

**UID AUTHORITY OF INDIA**

# Process for Aadhaar Letters Returned by India Post

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Version 1.3.1

**Process Owner: Anil Khachi, Deputy Director General**

**Release Date:**

Process for Aadhaar Letters Returned by India Post , identifies various reasons due to which Aadhaar letter could not be delivered to the resident, and recommends process for closure of each case.

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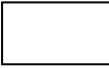

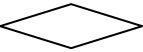


## RL 2. Document Control

### RL 2.1 How to Read This Document

This process document is organised into below sections:

1. Process Overview
  - a) Goals and Objectives: The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.
  - b) Scope: This section lists the key activities covered in this process document.
  - c) Prerequisites for Process: This section lists criteria that need to be fulfilled before the enrolment process covered in the scope of this document begins.
  - d) End of Process: This section informs what is the output of the Process.
  
2. Process Details
  - a) Process Flowcharts: Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by-step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.
  
  - b) Process Description: Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.
  
3. Annexure
  - a) Standards and Guidelines: This section describes the standards recommended by UIDAI that need to be referred to during the process. Guidelines are provided to streamline the processes and help achieve better quality output.
  
  - b) Formats, Templates and Checklists: This section consists of sample formats of various forms and checklists used in the scope of this process.

## RL 2.2 Legends

	Signifies Start /End of Process
	Signifies Activity/Task
	Signifies an off page reference of a Sub Process
	Signifies a Decision Box
	Signifies a Reference to either a Guideline(G), Form(F) or Quality Check point (Q) depending on the text used inside the circle
	Signifies an external process being referred

## RL 2.3 Abbreviations used

- UID - Unique Identification
- UIDAI - Unique Identification Authority of India
- CIDR - Central Identification Data Repository
- IPO - India Post
- RO - UIDAI Regional office

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## **RL 3. Process Overview**

### **RL 3.1 Goals and Objectives**

The goal of this document is to provide detailed guidelines to Contact Centre and UIDAI technology team on actions to be taken in case where resident Aadhaar letter is returned by India Post.

The objective is to identify various reasons due to which Aadhaar letter could not be delivered to the resident, and then recommend process for closure of each case.

### **RL 3.2 Scope**

- Identify Various reasons for the Returned Letters
- Evaluate each case and recommend process
- Recommend action to be taken on physical inventory of Returned letters

### **RL 3.3 Prerequisites for Process**

- India Post has made at least two attempts to deliver the letter to the resident
- India Post left an intimation to resident, where applicable, for collection of letter from post office within next seven days but no claims were made by the resident
- The Aadhaar Letters printed and sent for delivery by India Post have a tracing number.
- There is a file, prepared by India Post and shared with CIDR, that maps this tracing number on Aadhaar letters to EID of the resident.
- Information related to tracking of the letter is periodically shared by India Post with CIDR
- All physical Aadhaar Letters that are returned reach PO Box 1947

### **RL 3.4 End of Process**

- A defined process for each reason type of Returned Letter
- Action recommended on physical inventory of Returned letters

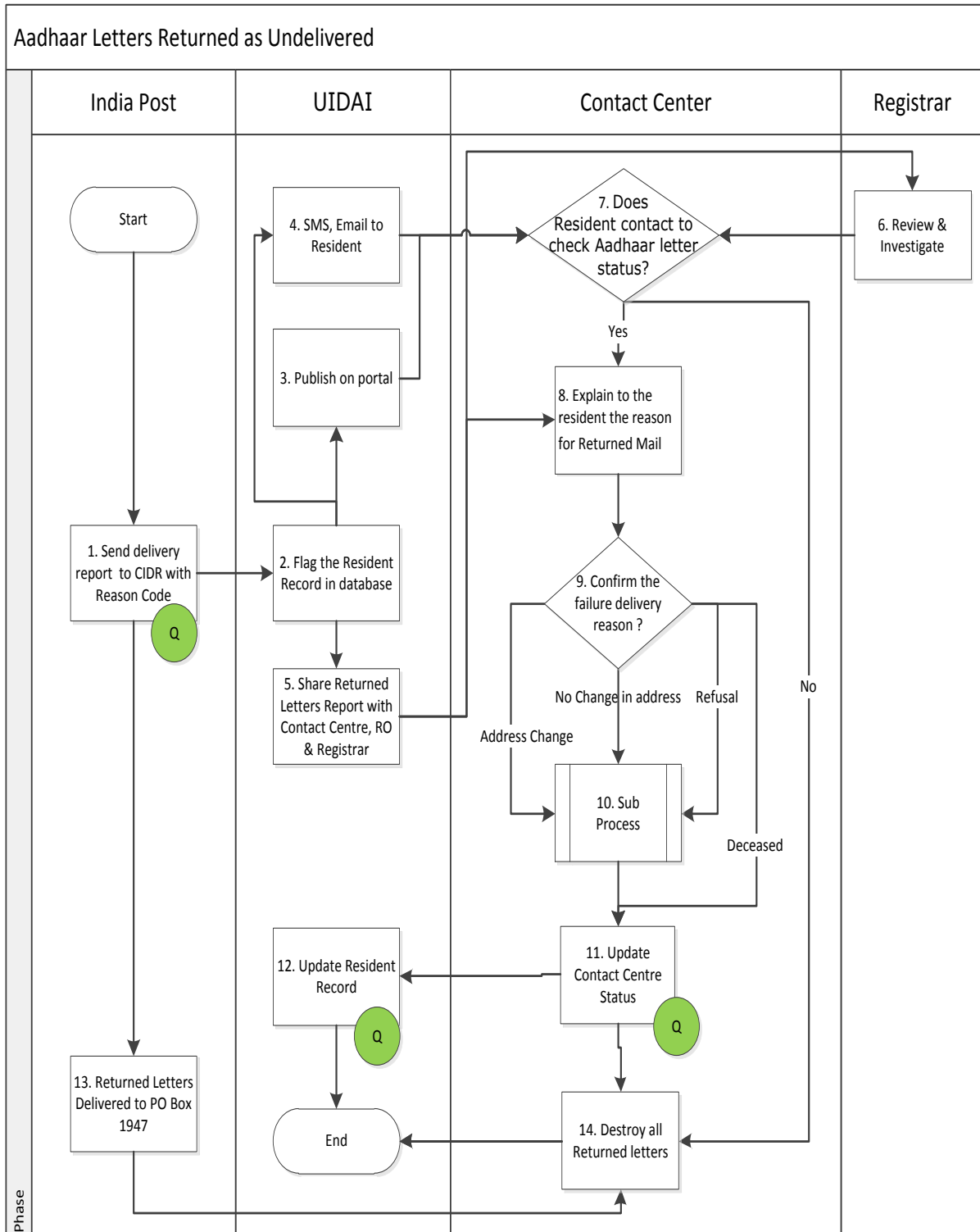
## RL 3.5 Roles and Responsibilities

Role	Organization	Responsibilities
IPO	IPO	<ul style="list-style-type: none"> <li>EY barcode to EID mapping file shared with CIDR with Aadhaar letter delivery status</li> <li>All physical Aadhaar Letters that are returned reach PO Box 1947</li> </ul>
Technology team	UIDAI	<ul style="list-style-type: none"> <li>Provide the capability to search the Aadhaar letter delivery status at portal by EID</li> <li>Flag the resident records in database with India Post reason codes and further status updates on the returned letters, till closure</li> <li>Send sms and email to the residents whose letters have been returned by India Post (where resident's mobile and/or email ID data is available)</li> <li>Provide facility to Resident for updating email ID and mobile numbers to cover cases where Resident has not already provided. These can be updated without any documentary evidence.</li> <li>Send one reminder sms, email in 15 days(one time)</li> <li>Provide periodic update list of returned letters (every 15 days) to contact center, RO and Registrars. The List must contain enrolment number, date and time of enrolment, Name, Address, contact number, email ID, Reason code and description for Return as undelivered.</li> <li>Receive feedback from Contact Centre where resident has contacted contact center for letter returned as undelivered.</li> <li>Resident Address Updation based on EID and Update Letter release</li> <li>Release one time Replacement Letter</li> </ul>
Contact Centre representatives	Contact Centre	<ul style="list-style-type: none"> <li>Attend to CIDR report of Resident records where Aadhaar letter is Returned as undelivered</li> <li>Attend to Resident calls, mails for such letters</li> <li>Explain to the resident the reason for letter returned</li> <li>Confirm the reason for returned letter with resident</li> <li>Suggest appropriate action required by the resident based on case type as prescribed in this process</li> <li>Address Resident's concern/query and/or forward to ROs for appropriate action.</li> <li>Maintain record of all interactions with Resident on letters Returned and update status as prescribed in this process document based on each case type</li> <li>Share these status updates with UIDAI tech team periodically (15 days)</li> <li>Destroy(shred) the physical letters Returned as undelivered and received in Post Box Number 1947</li> </ul>

Role	Organization	Responsibilities
Regional Office	UIDAI	<ul style="list-style-type: none"><li>• Attend to requests from contact centre and other sources, and provide appropriate responses where Resident has concerns/queries about Aadhaar Letter</li><li>• Inform Resident to get back in touch with Contact Centre for delivery of his/her Aadhaar Letter</li></ul>
Registrar Point of Contact	Registrar	<ul style="list-style-type: none"><li>• Review and investigate the various reason codes for Returned Letters.</li><li>• Where possible and required get in touch with the Residents and educate residents on how to get in touch with contact center for such Returned Letters.</li><li>• Involve/take help from India Post in investigations.</li></ul>

## RL 4. Process Details

### RL 4.1 Process Flow for Aadhaar Letters Returned as Undelivered



## RL 4.2 Process Description for Aadhaar Letters Returned as Undelivered

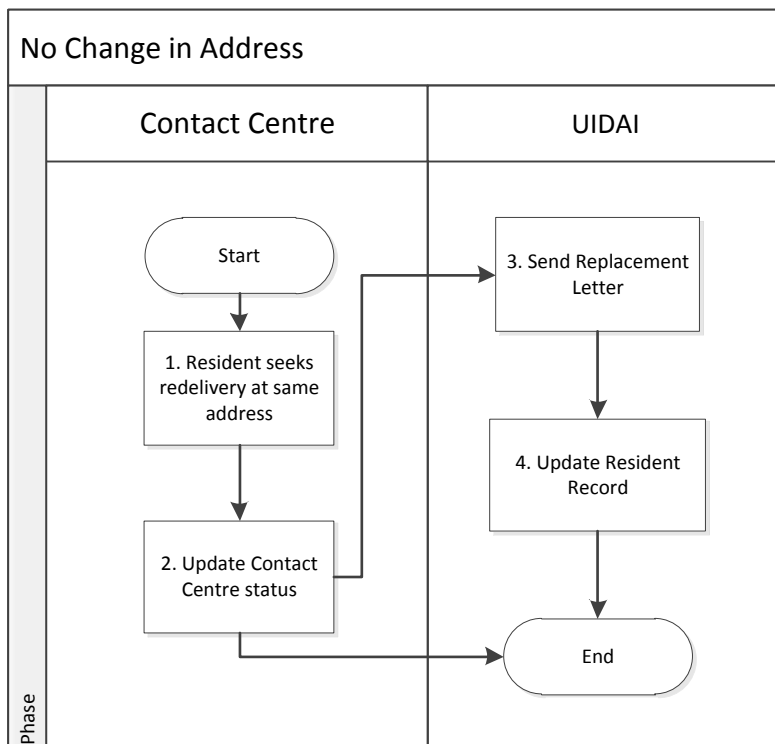
S.No	Step	Responsibility	Reference																												
	<p>Start</p> <p>This process begins when India Post is unable to deliver a letter to a resident. Go to Step 1.</p>																														
1.	<p>Send delivery report to CIDR with Reason Code</p> <p>For all Aadhaar letters(delivered/returned), send a report to CIDR with appropriate reason codes:</p> <p>Delivery Remark Codes And Descriptions used by India Post</p> <table style="margin-left: 40px;"> <thead> <tr> <th><u>Code</u></th> <th><u>Remark Description</u></th> </tr> </thead> <tbody> <tr><td>A</td><td>Delivered</td></tr> <tr><td>B</td><td>Deposit-Addressee Absent</td></tr> <tr><td>C</td><td>Deposit-Door Locked</td></tr> <tr><td>D</td><td>Deposit-For Enquiry</td></tr> <tr><td>E</td><td>Deposit-Incomplete Address</td></tr> <tr><td>F</td><td>Deposit-Intimation Delivered</td></tr> <tr><td>G</td><td>For Redirection-Address Change</td></tr> <tr><td>H</td><td>Returned -Addressee Left</td></tr> <tr><td>I</td><td>Returned-Door Locked</td></tr> <tr><td>J</td><td>Returned-Expired</td></tr> <tr><td>K</td><td>Returned-Incomplete Address</td></tr> <tr><td>L</td><td>Returned-Refused</td></tr> <tr><td>M</td><td>Returned-Unclaimed</td></tr> </tbody> </table>	<u>Code</u>	<u>Remark Description</u>	A	Delivered	B	Deposit-Addressee Absent	C	Deposit-Door Locked	D	Deposit-For Enquiry	E	Deposit-Incomplete Address	F	Deposit-Intimation Delivered	G	For Redirection-Address Change	H	Returned -Addressee Left	I	Returned-Door Locked	J	Returned-Expired	K	Returned-Incomplete Address	L	Returned-Refused	M	Returned-Unclaimed	India Post	
<u>Code</u>	<u>Remark Description</u>																														
A	Delivered																														
B	Deposit-Addressee Absent																														
C	Deposit-Door Locked																														
D	Deposit-For Enquiry																														
E	Deposit-Incomplete Address																														
F	Deposit-Intimation Delivered																														
G	For Redirection-Address Change																														
H	Returned -Addressee Left																														
I	Returned-Door Locked																														
J	Returned-Expired																														
K	Returned-Incomplete Address																														
L	Returned-Refused																														
M	Returned-Unclaimed																														
2.	<p>Flag the Resident Record in database</p> <p>Update each residents' record with India Post Reason code</p>	UIDAI technology team	-																												
3.	<p>Publish on portal</p> <p>The resident should be able to check the status of his/her Aadhaar letter by EID. Publish the reason codes in portal and link to "Check your Aadhaar Status". For "Returned Letter", inform the resident to get in touch with the UIDAI contact centre.</p>	UIDAI technology team	-																												

S.No	Step	Responsibility	Reference
4.	<p>SMS, Email to Resident</p> <p>Send an SMS and Email to each Resident whose mobile number and email ID is available informing</p> <p>"Aadhaar letter failure delivery notification. Please call 1800 180 1947 or email to <a href="mailto:help@uidai.gov.in">help@uidai.gov.in</a> with your enrolment number, enrolment date and time"</p>	UIDAI technology team –	
5.	<p>Share Returned Letters Report with Contact Centre, RO &amp; Registrar</p> <p>Update and Send a report of Returned Letters to Contact Centre, UIDAI Regional Office(RO) and Registrar every 15 days. The report must have following details of resident :</p> <p>Enrolment Number, Date &amp; Time of Enrolment, Name, Address, contact number , Email ID, Reason code and Reason for Returned letter</p>	UIDAI – technology team	
6.	<p>Review and Investigate</p> <p>The Registrar and UIDAI Regional Office will also get the Report of Returned Letters.</p> <p>The Registrar can review and investigate the various reason codes and where possible and required get in touch with the Residents. Registrar must educate residents how to get in touch with contact center for such Returned Letters.</p> <p>Registrar can involve/take help from India Post in their investigations.</p>	Registrar	
7.	<p>Does Resident contact to check Aadhaar letter status?</p> <p>Does resident gets in touch with contact centre to check his/her Aadhaar Letter Status? Resident may get in touch with the Contact Centre</p> <ul style="list-style-type: none"> <li>• in response to the sms, email sent by CIDR</li> <li>• after the resident checks his/her Aadhaar status on portal</li> <li>• as per advice from Registrar /UIDAI Regional Office(RO).</li> <li>• Otherwise</li> </ul> <p>In case Resident gets in touch with Contact Centre go to next step.</p> <p>In case the resident does not contact, No Update in status is required. Directly go to Step 14.</p>	Contact Centre	

S.No	Step	Responsibility	Reference
8.	<p>Explain to the resident the reason for Returned Mail</p> <p>Explain to the resident that his/her Aadhaar letter was reported as Returned with reasons as mentioned in the report by India Post.</p>	Contact Centre	
9.	<p>Confirm the delivery failure reason</p> <p>Confirm with the resident the reason for failure delivery. Confirm with the resident, the correctness and completeness of the resident's address to which the letter was sent. Based on Resident's response, follow appropriate sub process defined for Returned letters.</p> <p>It might also be the case that the resident is deceased and some relative of resident calls to confirm the reason for Returned letter. In this case directly go to step 11.</p>	Contact Centre	
10	<p>Sub Process</p> <p>In case:</p> <ol style="list-style-type: none"> <li>1. Resident informs that his/her address has no change and is correct and complete -- Follow Sub Process RL 4.3</li> <li>2. Resident informs that his/her address has changed, is incomplete, incorrect – Follow Sub Process RL 4.5</li> <li>3. Resident informs that he/she refused letter – Follow Sub Process RL 4.7</li> </ol>	Contact Centre	<p><a href="#">RL 4.3</a></p> <p><a href="#">RL 4.5</a></p> <p><a href="#">RL 4.7</a></p>
11	<p>Update Contact Centre Status</p> <p>Contact Centre must maintain a database with appropriate status updates for all Returned letters. Same needs to be communicated back to CIDR as a report.</p> <p>In case a call is received from someone related /known to Resident to confirm that the Resident is Deceased, then Update a column against the Resident Record as "Confirmed"</p>	Contact Centre	
12	<p>Update Resident Record</p> <p>Update Residents record based on inputs provided by Contact Centre Status report.</p> <p>Refer- Sub Processes</p>	UIDAI technology team	-

S.No	Step	Responsibility	Reference
13	Physical Delivery of all Returned Letters India post must deliver all Returned Letters to PO Box 1947.	India Post	
14	Destroy all Returned letters All letters returned physically by India Post as undelivered must be shredded by contact centre.	Contact Centre	
	End		

### RL 4.3 No Change in Address Sub-Process

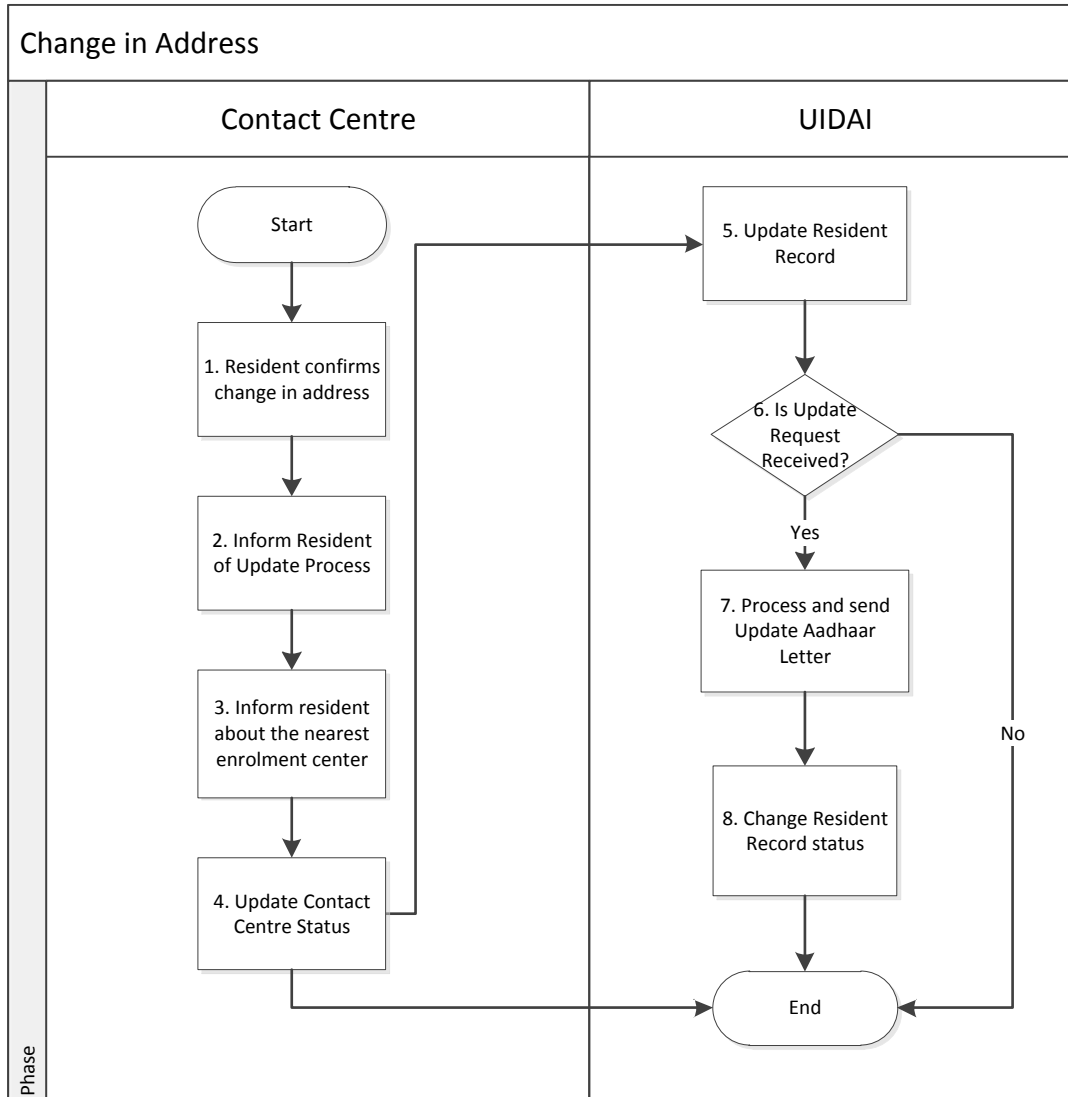


### RL 4.4 No Change in Address Sub-Process Description

Sl.No	Step	Responsibility	Reference
	Start		
1.	<p>Resident seeks Redelivery at same address</p> <p>In this case, Resident confirms that the address on his/her Aadhaar letter is correct and complete and he/she still resides at the same address. Check contact centre database and CIDR report. Resident requests for redelivery of Aadhaar letter at same address.</p>	Contact Centre	
2.	<p>Update Contact Centre Status</p> <p>Update a column against resident record as "Replacement Letter Request".</p> <p>Inform UIDAI of resident's request.</p>	Contact Centre	
3.	<p>Send Replacement Letter</p> <p>If the request for redelivery of letter has been made the first time by the resident, UIDAI will send a replacement letter.</p> <p>UIDAI will provide redelivery at the same address only once.</p> <p>Note: If Resident has requested redelivery at same</p>	UIDAI – technology team	

Sl.No	Step	Responsibility	Reference
	address more than once, then it is a case for investigation. The investigation exercise is left out of the scope of this process as of now.		
4.	<p>Update Resident Record</p> <p>Where 1<sup>st</sup> Replacement letter is sent, update resident record as "1<sup>st</sup> Replacement sent"</p> <p>Where a 2<sup>nd</sup> time request for redelivery at same address has been received, update status as "Address Investigation required"</p>	UIDAI – technology team	
	End		

### RL 4.5 Change in Address Sub-Process

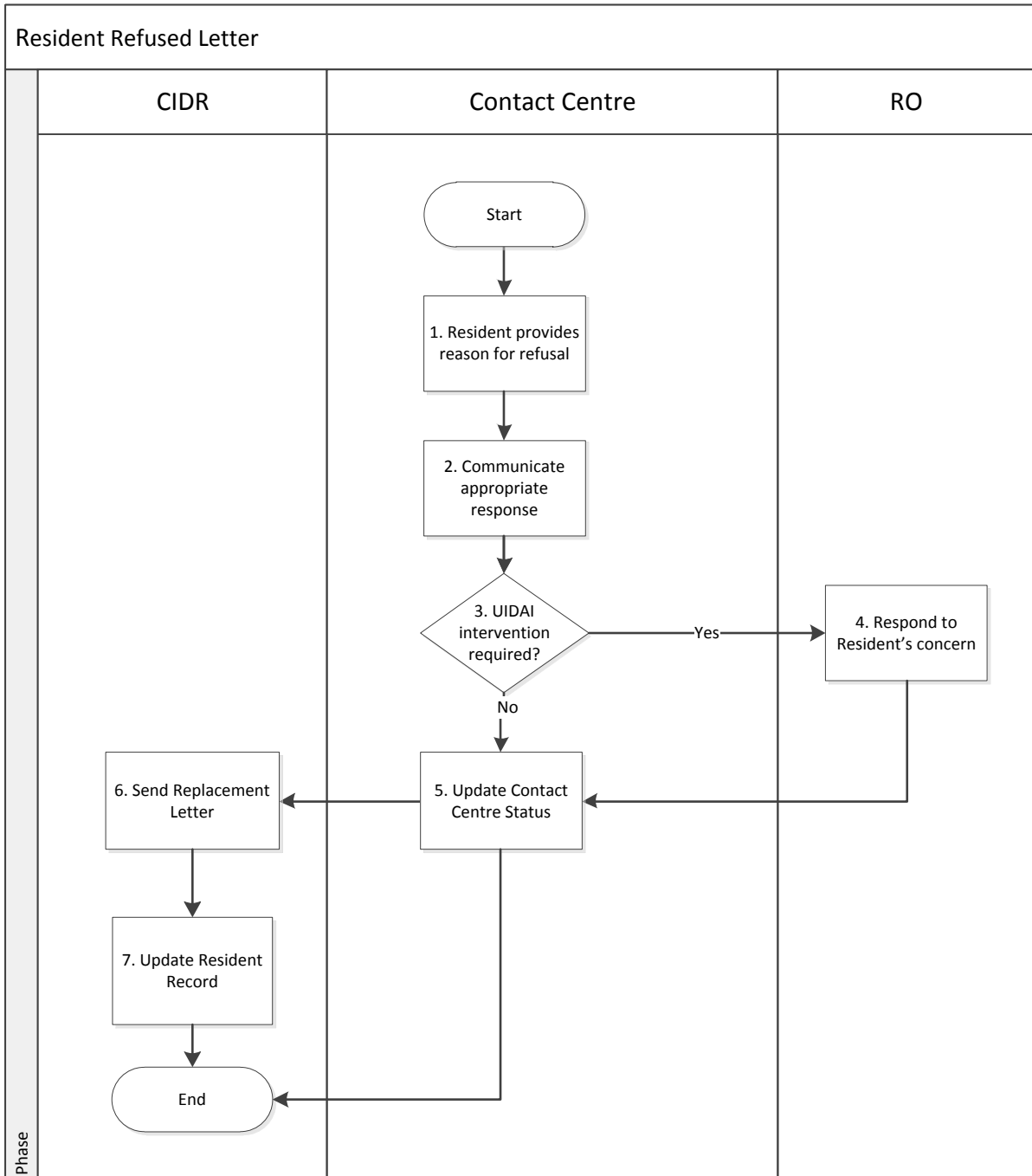


### RL 4.6 Change in Address Sub-Process Description

S.No	Step	Responsibility	Reference
	Start		
1.	Resident Confirms Change in Address In this case Resident confirms that his/her address as recorded during Aadhaar enrolment is either Changed and/or Incorrect, Incomplete. The resident thus wants the Aadhaar Letter to be delivered at a new/changed address.	Contact Centre	
2.	Inform Resident of Update Process Inform Resident that the resident will have to get his/her Resident address updated in CIDR.	Contact Centre	

	For this he will require to furnish proof of current address at nearest enrolment centre.		
3.	Inform resident about the nearest enrolment center Provide address and timing details of nearest enrolment centre to the resident.	Contact Centre	
4.	Update Contact Centre status Update column against Resident record as "Update Process to follow" and inform CIDR.	Contact Centre	
5.	Update Resident Record Update Resident Record as "Update Process to follow"	UIDAI – technology team	
6.	Is Update Request Received? Does CIDR receive address Update request from Resident? If Yes, go to step 7. Else End.	UIDAI – technology team	
7.	Process and send Update Aadhaar Letter Where Updation request is received from Resident, Update Resident's record for change in address and send Updated Aadhaar letter to the Resident's new/changed address.	UIDAI – technology team	
8.	Change Resident Record Status Change Resident Record status to "Update Letter Sent" against the Resident Records.	UIDAI – technology team	
	End		

## RL 4.7 Resident Refused Letter Sub-Process Flow



Phase

## RL 4.8 Resident Refused Letter Sub-Process

### Description

S. No	Step	Responsibility	Reference
	Start		
1.	Resident provides reason for refusal In this case Resident provides reason for refusing Aadhaar letter.	Contact Centre	
2.	Communicate Appropriate Response Provide appropriate responses to Resident's concern and queries. Contact Centre may use existing FAQs provided to Contact Centre.	Contact Centre	
3.	Is UIDAI intervention required? If Yes, i.e. If contact centre is unable to provide response to the concern/query raised by Resident, they must send the issue details to the UIDAI regional office. Inform resident that appropriate response to his/her concern would be provided within 14 work days. Confirm resident's contact details. Wherever available, confirm email ID of the resident and inform him/her that it will be used for communication with resident. Seek email ID, if not provided already. Provide these contact details also to UIDAI RO. If No, go to step 5.	Contact Centre	
4.	Respond to Resident's Concern Based on type of concern, RO may send appropriate response to resident directly or through Registrar. Also inform resident that if he/she is satisfied with the response, they must get in touch with contact centre again for redelivery of letter. RO may receive such concerns even from sources other than Contact Center and they must be dealt in same manner. Resident must be advised to get in touch with contact center for delivery of Aadhaar letters.	UIDAI - RO	

5.	<p>Update Contact Centre Status</p> <p>Where Resident is Satisfied, update column against Resident Record as "Replacement Letter Request"</p> <p>Where Resident is not satisfied with the response, flag as "Resident refuses Aadhaar"</p> <p>Inform CIDR.</p>	Contact Centre	
6.	<p>Send Replacement letter</p> <p>If the request for redelivery of letter has been made the first time by the resident, UIDAI will send a replacement letter.</p> <p>UIDAI will provide redelivery at the same address only once.</p>	UIDAI – technology team	
7.	<p>Update Resident Record</p> <p>Where 1<sup>st</sup> Replacement letter is sent, update resident record as "1<sup>st</sup> Replacement sent"</p>	UIDAI – technology team	
	End		

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## **RL 5. Annexure**

### **RL 5.1 References**

- Resident Enrolment Process
- Demographic Data Standards and Verification Procedure (DDSVP) Committee Report
- Updation Process