21,69,48,400.15	16,69,24,620.49	2,44,84,83,342.18	3,88,63,16,669.82	2,27,29,14,498.82
2	Additions to the Funds						
	a. Donations/grants	47,00,00,000.00	5,31,00,00,000.00	35,00,00,000.00		6,13,00,00,000.00	8,36,78,00,000.00
	b. Income from investments made on account of funds	-	-	-	-	-	-
	c. License Income	-	-	-	30,20,48,158.00	30,20,48,158.00	19,68,34,977.68
	d. Income from Authentication service	-	-	-	1,56,06,34,951.29	1,56,06,34,951.29	1,25,32,36,979.68
	e. Income from Enrolment service	-	-	-	17,18,09,188.77	17,18,09,188.77	4,40,70,887.56
	f. Income from Re-print Aadhaar	-	-	-	8,93,47,378.61	8,93,47,378.61	21,66,37,966.10
	g. Income from PVC Card Service	-	-	-	35,43,47,663.44	35,43,47,663.44	-
	h. Income from SSUP Service	-	-	-	16,83,51,441.39	16,83,51,441.39	-
	i. Penalties, LDs & Disincentives	-	-	-	44,03,82,130.67	44,03,82,130.67	24,78,57,157.17
	j. Sale of Scrap	-	-	-	-	-	-
	k. Other Income (Interest, Rent, Fees other than License Fee etc)	-	-	-	13,70,37,856.72	13,70,37,856.72	6,90,88,761.12
	l. Interest on receipt of GIA of FY 2018-19 transferred to Current Liabilities	-	-	-	-	-	(22,08,77,201.50)
	m. UIDAI Income available in UIDAI Fund		1,49,51,42,530.54		(1,49,51,42,530.54)		
	<b>Total (2)</b>	<b>47,00,00,000.00</b>	<b>6,80,51,42,530.54</b>	<b>35,00,00,000.00</b>	<b>1,72,88,16,238.35</b>	<b>9,35,39,58,768.89</b>	<b>10,17,46,49,527.81</b>
3	Utilization/Expenditure towards objectives of funds						
	a. Capital Expenditure						



S.No.	Particulars	Fund- Wise Break Up				Total	
		Fund Salary	Fund General	Fund Fixed Assets	Fund Revenue	Current Year	Previous Year
	i. Fixed Assets	-	-	47,80,29,321.99	-	47,80,29,321.99	1,35,02,07,632.35
	ii. Others	-	-	-	-	-	-
	b. Revenue Expenditure						
	i. Salaries, Wages and allowance etc	43,25,51,615.20	-	-	-	43,25,51,615.20	46,92,03,188.00
	ii. Rent	-	-	-	-	-	-
	iii. Other Administrative expenses	-	8,02,20,90,930.69	-	-	8,02,20,90,930.69	6,74,18,36,536.46
	c. Deposited with Central Government	-	-	-	-	-	-
	<b>Total (3)</b>	<b>43,25,51,615.20</b>	<b>8,02,20,90,930.69</b>	<b>47,80,29,321.99</b>	<b>-</b>	<b>8,93,26,71,867.88</b>	<b>8,56,12,47,356.81</b>
	<b>Net Balance as at the Year-end (1 + 2 -3)</b>	<b>9,14,08,691.80</b>	<b>-</b>	<b>3,88,95,298.50</b>	<b>4,17,72,99,580.53</b>	<b>4,30,76,03,570.83</b>	<b>3,88,63,16,669.82</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous 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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous 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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous 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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
A	<b>Current Liabilities</b>				
1	<b>Acceptances</b>		-		-
2	<b>Sundry Creditors</b>				
	a. For Goods & Services		59,11,50,408.87		55,68,67,636.52
	b. Others		9,40,33,764.04		8,98,44,150.00
3	<b>Advances Received</b>		37,76,89,945.22		61,43,87,203.75
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		3,27,18,944.57		(89,56,93,620.21)
6	<b>Other current Liabilities</b>				
a	<b>Grant- Capital Creation</b>				
	Opening Balance	-		-	
	Add: Grant Received during the year	35,00,00,000.00		1,50,00,00,000.00	
	Less: Grant Utilised during the year	47,80,29,321.99		1,35,02,07,632.35	
		<b>(12,80,29,321.99)</b>		<b>14,97,92,367.65</b>	
	<b>Less: Transferred to Corpus</b>	-		-	
		<b>(12,80,29,321.99)</b>		<b>14,97,92,367.65</b>	
	<b>Less: Transferred to/from UIDAI Fund</b>	<b>(12,80,29,321.99)</b>	-	<b>14,97,92,367.65</b>	-
b.	<b>Grant- Salary</b>				
	Opening Balance	-		-	
	Grant Received during the year	47,00,00,000.00		49,27,00,000.00	
	Less: Revenue grant transferred to Income	43,25,51,615.20		46,92,03,188.00	
		<b>3,74,48,384.80</b>		<b>2,34,96,812.00</b>	-
	<b>Less: Transferred to UIDAI Fund</b>	<b>3,74,48,384.80</b>	-	<b>2,34,96,812.00</b>	-

S.No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
c.	<b>Grant- General</b>				
	Opening Balance	-		-	
	Grant Received during the year	5,31,00,00,000.00		6,37,51,00,000.00	
	Less: Revenue grant transferred to Income	8,02,20,90,930.69		6,74,18,36,536.46	
		<b>(2,71,20,90,930.69)</b>		<b>(36,67,36,536.46)</b>	
	<b>Less: Unspent Grant Transferred to/from UIDAI Fund</b>	<b>(1,21,69,48,400.15)</b>		<b>(36,67,36,536.46)</b>	
	<b>Less: UIDAI Income Transferred to/from UIDAI Fund</b>	<b>(1,49,51,42,530.54)</b>	-	-	-
d.	<b>Retained earnings- Central Government</b>				
	<b>Opening Balance</b>	44,89,17,253.00		-	
	a. Income from Investments made on account of funds	-		-	
	b. License Income and NRD	-		-	
	c. Penalties, LDs & Disincentives	-		-	
	d. Sale of Scrap	-		-	
	e. Interest Income	9,07,82,472.30		21,81,85,172.03	
	f. Other Income	17,53,510.00		-	
		<b>54,14,53,235.30</b>		<b>21,81,85,172.03</b>	
	Less: Refunded to Central Government	44,89,17,253.00		-	
	<b>BALANCE FUND</b>	<b>9,25,35,982.30</b>		<b>21,81,85,172.03</b>	
	Less: Transferred to Corpus	-		-	
	Add : Amount pertaining to FY 2017-18, transferred from Corpus	-		<b>98,54,879.20</b>	
	Add : Interest on GIA of FY 2018-19, transferred from UIDAI Fund	-	9,25,35,982.30	<b>22,08,77,201.50</b>	44,89,17,252.73
	<b>Total (A)</b>		<b>1,18,81,29,045.00</b>		<b>81,43,22,622.79</b>
B	<b>Provisions</b>				
1	For Taxation		-		-
2	Gratuity		-		-
3	Superannuation/Pension contribution		-		-



S.No.	Particulars	Current Year	Current Year	Previous Year	Previous Year
4	Accumulated Leave Encashment		-		-
5	Trade Warranties/Claims		-		-
6	Leave salary payable		-		-
7	Others (Salary, General office & Other expenses Payable)		1,48,90,18,175.05		64,51,10,398.84
	<b>Total (B)</b>		<b>1,48,90,18,175.05</b>		<b>64,51,10,398.84</b>
	<b>Total (A+B)</b>		<b>2,67,71,47,220.05</b>		<b>1,45,94,33,021.63</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 8: FIXED ASSETS**

(Amount in ₹)

Description	Gross Block				Accumulated Depreciation				Net Block			
	Cost/Valuation as at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Adjustments (6)	Cost/Valuation at the end (7)	As at 01/04/2020 (8)	Additions during the year (9)	Deductions during the year (10)	Adjustments (11)	As at 31/03/2021 (12)	As at 31/03/2021 (13)	As at the Previous Year end at 31/03/2020 (14)
<b>FIXED ASSETS</b>												
<b>I. Land</b>												
a. Freehold	46,61,88,290.46	24,69,48,540.00	-		71,31,36,830.46	-	-	-	-	-	71,31,36,830.46	46,61,88,290.46
b. Leasehold	9,87,64,050.00	-	-		9,87,64,050.00	2,88,71,572.97	32,92,135.00	-	-	3,21,63,707.97	6,66,00,342.03	6,98,92,477.03
<b>TOTAL (1)</b>	<b>56,49,52,340.46</b>	<b>24,69,48,540.00</b>	<b>-</b>		<b>81,19,00,880.46</b>	<b>2,88,71,572.97</b>	<b>32,92,135.00</b>	<b>-</b>	<b>-</b>	<b>3,21,63,707.97</b>	<b>77,97,37,172.49</b>	<b>53,60,80,767.49</b>
<b>2. Office Buildings and Data Centre:</b>												
a. On Freehold Land	1,96,17,52,817.00	-	-		1,96,17,52,817.00	8,09,08,748.17	3,10,61,086.27	-	-	11,19,69,834.44	1,84,97,82,982.56	1,88,08,44,068.83
b. On Leasehold Land	1,15,00,000,000.00	-	-		1,15,00,000,000.00	8,72,20,411.42	1,82,08,333.33	-	-	10,54,28,744.75	1,04,45,71,255.25	1,06,27,79,588.84
c. Ownership Flats/ Premises	-	-	-		-	-	-	-	-	-	-	-
d. Superstructures on Land not belonging to the entity	-	-	-		-	-	-	-	-	-	-	-
<b>TOTAL (2)</b>	<b>3,11,17,52,817.00</b>	<b>-</b>	<b>-</b>		<b>3,11,17,52,817.00</b>	<b>16,81,29,159.59</b>	<b>4,92,69,419.60</b>	<b>-</b>	<b>-</b>	<b>21,73,98,579.19</b>	<b>2,89,43,54,237.81</b>	<b>2,94,36,23,657.67</b>
<b>3. Plant Machinery &amp; Equipment</b>												
a. Plant & Machinery	1,89,38,33,918.22	18,135.60	-		1,89,38,52,053.82	58,02,42,125.31	11,99,43,085.45	-	-	70,01,85,210.76	1,19,36,66,843.06	1,31,35,91,792.91
b. Technology infrastructure (Server & DPUs)	14,92,26,33,037.10	24,93,08,579.63	-		15,17,19,41,616.73	13,13,07,26,989.31	74,87,14,379.79	-	-	13,87,94,41,569.10	1,29,25,00,247.63	1,79,19,06,047.79
c. UBCC Infrastructure	-	-	-		-	-	-	-	-	-	-	-
d. Information Technology (Software)	87,69,55,625.77	17,35,40,472.87	-		1,05,04,96,098.64	38,92,97,105.60	26,76,14,306.05	-	-	65,69,11,411.65	39,35,84,686.99	48,76,58,520.17
<b>TOTAL (3)</b>	<b>17,69,34,22,581.09</b>	<b>42,28,67,188.10</b>	<b>-</b>		<b>18,11,62,89,769.19</b>	<b>14,10,02,66,220.22</b>	<b>1,13,62,71,771.29</b>	<b>-</b>	<b>-</b>	<b>15,23,65,37,991.51</b>	<b>2,87,97,51,777.68</b>	<b>3,59,31,56,360.87</b>





Description	Gross Block					Accumulated Depreciation					Net Block	
	Cost/Valuation as (01/04/2020) at beginning of the year (3)	Addition during the year (4)	Deduction during the year (5)	Adjustments (6)	Cost/Valuation at the end (7)	As at 01/04/2020 (8)	Additions during the year (9)	Deductions during the year (10)	Adjustments (11)	As at 31/03/2021 (12)	As at 31/03/2021 (13)	As at the Previous Year end at 31/03/2020 (14)
4. Vehicles	14,60,515.00	-	-	(6)	14,60,515.00	3,36,184.48	1,70,956.89	-	-	5,07,141.37	9,53,373.63	11,24,330.52
5. Furniture & Fixtures	8,82,48,337.53	5,24,083.70	-	-	8,87,72,421.23	3,71,84,031.64	69,17,608.89	-	-	4,41,01,640.53	4,46,70,780.70	5,10,64,305.89
6. Office Equipments	8,02,19,440.15	1,87,38,221.35	26,90,140.00	(5,02,916.32)	9,57,64,605.18	5,70,91,268.13	74,55,513.24	25,55,633.00	-	6,19,91,148.37	3,37,73,456.81	2,31,28,172.02
7. Computer/Peripherals (Desktop, Printers & Others)	57,16,62,437.23	2,10,27,072.16	59,95,256.71	-	58,66,94,252.68	35,29,72,049.14	13,56,61,056.32	56,95,493.87	-	48,29,37,610.65	10,37,56,642.03	21,86,90,388.09
8. Electric Installations	1,13,00,032.49	1,99,330.00	-	-	1,14,99,362.49	27,03,303.66	16,82,498.62	-	-	43,85,802.28	71,13,560.21	85,96,728.83
9. Library Books	-	-	-	-	-	-	-	-	-	-	-	-
10. Other fixed assets	-	-	-	-	-	-	-	-	-	-	-	-
a. Laptop & Tablets	3,30,44,325.52	68,05,945.24	26,41,127.87	-	3,72,09,142.89	2,18,07,047.04	47,54,280.76	23,95,898.39	-	2,41,65,429.11	1,30,43,713.78	1,12,37,278.48
b. Mobile Phone	92,67,408.38	13,19,044.37	15,500.00	-	1,05,70,952.75	74,19,817.85	12,74,375.21	14,725.00	-	86,79,468.06	18,91,484.69	18,47,590.53
<b>TOTAL (10)</b>	<b>4,23,11,733.90</b>	<b>81,24,989.61</b>	<b>26,56,627.87</b>	<b>(5,02,916.32)</b>	<b>4,77,80,095.64</b>	<b>2,92,26,864.89</b>	<b>60,28,655.97</b>	<b>24,10,623.39</b>	<b>-</b>	<b>3,28,44,897.17</b>	<b>1,49,35,198.47</b>	<b>1,30,84,869.01</b>
<b>Total of Current Year (1+2+3+4+5+6+7+8+9+10)</b>	<b>22,16,53,30,234.85</b>	<b>71,84,29,424.92</b>	<b>1,13,42,024.58</b>	<b>(5,02,916.32)</b>	<b>22,87,19,14,718.87</b>	<b>14,77,67,80,654.72</b>	<b>1,34,67,49,615.82</b>	<b>1,06,61,750.26</b>	<b>-</b>	<b>16,11,28,68,519.04</b>	<b>6,75,90,46,199.83</b>	<b>7,38,85,49,580.39</b>
Previous Year	21,49,80,38,460.69	66,99,38,702.16	26,46,928.00	-	22,16,53,30,234.85	13,54,44,56,524.46	1,23,28,27,046.58	5,02,916.32	-	14,77,67,80,654.72	7,38,85,49,580.39	7,95,35,81,936.49
Capital work-in-progress	6,02,75,579.05	18,15,38,919.00	-	-	24,18,14,498.05	-	-	-	-	-	24,18,14,498.05	6,02,75,579.05
<b>GRAND TOTAL</b>	<b>22,22,56,05,813.90</b>	<b>89,99,68,343.92</b>	<b>1,13,42,024.58</b>	<b>(5,02,916.32)</b>	<b>23,11,37,29,216.92</b>	<b>14,77,67,80,654.72</b>	<b>1,34,67,49,615.82</b>	<b>1,06,61,750.26</b>	<b>-</b>	<b>16,11,28,68,519.04</b>	<b>7,00,08,60,697.88</b>	<b>7,44,88,25,159.44</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous 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	-	-
	b. FD Project- EIL	-	47,33,86,157.00
	<b>Total</b>	-	<b>47,33,86,157.00</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General





**SCHEDULE 11 – CURRENT ASSETS, LOANS, ADVANCES, ETC  
FORMING PART OF BALANCE SHEET AS ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
	<b>A. Current Assets</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	28,28,06,175.77	25,18,34,350.07
	b. Others	27,38,85,050.93	31,52,72,588.73
3	<b>Cash in hand (including cheques/drafts and imprest)</b>	18,79,114.00	12,19,210.00
4	<b>Bank Balances</b>		
	a. With Scheduled Banks		
	i. On Current Accounts	1,49,83,50,692.02	32,95,07,112.41
	ii. On Deposit Accounts (includes margin money)	4,13,35,80,304.74	4,95,10,04,686.72
	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>6,19,05,01,337.46</b>	<b>5,84,88,37,947.93</b>
	<b>B. LOANS, ADVANCES AND OTHER ASSETS</b>		
1	<b>Loans</b>		
	a. Staff		
	i. LTC Advance	60,88,452.00	49,99,036.00



S.No.	Particulars	Current Year	Previous Year
	ii. General Office Expenses	9,04,873.00	8,93,339.00
	b. Other Entities engaged in activities/objectives similar to that of the Entity		
	c. Other (TA and other Advance)	12,25,137.20	11,03,072.00
2	<b>Advances and other amounts recoverable in cash or in kind or for value to be received</b>		
	a. On Capital Account	37,18,44,449.95	-
	b. Prepayments	1,28,49,176.00	3,00,70,766.00
	c. Security Deposits	8,16,51,635.00	8,07,35,817.00
	d. Others		
	i. TDS receivable	16,88,54,401.76	11,16,80,796.73
	ii. BOC, State Govt.(ICT Assistance), DOP etc.	1,74,14,14,672.30	5,67,46,52,043.85
	iii. Contractors	2,01,61,110.90	1,62,96,707.00
	iv. GST Input Tax Credit	1,06,22,21,499.49	-
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.....)		
	i. On Deposit with Scheduled Banks	71,53,617.03	1,15,74,374.61
4	<b>Claims Receivable</b>		
	<b>Total (B)</b>	<b>3,47,43,69,024.63</b>	<b>5,93,20,05,952.19</b>
	<b>Total (A+B)</b>	<b>9,66,48,70,362.09</b>	<b>11,78,08,43,900.12</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Authentication services	1,56,06,34,951.29	1,25,32,36,979.68
2	Enrolment services	17,18,09,188.77	4,40,70,887.56
3	Others		
	a) Re print Aadhar	8,93,47,378.61	21,66,37,966.10
	b) Order Aadhaar Card (OAC) Service	35,43,47,663.44	-
	c) Self Service Update Portal (SSUP)	16,83,51,441.39	-
	<b>Total</b>	<b>2,34,44,90,623.50</b>	<b>1,51,39,45,833.34</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Central Government	-	-
	a. Grant - Salary	43,25,51,615.20	46,92,03,188.00
	b. Grant - General	5,31,00,00,000.00	6,37,51,00,000.00
2	State Governments(s)	-	-
3	Government Agencies	-	-
4	Institutions/Welfare Bodies	-	-
5	International Organisations	-	-
6	Others (Specify)		
	a. Unspent grant available in UIDAI Fund	1,21,69,48,400.15	36,67,36,536.46
	b. UIDAI income available in UIDAI Fund	1,49,51,42,530.54	-
	<b>Total</b>	<b>8,45,46,42,545.89</b>	<b>7,21,10,39,724.46</b>

Sd/-

Assistant Director General

Sd/-

Deputy Director General



**SCHEDULE 14 – FEES/SUBSCRIPTIONS  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR  
THE YEAR ENDED ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Entrance Fee	-	-
2	Annual Fee/Subscription	-	-
3	Seminar/Program Fee	-	-
4	Professional/Consultancy Services	-	-
5	License Fee	30,20,48,158.00	19,68,34,977.68
6	Others (RTI fee, Tender fee, RFP fee, etc...)	7,120.00	35,178.00
	<b>Total</b>	<b>30,20,55,278.00</b>	<b>19,68,70,155.68</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Investment from Ear-marked Fund	Investment from Ear-marked Fund	Investment - Others	Investment - Others
		Current Year	Previous Year	Current Year	Previous 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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous 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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	<b>On Term Deposits</b>		
	a. With Scheduled Banks	-	-
	i. On receipts from GIA	-	-
	ii. On other receipts	9,68,08,889.33	6,76,84,889.00
	b. With Non-Scheduled Banks	-	-
	c. With Institutions	-	-
	d. Others (Escrow A/c with EIL)	-	-
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>	<b>9,68,08,889.33</b>	<b>6,76,84,889.00</b>

**Notes:**

- i. TDS of ₹ 72,13,629/-deducted on interest in the FY 2020-21.
- ii. The interest of ₹ 9,68,08,889/-shown in point 1 (a) (ii) is the interest earned on auto sweep arrangement in current account with bank.

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 18 – OTHER INCOME  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Profit on Sale/disposal of Assets:		
	a. Owned assets	-	-
	b. Assets acquired out of grants, or received free of cost	(88,927.45)	-
2	Liquidated damages, penalty realized	44,03,82,130.67	24,78,57,157.17
3	Fees for Miscellaneous Services	63,20,464.93	-
4	Rent	5,61,000.00	5,76,000.00
5	Miscellaneous Income	3,34,29,309.91	7,92,694.12
	<b>Total</b>	<b>48,06,03,978.06</b>	<b>24,92,25,851.29</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Salaries and Wages	36,16,52,819.00	38,72,07,578.00
2	Overtime Allowance	-	-
3	Allowances and Bonus	72,86,409.00	47,82,411.00
4	Medical Treatment	47,43,706.00	40,51,239.00
5	Tuition fee reimbursement	45,42,984.00	55,39,423.00
6	Domestic Travel Expenses	79,79,379.00	2,38,82,390.00
7	Foreign Travel Expenses	1,23,902.00	16,03,695.00
8	Contribution to NPS	54,68,133.00	58,66,346.00
9	Contribution to Gratuity Fund	76,567.00	4,33,747.00
10	Leave Salary Pension Contribution	4,89,93,073.00	12,01,57,746.00
11	Expenses on Employees' Retirement and Terminal Benefits	-	-
12	Contribution to Other Fund	-	-
13	Staff Welfare Expenses	-	-
14	Other (Leave Encashment & Honorarium)	20,24,862.00	18,68,814.00
	<b>Total</b>	<b>44,28,91,834.00</b>	<b>55,53,93,389.00</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	Purchase	-	-
2	Labour and Processing Expenses	-	-
3	Cartage and Carriage Inwards	-	-
4	Electricity and Power	2,38,93,274.80	2,84,95,979.26
5	Water Charges	17,62,930.00	19,44,001.88
6	Insurance	39,215.00	33,935.00
7	Repairs and Maintenance	30,81,209.78	40,53,963.42
8	Excise Duty	-	-
9	Rent, Rates and Taxes	12,70,02,037.66	12,24,10,334.06
10	Vehicles Running and Maintenance	1,00,847.98	2,97,337.19
11	Postage, Telephone and Communication Charges	53,78,288.81	60,71,497.13
12	Printing and Stationary	23,28,161.23	35,21,677.94
13	Travelling and Conveyance Expenses	2,79,11,850.23	2,89,87,990.82
14	Expenses on Seminar/Workshops	1,71,669.54	5,27,552.00
15	Subscription Expenses	7,57,794.66	13,83,308.00
16	Expenses on Fees	-	-
17	Auditors Remuneration	8,76,221.00	-
18	Hospitality Expenses	6,34,697.76	33,59,554.10
19	Professional Charges	3,11,68,266.39	1,12,35,942.06
20	Books and Periodicals	1,98,008.00	85,081.00
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	-	25,000.00
27	Advertisement and Publicity	21,33,867.07	56,18,439.73



S.No.	Particulars	Current Year	Previous Year
28	Legal Charges	2,93,90,611.40	1,48,15,374.00
29	Payment to Contractual Staff (MTOs, Office Boys, etc.)	6,42,19,143.34	6,23,92,432.15
30	Others		
	i. Sitting Fees	-	1,200.00
	ii. Annual Maintenance Charges	3,34,160.25	28,00,668.74
	iii. Office Expenses	9,65,86,492.28	9,74,19,707.34
	iv. Donation	5,33,317.97	-
	v. Payment to CISF ( UIDAI-HQ)	5,89,00,432.66	-
	<b>Total</b>	<b>47,74,02,497.81</b>	<b>39,54,80,975.82</b>

Sd/-  
Assistant Director General

Sd/-  
Deputy Director General



**SCHEDULE 22 – OPERATIONAL EXPENSES  
FORMING PART OF INCOME AND EXPENDITURE ACCOUNT FOR THE  
YEAR ENDED ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
1	<b>Enrolment, Authentication and Updation.</b>		
	a. Assistance to Registrars	3,57,48,62,142.37	1,72,49,35,003.00
	b. Quality Controls (Pre-ABIS)	3,60,40,147.62	3,38,25,916.32
	c. Advertisement and Publicity	2,83,59,294.69	4,73,00,417.54
	d. BPO Updation Cost	6,59,95,945.11	6,99,26,216.36
2	<b>Technology Operations</b>		
	a. Office Expenses/BSP & TSP Payments		
	i. Payment to Biometric Service Provider(BSP)	10,87,19,335.51	14,23,85,801.14
	ii. Payment to Telecom Service Provider(TSP)	5,99,20,175.44	3,91,08,129.58
	iii. Office Expenses (Data centres)	33,60,07,299.53	29,35,39,773.76
	b. Rent, Rates & Taxes	-	-
	c. Professional Services/MSP/MSAP/MSIP cost		
	i. Annual Maintenance Cost(AMC)	1,05,97,78,482.26	1,02,48,01,726.63
	ii. Manpower Service	38,80,06,684.46	32,83,94,708.50
	d. Payment to CISF	-	5,40,89,452.00
	e. KM Portal Development Charges	-	-
3	<b>Logistics and Other Communication</b>		
	a. Printing Cost	27,67,62,718.72	23,09,29,883.87
	b. Dispatch Cost	59,62,56,326.05	13,73,47,872.92
	c. TFN/Contact Centre Cost	29,92,71,319.76	37,34,80,724.16
	d. Grievance Handling Operators	93,36,304.98	78,51,500.38
	e. Other Charges	5,99,292.50	91,886.16
4	<b>Aadhaar Enabled Applications</b>		
	a. ICT Assistance to States/UTs	-	-
	b. Micro ATM Assistance	-	-
	c. Development of Aadhaar based Applications	-	-

S.No.	Particulars	Current Year	Previous Year
	d. AEA/ State Resource Person	-	31,52,936.00
	e. Other Charges	-	2,20,721.00
<b>5</b>	<b>Other Support Operations</b>		
	a. D. M. S.	-	-
	b. D. M. S. – QC	27,26,30,317.37	22,68,27,182.41
	c. GRCP	5,21,29,983.19	7,35,73,951.00
	d. Training & Testing/ Certification	54,54,392.34	14,30,000.00
<b>6</b>	<b>UBCC Operations</b>		
	a. OE	-	-
	b. OAE	-	-
	c. Grants in Aid	-	-
<b>7</b>	<b>Physical Security</b>		
	a. Salaries	25,29,21,684.25	19,93,17,205.00
	b. Office Expenses	1,10,12,062.74	5,27,48,515.56
	c. Rent, Rates & Taxes	40,49,106.00	40,82,594.00
	d. Other Charges	28,03,320.00	58,75,463.28
<b>8</b>	<b>Information Technology</b>		
	a. Office Expenses	3,37,53,443.25	3,86,26,581.27
	b. Rent, Rates & Taxes	-	-
	c. Professional Services (PMU, TSU, Other Contracts)	20,16,31,074.00	8,55,80,799.00
	d. Other Expenses	3,43,855.92	14,790.00
<b>9</b>	<b>North Eastern Areas (UIDAI)</b>		
	a. Logistics and Other Communication	-	-
	b. Other Charges	-	-
	<b>Total</b>	<b>7,67,66,44,708.06</b>	<b>5,19,94,59,750.84</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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
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 ON 31st MARCH 2021**

(Amount in ₹)

S.No.	Particulars	Current Year	Previous Year
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 ON 31 MARCH 2021

#### 1. BASIS OF ACCOUNTING

- 1.1 The financial statements are prepared as per the Unique Identification Authority of India (Form of Annual Statement of Accounts) Rules, 2018 in Form ‘A’, Form ‘B’, and Form ‘C’ and the Schedules annexed to these Rules.
- 1.2 The financial statements are prepared on the basis of historical cost convention, unless otherwise stated and on the accrual method of accounting.

#### 2. INVESTMENTS

- 2.1 Investments classified as “long term investments” are carried at cost. Provision for the 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 the 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, minus accumulated depreciation and impairment losses, if any. The cost of fixed assets comprise its purchase price net of any trade discounts and rebates, 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 the 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, minus impairment loss (if any), under Capital Work-in-Progress. The cost includes the purchase cost including import duties, non –refundable taxes, and directly attributable costs.
- 3.3 **Intangible Assets -:** The cost of intangible assets comprises its purchase price net of any trade discounts and rebates, 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 capitalized only if such expenditure results in an increase in the future benefits from such asset beyond its previously assessed

standard of performance.

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

- 3.4 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 Reserve.

#### 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 mentioned 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
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 AND RECEIPTS OTHER THAN GOVERNMENT ASSISTANCE

5.1 Government grants to the extent realized have been fully credited to the Fund called “Unique Identification Authority of India Fund”, hereinafter called “UIDAI Fund”.

5.2 All other receipts excluding interest on Grant have been credited fully to ‘UIDAI Fund’.

5.3 The un-utilized balances of earlier years refunded by some of the States and other Agencies have been adjusted from the outstanding advances standing against them. The same has been conveyed to MeitY.

5.4 As no specific Schedule has been given in the prescribed format of the Balance Sheet for the “UIDAI Fund”, ‘Schedule-3’ namely ‘Earmarked / Endowment Funds’ has been used for UIDAI Fund. The Schedule has been re-named as “Earmarked/ Endowment/UIDAI Fund”.

5.5 The credit of grants and other receipts as mentioned above in point 5.1 and 5.2 is as per Section 25 of the Aadhaar Act, 2016 (as amended), which is reproduced below :

*“25(1) There shall be constituted a Fund to be called the ‘Unique Identification Authority of India Fund’ and there shall be credited thereto-*

*(a) all grants, fees and charges received by the Authority under this act; and*

*(b) all sums received by the Authority from such other sources as may be decided upon by the Central Government.*

*(2) The Fund shall be applied for meeting-*

*(a) the salaries and allowances payable to the Chairperson and members and administrative expenses including the salaries, allowances and pension payable to or in respect of officers and other employees of the Authority; and*

*(b) the expenses on objects and for purposes authorized by this Act”.*

5.6 Rates and Validity period of License Fees from AUA/KUA/ASA are as under :

Type of Agency	Pre- Production License		Production License	
	Fees	Validity Period	Fees	Validity Period
AUA/KUA	₹ 5 Lakh	3 months	₹ 20 Lakh	2 years
Sub AUA	-	-	₹ 3 Lakh	2 years
ASA	₹ 10 Lakh	3 months	₹ 1 Cr	2 years

The income from License fees is being booked on the basis of proportionate number of days i.e. from the date of raising of invoice to the end of current financial year and the balance amount is booked as “income received in advance” to be booked in the coming financial years on proportionate basis.



## 6. FOREIGN CURRENCY TRANSACTIONS

- 6.1 Transactions denominated in foreign currency are accounted at the exchange rate prevailing on the date of the transaction.
- 6.2 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 ON 31 MARCH 2021**

### 1. CONTINGENT LIABILITIES

- a. Claims against the Entity not acknowledged as debts – ₹370,25,98,106/- (Previous Year ₹218,84,50,349/-). Details given at point (h) below.
- b. In respect of :
  - i. Bank Guarantees given by/on behalf of the Entity – Nil (Previous Year – Nil)
  - ii. Letter of Credit opened by Bank on behalf of Entity – Nil (Previous Year – Nil)
  - iii. Bills discounted with bank – Nil (Previous Year – Nil)
- c. Disputed demand for TDS Defaults of ₹68,32,240/- as on 31st March 2020 against UIDAI Headquarters and Regional Offices. (Previous Year ₹64,22,420/-)
- d. (i) Service Tax – Nil (Previous Year – Nil)  
(ii) Municipal Taxes – Nil (Previous Year – Nil)
- e. Maintenance charges for ₹20.57 Lakh have been demanded by LIC for Tower 2/ Level-2 at Jeewan Bharati Building, however, the same is not acceptable to UIDAI. Accordingly no liability has been created.
- f. Claims from parties for non-execution of orders, but contested by the Entity– Nil (Previous Year – Nil)
- g. Amount withheld in respect of agreement with vendors - ₹57,61,24,829/- (Previous Year – ₹50,92,32,782/-).
- h. Details of Court cases pending against UIDAI for claims of ₹370,25,98,106/- as on 31st March, 2021 :-

(figures in Rupees)

S.No.	Suit filed by M/s.	Matter pending in	Financial claim of the Petitioner	Remarks
1	HCL Infosystems Ltd.	Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996'	31,09,31,386/-	Claim for refund of deductions made in invoice for the period from 07.08.2019 to 06.04.2021
2	HCL Infosystems Ltd.	Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996'	12,18,54,720/-	Cost in relation to fresh arrangements with OEMs and AMCs and manpower cost.
3	HCL Infosystems Ltd.	Arbitral Tribunal under 'Arbitration and Conciliation Act, 1996'	312,44,90,000/-	MSP claims against deductions in second arbitration case.
4	Serco BPO Services Pvt. Ltd.	Arbitral Tribunal under Arbitration and Conciliation Act, 1996	5,14,00,000/-	Original Claim by M/s. Serco ₹3.28 Crore & revised claim ₹5.14 Crore
5	Reliance Communication Ltd (RCom)	Delhi High Court	8,95,00,000/-	Claim by M/s. RCOM for ₹8.95 Crore
6	i-Energizer IT Services Pvt Ltd	Patiala House District Court, New Delhi	44,22,000/-	Claim by M/s. i-Energizer IT Services for ₹44.22 lakh
		<b>Total</b>	<b>370,25,98,106/-</b>	

**Note:**

- a. The amount of ₹31,09,31,386/-, ₹12,18,54,720/- and ₹312,44,90,000/- mentioned at sr. no. 1, 2 & 3 of the table have been taken from the claim statement filed by M/s.HCL Infosystems Ltd. in two arbitrations, and are subject to final order being awarded by the Tribunal, which may be for an amount different than the amounts claimed and subject to the consideration of the following facts also :-
- i) The said amount of ₹312,44,90,000/- includes the interest of ₹95.46 crore claimed by HCL. However, the same is discretionary under the Arbitration and Conciliation Act.
  - ii) The UIDAI also have a counter claim of ₹94,89,25,192 against HCL Infosystems Ltd. The quantum of the counter claim is still being worked out by UIDAI and final claim may vary.
  - iii) The liability is purely contingent upon the award of the Arbitral tribunal.
- b. Apart from above, there are some other pending cases also in which, financial implication is either 'Nil' or not ascertainable.

**2. CAPITAL COMMITMENTS**

Estimated value of contracts remaining to be executed on capital account and not provided for (net of advances) – ₹81.90 crore.

**3. LEASE OBLIGATIONS**

- 3.1 Future obligations for rentals under finance lease arrangements for Plant and Machinery amount to - NIL. (Previous Year – NIL)
- 3.2 Tech-Bangalore, UIDAI vide Lease Agreement dated 24 June 2011 had acquired a land measuring 12372.40 Sq. Mtrs at a cost price of ₹9.87 crore on lease basis for a period of thirty years towards construction of Technology Centre at Bangalore. The accounting treatment and depreciation policy in this regard is given below :-
- i. Terms of Lease – The lease agreement may be renewed after completion of 30 years for a period to be determined by the Lessor by a separate deed.
  - ii. For accounting purpose, the leasehold land has been shown separately in Schedule -8 Fixed Assets.
  - iii. Provision for depreciation – Depreciation has been charged on the total cost of land taking into consideration the whole lease period of the asset i.e. 30 years as per Lease agreement.

**4. RETIREMENT BENEFITS**

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





## 5. TAXATION

As per Section 50A of the Aadhaar Act, 2016 (as amended), UIDAI has been exempted from Income Tax on all its income, hence, no provision for 'Income Tax' has been made.

## 6. CURRENT ASSETS, LOANS AND ADVANCES

- 6.1 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 UIDAI has hired two agencies for providing services relating to enrollment, biometric and demographic updation of Aadhaar for the general public across India through Aadhaar Seva Kendras (ASKs). These agencies collect fee from general public in cash on behalf of UIDAI and deposit the same in the designated UIDAI bank accounts.
- 6.3 Major advances are given under three categories namely ICT Assistance to States for Aadhaar related works, Aadhaar letter dispatch charges to D/o Posts and for Media campaigns to BOC/AIR/Doordarshan. These advances are initially shown in the Balance Sheet as Loans & Advances and on receipt of invoice/utilization certificates, the same are booked as Expenditure.

## 7. REMUNERATION TO AUDITORS

### As Auditor

- For Taxation Matters – Nil (Previous Year – Nil).
- For Management Service – Nil (Previous Year – Nil).
- For Certification purpose – ₹2,33,000/- (provision made on the basis of previous year audit claim) (Previous Year – ₹ 2,33,000/-).

### Others

- GST Audit Fees – ₹4,09,821/- (Provision made regarding audit fees due for two Financial Years i.e. 2018-19 and 2019-20)

## 8. PRIOR PERIOD ADJUSTMENTS

- 8.1 Utilization Certificates received for the period prior to 1<sup>st</sup> April 2020 have been booked as prior period expenses.
- 8.2 All Expenses and Income pertaining to period prior to FY 2020-21 have been booked as prior period expenses and prior period income respectively.



- 8.3 All the prior period items are shown separately in Income & Expenditure account.
9. Corresponding figures for the previous financial year have been regrouped and rearranged wherever necessary.
10. Schedules 1 to 26 are annexed to, and form an integral part of the Balance Sheet as on 31 March 2021, 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

### 10.1 Annexure I: The Aadhaar Act, 2016

The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Bill, 2016 after receiving the assent of the President on 25 March, 2016 became The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 and was published in the Official Gazette of India, Extraordinary, Part II, Section I, dated 26.03.2016 (Act No. 18 of 2016; referred to as “Aadhaar Act, 2016”) by the Legislative Department, for general information. Sections 11 to 20, 22 to 23 and 48 to 59 of The Aadhaar Act, 2016 came into force on 12 July, 2016 and Sections 1 to 10 and 24 to 47 came into force on 12 September, 2016.

The Aadhaar Act, 2016 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 (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 and 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 and 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 publicly.
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 any body Corporate or person, pursuant to any law, to seek Aadhaar for establishing identity of an individual.



For further details, on the Aadhaar Act, 2016 the following link available on UIDAI website may be referred:

[https://uidai.gov.in/images/targeted\\_delivery\\_of\\_financial\\_and\\_other\\_subsidies\\_benefits\\_and\\_services\\_13072016.pdf](https://uidai.gov.in/images/targeted_delivery_of_financial_and_other_subsidies_benefits_and_services_13072016.pdf).

Subsequently the Hon'ble Supreme Court of India in the main W.P. (Civil) No. 494/2012 in the matter of Justice K.S. Puttaswamy (Retd.) and Anr. vs Union of India and Ors vide judgement dated 26.09.2018 upheld the constitutional validity of Aadhaar; with few restrictions and changes.

Based on the Judgement on Aadhaar and recommendations of Justice B.N.Srikrishna (Retd.) Committee, decision was taken to bring necessary changes in the Aadhaar Act, 2016 to incorporate safeguards to ensure privacy, prevent misuse of personal information and prevent denial of services and benefits to eligible persons. Besides, changes were also required in the Indian Telegraph Act, 1885 and Prevention of Money Laundering Act, 2002 to allow voluntary uses of Aadhaar authentication for obtaining SIM cards and opening of bank accounts respectively. Accordingly, necessary amendments were made through the Aadhaar and Other Laws (Amendment) Bill, 2019. Later on, the Aadhaar and Other Laws (Amendment) Ordinance, 2019 (No. 9 of 2019) was promulgated by the President on 02 March, 2019 and came into force at once. The said Ordinance was replaced by the Aadhaar and Other Laws (Amendment) Act, 2019 which was published in the Official Gazette of India on 24 July, 2019 (14 of 2019). Sections of the Aadhaar and Other Laws (Amendment) Act, 2019 come into force on 25 July, 2019 after notification. This amended Act inter-alia provides for use of Aadhaar authentication by the State Government, for the purpose of establishing identity of an individual as a condition for receipt of a subsidy, benefit or service for which the expenditure is incurred from, or the receipt therefrom forms part of the Consolidated Fund of State.

#### **Salient features of the Aadhaar and Other Laws (Amendment) Act, 2019:**

1. To provide for alternate numbers generated by the Authority to conceal the actual Aadhaar number of an individual;
2. To give an option to children to cancel their Aadhaar number on attaining the age of eighteen years;
3. To provide for voluntary use of Aadhaar number in physical or electronic form by authentication or offline verification or other mode(s);
4. Authentication or offline verification of Aadhaar number can be performed only with the informed consent of the Aadhaar number holder;
5. Prevention of denial of services for refusing to, or being unable to undergo authentication;
6. To place safeguards and restrictions on performing authentication;
7. To lay down the procedure for offline verification;
8. To confer power upon the Authority to give such directions as it may consider necessary to



- any entity in Aadhaar ecosystem;
9. For establishment of Unique Identification Authority of India Fund;
  10. To enhance the restrictions on sharing of information;
  11. To provide for civil penalties, its adjudication and appeal;
  12. To omit Section 57 of the Aadhaar Act;
  13. To allow the use of Aadhaar number for authentication on voluntary basis as acceptable KYC document under the Telegraph Act, 1885 and the Prevention of Money Laundering Act, 2002;
  14. To allow the State Government also for the purpose of establishing identity of an individual as a condition for receipt of subsidy, benefit or service for which the expenditure is incurred from the Consolidated Fund of State under Section 7 of the said Act.

For further details on the Aadhaar and Other Laws (Amendment) Act, 2019 the following link available on UIDAI website may be referred:

[https://uidai.gov.in/images/news/Amendment\\_Act\\_2019.pdf](https://uidai.gov.in/images/news/Amendment_Act_2019.pdf).

Further, The Amended Aadhaar Act is available at the link [https://uidai.gov.in/images/Aadhaar\\_Act\\_2016\\_as\\_amended.pdf](https://uidai.gov.in/images/Aadhaar_Act_2016_as_amended.pdf).



## 10.2 Annexure II: Aadhaar Regulations

The following Regulations and their amendments are notified pursuant to the Aadhaar Act, 2016 and the Aadhaar and Other Laws (Amendment) Act, 2019:

**Table 13. List of Regulations**

S.No.	Regulations	Published Date
1	The Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 – (No.1 of 2016)	14 September, 2016
2	The Aadhaar (Enrolment and Update) Regulations, 2016 (No.2 of 2016)	14 September, 2016
3	The Aadhaar (Authentication) Regulations, 2016 (No.3 of 2016)	14 September, 2016
4	The Aadhaar (Data Security) Regulations, 2016 (No.4 of 2016)	14 September, 2016
5	The Aadhaar (Sharing of Information) Regulations, 2016 (No.5 of 2016)	14 September, 2016
6	The Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No. 1 of 2017)	15 February, 2017
7	The Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 (No. 2 of 2017)	7 July, 2017
8	The Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 (No. 3 of 2017)	11 July, 2017
9	The Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No.5 of 2017)	31 July, 2017
10	The Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2018 (No.1 of 2018)	12 January, 2018
11	The Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 (No.2 of 2018)	31 July, 2018
12	The Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 (No. 1 of 2019)	7 March, 2019
13	The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 (No. 3 of 2019)	9 September, 2019
14	The Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)	22 January, 2020
15	The Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No.2 of 2020)	22 January, 2020
16	The Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 (No. 3 of 2020).	02 July, 2020

The aforementioned regulations help in day-to-day functioning of UIDAI. The regulations are available on <https://uidai.gov.in/about-uidai/legal-framework/regulations.html> on UIDAI website.

### 10.3 Annexure III: List of Acceptable Supporting Documents for Verification

<b>Proof of Identity (PoI) documents containing name and photo</b>	
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	MNREGA 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/Jan-Aadhaar card issued by Govt. of Rajasthan
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.
<b>Proof of Relationship (PoR) documents containing Name of applicant and Name of Head of Family (HoF)</b>	
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/Jan-Aadhaar card issued by Govt. of Rajasthan
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 Councilor 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
<b>Date of Birth (DoB) documents containing Name and DoB</b>	
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.	Mark sheet 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



**Proof of Address (PoA) documents containing Name and Address**

1. Passport	25. Income Tax Assessment Order
2. Bank Statement/ Passbook	26. Vehicle Registration Certificate
3. Post Office Account Statement/ Passbook	27. Registered Sale/ Lease/ Rent Agreement
4. Ration Card	28. Address Card having Photo issued by Department of Posts
5. Voter ID	29. Caste and Domicile Certificate having Photo issued by State Govt
6. Driving License	30. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/Administrations
7. Government Photo ID cards/ service photo identity card issued by PSU	31. Gas Connection Bill (not older than 3 months)
8. Electricity Bill (not older than 3 months)	32. Passport of Spouse
9. Water Bill (not older than 3 months)	33. Passport of Parents (in case of Minor)
10. Telephone Landline Bill (not older than 3 months)	34. Allotment letter of accommodation issued by Central/State Govt. (not more than 3 years old)
11. Property Tax Receipt (not older than 1 year)	35. Marriage Certificate issued by the Government, containing address
12. Credit Card Statement (not older than 3 months)	36. Bhamashah Card/Jan-Aadhaar card issued by Govt. of Rajasthan
13. Insurance Policy	37. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/update
14. Signed Letter having Photo from Bank on letterhead	38. Certificate of Address having photo issued by Municipal Councillor on UIDAI standard certificate format for enrolment/update
15. Signed Letter having Photo issued by registered Company on letterhead	39. Identity Card issued by recognized educational institutions
16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead or Photo ID having address issued by Recognized Educational Institution	40. SSLC book having photograph
17. MNREGA Job Card	41. School Identity card
18. Arms License	42. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Address
19. Pensioner Card	43. Extract of School Records containing Name, Address and Photograph issued by Head of School
20. Freedom Fighter Card	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
21. Kissan Passbook	45. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/update
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 address issued by Recognized Educational Institution	
24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) 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.**

#### 10.4 Annexure IV: Aadhaar Saturation Report as on 31 March 2021

State/UT wise Aadhaar Saturation 31-Mar-21				
S.No.	State Name	Total Population (Projected 2020)	Numbers of Aadhaar assigned (LIVE)	Saturation % (LIVE)
1	A & N Islands	4,17,036	3,88,251	93.10%
2	Andhra Pradesh	5,39,03,393	5,12,03,122	94.99%
3	Arunachal Pradesh	15,70,458	12,37,025	78.77%
4	Assam	3,56,07,039	2,08,48,873	58.55%
5	Bihar	12,47,99,926	10,47,97,124	83.97%
6	Chandigarh	11,58,473	11,36,228	98.08%
7	Chhattisgarh	2,94,36,231	2,76,23,206	93.84%
8	Dadra & Nagar Haveli and Daman & Diu	6,15,724	5,95,337	96.69%
9	Delhi	1,87,10,922	2,20,01,257	117.59%
10	Goa	15,86,250	15,94,069	100.49%
11	Gujarat	6,38,72,399	6,33,15,260	99.13%
12	Haryana	2,82,04,692	2,94,37,481	104.37%
13	Himachal Pradesh	74,51,955	76,20,493	102.26%
14	Jammu Kashmir	1,36,06,320	1,11,04,504	81.61%
15	Jharkhand	3,85,93,948	3,48,80,817	90.38%
16	Karnataka	6,75,62,686	6,30,63,597	93.34%
17	Kerala	3,56,99,443	3,66,53,571	102.67%
18	Ladakh	2,89,023	2,28,560	79.08%
19	Lakshadweep	73,183	71,966	98.34%
20	Madhya Pradesh	8,53,58,965	7,55,61,778	88.52%
21	Maharashtra	12,31,44,223	11,53,73,175	93.69%
22	Manipur	30,91,545	25,51,614	82.54%
23	Meghalaya	33,66,710	15,31,462	45.49%
24	Mizoram	12,39,244	11,35,393	91.62%
25	Nagaland	22,49,695	12,89,189	57.31%
26	Odisha	4,63,56,334	4,29,83,038	92.72%
27	Puducherry	14,13,542	12,86,895	91.04%
28	Punjab	3,01,41,373	3,05,29,353	101.29%
29	Rajasthan	8,10,32,689	7,16,77,034	88.45%
30	Sikkim	6,90,251	5,77,564	83.67%
31	Tamil Nadu	7,78,41,267	7,27,70,848	93.49%
32	Telangana	3,85,10,982	3,78,08,089	98.17%
33	Tripura	41,69,794	37,09,781	88.97%
34	Uttar Pradesh	23,78,82,725	20,66,41,089	86.87%
35	Uttarakhand	1,12,50,858	1,11,92,034	99.48%
36	West Bengal	9,96,09,303	9,22,97,881	92.66%
<b>TOTAL</b>		<b>1,37,05,08,600</b>	<b>1,24,67,16,956</b>	<b>90.97%</b>

Aadhaar Saturation in 0 < 5 Years Age band 31-Mar-21				
S.No.	State Name	Population (0 < 5Y) (Projected 2020)	Numbers of Aadhaar assigned (LIVE)	Saturation % (LIVE)
1	A & N Islands	31,561	10,760	34.09%
2	Andhra Pradesh	38,42,986	14,74,512	38.37%
3	Arunachal Pradesh	1,62,291	19,788	12.19%
4	Assam	36,70,264	1,08,249	2.95%
5	Bihar	1,53,46,855	17,65,374	11.50%
6	Chandigarh	89,005	38,476	43.23%
7	Chhattisgarh	29,28,692	8,92,579	30.48%
8	Dadra & Nagar Haveli and Daman & Diu	59,683	27,624	46.28%
9	Delhi	15,42,599	4,18,017	27.10%
10	Goa	1,10,064	38,316	34.81%
11	Gujarat	57,67,678	19,28,775	33.44%
12	Haryana	23,96,840	16,33,169	68.14%
13	Himachal Pradesh	5,71,930	2,91,157	50.91%
14	Jammu Kashmir	15,34,105	3,59,457	23.43%
15	Jharkhand	42,71,103	6,13,570	14.37%
16	Karnataka	55,77,719	13,26,613	23.78%
17	Kerala	26,22,944	3,99,470	15.23%
18	Ladakh	32,587	4,760	14.61%
19	Lakshadweep	5,738	1,903	33.17%
20	Madhya Pradesh	87,84,609	14,51,635	16.52%
21	Maharashtra	1,02,59,401	25,09,101	24.46%
22	Manipur	2,91,556	22,453	7.70%
23	Meghalaya	4,61,336	1,920	0.42%
24	Mizoram	1,37,704	39,495	28.68%
25	Nagaland	2,24,063	2,526	1.13%
26	Odisha	40,36,989	8,89,017	22.02%
27	Puducherry	1,06,713	30,167	28.27%
28	Punjab	22,97,072	6,89,827	30.03%
29	Rajasthan	86,22,934	14,17,691	16.44%
30	Sikkim	48,088	2,548	5.30%
31	Tamil Nadu	56,95,962	10,09,051	17.72%
32	Telangana	29,41,235	8,41,974	28.63%
33	Tripura	3,66,391	45,613	12.45%
34	Uttar Pradesh	2,44,57,593	26,31,558	10.76%
35	Uttarakhand	10,28,543	3,14,769	30.60%
36	West Bengal	79,96,359	5,26,282	6.58%
<b>TOTAL</b>		<b>12,83,21,195</b>	<b>2,37,78,200</b>	<b>18.53%</b>



<b>Aadhaar Saturation in 5 &lt; 18 Years Age band 31-Mar-21</b>				
<b>S.No.</b>	<b>State Name</b>	<b>Population (5 &lt; 18Y) (Projected 2020)</b>	<b>Numbers of Aadhaar assigned (LIVE)</b>	<b>Saturation % (LIVE)</b>
1	A & N Islands	91,529	75,857	82.88%
2	Andhra Pradesh	1,16,28,099	98,83,676	85.00%
3	Arunachal Pradesh	5,08,371	3,29,584	64.83%
4	Assam	1,01,19,889	32,13,440	31.75%
5	Bihar	4,19,41,200	3,11,74,508	74.33%
6	Chandigarh	2,65,914	2,45,495	92.32%
7	Chhattisgarh	83,35,772	66,76,982	80.10%
8	Dadra & Nagar Haveli and Daman & Diu	1,44,653	1,36,164	94.13%
9	Delhi	46,25,912	48,88,317	105.67%
10	Goa	3,05,488	2,68,530	87.90%
11	Gujarat	1,63,57,721	1,38,54,734	84.70%
12	Haryana	64,73,006	66,66,782	102.99%
13	Himachal Pradesh	15,53,575	15,13,195	97.40%
14	Jammu Kashmir	39,18,200	25,01,339	63.84%
15	Jharkhand	1,20,48,453	1,00,64,305	83.53%
16	Karnataka	1,59,21,196	1,31,34,191	82.50%
17	Kerala	74,56,452	63,47,386	85.13%
18	Ladakh	83,230	45,959	55.22%
19	Lakshadweep	16,963	13,716	80.86%
20	Madhya Pradesh	2,51,31,677	1,91,30,650	76.12%
21	Maharashtra	2,98,22,224	2,32,42,790	77.94%
22	Manipur	7,40,131	6,48,725	87.65%
23	Meghalaya	11,10,340	2,14,534	19.32%
24	Mizoram	3,35,784	2,80,818	83.63%
25	Nagaland	7,12,147	2,48,890	34.95%
26	Odisha	1,20,11,055	95,12,904	79.20%
27	Puducherry	2,97,751	2,33,387	78.38%
28	Punjab	61,39,033	58,93,251	96.00%
29	Rajasthan	2,50,31,439	1,73,51,940	69.32%
30	Sikkim	1,83,871	97,894	53.24%
31	Tamil Nadu	1,66,76,051	1,30,07,147	78.00%
32	Telangana	95,08,836	77,19,570	81.18%
33	Tripura	10,29,138	7,63,633	74.20%
34	Uttar Pradesh	7,79,67,566	5,39,91,791	69.25%
35	Uttarakhand	32,56,772	26,34,047	80.88%
36	West Bengal	2,49,81,474	1,79,38,268	71.81%
<b>TOTAL</b>		<b>37,67,30,914</b>	<b>28,39,44,396</b>	<b>75.37%</b>

## 11. ABBREVIATIONS

Abbreviation	Full Form
ABIS	Automated biometric Identification System
ADG	Assistant Director General
AEA	Aadhaar Enabled Application
AEPS	Aadhaar Enabled Payment System
AI	Artificial Intelligence
A & N	Andaman & Nicobar Islands
AMC	Annual Maintenance Cost
APB	Aadhaar Payment Bridge
API	Application Programming Interface
ASA	Authentication Service Agency
ASK	Aadhaar Seva Kendra
ATM	Automated Teller Machine
AUA	Authentication User Agency
B2C	Business-to-Consumer
BE	Budget Estimates
BHIM	Bharat Interface for Money
BITs	Bilateral Investment Treaties
BOC	Business Operations Committee
BPL	Below Poverty Line
BPO	Bureau of Outreach and Communication
BSI	British Standards Institution
BSNL	Bharat Sanchar Nigam Limited
BSP	Biometric Service Provider
CAG	Comptroller & Auditor General
CCF	Contact Centre Firms
CELC	Child Enrolment Lite Client
CEO	Chief Executive Officer
CGHS	Central Government Health Scheme
CIC	Central Information Commission



Abbreviation	Full Form
CIDR	Central Identities Data Repository
CISF	Central Industrial Security Force
CPIOs	Central Public Information Officers
CPWD	Central Public Works Department
CRM	Customer Relationship Management
CSC	Common Service Centres
CSS	Cascading Style Sheets
DBT	Direct Benefit Transfer
DDG	Deputy Director General
DIT	Department of Information Technology
DMC	Delhi Municipal Corporation
DMS	Document Management System
DoB	Date of Birth
DOP	Department of Posts
DoT	Department of Telecommunications
DPU	Data Processing Unit
EAs	Enrolment Agencies
ECHS	Ex-serviceman Contributory Health Scheme
ECMP	Enrolment Client Multiple Platform
EGoM	Empowered Group of Ministers
EID	Enrolment ID
EIL	Engineers India Limited
EMD	Earnest Money Deposit
EPFO	Employee's Provident Fund Organisation
EPIC	Electors Photo Identity Card
ESIC	Employees' State Insurance Corporation
FAA	First Appellate Authority
FAQs	Frequently Asked Questions
FD	Fixed Deposits
FDI	Foreign Direct Investment
FIR	Fingerprint Image Record
FMR	Finger Minutiae Record
FY	Financial Year



Abbreviation	Full Form
G2C	Government-to-Citizen
GIA	Grant In Aid
GIGW	Guidelines For Indian Government Websites
GRCP	Governance Risk Compliance and Performance
GRCP-SP	Governance Risk Compliance and Performance Service Provider
GRIHA	Green Rating For Integrated Habitat Assessment
GST	Goods and Services Tax
HBA	House Building Advance
HCL	Hindustan Computers Limited
HoF	Head of Family
HQs	Headquarters
HR	Human Resource
HTML	Hypertext Mark-up Language
IAS	Indian Administrative Service
IBA	Indian Banks Association
ICT	Information & Communications Technology
ID	Identity Document
IEC	Information, Education and Communication
IFSC	Indian Finance System Code
IOS	Iphone Operating System
IRDA	Insurance Regulatory and Development Authority
ISCS	Inter State Council Secretariat
ISO	International Organization for Standardization
IT	Information Technology
IVR	Interactive Voice Response
IVRS	Interactive Voice Response System
JAM	Jan-Dhan, Aadhaar and Mobile
KM Portal	Knowledge & Management Portal
KSIIDC	Karnataka State Industrial & Infrastructure Development Corporation
KUA	e-KYC User Agency
KYC	Know Your Customer





Abbreviation	Full Form
LD	Liquidated Damages
LIC	Life Insurance Corporation
LMS	Learning Management System
LPG	Liquefied Petroleum Gas
LTC	Leave Travel Concession
MeitY	Ministry of Electronics and Information Technology
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Scheme
MHA	Ministry of Home Affairs
ML	Machine Learning
MLA	Member of Legislative Assembly
MLC	Member of Legislative Council
MOUs	Memorandum of Understanding
MoWCD	Ministry of Women & Child Development
MP	Member of Parliament
MTOs	Multi –Tasking Operators
MSD	Microsoft Dynamics
MSAP	Managed Service Application Provider
MSIP	Managed Service Infrastructure Provider
MSP	Managed Service Provider
NABL	National Accreditation Board for Testing and Calibration Laboratories
NCCC	National Cyber Coordination Centre
NCIIPC	National Critical Information Infrastructure Protection Centre
NCR	National Capital Region
NHA	National Health Authority
NIC	National Informatics Centre
NIIF	National Investment and Infrastructure Fund
NISG	National Institute for Smart Governance
NITI	National Institution for Transforming India
NPCI	National Payment Corporation of India
NPR	National Population Register



Abbreviation	Full Form
NPS	National Pension System
NRD	Non –Resident Deposits
NRI	Non Resident Indian
OAC	Order Aadhaar Card
OAE	Other Administrative Expenses
OAR	Order Aadhaar Reprint
OE	Office Expenses
OEM	Original Equipment Manufacturer
OTP	One Time Password
OS	Operating System
PAHAL	Pratyaksh Hanstantrit Labh
PAN	Permanent Account Number
PBX	Private Branch Exchange
PDF	Portable Document Format
PDS	Public Distribution System
PM	Prime Minister
PMC	Project Management Consultancy
PMU	Project Management Unit
PoA	Proof of Address
PoI	Proof of Identity
POSH	Prevention of Sexual Harassment
PoR	Proof of Relationship
POS	Point of Sale
PSU	Public Sector Undertaking
PVC	Polyvinyl Chloride
QC	Quality Check
QR	Quick Response
RAS	Rapid Assessment System
RBI	Reserve Bank of India
RD	Registered Devices
RE	Revised Estimates
RFP	Request for Proposal



Abbreviation	Full Form
RGI	Registrar General of India
RO	Regional Office
RRBs	Regional Rural Bank
RSBY	Rashtriya Swasthya Bima Yojana
RTI	Right To Information
SEBI	Security Exchange Board of India
SIM	Subscriber Identification Module
SLM	Straight Line Method
SMS	Short Message Service
SSLC	Secondary School Leaving Certificate
SSUP	Self Service Update Portal
SRT	Standard Response Template
STQC	Standardization Testing and Quality Certificate
TA	Travel Allowance
TC	Transfer Certificate
TDS	Tax Deducted at Source
TEE	Trusted Execution Environment
TFN	Toll Free Number
TSP	Telecom Service Provider
TSU	Technical Support Unit
UID	Unique Identification
UIDAI	Unique Identification Authority of India
URN	Update Request Number
UT	Union Territory
UTIISL	Unit Trust of India Infrastructure Technology And Services Limited
UX	User Experience
VID	Virtual ID
W3C	World Wide Web Consortium
XML	Extensible Mark-up Language
















**Unique Identification Authority of India**

Bangla Sahib Road, Gole Market  
New Delhi - 110001

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 @UIDAI

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