



**Handbook  
for  
Aadhaar Enrolment Process**

**UIDAI**

Unique Identification Authority of India



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## Enrolment Organizations for the UIDAI

Aadhaar is a 12-digit number that the Unique Identification Authority of India (UIDAI) will provide to Residents of India after collecting and verifying their demographic (e.g. location) and biometric (e.g. fingerprint) data. The process of collecting Residents' demographic and biometric data for the generation of Aadhaar number is known as Enrolment.

The UIDAI will partner with the following organizations to enroll Residents for Aadhaar numbers:

1. **Registrars:** State or central government agencies will be designated as Registrars.

For example, Registrars at the **state level** can be:

- Departments of Rural Development
  - MNREGA (Mahatma Gandhi National Rural Employment Guarantee Act)
  - PDCA (Public Distribution and Consumer Affairs) for PDS (Public Distribution System)

Registrars at the **central level** can be:

- Public Sector Banks
- LIC
- Oil marketing companies

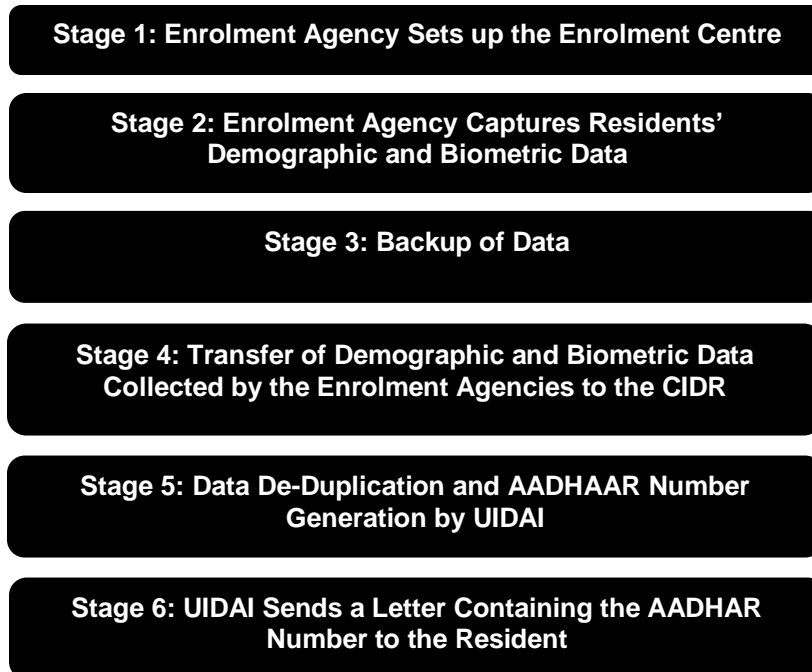
It is the Registrar's responsibility to collect biometric data as per the standards set by the UIDAI. The Registrar will also ensure that audits are performed on the enrolment process.

2. **Enrolling Agencies:** The Registrars hire Enrolling agencies, which interact with and enroll Residents into the Central Identities Data Repository (CIDR). Enrolling Agencies could be third party agencies that are empanelled by the UIDAI or they could be existing offices of the Registrar like the LIC, which use its own offices and staff etc. Enrolment Agencies set up Enrolment Centers on behalf of Registrars.
3. **Outreach Group:** The UIDAI along with the Registrars will also partner with civil society groups and community networks, which will promote the Aadhaar number. Moreover, they will provide information about enrolment to hard-to-reach, marginalized and deprived populations such as tribal as well as homeless people.



## Outline of Enrolment and Aadhaar Delivery to Resident

The graphic below depicts the major stages involved in the enrolment process:



**Figure 1: Broad Outline of the Enrolment Process**



## Stage 1: Enrolment Agency Sets up the Enrolment Centre

The steps for setting up an Enrolment Centre are as follows:

**Step 1: Registrar Identifies Suitable Locations where Enrolment Centers may be Setup**

**Step 2: Registrar Decides Number of Stations for Each Enrolment Centre**

**Step 3: Enrolment Agency Deploys Required Hardware Devices and Software**

**Step 4: Registrar Provides Residents' Pre-enrolment Data If Available**

**Step 5: Enrolment Agency Loads Residents' Pre-enrolment Data on the Computers of Enrolment Stations**

**Step 6: UIDAI Provides Content to the Registrar for Awareness and Publicity**

**Step 7: Registrar Creates Awareness among Residents**

**Step 8: Enrolment Agency Helps Registrar in Creating Awareness among Residents**

**Step 9: Enrolment Agency Ensures Availability of Certified Operators and Supervisors**

**Step 10: Enrolment Agency Ensures Site Readiness and Fills Checklist**

**Step 11: Registrar Audits Site Readiness**

Figure 2: Setting up an Enrolment Centre



## Stage 2: Data Capture Process

Steps for capturing Residents' information are as follows (the first three steps are required only in cases where the Resident is not part of a pre-enrolment database):

**Step 1: Filling of Enrolment form (KYR, KYR+ data)**

**Step 2: 'Verifier' verifies the Resident's Documents**

**Step 3: If Resident Data is already in the Pre-enrolment Database, the Enrolment Operator imports the information into the Aadhaar Enrolment Client**

**Step 4: Enrolment Operator Enters/Updates the Resident Data in the Enrolment Software**

**Step 5: Enrolment Operator Checks if the Resident has a TIN Provided by RGI (Census team) and Enters the TIN**

**Step 6: If Resident is Less than 5 Years Old – Enrolment Based on Parent/Guardian Details**

**Step 7: Enrolment Operator Checks if the Resident has any Biometric Exceptions like a Missing Eye or Finger**

**Step 8: Enrolment Operator Captures Biometrics - Facial Image, IRIS and Fingerprints**

**Step 9: Enrolment Operator Shows Data to the Resident for Validation and corrects if required**

**Step 10: Enrolment Operator Checks if Resident Wants Financial Inclusion**

**Step 11: In case resident has an existing bank account, operator enters the bank account details**

**Step 12: Enrolment Operator Provides Own Fingerprint to Sign-off the Data Capture**

**Step 13: Enrolment Operator Gets Supervisor's Sign-off for Exceptions if any**

**Step 14: Enrolment Operator gets Introducer's Sign-off (If enrolment is Introducer based)**

**Step 15: Acknowledgement and Consent for Enrolment**

Figure 3: Capturing the Enrolment Data



### Stage 3: Backup of Data

- The Operator must backup the contents of the hard disk of the computer at each Enrolment Station from time to time in an external hard disk. Backup is extremely important so as to ensure that, if the data gets corrupted then the Enrolment Agency will not need to re-enroll the Residents.
  - It is recommended that this operation be performed at least twice a day.

### Stage 4: Transfer of Demographic and Biometric Data Collected by the Enrolment Agencies to the CIDR

- At the end of the day when all enrolments are complete, the Operator will use the **export** option in the Aadhaar enrolment client software to transfer the data captured during the day to a memory stick. This is known as First Mile Logistics.

The Enrolment Agency must enter into a tie-up with a local courier service or post office, henceforth referred to as 'Carrier', to deliver the memory stick(s) to CIDR.

The entities involved in the first mile logistics include

- Enrolment Agency
- Carrier
- CIDR

The Steps of First Mile Logistics:

**Step 1: Enrolment Agency packs and seals the memory stick(s)**

**Step 2: Enrolment Agency hands over the sealed envelope to the Carrier**

**Step 3: Enrolment Agency send electronic update to CIDR**

**Step 4: Carrier delivers sealed envelope to CIDR**

**Step 5: CIDR checks contents and updates the database**

**Step 6: CIDR deletes data from Enrolment Station**

**Step 7: CIDR gets backup of data not received from Enrolment Centre**



## Stage 5: Data De-duplication and Aadhaar Generation

The UIDAI generates Aadhaar/rejection letters and gives them to India Post for printing and dispatch. Resident grievances related to rejections are addressed by the UIDAI.

The steps for data de-duplication and Aadhaar generation are as follows:

**Step 1: CIDR Checks for Duplicate Data**

**Step 2: CIDR Matches Resident Enrolment Details with Existing Entries in the Database**

**Step 3: CIDR Issues AADHAAR Number and Generates Letter**

**Figure 4: Data de-duplication and Aadhaar Generation**



## Stage 6: Issuance of Aadhaar Number

This step in the enrolment process is also known as the Last Mile Logistics.

After an Aadhaar number is generated by CIDR, a letter with the Aadhaar number is printed and delivered to the Resident. The Resident gives a confirmation receipt for the letter and CIDR updates its records.

## Roles and Responsibilities

The people/organizations who take on specific roles and responsibilities for the various activities in the enrolment process are:

- UIDAI
- Registrar Supervisor
- Enrolment Agency Supervisor
- Enrolment Agency Operator
- Technical Administrator
- Introducer
- Verifier
- Resident

Let us take a look at the role and responsibilities of each of these entities.

### UIDAI

The UIDAI's responsibilities include the following:

- Provide process documents and enrolment software
- Empanel Enrolment Agencies
- Facilitate certification of biometric devices



- Provide training content
- Appoint a training and certification agency and provide testing content to this agency
- Provide required standards and guidelines
- Vet awareness and publicity content
- Provide document storage solution

### Registrar's Point of Contact

- Define enrolment plan including locations and timeframe
- Identify suitable locations for setting up enrolment centres
- Setup mechanism for document verification either by Registrar's own personnel or by EA Personnel.
- Ensure pre-enrolment data, where applicable, is available to Enrolment Agency
- Ensure list of Introducers is available with their demographic, biometric details and Aadhaar numbers
- Ensure communication reaches the target beneficiaries / residents
- Provide template for paper-based enrolment form containing KYR and KYR+ fields
- Setup mechanism for periodic process and data quality audit

### Registrar's Supervisor

The Supervisor's responsibilities include the following:

- Audit of Enrolment Centre readiness
- Audit of enrolment agency processes and their effectiveness
- Verify PoI, PoA, DoB documents in case of document based verification. Alternatively, the EA personnel may be handed over this responsibility by the Registrar.

### Enrolment Agency Management

- Procure certified biometric devices
- Procure other hardware and infrastructure for enrolments



- Ensure enrolment software is installed on required laptops / desktops
- Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable.
- Ensure KYR+ software integration is done and tested.
- Ensure UIDAI processes and standards are followed
- Assist Registrar develop enrolment schedules
- Work closely with the Registrar in enrolment publicity and awareness at grass-root level
- Ensure availability of certified operators and supervisors at enrolment centres
- Ensure adequate stationary and other logistics available at centre
- Ensure adequate backup arrangement at enrolment centre
- Take remedial / corrective action in case of process / quality deviations and grievances addressal
- Enable successful data transfer to CIDR

### **Enrolment Agency Supervisor**

The Enrolment Agency Supervisor's responsibilities include the following:

- Setup enrolment station
- Supervise enrolment process
- Handle issues and concerns of operators and residents
- Act as an operator, when required
- Ensure checklists are filled and signed
- Ensure audit feedback, if any, incorporated in process
- Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR
- File, back up and store enrolment data as per UIDAI guidelines
- Ensure safe handling and storage of documents and transfer of same to Registrar.



- Verify Pol, PoA, DoB documents in case of document based verification.

## Enrolment Agency Operator

The Enrolment Agency Operator's responsibilities include the following:

- Verify Pol, PoA, DoB documents in case of document based verification.
- Capture demographic and biometric data
- Handle exception cases during capture of data
- Obtain consent for enrolment and make corrections in data recorded, if required
- Provide acknowledgement slips to Residents
- Store Consent Letter, Pol, PoA for Registrar/UIDAI

## Technical Administrator

The technical support team's responsibilities include the following:

- Installation and configuration of Aadhaar Enrolment Client
- Avail Enrolment auth user and auth code and Register Enrolment Client
- Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR
- Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration

## Verifier

- Verifies the documents provided by the Resident against originals.
- Signs and seals the copies

This role may be carried out by the Enrolment Agency Operator or Enrolment Agency Supervisor or the Registrar's Supervisor.

## Introducer



The introducer confirms the identity of the Resident by giving their own Aadhaar and fingerprints for verification in the case of Residents without documentary proof of identity

## Resident

The Resident's responsibilities include the following:

- Provide demographic and biometric information
- Provide authentic documentation (such as Pol, PoA & DoB) or be introduced by an Introducer



## Appendix – Frequently Used Terms

Terms	Description
Aadhaar	The UIDAI's mandate is to provide every Indian Resident a unique identification number linked to the Resident's demographic and biometric information, which they can use to identify themselves anywhere in India, and to access a host of benefits and services. The number (referred to until now as the UID) has been named Aadhaar, which translates into 'foundation' or 'support'.
Authentication	The process of verifying the Aadhaar number of a Resident with reference to his/her biometrics.
Authority	Unique Identification Authority of India (UIDAI)
Biometric Data	Refers to the facial image, IRIS and fingerprints scan collected by the Enroller from the Residents based on the standards prescribed by the UIDAI.
CIDR	<p>The CIDR will be the central data repository. It will store Resident records, issue unique identification numbers, and verify, authenticate and amend Resident data.</p> <p>The CIDR will only hold the minimum information required to identify the Resident and ensure no duplicates.</p>
De-duplication	The process of using the Demographic and Biometric data collected from a Resident to check against data so as to avoid duplicate enrolments.
Demographic Data	Refers to the personal information (such as Name, Date of Birth, Gender, Address, etc.) collected or verified by the Enrolling Agency based on the data fields prescribed by the UIDAI.
Enroller / Enrolment Agency	<p>The Agency appointed by the Registrar for collection of the Demographic and Biometric data in the area assigned by the Registrar. The Enrolment Agencies will be working on behalf of the Registrars and will be accountable to the Registrars.</p> <p>The Enrolment Agency will directly interact with and enroll Residents into the CIDR and will be monitored by the Registrars.</p>
Enrolment	Refers to the exercise of collection of demographic data after verification, collection of biometrics, and the allocation of the Aadhaar number after de-duplication.
Enrolment Centre	Refers to the premises located in the area where the enrolment is being carried out. One Enrolment Centre can host multiple Enrolment Stations.
Enrolment Station	Refers to an individual enrolment booth/enclosure inside the Enrolment Centre. The capture of Demographic and Biometric data is done in this Station.
Introducer	They are the persons who will confirm the identity of the Resident (not able



<b>Terms</b>	<b>Description</b>
	to provide authentic documents) by giving his/her Aadhaar and fingerprints for verification
Operator	The person employed by the Enroller and engaged in the capture of Demographic and Biometric Data.
Registrar	<p>The Registrars would include both Government and Private Sector Agencies which already have the infrastructure in place to interface with the public to provide specified services for example Insurance companies like LIC, LPG marketing companies, Rashtriya Swasthya Bima Yojna (RSBY), National Rural Employment Guarantee Act (NREGA), Public Sector Banks etc.</p> <p>With Registrar, UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the Aadhaar Project.</p>