



Unique Identification Authority of India  
Government of India

# Handbook for Ecosystem Partners (Registrars/Enrolment Agencies (EAs)/Supervisors/Verifiers/Introducers)

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## Contents

Chapter 1: Introduction to UIDAI and Aadhaar .....	5
Chapter 2: Registrars, Enrolling Agencies and Enrolment Staff .....	15
Chapter 3: Onboarding of Enrolment Agency and Enrolment Staff .....	37
Chapter 4: Aadhaar Enrolment/Update Process.....	41
Chapter 5: Capturing Demographic and Biometric Details of Resident and use of Enrolment/Update Clients .....	47
Chapter 6: Exception Handling .....	104
Chapter 7: Guidelines for Enrolment Operator / Supervisor on Quality of Enrolment/Update .....	106
Chapter 8: Offences and Penalties .....	115
Chapter 9: Guidelines for the Enrolment Staff to Improve Customer Satisfaction and Avoid Fraud and Corruption .....	125
Chapter 10: Appendix(s).....	133

## PREFACE

This training manual introduces Unique Identification Authority of India (UIDAI) and Aadhaar.

The module is meant to give all readers a firm grounding on UIDAI and Aadhaar and is created for the Target Audience mentioned below:-

- Enrolment Operators/Supervisor
- Registrars and Enrolment Agencies and Verifier
- Introducers



## Chapter 1

### Introduction to UIDAI and Aadhaar

## Chapter 1: Introduction to UIDAI and Aadhaar

The **Unique Identification Authority of India (UIDAI)** is a statutory authority established under the provisions of Aadhaar Act, 2016. It was established on 12<sup>th</sup> July 2016 by the Government of India under the Ministry of Electronics and Information Technology (MeitY).

UIDAI was functioning as an attached office of the Planning Commission, which is NITI Aayog now, vide its Gazette Notification No.-A-43011/02/2009-Admn.I) dated 28<sup>th</sup> January 2009.

The Government revised the Allocation of Business Rules to attach the UIDAI to the Department of Electronics and Information Technology (DeitY) of the Ministry of Communications and Information Technology on 12<sup>th</sup> September 2015.

UIDAI was created:

- To issue Unique Identification numbers (UID), named "Aadhaar"
- To provide Aadhaar to all residents of India
- To be robust enough to eliminate duplicate and fake identities
- To verify and authenticate identities in an easy, cost-effective way








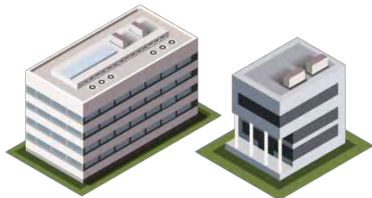
### Did you know?

The first UID number was issued on 29<sup>th</sup> September 2010 to a resident of Nandurbar, Maharashtra.

UIDAI is responsible for Aadhaar Enrolment and Authentication under the Aadhaar Act 2016. The responsibilities include:

- Operation and management of all stages of Aadhaar life cycle
- Policy development
- Procedure and system for issuing Aadhaar numbers to individuals
- Authentication performance
- Ensuring the security of identity information and authentication records of individuals

**Important Definitions**

<p><b>Act</b></p>		<p>Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 published on 25<sup>th</sup> March 2016</p>
<p><b>Authority</b></p>		<p>The Unique Identification Authority of India established under sub-section (1) of Section 11 of the Act on 12<sup>th</sup> July 2016</p>
<p><b>Regulations</b></p>		<p>The Aadhaar (Enrolment and Update) Regulations, 2016 published on 12<sup>th</sup> September 2016 and other amendments issued thereafter</p>
<p><b>Central Identities Data Repository (CIDR)</b></p>		<p>A centralised database in one or more locations containing all Aadhaar numbers issued to Aadhaar number holders along with the corresponding demographic information and biometric information of such individuals and other information related thereto</p>
<p><b>Enrolment</b></p>		<p>The process, as specified in Aadhaar (Enrolment and Update) Regulations, 2016 (2 of 2016), published on 12<sup>th</sup> September 2016 to collect demographic and biometric information from individuals by the enrolment agencies for the purpose of issuing Aadhaar numbers to such individuals under the Act</p>
<p><b>Registrar</b></p>		<ul style="list-style-type: none"> <li>• An entity, which is authorised or recognised by UIDAI for the purpose of enrolling individuals</li> <li>• It is a partner to UIDAI vide a Memorandum of Understanding (MOU) and is responsible for abiding by the roles and responsibilities assigned to them</li> <li>• The registrars are primarily various state governments, central ministries, banks and public sector organisations who have signed MOU with UIDAI for enrolment of residents</li> </ul>

**Enrolment Agency**


- An agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals during the enrolment process
- These agencies are empanelled by the UIDAI after verification of financial and technical capabilities of the organisation
- They are responsible for monitoring the field activities, adhering to field policies, conducting appropriate operator/supervisor training, ensuring that resident data is being sent to CIDR in timely manner
- They shall setup Enrolment Centres for enrolment of resident as well as correction or update of resident data

**Enrolment Centre**


A permanent or temporary centre set up by an enrolment agency for carrying out enrolment of residents and updating their information.

**Enrolment Station**


- It is the system where a resident's demographic and biometric data is captured
- The enrolment set-up includes a computer, the biometric devices, GPS device and other devices such as printer and scanner

**Aadhaar Enrolment Kit**


Aadhaar enrolment kit consists of a set of hardware devices required to carry out successful Aadhaar enrolment and updates. This set of devices comprises the following devices.

- Laptop/desktop
- Monitor
- Multifunction printer/scanner
- White screen
- Focus light
- Surge protector spike
- Iris scanner
- Camera
- Slap scanner
- GPS device

### Testing and Certification Agency



- Agency engaged by the Authority to conduct assessment of persons intending to get employed within any Enrolment Agency as Enrolment Operator/Supervisor and perform enrolment/ update
- Certification Process will ensure that only trained and certified persons handle the enrolment/update process

### Enrolment Operator



The certified personnel employed by Enrolment Agencies to execute the process of enrolment at the enrolment centres.

### Enrolment Supervisor



The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.

### Verifier



The personnel appointed by Registrars for verification of documents at enrolment centres.

### Introducer



Person registered with the Registrar and Authority who will confirm the identity of a person who does not have any valid Proof of his/her Identity (PoI) and Proof of Address (PoA)

**Note:** The Introducer will only confirm the identity and address of persons whom the introducer knows and the confirmation will be done using the Introducer's Aadhaar number and biometric confirmation.

### Resident



An individual who has resided in India for a period or periods amounting in all to one hundred and eighty-two days (182) or more in the twelve months immediately preceding the date of application for Aadhaar enrolment





**Aadhaar Letter**



It is a document for conveying the Aadhaar number to a resident.

**e-Aadhaar**



- It is a password-protected electronic copy of Aadhaar
- It is digitally signed by the competent Authority of UIDAI

**Contact**



Central point of contact for resolution of queries and grievances related to enrolment/update and accessible to residents through toll free number - **1947** and/ or e-mail- **help@uidai.gov.in**

**Social Media Channel**






Social media is a collection of online communications channels. These are dedicated to community-based input, interaction, content-sharing and collaboration.

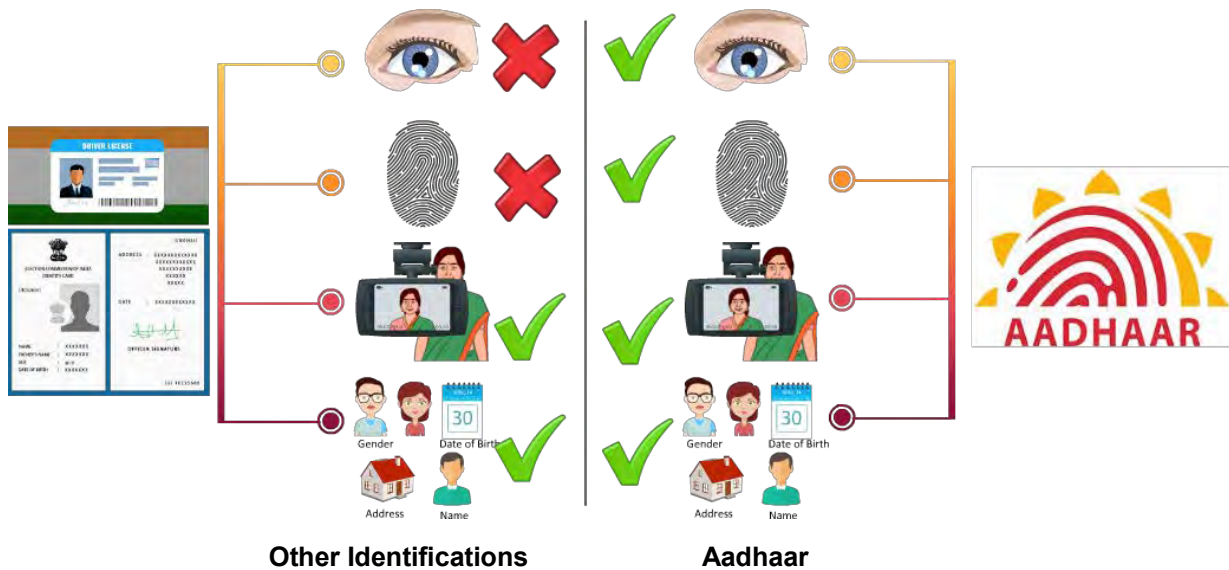
UIDAI is one of the agencies, which is active on social media channels. One can see Aadhaar-related information and latest updates in the below-listed channels.

- Facebook:** <https://www.facebook.com/AadhaarOfficial/>
- Twitter:** <https://twitter.com/aadhaarindia?lang=en>
- Instagram:** [https://www.instagram.com/aadhaar\\_official/?hl=en](https://www.instagram.com/aadhaar_official/?hl=en)
- Youtube:** <https://www.youtube.com/user/AadhaarUID>

## Vision and Mission of UIDAI

	<p>To empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere.</p>
	<ul style="list-style-type: none"> <li>• Deliver Aadhaar numbers universally to residents with a well-defined turnaround time and adhere to stringent quality metrics</li> <li>• Collaborate with partners to set up infrastructure, which provides convenience to residents for updating and authenticating their digital identity</li> <li>• Collaborate with partners and service providers in leveraging Aadhaar to serve residents effectively, efficiently and equitably</li> <li>• Encourage innovation and provide a platform for public and private agencies to develop Aadhaar-linked applications</li> <li>• Ensure availability, scalability and resilience of the technology infrastructure</li> <li>• Build a long-term sustainable organisation to carry forward the vision and values of the UIDAI</li> <li>• Make it attractive for the best global expertise in different fields to collaborate and provide valuable insights to the UIDAI organisation</li> </ul>
	<ul style="list-style-type: none"> <li>• We value integrity</li> <li>• We are committed to inclusive nation building</li> <li>• We pursue a collaborative approach and value our partners</li> <li>• We will strive towards excellence in services to residents and service providers</li> <li>• We will always focus on continuous learning and quality improvements</li> <li>• We are driven by innovation and provide a platform for our partners to innovate</li> <li>• We believe in a transparent and open organisation</li> </ul>

## Difference Between Aadhaar and Other Identification Programmes



## Features of Aadhaar

Aadhaar:

Is a random 12-digit number

Is unique ID number issued to an individual and shall not be re-assigned to any other individual

Enables resident's identification subject to successful "Authentication"

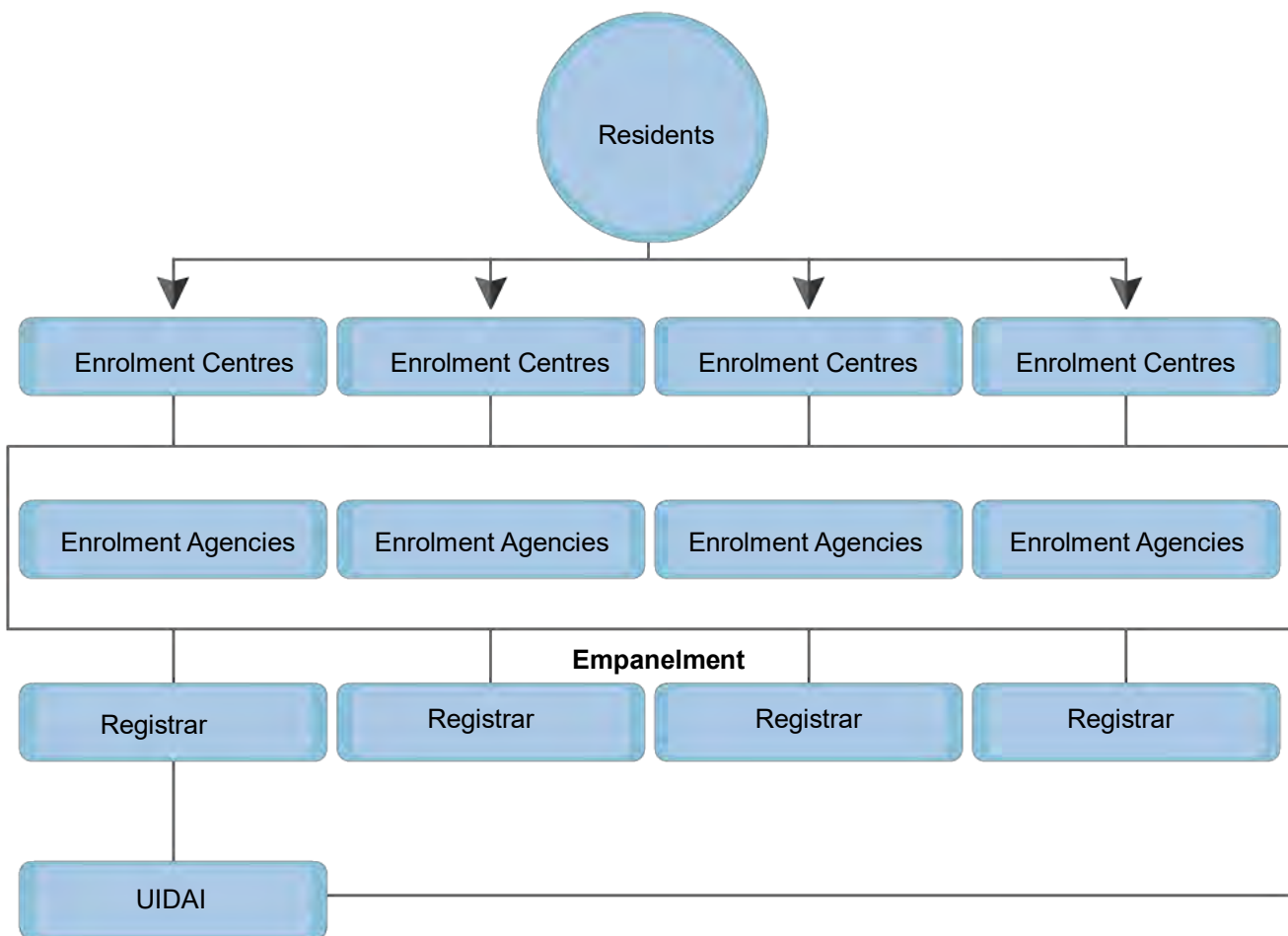
Collects and records demographic and biometric information (Exception Handling for people with disability)

Is given to resident of India, irrespective of existing documentation (Head of the Family and Introducer based Enrolment)

Enables universal identity infrastructure that any ID-based application like ration card, passport and so on can use

Uses photograph of the face, demographic information, fingerprints and iris to identify a resident

## Enrolment Ecosystem





## Chapter 2

# Registrars, Enrolling Agencies and Enrolment Staff

## Chapter 2: Registrars, Enrolling Agencies and Enrolment Staff

### Appointment of Registrars

1. Registrars shall be appointed by the Authority, for enrolment and update of residents across the country, and could include entities, which interact with residents in the usual course of implementation of their programmes. Upon appointment, a Registrar Code shall be assigned to each Registrar.
2. The eligible entities for appointment as registrars are:
  - State and Union Territory Governments
  - Central ministries
  - Financial Institutions
  - Banks
  - Public Sector undertakings



#### State and Non-State Registrars:

- State Government/Union Territory agencies working as Registrar for UIDAI are State Registrar
  - All banks and public sector undertakings who sign a Memorandum of Understanding (MoU) act as Non-State Registrar
3. Registrars shall be responsible for field level execution, monitoring and audit.
  4. Registrars shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of the Registrar or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.
  5. Registrars shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.
  6. Registrars shall display on their websites adequate and appropriate information about enrolment and update services, including contact details of persons, address of Enrolment Centre and services available to residents.
  7. Registrars shall ensure that any agency and/ or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.
  8. Registrars shall not permit sub-contracting of enrolment functions by enrolling agencies to third parties. Registrars may permit field level manpower to be hired through third parties provided the enrolling agencies furnishes details of the entities from which such manpower is sought to be hired.
  9. Registrars shall at all times abide by the Code of Conduct as specified in **Appendix B**.
  10. Registrars shall adhere to the processes, policies and guidelines, checklists, forms and templates issued by the Authority from time to time and shall also ensure compliance by the enrolling agencies of such procedures, etc.



**Registrar's Office**

## Enrolling Agencies

1. The Authority shall provide an Enrolling Agency Code using which the Registrar can on-board themselves an enrolling agency to the CIDR.
2. The Authority may also permit Registrars to engage other agencies as enrolling agencies after following a suitable process for screening and engaging such agencies.
3. The enrolling agency shall be responsible for field level execution and audit.
4. The enrolling agency shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of enrolling agency or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.
5. The enrolling agencies shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.
6. Enrolling agencies shall ensure that any agency and/ or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.
7. The enrolling agencies shall at all times abide by the Code of Conduct for service providers as specified in **Appendix B**.
8. The enrolling agencies shall adhere to the various process, policies and guidelines, checklists, forms and templates issued by the Authority from time to time.



## Enrolment Staff – Qualification, Roles and Responsibility

### Supervisor

#### Who is a Supervisor and What are his/her Qualifications?

A Supervisor is employed by an Enrolment Agency to operate and manage enrolment centres. It is mandatory to have one Certified Supervisor at each Enrolment Centre. To qualify for this role, the person should satisfy the following criteria:

- For Aadhaar Seva Kendra operated by UIDAI, the qualification can be 10 + 2 pass or preferably graduation
- The person should be of age 18 years and above
- The person shall be 10+2 pass and should preferably be a graduate



- The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated
- The person should have a good understanding and experience of using a computer and should be comfortable with local language keyboard and transliteration
- The person should have read the complete Training Material on Aadhaar Enrolment/Update available on Authority's website before giving the certification exam
- The person should have obtained "**Supervisor Certificate**" from a Testing and Certification Agency appointed by Authority
- **Note: Obtaining a "Supervisor Certificate" does not entitle the candidate to start the Enrolment/Update without engagement with Authority's empanelled Enrolment Agencies**

#### After taking the certification and before starting work as EA's Supervisor:

- The person must be engaged and activated by any Enrolment Agency in accordance with Authority's guidelines prior to commencing enrolments
- The person should have undergone Training Session conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment



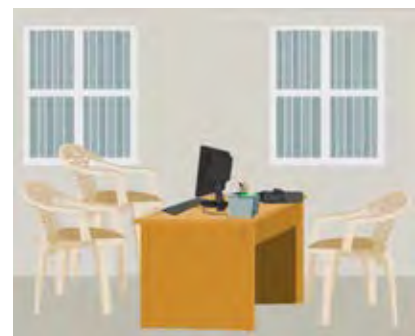
#### What are the Responsibilities of an EA's Supervisor?

At the Enrolment Centre, Supervisor's role is to plan and deploy logistics and other requirements at the enrolment centre, setup the enrolment stations at the enrolment centre as per Authority guidelines (**Appendix C – Enrolment Centre Setup Checklist**), perform Enrolment/ Update and supervise the operations at the centre. When performing his/her role as a Supervisor at an Aadhaar Enrolment Centre, the Supervisor ensures the following:

### 1

#### Site Readiness

- Prepare and Manage the **Enrolment Centre Setup Checklist** – Authority has provided Enrolment Centre Checklist to facilitate the Enrolment Agency in setting up enrolment stations and centres. Supervisor must use this list to ensure that all requirements are met for the centre that he/she is responsible for. He/she must fill and sign the checklist at the beginning of each enrolment centre and/or once every week (whichever is earlier). This checklist needs to be maintained for later review/audit at every enrolment centre by Registrar/Authority and their nominated performance monitors/agency
- Supervisor is responsible for setting up of the laptop/desktop with Aadhaar client installed and tested, attached with all devices like STQC Certified Biometric Capture Devices, GPS Device and Printer-cum-Scanners and ensure all equipment are in working condition to start Aadhaar Enrolments/Update process
- Ensure that the latest Aadhaar Enrolment client/Update software is installed



- Ensure that the enrolment centre premises are neat and clean, hygienic, well maintained and safe from electric/fire hazards
- Ensure that basic enrolment centre information as given below is displayed mandatorily at each enrolment station (in local language and English):
  - Name of Registrar and Contact Number
  - Name of Enrolment Agency and Contact Number
  - Name, Code, and contact number of EA Supervisor at enrolment centres
  - Escalation Matrix for Raising Complaint against the Supervisor
  - Working hours and Holidays of the Enrolment Centre
  - UIDAI Help Line Number: 1947 and email id: help@uidai.gov.in
  - List of Documents required for Aadhaar Enrolment/Update
  - Rate List for all the Aadhaar related services
- Supervisor will also make sure that the Aadhaar IEC material provided by the Registrar/Authority is properly displayed at the centre, as per UIDAI guidelines
- Ensure that the behaviour of Operator and other staff at the enrolment centre is courteous towards the resident and take charge where Operator is not able to handle dissatisfied residents to prevent unpleasant situations
- Where uniforms are provided, make sure that staff wears uniform at enrolment centre so that if residents need help they can easily identify employees by their attire
- Do not undertake enrolment operations at any location without valid agreement with the Registrars/Authority

## 2

### Onboarding Self and Others

- Supervisor must submit his/her **“Onboarding Form”** along with the required documents to the Enrolment Agency which in turn submits the form to concerned **“Authority’s Regional Offices”** for verification
- After verification, Authority’s Regional Offices will approve/reject the onboarding with the respective Enrolment Agency
- Enrolment Agency will then add the Supervisor by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the Enrolment Machine
- Enrolled User means user’s biometric details verification at Authority is successfully completed and stored in local database at the enrolment station
- Supervisor must make sure that all the **“Operators”** are also on-boarded at the stations for local authentication



## 3

### Managing Centre Operations

- Supervisor also acts as an Operator, when required, in exigencies
- Supervisor must be aware of latest guidelines and policies as regard to Enrolments and updates being released from time to time by Authority
- Supervisor administers the enrolment process at his/her enrolment centre. He/she ensures adherence to the UIDAI enrolment processes and guidelines at the centre and good quality of data captured
- Supervisor must ensure that the residents who have come for Fresh Enrolment have never enrolled for Aadhaar by using “Find Aadhaar Facility” provided in the Enrolment Client
- Supervisor must ensure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update
- Supervisor must ensure that the resident has filled the prescribed form for Aadhaar Enrolment/Update correctly and has brought all the Original Supporting documents for scanning
- Supervisor must ensure that only the required items are checked in case of any update, not the complete information to avoid duplicity of data collected e.g. if Address has to be updated only the Address Check Box should be selected
- **Supervisor is required to “Sign off” every enrolment on Aadhaar client, where resident has a “biometric exception”**
- Supervisor must ensure that every Operator is aware of and has a print copy of the critical points to be reviewed at the station during Resident’s review of enrolment data
- Supervisor must ensure that the Operator diligently reviews the data captured from resident for every enrolment/update and makes corrections when pointed out by the resident
- Supervisor must ensure that the Operator provides his/her biometric confirmation after every Aadhaar enrolment/update
- Supervisor must ensure that Acknowledgement is being printed after every enrolment and duly signed by the resident
- Supervisor must ensure that the Original Documents used as Proof of identity/Proof of Relationship/Proof of Address/Proof of Birth and Signed Acknowledgement Slip is scanned for every enrolment
- Supervisor can hold End of Day meeting at the centre for sharing learning of the day and issues faced
- Supervisor must take stock of the centre at the end of the day and make arrangements for replacement of faulty devices, hardware and other logistics for smooth enrolments the next day
- Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, it should be reported to the concerned Enrolment Agency Manager/HQ and a change of equipment should be requested



- Ensure all devices and computers are shut down and power is off to avoid accidents
- Ensure security arrangements for devices and other equipment
- Specific End-of-Day Reports are available on the client, for selected time period, to facilitate EA Operations. Supervisor can make use of these reports in managing day-to-day operations at the centre
- Supervisor must ensure that staff at the centre observes the highest standards of ethics during the execution of Aadhaar Enrolment/Update and do not ask for any additional money except for the prescribed fee
- Supervisor is also responsible for maintaining the confidentiality and security of the data collected during Aadhaar enrolments
- GPS has to be done everyday

## 4

### Performance Monitoring

- The Supervisor cooperates with the Authority/Registrar in performing monitoring and audit functions at the enrolment centre and answers their questions to the best of his/her knowledge. Supervisor records the details during the performance and also signs on the performance monitoring sheet
- Supervisor ensures that audit feedback, if any, is incorporated in the process for continuous improvement of enrolment operations and data quality

## Operator

### Who is an Operator and What are his/her Qualifications?

An Operator is employed by an Enrolment Agency to execute enrolment at the enrolment stations.

To qualify for this role, person should satisfy the following criteria:

- For Aadhaar Seva Kendra operated by UIDAI, the qualification can be 10 + 2 pass or preferably graduation
- The person should be of age 18 years and above
- The person shall be 10+2 pass and should preferably be a graduate
- The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated
- The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration
- The person should have obtained “Operator Certificate” from a Testing and Certification Agency appointed by Authority
- **Note: Obtaining a “ Operator Certificate” does not entitle the candidate to start the Enrolment/Update without engagement with Authority’s empanelled Enrolment Agencies**



**Before starting work as an Operator:**

- The person must be engaged and activated by any Enrolment Agency in accordance with Authority’s guidelines prior to commencing enrolments
- The person should have undergone Training Sessions conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment
- The person should have read the complete Training Material on Aadhaar Enrolment/Update available on Authority’s website before giving the certification exam
- The person should be comfortable with local language keyboard and transliteration



**Onboarding of Operator**

Operator must submit his/her “Onboarding Form” along with the required documents to the Enrolment Agency which in turn submits the form to concerned “Authority’s Regional Offices” for verification. After verification, Regional Offices will approve/reject the onboarding with the respective Enrolment Agency.

Enrolment Agency will then add the Operator by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the Enrolment Machine. Enrolled User means that the user’s biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station.

**Important Commandments that an Operator/Supervisor must remember during Resident Enrolment**

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Capturing GPS coordinates at start of enrolments every day</li> </ul>  | <ul style="list-style-type: none"> <li>• Make sure that on each login, the date and time setting on the computer is current date and time</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Make sure to Login with your own Operator ID in Aadhaar client, for undertaking enrolments, and log off the application when going away from the seat so that no one else can use your login window for enrolments</li> </ul>      |  |
| <ul style="list-style-type: none"> <li>• Brief the enrolment/update process to resident before and during the process to put the resident at ease and facilitate data capture</li> </ul>  | <ul style="list-style-type: none"> <li>• Make sure that the station layout is as per Authority guidelines</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Make sure that the resident has never enrolled for Aadhaar before doing a fresh enrolment using the “Find Aadhaar Facility” provided in the client</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>• Use <b>Update Client Lite</b> for updating demographic details like Address, Mobile Number and email and use <b>ECMP</b> for other type of demographic/biometric Update</li> </ul>   | <ul style="list-style-type: none"> <li>• Make sure that all the Original Documents are available, which are required for type of Enrolment/Update requested by the resident and belongs to the same resident whose enrolment/update is to be done</li> </ul> |
| <ul style="list-style-type: none"> <li>• Though it is not mandatory, ensure that the resident enters the Mobile Number for future communication and other uses like OTP-based Authentication, online Aadhaar Update facility and Aadhaar based eKYC verification</li> </ul> |  |

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>Check that the resident's Aadhaar Enrolment/Update form is verified and carries Verifier's signature/thumb print and stamp/initials. The form must also carry Resident's (Applicant's) signature/thumbprint</li> </ul>      | <ul style="list-style-type: none"> <li>Make sure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update and no other purpose</li> </ul>   |
| <ul style="list-style-type: none"> <li>In case of Introducer/HoF based enrolment, the Introducer/HoF's signature/thumbprint should be available in the form along with their details filled in the fields provided for Introducer and HoF, respectively</li> </ul> |   |
| <ul style="list-style-type: none"> <li>Capture demographic and biometric data of the resident in the Aadhaar client software (ECMP) in the sequence of data capture as per the screens provided on the software client</li> </ul>                                  | <ul style="list-style-type: none"> <li>Make sure that the resident's screen is on all the time during the enrolment/update and ask the resident to cross check the data being entered and review demographic data with resident before signing off</li> </ul> |
| <ul style="list-style-type: none"> <li>Print, sign and provide acknowledgement to the resident and take resident signature on consent at the end of enrolment</li> </ul>   | <ul style="list-style-type: none"> <li>Make sure that the Enrolment/Update Form, Original Supporting Documents and Signed Consent slip is uploaded in the Enrolment/Update Client and all documents are returned to the resident</li> </ul>                   |

### Who is CELC Operator and What are his/her Qualifications?

A CELC Operator is employed by an Enrolment Agency to execute enrolment at the enrolment stations. **It is to be noted that the CELC Operator can only perform Child Enrolment/Update and cannot perform any other type of enrolment.**

To qualify for this role, person should satisfy the following criteria:

- The person should be of age 18 years and above
- The person shall be 10+2 pass and should preferably be a graduate
- In case of Anganwadi/ Asha Worker, 10th Pass are eligible
- The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated
- The person should have a basic understanding of operating Smart Phone with Android OS/computer and should be comfortable with local language keyboard and transliteration
- The person should have obtained "CELC Operator Certificate" from a Testing and Certification Agency appointed by Authority
- Note: Obtaining a "CELC Operator Certificate" does not entitle the candidate to start the Enrolment/Update without engagement with Authority's empanelled Enrolment Agencies**

**Before starting work as CELC Operator:**

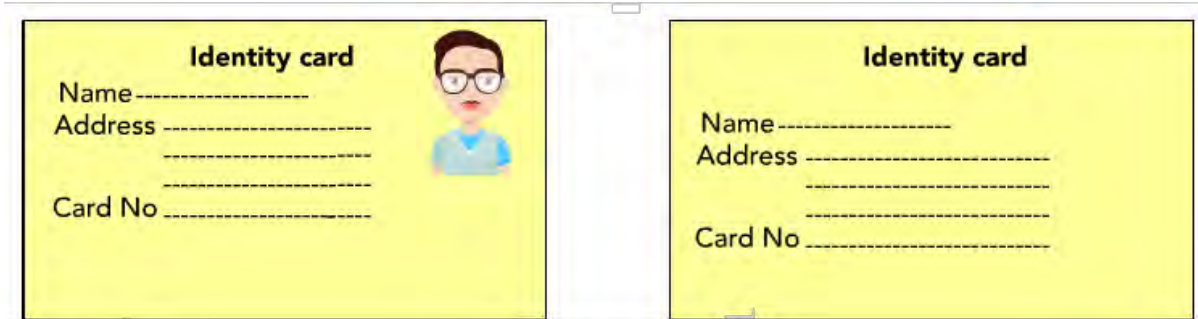
- The person must be engaged and activated by any Enrolment Agency in accordance with Authority's guidelines prior to commencing enrolments
- The person should have undergone Training Session conducted by Regional Offices/Enrolment Agency on Child Enrolment Processes and CELC Tablet used during Child enrolment
- The person should have read the complete Training Material on Child Enrolment available on Authority's website before giving the certification exam
- CELC Operator must submit his/her "Onboarding Form" along with the required documents to the Enrolment Agency which in turn submits the form to concerned "UIDAI Regional Offices" for verification. After verification Regional Offices will approve/reject the onboarding with the respective Enrolment Agency
- Enrolment Agency will then add the CELC Operator by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the CELC Tablet
- Enrolled User means that the user's biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station

**Verifier****Who is a Verifier and What is his/her Responsibility?**

- When the resident comes to enrol for Aadhaar to an Enrolment Centre, demographic information will be entered from documents that the resident provides
- The authentication of documents submitted by the resident is duly verified by the officials authorised to verify the documents. Such officials are termed as verifiers
- The verifier present at the Enrolment Centre will verify the documents submitted by the resident against the enrolment/update form filled by the resident
- The services of the retired government officials who are generally well acquainted with such verification procedures should be utilised by the Registrars in case they are unable to spare serving officials for document verification
- Any serving /retired official both from Government (including Armed forces and CPMFs) and PSUs including Banks not below the rank of Group 'C' class III employees may be allowed to be deployed as Verifiers. In the areas, like big cities and Metros, where registrar is unable to avail the services of such Retired/Serving government officials, services of an outsourced vendor can be availed of to provide verifiers with the approval from Authority's Regional Office
- The verifiers in an enrolment centre cannot be from the same vendor, hired as enrolment agency. Registrar needs to ensure that verifiers are appropriately trained before being put in the field. The Registrar may appoint more than one Verifier in a centre, if and where required
- The list of all Verifiers must be notified, by designation, by the Registrar before commencement of the enrolments and the list should be shared with the Regional office concerned

**What are the UIDAI Guidelines for Verification that the Verifier must keep in mind while verifying the Documents?**

- Make sure that the resident has original documents for verification
- The documents produced by the resident for Aadhaar enrolment/Update must be in the list of UIDAI approved documents only
- The format is for certificate to be issued by officials/ institutions (only those that are recognised in the UIDAI's valid list of documents) for Proof of Identity, Proof of Address, Proof of Relationship, Proof of Date of Birth is as per **Appendix D**
- Verifiers can refuse verification, if they suspect forged/altered documents. In cases where Verifier refuses verification of the documents produced, reasons should be recorded in brief by the Verifier on the Enrolment Form
- In case the Verifier refuses verification with reasons or turns the resident back without recording any reasons, the resident can approach a designated Authority created by the Registrar for Grievance Redressal
- Verify Name, Date of Birth, Address, and Relationship Details against PoI, DoB, PoA, PoR, respectively
  - Name
  - PoI requires a document containing the resident's name and photograph. Verify that supporting document has both name and photograph of the resident
  - If any of the PoI documents submitted does not contain the photograph of the resident, then it will not be accepted as a valid PoI. In order to be inclusive and free of harassment, documents with older photographs are acceptable



**Valid POI with Photograph**

**Valid POI without Photograph**

- Confirm the name in the document by asking the resident his/her name. This is to ensure that the resident is providing own documents
- The name of the person should be entered in full. It should not include salutations or titles like Mr., Miss, Mrs., Major, Retd., Dr. etc.





Unique Identification Authority of India  
Government of India



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

**AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM**

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

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

1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID): 4 1 X Y X Y 3 6 1 2 X Y
2.1	<input type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input checked="" type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email		
3	Full Name: <b>Major Surendra Tripaty</b>		
4	Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	5	Age: Yrs OR Date of Birth: 01 02 0003 <input type="checkbox"/> Declared <input checked="" type="checkbox"/> Verified
6	Address: C/o <b>Balram Tripaty</b>		
	House No. / Bldg. / Apt: <b>6-1/123</b>		Street/ Road/ Lane:
	Landmark: <b>Near Charel Gate</b>		Area/ Locality/ Sector:
	Village/ Town/ City: <b>Shimla</b>		Post Office:
	District: <b>Shimla</b>	Sub-District:	State:
	E-Mail: <b>tripaty@gmail.com</b>	Mobile No.:	PIN Code:

Wrong usage (with salutation)



Unique Identification Authority of India  
Government of India



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

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

1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID): 4 1 X Y X Y 3 6 1 2 X Y
2.1	<input type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input checked="" type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email		
3	Full Name: <b>Surendra Tripaty</b>		
4	Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/>	5	Age: Yrs OR Date of Birth: 01 02 0003 <input type="checkbox"/> Declared <input checked="" type="checkbox"/> Verified
6	Address: C/o <b>Balram Tripaty</b>		
	House No. / Bldg. / Apt: <b>6-1/123</b>		Street/ Road/ Lane:
	Landmark: <b>Near Charel Gate</b>		Area/ Locality/ Sector:
	Village/ Town/ City: <b>Shimla</b>		Post Office:
	District: <b>Shimla</b>	Sub-District:	State:
	E-Mail: <b>tripaty@gmail.com</b>	Mobile No.:	PIN Code:

Wrong usage (without salutation)

- a. It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan. Similarly the full name of R. K. Srivastava may actually be Ramesh Kumar Srivastava. Similarly, a female enrollee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced.



Under Section 3 of the AADHAAR (TARGETED DELIVERY)  
**AADHAAR ENROLM**  
Aadhaar Enrolment and Mandatory Biometric Update is free. No c (UID), Full Name and only that field which needs Correction/ Update  
 Resident  Non-Resident Indian (NRI\*) *File*  
1 Pre Enrolment ID (if applicable):  
2.1  Biometric Update (Photo + Fingerprint + Iris)  
3 Full Name: **Surendra Tripaty**

Under Section 3 of the AADHAAR (TARGETED DELIVERY)  
**AADHAAR ENROLM**  
Aadhaar Enrolment and Mandatory Biometric Update is free. No c (UID), Full Name and only that field which needs Correction/ Update  
 Resident  Non-Resident Indian (NRI\*) *File*  
1 Pre Enrolment ID (if applicable):  
2.1  Biometric Update (Photo + Fingerprint + Iris)  
3 Full Name: **S Tripaty**

**POI**

आयकर विभाग INCOME TAX DEPARTMENT भारत सरकार GOVT. OF INDIA  
Your Name: **Surendra Tripaty**  
21/03/2009 Permanent Account Number ABCD1234A

- b. In case of difference in the name declared and the one in document (PoI) is limited to spelling and/or sequence of first, middle and last name, the name as declared by the resident may be recorded.

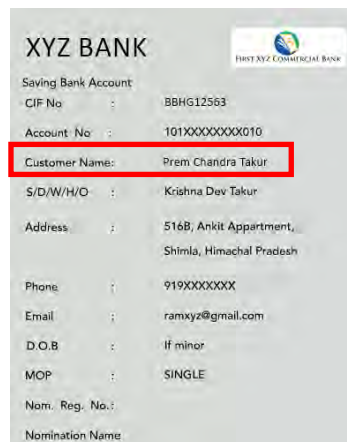
Acceptable as difference in only name sequence	
<p style="text-align: center;"><b>Voter ID Card is used as a Proof of Identity (POI)</b></p> <p>VOTER CARD ELECTOR'S NAME : <b>Prem Raj Takur</b> FATHER'S NAME : Kishan Dev Takur Sex : Male DATE OF BIRTH/AGE : 01/02/0003</p>	<p style="text-align: center;"><b>Bank Passbook is used as a Proof of Address (POA)</b></p> <p>XYZ BANK Saving Bank Account CIF No : BBHG12563 Account No : 101XXXXXXXXX010 <b>Customer Name: Raj Prem Takur</b> S/D/W/H/O : Krishna Dev Takur Address : 516B, Ankit Apartment, Shimla, Himachal Pradesh Phone : 919XXXXXXX Email : ramxyz@gmail.com D.O.B : If minor MOP : SINGLE Nom. Reg. No.: Nomination Name:</p>

## Not acceptable due to difference in name

## Voter ID Card is used as a Proof of Identity (POI)



## Bank Passbook is used as a Proof of Address (POA)



- c. If two documentary proofs produced by the enrolee have variation in the same name (i.e., with initials and full name), the enrolee's full name should be recorded.
- d. Sometimes, infants or children may not have been named yet. Try to ascertain the intended name for the child by explaining to the enrolee the importance of capturing the name of the individual for allotting EID. In case of non-availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.



## Examples for Verification Process without HOF

**Example 1** Below is the screenshot of **Aadhaar Data Update Form** of Aadhaar Holder. Here the Aadhaar holder is updating his demographic details without Head of Family (HOF). The original documents will be verified to update the details.

Unique Identification Authority of India Government of India			
Under Section 3 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)			
AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM			
Aadhaar Enrolment and Mandatory Biometric Update is free. No charges are applicable for Form. In case of Correction/ Update, provide your Aadhaar Number (UID), Full Name and only that field which needs Correction/ Update.			
<input type="checkbox"/> Resident <input type="checkbox"/> Non-Resident Indian (NRI)*    Please follow the instructions overleaf while filling up the form. Use capital letters only.			
1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID):
2.1	<input checked="" type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email		
3	Full Name: <b>PRAMOD CHAKRAVARTHY KONMATHI</b>		
4	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	5	Age: Yrs. OR. Date of Birth: <input type="checkbox"/> Declared <input type="checkbox"/> Verified
Address: C/o <b>K. NARASIMHULLU</b>			
House No./ Bldg./ Apt:		Street/ Road/ Lane:	
Landmark:		Area/ Locality/ Sector:	
Village/ Town/ City:		Post Office:	
District:		Sub-District:	State:
E-Mail:		Mobile No.: <b>9848022338</b>	PIN Code: <b>500200</b>
7	Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife <small>For children below 3 years Father/Mother/Guardian's details are mandatory. Adults can opt not to specify this information.</small>		
Name:			
EID/ Aadhaar No.:			
Verification Type: <input type="checkbox"/> Document Based <input type="checkbox"/> Introducer Based <input type="checkbox"/> Head of Family (HoF) Based Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/ or address. Introducer and Head of Family details are not required in case of Document based verification.			
8	<b>For Document Based</b> (Write Names of the documents produced. Refer overleaf of this form for list of valid documents)		
a.	POI	b.	POA
c.	DOB <small>(Mandatory in case of Verified Date of Birth)</small>	d.	POR <small>(Mandatory in case of HoF based Enrolment/ Update)</small>
9	<b>For Introducer Based – Introducer's</b> Aadhaar No.:	<b>For HoF Based – Details of</b> <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife HoF's EID/ Aadhaar No.:	
I hereby confirm the identity and address of _____ as being true, correct and accurate.			
Introducer/ HoF's Name:		Signature of Introducer/ HoF	
<b>Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016</b> I confirm that I have been residing in India for at least 182 days in the preceding 12 months / I am Non Resident Indian (NRI) & information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.			
Verifier's Stamp and Signature: _____ <small>(Verifier must put his/ her Name, if stamp is not available)</small>			
 Applicant's signature/ Thumbprint			
-----			
To be filled by the Enrolment Agency only:		Date & time of Enrolment: _____	
<small>Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by legal guardian of incapacitated Person.            * In case of NRI, only Indian Passport will be valid as POI.</small>			

### Aadhaar Update Form

To update the details, the relevant POI and POB have to be verified. Here are a few original documents that are required to verify the identity of the Aadhaar holder.

<p><b>PAN Card is used as a Proof of Identity (POI)</b></p> 	<p><b>Marks Sheet (Issued by Government Board or University) is used as a Proof of Date of Birth (PoB)</b></p> 
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**Example 2** Below is the example for **Aadhaar Enrolment or Correction.**



The form is titled "AADHAAR ENROLMENT CORRECTION UPDATE FORM". It contains the following fields and information:

- 1. The Enrolment ID of applicant:** [Blank]
- 2. The kind of Update (provide Aadhaar Number (UID):** [Blank]
- 2.1. Document Based:**  (Photo + Fingerprint + Iris)  (Molality)  (Date of Birth)  (Address)  (Name)  (Gender)  (Email)
- 3. Full Name:** PRAMOD CHAKRABORTY KUNDU THAKURTHI
- 4. Gender:**  Male  Female  Transgender
- 5. Age:** 38 -  Date of Birth:  Date of Birth:  No Birth
- Address:** K. NARAYAN HILL
- 6. Street/Block Name:** [Blank]
- Area/Locality/Station:** [Blank]
- 7. District:** [Blank]
- 8. State:** [Blank]
- 9. PIN Code:** 500000
- 10. Mobile No.:** 9242099578
- 11. Signature of Introducee/Ref:** [Handwritten Signature]

### Aadhaar Correction Form

The details of the Aadhaar holder are verified against the original documents (Birth certificate in this case).



Date of Birth Certificate is used as a Proof of Date of Birth (PoB)

<p>Other Proof of Identity documents are:</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• PAN Card</li> <li>• Voter ID</li> <li>• Driving License</li> <li>• Government Photo ID Cards/ service photo identity card issued by PSU</li> <li>• NREGS Job Card</li> <li>• Photo ID issued by Recognised Educational Institution</li> <li>• Arms License</li> </ul>	<p>Other Proof of DOB (PoB) documents are:</p> <ul style="list-style-type: none"> <li>• PAN Card</li> <li>• Birth Certificate</li> <li>• Passport</li> <li>• Certificate of Date of Birth issued by Group A Gazetted Officer on Letterhead</li> <li>• Central/State Pension Payment Order</li> </ul>
--	--

UIDAI has released a notification regarding the updation of Name, Gender and Date of Birth in the Aadhaar records. The number of updates is prescribed as:

- Date of birth of resident can be updated once in a lifetime subject to condition that the present status of DOB is declared or approximate
- Name can be updated twice in a lifetime
- Gender can be updated once in a lifetime
- The POB document which was submitted while enrolment cannot be used again for POB updates in Aadhaar.



## Date of Birth (DoB)

- a. Date of birth of Resident must indicate day, month and year in the relevant field.
- b. If the Resident provides documentary evidence of Date of Birth, then the Date of Birth is considered as “Verified”. When resident declares the DoB without any documentary evidence, then date of birth is considered as “Declared”.
- c. When the resident is unable to give exact date of birth and only age is mentioned by the resident or approximated by the verifier, then only age is recorded. The software will automatically calculate year of birth in such case.
- d. The Verifier should check the entry in the Enrolment/Update Form and ensure that the resident has correctly indicated the date of birth as “Verified” / “declared” or has filled his/her age.
- e. Updation of more than the approved limit needs to be done through an exception handling process. This requires the resident to visit Regional Office.
- f. Resident is required to submit any of the prescribed documents as a proof of date of birth.
- g. Update request received from residents for change in Date of Birth from Declared/Approximate to be verified will be allowed once in life time, irrespective of range or limit of change.
- h. Update request received from residents for change of DOB whose date of birth is already verified will may require to visit Regional Office of the UIDAI.



## Residential Address

- a. Verify that the PoA contains the name and address. The Verifier should ensure that the name in the PoA document matches with the name in the Pol document. A difference in the name in Pol and PoA document is acceptable if the difference is only in spelling and/or sequence of first, middle and last name.
- b. The “Care of” person’s name, if any, is usually captured for children and old age people living with parents and children, respectively. If not available, one can leave this Address line blank.
- c. Enhancement of address is allowed. The resident may be allowed to add minor fields, such as House No., Lane No., Street Name, correcting typographical errors, minor changes/ corrections to PIN code etc. to the address listed in the PoA as long as these additions/modifications do not alter the base address mentioned in the PoA document.

**Acceptable as addition does not change the basic address**

<p style="text-align: center;"><b>Aadhaar Enrolment or Correction Form</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30px; text-align: center;"><b>3</b></td> <td>Full Name : <b>Prem Raj Takur</b></td> </tr> <tr> <td style="text-align: center;"><b>4</b></td> <td>Gender : <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender</td> </tr> <tr> <td colspan="2">Address : C/o <b>Krishna Dev takur</b></td> </tr> <tr> <td colspan="2">House No / Bldg/ Apt : <b>516 B, Ankit Apartment</b></td> </tr> <tr> <td style="text-align: center;"><b>6</b></td> <td>Landmark : <b>Near North Railway Club</b></td> </tr> <tr> <td colspan="2">Village/ Town/ City: <b>Shimla</b></td> </tr> </table> <p style="text-align: center; margin-top: 10px;">Landmark added</p>	<b>3</b>	Full Name : <b>Prem Raj Takur</b>	<b>4</b>	Gender : <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	Address : C/o <b>Krishna Dev takur</b>		House No / Bldg/ Apt : <b>516 B, Ankit Apartment</b>		<b>6</b>	Landmark : <b>Near North Railway Club</b>	Village/ Town/ City: <b>Shimla</b>		<p style="text-align: center;"><b>Bank Passbook is used as Proof of Address (POA)</b></p> <div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p style="text-align: center;"><b>XYZ BANK</b></p> <p><small>FIRST XYZ COMMERCIAL BANK</small></p> <p>Saving Bank Account CIF No : BBHG12563</p> <p>Account No : 101XXXXXXXXX010</p> <p>Customer Name: Prem Chandra Takur</p> <p>S/D/W/H/O : Krishna Dev Takur</p> <p>Address : 516B, Ankit Apartment, Shimla, Himachal Pradesh</p> <p>Phone : 919XXXXXXX</p> <p>Email : ramxyz@gmail.com</p> <p>D.O.B : If minor</p> <p>MOP : SINGLE</p> <p>Nom. Reg. No.:</p> <p>Nomination Name</p> </div>
<b>3</b>	Full Name : <b>Prem Raj Takur</b>												
<b>4</b>	Gender : <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender												
Address : C/o <b>Krishna Dev takur</b>													
House No / Bldg/ Apt : <b>516 B, Ankit Apartment</b>													
<b>6</b>	Landmark : <b>Near North Railway Club</b>												
Village/ Town/ City: <b>Shimla</b>													

- d. If the changes requested in Address Enhancement are substantial and change the base address that is listed in the PoA, the resident will be required to produce an alternate PoA or enrol through an Introducer.

**Not acceptable as there is change in basic address**

<p style="text-align: center;"><b>Aadhaar Enrolment or Correction Form</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30px; text-align: center;"><b>3</b></td> <td>Full Name: <b>Prem Raj Takur</b></td> </tr> <tr> <td style="text-align: center;"><b>4</b></td> <td>Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender</td> </tr> <tr> <td colspan="2">Address: C/o <b>Krishna Dev Takur</b></td> </tr> <tr> <td colspan="2">House No./ Bldg./ Apt: <b>712 B, Ankit Apartment</b></td> </tr> <tr> <td style="text-align: center;"><b>6</b></td> <td>Landmark: <b>Near North Railway Club</b></td> </tr> <tr> <td colspan="2">Village/ Town/ City: <b>Shimla</b></td> </tr> </table> <p style="text-align: center; margin-top: 10px;">Change in House Number</p>	<b>3</b>	Full Name: <b>Prem Raj Takur</b>	<b>4</b>	Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	Address: C/o <b>Krishna Dev Takur</b>		House No./ Bldg./ Apt: <b>712 B, Ankit Apartment</b>		<b>6</b>	Landmark: <b>Near North Railway Club</b>	Village/ Town/ City: <b>Shimla</b>		<p style="text-align: center;"><b>Bank Passbook is used as Proof of Address (POA)</b></p> <div style="border: 1px solid gray; padding: 5px; background-color: #f0f0f0;"> <p style="text-align: center;"><b>XYZ BANK</b></p> <p><small>FIRST XYZ COMMERCIAL BANK</small></p> <p>Saving Bank Account CIF No : BBHG12563</p> <p>Account No : 101XXXXXXXXX010</p> <p>Customer Name: Prem Chandra Takur</p> <p>S/D/W/H/O : Krishna Dev Takur</p> <p>Address : <b>516B, Ankit Apartment,</b> <b>Shimla, Himachal Pradesh</b></p> <p>Phone : 919XXXXXXX</p> <p>Email : ramxyz@gmail.com</p> <p>D.O.B : If minor</p> <p>MOP : SINGLE</p> <p>Nom. Reg. No.:</p> <p>Nomination Name</p> </div>
<b>3</b>	Full Name: <b>Prem Raj Takur</b>												
<b>4</b>	Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender												
Address: C/o <b>Krishna Dev Takur</b>													
House No./ Bldg./ Apt: <b>712 B, Ankit Apartment</b>													
<b>6</b>	Landmark: <b>Near North Railway Club</b>												
Village/ Town/ City: <b>Shimla</b>													

3

**Relationship Details:**

- a. In the case of children below 5 years, "Name" and "Aadhaar Number" of one of the parents or guardian is mandatory. Parent/Guardian must produce their Aadhaar letter when enrolling children (or they can be enrolled together).
- b. In the case of an adult, no verification will be done for the information on parent or spouse. They are recorded for internal purposes only.





#### Head of Family (HoF):

- a. Verify that the PoR document establishes relation between the Head of Family and the family member. Only those family members can be enrolled based on the relationship document (PoR), whose names are recorded in relationship document.
- b. Head of Family must always accompany the family member when the family member is getting enrolled.
- c. The verifier must also check the HoF details in the Enrolment/ Update Form in case of HoF based verification. HoF's Name and Aadhaar Number in the form should be verified against the Aadhaar letter.
- d. Ensure that in case of HoF based enrolments, the relationship details mentioned in the form are of the HoF only.



#### Mobile Number and Email Address:

- a. Advise the importance of mobile number for the purpose of eKYC through OTP and ensure the resident provides his/her mobile number, though it is not mandatory.
- b. Also advise the resident to provide his/her email address only to add an extra security if all types of authentication fail and also information to residents can be shared through email.
- c. Inform the resident that the mobile number can only be updated in the Aadhaar Enrolment centres and cannot be done online.

## Introducer

### How are Residents without Documents Enrolled in Aadhaar?

- a. Key demographic data needs to be verified properly at the time of enrolment. Residents can bring any of the approved documents as Proof of Identity (PoI) and Proof of Address (PoA).
- b. If a resident is unable to provide documentary proof of identity or proof of address, they can be enrolled through a pre-designated "Introducer" who is identified and notified by the Registrar or Regional Offices.
- c. An Introducer is a person who is authorised by the Registrar to introduce a resident who does not possess any PoA/PoI document. This introduction does not mean giving a character certificate to resident.



## Who is an Introducer?

- a. Introducers are individuals (for example, Registrar's employees, elected local body members, members of local administrative bodies, postmen, influencers such as teachers, health workers and doctors, Anganwadi / ASHA workers, representative of local NGO's etc.) identified by a Registrar and registered in UIDAI's CIDR as "Introducers".
- b. In certain cases, the UIDAI Regional Office may itself take the initiative to identify a pool of Introducers for the convenience of Registrars.
- c. Introducer must be above the age of 18 years and Introducer must not have a criminal record.
- d. Introducers will be linked to a Registrar. The same Introducer may be used by more than one Registrar as long as they are identified by the Registrar concerned and registered in UIDAI's CIDR as "Introducers" for the particular Registrar. Therefore, the Introducer can only introduce people within the Registrar's jurisdiction. In addition, a Registrar can further limit the operations of an Introducer by administrative boundaries (State, district level).

## What are the Responsibilities of an Introducer?

- a. Once the Registrar identifies introducers region-wise (District/State in which the Introducer is authorised to work), he will notify the Introducers.
- b. The Introducers must attend the Aadhaar Awareness Workshop organised by the Registrar and UIDAI to acquaint themselves with the Aadhaar programme and understand Introducer's responsibilities and liabilities.
- c. If the identified Introducer is ready to work as an Introducer, he/she will have to give a written consent (prescribed Performa attached as "**Appendix E**") to being an Introducer for the purpose of enabling Aadhaar enrolments and to follow the guidelines and procedures laid down for the Introducers by the Unique Identification Authority of India (UIDAI) and the Registrar.
- d. Introducers need to be enrolled and must have received their Aadhaar numbers and signed the consent forms before they start introducing residents in the field.
- e. They must ensure that the Registrar has registered and activated them as an Introducer at UIDAI.
- f. Introducers must keep themselves informed on the Enrolment Schedules, Enrolment Centre locations and operational hours of the Enrolment Centres in their assigned territory.
- g. They must ensure that their contact information is correctly displayed at the Enrolment Centre. In case of no display/incorrect information, ask the Enrolment Centre supervisor to display/correct the details.
- h. Introducer must be easily accessible to the residents.
- i. The Introducers must check the Resident's Name and Address on the Enrolment form for correctness and completeness. Introducer should also check his/her own details in the form and then provide his/her signature/thumbprint on the Enrolment Form space provided.
- j. Introducers should make themselves available during the working hours of the EC for endorsing residents. In case, they are not available during the operational hours, they can visit the Enrolment Centre at the End of the Day and check the list of residents pending for their endorsement.

- k. Introducer must carefully check the name and address details of the Resident and provide their Approval/Rejection.
- l. Introducers have to provide their biometric on Aadhaar client to endorse a resident's enrolment.
- m. The Introducer also signs/provides thumbprint on the consent for enrolment where consent print requires the same.
- n. Introducers confirm the identity and address of the resident they are introducing.
- o. Introducer must only introduce residents who do not have documentary proof of identity or address.
- p. Introducers are not obliged to introduce every person who approaches them.
- q. Introducer cannot charge fees for introducing residents. However, Registrars can prescribe an honorarium to be paid to them for this work.

**What are the Liabilities of an Introducer?**

- a. Introducer must not collude with a person to impersonate another person (dead or alive) at the time of enrolment.
- b. Introducer must not help an Aadhaar holder to deliberately take on the identity of another person by changing demographic information or even colluding to provide false biometric information.
- c. Strict action will be taken against the Introducer for violation of guidelines.



## Chapter 3

# Onboarding of Enrolment Agency and Enrolment Staff

## Chapter 3: Onboarding of Enrolment Agency and Enrolment Staff

### Onboarding Enrolment Agency



Enrolment agencies will have to undergo an onboarding process for enrolment stations.

Authority will coordinate the onboarding process with the Registrars and EAs.



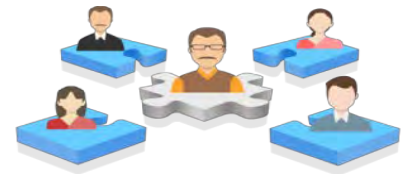
The onboarding process will inter alia include the following:

- EAs will declare enrolment station deployment plans i.e. when and where the centres will be established
- EAs will also demonstrate that they have certified and active operators, requisite machines and hardware available to be deployed

EAs will also demonstrate that they have the requisite infrastructure for supervision of the enrolment centre



EA will prepare roll out plan and machine deployment plan with Registrar and share with Authority offices/nodal officer who will then approve the deployment plan.

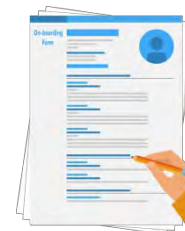


EA has to make sure that all the Operators/Supervisors who are working under its EA Code perform Operator Sync and Packet sync.

The List of active station will start to reflect on UIDAI Appointment Portal, once the syncing process is completed as per prescribed frequency



### Onboarding of Enrolment Staff



1. Enrolment Staff has to be duly certified by the Testing and Certification Agency appointed by the Authority.

2. After obtaining a valid certificate, Enrolment Staff has to fill the on-boarding form and deposit the same at Authority's Regional Office through their Enrolment Agency for verification/ activation.



3. Before onboarding any user, user credential file is downloaded and imported into the Enrolment application.  
 The user-credential file is a digitally signed .xml file.



4. During the onboarding, biometrics of **Enrolment Staff** is stored into enrolment client after authentication.  
 Enrolment client needs to be connected to internet during the process of onboarding.



5. Client also ensures that after master data is downloaded for suspended operators. Such operators cannot enrol or on-board after that point.



6. Status at the time of onboarding:
- **On-board (Enrolled) User:** Verification of User's biometric details is successfully completed and stored in local database
  - **Not Enrolled:** Verification of User's biometric details is not successfully completed and not stored in local database



7. Enrolment Staff will provide their fingerprints (left slap, right slap and two thumbs)
- When the quality of biometric is above threshold, pass indicator will be shown to user
  - User will get unlimited number of attempts to capture biometric that passes the required threshold



8. Once biometrics are captured, user sends a request to CIDR server for authentication
- During authentication at server, biometric of the Enrolment Staff are compared against the biometric provided by the same person at the time of enrolment



### GPS Sync of Enrolment Device

#### IMPORTANT

- EA staff must ensure that the Enrolment Device must be attached to the GPS device
- EA staff must ensure that the device is fully functional at the time of login into the enrolment client
- EA staff must ensure that the device coordinates are captured with each enrolment
- In cases where the device GPS coordinates are not available in the enrolment packet, the enrolment gets rejected and the Operator will be BLACKLISTED or further legal action will be taken against the operator/supervisor



## Chapter 4

# Aadhaar Enrolment/Update Process



## Chapter 4: Aadhaar Enrolment/Update Process

The Aadhaar enrolment process includes visiting Enrolment Centre, filling the **Aadhaar Enrolment/Correction – Appendix F**, getting demographic and biometric data captured, submitting Proof of Identity (PoI) and Proof of Address (PoA), Proof of Relationship (PoR), Proof of Date of Birth documents before collecting acknowledgement slip containing EID (Enrolment ID).

- There are other modes of enrolment for the resident who do not have any Proof of Identity and Proof of Address documents i.e. through Introducer based enrolment or Head of the Family based enrolment.
- Any resident who has resided in India for a period or periods amounting in all to one hundred and eighty-two days (182 days) or more in the twelve months immediately preceding the date of application for enrolment is eligible for Aadhaar Enrolment.
- Resident needs to enrol only once, as multiple enrolments will result in rejections unless it is advised by the Authority.
- The waiting time for Aadhaar generation may vary up to 90 days after receipt of resident data packets in CIDR.

**Note:** In case of omission of Aadhaar number for reasons other than multiple Aadhaar numbers having been issued, residents shall be required to re-enrol. The reasons for omission of Aadhaar Number are specified in **Appendix G**.

### Types of Enrolment

#### Document-based Enrolment



- Proof of Identity (PoI) - Mandatory
- Proof of Address (PoA) - Mandatory
- Date of Birth (DoB) - Optional

#### Introducer-based Enrolment



Introducers include:

- Registrars' own employees
- Elected local body members
- Members of local administrative bodies
- Postman
- Influencers such as teachers
- Health workers
- Doctors
- Anganwadis/ Asha workers
- Representatives of local NGOs

Information Captured during Introducer-based Enrolment:

- Introducer's name
- Introducer's Aadhaar number
- One modality of biometric information of the Introducer

### Head of Family-based Enrolment



- Name of Head of the Family
- Proof of Relationship (PoR) of resident and HoF
- Head of Family's Aadhaar number
- Biometric confirmation of the Head of Family at time of enrolment

### Child Enrolment (below five years of age)



- Proof of Date of Birth
- Proof of Relationship (parent and child)
- Enrolment ID or Aadhaar number of any one parent, preferably that of the mother in the event both parents are alive, or guardian
- Biometric confirmation of the any one parents at time of enrolment
- The address and mobile number of child will be the same as that of the linked parent/ guardian

#### Note:

- The change or update in Address **cannot be done simultaneously** in the child and parent/ guardian
- The parent/ guardian must first update his/ her address before enrolling the child
- After he/ she receives the Aadhaar, the child can then be enrolled using the parent's/ guardian's Aadhaar



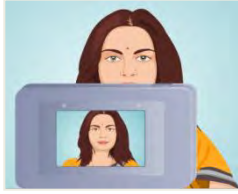
List of Documents allowed as are specified in **Appendix G**.



**Convenience Charge:** Fresh enrolment and Mandatory Biometric Update for Child after obtaining 5 / 15 years in age is FREE OF COST. Operator/ supervisor asking money such activities will be BLACKLISTED and further legal action will be taken against them. Complete Details of Charges that can be collected from the Resident is mentioned in **Appendix I**.

## Information Captured during Enrolment

Biometric information required for enrolment from all individuals except for children below 5 years of age.



Facial image



All ten fingerprints



Scans of both Irises

Biometric information namely - all ten fingers and Iris is not required for enrolment of children below 5 years of age. Facial photograph is captured for the children below 5 years in age.

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

Enrolment of residents with biometric exceptions such as missing finger/missing eye etc., the following information needs to be captured:

- Complete Demographic Information
- One iris, if not possible to capture both the irises
- Fingerprints of remaining fingers in case of missing finger
- Exception photograph



## Aadhaar Generation/ Update Steps

### Step 1: Enrolment/Update

The enrolling agencies shall upload the enrolment/update packet to the CIDR using the software provided by the Authority.

### Step 2: Aadhaar Processing at CIDR

The UIDAI shall process the enrolment/update data received from the Enrolment Agency.

### Step 3: Rejection

The Authority may reject an enrolment/update request due to duplicate enrolment, quality or any other technical reason.

### Step 4: De-duplication/Checks

After de-duplication and other quality checks as specified by the Authority, the Authority generates/updates the Aadhaar number.

### Step 5: Delivery of Aadhaar Number

- The Aadhaar is communicated to residents in physical form (Aadhaar letter)
- In Electronic form (e-Aadhaar) available for download from <https://resident.uidai.gov.in/> (registered mobile number is required)
- Downloaded in the form of m-Aadhaar Android Application (registered mobile number is required)

### Step 6: Rectification or Update

- In case there is some error in the information mentioned in Aadhaar Letter or e-Aadhaar, resident may contact the Authority by calling 1947 or writing to [help@uidai.gov.in](mailto:help@uidai.gov.in)
- Resident can also submit an Update Request by following the Aadhaar Update Process specified by the Authority

## Aadhaar Update Process

Aadhaar number holder may seek alteration of his demographic information or biometric information in cases mentioned below through the Aadhaar Update Process specified by the Authority.

- In case any demographic information of an Aadhaar number holder is incorrect or changes subsequently, the Aadhaar number holder shall request the Authority to alter such demographic information in his record in the CIDR
- In case any biometric information of Aadhaar number holder is lost or changes subsequently for any reason, the Aadhaar number holder shall request the Authority to make necessary alteration in his record in CIDR
- Mandatory Update: The biometric information of children has to be mandatorily updated upon attaining five years of age and fifteen years of age
- In case of deactivation, an Aadhaar number holder or resident is required to update his or her identity information partly or fully



No identity information in the Central Identities Data Repository shall be altered/updated without the resident's consent or request. The reasons for deactivation of Aadhaar Number is specified in **Appendix J**

## Mode of Updates

### Visiting Enrolment Centre



- At any enrolment centre with the assistance of the operator and/ or supervisor. The Aadhaar Update Request Form is specified in **Appendix K**
- The resident will be biometrically authenticated and shall be required to provide his Aadhaar number along with the identity information sought to be updated and supporting documents
- List of Enrolment Centres is available at: <https://appointments.uidai.gov.in/easearch.aspx>
- A new facility has been added where the resident can book an appointment online
- **Link:** <https://appointments.uidai.gov.in/bookappointment.aspx>

### Online mode



- Resident's Address can be updated online through SSUP Portal by submission of Aadhaar number and the registered mobile number and uploading the supporting documents
- Authentication will be carried out through a One-Time Password (OTP) sent to the registered mobile number
- The SSUP Portal is available at: <https://ssup.uidai.gov.in/web/guest/ssup-home>



The resident shall be assigned an update ID for tracking the status update, and the revised Aadhaar letter may be made available to the resident in physical or electronic form.



## Chapter 5

# Capturing Demographic and Biometric Details of Resident and Use of Enrolment/Update Clients

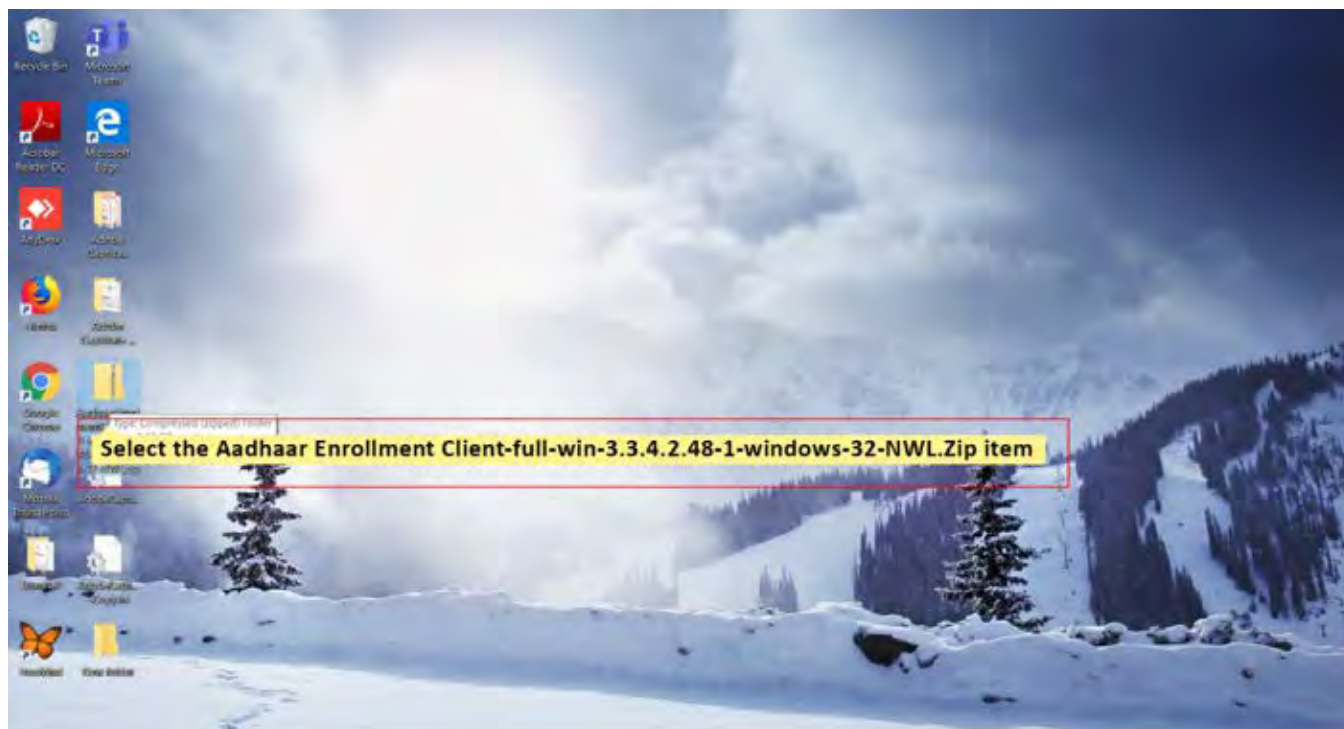
## Chapter 5: Capturing Demographic and Biometric Details of Resident and use of Enrolment/Update Clients

### Detailed Guidelines for Recording Demographic

- Enter the Demographic details of the resident from the verified Enrolment/Update Form.
- In case of Aadhaar Update, only the fields which need to be updated should be marked and filled.
- Ensure that the resident has provided his/her mobile number in the form. In addition to this encourage resident to email ID in the form, for UIDAI to get in touch with the resident using these details, if required, like in case of returned letters.
- Pay attention to Data Aesthetics during demographic data capture. Avoid improper use of spaces, punctuation marks, capital and small letters during data capture.
- Avoid use of un-parliamentary language and transliteration error.
- Leave those non-mandatory fields blank where no data is provided by resident. Do not enter N/A, NA etc. in fields where Resident has not provided any data.
- Filling Father / Mother / Husband / Wife / Guardian field is not mandatory for residents above the age of 5 years in case the adult is not in a position or does not want to disclose. Then select checkbox "Not Given" in "Relationship to Resident".
- In case of children below the age of 5 years, one of the parents' or guardian's name and Aadhaar Number shall be mandatorily recorded.
- It is not compulsory for only father's name to be recorded against the 'parent's name.' Mother's name can alone be recorded for the 'parent's/ guardian's' name if so desired by the parent.
- Enrolment of the parent is mandatory prior to the child. If the child's father /mother / guardian has not enrolled or does not possess Aadhaar Number at the time of enrolment, the enrolment of that child cannot be done.
- For Head of Family (HoF) based verification Name, Aadhaar Number of HoF and Relationship Details of the family member to HoF are mandatory details to be entered.



## Detailed Guidelines for Recording Demographic



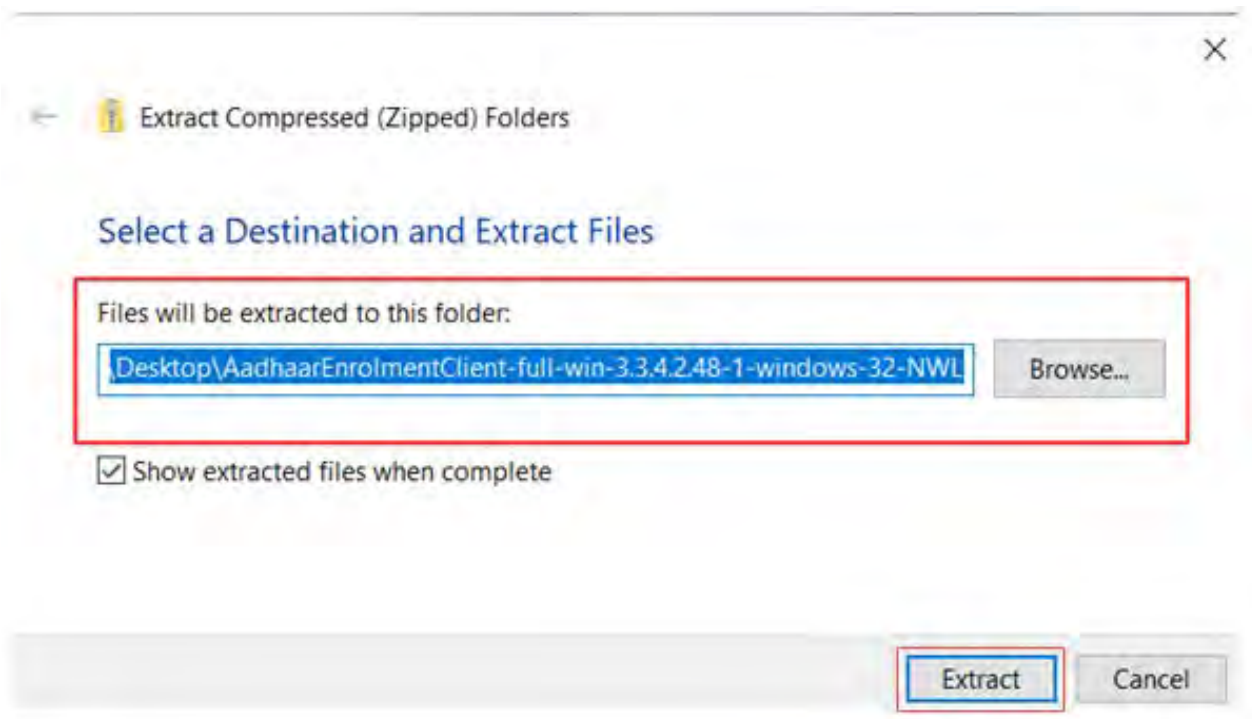
### Step 1

Download **AadhaarEnrolmentClient** version **3.3.4.2.48-1** into the system.

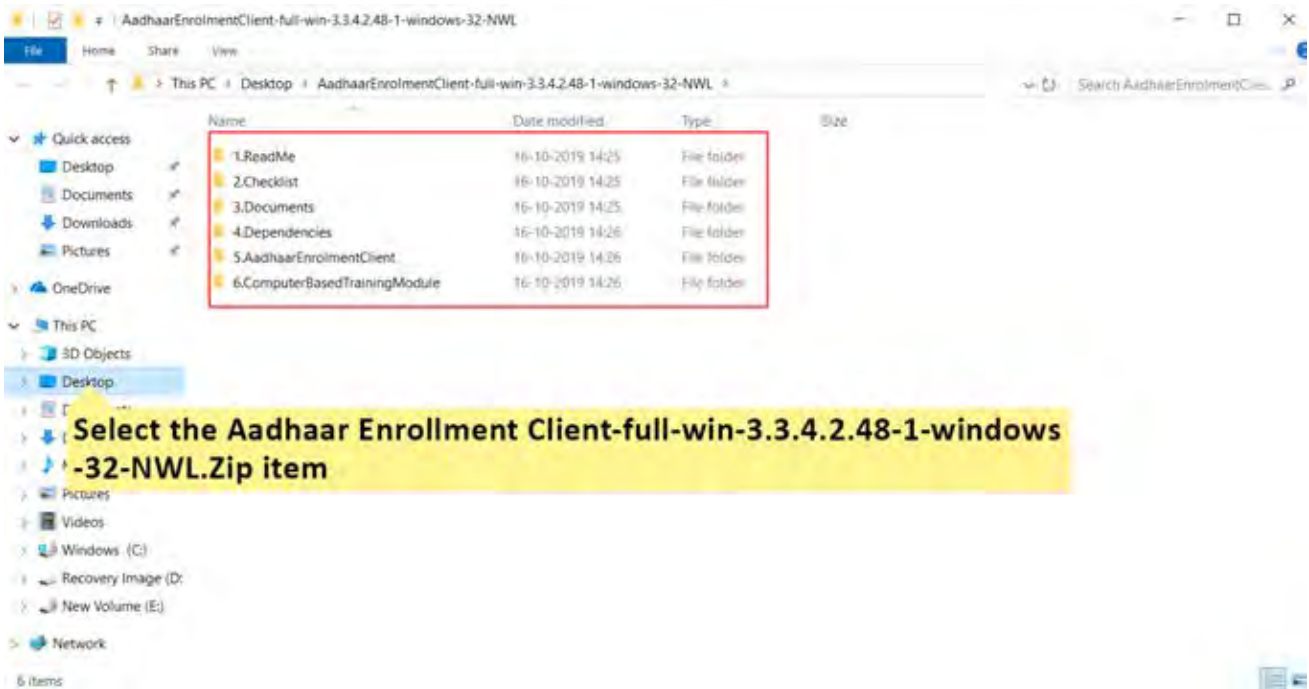



**Step 2**

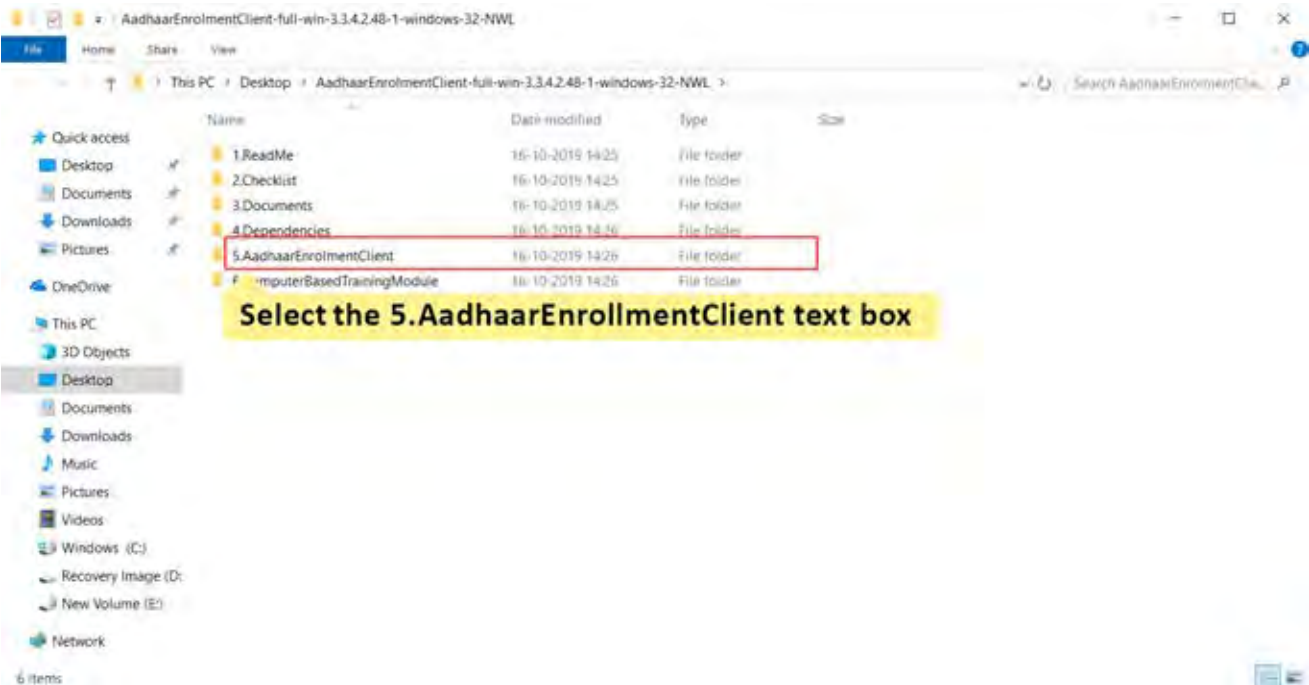
Select the downloaded file and then right click on it.  
 Select **Extract All** option from the menu to extract the files.


**Step 3**

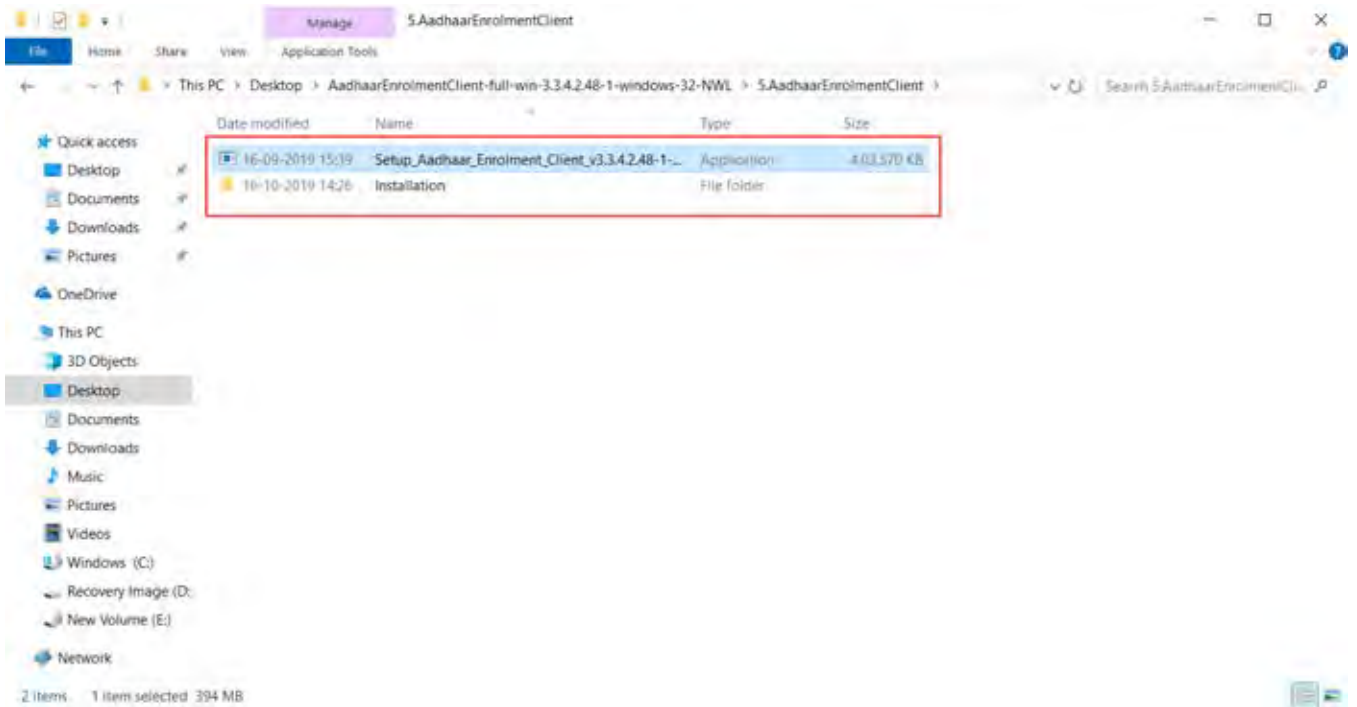
Select a destination folder to be extracted and then click **Extract button**.


**Step 4**

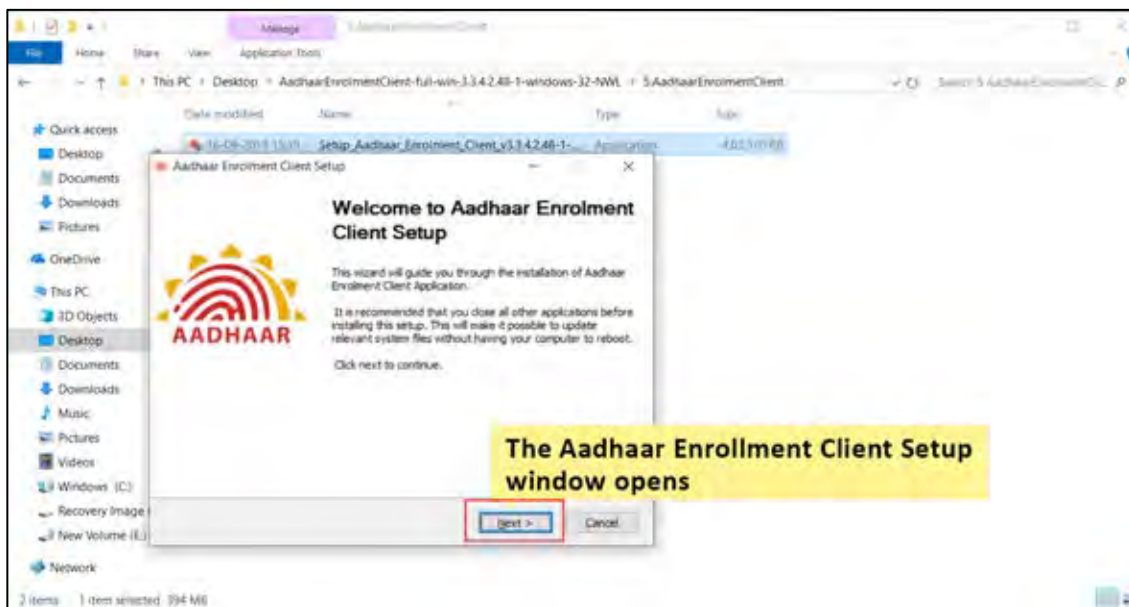
You can see a list of names after extracting the file.


**Step 5**

From that, open the setup **5. Aadhaar Enrolment Client**.


**Step 6**

Double-click **Setup\_AadhaarEnrolmentClient** version **3.3.4.2.48-1.exe** file.


**Step 7**

Then, you will see a welcome pop-up of the set-up on the screen. Click **Next** button to allow the set-up installation process.

### Aadhaar Administrator Login



**AADHAAR**  
Enrolment Client Administration  
version 3.3.4.2/48-1

Operator ID

Operator Name

Password

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**Step 8**

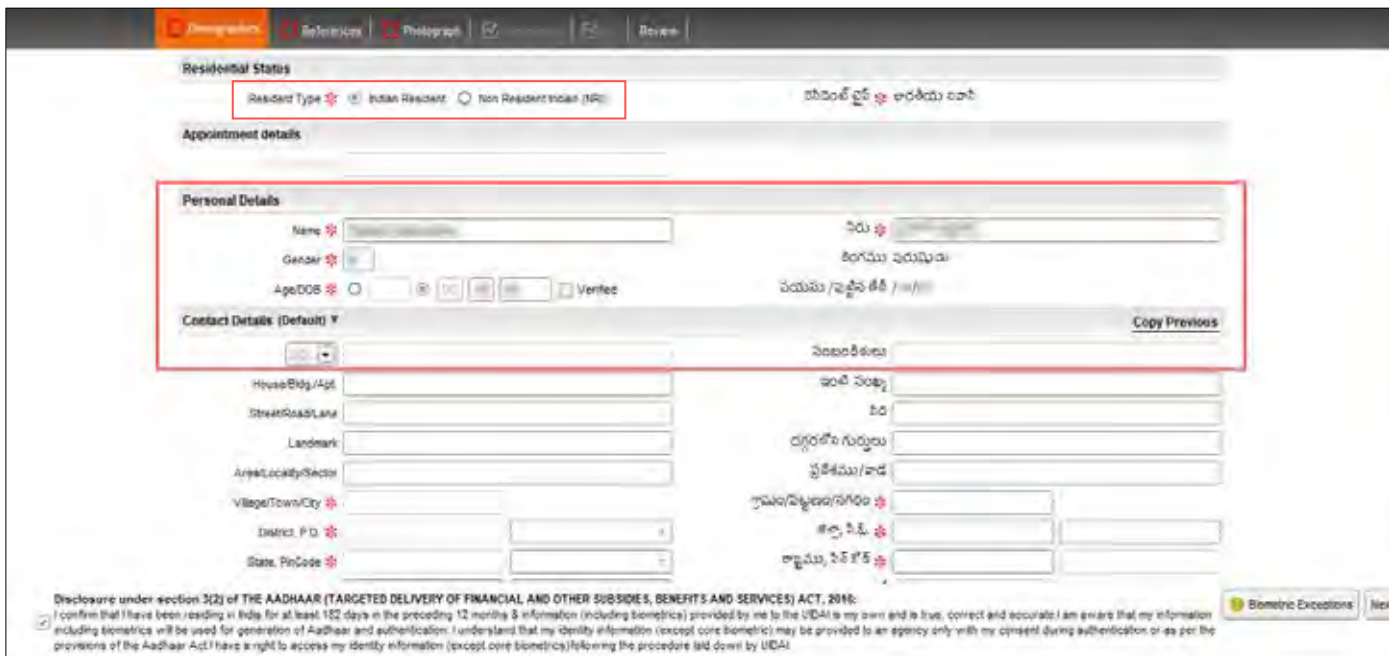
OTA Client has installed successfully. Now enter credentials **Operation ID, Operator Name and Password** and then click **Login** for further processing.

Steps to Enrol a Resident Using ECMP Client



Step 01

Login to latest ECMP client using your login credentials.



Step 02

Select the Resident Type. Type the required details in the **Personal Details** section.

**Step 03**

Fill all the Demographic Details and **Contact Details** including **Mobile Number** and **email**, if the resident is willing to share. It is not mandatory to collect the mobile number and email.

**Step 04**

Click **References** tab and select a document from **Proof of Date of Birth (PoB)** dropdown menu, if you have checked the Verified box in the Demographics window. Otherwise, do not select the document.

**Enrol a Resident**

Proof of Date of Birth:

**Identify and Address Verification**

Verify using supporting documents

Identity Proof:

Address Proof:

Introducer shall verify the resident's identity/address

Name/Aadhaar No:

Head of Family shall verify the resident's identity/address

Relative Details:  Not Given

Relation Type & Name:

Enrolment ID:

Aadhaar No:

Documents submitted for verification

Total number of document pages submitted:

Previous Next

**Step  
05**

Now, select the documents submitted by the resident as Proof of Address (PoA) and Proof of Identity (PoI) and choose the relevant documents from the dropdown menus.

**Enrol a Resident**

Proof of Date of Birth:

**Identify and Address Verification**

Verify using supporting documents

Identity Proof:

Address Proof:

Introducer shall verify the resident's identity/address

Name/Aadhaar No:

Head of Family shall verify the resident's identity/address

**Relative Details**:  Not Given

Relation Type & Name:

Enrolment ID:

Aadhaar No:

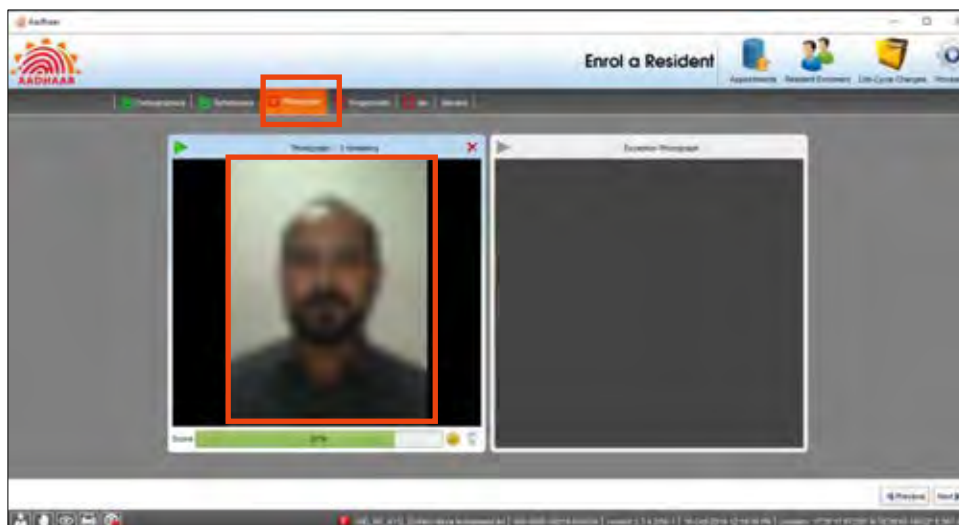
Documents submitted for verification

Total number of document pages submitted:

Previous Next

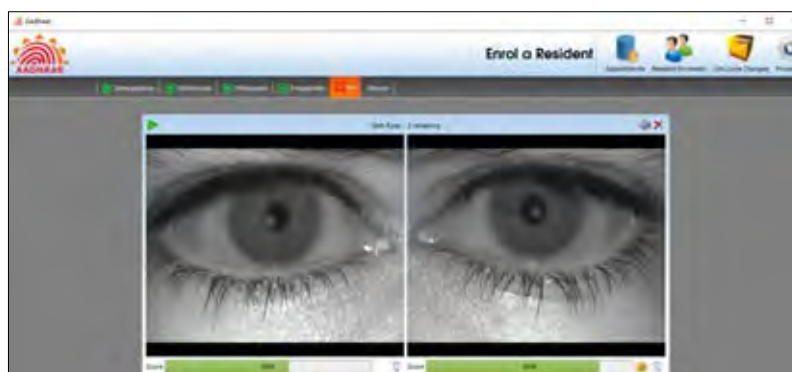
**Step  
06**

**Note:** Fill the Head of the Family Details (for HoF enrolment only).  
 Enter the No. of Supporting Documents based on the type of Enrolment.  
 In case of Child Enrolment STEP 6 & 7 are not applicable.


 Step  
 07

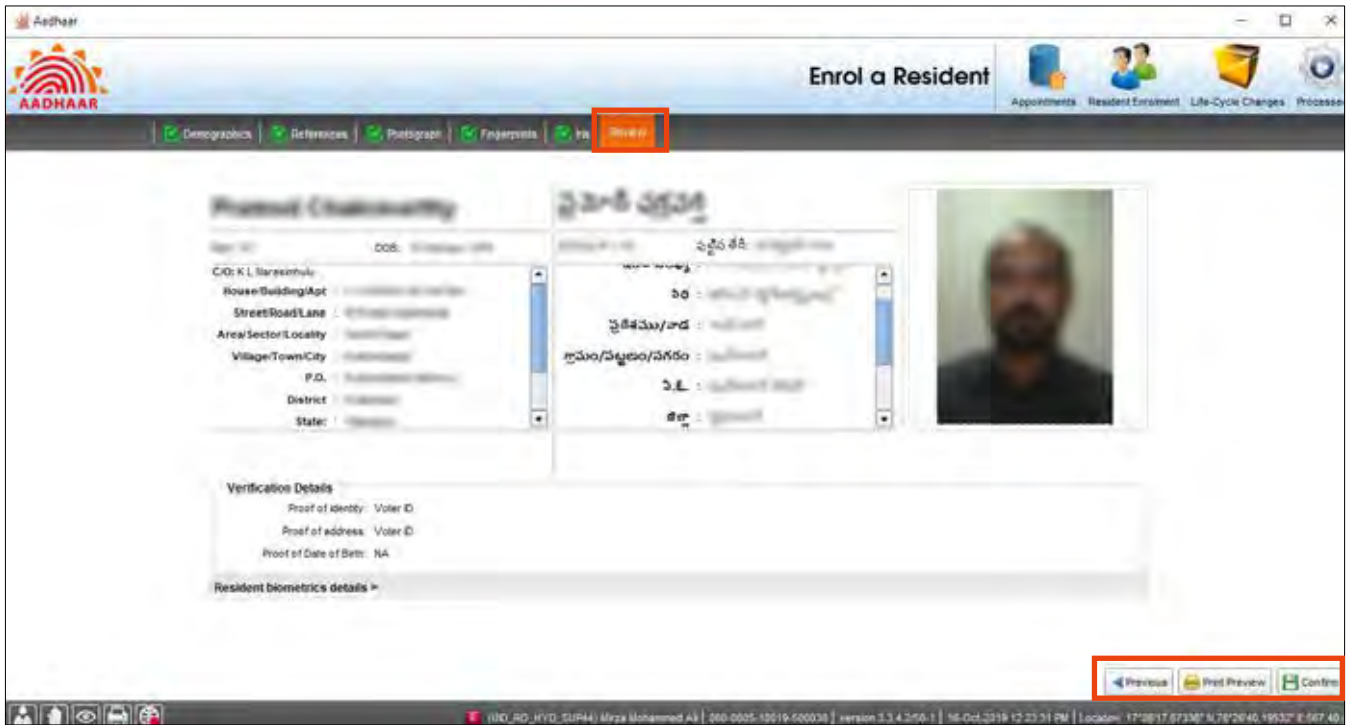
 Click **Photograph** tab and click the photograph of the resident.

 Step  
 08

 Go to **Fingerprints** tab. Capture the left hand figure impression then right hand fingers impression followed by both Thumbs impressions using the biometric device.

 Step  
 09

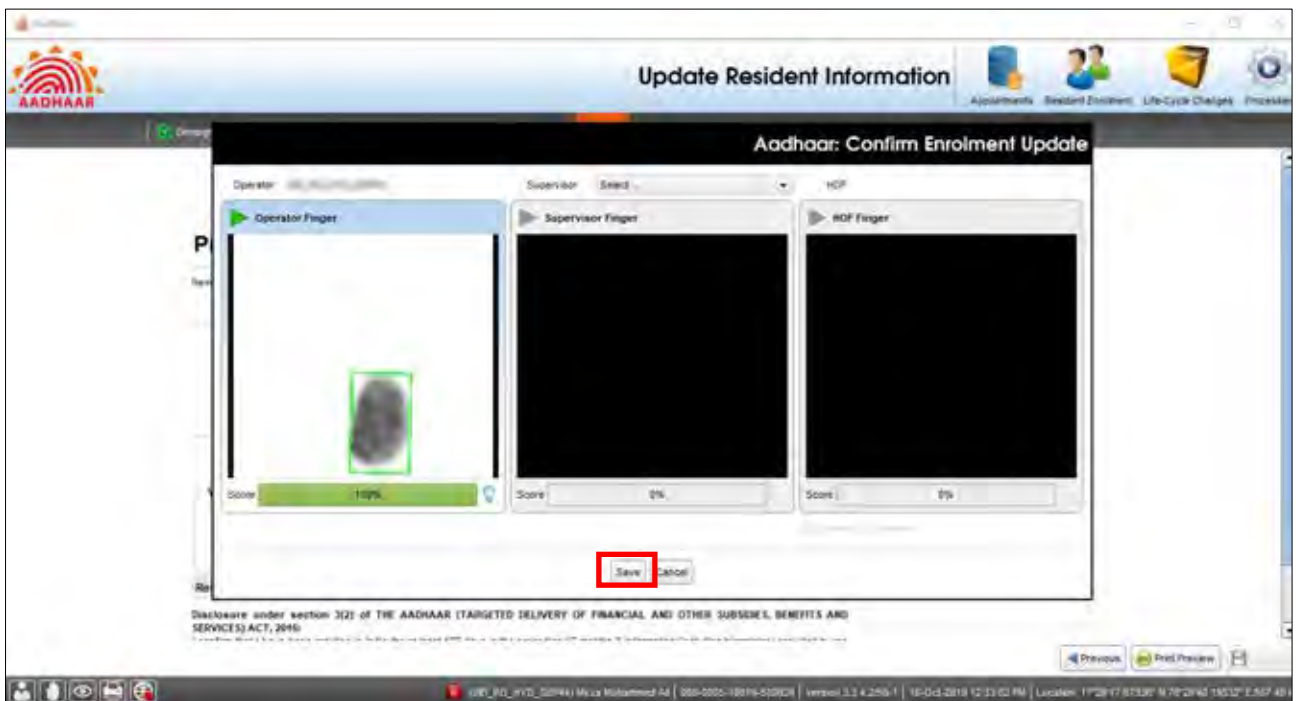
 Click **Iris** tab.  
 Capture the both Iris impressions using the Iris scanner.





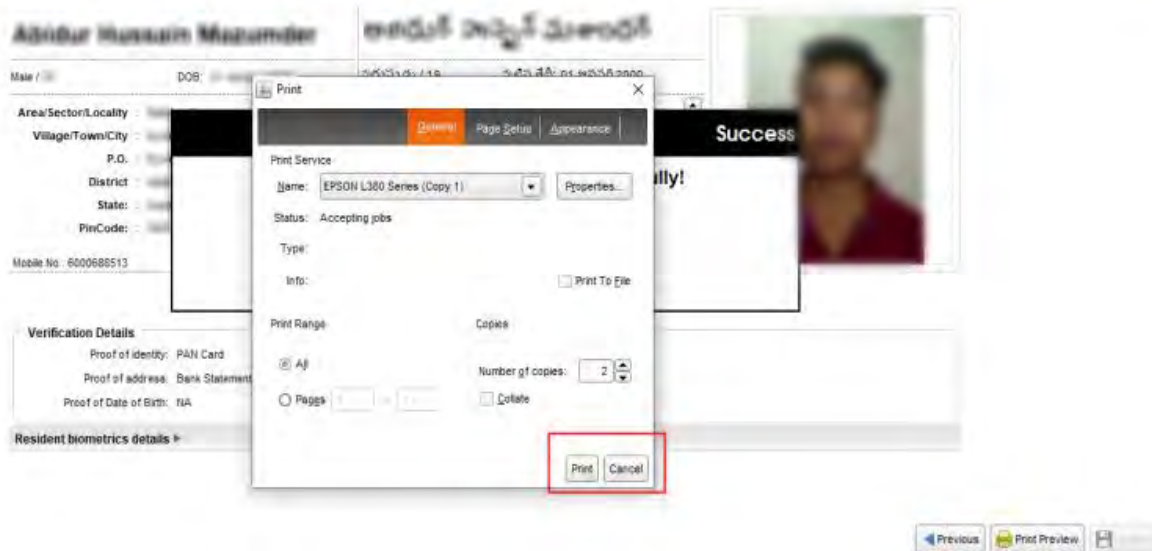
**Step 10**

Finally, click **Review** tab and confirm the details with the resident. In case of any errors, go back to the relevant tab and correct the same. Click **Confirm**.



**Step 11**

You should give your thumb impression in the biometric slot and click **Save**.



**Step 12**

Printing of Acknowledgement Slip and getting it signed by the resident.



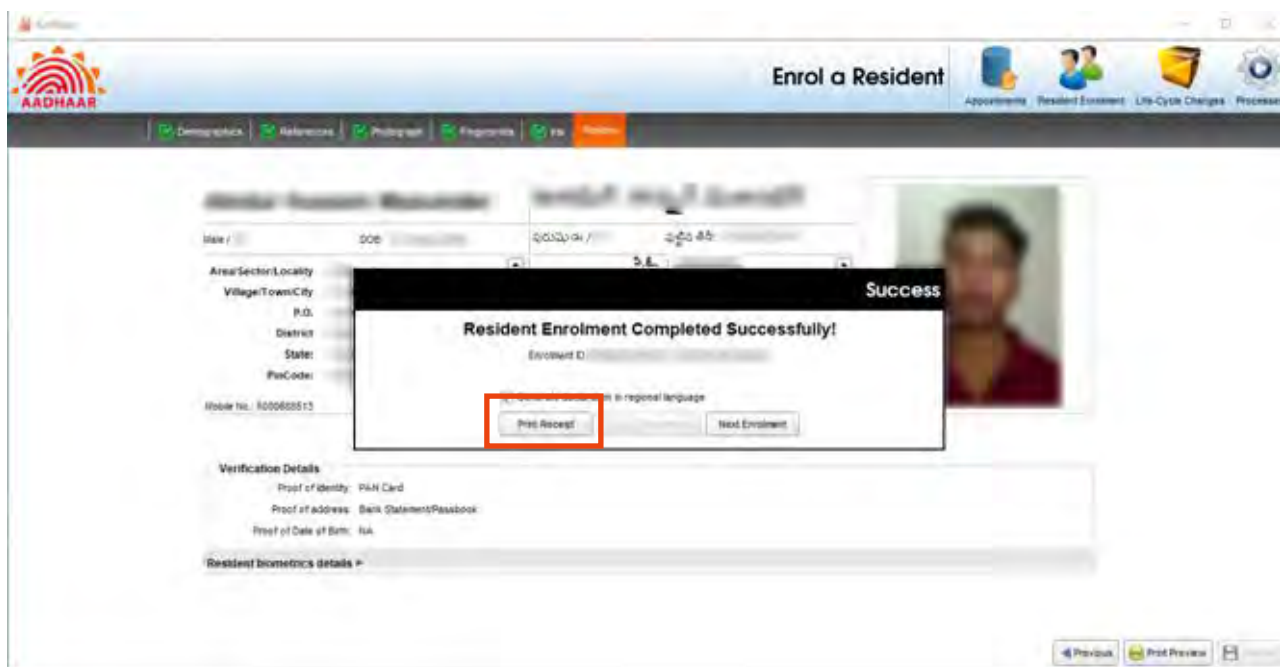
**Step 13**

Mandatory Scanning of Supporting Documents, Acknowledgement Slip and Aadhaar Enrolment Form. Click Print icon.

Unique Identification Authority of India Government of India			
Under Section 3 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)			
AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM			
Aadhaar Enrolment and Mandatory Biometric Update is free. No charges are applicable for Form. In case of Correction/ Update, provide your Aadhaar Number (UID), Full Name and only that field which needs Correction/ Update.			
<input type="checkbox"/> Resident <input type="checkbox"/> Non-Resident Indian (NRI*)    Please follow the instructions overleaf while filling up the form. Use capital letters only.			
1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID): <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
2.1	<input checked="" type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email		
3	Full Name: <b>PRAMOD CHAKRAVARTHY KONMATHI</b>		
4	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	5	Age:    Yrs    OR    Date of Birth: <input type="checkbox"/> Declared <input type="checkbox"/> Verified
6	Address: C/o <b>K. NARASIMHULU</b>		
	House No./ Bldg./ Apt:	Street/ Road/ Lane:	
	Landmark:	Area/ Locality/ Sector:	
	Village/ Town/ City:	Post Office:	
	District:	Sub-District:	State:
	E-Mail:	Mobile No.: <b>9848022338</b>	PIN Code: <b>500200</b>
7	Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife <small>For children below 5 years Father/Mother/Guardian's details are mandatory. Adults can opt not to specify this information.</small>		
	Name:		
	EID/ Aadhaar No.:		
Verification Type: <input type="checkbox"/> Document Based <input type="checkbox"/> Introducer Based <input type="checkbox"/> Head of Family (HoF) Based Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/ or address. Introducer and Head of Family details are not required in case of Document based verification.			
8	<b>For Document Based</b> (Write Names of the documents produced. Refer overleaf of this form for list of valid documents)		
a.	POI	b.	POA
c.	DOB <small>(Mandatory in case of Verified Date of Birth)</small>	d.	POR <small>(Mandatory in case of HoF based Enrolment/ Update)</small>
9	For Introducer Based – Introducer's Aadhaar No.:	For HoF Based - Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife HoF's EID/ Aadhaar No.:	
	I hereby confirm the identity and address of _____ as being true, correct and accurate.		
Introducer/ HoF's Name:		Signature of Introducer/ HoF	
<b>Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016</b> I confirm that I have been residing in India for at least 182 days in the preceding 12 months / I am Non Resident Indian (NRI) & information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.			
Verifier's Stamp and Signature: (Verifier must put his/ her Name, if stamp is not available)		 Applicant's signature/ Thumbprint	
To be filled by the Enrolment Agency only:		Date & time of Enrolment: _____	
<small>Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person. * In case of NRI, only Indian Passport will be valid as PGI.</small>			

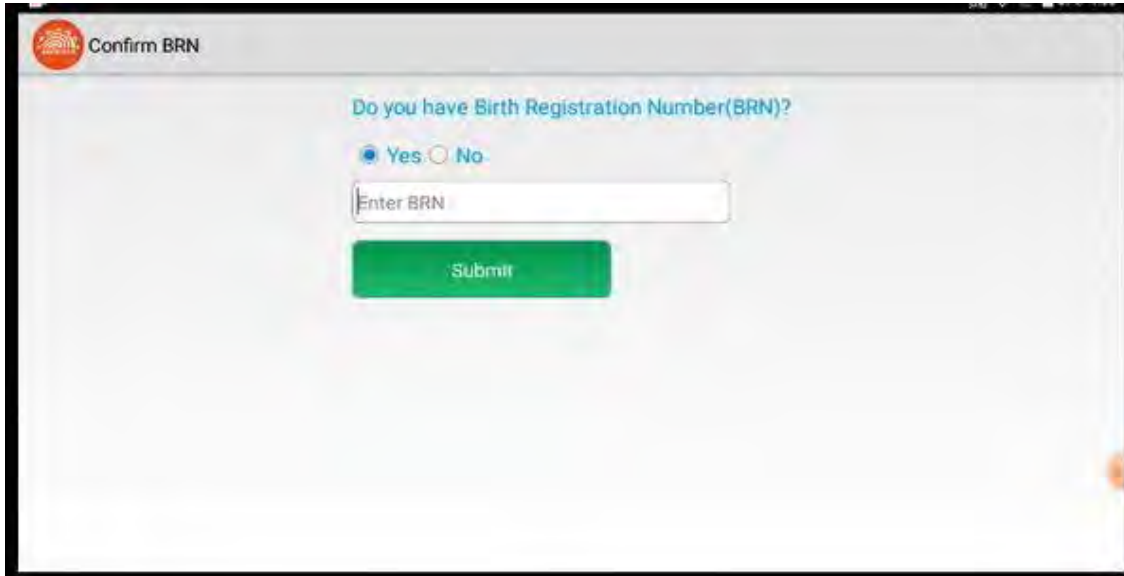
 Step  
 14

The Document preview window opens to preview the scanned documents. Also, you can check the filled-in Aadhaar Update Form. After checking the details, click Close to close the window.

**Step  
15**

Click Print Receipt to take a printout.

## Steps to Enrol a Child using CELC Client

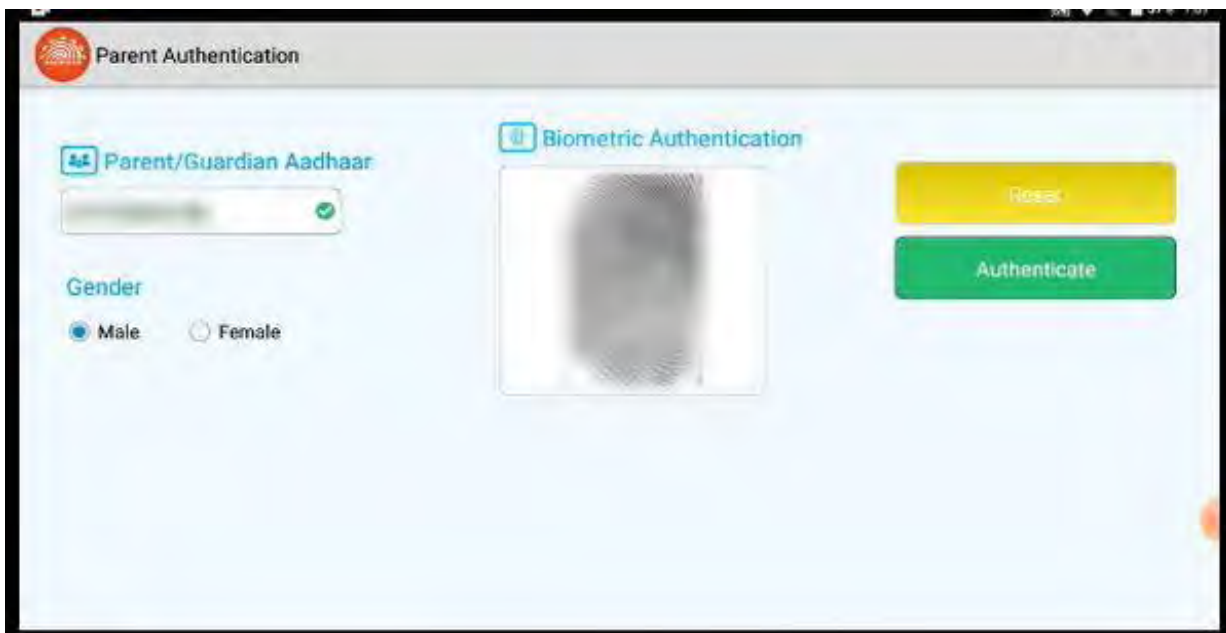


Step 1

Select YES and enter the BRN/BAN Number, in case the Birth Registration Number is available.

By entering the registration number, client will display the Name, DOB and Gender of the Child.

Select NO in case the Birth Registration Number is not available.



Step 2

Enter parent/guardian Aadhaar number, select gender and take fingerprint of parent/guardian for further processing.

**Note:** Given Aadhaar number and Biometric should be of the same person.

**ENROLMENT**

Regional Language

**Demographic Information**

Name

Regional Language

Gender

Date of Birth

**Acknowledgement Mobile**

Mobile No

**Parents' Aadhaar**

Mother Aadhaar

**Document Type**

Select

**Document**

**Photograph**

**Parent Authentication**

17° 26' 16.51" 78° 26' 39.01"

482° 53' 59.98" **Location**

**Reset**



Enter the Demographic information.

**ENROLMENT**

**Acknowledgement Mobile**

**Parents' Aadhaar**

Mother Aadhaar

**Document Type**

Select

**Document**

**Photograph**

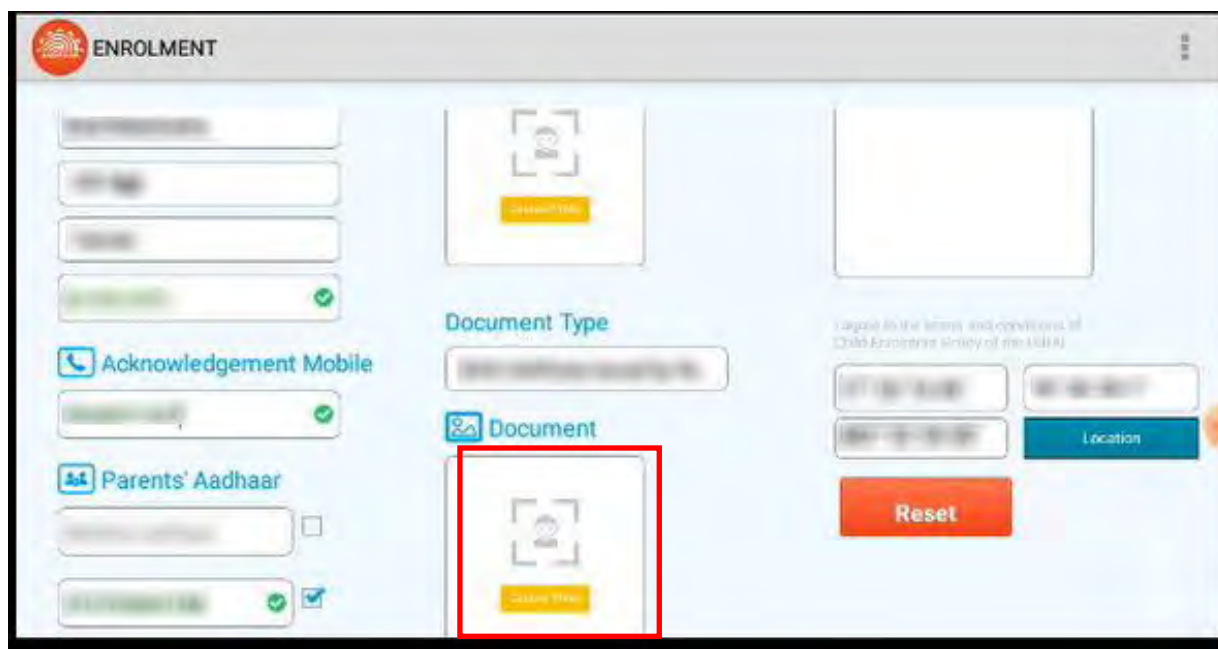
**Parent Authentication**

**Location**

**Reset**



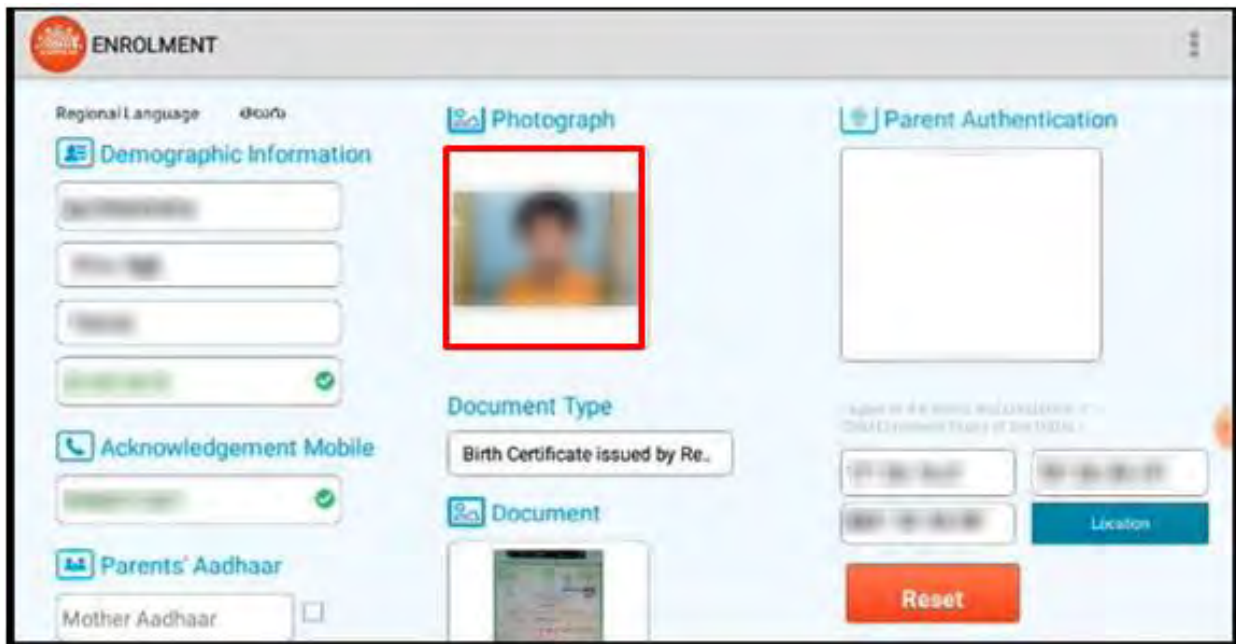
Enter parent's mobile number and Aadhaar number.





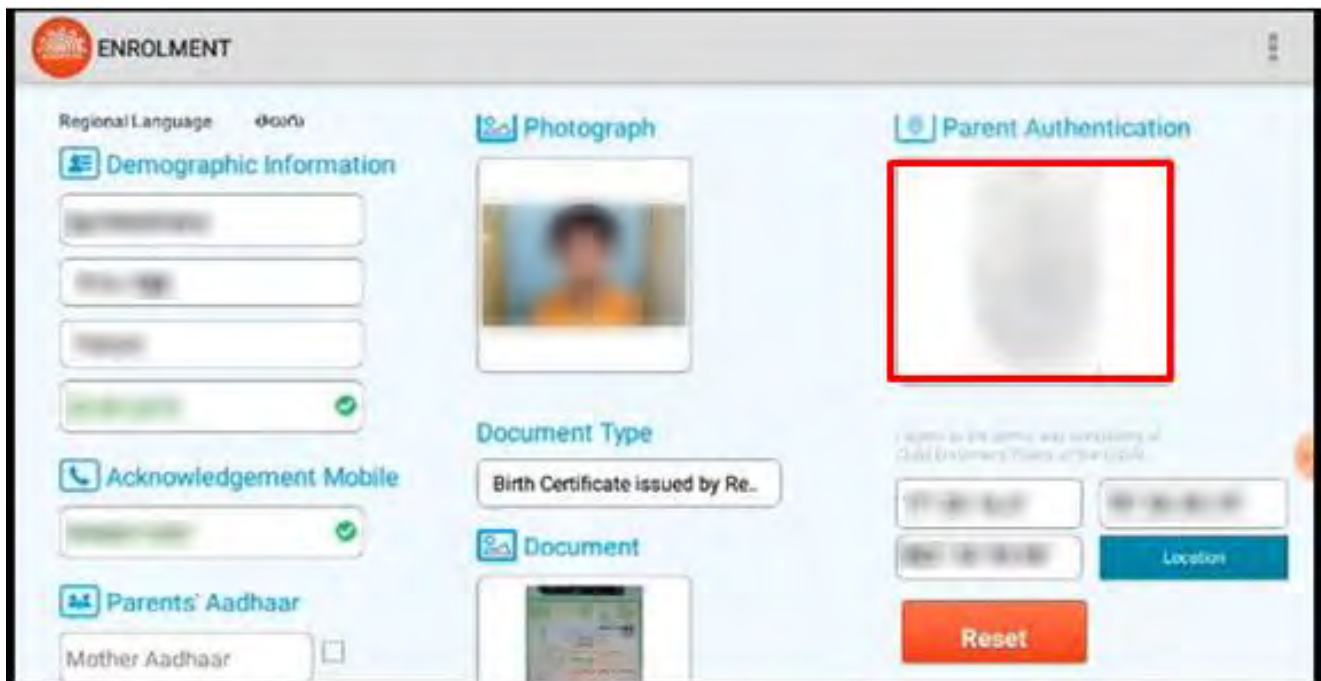
Select the document submitted and capture the photo of the document.





**6** Step

Capture the photo of child.



Step **7**

Next, take the finger impression of the parent whose Aadhaar number is mentioned.

**ENROLMENT**

Regional Language: తెలుగు

**Demographic Information**

Name: [Redacted]

Gender: Female

**Acknowledgement Mobile**

[Redacted]

**Parents' Aadhaar**

Mother Aadhaar: [Redacted]

**Photograph**

[Photograph]

**Document Type**

Birth Certificate issued by Re..

**Document**

[Document]

**Parent Authentication**

Authentication Success

17° 26' 16.3"      78° 26' 39.19"

482° 53' 59.98"      Location

**Review**      **Reset**

8

Step

Click **Review** to validate the biometric impressions given.

**ENROLMENT REVIEW**

**Demographic Information**

Name: [Redacted]

Gender: **Female**

Date of Birth: [Redacted]

Acknowledgement Mobile: [Redacted]

Mother Aadhaar: 0

Father Aadhaar: [Redacted]

Document Type: Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like

**Photograph**

[Photograph]

**Document**

[Document]

**Operator Authentication**

Authentication Success

Parent Disclosure : Yes

**Operator Aadhaar**

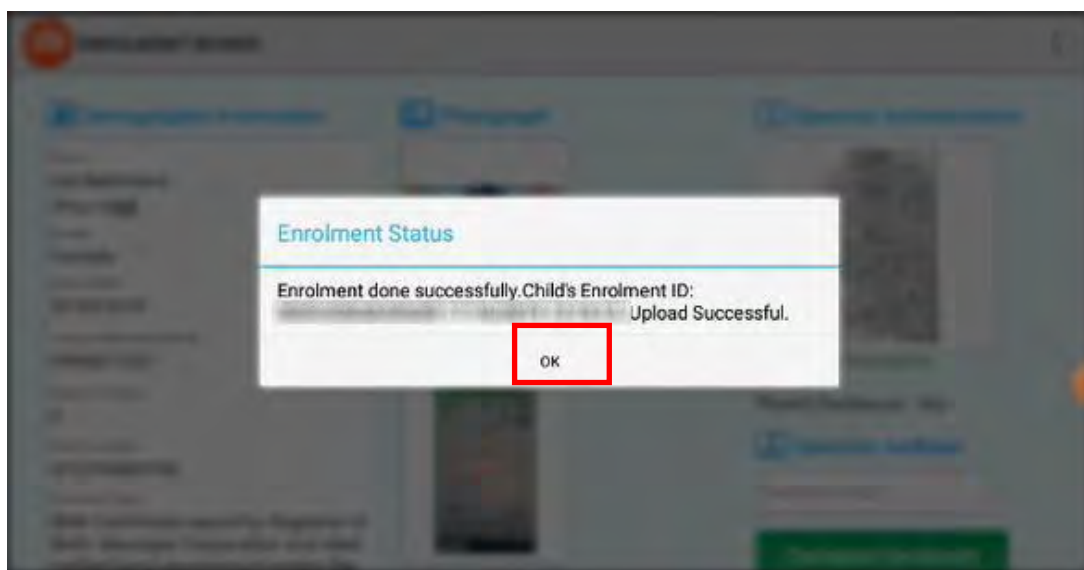
549559104827

**Complete Enrolment**

Step

9

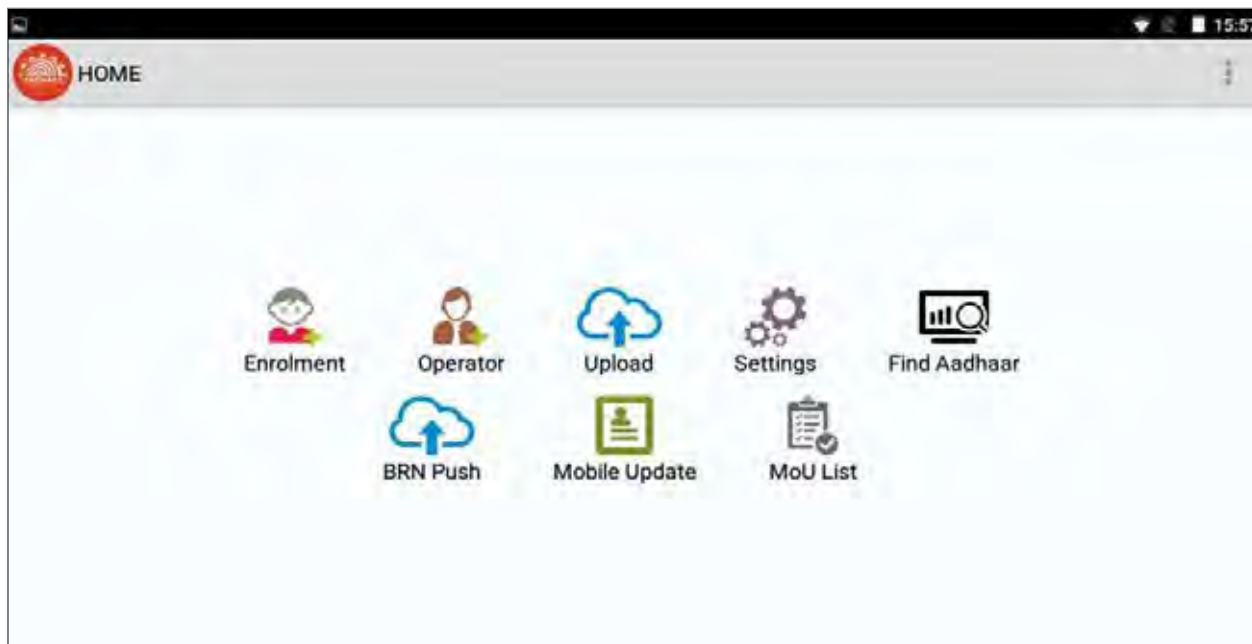
After parent's authentication, then the operator details have to be provided and click Complete Enrolment.



Click **OK** in the **Enrolment Status** window.



Once the enrolment is completed, the enrolled child's parent will receive an SMS with the enrolment number.

**Steps to update Mobile Number using CELC Client****STEP  
1**

CELC Tablet can be used to update resident's mobile number.  
Login using Operator credentials and select "MOBILE UPDATE".

**STEP  
2**

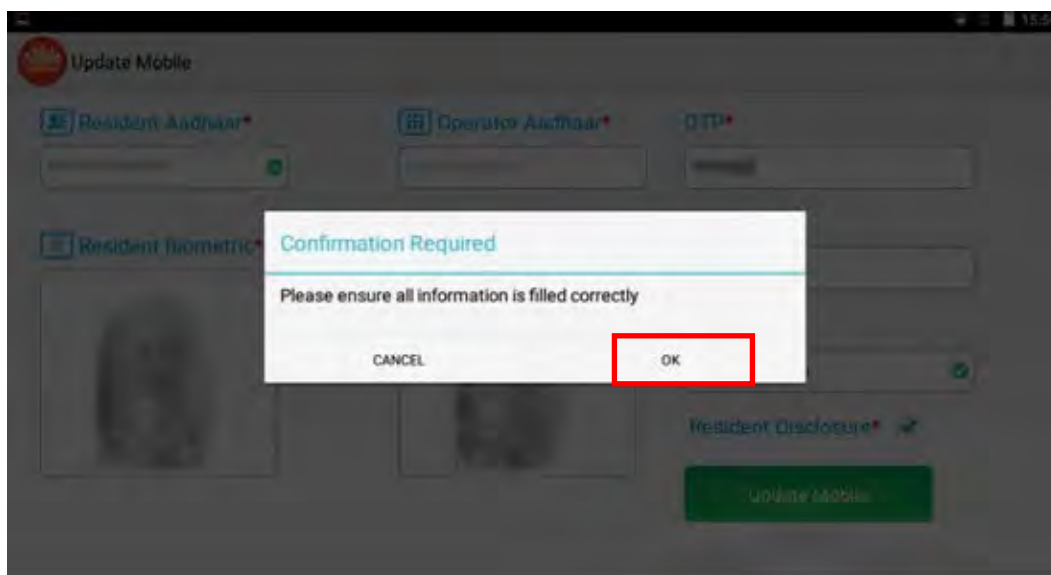
Operator has to enter the resident's mobile number in order to generate OTP.

STEP  
3

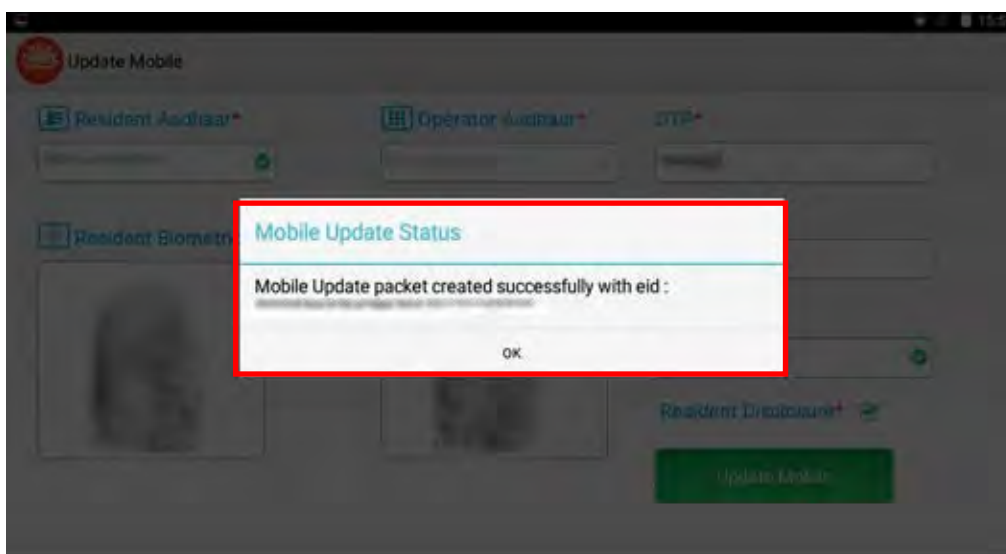
Operator has to enter Resident's Aadhaar, Operator Aadhaar and OTP received on the Mobile. Then operator has to take the resident's biometric for authentication and check Resident Disclosure.

STEP  
4

Operator has to give his/her confirmation by giving his/her Biometric Confirmation.

**STEP**  
**5**

After all the steps are successfully saved, Operator has to click “OK” for final confirmation.

**STEP**  
**6**

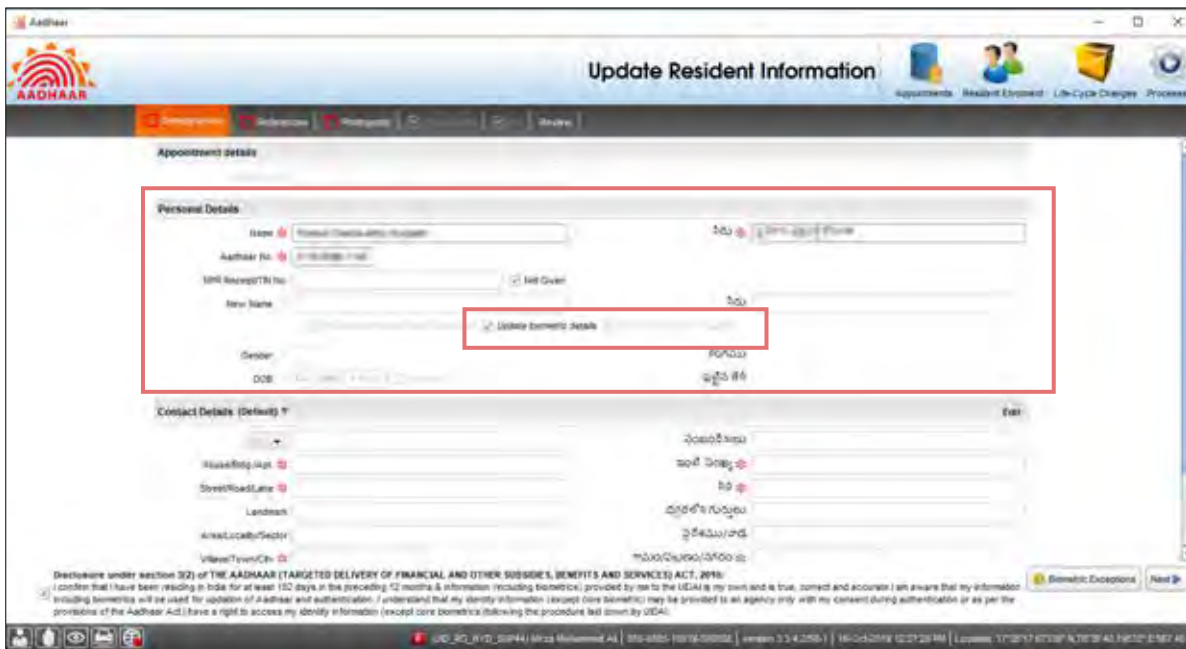
EID for the Mobile Update is generated and resident can track the status using the Update EID.

Steps to Update Biometric Details in ECMP



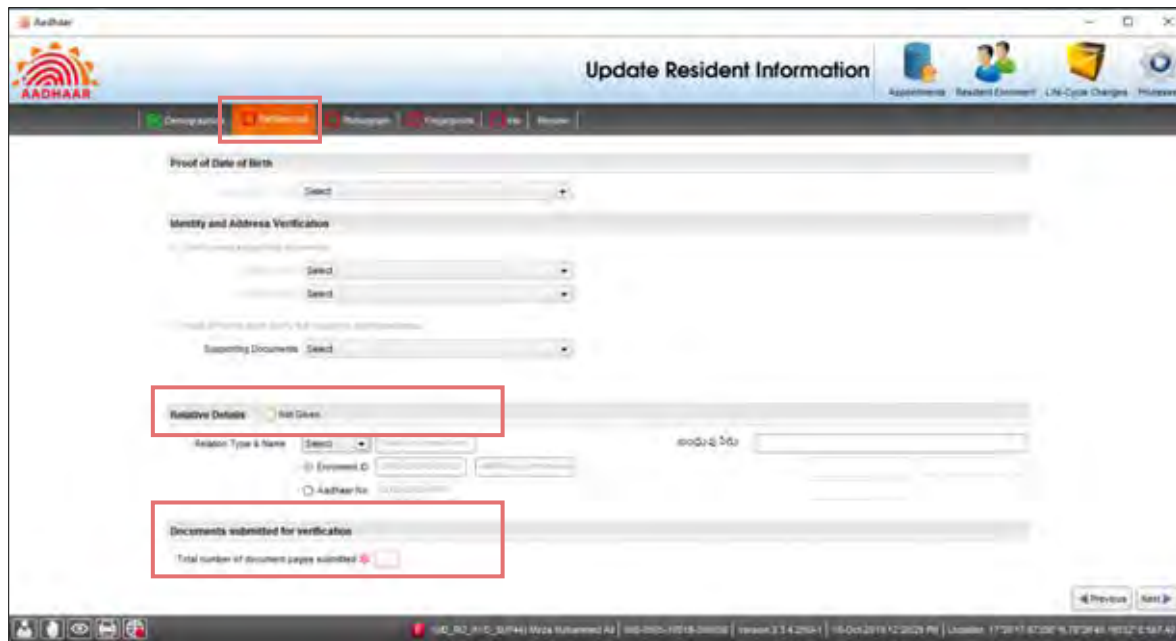
**STEP 1**

Select **Life Cycle Changes** menu. Click **Update Resident information** details.



**STEP 2**

In the Personal Details section, enter Aadhaar Number, Date of Birth and Gender of the resident. Then, select Update biometric details checkbox.

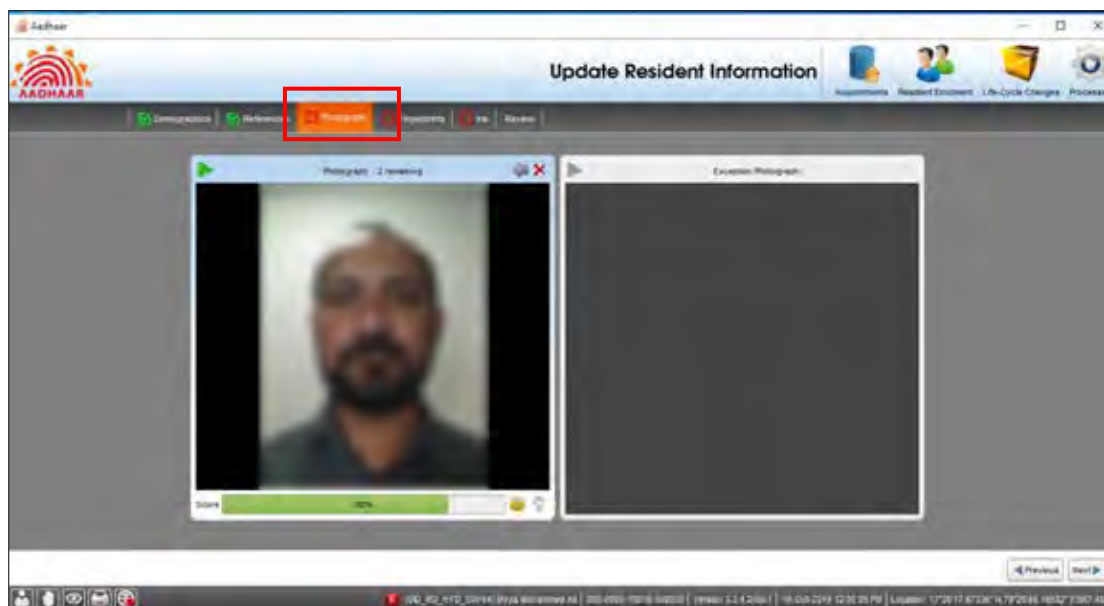


**STEP 3**

Go to **References** tab.

In the Relatives Details section, check 'Not Given' checkbox.

Enter the number of Documents as "2" i.e. Update Form and Acknowledgement Slip.



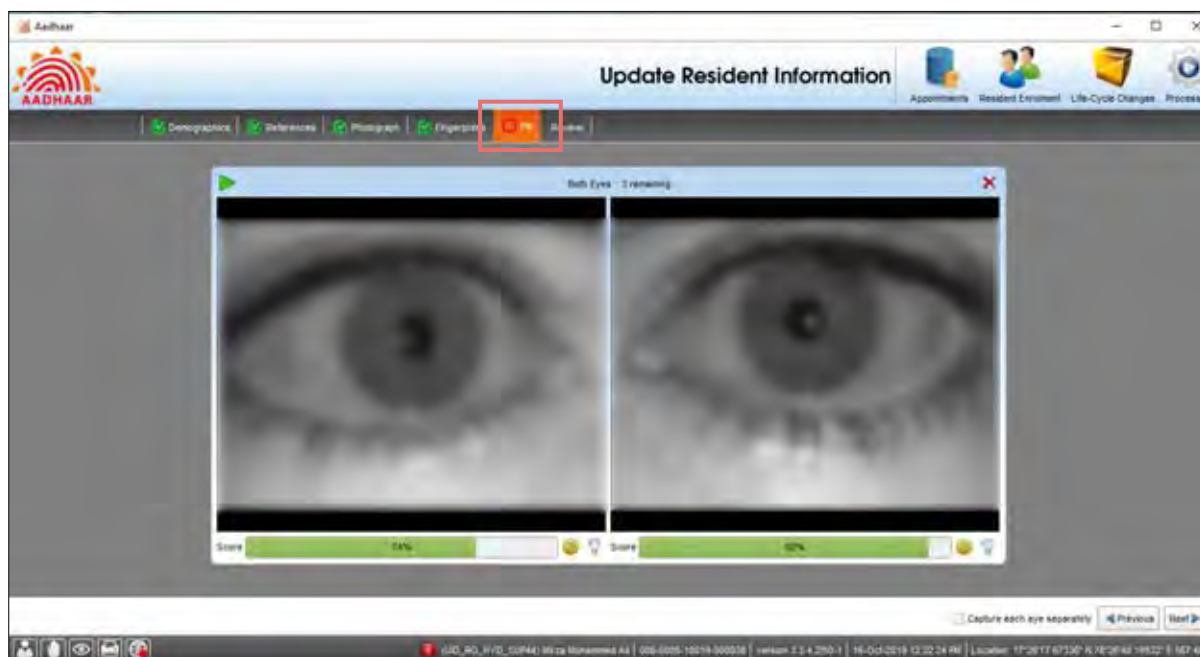
**STEP 4**

Take the photograph of the resident.




 STEP  
 5

Capture the all fingerprints and both thumb impression of the resident.


 STEP  
 6

 Capture both Iris impressions of the resident and click **Next**.



 STEP  
 7

 Review the details and get confirmation from the resident. Click **Confirm**.



 STEP  
 8

Print the Acknowledgment Slip and get it signed by the resident.

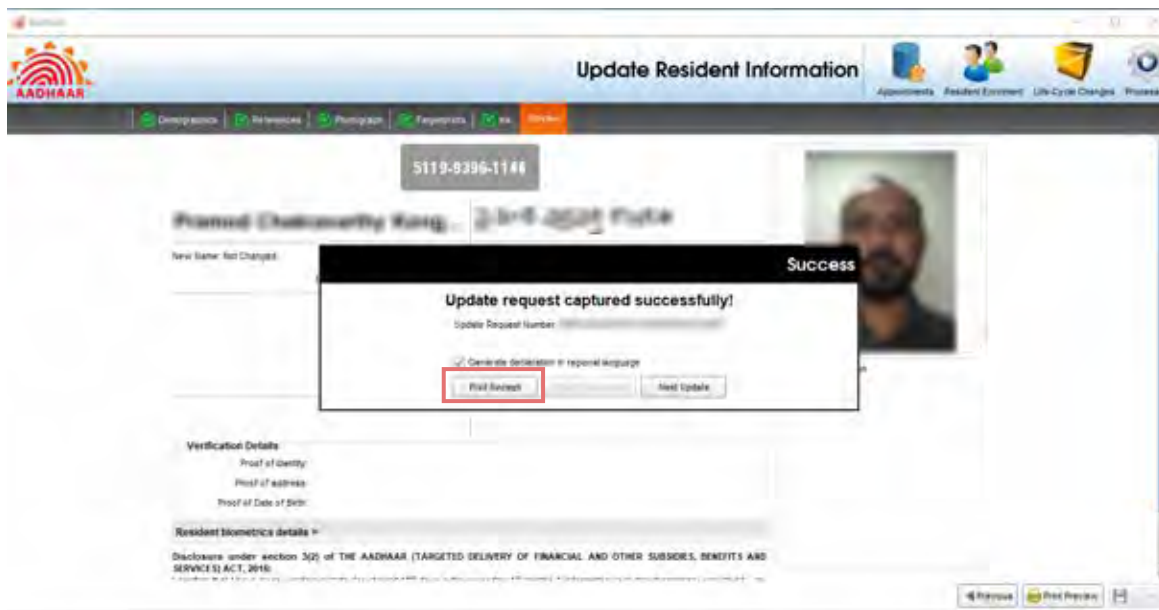
**STEP**  
**9**

Mandatory Scanning of Signed Acknowledgement Slip and Update Form. Click Print icon.

Unique Identification Authority of India Government of India		AADHAAR	
AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM			
<p>Aadhaar Enrolment and Mandatory Biometric Update is free. No charges are applicable for Form. In case of Correction/ Update, provide your Aadhaar Number (UID). Full Name and only those field which needs Correction/ Update.</p> <p><input type="checkbox"/> Resident <input type="checkbox"/> Non-Resident Indian (NRI)* Please follow the instructions overlaid while filling up the form. Use capital letters only.</p>			
1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID):
2.1	<input checked="" type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email		
3	Full Name: <b>PRAMOD CHAKRAVARTHY KONDIAATHI</b>		
4	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender:	5	Age: Yrs. OR Date of Birth: <input type="checkbox"/> Declared <input type="checkbox"/> Verified
6	Address: <b>K. NARASIMHULLI</b>		
	House No./ Bldg./ Apt:	Street/ Road/ Lane:	
	Landmark:	Area/ Locality/ Sector:	
	Village/ Town/ City:	Post Office:	
	District:	Sub District:	State:
	E-MAIL:	Mobile No.: <b>9848095338</b>	Pin Code: <b>500200</b>
7	Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife <small>(For children below 5 years Father/Mother/Guardian &amp; below age 18 children, additional parent to specify this information)</small>		
	Name: _____ EID/ Aadhaar No.: _____		
Verification Type: <input type="checkbox"/> Document Based <input type="checkbox"/> Introducer Based <input type="checkbox"/> Head of Family (HoF) Based Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/ or address. Introducer and Head of Family details are not required in case of Document based verification.			
8	<b>For Document Based</b> (Write names of the documents provided, specify content of the form for list of used documents)		
	a. PDI	b. PDA	
	c. DDB <small>(Mention in case of multiple Date of Birth)</small>	d. POB <small>(Mention in case of HoF based Enrolment/Update)</small>	
9	<b>For Introducer Based – Introducer's</b> Aadhaar No.: _____	<b>For HoF Based – Details of:</b> <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife HoF's EID/ Aadhaar No.: _____	
I hereby confirm the identity and address of _____ as being true, correct and accurate.			
Introducer/ HoF's Name: _____		Signature of Introducer/ HoF _____	
<p><b>Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016</b></p> <p>I declare that I have been residing in India for at least 182 days in the preceding 12 months / I am Non Resident Indian (NRI) &amp; information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and all verification. I understand that my identity information (except core biometric) may be provided to an agency or to with my consent during authentication as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometric) following the procedure laid down by UIDAI.</p>			
Verifier's Stamp and Signature: (Write your name in full. If stamp is not available)			
To be filled by the Enrolment Agency only:		Date & Time of Enrolment:	
<small>Note: In case of illiterate, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by legal guardian of incapacitated person. * In case of NRI, only Indian Passport will be valid as PDI.</small>			



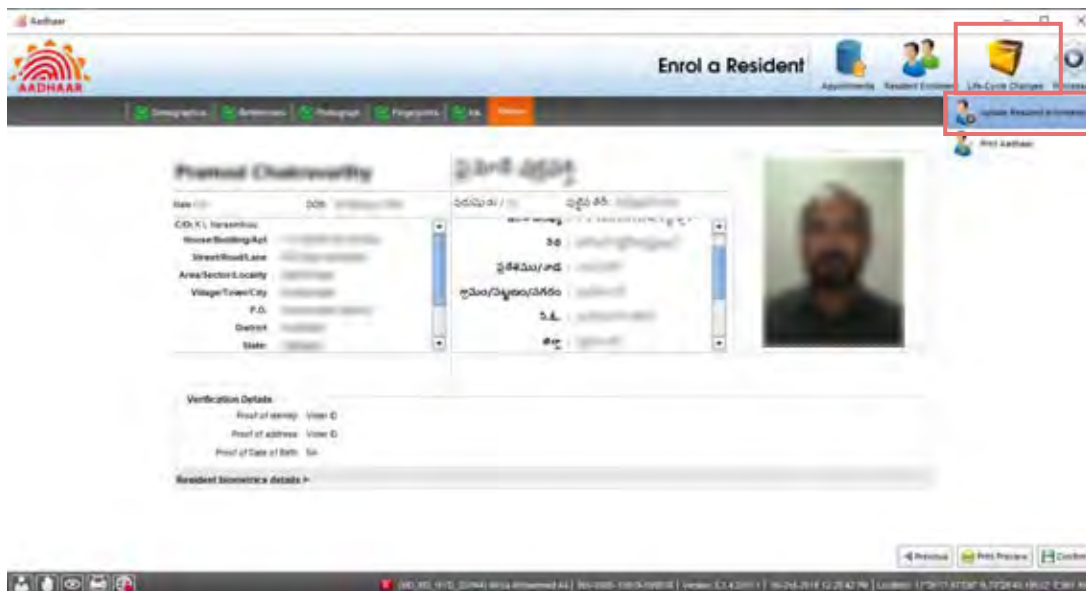
The Document preview window opens. Here, you can check the filled-in Aadhaar Update Form. After checking the details, click Close to close the window.



**STEP**  
**11**

Click Print Receipt to take a printout.

**Steps to Update Demographic Details in ECMP**



**STEP**  
**1**

Select **Life Cycle Changes** menu. Click **Update Resident information** details.

STEP  
2

Fill in the Resident Name, Aadhaar number, and fields Marked by the resident for Updation (as per the Update Form) Click **Next**.

STEP  
3

Go to **References** tab.  
Please select the supporting documents based on the update request.  
Enter the number of Documents based on the update request and click **Next**.



**STEP 4**

Take resident's picture and any one Biometric Attribute and click **Next**.



**STEP 5**

Review the details entered and get the confirmation from the resident. Click **Save**.



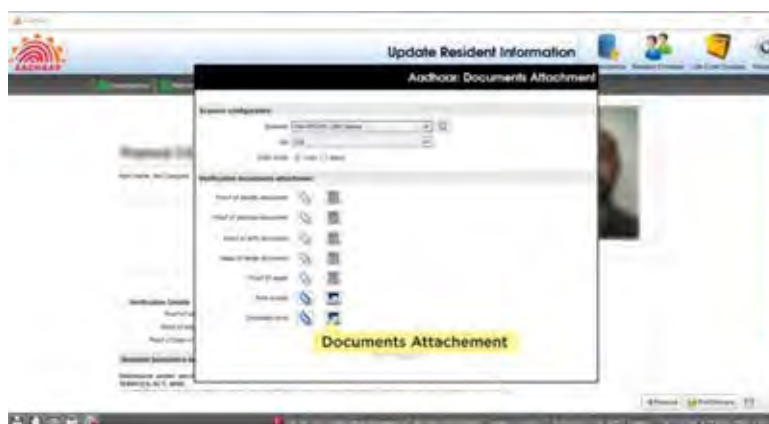
STEP  
**6**

The operator should give his/her thumb impression and click **Save**.



STEP  
**7**

Print Acknowledgement Slip and get it signed by the resident.



STEP  
**8**

Mandatory scanning of Supporting Documents, Acknowledgment Slip and Update Form. Click Print icon.




 Unique Identification Authority of India  
 Government of India


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

**AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM**

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

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

1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID): <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
2.1	<input checked="" type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email			
3	Full Name: <b>PRAMOD CHAKRAVARTHY KONMATHI</b>			
4	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	5	Age: Yrs OR Date of Birth: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> Declared <input type="checkbox"/> Verified	
6	Address: C/o <b>K- NARASIMHULU</b>			
	House No./ Bldg./ Apt:	Street/ Road/ Lane:		
	Landmark:	Area/ Locality/ Sector:		
	Village/ Town/ City:	Post Office:		
	District:	Sub-District:	State:	
	E-Mail:	Mobile No.: <b>9848022338</b>	PIN Code: <b>500200</b>	
7	Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife <small>For children below 5 years father's/mother's/guardian's details are mandatory. Adults can opt not to specify this information.</small>			
	Name:			
	EID/ Aadhaar No.:			
Verification Type: <input type="checkbox"/> Document Based <input type="checkbox"/> Introducer Based <input type="checkbox"/> Head of Family (HoF) Based Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/ or address. Introducer and Head of Family details are not required in case of Document based verification.				
8	<b>For Document Based</b> (Write names of the documents produced. Refer overleaf of this form for list of valid documents)			
	a. POI	b. POA		
	c. DOB <small>(Mandatory in case of Verified Date of Birth)</small>	d. POR <small>(Mandatory in case of HoF based Enrolment/ Update)</small>		
9	For Introducer Based – Introducer's Aadhaar No.:	For HoF Based - Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife HoF's EID/ Aadhaar No.:		
I hereby confirm the identity and address of _____ as being true, correct and accurate.				
Introducer/ HoF's Name:		Signature of Introducer/ HoF		

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

 Verifier's Stamp and Signature:  
 (Verifier must put his/ her Name, if stamp is not available)

  
 Applicant's signature/ Thumbprint

To be filled by the Enrolment Agency only:

Date &amp; time of Enrolment:

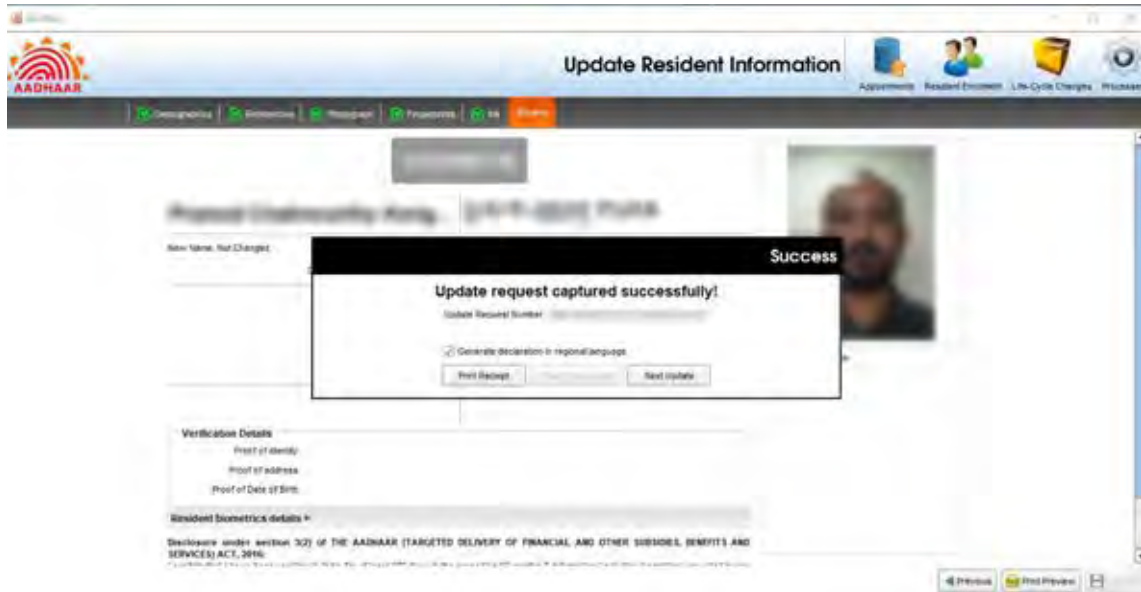
Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person  
 \* In case of NRI, only Indian Passport will be valid as POI.

STEP

9

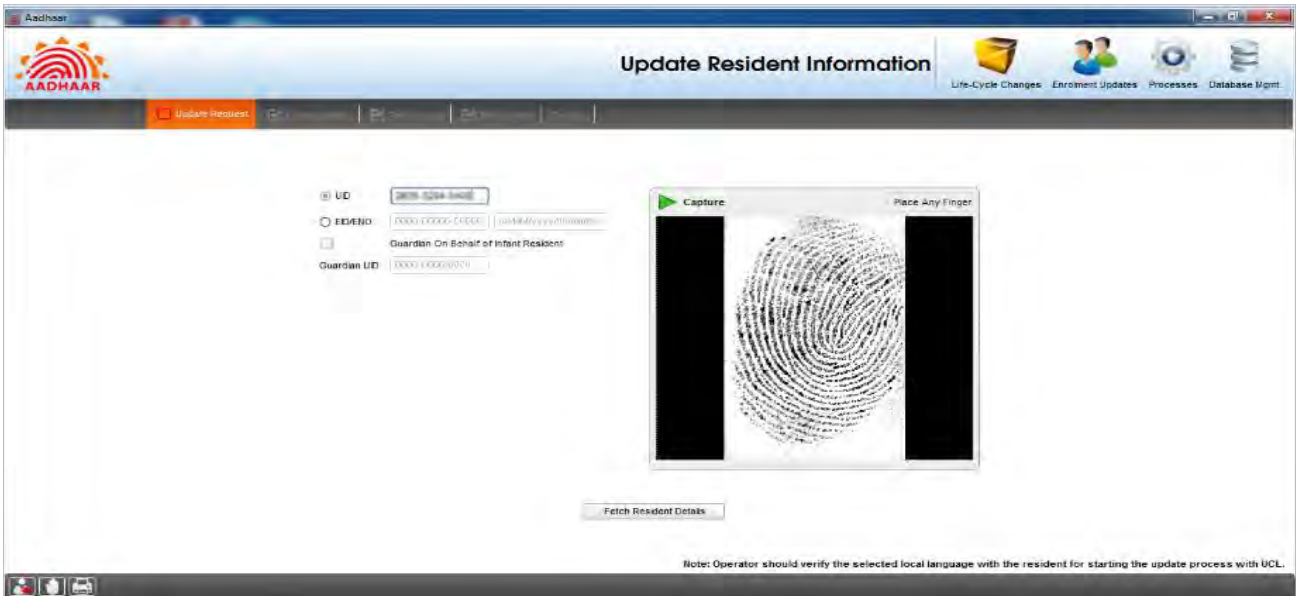
The Document preview window opens. Here, you can check the filled-in Aadhaar Update Form.

After checking the details, click Close to close the window.



**STEP 10** Click Print Receipt to take a printout.

**Steps to Update Demographic Details in UCL Client**



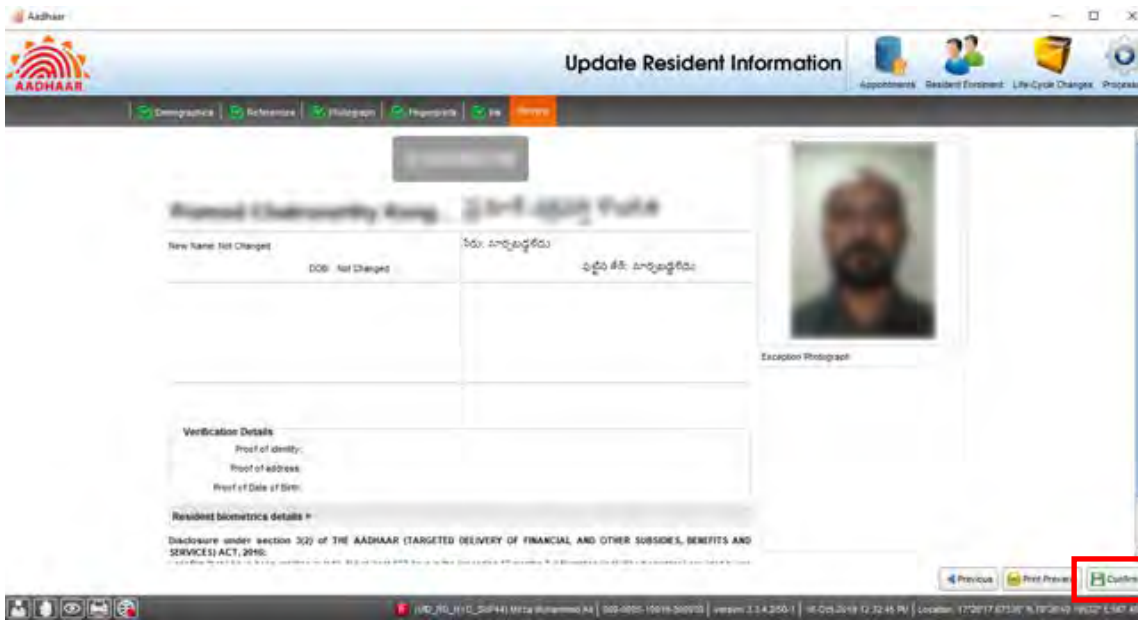
**STEP 1** Open UCL client using login credentials. Enter the Aadhaar Number of the resident and take biometric impression to fetch his/her details. Next, click Fetch Resident Details.

**STEP 2**

In the 'Demographics' page, enter the updated information as per the Update Form and click **Next**.

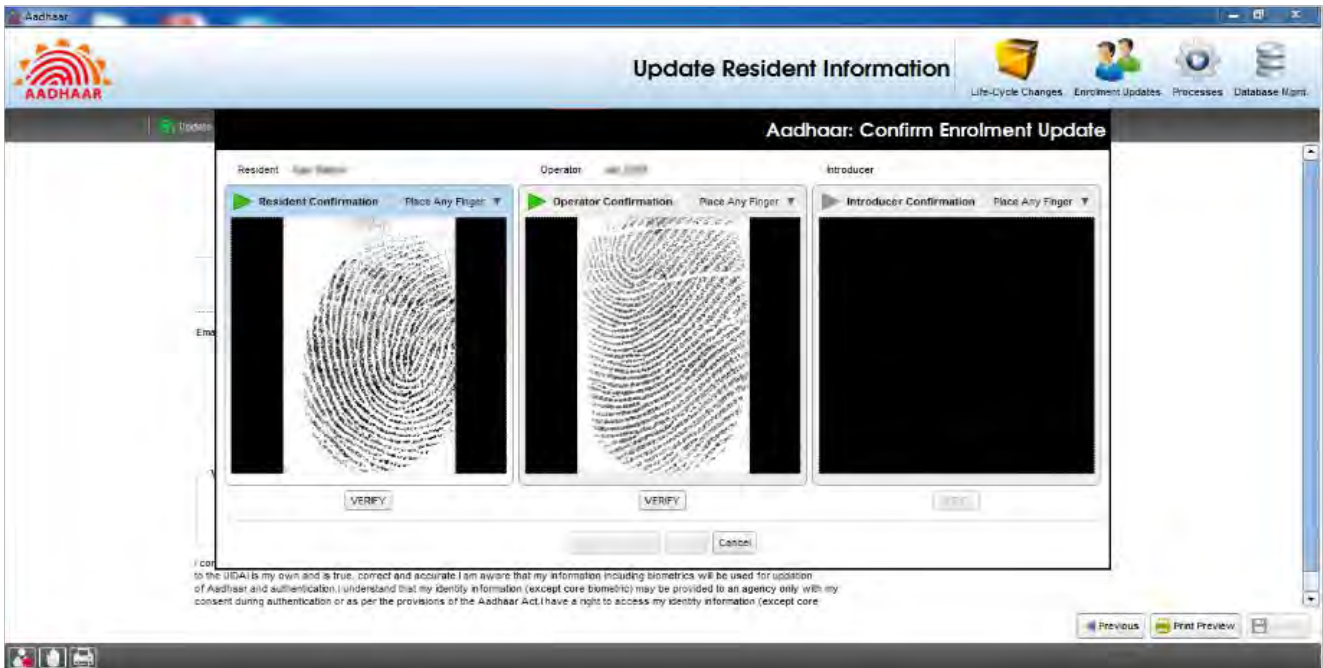
**STEP 3**

Based on the update request, supporting documents are selected from the drop down and number of the documents is mentioned accordingly.



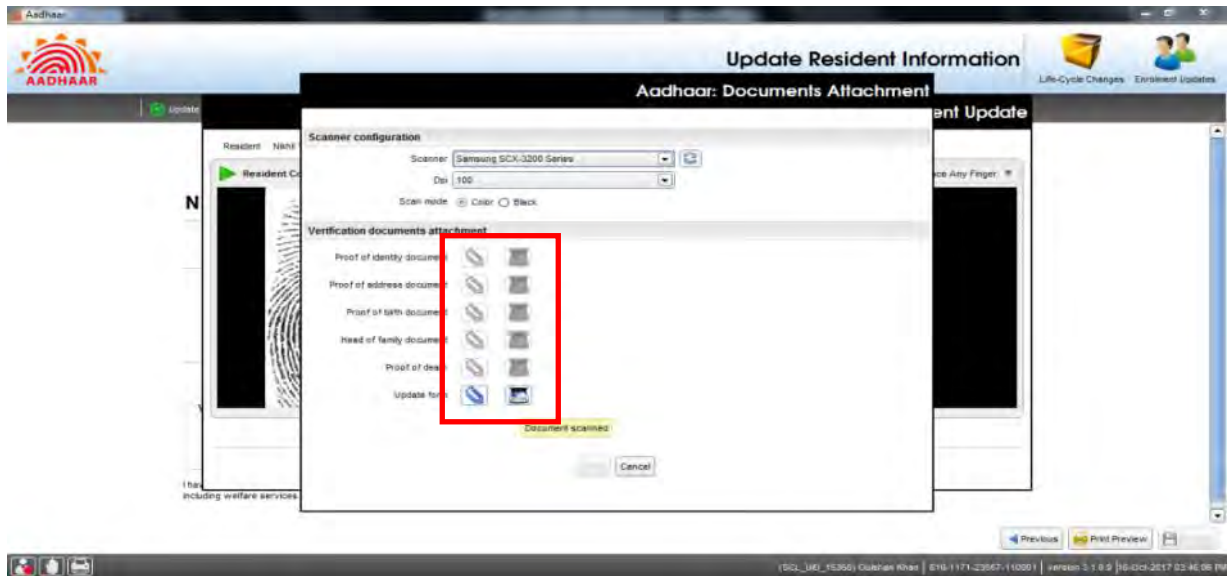
**STEP 4**

Review the details entered and click **Confirm**.



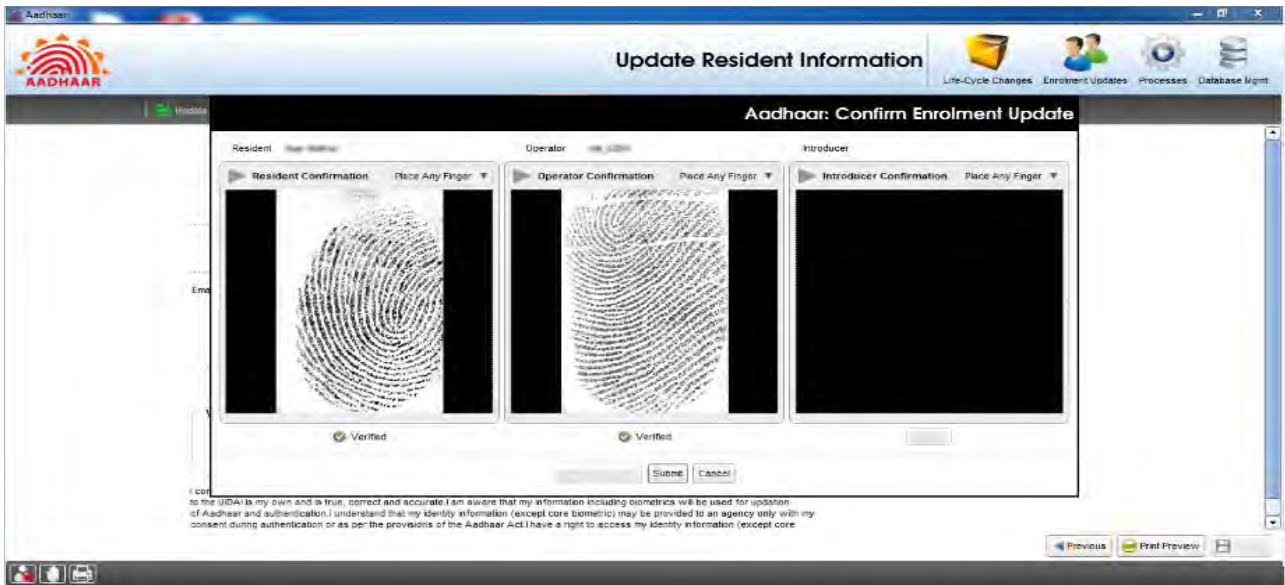
**STEP 5**

Capture Biometric confirmation of the Operator and the Resident and **click Verify**.



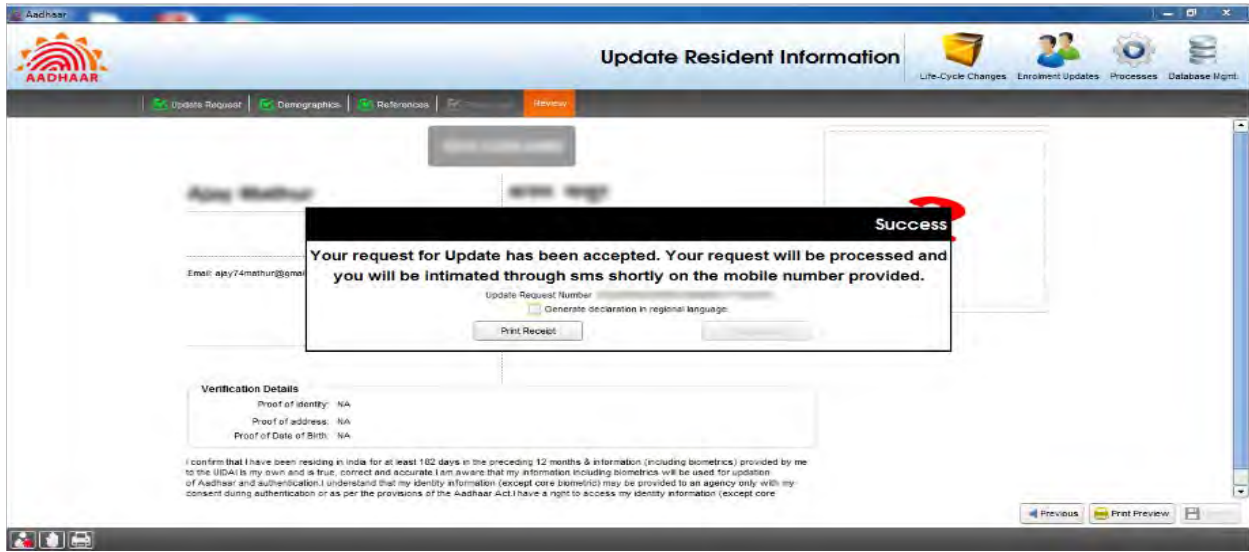
**STEP 6**

Mandatory Scanning of Supporting Documents and Update Form.



**STEP 7**

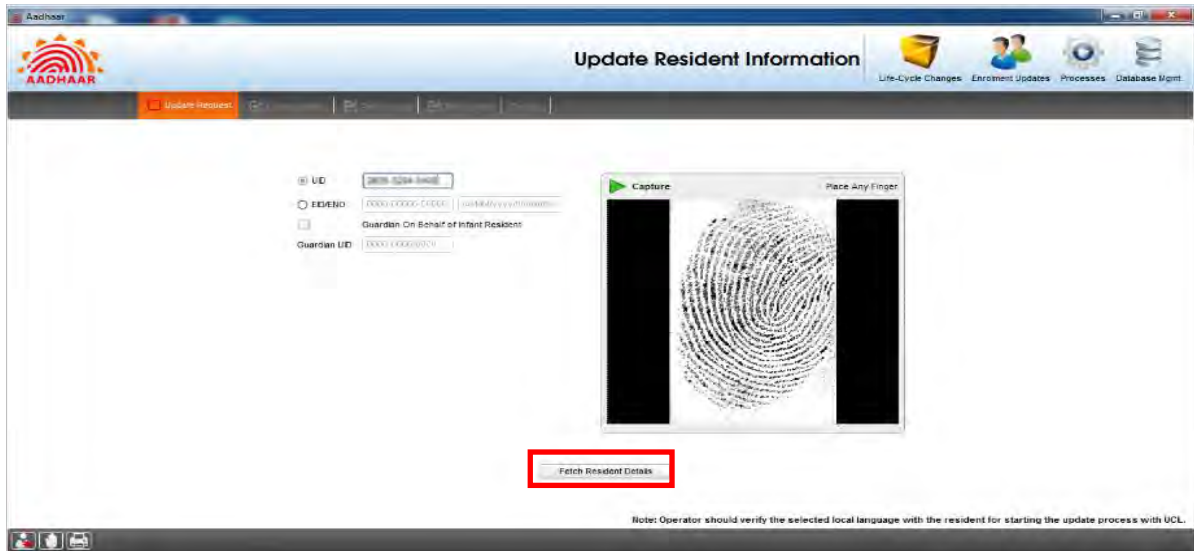
Click **Submit** to complete the updating the demographic details.



STEP 8

Click **Print Receipt** to print the Acknowledgement Slip.

Steps to Update Photo in UCL Client



STEP 1

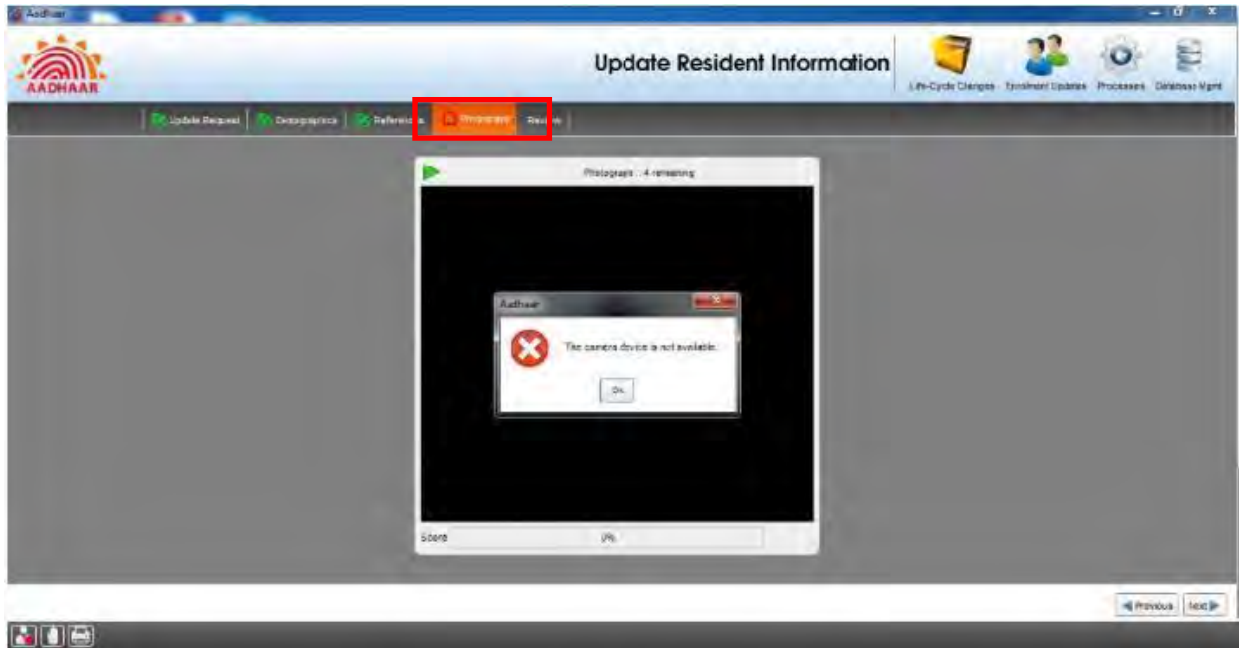
Enter the **resident's Aadhaar Number** and take his/her **biometrics** and click **Fetch Resident Details**.

**STEP 2**

In the 'Demographics' page, select **"Photo Update"** Check Box and click next.

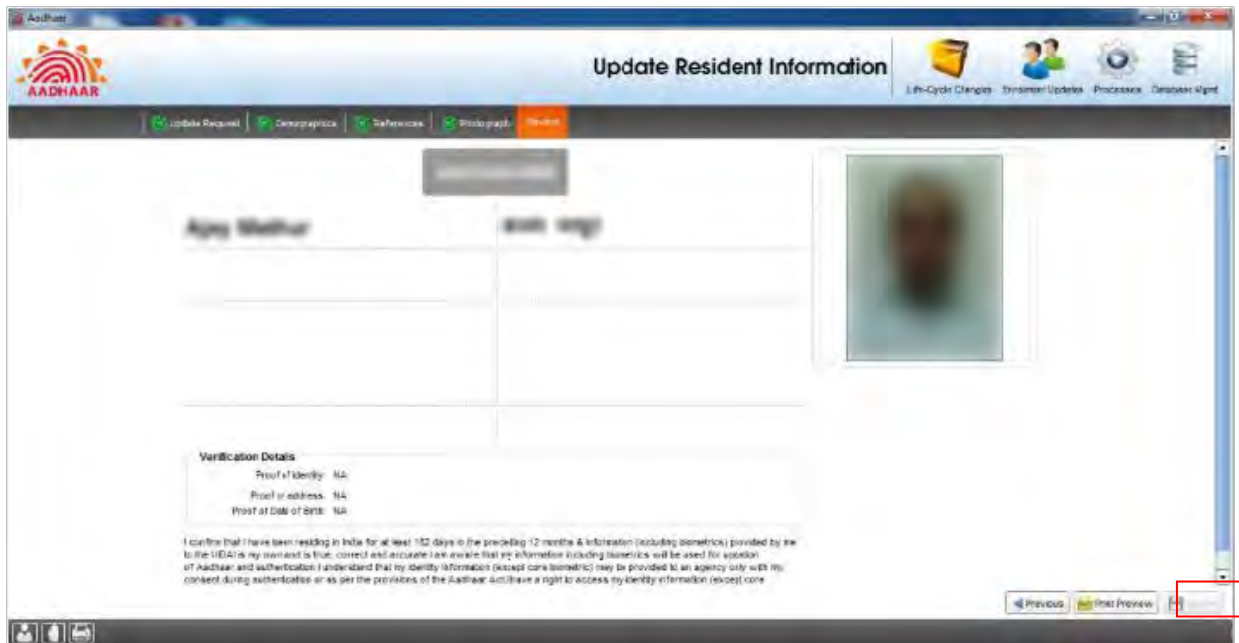
**STEP 3**

Enter Number of supporting Documents as **"1"** i.e. Update Form



**STEP 4**

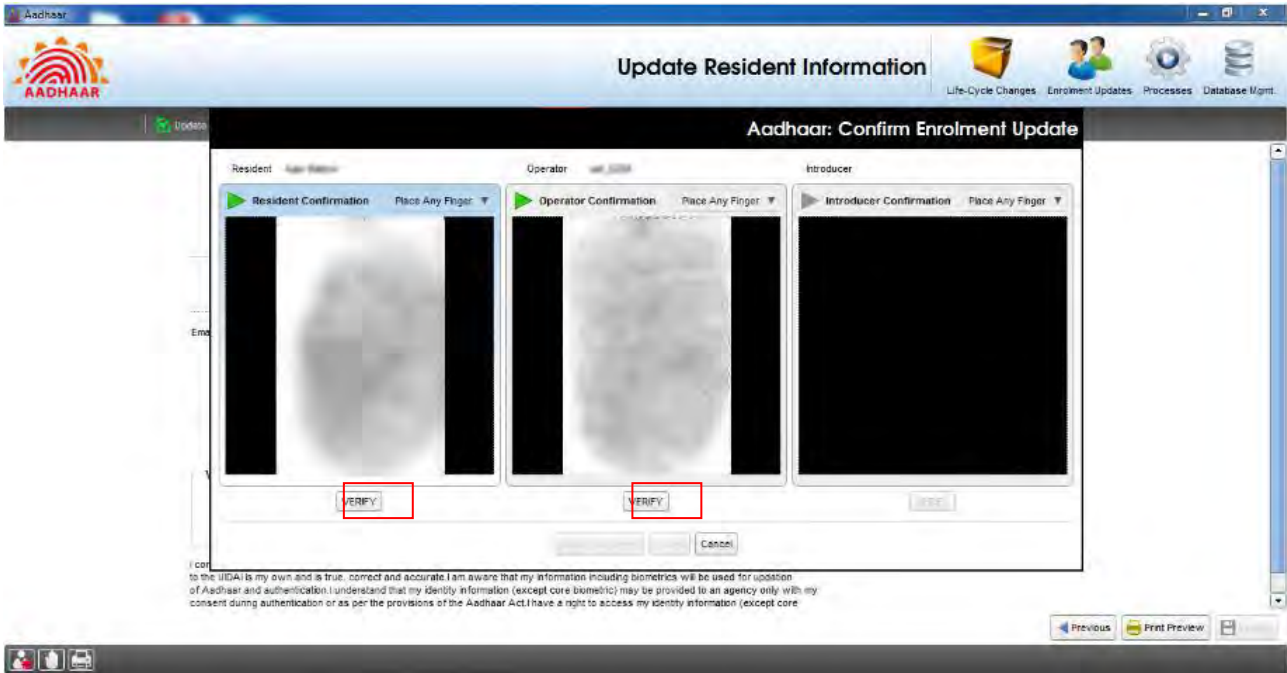
Now, go to **Photograph** tab and click the **Resident's photo**.



**STEP 5**

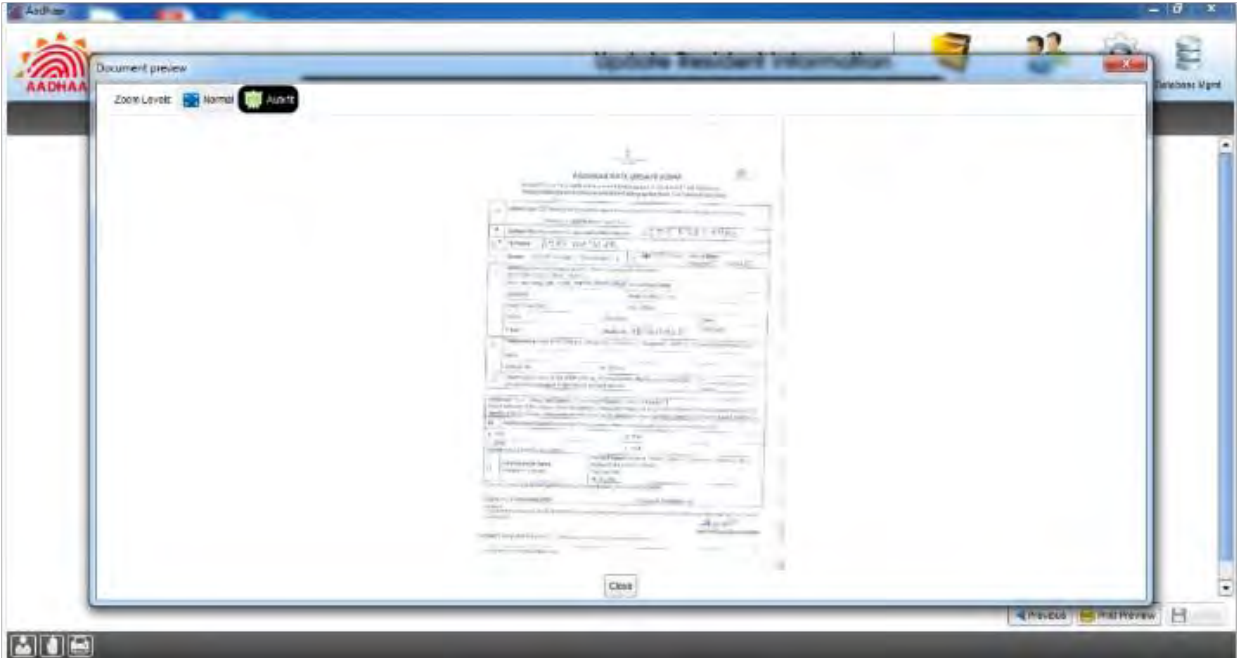
Click **Review** tab and check the updated details in confirmation with the resident.  
Finally, click **Save**.





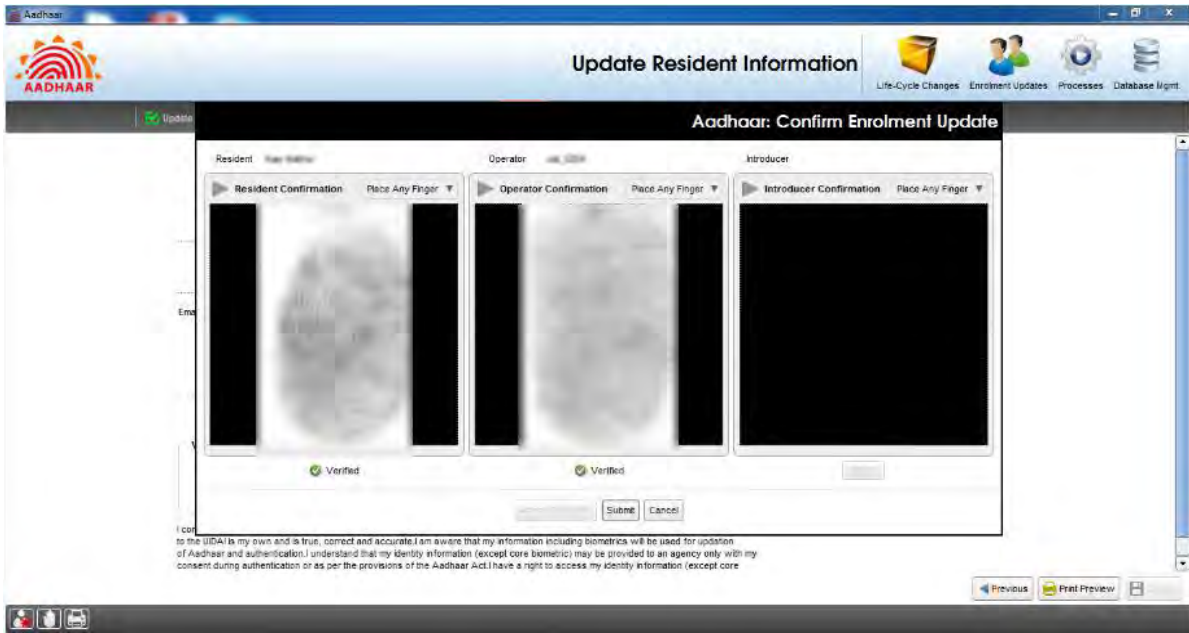
**STEP 6**

Capture Biometric confirmation of Operator and Resident.  
**Click Verify.**



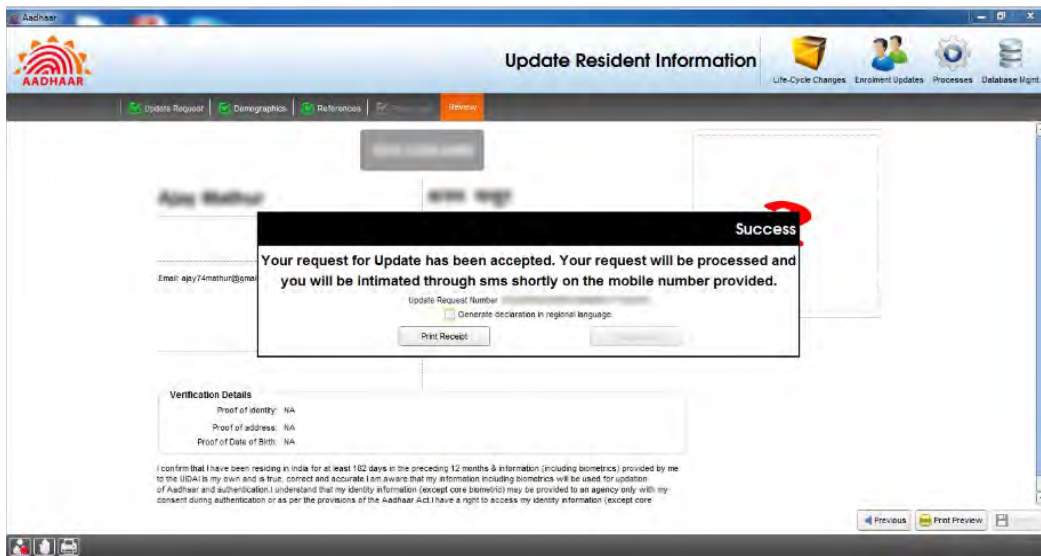
**STEP 7**

Scan and upload the Update form filled by the resident.



**STEP 8**

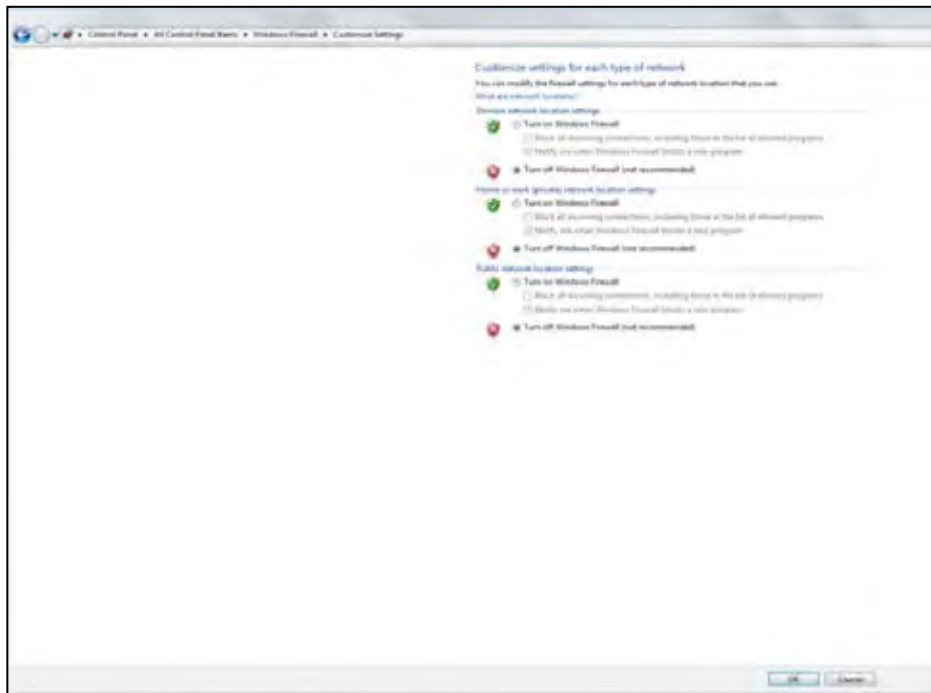
Click **Submit** to complete the updating the demographic details.



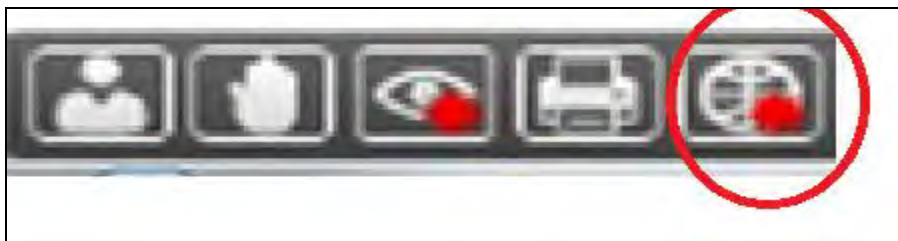
**STEP 9**

Click **Print Receipt** to print the Acknowledgement Slip.

## Steps for GPS Sync at start of Enrolment/Update Process (ECMP Client)


**STEP**
**1**

- Open Start Menu
- Click on Control Panel
- Click on Windows Firewall
- Turn Off Windows Firewall
- Window as attached in Right will Open
- Click all three radio buttons to turn off
- Click Ok Button
- Restart Your system
- Start GPS

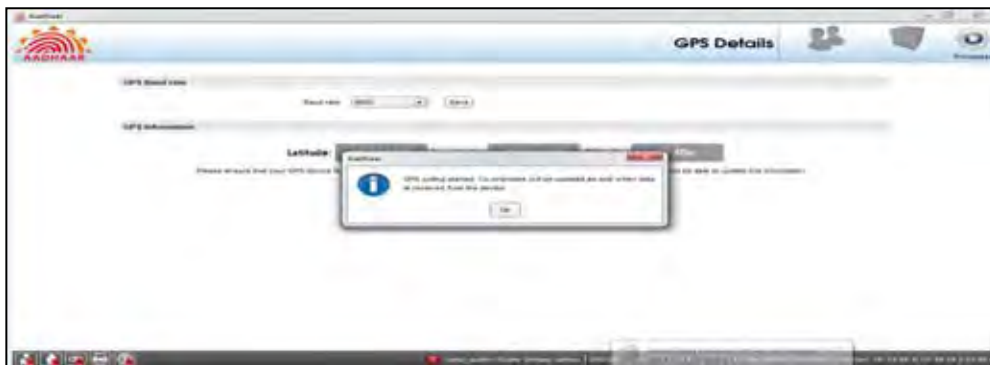

**STEP**
**2**

- Check all the connected device
- This bar is seen in every page (left bottom) of the enrolment client, which indicating which devices are connected to the machine



STEP  
**3**

- Click “GPS Device” icon”
- Click on Start GPS Button



STEP  
**4**

Check status “GPS Device started”.



STEP  
**5**

Check Status-Red status is removed and updated coordinates are shown.


 STEP  
 6

Please select "Band Rate as 9600"  
 Once the GPS Synch Page is completed, Operator Synch Page Pops Up.

### Steps for Packet Synch and Operator Sync (UCL and ECMP Client)

- After logging in to the client for the first time Synchronising of Operators Details is compulsory, for which operator/supervisor needs to have Mobile number registered compulsory with Aadhaar.
- **Note:** If operator/supervisor doesn't login for 10 days than synchronise operators details need to be done again
- Synchronise Operator Details (Operator/Supervisor must have registered mobile number for Sync & if Operator doesn't Login after 10 days sync needs to done again)



STEP

1

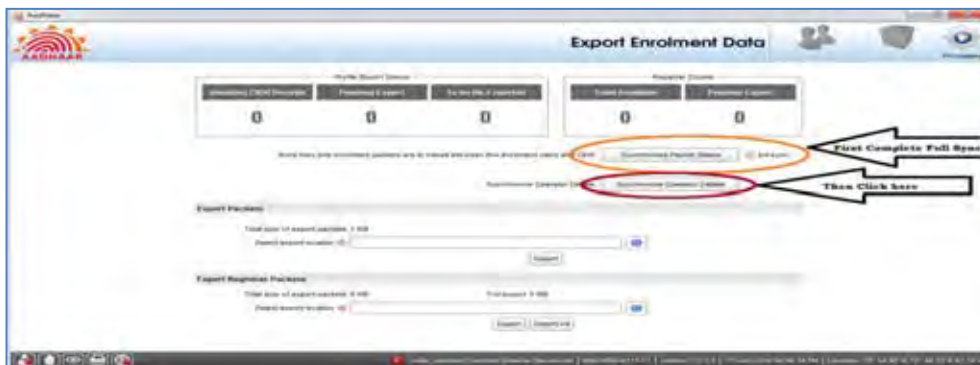
Click on Operator Sync Page in the Enrolment Client.



STEP

**2**

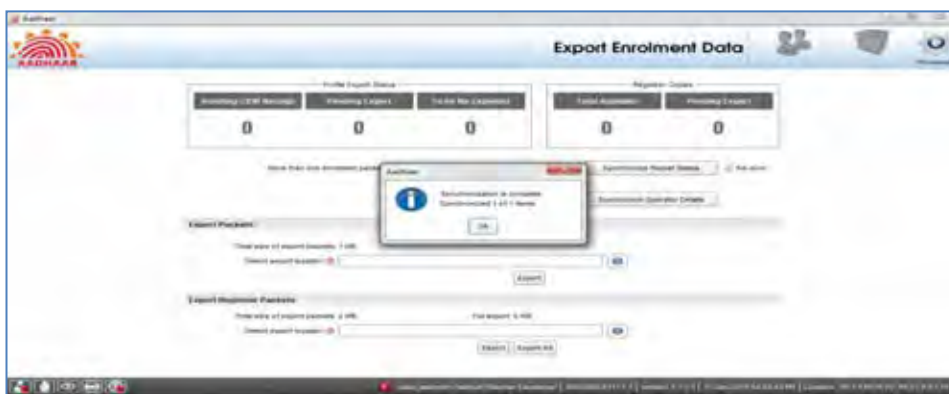
Check the details of “Pending Packets” to be uploaded.



STEP

**3**

Click on “Full Sync” and then “Operator Sync”.



STEP

**4**

Check confirmation message on completion of “Full Packet Sync”.



STEP 5

- Click on “Operator Sync” and wait for the syncing process to start
- Once the process is complete click OK



STEP 6

- Enter OTP received on the registered mobile number of the Operator
- Provide confirmation either by eye of finger to complete the process



STEP 7

Wait for the confirmation screen.

## Verification of Dully filled Enrolment/ Correction Form



### Verification of Aadhaar Enrolment / Correction Form by

- For Documents based Enrolment, duly filled of Aadhaar Enrolment / Correction Form to be verified against the information mentioned in supporting PoI, PoA document
- For Head of the Family (HoF) based Enrolment- Name, Aadhaar Number/EID of HoF and Original Proof of Relationship (PoR) with the resident has to be verified and dully mentioned in the Aadhaar Enrolment / Correction Form
- In case of a child below 5 years, POI and POA document for verification is not required, whereas Original Proof of Date of Birth, Aadhaar Number/EID of either of the parents has to be verified and dully mentioned in the Aadhaar Enrolment / Correction Form
- For Introducer-based Enrolment, Name and Aadhaar Number of the Introducer have to be recorded in the Aadhaar Enrolment / Correction Form. The Introducer details must be available in the Enrolment Client
- Mobile Number of the enrollee is entered in the Enrolment/Update form mandatorily



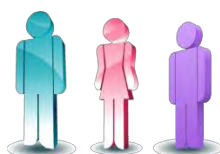
### Full name

- Verify the Original Proof of identity documents (PoI) produced by the resident before recording the name in case of Document based enrolment.
- Follow the guidelines given below when recording the resident's name:
  - Enter the full name - Ascertain from her/him the expansion of her/his initials and record the same. For example, resident may tell that his name is V. Vijayan but his full name is Venkatraman Vijayan
  - Do not include salutation or titles like Mr., Miss, Mrs., Major, Retd., Dr.
  - Sometimes the infants and children may not have been name mentioned in Date of Birth Proof. In such case please try to ascertain the intended name for the child by explaining to the resident the importance of capturing the name of the individual and use the name mentioned in the Enrolment Form
  - In case of child below 5 years, POI/POA is not required whereas Original Date of Birth Proof and Aadhaar Number of either of the parent as mentioned in the DoB Proof



### Gender

- **M** for Male
- **F** for Female
- **T** for Transgender







### Date of Birth (DoB)

- Record Date of Birth (DoB) of Resident, indicating day, month and year in the relevant field
- If the Resident provides documentary evidence (DoB Proof) of Date of Birth, then check the box “Verified” and select the name of the document provided by the resident in the drop down provided for DoB documents
- If the resident does not have any documentary evidence (DoB Proof), record date of birth and check the “Declared” box
- When the resident is unable to provide exact date of birth and only mentions his/her age, Operator should only record age in the field provided. The software will automatically calculate year of birth



### Residential Address and Contact Details

- Enter the C/O address details as declared by the resident
- Verify the proof of address document (PoA) produced by the resident before recording the address in case of document-based enrolment
- Enter complete address including the PIN code and landmarks
- The local language transliterations may be incorrect due to phonetics and other reasons, and therefore it may need manual correction and confirmed by the resident
- If document furnished is not available in the drop down list of PoA, then it is not an acceptable PoA document and resident may be asked to produce only the allowed PoA. For such cases the Enrolment should not be performed till the time the resident produce the allowed documents.
- **Resident’s mobile number must be added in the Enrolment/ Update Form. In addition to this, resident may be encouraged to provide e-Mail ID for status update and using various Aadhaar-based services**



### Relationship to Resident (Conditional)

- This is applicable only in case of HoF (Head of Family) based Enrolment
- Filling the father / husband / guardian or Mother / Wife / Guardian field is optional. If the information is provided by the resident, the same may be recorded
- In case the adult does not want to disclose, then select checkbox “Not Given” in “Relationship to Resident”
- In case of a child below 5 years, the Aadhaar number/ EID of parent/relative has to be mandatorily recorded





## Disclosure

Disclosure under Section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016:

- Ensure that the resident has provided his signature/ thumb print against this disclosure
- Resident must be informed about the implication of this disclosure



## Review by Operator and Resident

- Operator must read out critical fields to the resident before the Operator finishes the Enrolment. The Operator must reconfirm the fields given below:
  - Spelling of Resident's Name (mandatory)
  - Correct Gender (mandatory)
  - Correct Age/Date of Birth (mandatory)
  - Address – PIN Code; Building; Village/ Town /City; District; State (mandatory)
  - Relationship details – Parent/Spouse/Guardian; Relative Name (mandatory)
  - Accuracy and Clarity of Photograph of the resident (mandatory)
  - Mobile Number (mandatory)
  - email ID (optional)
- Operator must ensure that no such text like NA, N/A or ND is entered in fields that do not have any information
- Leave those non-mandatory fields blank where no data is provided by resident in the Form
- Confirmation from the resident must be taken on the complete information mentioned in the enrolment application and Local language translation must be verified by the resident before finalising the enrolment



## Operator / Supervisor / Introducer / HoF signoff

- Operator needs to sign off every enrolment by providing his/her fingerprint
- Supervisor's sign off is activated and provided in case of biometric exceptions
- For a child below 5 years, the biometric confirmation of linked parent/relative has to be captured
- For Introducer/HoF based enrolment, biometric confirmation of Introducer/ HoF has to be captured





### Printing of Acknowledgment Slip

- Operator needs to take out the print of Acknowledgement Slip containing EID (Enrolment ID)
- Resident has to sign the counter slip and provide it to the Operator for scanning



### Mandatory Scanning

- Aadhaar Enrolment/Correction Form, Original Supporting Documents and Signed Acknowledgement Slip containing EID (Enrolment ID) must be scanned to complete the enrolment
- All the documents are returned to the resident and should not be retained by the Operator



## Detailed Guidelines for Collecting Biometric Data

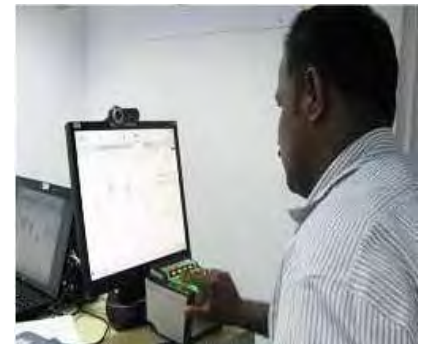
Enrolment Agencies must use Biometric Devices certified by STQC for capturing Biometric data namely, Finger print and Iris capture devices. The list of certified biometric devices is available at STQC website <http://www.stqc.nic.in/>

### Fingerprint Capture

- The fingerprints need to be captured in order of all four fingers of Left Hand followed by all four fingers of Right Hand and then the two thumbs
- The fingers have to be positioned correctly on the Biometric Device to enable capture
- There should be no direct light shining on the Biometric Device. Use the Indicators on fingerprint devices for positioning of fingers.
- The fingers should be placed in right direction on the Biometric Device
- Use a lint free cloth periodically to clean the platen of the Biometric Device
- Check devices periodically for scratches, out of focus images or if partial images are getting captured
- Fingerprints cut off, wet/smudged fingerprints, very light prints due to insufficient pressure will result in poor quality
- The resident's hands should be clean (no mud, oil etc.). Ask resident to wash hands with water and soap, if necessary
- The fingers should not be excessively dry or wet



- The Resident should be requested to place all four fingers of the left hand/right hand/two thumbs on the fingerprint scanner for the four-finger capture to ensure good contact and maximise the area of the captured fingerprints
- Ensure that the fingers are placed flat and till the top joint of the finger is placed well on the fingerprint scanner
- If automatic capture does not happen, the operator should force the capture 4 times till all the lights on the device turn green
- The operator should check the actionable feedback when capture fails. Some actionable feedbacks provided by software are:
- Number of fingers present does not match with expected number of fingers
  - Finger not positioned correctly
  - Too much pressure (duty cycle)
  - Too little pressure
  - Central region missing
  - Excessive moisture (wetness)
  - Excessive dryness
- Fingerprints are best captured in standing position
- In case of additional fingers, ignore the additional finger and capture the main five fingers
- Ensure correct placement of fingers during fingerprint capture
- In case of missing finger select the missing finger and follow the Biometric Exception Handling Mechanism



## Iris Capture

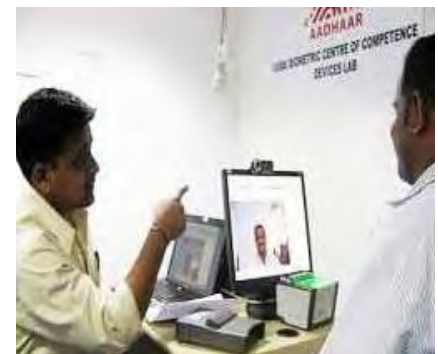
- Ensure correct alignment of left and right eyes and allows for more accurate estimation of roll angle
- The Resident will be required to sit in a fixed position, like taking a portrait photograph
- The software is able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture procedure. The software alerts the operator with actionable feedbacks, if the captured iris image is of insufficient quality. Some actionable feedbacks provided by software are:
  - Occlusion (significant part of iris is not visible)
  - Iris not in focus
  - Gaze incorrect (resident looking away)
  - Pupil dilation
- The iris capture procedure is sensitive to ambient light. No direct or artificial light should directly reflect off the Resident's eyes



- The device should be held steady. In case device requires to be held by resident, the enrolment operator/supervisor may help the resident to hold the device steady
- Table light used for facial image capture should be switched off during iris capture
- Direct sunlight or any other bright light shining on resident's eye will create reflections and result in poor quality image
- Operator must instruct the resident to look straight into the camera, open eyes wide open, do not blink and to be stationary during iris capture
- If resident is having trouble during Iris scan and recapture is required, then the operator may navigate to the next screen to capture other details and then return to Iris capture. This will relax the resident from constant pressure to keep eyes wide open during iris capture
- The Operator needs to be patient during capture and wait for the device response instead of scrolling, navigating back and forth on screen
- In case the Iris is not captured as required, Operator must try capturing the iris 4 times

## Facial Image Capture

- *Position:* For capturing facial image, it is advisable for the operator to adjust the camera instead of the resident to position herself/himself at the right distance or in the right posture. Frontal pose needs to be captured i.e. no head rotation or tilt
- *Focus:* The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion
- *Expression:* Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, lips closed and both eyes open
- *Illumination:* Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyse and recognise face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in the eyes and no hot spots. No light exactly above the enrollee should be used since it can cause shadows. Light should be diffused and placed in front of the enrollee so that there are no shadows under the eye
- *Eye Glasses:* If the person normally wears glasses, it is recommended that the **photograph be taken without glasses.**
- *Accessories:* Use of accessories that cover any region of the face is not permitted. Further, accessories like turban are also allowed as religious, traditional practices
- Operators need to be trained to obtain the best possible face images that satisfy requirements of the software
- For children, it is acceptable that the child sits on parent's lap, but it needs to be ensured that parent's face is not captured along with child's face



- Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:
  - No face found
  - Resident too far (eye distance in input image is less than 90)
  - Resident too close (eye distance in input image is greater than one third of image width)
  - Pose (Look Straight)
  - Insufficient lighting
  - Very low face confidence (faceness, object not identified as human face)
  - Pose (yaw angle in output image is greater than 11.5 degrees)
  - Non-uniform lighting (of face in output image)
  - Incorrect background (in output image)
  - Insufficient lighting (bad grey values in face area of output image)






## Chapter 6

# Exception Handling

## Chapter 6: Exception Handling

There would be instances where a resident would not be in a position to give complete set of biometrics owing to reasons such, as injury, amputation of the fingers / hands and similar problems with the eyes. The following guidelines are to be followed while handling such exceptions.

Problem	Exceptions in Handling Fingerprint Image Capture	Suggestions
Missing / amputated / bandaged fingers		<ol style="list-style-type: none"> <li>1. The type of exception must be explicitly marked in the software along with Exception photograph</li> <li>2. The fingerprints of remaining fingers are captured</li> <li>3. Resident must be asked to confirm about this condition before proceeding</li> </ol>
Capturing Iris image is not possible		<ol style="list-style-type: none"> <li>1. If capturing Iris image is not possible due to non-existence of one or both eyes or bandage across one or both eyes / any other deformity or disease, the same has to be recorded in the system</li> <li>2. Resident must be asked to confirm about this condition before proceeding</li> </ol>
Squint / disoriented eye		<ol style="list-style-type: none"> <li>1. The type of exception must be explicitly marked in the software along with Exception photograph</li> <li>2. If there is exception in one iris, the second iris must be captured</li> <li>3. Resident must be asked to confirm about this condition before proceeding</li> </ol>





## Chapter 7

### **Guidelines for Enrolment Operator / Supervisor on Quality of Enrolment/Update**

## Chapter 7: Guidelines for Enrolment Operator / Supervisor on Quality of Enrolment/Update

Quality Check of the Demographic details and the supporting documents scanned during New Enrolment and Update is done before the Aadhaar card is issued to the resident. This is to ensure quality and correctness of data in the system.

### Enrolment Quality Parameters leading to Process and Demo Error

- The enrolment operator/supervisor should follow the quality parameters as advised by the Authority and should capture demographic and biometric details correctly
- They must avoid the errors described below to avoid any financial implication and blacklisting from the Authority
- The errors made during enrolment/update may result in blacklisting of operator and he will not be able perform any enrolment/update

### Quality Check for Enrolments and Updates

Fields	Do's and Don'ts
<b>Name</b>	<p>Enrolment operator should verify and match the name carefully against the Proof Document submitted by the resident.</p> <p>Do not include any junk value or use any un parliamentary language, this may lead to blacklisting of operator.</p> <p>The name should not include any salutation like Mr. Ms. Smt. Dr. etc., else, such enrolments will get rejected.</p> <p>The transliteration in local language should match with the name in English.</p>
<b>Gender</b>	The gender of the person should be captured correctly.
<b>Age</b>	Date of birth of the resident should be captured correctly as per the proof document submitted in case of verified case.
<b>Address</b>	<p>Enrolment operator should verify and match the Address carefully against the Proof Document submitted by the resident.</p> <p>Do not include any junk value or use any un parliamentary language, this may lead to blacklisting of operator.</p> <p>The transliteration in local language should match with the address in English.</p> <p>The address should be captured in full and should include details like house no/name, locality, street, City/Town/Village, Pin Code etc.</p>

**Photograph**

Photograph of the resident should be captured correctly as per guidelines provided by UIDAI.

The photo should be neither too dark nor too bright.

The face of the resident should be clearly visible and identifiable.

**Process Errors**

Process	Description
<b>Capturing Resident Photograph</b>	<p>Enrolment Operator/Supervisor should make sure that photo is not taken from:</p> <ul style="list-style-type: none"> <li>• Hard copy of photo (passport photo etc.)</li> <li>• Photo on a monitor</li> <li>• Photo on a mobile device</li> <li>• Photo from magazine/ newspaper/ book/ poster</li> </ul> <p>The photograph should be clear and not blurred. There should be sufficient light while capturing the photograph.</p>
<b>Capturing Resident Demographic Details</b>	<p>Enrolment Operator/Supervisor should ensure that Un-parliamentary/Offensive Language is not used.</p>
<b>Verification of Documents</b>	<p>The Enrolment Operator/Supervisor should verify the proof documents submitted by the resident and ensure the following:</p> <ol style="list-style-type: none"> <li>1. The Name, Address, DOB should match with the Proof document submitted.</li> <li>2. Should accept only valid and approved proof documents as per UIDAI list of approved documents.</li> <li>3. Should scan the documents completely, so that all the details are captured clearly.</li> <li>4. Should not accept any fraudulent/tampered document as proof.</li> <li>5. The scan of the proof document should be clear and readable.</li> <li>6. The document name selected on the client should match with the proof document submitted.</li> </ol>

**Document Error – Most Common Reject Reasons**

- 1** Most of the enrolments are getting rejected due to Invalid Documents submitted by the residents.
- 2** Reviewers at Enrolment Centre need to be more vigilant in checking the document before Enrolment. Some common rejections under Invalid Document category are mentioned below.

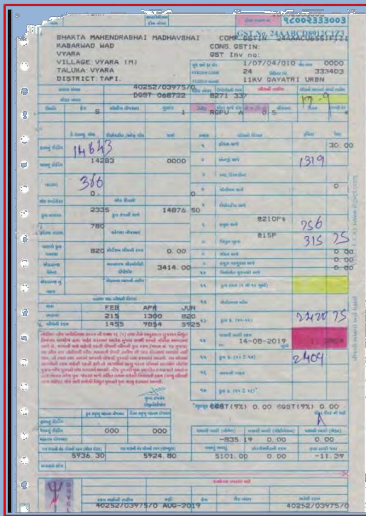
Document Error	Reject Reason
<p><b>Invalid Document</b></p>	<ul style="list-style-type: none"> <li>• Any document scanned as POI/POA/POR/POB which is not in the list of approved documents will be rejected</li> <li>• If Name/Photo is missing in POI document, then it will be rejected</li> <li>• For example, ration card can be used as POI only if it has both Name and Photo of resident</li> <li>• Aadhaar Card/letter scanned as POI/POA/POR/DOB will be rejected</li> <li>• In case of certificate issued by authorised person as per the approved list, Photo of resident is mandatory and it should have stamp and signature of the person issuing the certificate, else it will be rejected</li> <li>• If the document which is attached as POI/POA/POR/POB has expired, it will be rejected</li> <li>• When Voter ID card is submitted as POA, both sides of the ID card need to be scanned, else it will be rejected</li> </ul>

**Types of Documents Errors**

There are different types of document errors that the Enrolment Operator must be aware of. These document errors are:

Document Error Type	Description
<p><b>Document not as per Approved List</b></p>	<p>The operator must check the uploaded documents against the approved list of documents. If the operator accepts documents that are not as per the approved list, then it will be rejected under this error type – Document Error. The sub-error types will be based on the type of document under the following categories:</p> <ul style="list-style-type: none"> <li>• POI (Proof of Identity)</li> <li>• POA (Proof of Address)</li> <li>• POR (Proof of Relationship)</li> <li>• DOB (Date of Birth)</li> </ul>

POI document for Resident: Electricity Bill (not older than 3 months)



Suppose, if the operator has uploaded an incorrect POI document, it will be rejected under the sub-type – POI.

**How to Avoid the Error**

If the resident has given correct Proof of Identity document, the operator should check whether the demographic data is matching with the proof document.

**Document Error Type**

**Description**

**Missing Document**



This error occurs when the resident has not submitted the required documents or the enrolment operator has missed uploading the submitted documents.

**How to Avoid the Error**

Ensure that the documents are uploaded before submitting the packet.

**Document Error Type**

**Description**

**Document Name Mismatch**



Just like the error of Document not as per the Approved List, the operator must check for all the proof documents.

**Note:** Currently, this document error type is not being used in the QC process.

**Document Error Type**

**Description**

**Demographic Data Mismatch**

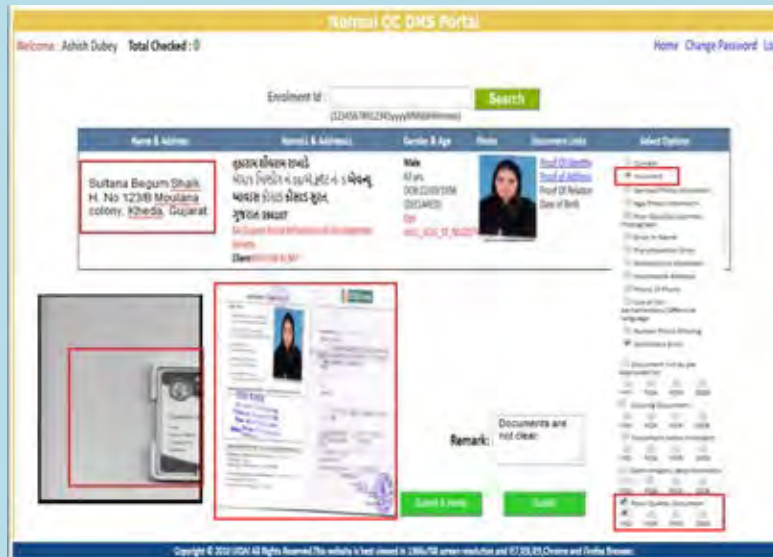


The operator must ensure that the resident's details in the packet are exactly matching with the data given in the documents submitted as POI, POA or DOB. Otherwise, such an error will be identified during the QC Process.

**Document Error Type**

**Description**

**Poor Quality Document**

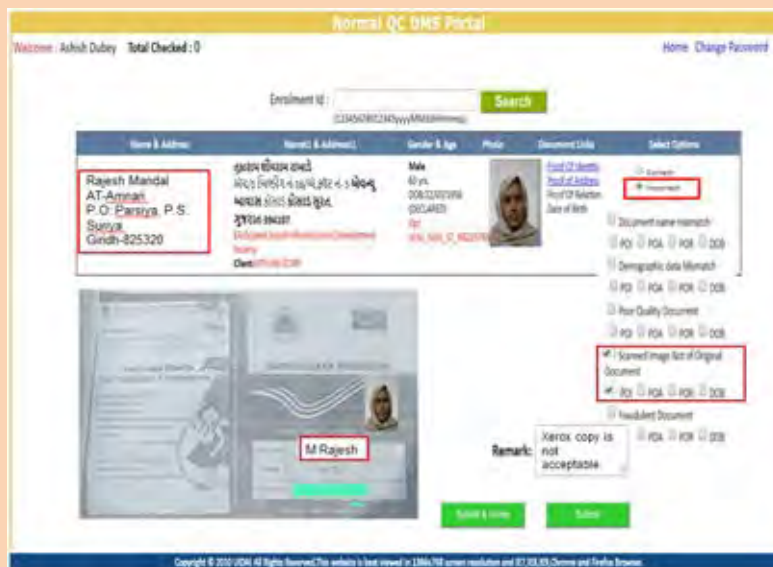


The operator must ensure that the uploaded document is clear and all the data is legible.

**Document Error Type**


**Description**

**Scanned Image not of Original**



If the resident has submitted Xerox copy of document instead of original, the enrolment operator must not accept the document. If he/she accepts such a document, this error type occurs.

**Note:** Currently, this document error type is not being used in the QC process.

Document Error Type	Description
<p style="text-align: center;"><b>Fraudulent Document</b></p> 	<p>The operator must be very careful while collecting the documents. If another resident's documents are uploaded as part of the proof documents, this error is bound to occur.</p>

**Note:** Refer to **Appendix P - Quality Instruction Set for Enrolment Operators** for the Quality Checklist.

**Common Errors by Enrolment Operators**

Here are some common errors committed by enrolment operators. Each operator should be careful in avoiding them.

<p><b>Enrolment Slip/Aadhaar Card is attached as POI/POA/POR/DOB:</b> This will be rejected in QC as Invalid Document.</p>	<p>Enrolment operator should not attach Enrolment Slip/Aadhaar as Proof of Identity/Address/Date of Birth. This is not a valid proof and will be rejected during Quality check. The operator may also get blacklisted for uploading incorrect document.</p>
<p><b>Invalid Document:</b> Aadhaar Letter is not valid as POI/POA/POR and will be rejected under Invalid Documents.</p>	<p>During enrolment, the Enrolment operator should ensure that the document being accepted and scanned as POI/POA/POR/DOB is valid as per the UIDAI list of approved documents. The operator should also ensure that the document is valid as on date before accepting any document. Accepting invalid document will attract penalty on the operator and the may lead to BLACKLISTING of the operator.</p>
<p><b>Invalid Document: Scanned copy of only one side of Voter ID is considered as invalid document.</b> An operator should ensure that both the sides of Voter ID are scanned.</p>	<p>A common error committed by enrolment operator, which has been noticed in Quality check is that while accepting Voter ID as POA, operator should ensure, both sides of the documents is scanned. The enrolment will get rejected if both sides of Voter ID is not scanned.</p>



**Invalid Document:**

Certificate issued by Principal/Village head without Name and photo of resident is considered as invalid document.

When accepting certificate issued by Village head/Principal on letter head as POI/POA, the enrolment operator need to ensure the photo of resident is attested on the certificate with stamp and signature of the issuing authority. If the photo graph is missing in the certificate, then the certificate is considered invalid and will be rejected.

**Transliteration Error:**

Demographic Details in English does not match with Local Language

Operators have to pay attention while entering the demographic details of the resident. If the CAPS LOCK is ON, then attention need to be paid to the transliteration. The operator need to ensure that the Demographic details entered in English is matching with the local language as well, other wise the enrolment will be rejected.

**POI:** Resident name having 'urf', alias in POI

Operators have to pay attention that while accepting POI documents, the resident name should not have 'urf', 'alias' in the Proof of Identify document submitted. Such document will be rejected during Quality Check. The POI document submitted should have only a single name as entered in the enrolment form. Resident name with 'urf', 'alias'.

**Age-Photo Mismatch:**

Age and the photo of the resident should match

When the DoB is declared, care must be taken to verify the year of birth of the resident. Especially in case of children, the year of birth should be verified with the parents while entering declared DoB.





## Chapter 8

# Offences and Penalties

## Chapter 8: Offences and Penalties

### Offences and Penalties as per Aadhaar Act and Regulations

Penalty for impersonation	
Offence	Penalty
 <p>Whoever impersonates or attempts to impersonate another person, whether dead or alive, real or imaginary, by providing any false demographic information or biometric information</p>	<ul style="list-style-type: none"> <li>• Imprisonment for 3 years</li> <li>Or</li> <li>• Fine of up to Rs. 10,000</li> <li>Or both</li> </ul>
<p>Whoever, with the intention of causing harm or mischief to or appropriating the identity of an Aadhaar number holder changes or attempts to change any demographic information or biometric information by impersonating or attempting to impersonate another person, dead or alive, real or imaginary</p>	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 3 years and</li> <li>• A fine which may extend to Rs. 10,000</li> </ul>
<p>Whoever, not being authorised to collect identity information under the provisions of this Act, by words, conduct or demeanour pretends that he is authorised to do so</p>	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 3 years and</li> <li>• A fine which may extend to Rs. 10,000</li> <li>• In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

Penalty for disclosing identity information	
Offence	Penalty
 <p>Whoever, intentionally discloses, transmits, copies or otherwise disseminates any identity information collected in the course of enrolment or authentication to any person not authorised under this Act or Regulations made there under or in contravention of any agreement or arrangement entered into pursuant to the provisions of this Act.</p>	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 3 years and</li> <li>• A fine which may extend to Rs. 10,000</li> <li>• In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>


**Penalty for unauthorised access to the CIDR**


Offence	Penalty
<p>Whoever, not being authorised by the Authority, intentionally:</p> <ol style="list-style-type: none"> <li>Accesses or secures access to the Central Identities Data Repository (CIDR)</li> <li>Downloads, copies or extracts any data from the CIDR or stored in any removable storage medium</li> <li>Introduces or causes to be introduced any virus or other computer contaminant in the CIDR</li> <li>Damages or causes to be damaged the data in the CIDR</li> <li>Disrupts or causes disruption of the access to the CIDR</li> <li>Denies or causes a denial of access to any person who is authorised to access the CIDR</li> <li>Reveals any information in contravention of sub-section (5) of Section 28, or shares, uses or displays information in contravention of Section 29 or assists any person in any of the aforementioned acts</li> <li>Destroys, deletes or alters any information stored in any removable storage media or in the CIDR or diminishes its value or utility or affects it injuriously by any means or</li> <li>Steals, conceals, destroys or alters or causes any person to steal, conceal, destroy or alter any computer source code used by the Authority with an intention to cause damage</li> </ol>	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which shall not be less than Rs. 10 lakh</li> </ul>


**Penalty for tampering with data in CIDR**


Offence	Penalty
<p>Whoever, not being authorised by the Authority, uses or tampers with the data in the CIDR or in any removable storage medium with the intent of modifying information relating to Aadhaar number holder or discovering any information thereof.</p>	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> </ul>

**Penalty for unauthorised use by requesting entity**



Offence	Penalty
Whoever, being a requesting entity, uses the identity information of an individual in contravention of sub-section (3) of section 8.	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 3 years and</li> <li>• A fine which may extend to Rs. 10,000</li> <li>• In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

**Penalty for non-compliance with intimation requirements**



Offence	Penalty
Whoever, being an enrolling agency or a requesting entity, fails to comply with the requirements of sub-section (2) of Section 3 or sub-section (3) of Section 8.	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 1 year and</li> <li>• A fine which may extend to Rs. 10,000</li> <li>• In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

**General penalty**



Offence	Penalty
Whoever commits an offence under this Act or any rules or regulations made there under for which no specific penalty is provided elsewhere than this section.	<ul style="list-style-type: none"> <li>• Imprisonment for a term which may extend to 1 year and</li> <li>• A fine which may extend to Rs. 25,000</li> <li>• In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

**Offences by companies**



Offence	Penalty
Where an offence under this Act has been committed by a company, every person who at the time the offence was committed was in charge of, and was responsible to, the company for the conduct of the	Notwithstanding anything contained in sub-section (1), where any offence under this Act has been committed by a company and it is proved that the offence has been committed with the

business of the company, as well as the company, shall be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly:

Provided that nothing contained in this sub-section shall render any such person liable to any punishment provided in this Act if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.

consent or connivance of, or is attributable to, any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly.



**Act to apply for offence or contravention committed outside India**



Offence	Penalty
Subject to the provisions of sub-section (2), the provisions of this Act shall apply also to any offence or contravention committed outside India by any person, irrespective of his nationality.	For the purposes of sub-section (1), the provisions of this Act shall apply to any offence or contravention committed outside India by any person, if the act or conduct constituting the offence or contravention involves any data in the Central Identities Data Repository.



**Power to investigate offences**



Notwithstanding anything contained in the Code of Criminal Procedure, 1973, a police officer not below the rank of Inspector of Police shall investigate any offence under this Act.



**Penalties not to interfere with other punishments**



No penalty imposed under this Act shall prevent the imposition of any other penalty or punishment under any other law for the time being in force.



**Cognizance of offences**



1. No court shall take cognizance of any offence punishable under this Act, save on a complaint made by the Authority or any officer or person authorised by it.
2. No court inferior to that of a Chief Metropolitan Magistrate or a Chief Judicial Magistrate shall try any offence punishable under this Act.

**Offences and Penalties Due to Error Caused during Enrolment/Update**



**Sync but Not Uploaded**



Nature of Deficiency	Monthly Action to be taken
<ol style="list-style-type: none"> <li>I. Delay in upload of enrolment packet after 10 days from the date of enrolment</li> <li>II. Delay in upload of enrolment packet after 20 days from the date of enrolment</li> </ol>	<ol style="list-style-type: none"> <li>I. Amount to be withheld Rs. 25 per Enrolment packet</li> <li>II. Amount to be withheld Rs. 50 per Enrolment packet</li> <li>III. Amount to be withheld Rs. 50 per Enrolment packet</li> </ol>
<p><b>Sync but Not Uploaded:</b> Packet Not uploaded up to 30 days from the date of enrolment is deemed to be lost.</p>	
<p>Various control such as enrolment freeze if not uploaded within 5 days has been implemented.</p>	

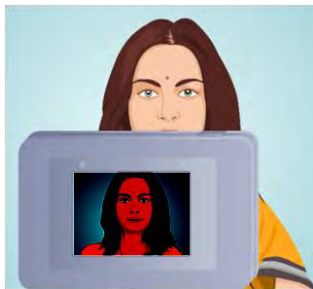


**Demographic Error (DE)**



Nature of Deficiency	Monthly Action to be taken
<p>These are errors in data quality like poor quality of photograph, Obvious Gender or Date of Birth errors etc.</p>	<p>Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative DE errors</p> <ol style="list-style-type: none"> <li>1. For 30 cases - Suspension of operator for retraining</li> </ol>

**Biometric Error III (BE-III)**



Nature of Deficiency	Monthly Action to be taken
Photo not as per guidelines	Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative BE-III errors 1. For 30 cases - Suspension of operator for retraining

**Biometric Error I (BE-I)**



Nature of Deficiency	Monthly Action to be taken
<ul style="list-style-type: none"> <li>• Full Finger Prints or Full Iris incorrectly recorded as missing</li> <li>• Photo of Photo within a BE</li> <li>• Exception Photo of a different person</li> <li>• Exception photo of an object</li> </ul>	Amount withheld per case shall be Rs. 10,000 per packet. For Monthly Cumulative BE-I errors: 1. For 1 or more cases - Suspension of operator for retraining 2. For 5 or more cases - Suspension of operator for period of Five years. Appropriate legal action needs to be taken if cumulative error count is $\geq 1$

**Biometric Error II (BE-II)**



Nature of Deficiency	Monthly Action to be taken
<ul style="list-style-type: none"> <li>• Bad quality photo in exception photo</li> <li>• Exception not visible in exception photo</li> </ul>	Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative BE-II errors: 1. For 30 cases - Suspension of operator for retraining



**Photo of Photo (PoP)**
**Nature of Deficiency**
**Monthly Action to be taken**


When a photo is of other photograph/or Non-Human.

Amount withheld per case shall Rs. 10,000 per packet. For Monthly Cumulative POP errors:

1. For 1 or more cases - Suspension of operator for ONE year
2. For 5 or more cases - Suspension of operator for a period of Five Years  
Appropriate legal action needs to be taken if cumulative error count is  $\geq 1$

**Unparliamentarily Language**
**Nature of Deficiency**
**Monthly Action to be taken**


Use of unparliamentarily language/ abusive language in residents demographics

Amount withheld per case shall Rs. 1000 per packet.

For Monthly Cumulative such errors:

1. For 1 or more cases - Suspension of operator for retraining
2. For 5 or more cases - Suspension of operator for period of Five Years  
Appropriate legal action needs to be taken if cumulative error count is  $\geq 1$

**Enrolment Agency Performance**
**Nature of Deficiency**
**Monthly Action to be taken**


Every enrolment agency performance will be rated based on quality parameters of enrolment, adherence to UIDAI's processes and guidelines. Weightage Parameters are given in **Appendix N - Nature of Deficiency/Error**.

If the performance rating is below 90%, EA will be treated to be on red zone and if the performance rating drops below 85%, the enrolment operations of the agency will be suspended and their EA code and empanelment will be withdrawn for 3 years.



**Review**



Nature of Deficiency	Monthly Action to be taken
<p>Excessive deficiencies/violations reported during the quarterly performance review or where amount withheld would exceed 50% of amount payable for the period under review.</p>	<p>Enrolment operations of the agency will be suspended and their EA code and empanelment will be withdrawn for 3 years.</p>
<p>Gross violation of the stipulated guidelines without potential intent to fraud - Overcharging resident for UIDAI services / involved in corrupt practices and for running unauthorised PEC found during inspections.</p>	<p>Rs. 50,000 per incident and suspension of Operator for a year.</p>
<p>Gross violation of the stipulated guidelines with potential intent of fraud - tampering with UIDAI's software (BYPASS of operator/supervisor BIOMETRICS)</p>	<p>Rs. 100,000 per machine and suspension of Operator for 5 years.</p>
<p>Document Error DoE I</p> <ul style="list-style-type: none"> <li>• Fraudulent document</li> <li>• Missing document</li> </ul>	<p>Rs. 10,000 per packet</p> <p>For Monthly Cumulative DoE-I errors:</p> <ul style="list-style-type: none"> <li>• For 1 or more cases - Suspension of operator for retraining</li> <li>• For 5 or more cases - Suspension of operator for a period of Five Years</li> <li>• Appropriate Legal Action needs to be taken if cumulative error count is <math>\geq 1</math></li> </ul>
<p>Document Error DoE II</p> <ul style="list-style-type: none"> <li>• Invalid document</li> <li>• Poor quality document</li> <li>• Demographic data mismatch</li> </ul>	<p>Rs. 25 per packet</p> <p>For Monthly Cumulative DoE-II errors</p> <ul style="list-style-type: none"> <li>• For 30 or more cases - Suspension of operator retraining</li> </ul>
<p>Financial disincentive for document Error (I, II and III)</p>	<p>DoE Error I and II will be considered as Demographic Error and will be counted along with DE % of total number of erred packets against the total number of checked packets for the month will be arrived at and the same % of the total payment of that month will be deducted with DE error</p>

## Nature of Deficiency

## Monthly Action to be taken

\* Capping on the total financial disincentive: Will be capped @ 50% of the total payment in each monthly payment cycle

## Action against Operators

## Nature of Deficiency

- Demographic error
- Biometric error
- Photo of Photo (POP)
- Use of unparliamentary /abusive language in residents demographics
- Enrolment with fake PoI/PoA, Fudged consent slip generation /Any enrolment done by tampering with UIDAI software

## Monthly Action to be taken

- Operator/Supervisors may be blacklisted for a period of 6 months to 5 years depending upon the nature of error made
- Appropriate Legal Action needs to be taken



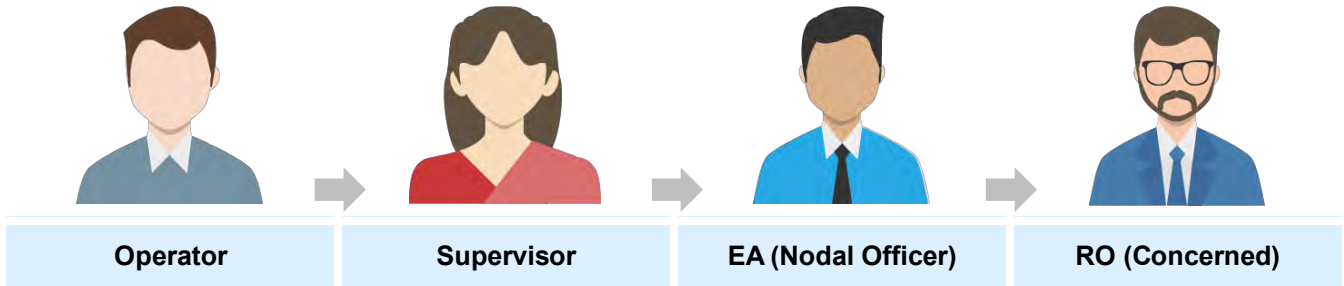
## Chapter 9

### **Guidelines for the Enrolment Staff to Improve Customer Satisfaction and avoid Fraud and Corruption**

## Chapter 9: Guidelines for the Enrolment Staff to Improve Customer Satisfaction and Avoid Fraud and Corruption

\*\*\*If you observe any deviations in abiding with the rules and regulations laid out for carrying out Aadhaar enrolment and update by the Authority, then immediately report to the authority concerned.



Follow the given hierarchy to report deviations:



Sample Escalation Matrix (Needs to be displayed at each Centre)

Centre Address	:
EA Name and Code	:
Operator Name and Contact Number	:
Supervisor Name and Contact Number	:
EA (Nodal Officer) Name and Contact Number	:
Registrar (Nodal Officer) name and Contact Number	:
Contact Number of Grievance Cell, UIDAI, RO	:

\*\*\*Operator should give priority treatment to senior citizens and differently-abled residents.

In case of senior citizens:	In case of differently-able persons or a residents with Biometric exceptions:
<p>Operator should try to capture all the Biometrics i.e., 10 Finger Prints, 2 Iris and Photograph.</p> <p>In case Biometric Device is unable to detect Biometrics of senior citizens, operator should try the <b>force capture</b> option.</p> 	<p>Operator should mark that specific exception only in the software and capture all other Biometrics.</p> <p>Operator has to capture exception photograph with clearly depicting the exception.</p> 

**Responsibility**



**TO IMPROVE CUSTOMER SATISFACTION**

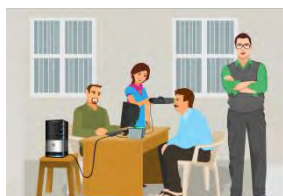
**Enrolment Agency**



- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Ensure a standard procedure of operator/supervisor on-boarding: Enrol operator/supervisor, Train and Certify operator/supervisor, Register and Activate operator in EA Admin portal</li> <li>• Ensure proper training of operators including device-specific training with the help of device vendors/UIDAI Regional Office</li> <li>• Facilitate proper seating to ensure recording of quality data by operator</li> <li>• Set up 'Help Desk' to ensure crowd and time management and address residents' queries</li> <li>• Make available at least one laptop back-up at each enrolment centre</li> <li>• Collect and clean Pre-enrolment data to save enrolment time at centre</li> <li>• Deploy only UIDAI approved biometric devices. Ensure that all the equipment required for enrolment is provided at the enrolment centres</li> <li>• Sensitise the Supervisor /operator on the importance of capturing their finger prints clearly at the end of each enrolment</li> <li>• Rate Card is pasted at each Enrolment Centre</li> </ul> | <ul style="list-style-type: none"> <li>• Use one password for multiple sets of Operator IDs</li> <li>• No two Operators should have the same Operator ID (User code)</li> <li>• Avoid force capture of biometrics of operators or supervisors at the time of onboarding</li> <li>• Uncertified operator/supervisor should not be deployed</li> <li>• Do not compromise on the standard of equipment deployed at enrolment stations</li> </ul> |
|--|---|

### EA Staff- Operator/Supervisor

- Ensure proper layout of the enrolment Station, such as height of table, positioning of devices, position of the resident vis-à-vis the operator, lighting and position and tautness of the white background
- Brief the enrolment procedure to resident before and during enrolment to put the resident at ease and facilitate data capture
- Read out if Resident is not able to read. Make sure spellings of name, gender, address, relationship details are correct
- Be patient during enrolment and be courteous to residents
- Ensure that resident mobile number is entered in the system
- Ensure that resident is made to understand the use of email ID in the enrolment/update
- Operators need to proactively use “**Find Aadhaar facility- Advance search**” before any fresh enrolment to minimise the rejections
- Inform residents about time taken for Aadhaar Generation/ Updation i.e. up to 90 days
- Inform resident to download e-Aadhaar after receiving Aadhaar generation SMS from UIDAI
- Inform resident to contact 1947 or [help@uidai.gov.in](mailto:help@uidai.gov.in) in case resident does not receive Aadhaar generation SMS or e-Aadhaar is not available for download after 90 days
- Put the resident at ease and make sure that the resident’s screen is on all the time during the enrolment and ask the resident to cross check the data being entered
- Give priority treatment to differently-able, senior citizens and pregnant ladies
- Do not make any changes in the enrolment form by yourself. Even if the resident insists to make some minor changes in the form, operator must refer this to verifier. In such cases the operator must politely ask the resident to go back to verifier and make changes and take signatures of verifier
- Do not demand extra money other than prescribed by the Authority for any kind of Aadhaar update
- Do not deny any resident for enrolment in case of Biometrics exception and poor quality finger prints
- Do not speak rudely with residents
- Do not re-enrol residents without checking status of earlier enrolments of resident
- Do not enter N/A, NA etc. in fields where Resident has not provided any data



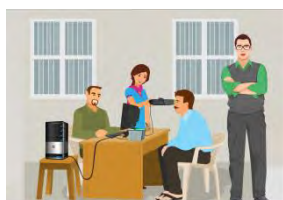
henceforth in the enrolment form.

**Responsibility**



**TO AVOID FRAUD AND CORUPTION**

**EA Staff-  
Operator/Supervisor**



- Log in with your own Operator ID in Aadhaar client and log off the application when leaving the seat so that no one else can use your login window for enrolment
- Change your login password frequently
- Perform Operator sync activity regularly
- Follow the standard operating procedure prescribed by the Authority
- Use the prescribed POI/POA only
- Inform Authority proactively in case any fraud is noticed by other EA Staff
- File, back up and store enrolment data as per UIDAI guidelines
- Sign off all biometric exception cases after due diligence
- Ensure that GPS coordinates of all the Enrolment machines are captured every day before the start of any enrolment/update
- Do not try to tamper the Enrolment client/machine
- Take Photo of a Photograph to enrol a resident, take Photo of Deity (GOD), Objects, Animal/s is taken in place of Resident Photo and Use Un-parliamentary language in Resident Demographic details
- Attempt to enrol an adult as a child to avoid taking Biometrics OR Attempt to enrol an child below 5 year in age as Adult
- Acts as a guardian or parent of a child only for the purpose of Enrolment
- Upload incorrect document in support of any enrolment like scan copy of any newspaper
- Use your mobile number and email ID in residents Aadhaar
- Attempt to mix biometrics of resident while enrolment
- Sign for enrolment done by any other operator
- Accept a photocopy, scanned document or any document form other than the original POI/POA
- Keep a copy of resident POI/POA (hard copy or in electronic form)



## Aadhaar Retrieval Process

- **Reasons for Aadhaar Retrieval:**

- Residents may be in a hurry to link or seed their Aadhaar
- Letter does not reach the destination even after 90 days
- Residents had lost their EID/UID Slip



- **Aadhaar Generation:** Normally, it takes maximum up to 90 days from the day of receipt of enrolment packet by UIDAI from the Enrolment Agency and is subject to passing all the verification processes
- **Delivery of Aadhaar:** Normally, it takes up to 90 days from the day of receipt of enrolment packet by UIDAI's CIDR to deliver Aadhaar to the address
- **Mode of Delivery:** Sent across to the address by India Post, Downloaded from the UIDAI website using registered mobile number or download M-Aadhaar using the registered mobile number
- **Status of Letters:** Some letters either are lost in transit or residents have relocate

## Only Enrolment ID (EID) is Available

- Resident to visit <https://aadhaar.uidai.gov.in/>
  - ✓ Enter EID number, registered mobile number to receive OTP and download a PDF of the Aadhaar letter (e-Aadhaar)
- Resident to SMS on 51969, type:
  - ✓ UID STATUS < 14-digit EID > OR
  - ✓ UID STATUS < 28-digit EID >
- Resident can get Aadhaar on his/her mobile by visiting <https://resident.uidai.gov.in/web/resident/get-aadhaar-no>
  - ✓ Requires the EID number, registered mobile number and OTP
- A resident can also get e-Aadhaar printed from a Permanent Enrolment Centre (PEC) as per the rate mandated by the Authority
- A resident can also call **1947**
- A resident can also do email correspondence on [help@uidai.gov.in](mailto:help@uidai.gov.in)



## UID / Aadhaar is Known but Letter is Lost / Unavailable

- A resident can visit <https://eaadhaar.uidai.gov.in/>
  - ✓ Enter Aadhaar
  - ✓ Give registered mobile number to receive OTP
  - ✓ Download a PDF of Aadhaar letter, also known as e-Aadhaar
- A resident can also SMS on 51969 and type:
  - ✓ UID EAADHAAR < Aadhaar > < email Id > < PIN code >

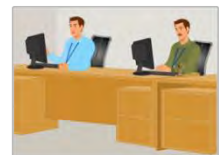


UIDAI



## Lost EID and/or UID / Aadhaar

- A resident can visit <https://resident.uidai.gov.in/find-uid-eid>
  - ✓ Give name in English language only
  - ✓ Either registered mobile number or email ID entered during the Enrolment
  - ✓ Registered mobile number / email ID shall receive the OTP to retrieve Aadhaar or EID status
- Resident can also opt to call **1947**
- Resident can also do email correspondence on [help@uidai.gov.in](mailto:help@uidai.gov.in)
- Visit a Aadhaar Permanent enrolment centres
  - ✓ Ask the operator to use “Advance Search”
  - ✓ Provide Demographic information to the operator to search your enrolment details
- Resident can visit the nearest Regional Office (RO) of UIDAI
  - ✓ Has some helpdesks at each RO
  - ✓ Executives will be glad to help aggrieved residents



## e-Aadhaar

- Using any of the above methods, the resident can download an electronic copy of the Aadhaar
- It will be available in a password protected PDF file
- To download the Aadhaar, resident can visit <https://eaadhaar.uidai.gov.in/>



## Order Aadhaar Reprint

- Order Aadhaar Reprint is an online service provided by UIDAI

[help@uidai.gov.in](mailto:help@uidai.gov.in)
<https://uidai.gov.in/>

Toll free: 1947

- A resident can raise a request to reprint his/her Aadhaar in case they have not received original Aadhaar letter or misplace/loss of original Aadhaar letter
- Resident can visit <https://eaadhaar.uidai.gov.in/>
  - ✓ Enter Aadhaar number/ Virtual ID/ EID
  - ✓ Enter given security code
  - ✓ Then, click 'Send OTP' or 'Enter OTP'
- In case if resident's mobile number has not registered, check the box 'My mobile number is not registered'. Then enter non-registered mobile number to receive OTP





## Chapter 10


### Appendix(s)

## Chapter 10: Appendix(s)

## Appendix A – The Aadhaar Act

विदेशी सं० को० वि०-13014/14

REGD. NO. D.L.13004/99



**भारत का राजपत्र**  
**The Gazette of India**

असाधारण  
EXTRAORDINARY

भाग II—खण्ड 3—उप-खण्ड (ii)  
PART II—Section 3—Sub-section (ii)

प्रधिकार से प्रकाशित  
PUBLISHED BY AUTHORITY

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No. 1718] NEW DELHI, TUESDAY, JULY 12, 2016/ASADHYA 21, 1938

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संचार और सूचना प्रौद्योगिकी मंत्रालय  
(इलेक्ट्रॉनिक और सूचना प्रौद्योगिकी विभाग)

**अधिसूचना**

नई दिल्ली, 12 जुलाई, 2016

**रा.अ. 2358(अ).—** केन्द्रीय सरकार, अधार, (डिजिटल और अन्य महाविधियों, प्रामाणिकता और संचार) का अधिनियम, 2016 (2016 का 18) की धारा 11 द्वारा प्रकृत धारकों का प्रयोग करत हुए, भारतीय विभिन्न पत्रकारिता अधिनियम की, उक्त अधिनियम के अन्तर्गत उक्त पत्रकारिता अधिनियमों का प्रयोग करने के लिए, और उसके सम्बन्धित कृत्यों का पालन करने के लिए, राजपत्र में इस अधिसूचना के प्रकाशन की तारीख से संचारित करती है।

2. अधिनियम का मसौदा नई दिल्ली में होगा जिसके अन्तर्गत कार्यालय, कोलकाता, हैदराबाद, चण्डीगढ़, गुवाहाटी, नई दिल्ली, रांची, मुंबई और जम्मू में रहेगा तथा केन्द्रीय राजधानी अंचल में भारत सरकार के कार्यालय केन्द्र और भारतीय मंत्रालय में स्थित होगा।

[रा. सं. 13012/64/2016/विधि/असध्या/डिप्लोमा]

संचार मंत्रालय, संयुक्त प्रकृत

## NOTIFICATION

New Delhi, the 12th September, 2016

## AADHAAR (ENROLMENT AND UPDATE) REGULATIONS, 2016

(No. 2 of 2016)

No. 13012/64/2016/Legal/UIDAI (No. 2 of 2016).—In exercise of the powers conferred by sub-section (1), and sub-clauses (a), (b), (d), (e), (j), (k), (l), (n), (r), (s), and (v) of sub-section (2), of Section 54 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, the Unique Identification Authority of India hereby makes the following regulations, namely:—

## CHAPTER I

## PRELIMINARY

## 1. Short title and commencement.—

- (1) These regulations may be called the Aadhaar (Enrolment and Update) Regulations, 2016 (1 of 2016).
- (2) These regulations shall come into force on the date of their publication in the Official Gazette.

## 2. Definitions.—

- (1) In these regulations, unless the context to otherwise requires,—
  - (a) “Act” means the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016;
  - (b) “Aadhaar Letter” means a document for conveying the Aadhaar number to a resident;
  - (c) “Aadhaar number holder” means an individual who has been issued an Aadhaar number under the Act;
  - (d) “authentication” means the process by which the Aadhaar number along with demographic information or biometric information of an individual is submitted to the Central Identities Data Repository for its verification and such Repository verifies the correctness, or the lack thereof, on the basis of information available with it;
  - (e) “Authority” means the Unique Identification Authority of India established under sub-section (1) of section 11 of the Act;
  - (f) “Central Identities Data Repository” or “CIDR” means a centralised database in one or more locations containing all Aadhaar numbers issued to Aadhaar number holders along with the corresponding demographic information and biometric information of such individuals and other information related thereto;

## Appendix B – Code of Conduct

1. Service Providers shall make best efforts to protect the interests of residents.
2. Service Providers shall maintain high standards of ethics, integrity, dignity and fairness in the conduct of Aadhaar enrolment and update of residents.
3. Service Providers shall fulfil their obligations in a prompt, ethical and professional manner.
4. Service Providers shall at all times exercise due diligence, ensure proper care and exercise independent professional judgment.
5. Service Providers shall not divulge to anybody either orally or in writing, directly or indirectly, any confidential information about the residents which has come to their knowledge, except where such disclosures are required to be made in compliance with the Act or any other law for the time being in force.
6. Service Providers shall not indulge in any unfair practice.
7. Service Providers shall ensure that grievances of residents are redressed in a timely and appropriate manner.
8. Service Providers shall make reasonable efforts to avoid misrepresentation and ensure that the information provided to the residents is not misleading.
9. Service Providers shall abide by the provisions of the Act and the rules, regulations issued by the Government and the Authority, from time to time, as may be applicable.
10. Service Providers shall not make untrue statements or suppress any material fact in any documents, reports, papers or information furnished to the Authority.
11. Service Providers shall ensure that the Authority is promptly informed about any action, legal proceeding, etc., initiated against it in respect of any material breach or non-compliance by it, of any law, rules, regulations and directions of the Authority or of any other regulatory body.
12. Service Providers shall be responsible for the acts or omissions of their agencies and employees in respect of the conduct of their enrolment and update services.
13. Service Providers should have adequately trained staff and arrangements to render fair, prompt and competence services to residents.
14. Service Providers shall develop their own internal code of conduct for governing internal operations and laying down standards of appropriate conduct for their agencies, employees and officers in the carrying out of their duties. Such a code may extend to the maintenance of professional excellence and standards, integrity, confidentiality, objectivity, and avoidance of conflict of interests.
15. Service Providers shall follow maker-checker concept in their activities to ensure accuracy of enrolment and update data.
16. Service Providers shall not indulge in manipulative, fraudulent practices in the process of enrolment and updation.
17. Service Providers shall ensure security and protection of all data (demographic/biometric) collected from residents in accordance with policies and processes as may be specified by the Authority for this purpose.
18. Service Providers shall enforce the decision of Authority regarding suspension/debarment/dis-empowerment of enrolling agencies, operators, supervisors etc., as applicable.
19. Service Providers shall follow the standards for data fields, data verification and biometric fields specified by the Authority.
20. Where required, Service Providers shall use only those devices and IT systems whose specifications have been approved by the Authority.

**Handbook for Ecosystem Partners (Registrars/Enrolment Agencies (EAs)/Supervisors/Verifiers/Introducers)**

21. Service Providers shall follow the protocols prescribed by the Authority for record keeping and maintenance.
22. Service Providers shall follow the process and systems specified by the Authority for transmission of the data collected.
23. Service Providers shall follow the confidentiality, privacy and security protocols as may be specified by the Authority.
24. Service Providers shall follow protocols as may be specified by the Authority for spreading and communicating the message, content and intent of the Aadhaar project. Since the Aadhaar logo and brand name are properties of the Authority, the Authority will specify the manner and limits of the use of the Authority logo, brand name, brand design and other communication and awareness materials.
25. Service Providers shall follow protocols, processes and standards specified by the Authority for the implementation of the Aadhaar processes.
26. Service Providers shall submit periodic reports of enrolment to the Authority in the form and manner as may be specified by the Authority.
27. Service Providers shall provide information related to the Aadhaar processes from time to time as requested by the Authority.

**Appendix C – Enrolment Centre (Checklist)**

Registrar: \_\_\_\_\_

Enrolment Agency: \_\_\_\_\_

Enrolment Center Location: Complete Address \_\_\_\_\_

\_\_\_\_\_

Enrolment Station Codes: All Stations \_\_\_\_\_

Enrolment Agency Supervisor Name: \_\_\_\_\_

S. No.	Checkpoints	Enrolment Agency Supervisor
<b>Mandatory Requirements</b>		
<b>A</b>	<b>Station</b>	
A.1	Please check the latest specifications with UIDAI. Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with <a href="mailto:techsupport@uidai.gov.in">techsupport@uidai.gov.in</a> for latest requirements). For ECMP version 3.3.4.2 <ul style="list-style-type: none"> <li>• 3.2 Ghz base frequency quad core or higher (desktop ) or 1.9 GHz Base Frequency, Quad Core or higher (laptop)</li> <li>• 4GB RAM or higher</li> <li>• 500GB HDD</li> <li>• Dedicated USB 2.0 Port(minimum 5 ports required)</li> </ul> <b>Note:</b> (Windows Vista/any 64 bit Operating System is not supported)	
A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and	

S. No.	Checkpoints	Enrolment Agency Supervisor
	configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.	
A.3	Iris capturing device available(record Make & Model)	
A.4	Fingerprint capturing device available(record Make & Model)	
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's specifications.	
A.6	White back ground screen, non-reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs	
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)	
A.8	All devices necessary for enrolment must conform to UIDAI's specifications	
A.9	Working of all equipment at every station tested	
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days )	
A.11	Printer ( A4 laser printer; must print photo with good quality receipt)	
A.12	Printer Paper( Inventory for 5 stations for 10 days ~ 20 rims)	
A.13	Antivirus / Anti Spyware checks	
A.14	Data Card /Internet connectivity for Enrolment Client. <b>Client synch is mandatory</b> every 5 days.	
A.15	All Operators and Supervisors enrolled into AADHAAR ,registered with CIDR, Certified and Activated	
A.16	All Operators and Supervisors on-boarded into Aadhaar Client for local authentication.	
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops	
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested	
A.19	Sponge for wetting and hand-cleaning cloth available	
A.20	GPS Receiver as per UIDAI specs	
A.21	Hardware keys for Enrolment Stations for security reason (may be prescribed after October 2012)	
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)	
<b>B</b>	<b>Centre</b>	
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre	
B.2	Fuel to run the generators	
B.3	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.	



S. No.	Checkpoints	Enrolment Agency Supervisor
B.4	Bubble packed, water-resistant, envelopes (CD mailer) for transferring pen drives/ hard disks to CIDR (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock of 20 days)	
B.5	Download and install latest version of Aadhaar SFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.	
B.6	Photocopier for Xerox of resident's PoI, PoA documents (or provisions as per contract).	
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).	
B.8	Adequate lighting, fans and power points for plugging various biometric devices available	
B.9	Local authorities informed of enrolment schedule	
B.10	Introducers informed of enrolment schedule	
B.11	Banner for the Enrolment Centre placed at entrance	
B.12	Posters depicting enrolment process in English & the local language present in visible places	
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre	
B.14	The User Manual of the software available for ready reference & operators aware of the same	
B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign	
B.16	External Hard disk for taking backup	
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc.	
<b>Desired</b>		
<b>C</b>	<b>Other Logistics</b>	
C.1	Extension box for Power Cord	
C.2	Water, soap and towel for cleaning hands	
C.3	Drinking water facility available	
C.4	Sufficient number of tables and chairs for enrolment station operators	
C.5	Chairs/benches available in shade for waiting enrollees	
C.6	Hall / room spacious & furniture organised to minimise movement of enrollee while capturing biometric information	
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrollees. This station is clearly marked with a visible banner. Enrolment centre is preferably setup in ground floor.	
C.8	Carry cases for all devices available	

S. No.	Checkpoints	Enrolment Agency Supervisor
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.10	A separate enclosure to enroll “purdah-nasheen” women available	
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.12	Lady operators / volunteers to assist women enrollees	
C.13	Security arrangement in place to stop enrollees from carrying bags / suitcases or any other material into the enrolment centres	
C.14	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building	
C.15	First aid kit available	
C.16	ORS kit available for areas in extreme heat conditions	
<b>D</b>	<b>Enrolment Center - Health &amp; Safety Considerations</b>	
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	
D.6	Power generator kept sufficiently away from the enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	
	_____	_____
	<b>Date</b>	<b>Sign</b>

**Appendix D – Sample Certificate of Identity/ Address**
**Appendix B**
**SAMPLE SPECIMEN CERTIFICATE OF IDENTITY/ADDRESS FOR AADHAAR UPDATE**

(TO BE ISSUED ON THE OFFICIAL LETTER HEAD OF THE ISSUING AUTHORITY)

 Affix Resident's recent  
 passport size coloured  
 Photo (To be attested  
 with half the signature  
 & stamp of the issuing  
 officer appearing on the  
 on the photograph)

This is to certify that Mr/Ms ( Name of the Resident ) son/daughter/wife/husband/ward of (Name of the relation/guardian) is known to me. His/her photograph is attached and is duly attested by me. His/her current address is stated below and this certificate can only be used as Proof of Address/Identity for updation of Aadhaar Number.....

Current Address of the Resident:

Date:

 Signature of Issuing Authority:  
 Full Name Issuing Authority:  
 Designation Issuing Authority:  
 Telephone No. Issuing Authority:

Lower eyelid

(To be signed personally by the issuing authority. Proxy signatures are not allowed.)

\*Registrar/Enrolment Agency shall translate this document into local language

## Appendix E – Sample Consent Letter By Introducer

### Appendix C

#### Sample Consent Provided by Introducer

To, \_\_\_\_\_ (Name / Designation of Registrar Nodal Officer)

\_\_\_\_\_ (Name of Registrar)

I, (Name) \_\_\_\_\_ (S/O, D/O, W/O) \_\_\_\_\_ residing at

(Address) \_\_\_\_\_ and holding the

post of (Designation) \_\_\_\_\_ at

(Organization) \_\_\_\_\_, consent to being an Introducer for the purpose of enabling enrolment of residents for AADHAAR and will follow the guidelines and procedures laid down for Introducers by the Unique Identification Authority of India and the Registrar. I shall introduce only that resident whose identity and address I personally know. I understand that UIDAI shall proceed to issue Unique ID no (Aadhaar) based on my introduction".

I will not collude with a person to impersonate another person (dead or alive) at the time of enrolment.

I will not help an Aadhaar holder to deliberately take on the identity of another person by changing their demographic information or collude to provide false biometric information.

AADHAAR Number / Enrolment number:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Landline ph no (Office and Home): \_\_\_\_\_

Mobile no: \_\_\_\_\_

Email \_\_\_\_\_

\*Registrar/Enrolment Agency shall translate this document into local language

## Appendix F – Enrolment/Correction Form


 Unique Identification Authority of India  
 Government of India


Under Section 4 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)

## AADHAAR ENROLMENT/ CORRECTION/ UPDATE FORM

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

<input type="checkbox"/> Resident		<input type="checkbox"/> Non-Resident Indian (NRI*)		<i>Please follow the instructions overleaf while filling up the form. Use capital letters only.</i>	
1	Pre Enrolment ID (if applicable):	2	In case of Update provide Aadhaar Number (UID):	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
2.1	<input type="checkbox"/> Biometric Update (Photo + Fingerprint + Iris) <input type="checkbox"/> Mobile <input type="checkbox"/> Date of Birth <input type="checkbox"/> Address <input type="checkbox"/> Name <input type="checkbox"/> Gender <input type="checkbox"/> Email				
3	Full Name:				
4	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender	5	Age: Yrs OR Date of Birth:	<input type="checkbox"/> Declared <input type="checkbox"/> Verified	
6	Address: C/o		Street/ Road/ Lane:		
	House No./ Bldg./ Apt:		Area/ Locality/ Sector:		
	Landmark:		Post Office:		
	Village/ Town/ City:		District:		
	District:		Sub-District:		State:
	E-Mail:		Mobile No.:		PIN Code:
7	Details of: <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife <small>For children below 5 years Father/Mother/Guardian's details are mandatory. Adults can opt out to specify this information.</small>				
Name:					
EID/ Aadhaar No.:					
Verification Type: <input type="checkbox"/> Document Based <input type="checkbox"/> Introducer Based <input type="checkbox"/> Head of Family (HoF) Based Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/or address. Introducer and Head of Family details are not required in case of Document based verification.					
8	<b>For Document Based</b> <small>(Write Names of the documents provided. Refer overleaf if this form is not for valid documents)</small>				
a. POI		b. POA			
c. DOB <small>(Mandatory in case of verified cases of birth)</small>		d. POR <small>(Mandatory in case of not-verified Enrolment/ Update)</small>			
9	<b>For Introducer Based – Introducer's</b> Aadhaar No.:		<b>For HoF Based – Details of:</b> <input type="checkbox"/> Father <input type="checkbox"/> Mother <input type="checkbox"/> Guardian <input type="checkbox"/> Husband <input type="checkbox"/> Wife HoF's EID/ Aadhaar No.:		
I hereby confirm the identity and address of _____ as being true, correct and accurate.					
Introducer/ HoF's Name:			Signature of Introducer/ HoF		

Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016

I confirm that I have been residing in India for at least 182 days in the preceding 12 months / I am Non-Resident Indian (NRI) &amp; information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information (including biometrics) will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Verifier's Stamp and Signature:

(Verifier must put his/ her Name, if stamp is not available)

Applicant's Signature/ Thumbprint

To Be Filled by the Enrolment Agency only

Date &amp; time of Enrolment: \_\_\_\_\_

Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person.

\* In case of NRI, only Indian Passport will be valid as POI.

**INSTRUCTIONS TO FOLLOW WHILE FILLING UP THE ENROLMENT FORM**

Field 1: <b>NAME</b>	Write full name without surnames/titles. Please bring the original Proof of Identity (POI) document. (See list A below). Variation in Resident's Name in contrast to POI is permissible as long as the change is mere spelling only, without altering the Name in POI document. For Example: If Resident's POI reads "Pratik", then "Pris" can be recorded if Resident wants so.
Field 2: <b>DOB / AGE</b>	Fill in Date of Birth in DDMMYYYY format. If exact Date of Birth is not known, approximate age in Years may be filled in the space provided. Please bring the original Proof of Date of Birth (DOB) if available. (See list B below). Declared checkboxes may be selected if Resident does not have a valid proof of Date of Birth document. Verified checkboxes in select of above Resident has provided documents as proof of Date of Birth.
Field 3: <b>ADDRESS</b>	Write complete address. Please bring the original Proof of Address (POA) document. (See list B below). Please note that this Aadhaar letter will be delivered at this given address only. • To include name of Parent / Guardian / Spouse as part of the address, enter the name of person in the (a) field. • Minor Corrections / Enhancements are permissible to make the address complete without altering the basic address as mentioned in POA document.
Field 4: <b>RELATIONSHIP</b>	In case of children below 5 years, it is mandatory to provide father/mother/guardian details with their Aadhaar or EID number. If the resident is not holding a Proof of Identity & using the Head of the Family identity for enrolment, it is mandatory to provide Head of the family's details with his/her Aadhaar or EID number. Please refer illustration below for filling EID. Please bring the original Proof of Relationship (POR) document. (See list C below). For other cases, it is optional for the resident to fill up the relationship details.
Field 5: <b>DOCUMENTS</b>	Write the name of Documents for POI and POA. In case proof of Date of Birth is available, then write the name of Date of Birth document. If the resident is not holding a Proof of Identity & using the Head of Family based enrolment, then write the name of Proof of Relationship document. For Valid list of Documents, please refer list of Documents below.
Field 6: <b>INTRODUCER/HOF</b>	Resident who does not have POI and POA may get enrolled through an introducer/ Head of Family, Pl contact nearest enrolment centre or your Registrar for further details.

LIST A. POI Documents POI (Proof of Identity) documents containing Name & Photo	LIST B. POA Documents POA (Proof of Address) documents containing Name & Address	LIST C. POR Documents POR (Proof of Relationship) documents containing Name of applicant and Name of his / Head of Family	LIST D. DOB Documents DOB (Date of Birth) documents containing Name and DOB
<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. PAN Card</li> <li>3. Ration/ PDS Photo Card</li> <li>4. Voter ID</li> <li>5. Driving License</li> <li>6. Government Photo ID Cards/ Service photo identity card issued by PSU</li> <li>7. NREGS Job Card</li> <li>8. Photo ID issued by Recognized Educational Institution</li> <li>9. Aam Aadhaar</li> <li>10. Photo Bank ATM Card</li> <li>11. Photo Credit Card</li> <li>12. Pensioner Photo Card</li> <li>13. Freedom Fighter Photo Card</li> <li>14. Kisan Photo Passbook</li> <li>15. CGHS/ECHS Photo Card</li> <li>16. Address Card having Name and Photo issued by Department of Posts</li> <li>17. Certificate of Identity having photo issued by Gazetted Officer or Subdar on letterhead</li> <li>18. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Government/ Administrations</li> <li>19. Bhamashah Card</li> <li>20. Certificate from Superintendent/ Welfare/ Matron/ Head of Institution of recognized school/ hostel for orphans, homes etc. on their official letterhead</li> <li>21. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor on letterhead</li> <li>22. Certificate of Identity having photo issued by Village Panchayat Head or Mukhya (for rural areas)</li> <li>23. Gazette notification for name change</li> <li>24. Marriage certificate with photograph</li> <li>25. ISBN Card</li> <li>26. SSLC book having candidate photograph</li> <li>27. SI/ SI2/ OBC certificate with photograph</li> <li>28. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing name and photograph</li> <li>29. Extract of School Records issued by Head of School containing name and photograph</li> <li>30. Bank Pass Book having name and photograph</li> <li>31. Certificate of Identity containing name and photograph issued by Recognized Educational Institution signed by Head of Institute</li> </ol>	<ol style="list-style-type: none"> <li>7. Government Photo ID cards/ service photo identity card issued by PSU</li> <li>8. Electricity Bill (not older than 3 months)</li> <li>9. Water Bill (not older than 3 months)</li> <li>10. Telephone Landline Bill (not older than 3 months)</li> <li>11. Property Tax Receipt (not older than 1 year)</li> <li>12. Chode Card Statement (not older than 3 months)</li> <li>13. Insurance Policy</li> <li>14. Signed Letter having Photo from Bank on letterhead</li> <li>15. Signed Letter having Photo issued by registered Company on letterhead</li> <li>16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead or Photo ID having address issued by Recognized Educational Institution</li> <li>17. NREGS Job Card</li> <li>18. Aam Aadhaar</li> <li>19. Pensioner Card</li> <li>20. Freedom Fighter Card</li> <li>21. Kisan Passbook</li> <li>22. CGHS/ECHS Card</li> <li>23. Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Subdar on letterhead</li> <li>24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</li> <li>25. Income Tax Assessment Order</li> <li>26. Vehicle Registration Certificate</li> <li>27. Registered Sale/ Lease/ Rent Agreement</li> <li>28. Address Card having Photo issued by Department of Posts</li> <li>29. Caste and Domicile Certificate having Photo issued by State Govt</li> <li>30. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Government/ Administrations</li> <li>31. Gas Connection Bill (not older than 3 months)</li> <li>32. Passport of Spouse</li> <li>33. Passport of Parents in case of Minor</li> <li>34. Affidavit letter of accommodation issued by Central/ State Govt. (not more than 3 years old)</li> <li>35. Marriage Certificate issued by the Government, containing address</li> <li>36. Bhamashah card</li> <li>37. Certificate from Superintendent/ Welfare/ Matron/ Head of Institution of recognized shelter homes for orphans, homes etc. on letter head</li> <li>38. Certificate of address having photo issued by Municipal Councilor on letterhead</li> <li>39. Identity Card issued by recognized educational institutions</li> <li>40. SSLC book having photograph</li> <li>41. School Identity card</li> <li>42. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Address</li> <li>43. Extract of School Records containing Name, Address and Photograph issued by Head of School</li> <li>44. Certificate of Identity containing Name, Address and Photograph issued by Recognized Educational Institution signed by Head of Institute</li> </ol>	<ol style="list-style-type: none"> <li>1. PDS Card</li> <li>2. MRFGA Job Card</li> <li>3. CGHS/ State Government/ ECRS/ ESIC/ Medical card</li> <li>4. Pension Card</li> <li>5. Army Carden Card</li> <li>6. Passport</li> <li>7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</li> <li>8. Any other Central/ State government issued, family membership document</li> <li>9. Marriage Certificate issued by the government</li> <li>10. Address card having name and photo issued by Department of Posts</li> <li>11. Bhamashah card</li> <li>12. Birth registration slip issued by Government hospitals for birth of a child</li> <li>13. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor or Gazetted Officer on letterhead</li> <li>14. Certificate of Identity having photo and relationship with 'Maf' issued by village panchayat head or mukhya (for rural areas)</li> </ol>	<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. SSLC Book/ Certificate</li> <li>3. Passport</li> <li>4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead</li> <li>5. A certificate or ID Card having photo and date of birth (DOB) duly signed and issued by a Government authority</li> <li>6. Photo ID card having Date of Birth, issued by Recognized Educational Institution</li> <li>7. PAN Card</li> <li>8. Marksheet issued by any Government Board or University</li> <li>9. Government Photo ID Card/ Photo Identity Card issued by PSU containing DOB</li> <li>10. Central/ State Pension Payment Order</li> <li>11. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card</li> <li>12. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Date of Birth</li> <li>13. Extract of School Records issued by Head of School containing Name, Date of Birth and Photograph</li> <li>14. Certificate of Identity containing Name, DOB and Photograph issued by Recognized Educational Institution signed by Head of Institute</li> </ol>

**Illustration for filling up EID No.**

Acknowledgement/ Consent for enrolment / प्रमाण / स्वीकृति देना स्वीकृति

Enrolment No/ प्रमाण संख्या: **00081234500020** \*\*\*This is not the Aadhaar Number\*\*\* Date/ तिथि: **28/04/2011 15:50:16**

of EID No: **00081234500020 28042011155016**

Note: In instances where original documents are not available, copies attested / certified by a public notary/gazetted officer will be accepted.

## Appendix G – Cases of Omission

### Cases requiring omission of Aadhaar Number

The Aadhaar number of an Aadhaar number holder shall be cancelled in the following circumstances:

- a. If it is established that more than one Aadhaar number have been issued to the same person, then the Aadhaar number assigned from the earlier enrolment shall be retained, and all subsequent Aadhaar numbers shall be cancelled .
- b. Where the Aadhaar number has been generated in violation of the prescribed guidelines:
  - i. “Photo on Photo” case where core biometric information is not available: Where an existing photograph is used for enrolment instead of capturing a new photograph at the enrolment centre, and where core biometric information has not been captured during enrolment, the resident’s Aadhaar number shall be cancelled
  - ii. “False Biometric Exception” cases: Where the enrolment has been wrongly carried out as a ‘biometric exception’ case, the Aadhaar number shall be cancelled.
  - iii. Where an adult has been enrolled as a child below five years of age to avoid capturing of biometric information, Aadhaar number shall be cancelled.
  - iv. Any other case requiring cancellation owing to the enrolment appearing fraudulent to the Authority

Upon cancellation, services that are provided by the Authority to the Aadhaar number holder shall be disabled permanently.

## Appendix H – List of supporting documents for Aadhaar Enrolment/Update



Mera Aadhaar, Meri Pohchaan

27<sup>th</sup> November, 2019

## LIST OF ACCEPTABLE SUPPORTING DOCUMENTS FOR VERIFICATION

## POI (Proof of Identity) documents containing Name and Photo

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

32. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update

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

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

## DOB (Date of Birth) documents containing Name and DOB

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





Mera Aadhaar, Meri Pohchaan

## LIST OF ACCEPTABLE SUPPORTING DOCUMENTS FOR VERIFICATION

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>11. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card</li> <li>12. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Date of Birth</li> <li>13. Extract of School Records issued by Head of School containing Name, Date of Birth and Photograph</li> <li>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</li> <li>15. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update</li> </ol> | <ol style="list-style-type: none"> <li>24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/ update</li> <li>25. Income Tax Assessment Order</li> <li>26. Vehicle Registration Certificate</li> <li>27. Registered Sale/ Lease/ Rent Agreement</li> <li>28. Address Card having Photo issued by Department of Posts</li> <li>29. Caste and Domicile Certificate having Photo issued by State Govt</li> <li>30. Disability ID Card/ handicapped medical certificate issued by the respective State/ UT Governments/ Administrations</li> <li>31. Gas Connection Bill (not older than 3 months)</li> <li>32. Passport of Spouse</li> <li>33. Passport of Parents (in case of Minor)</li> <li>34. Allotment letter of accommodation issued by Central/ State Govt. (not more than 3 years old)</li> <li>35. Marriage Certificate issued by the Government, containing address</li> <li>36. Bhamashah card</li> <li>37. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/ update</li> <li>38. Certificate of Address having photo issued by Municipal Councillor on UIDAI standard certificate format for enrolment/ update</li> <li>39. Identity Card issued by recognized educational institutions</li> <li>40. SSLC book having photograph</li> <li>41. School Identity card</li> <li>42. School Leaving Certificate (SLC)/ School Transfer Certificate (TC), containing Name and Address</li> <li>43. Extract of School Records containing Name, Address and Photograph issued by Head of School</li> <li>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</li> <li>45. Certificate of identity containing Name, DOB and Photograph issued by Employees' Provident Fund Organisation (EPFO) on UIDAI standard certificate format for enrolment/ update</li> </ol> |
|---|---|

### POA (Proof of Address) documents containing Name and Address

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

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

## Appendix I – Convenience Charge

F.No. 4(4)/57/259/AKR/2014-E&U  
 Government of India  
 Ministry of Electronics & IT (MeitY)  
 Unique Identification Authority of India (UIDAI)  
 (Enrolment & Update-I)  
 \*\*\*\*\*

7<sup>th</sup> Floor, UIDAI Headquarters,  
 Bangla Sahib Road, NewDelhi-01  
 Dated : 22<sup>nd</sup> April, 2019.

**Office Memorandum**

**Sub:** Charges to be applicable to the Residents for various Aadhaar services at all Aadhaar Enrolment and Update Centres - **reg.**

The maximum amount to be charged by all Registrars, for various Aadhaar related services from residents is as follows. Updation of more than one field on single instance will be considered as one update and the applicable charges will be as follows.

i)	Aadhaar Enrolment	- Free of cost.
ii)	Mandatory Biometric updates	- Free of cost.
iii)	Demographic update (any type/ any channel)	- Rs.50/- (inclusive of GST ).
iv)	Biometric updates (other than mandatory)	- Rs.50/- (inclusive of GST).
v)	Aadhaar search using e-KYC/ Find Aadhaar/ any other tool and colour printout on A4 sheet	- Rs. 30/- per Aadhaar. (Including GST)

2. In addition to the above, residents can update their address online by visiting the website [www.uidai.gov.in](http://www.uidai.gov.in) also. This facility will continue to be free of cost.

3. This issues with the approval of DDG (E&U).

  
 (Prabhakaran C R)  
 Deputy Director (E&U).

To

1. All Registrar/Enrolment agencies.
2. Regional Offices of UIDAI
3. Tech Centre of UIDAI.
4. File

## Appendix J – Deactivation of Aadhaar

### Cases requiring deactivation of Aadhaar Number

1. The Aadhaar number of an Aadhaar number holder shall be deactivated in the following circumstances:
  - a. “Photo on Photo” and core biometric information is available: Where an existing photograph is used instead of capturing a fresh photograph at the enrolment centre, and where core biometric information of the resident has been captured, the Aadhaar number shall be deactivated, and the resident will be asked to update his photograph. Upon successful update of his photograph, the Aadhaar number may be reactivated.
  - b. “False Partial Biometric Exception” cases: Where certain attributes constituting biometric information have not been captured despite the resident being in a position to provide them, the Aadhaar number shall be deactivated.
  - c. Where it is found at a later stage that enrolment has been carried out without valid supporting documents, the Aadhaar number shall be deactivated till it is updated by the Aadhaar number holder after furnishing valid supporting documents.
  - d. Where the information captured has been flagged as having bad data and requiring update (such as mixed/anomalous biometrics information, abusive/expletive words and un-parliamentary language in resident demographics, multiple names in single name using ‘urf’ or ‘Alias’), the Aadhaar number shall be deactivated till it is updated by Aadhaar holder.
  - e. Where a child having attained the age of five or fifteen years of age fails to update his or her biometric information within two years of attaining such age, the Aadhaar number shall be deactivated. In cases where such update has not been carried out at the expiry of one year after deactivation, the Aadhaar number shall be omitted.
  - f. Any other case requiring deactivation as deemed appropriate by the Authority.
2. Upon deactivation, services that are provided by the Authority to the Aadhaar number holder shall be discontinued temporarily till such time the Aadhaar number holder updates or rectifies the information, owing to which his or her Aadhaar number has been deactivated by the Authority.

### Inquiry into cases requiring omission or deactivation

1. Any case reported or identified as a possible case requiring omission or deactivation may require field inquiry, which may include hearing the persons whose Aadhaar number is sought to be omitted or deactivated.
2. An agency nominated by the Authority shall examine/inquire and submit a report to the Authority as per the procedures as may be specified by the Authority for this purpose.
3. The Authority may initiate necessary action upon receiving the report and the decision to omit or deactivate an Aadhaar number shall lie with the Authority.

**Appendix K – Operator Onboarding Form**

**EA Request Form for Operator/ Supervisor Association**

Enrollment Agency code

Enrollment Agency Name:  
Registrar Code:  
Registrar Name:

Full Name of the Operator / supervisor:

Aadhaar No. of the Operator / Supervisor:

Certificate NO. Of the Operator / Supervisor:

Proposed User ID/ Operator ID. Of the Operator / Supervisor:

Status of the Operator / Supervisor – Active/ Inactive/ Disassociated

Date of joining with EA as operator / Supervisor

Date    Month      Year  
The

Operator/ supervisor will be working in sweep Mode/ Permanent center in:

State:  
District:

Sub District:

Details of Enrollment center in charge/ Owner where operator will be working:

Name of EC in charge/ Owner:

Address of EC in charge/Owner:

Aadhaar NO of EC in charge/ Owner:

Mobile NO of EC in charge/ owner





Previous Enrolment Agency Code:

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It is hereby declared that the information and particulars furnished above are true and correct to the best of my/our knowledge and belief and nothing has been concealed.

Place:

Date:  
operator/Supervisor

Signature of

RO OFFICE

The above request for association of operator with EA have been thoroughly verified after due diligence.

The information and particulars furnished above is found

Correct

Incorrect

Place:

Date:

Signature of SSA/PMU

Place:

Date:

Signature of ADG In charge/DDG

Correct:-Recommended for association with EA

Incorrect:-Not recommended for association with EA

**Appendix L – Aadhaar Enrolment Kit**

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**Aadhaar Enrolment Kit****Aadhaar Enrolment Kit**

Aadhaar enrolment kit consists of a set of hardware devices required to carry out successful Aadhaar enrolment & update. This set of devices comprises of following devices.

- I. Laptop/desktop
- II. Monitor
- III. Multifunction printer/scanner
- IV. White screen
- V. Focus Light
- VI. Surge Protector spike
- VII. Iris Scanner
- VIII. Camera
- IX. Slap scanner
- X. GPS Device

1. All these devices shall be as per UIDAI's specifications.
2. Biometric devices (Slap/Iris Scanner) shall be STQC certified.
3. Complete kit warranty shall be for 3 years except White screen, Focus light & surge protector.
4. During warranty, faulty equipment's shall be replaced/repaired within 7 days.
5. Aadhaar Enrolment Kit comprising of specific make/model of device shall be UIDAI certified for its working with latest UIDAI's enrolment client (ECMP)
6. The OEMs of Biometric devices to provide following to UIDAI :
  - A. Standard drivers for their biometric devices for following Operating software.
    - i. Windows 7 to 10 – both 32 bit and 64 bit
    - ii. Ubuntu ( from 10.04 to 18.04) 32 bit and 64 bit
  - B. SDK supporting Java and .Net for both Windows and Linux drivers as at (A).
  - C. VDMs with source code based on the publicly available drivers and SDK versions.



## Aadhaar Enrolment Kit

**Minimum Specification of Aadhaar Enrolment Equipment**
**Item S.1.1. – Laptop/Desktop**

Specification	Details
Machine Form Factor	Desktop/Laptop
Model	From Top 5 vendors as per latest IDC report
CPU	3.2-GHz base frequency Quad Core or later (DeskTop)/ 1.9 Ghz Quad core base frequency or later (Laptop)
Display	Minimum 14" HD Anti-Glare (16:9)
Connectivity	Should have built-in support for Bluetooth 4.0, Wi-Fi (IEEE 802.11b/g/n) and Ethernet (10/1000 Base-T), Bluetooth/WIFI not required incase of Desktop
MEMORY	8-GB DDR4 RAM or higher expandable up to 16-GB with 1DIMM SLOT FREE
Webcam	Built-in webcam with minimum High Definition 720p, not required in case of Desktop
HDD	Minimum 500GB (or Higher) @7200 rpm Hard Disk
Input / Output Ports	One HDMI One VGA, 2 in case of laptop Dedicated Minimum 5 USB 2.0 port* One Ethernet (RJ-45)
Battery Backup	8hrs backup time in case of laptop /0.5KVA UPS with 30 min backup time For desktop
Chipset	Integrated with CPU or equivalent
Graphics	Integrated Graphics
Keyboard	Integrated for laptop sized (Minimum 84 Keys) Windows compatible Spill-resistant, standard keyboard in case of Desktop
Touchpad	Wide Touchpad below keyboard for laptop, Mouse in case of desktop
Preloaded OS	Windows 10 professional
ACCESSORIES	Laptop carrying case/not in case of desktop
WARRANTY	3 years comprehensive onsite-warranty. BATTERY AND POWER ADAPTER WOULD HAVE ONE YEAR WARRANTY
ANTI-VIRUS	For End Point Security

Page 2

## Aadhaar Enrolment Kit

\*In case the laptop has less than 5 USB 2.0 ports, then a USB Hub with multiple USB connections (enabling 5 devices plug-in through USB port) should be provided at no extra cost

**Item S.1.2. – Monitor**

Specification	Details
OEM	Among the "Leaders" Quadrant in the India region in any of the previous two Quarters as published in IDC / Gartner / Frost and Sullivan report for the PC / Laptop / Monitors.
Size	15-16 inch or higher
Type	LCD
Resolution	1024 x 768 or above

**Item S.1.3. – Multi Functional Device (MFD)**

Specification	Details
FUNCTION	PRINT COPY SCAN
DUTY CYCLE IN PAGES	3000 PAGES per month
PPM – BLACK (A4)	18 PPM
Model	From Top 5 vendors as per latest IDC report
RESOLUTION	600X600 DPI
MEDIA USED	Ink tank for low cost running
CUSTOM MEDIA SIZE	UPTO LEGAL
STANDARD OPERATING SYSTEM SUPPORTED	Compatible with Windows 8, Windows 10 and earlier versions of Windows (XP, Vista) and Linux
SCAN RESOLUTION	600X600 DPI OPTICAL
BIT/COLOR DEPTH	24 BITS
COPY SPEED BLACK	18 CPM
COPY RESOLUTION	600 X 600 DPI

**Item S.1.4. – White Screen**

Specification	Details
Size	4 X 5 ft stand mountable / wall mountable

Page 3

## Aadhaar Enrolment Kit

Accessories	Stand
Non-Reflecting	Yes
Opaque	Yes

## Item S.1.5 – Focus Light

Specification	Details
Capacity	60W
Accessories	Stand, 2Mrts Wire and on/off Switch near the operator

## Item S.1.6. – Surge Protector Spike

Specification	Details
General	6 nos. of 5A sockets (4 Indian style + 2 International Style), Fuse, on/off Switch and ISO mark

## Item S.2.1. – Iris Device Specification

([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf))

Specification	Stationary (mounted: wall, tripod or stand) <sup>1</sup>	Hand-held <sup>2</sup>	Hand-held with alignment aid <sup>3</sup>
Iris Diameter (In pixel)		> 210	
Spatial Resolution Resolution	Pixel	> 60% @ 4.0 Lp/mm	> 16 Pixels/mm
# of simultaneous captured		2	

<sup>1</sup>Stationary: Any capture process where the device is stationary and the subject is required to position and rest himself/herself

<sup>2</sup> Hand-held: Operator operates and holds the camera and the subject is stationary. <sup>3</sup>Alignment aid: Camera has mechanical fixture for alignment. Optical viewfinder is not considered alignment aid.

Specification	Stationary (mounted: wall, tripod or stand) <sup>1</sup>	Hand-held <sup>2</sup>	Hand-held with alignment aid <sup>3</sup>
eyes <sup>4</sup>			
Viewfinder	External	Internal	External or Internal
Capture distance	> 750 mm	> 50 mm	> 20 mm

Page 4

Aadhaar Enrolment Kit

Capture volume (width/height/depth)	> 250x500x500mm	> 20x15x12mm	> 20x15x12mm
Exposure time	< 15ms	< 33 ms	< 33 ms
Imaging wavelength	700-900 nm		
Spectral Spread	Power in any 100nm band > 35% of total power		
Scan type	Progressive		
Image margins	Left & right: 0.50x iris diameter, Top & bottom: 0.25x iris diameter		
Pixel depth	> 8 bits/pixel		
Image evaluation frame rate	> 5 frames/sec, continuous image capture		
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
Sensor signal to noise ratio	> 36 DB		
Connectivity <sup>3</sup>	USB 2, USB-IF certified Networked (TCP/IP)	Or	USB 2, USB-IF certified
Power	USB or independent PS		
Weight	NA	< 1 kg	< 1 kg
Dimension	<300 x 100 x 300 mm	< 220 x 200 x 100 mm	< 220 x 200 x 100 mm
Operating temperature	0-49C		
Humidity	10 - 90% non-condensing		
Durability/Shock	IP54		
Safety Standard	Exempt Group per IEC 62471:2006-07		
Standards	FCC Class A, RoHS		

<sup>4</sup> Considered simultaneous if second eye is captured within 2 seconds of first eye done without moving the device.

<sup>5</sup> Total of only 1 USB port will be available for connectivity and power

Specification	Stationary (mounted: wall, tripod or stand) <sup>1</sup>	Hand-held <sup>2</sup>	Hand-held with alignment aid <sup>3</sup>
Software AP	Compliant with latest UIDAI Device Capture API Specifications. Linux/Windows 64 bit VDM ready certified by UIDAI		

## Aadhaar Enrolment Kit

**Item S.2.2 – Camera**  
 ([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf))

Specification	Details
Capture Mode	Plain live capture
Image Quality	Full Frontal (0x01) as per ISO/IEC 19794-5
Minimum Resolution	800 x 600
Capture Mode	Manual Capture with Auto Focus and Auto Lighting Adjustment
Sensor	>2 Mega Pixel Native
Connectivity <sup>6</sup>	High Speed USB 2.0, USB-IF certified
Lens	Fixed, SLR
Power	Through USB/Independent PS/Lithium Ion preferred to AA/AAA batteries
Mount	Tripod
Operating Temperature	0 to 50 degree Celsius
Humidity	10 – 90%
Safety Standard	UL
Software API	Compliant with latest UIDAI Device Capture API Specifications
Durability / Shock	IP 54

Note: Total of only 1 USB port shall be available for connectivity and power

**Item S.2.3. – Finger Print Device Specification**  
 ([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf))

Specification	Details
Capture mode	Plain live scan capture
Image Acquisition Requirements	Setting level 31 or higher (Section 9.1 of Biometric Design Standards for UID Applications V1.0)
Image evaluation frame rate	> 3 frames/sec, continuous image capture
Capture mode	Auto capture with built-in quality check (incorporates NIST

<sup>6</sup> Total of only 1 USB port will be available for connectivity and power

Specification	Details
	quality considerations)
Capture area	> 76mm x 80mm

Page 6

## Aadhaar Enrolment Kit

Connectivity <sup>7</sup>	USB 2, USB-IF certified
Power	Through USB
Dimension (W X H X D)	< 160mm x 160mm x 160mm
Weight	Maximum 2.5 Kg.
Operating temperature	0 – 50 C
Humidity	10 – 90% non-condensing
Durability / Shock	IP 54
Standards	UL certified (if applicable), Meets ISO 19794-4:2005 Section 7 and Annex A certification requirements (IAFIS Appendix F certified).
Software API	Compliant with latest UIDAI Device Capture API Specifications Linux/Windows 64 bit VDM ready certified by UIDAI

Note: Total of only 1 USB port shall be available for connectivity and power

## Item S.2.4. – GPS Device

Specification	Details
General	The GPS device should be certified by UIDAI as per GPS related OM 4(4)/57/122/2016/E&U-P1  <b>Note: List of approved GPS vendors are available in the UIDAI website, <a href="http://www.uidai.gov.in">www.uidai.gov.in</a></b>
Accessories	With all necessary required cables and accessories to connect to the PC/Laptop
Warranty	3 years Comprehensive on-site Warranty

<sup>7</sup> Total of only 1 USB port will be available for connectivity and power

### SPECIAL TERMS AND & CONDITIONS FOR AADHAAR ENROLMENT KIT

1. Installation & commissioning: Bidder shall provide Remote support Facility for installation of Aadhaar Enrolment Kit
2. Delivery Period:-Bidder shall complete the entire delivery to consignee within 30 days from date of purchase order.
3. Performance bank guarantee -, Bidder shall submit the PBG of 10% of the contract value. to the purchaser before payment is released

Page 7

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**Aadhaar Enrolment Kit**

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4. Payments: 100 percent of the payment shall be made within 10 days of supply of Aadhaar enrolment kit to consignee after its acceptance & submission of PBG .
5. Warranty for the complete kit except white screen, Focus light & surge protector shall be 3 years.
6. SLA: In case failing to replace/repair of faulty equipment's within 7days (equipment's within warranty), Rs100 penalty per day per equipment till the replacement/ repair shall be deducted from PBG.
7. The ceiling price for Aadhaar enrolment kit shall be Rs 1,5 lakh which may be set on the gem portal in such a way that same is not visible to the sellers but the offered price more than the ceiling price shall not be accepted in the gem portal.

**Appendix M – Common Errors in ECMP Client and resolution**


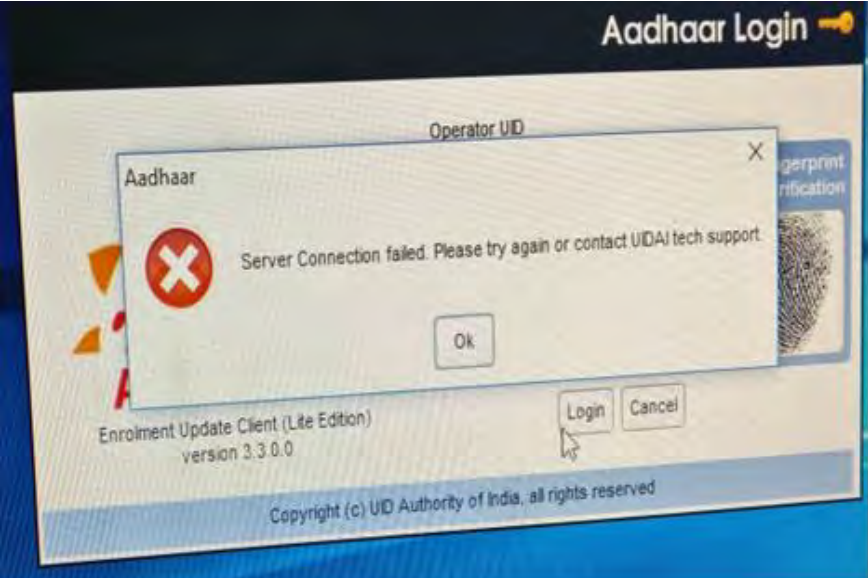
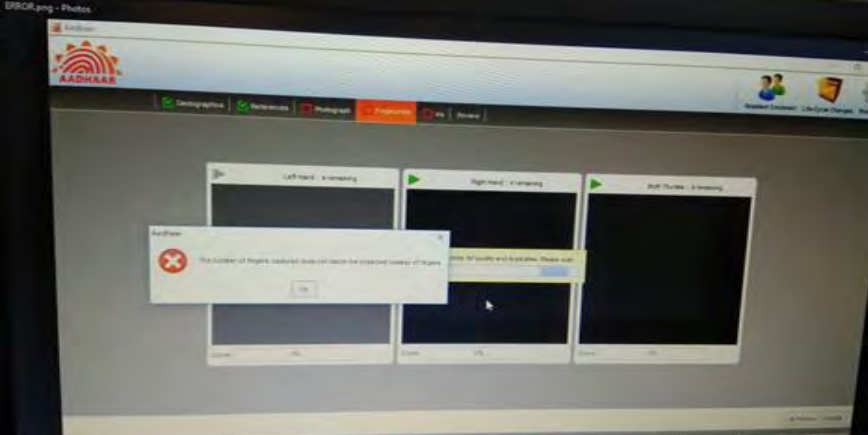
Enrolment Agencies must download latest ECMP Client from the path specified by the Authority. After downloading the client and during the usage, Operator/Supervisor faces multiple issues/challenges as mentioned below. Resolution to be adopted by the staff to resolve such issues is provided against each error for reference and following the instructions mentioned-

S.No.	Error –Screenshot	Error Name – Resolution
1.		<p><b>Error- Operator Authentication Failed</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Check Bio-Lock (in Portal / M-Aadhaar)</li> <li>• Aadhaar is Suspended (required bio update)</li> <li>• Auth template re-extraction &gt; Contact UIDAI Tech Support</li> </ul>
2.		<p><b>Error- Registration Failed</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Change the data card / network Connectivity and then try again</li> <li>• Re-Register the client</li> <li>• This may also occur because IP not whitelisted / firewall settings</li> </ul>
3.		<p><b>Error- Operator details missing</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Please check network connectivity (link / speed)</li> <li>• If network is fine, then please re-on-board</li> </ul>

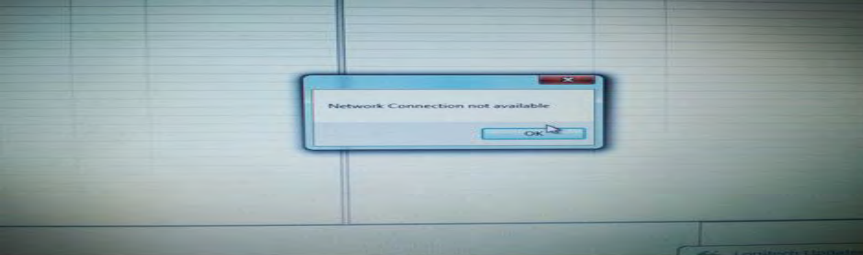
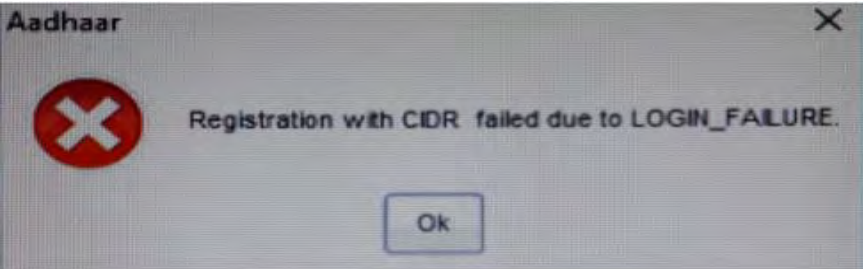
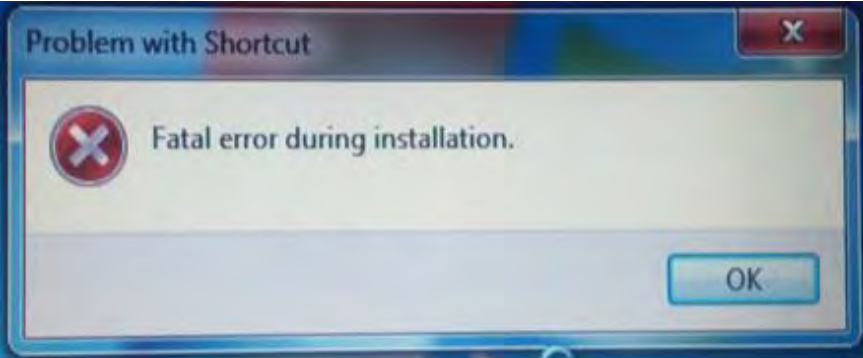



S.No.	Error –Screenshot	Error Name – Resolution
4.		<p><b>Error- Iris device not detected</b></p> <p><b>Resolution</b> - Check the device connection. Restart the services and check</p>
5.		<p><b>Error- Operator sync unsuccessful</b></p> <p><b>Resolution</b> - Follow the Process of Operator Onboarding again</p>
6.		<p><b>Error- Pincode Data Error</b></p> <p><b>Resolution</b> –</p> <ul style="list-style-type: none"> <li>• Provide the entire Pincode Data (Number, District, Sub-District, VTC)</li> <li>• Download &amp; Import the latest “Master-data” file (in ECMP / UCL)</li> </ul>

S.No.	Error –Screenshot	Error Name – Resolution
7.		<p><b>Error- Packet Sync Error</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Process -&gt; Export Enrolment Data -&gt;</li> <li>• Synchronise Operator Details -&gt; Synchronise Packet States (enable full sync)</li> </ul>
8.		<p><b>Error- Connecting to OTP Server</b></p> <p><b>Resolution –</b> Contact UIDAI tech Support team</p>
9.		<p><b>Error- Error encountered during print</b></p> <p><b>Resolution –</b> Check the physical connection of printer</p>

S.No.	Error –Screenshot	Error Name – Resolution
10.		<p><b>Error- Enrolment client is not registered</b></p> <p><b>Resolution –</b> Re-register the client</p>
11.		<p><b>Error- Server connection failed</b></p> <p><b>Resolution -</b> Please check the network connection and then try login</p>
12.		<p><b>Error- Number of fingers does not match the expected numbers</b></p> <p><b>Resolution -</b> Ensure entering proper number of Biometric fingers along with proper directions</p>

S.No.	Error –Screenshot	Error Name – Resolution
13.		<p><b>Error- Some files have been tempared</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>The Operator has not been properly on-boarded. Please on-board again</li> <li>Few System file(s)/folder(s) are edited</li> </ul>
14.		<p><b>Error- Local verification service is not available</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>After starting system wait for some time and then start the client,</li> <li>if issue still persist then we need to go services-&gt; restart Aadhaar Multiplatform Device Manager &amp; Aadhaar QQSSITV Service</li> </ul>
15.		<p><b>Error- Scanner missing errors</b></p> <p><b>Resolution -</b> Please check the physical /hardware connection of your printer + Scanner device and try again</p>

S.No.	Error –Screenshot	Error Name – Resolution
16.		<p><b>Error- Network connection error</b></p> <p><b>Resolution</b> - This error mainly occurs in SFTP software -&gt; check the network connection -&gt; replace the database file and re-register</p>
17.		<p><b>Error- Registration with CIDR failed</b></p> <p><b>Resolution</b> - Check the entered registration credentials (user name and password)</p>
18.		<p><b>Error- Fatal error during installation</b></p> <p><b>Resolution</b> - Installation of client machine was not done properly-&gt; uninstall all client software restart your system-&gt; start installation process again</p>
19.		<p>The network used is not able to connect UIDAI server./ Client is Not Registered/ QSSITV service are not responding (partially enrolled) - Restart Aadhaar QSSITV service just before clicking "Enroll User" before onboarding/ Name as in certificate and Aadhaar is different/ Registrar is not mapped for the concern operator id/ Registrar is Not Active/ EA is Not Active/ Operator is Not Active/ Operator Associated with Another EA/ The biometric captured is less than 60%.-Try giving only left slap(four fingers) or right slap or two thumbs only</p>

**Appendix N – Nature of Deficiency/Error (Weightage Parameters)**

S. No.	Nature of Deficiency/ Error	Weightage Point
1	Gross violation of the stipulated guidelines with potential intent of fraud-tampering of UIDAI's software (BYPASS of operator/supervisor Biometrics)	2000
2	Gross violation of the stipulated guidelines with potential intent of fraud- I. Overcharging resident for UIDAI services/involved in corrupt practices. II. For running unauthorized enrolment center found during inspections III. Found involved in corrupt practices based on the outbound dialer survey	1000
3	Biometric Error I (BE-I) I. Full finger prints or full iris incorrectly recorded as missing II. Photo of photo with in a Biometric exception III. Exception photo of a different person IV. Exception photo of an object	200
4	Photo of photo (POP) I. When a photo is of other photograph /or Non-Human	200
5	Use of unparliamentarily language/abusive language in residents demographics	20
6	Document Error (DOE I) I. Fraudulent document II. Missing document	200
7	Document Error (DOE II) I. Poor quality document II. Invalid document III. Demographic data mismatch	0.5
8	Delay in upload of enrolment packet after 20 days from date of enrolment	1
9	Sync but not uploaded upto 30 days from date of enrolment is deemed to be lost packet	1
10	Delay in upload of enrolment packet after 10 days from date of enrolment	0.5
11	Biometric Error II (BE-II) I. Bad quality photo in exception photo II. Exception not visible in exception photo	0.5
12	Biometric Error III (BE-III) I. Photo not as per guidelines	0.5
13	Demographic Error (DE) I. Gender/Photo mismatch II. Age/Photo mismatch III. Error in Name/incomplete Address IV. Relationship mismatch	0.5
	<b>Total Error Weightage</b>	<b>Sum of Above</b>
The Performance indicator in percentage is = $100 \times (\text{Aadhaar Generation} - \text{total error Weightage}) / \text{Total Aadhaar Generation}$ Example Aadhaar Generation = 100000 , Total error Weightage = 500 Total The Performance indicator in percentage = $100 \times (100000 - 500) / 100000 = 99.5\%$		

Appendix O – Certification for Aadhaar Enrolment/Update

Annexure-I

CERTIFICATE FOR AADHAAR ENROLMENT/UPDATE		
Instructions: (To be valid for 3 months from date of issue)	Date: <input type="text"/> / <input type="text"/> / <input type="text"/>	
To be printed on plain A4 size paper / Not required to print on letter head. All details to be filled in Block Letters.		
Resident's Details		
<input type="checkbox"/> Resident	<input type="checkbox"/> Non-Resident Indian (NRI)	
<input type="checkbox"/> New Enrolment	<input type="checkbox"/> Update Request	
AADHAAR No. (For Update Only): <input type="text"/>	Resident's Recent Colour Photograph Cross signed and cross stamped by the Certifier.	
Name:	<div style="border: 1px solid black; width: 100%; height: 150px; margin-bottom: 10px;"></div> <div style="border: 1px solid black; width: 100%; height: 50px;"></div>	
Resident's Address		
C/o:		
Address Line 1:		
Address Line 2:		
Address Line 3:		
Village/Town/City:		
Post Office:		
District:		
State:		
Pin Code:		
Date of Birth:		
To be filled by the Certifier Only		
I hereby certify above mentioned details of the resident. All details to be filled in Block Letters.		
Certifier's Details		
Name of certifier:	<input style="width: 100%;" type="text"/>	
Designation:	<input style="width: 100%;" type="text"/>	
Address:	<input style="width: 100%;" type="text"/>	
Contact Number:	<input style="width: 100%;" type="text"/>	
I, the certifier, am:	(Please tick appropriate box below)	
<input type="checkbox"/> Gazetted Officer - Group A	<input type="checkbox"/> Gazetted Officer - Group B	
<input type="checkbox"/> Village Panchayat Head or Mukhiya	<input type="checkbox"/> MP/WLA/MLC/Municipal Councilor	
<input type="checkbox"/> Tehsildar	<input type="checkbox"/> Head of Recognized Educational Institution	
<input type="checkbox"/> Superintendent/ Warden/ Matron/Head of institution of recognized shelter homes / Orphanages		
Signature of the Certifier	Stamp of the Certifier	

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

## Annexure-II

S.No	Type/SI no as per Schedule II	Document as per Aadhaar regulations	Revised Document in the Aadhaar Regulation
1	POI Amend SI no. 17	Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on letterhead	Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on UIDAI standard certificate format for enrolment/update.
2	POI Amend SI no. 20	Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on their official letterhead	Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc on UIDAI standard certificate format for enrolment/update.
3	POI Amend SI no. 21	Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor on letterhead	Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor on UIDAI standard certificate format for enrolment/update.
4	POI Amend SI no. 22	Certificate of Identity having photo issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas)	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.-
5	POI Amend SI no. 31	Certificate of Identity containing name and photo issued by Recognized Educational Institution signed by Head of Institute	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.
6	POR Amend SI no. 13	Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councilor or Gazetted Officer on letterhead	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.
7	POR Amend SI no. 14	Certificate of Identity having photo and relationship with HoF issued by Village Panchayat Head or Mukhiya or its equivalent authority (for rural areas)	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.
8	DoB Amend SI no. 4	Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead	Certificate of Date of Birth issued by Group A Gazetted Officer on UIDAI standard certificate format for enrolment/ update.
9	DoB Amend SI no. 5	A certificate or ID Card having photo and Date of Birth (DOB) duly signed and issued by a Government authority.	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.
10	DoB Amend SI no. 14	Certificate of Identity containing Name, DOB and Photo issued by Recognized Educational Institution signed by Head of Institute	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.
11	POA Amend SI no. 23	Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Tehsildar on letterhead	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.
12	POA Amend SI no. 24	Certificate of Address issued by Village Panchayat Head or its equivalent authority (for rural areas)	Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas) on UIDAI standard certificate format for enrolment/update.
13	POA Amend SI no. 37	Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on Letterhead	Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes or orphanages etc. on UIDAI standard certificate format for enrolment/ update.
14	POA Amend SI no. 38	Certificate of Address having photo issued by Municipal Councilor on letterhead	Certificate of Address having photo issued by Municipal Councilor on UIDAI standard certificate format for enrolment/update.
15	POA Amend SI no. 44	Certificate of Identity containing Name, Address and Photo issued by Recognized Educational Institution signed by Head of Institute	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.



## Appendix P – Quality Instruction Set for Enrolment Operators

### ANNEXURE- I

#### Quality Instruction Set for Enrolment Operators

Sl No	QUALITY INSTRUCTION SET
<b>NON DOCUMENT QUALITY INSTRUCTIONS</b>	
1.	Check the Name of Resident – It should not have any Salutations like Mr., Mrs, Dr., Col. , Adv., etc.
2.	Check the Name of the Resident – It should not contain multiple names like Devi urf choti , Devi ( choti) etc
3.	Check the Gender selected in ECMP carefully.
4.	Check the age of the resident in ECMP – It should match with photo of the resident
5.	Check the Transliteration of Name and Address in local language carefully – It should match with the details in English.( In case of any errors – correct the mistakes)
6.	Ensure that the Resident’s face is clearly visible in the photo captured.
7.	In case of update, ensure that the same resident is updating by matching the photo in Aadhaar with resident.
<b>DOCUMENT QUALITY INSTUCTIONS</b>	
8.	Ensure the proof document submitted (PoI, PoA, PoR, DoB) is as per UIDAI’s list of Approved documents
9.	Check if photo of the resident is matching with POI submitted.
10.	Ensure that all proof documents have been scanned correctly and details such as Name, Address, DoB , resident Photo are clearly readable/visible.
11.	Check and ensure that Name, Address, DoB as entered in ECMP is matching with proof document submitted by the resident
12.	Check that the Proof document submitted is valid and has not been issued by foreign country or expired/cancelled?
13.	Ensure that Proof document in the form of certificate has been issued on UIDAI standard certificate format for enrolment and Update. <ul style="list-style-type: none"> <li>- Certificate should not be older than 3 months.</li> <li>- Details of Certifier should be completely filled in Certifier section (including certifier name, designation &amp; check box, address, contact no, signature and stamp of the certifier).</li> <li>- Details of residents should match with exactly with the details in enrolment form (Name, Address &amp; DoB).</li> <li>- Photo of resident should be cross signed and cross stamped by the certifier</li> </ul>
14	Ensure that blank pages are not scanned in place of proof document

**ANNEXURE - II**

**Quality Checklist for Enrolment Operators**

If answer to any of the following question is “NO”, please review the packet to correct the mistake.

Proceed to close the packet only after all the questions have been answered as “YES”.

Sl No	QUALITY CHECKLIST	Yes/ No
<b>NON – DOCUMENT CHECKLIST</b>		
1.	Name of Resident does not have any Salutations like Mr., Mrs, Dr., Col. , Adv., etc.	
2.	Name of the resident does not contain multiple names like Devi urf choti , Devi ( choti) etc	
3.	Gender of the resident is matching with photo of the resident	
4.	Age of the resident is matching with photo of the resident	
5.	Transliteration of name and address in local language is matching with the details in English.	
6.	Resident’s face is clearly visible in the photo captured	
7.	Resident’s photo is matching with photo in Aadhaar in case of update	
<b>DOCUMENT CHECKLIST</b>		
8.	The proof document submitted( PoI, PoA, PoR, DoB) is as per UIDAI’s list of Approved documents	
9.	Photo of the resident is matching with POI submitted.	
10.	All proof documents have been scanned correctly and details such as Name, Address, DoB , resident Photo are clearly readable/visible.	
11.	Name, Address, DoB as entered in ECMP is matching with proof document submitted by the resident	
12.	Proof document submitted is valid and has not been issued by foreign country or expired/cancelled?	
13.	Ensure that Proof document in the form of certificate has been issued on UIDAI standard certificate format for enrolment and Update. <ul style="list-style-type: none"> <li>- Certificate should not be older than 3 months.</li> <li>- Details of Certifier should be completely filled in Certifier section (including certifier name, designation &amp; check box, address, contact no, signature and stamp of the certifier).</li> <li>- Details of residents should match with exactly with the details in enrolment form (Name, Address &amp; DoB).</li> <li>- Photo of resident should be cross signed and cross stamped by the certifier</li> </ul>	
14	No blank pages have been scanned	