

Registrar FAQs

Summary of responses to Questions Frequently Asked by Registrars

9/3/2010

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On-Boarding Related

1. Who is a Registrar?

As per the draft bill which will govern Aadhaar, “Registrar” means any entity authorized or recognized by the Authority for the purpose of enrolling the individuals under this Act.

Registrars are departments or agencies of the State Government/Union territory, public sector undertakings and other agencies and organizations that interact with residents, in the normal course of implementation of some of their programs, activities or operations. Registrars include government, public sector and private sector organizations. Examples of such Registrars are Rural Development Department (for NREGS) or Civil Supplies and Consumer Affairs Department (for TPDS), insurance companies such as Life Insurance Corporation, and Banks etc.

At this stage, the UIDAI has primarily engaged with state governments, central ministries and public sector organizations. The UIDAI has entered into MoUs with State Governments / Union Territories and they define the specific Departments they would like to appoint as Registrars in order to roll out the enrolment process.

2. Once a State Government has signed an MoU with the UIDAI, are Departments in the State required to sign a separate MoU?

The MoU signed with the State Government is sufficient for Departments of the State to work with the UIDAI. The UIDAI may at its discretion choose to execute additional agreements or documents with Registrars should the need arise at a future date.

3. What are the general responsibilities of a Registrar?

The Registrar is a partner of the Authority in the implementation of the UID project. The Registrar is under an obligation to enroll residents following the protocols, standards, process and guidelines laid down by the UIDAI. The Registrar is required to support the UIDAI in conducting audits and checks on the enrolment process, and to follow the directions of the UIDAI in order to make the system compliant with UIDAI enrolment framework. The Registrar is required to ensure the security and accuracy of data (particularly biometric data) collected from residents. The Registrar must retain the Proof of Identity / Proof of Address / Consent for enrolment documents in proper custody for the time period defined in the process documents and guidelines issued by UIDAI in this regard.

The Registrar will have to exercise a fiduciary duty of care with respect to the data collected from residents and will be responsible for loss, unauthorized access and misuse of data in their custody. In case of disputes with respect to enrolment of residents for Aadhaar, the Registrar is required to co-operate with the Authority in resolving the matter and shall provide access to necessary background documents and other matters of evidence required to resolve the dispute.

4. What is the responsibility of the Registrar to the resident with respect to the Aadhaar enrolment process and the information that is being collected?

The Registrar is a partner of the Authority in the Aadhaar enrolment process. However at the same time, the resident is also establishing an independent relationship with the Registrar to avail services or benefits being provided by the Registrar. The enrolling agencies are appointed by the Registrar; hence it is the responsibility of the Registrar to ensure that the resident does not face any hardship in enrolment for Aadhaar. The enrolment process for Aadhaar is an inclusive process and therefore it is the responsibility of the registrar to ensure that no residents are discriminated against while enrolling for Aadhaar. In addition, it is the responsibility of the Registrar to ensure that enrolling agencies shall collect correct data and strictly follow process and protocols prescribed by the Authority for enrolment. The Registrars are also responsible for the safety, security and integrity of the data (demographic and biometric) in their custody until the same is handed over to the Authority or an agency appointed by the Authority for transmission of data.

5. In a situation, where there are multiple Registrars, how will data collection/sharing be ensured and will the UIDAI arbitrate on data sharing between Registrars?

The UIDAI will not be involved in sharing of data between Registrars. The registrars are partners of UIDAI and will be collecting demographic / biometric information from residents for their own purposes and functions. For residents who give their specific consent to the Registrar for sharing their data, Registrars can define arrangements to do so, keeping in mind their responsibility regarding the same and the data protection guidelines of the UIDAI.

6. What are the planned financial support / incentives for Registrars? Is there any proposal for funding the infrastructure to be created for utilizing the Aadhaar number?

In order to reduce the financial burden of implementing Aadhaar, the Authority has been provided funds by the Central Government to assist the Registrars. The Authority will provide an amount of Rs. 50/- per successful generation of Aadhaar number, for 10 crore enrolments in the pilot phase ending March 2011. To operationalise this arrangement, the States will have to provide the Authority with details of the Registrar (name and account) through which they would like to receive the assistance.

The 13th Finance Commission has already issued detailed guidelines regarding utilization of the grant to States for enrolment of BPL residents. The Authority has decided to augment this grant to include the population that is covered under RSBY, including the MNREGA workers (who are provided employment for 15 days or more), licensed porters, vendors and hawkers of the Indian Railways to whom RSBY has been extended to. The additional UIDAI grants for BPL enrolments will also be spent as per the guidelines for release of TFC grant.

7. What is the expected effort and duration for Aadhaar project implementation?

The UIDAI estimates that Registrars can commence enrolment of residents within 2 to 3 months of signing the MoU. The actual time taken will be determined by the readiness of the Registrar - specifically with respect to agencies for enrolment, technology integration

etc. The Registrar should work with the UIDAI Nodal officer to finalize project plans and timelines for deployment.

8. To implement Aadhaar, what is the process re-engineering required from the Registrar's side?

The level of process re-engineering required will largely depend on the application and planned usage of Aadhaar. At the most basic level, Aadhaar-enabling an application is a very minor addition of the Aadhaar number to the registrar application database. Alternately, the registrar may use this as an opportunity to re-engineer parts (or whole) of the application processes to introduce a bio-metric Authentication based on Aadhaar to serve their respective service-delivery goals. UIDAI will work with the Registrar and their System Integrator (SI) to assess and define an appropriate solution.

9. Is the Registrar required to follow any data protection principles? Will the Authority be prescribing principles to be followed by the Registrar?

When Registrars collect data from residents, they have to exercise a fiduciary duty of care towards this information. Therefore, it is the responsibility of registrars to ensure they keep the data collected from residents safe and secure (both biometric and demographic) and protected from unauthorized access. UIDAI will issue guidelines and best practices for data protection for the same.

10. What are the responsibilities of the enrolling agencies and operators as intermediaries in transmitting data?

Enrolling agencies and other intermediaries transmitting data cannot access or manipulate the data. Any attempt to do so will attract penal consequences. To ensure the integrity of data, software provided by UIDAI will encrypt the data at the point of collection.

11. Will there be any liability on the Registrars for loss of data?

The Registrars have a responsibility towards the data collected as part of the enrolment process for Aadhaar, as this is the same process for registration for the Registrars services. Registrars have a responsibility to ensure the safety, security of the data in their custody (biometric and demographic).

12. What are the possible criminal penalties envisaged through the Aadhaar enrolment process?

Following are the possible criminal penalties envisaged:

- Impersonation by providing false demographic or biometric information is an offence – imprisonment for 3 years and a fine of Rs. 10,000.
- Appropriating the identity of an Aadhaar number holder by changing or attempting to change the demographic and biometric information of an Aadhaar number holder is an offence - imprisonment for 3 years and a fine of Rs. 10,000.
- Pretending to be an agency authorized to collect Identity information of a resident is an offence – imprisonment for 3 years and a fine of Rs. 10,000 for a person, and Rs. 1lakh for a company.
- Intentionally transmitting information collected during enrolment and authentication to unauthorized persons is an offence – imprisonment for 3 years and a fine of Rs. 10,000 for a person, and Rs. 1lakh for a company.
- Unauthorized access to the central identities data repository (CIDR) and hacking is an offence – imprisonment for 3 years and a fine of Rs. 1 crore.
- Tampering with the central identities data repository is an offence – imprisonment for 3

- years and a fine of Rs. 10,000.
- Providing biometrics that is not one's own is an offence – imprisonment for 3 years and a fine of Rs. 10,000.

Enrolment Agency (EA) Related

13. What is the Registrar's role during the enrolment exercise?

The enrolment exercise is owned by the Registrar & the enrolment data is shared with UIDAI by the Registrar. The Registrar can use the services of an Enrolment Agency for performing enrolment activities. The Registrar will need to plan the Enrolment exercise, define target coverage and timelines, identify the required no. of Enrolment Agencies to complete the exercise and ensure the processes & guidelines defined by the UIDAI with respect to enrolment, logistics, IEC, inclusion, process monitoring etc. are adhered to.

14. What is the methodology for enrolment which will be used by UIDAI? Will the Residents come to the enrolment centre or will UID enrollers go to residents?

The UIDAI has signed MoUs with various Registrars who are in turn engaging Enrolment Agencies or setting up other means for collecting demographic and biometric data of residents. It is envisaged that residents will walk into enrolment centers closest to their residence and give the required data. Enrolment centers may include camps which move from 1 village/block to another in order to maximize coverage and minimize the effort for residents to enroll.

15. How is the enrolment agency for the UID Project selected? How does a Registrar select Enrolment Agencies? Does a Registrar necessarily need to hire UIDAI empanelled Enrolment Agencies or can they hire others also?

UIDAI has empanelled enrolment agencies, and the Registrar is encouraged to use this list for issuance of RFP/RFQ. These agencies satisfy general eligibility criteria for enrolment. These agencies have been assigned a bid capacity and allocated States/UTs in which they are eligible to carry enrolment operations. The Registrar may seek quotes from the empanelled agencies in his territory and select appropriate agency/agencies.

Alternatively, Registrars may also opt for issuing a separate Request for Proposal (RFP), and invite fresh bids from interested parties. The RFP in such a case may not be limited to the empanelled EAs. Additional agencies may get empanelled as an enrolment agency by responding to UIDAI's Request for Empanelment which would invite proposals at appropriate intervals.

16. What are the general eligibility criteria for empanelment of enrolment agency with the UIDAI?

The general eligibility criteria for empanelment of enrolment agency are as follows:

- A Single company/ organization (e.g. Govt/ Semi-Govt/ Private/ PSU/ NGO/ Not-for-Profit/Microfinance Institution) or Consortium of companies/ organizations (maximum of 4 members) registered in India and in existence for a period of at least two years are eligible.
- The net-worth/turnover/grants-in-aid should be at least INR 50lakhs or as specified in proposal.
- The NGO/ Not-for-Profit organization must be non-political and non-denominational organization with no affiliation to any political parties or religion.
- Only those organizations that meet these criteria and are not blacklisted, or terminated

for unsatisfactory work or fraudulent activity by Central/any State/UT government are eligible to respond to the proposal.

17. What are the categories in which the enrolment agencies are empanelled? Are all empanelled Enrolment Agencies at the same skill level?

The Technical Capability of an organization shall be assessed on a 4-Level maturity continuum viz T1, T2, T3, T4. All organizations (single agency/consortium) interested in undertaking enrolment activities for the UIDAI project shall be empanelled under Level T1, provided they meet the general eligibility criteria. Alternatively, organizations (single agency/ consortium) which are already into the business of undertaking biometric enrolments can directly get empanelled at T2 Level, provided the organization has completed 50,000 biometric enrolments in the last 3 financial years.

Organizations can progress to Level T3 on employing 75 enrolment operators , supervisors and technical staff who are certified in UIDAI enrolment processes AND completing 10 lakh successful UID enrolments which has resulted in issuance of UID numbers.

Organizations can progress from Level T3 to Level T4 based on successful completion of 'Level T4 Audit' by an auditing agency which has been empanelled by UIDAI.

The Financial Capacity of an enrolment agency (single agency/ consortium) shall be assessed at 4 Tiers viz. F1,F2,F3,F4 based on the net worth of a commercial organization during previous financial year, and grants-in-did/ turnover of the NGO ornot-for-profit organization during previous two financial years. The threshold limit at each level is as below:

- F1 - between INR 50 Lakhs and INR 2 Crores
- F2 - between INR 2 Crores and INR 5 Crores
- F3 - between INR 5 Crores and INR 20 Crores
- F4 - greater than INR 20 Crores

18. What is the validity period for empanelment?

The empanelment shall be valid for duration of one year subject to compliance of all requirements.

19. Will an agency be able to apply for an upgrade of category for empanelment?

Yes, EAs can upgrade technical & financial category at the next round of empanelment process.

20. Is there a template for Request for Proposal (RFP) to be used for selecting an EA?

A model RFP and RFQ template has been designed for facilitating Registrar's in selection of enrolment agencies.

21. What will be the exact cost for one Enrolment?

The cost per enrolment will vary depending on the scale of enrolment, equipment used, training plan etc.

22. Who will pay the Enrollment Agencies?

Based on the quotations received, the Registrar will award the contract to selected Agency. The Registrar will pay the enrolment agencies as per the terms and conditions of the contract.

23. How are the rates finalized by the Registrar? Can the UIDAI set the rate for Registrars to engage EAs at?

It has been recommended that Registrars follow a price discovery mechanism to finalise the terms and conditions of their engagement with EAs. The UIDAI has shared a model RFP which gives the bidding process and factors to be considered in finalizing an EA.

24. What happens if an organization (EA) under-quotes a suicidal price to get the business and does not deliver?

The ongoing monitoring process will give Registrars a continuous indication of the EA's performance level and raise flags as necessary if an EA is not delivering. The Registrars are also being sensitized by UIDAI to look out for such anomalies in the price discovery exercise and ensure adequate preventive mechanisms, including heavy financial penalties.

25. Will UIDAI provide any advance for carrying out enrolments?

No. The financial assistance for enrolment will be reimbursed after the successful generation of Aadhaar numbers.

26. Will the UIDAI support Registrars with resources for implementing the project / for the Enrolment process?

The UIDAI will support Registrars in the entire implementation process, and is also planning to engage volunteers for the same.

27. What does a Registrar do if the number of empanelled agencies in the area is not sufficient enough to issue an RFQ?

A Registrar may choose to invite fresh proposals. A model RFP and RFQ template has been designed for facilitating Registrar's in selection of enrolment agencies.

28. Is there a format for conclusion of an Agreement with the Enrolment Agency?

A model RFP and RFQ template has been designed for facilitating Registrar's in selection of enrolment agencies. This also includes recommended terms and conditions for the contract, which can be further customized by the registrar.

29. What is the difference between an Enrolment Centre and an Enrolment station?

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.

30. What is the UIDAI recommendation on the duration of the enrollment camp in the first (initial) stage and in the repeat stage?

The duration of the camp should be decided on factors such as number of residents to be enrolled and the number of enrolment stations. Based on the PoC study (Proof of Concept), 60-70 residents can be enrolled per station per day.

31. How does an EA choose locations for setting up the enrolment centers?

Registrars select locations for enrolment taking into account a number of factors like population density, geographical and topographical features, accessibility etc. Enrolment Agency may closely work with Registrar in this process, and in scheduling of enrolment.

32. What is the manpower that an EA will need to deploy for setting up each enrolment station / centre?

An Enrolment Agency must employ Operators for each station. The number of Operators at each centre should be sufficient to ensure rotation and avoid employee fatigue. Minimum one Supervisor per centre is also required. In addition a system administrator is required to provide technical support.

33. What is the training & certification required for Operators & Supervisors? Is it mandatory to train & certify the operators and supervisors of the enrolment agency?

UIDAI provides training material for the operator and supervisor. This is available free from its website which can be used for self training. In addition, UIDAI has empanelled training agencies to provide the necessary training. Overall, training from a training institute (empanelled or otherwise) is not mandatory. However, certification of operators and supervisors is mandatory. Sify has been identified as the Pan-India certifying agency. UIDAI has a pre-negotiated rate of Rs 365 per certification with Sify.

Exceptions may be permitted for registrars starting enrolment operations prior to training infrastructure being available from UIDAI agencies.

34. Who will bear the cost of training & certification?

Enrolment Agency will bear the cost of training and certification.

35. Will training sessions /workshops be held for Registrars?

The UIDAI will organise a set of workshops with the Implementation Committee / Joint Working Group members from the Registrar's organization in order to implement the Aadhaar enrolment process. Additionally sensitization workshops are being planned for other stakeholders from the Registrar's organization, influencers, PRI members etc., in order to create awareness on the Aadhaar process and platform.

36. Is there any in-built mechanism for monitoring the performance of Enrolment Agencies / operators?

All Operators and Supervisors need to be enrolled into Aadhaar and registered with CIDR in order to be able to conduct enrolment operations. The Application has inbuilt Quality checks for data captured. In addition UIDAI/Registrar will have audit mechanisms for performance monitoring of Enrolment Agency.

Enrolment Process & Technology related

37. What is the software to be used for enrolment and from where can this be sourced?

The enrolment software client is developed by UIDAI and will be shared with all Registrars, and registered Enrolment Agencies through the UIDAI website.

38. Is the client enrolment software thick and not web based? Why? Can it be web based software?

The devices for capture need special device drivers (for biometric capture equipment) which need to integrate with the thick client. Also, poor connectivity will be a challenge in many rural / remote enrolment centers. Therefore enrolment client needs to be on an independent system. EAs are at liberty to use their data pipes for consolidating and uploading data to CIDR.

39. Will the UIDAI share the source code of enrolment software for integrating with Registrar's software?

No, the source code of the enrolment software will not be shared with Registrars.

40. How can Registrars integrate their data capture software with UIDAI's enrolment client?

The integration can be done as follows::

- i. Pre-enrolment data: UIDAI has provided a pre-enrolment format using which data can be uploaded into the enrolment client.
- ii. Post-enrolment data: UIDAI client will export enrolment data in a pre-defined format which can be accessed by the KYR+ application.

Details of these are available in the technology integration toolkit provided with the client enrolment application.

41. What is the information to be captured for the purpose of Financial Inclusion of the resident?

If a resident does not have a bank account, consent is taken from the resident for opening an account. If the resident already has a bank account, the bank account no and related details are being recorded to enable linking it with their Aadhaar number.

42. What are the KYR fields and KYR+ fields?

KYR (Know Your Resident) fields are the basic demographic data fields that UIDAI is capturing for establishing & maintaining residents' identity. It contains data about the resident related to Name, Address, Gender, Date of Birth, Relationship, Mobile Number and Email.

KYR+ fields are the additional data fields that a Registrar may require to capture about the resident to provide the required services to the resident.

43. How are the KYR & KYR+ fields collected?

KYR fields are captured using the UIDAI's enrolment client. The Registrar needs to develop and integrate their application for capturing KYR+ fields. UIDAI has published specifications and guidelines for integrating the KYR+ application with the UIDAI's enrolment client.

44. Will UIDAI's enrolment software client also capture KYR+ fields?

No, UIDAI's enrolment software client does not capture KYR+ fields. UIDAI has developed a reference application which can be further customized by Registrars and used for capturing KYR+ fields.

45. Why is the UIDAI only building a reference implementation for KYR+?

The collection of the set of KYR+ fields is specific to each registrar, depending on the department that is spearheading the UID enrolment, local needs and other process and integration considerations. The UIDAI cannot develop custom KYR+ applications for each registrar, at the same time there are several registrars that would require some assistance in creating KYR+ application. Hence the UIDAI has create a 'reference implementation' (sample application) of a KYR+ application that the registrars are free to use. This KYR+ reference implementation comes with the complete source code which the registrar (in conjunction with their IT partners) can modify to suit their specific needs. The KYR+ reference implementation is not a UID supported application (with upgrades and releases, like the UID Client enrolment software is). The use of the KYR+ reference implementation is not mandatory, the registrar can build their own KYR+ application and integrate it to the UID Enrolment client.

46. How is the data collected for the KYR+ fields transmitted to the Registrar?

KYR+ fields are part of Registrar's application & the data will be transmitted through the mechanism defined by the Registrar.

47. Does the UIDAI share the KYR fields and the biometrics with the Registrars?

The Registrar can retain the KYR fields & biometric data for the residents they enroll. As a policy, UIDAI will not share any data from its CIDR for other residents not covered by the Registrar.

During the enrolment process, the client will store an encrypted zip file (one file per enrolment) containing the KYR data (demographic & biometric) in a pre-defined folder. In addition, the KYR demographic data & photograph will be passed on to the KYR+ application, which in turn will be stored / managed as per Registrar's KYR+ application specifications.

48. Will EAs get access to the data collected?

No. Only the UIDAI and the Registrar will be able to access the encrypted data.

49. Will the UIDAI provide updated data of the residents to the Registrar - at least for residents who were originally enrolled by the same Registrar?

If the resident updates data through the enrolling Registrar, the Registrar can update its database during the updation process. UIDAI will not facilitate any data update/sharing with Registrar databases.

50. Since the biometric data captured is in encrypted format, is there an option to decrypt at the Registrar level?

Yes, the Registrar can decrypt the biometric data. If the Registrar needs the biometric data, Registrar should provide their public key to UIDAI. UIDAI will encrypt the biometric data using this key, which can be decrypted by the Registrar

51. What is the need for encrypting biometric data using a “public key”?

Encrypting using Registrar’s public key provides a layer of security and is prescribed by UIDAI for data transfer. It ensures that data is not tampered/ accessed/ copied in transit. The data can only be decrypted by the Registrar. A message encrypted with a recipient's public key cannot be decrypted by anyone except a possessor of the matching private key.

52. Where can a Registrar obtain a public key?

A Public key can be obtained from approved certifying authorities such as NIC, Sify, Verisign, etc.

53. Will UIDAI provide any support to Registrar in obtaining the public key?

No, the UIDAI would not provide any support in obtaining the public key.

54. Is it necessary for Registrars to store biometric data?

No, it is not necessary for Registrar to store biometric data. Unless the Registrar has existing applications that use biometric data for services such as authentication, smart cards etc., there is no need for the Registrar to store the biometric data. Registrars are encouraged to adopt online authentication offered by UIDAI – this will require no local/offline storage of biometric data in registrar applications.

55. Are there any security policies for transferring / storing / using biometric data?

It is the responsibility of the Registrar to ensure that the data in their custody is kept safe and secure. At the point of enrolment, UIDAI can provide the Registrar with biometric data. This will be provided in encrypted form for the Registrar’s use. The secure transfer and storage of this data from this point of handover is the responsibility of the Registrar. UIDAI will share guidelines for Registrars to define their security policies for biometric data.

56. Can the Registrar’s existing databases be shared with the UIDAI for de-duplication / Aadhaar generation?

No, existing biometric data cannot be used for de-duplication as the sequencing, adherence to UIDAI standards etc. are essential for generating Aadhaar. Biometric data needs to be captured afresh. Existing demographic data can be imported in the enrolment software client as “pre-enrolment” data.

57. Should residents be asked to fill an enrolment form, or can data be imported from an existing database of the Registrar?

Where digitized data already exists, it can be imported into the enrolment client. For residents whose details are not available in the Registrar’s database, paper-based enrolment form should be filled by residents at time of enrolment for providing the demographic details. The same will then be entered in the enrolment software. The enrolment form will be designed by the Registrar keeping in mind these data requirements; logistics for printing and distribution to be finalized by the Registrar & EA.

58. The NPR issues a reference number (TIN/Schedule No) at the family level versus UIDAI, which will issue the Aadhaar number at the individual level. How will the technical alignment between the two take place?

The enrolment software captures the TIN no. where ever available with the resident during the enrolment process. The RGI will be able to align the data from the UIDAI enrolment process (the individual's Aadhaar, TIN, and Name / Sex / Age) with the NPR data (TIN, Name / Sex / Age) for each resident whose data has been captured by other registrars.

59. Where multiple address proofs are available for a resident (eg. present and native), which proof would UIDAI accept, and where will itsend the Aadhaar Letter?

The UIDAI asks the resident to confirm 'mailing addresses. The letter will be sent to the Same.

60. Will the resident's name be validated against PoA/Pol, or can it be different? What if the resident has multiple PoA/Pol wherein each of the identifications he/she has a different name? In this case, which name has to be recorded in the Enrolment Client Software?

The Enrolment Agency should verify the proof of identity documents produced by the individual before recording the name. The name of the person in full should be entered in the field provided for this purpose. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced before recording the name in full. In case of difference in the name declared and the one in document (Pol), the name as declared by the resident may be recorded by the Enrolment Agency provided the difference is only in spelling. If two documentary proofs produced by the enrollee have variation in the same name (i.e., with initials and full name), the enrollee's preferred name should be recorded. The last name can be written prior to first name, if resident so desires.

61. How can a person's Date of Birth be validated?

As per the DDSVP Committee report, a flag is maintained in the Aadhaar database to indicate if Date of Birth (DoB) is verified, declared, or approximate. In case exact DoB is not known, the resident is asked indicate the age only. Enrolment software has the provision to capture age & calculate the year of birth.

62. How will de-duplication be done for children?

For all children above 5 years, Aadhaar number will be issued after de-duplication based on finger prints, and iris images (similar to adults). For children below 5 years, there is no plan to perform de-duplication. The enrolment will be done based on the parent's/guardian's Aadhaar ID.

63. Will the UIDAI record a renewal date for biometric/demographic data updation? Any exceptions for children below 5 years?

Children below 5 biometrics will need to re-enrol and have biometrics captured at age 5 and 15 – the UIDAI will send a reminder letter for the same. For children above 5, biometrics will be captured during enrolment. They will need to re-enrol at age 15 – the UIDAI will send a reminder letter.

64. Can fingerprints of diabetic residents be captured?

The Proof of Concept studies have shown that fingerprints can be captured from residents of varied age profiles and backgrounds – including those who are involved in manual labour. The PoC, however, did not specifically check quality of prints for diabetic residents.

65. What is done in cataract cases, especially when the iris picture is not clear?

Tests conducted by UIDAI have shown that cataract will not affect Iris capture.

66. Will Registrars and Enrolment Agencies have an Identity Code for tracing the data?

Yes, every enrolment will be tagged to the Registrar, Enrolment Agency and the Enrolment Station location where the Resident enrolled.

67. How will the Registrar/EA track enrollment status? Will UIDAI share the Aadhaar numbers issued for residents enrolled by the Registrar?

The Registrars/EA will be provided access to a web-based portal to track their enrolment status for data which has reached the CIDR successfully. Further, once the de-duplication process is complete, the result (approval / rejection), and Aadhaar number will be available electronically to the Registrar.

68. Will there be a feedback from the UIDAI on the performance of the Enrolment Agency in terms of the quality of demographic and biometric data?

- a. Yes, data related to Enrolment Agency's performance in terms of the quality of demographic and biometric data will be published on UIDAI's portal on an on-going basis.

69. Should a Registrar issue a PDS / NREGA/other beneficiary card to an individual where an Aadhaar number is not allotted by the UIDAI?

The UIDAI discourages the issue of Registrar's cards to such individuals as that could create ghosts & duplicates in Registrar's database.

70. Does the registrar have any responsibility to maintain the data back-up of the Resident?

Data backup of each enrolment station needs to be taken at least twice a day on an external hard disk and retained for a minimum of 60 days.

71. What is the anticipated time the CIDR will take to issue the Aadhaar number?

It is estimated the CIDR will take between 24 to 72 hrs, after receipt of the enrolment data, to issue an Aadhaar number.

72. Does the Aadhaar client software have the SQL software embedded in it and does it require any license procurement on behalf of the Enrollment Agency ?

The SQL express is embedded in the client software of Aadhaar. It does not require the EA to procure any license for the same. For more information refer to the following URL: <http://www.microsoft.com/express/database/>

73. Which is the operating system best suited for the Aadhaar client?

UIDAI recommends Windows 7, Professional 32 Bit version. The UIDAI client Software is also compatible with Windows XP SP3; however there are some known issues with Google IME with XP which might not give the best desired results.

74. Can the EA optimize on cost of biometric equipment by setting up several systems for demographic data capture which leverage a centralized biometric capture system?

Yes, this can be done. This requires a LAN in the enrolment centre, however additional software interfaces will need to be developed to enable enrolment data sharing. UIDAI will publish further details on this to support such modifications.

75. Is it possible to pre-populate certain fields, like pin code, etc

Yes, the save address feature of the client allows for same village / pincode etc. to be retained across enrolments.

Device Related

76. What are the equipment / infrastructure requirements for setting up an Enrolment Centre / Station?

There is a detailed checklist for setting up the enrolment centre which contains list of all equipment, infrastructure, people, local administration support etc. Refer Resident Enrolment Process for the same.

77. What are the biometric devices to be used for enrolment? Are these to be certified? What is the name of the certifying agency?

The biometric devices to be used for enrolment are Iris Camera, Fingerprint Scanner and Camera. All three need to be certified.

Standardization Testing and Quality Certification (STQC), Directorate, an attached office of the Department of IT, Gol, has been formally appointed as the certification agency. They will be publishing the certified list of devices (including those with provisional certification) which can be procured and used for enrolment. For more details regarding provisional certification and requirements for provisional certifications, please refer to the STQC website at <http://www.stqc.nic.in>.

78. What is the procedure for applying for certification?

Supplier should check STQC and UIDAI website for detailed instructions.

79. Who should apply for device certification?

Manufacturer of Devices or their representatives should apply for certification, as per instructions published by STQC.

80. What devices should be used in the interim period till full certification is available?

STQC will publish provisionally certified list of devices which can be procured and used for enrolment as an interim arrangement. For more details regarding provisional certification and requirements for provisional certifications, please await an announcement from STQC in this regard.

81. Do Enrolment Agencies need to get each device certified?

No, each device does not need certification. Only the Make, Model & software need to be certified.

Transliteration and Language Related

82. How do I enter data in local language?

A local language can be selected during the setup of the enrolment client. The list of available options is a subset of the Input Method Editors (IMEs) installed on the enrolment station. For instance, the operator can install the Google IME (or an IME available from a different source) for Hindi input. When the data entry is performed in English, the text is also transliterated through the IME, and placed on the screen. The operator can then correct this text, using the IME's built in editing tools, including a virtual keyboard. Certain IMEs allow users to specify a set of macros, and other smart tools to allow easier data entry in the local language.

83. What do you mean when you say that a particular language is supported?

Supporting a local language implies providing support for:

- Data entry in local language
- Transliteration of English language data to local language
- Labels in local language in the software (on screen)
- Labels in local language in the print receipt
- Import of pre-enrolment data in local language (upcoming)

84. What languages are supported?

In the current release (1.1), we have support for

- Hindi
- Kannada
- Telugu

In future releases, starting from Version 1.5 till 2.0, subject to availability of a local language IME, we expect to support additional Indian languages which use the same scripts as Assamese, Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Nepali, Oriya, Punjabi, Tamil, Telugu, Urdu

85. How do I make local language the primary source for data entry?

At this time, the primary source for data entry is in English. However, as the technology matures, we expect to change the primary language to local language based on reverse transliteration. Since this is a dependency on technology that is not yet available, we cannot assure a date, however – we are targeting a release in Version 3.0.

86. What are the common issues seen with Indian Language Input?

The most common problem that UIDAI have seen is with installation of the IME, and it's interactions with the language bar.

Further, it is possible to configure the Windows language input to assume a local language keyboard. This is not the same as transliteration, but assumes a different keyboard is being used – and the results are very different.

UIDAI have also had difficulty in truly transliterating English words into local language, as they are very different from the language model. This can be better handled by using advanced facilities in the IMEs (for ex. Schemes in Google IME)

The language support must be configured on a per user basis, and that makes it harder to manage.

87. How do I import pre-enrolment data in local language?

At this time, the support has been provided for import of pre-enrolment data in English. During enrolment process, the data is converted from English to local language through the transliteration engine. The operator can correct this data in the presence of the resident.

The software is planned to provide support for import of pre-enrolment data in English, local language or both in future versions. For pre-enrolment data imported in local language, it will not be over-ridden by the transliteration engine. However, a soft keypad / IME will be available for editing the data.

Introducer / Verification Procedures Related

88. Who are “Introducers”?

An Introducer is a person who is authorized to introduce a resident who does not possess any PoA / Pol documents. The main objective of the introducer system is to enable enrolment of residents into Aadhaar, who are otherwise hard to reach and may not be part of any government database. Introducers are individuals (for example, Registrar’s employees, elected members, members of local administration bodies, postmen, influencers such as teachers & doctors, Anganwadi / ASHA workers, representative of local NGO’s etc.) identified by a Registrar and registered in UIDAI’s CIDR as “Introducers”.

89. Can anyone with Aadhaar number become an Introducer?

No, an Introducer has to be authorized by the enrolling Registrar & registered in UIDAI’s CIDR as an “Introducer”.

90. Who is eligible to become an Introducer?

The eligibility criteria for an Introducer is as follows:

- i. Introducer should have an Aadhaar number prior to appointment; this needs to have been issued basis Pol/PoA verification (i.e., an Introducer can not have been enrolled through another Introducer)
- ii. Introducer must be easily accessible to residents
- iii. Introducer must be above the age of 18 years
- iv. Introducer should not have been convicted for any offence (self-declaration for the same to be taken)

91. Can NGOs also become Introducers?

An NGO as an organization cannot become an Introducer. However, an official working for the NGO can become an Introducer. An Introducer needs to have his/her Aadhaar number before he/she can become an Introducer. UIDAI will issue Aadhaar number to individuals & not to organizations.

92. What are the guidelines for appointing Introducers?

Broad guidelines that can be used by registrars for creating a list of introducers within their domain are as follows:

- i. The list of approved Introducers should go down till the village level so that the process of registration is not hampered due to lack of introducers.
- ii. Residents should have access to multiple Introducers so as to reduce dependence and potential constraints of having a single Introducer.
- iii. The Registrars need not keep the list of approved Introducers limited to their own department/organization. Village teachers, anganwadi workers, ASHA workers, postmen and even representatives of local NGO’s could be appointed as approved Introducers by Registrars. As an example, in NREGA, there are a number of NGOs involved in NREGA social audit, and the Registrars could nominate some of the representatives of these NGOs who work at the village level as the approved Introducers.
- iv. Introducer list should include members from credible organizations which have traditionally been advocates of vulnerable communities to make sure goal of

inclusion is truly achieved. For example, in the case of migrant workers, members from their employers (in large industries like construction, mining, etc) or representatives of NGOs who work specifically for their welfare could be recognized as Introducers.

93. What are the liabilities & obligations of Introducers?

- a. Obligation of the Introducer
 - i. Introducer confirms the identity and address of the resident they are introducing
 - ii. Introducer must only introduce residents who do not have documentary proof of identity or address
 - iii. Introducer is not obliged to introduce every person who approaches them
 - iv. Introducer cannot charge fees for introducing residents
- Liability of the Introducer - The Introducer maybe criminally liable if:
- i. Introducer colludes with a person to impersonate another person (dead or alive) at the time of enrolment.
 - ii. Introducer helps an Aadhaar holder to deliberately take on the identity of another person by changing their demographic information or colludes to provide false biometric information.

94. Will Introducers be limited to an area or can they introduce people anywhere in the country?

Introducers will be linked to a Registrar (one or many). Therefore, the Introducer can only introduce people with the Registrar's jurisdiction. In addition, a Registrar can further limit the operations of an Introducer by administrative boundaries (pin code, district level etc.)

95. Can the Registrar add / remove Introducers at a later stage?

Yes, Registrars can add / remove / modify Introducers at a later stage. The area of operations of an Introducer can also be modified at a later stage. UIDAI encourages Registrars to review performance of Introducers on an on-going basis and make changes to the list as required.

96. What is the Registrar's role in verification of documents during the enrolment?

Since the enrolment for the UIDAI is being done through Registrars, it is the responsibility of the Registrar to ensure that the documents are verified properly. Registrars should assign the same as a specific deliverable of Enrolment Agencies that they engage. For verification based on documents, the EA's operator will verify the documents and sign/stamp the documents as a proof of Verification. In addition, the Registrar is responsible for storing a copy of the PoA / Pol document. Registrar should develop a suitable mechanism for storing & retrieving (as & when required) the PoA / Pol documents of residents being enrolled via the Registrar.

97. What documents should the Registrar examine during verification procedure?

The Registrar should verify PoA & Pol documents and keep a copy of the same during the verification procedure. The detailed list of acceptable documents is available in Resident Enrolment Process & Demographic Data Standards and Verification procedure (DDSVP) Committee Report.

Information, Education, Communication (IEC) Related

98. What is the overall communication strategy for Aadhaar?

The aim of the communication strategy is to ensure universal and uniform understanding of the product /service that is Aadhaar. This involves identifying the various stakeholders of the project, creating a brand value proposition and utilizing various communication channels to disseminate this information.

99. What are the objectives for IEC?

The following are the key objectives for the communication strategy of Aadhaar:

- i. Ensure complete coverage across all residents
- ii. Ensure full understanding of the product / service - Aadhaar
- iii. Ensure residents understand Aadhaar enrolment process
- iv. Understanding of what the brand Aadhaar stands for
- v. Mobilizing people for enrolment, including influencers, introducers etc
- vi. Create and sustain demand beyond enrollment

100. What are the specific groups that Aadhaar aims to communicate to?

Aadhaar aims to communicate with all key stakeholders involved in Aadhaar. These include:

- i. Residents of India
- ii. Introducers
- iii. Registrars & Enrolment Agencies
- iv. Ecosystem (comprising of central / state government, public and private sector agencies)
- v. Support groups

101. What are the different means of communication?

The different channels are outlined below:

- i. Broadcast: Traditional and new mass media.
- ii. Information: Information sources within and beyond the broadcast medium.
- iii. Outdoors: Local activities at all outdoor touch points.
- iv. Entertainment: Films, theatre, songs and other relevant entertainment avenues.
- v. Inter-personal: One-on-one or group interactions.
- vi. UIDAI Support infrastructure: Registrar and Enrolment Agency infrastructure.

102. What are the timelines associated with each, and when should the process be initiated?

Timelines will differ for each Registrar, depending on the target group, geographic distribution and enrollment strategy. As outlined in the Communication strategy documents (http://uidai.gov.in/documents/Aadhaar_PDF.pdf), Registrars that require Introducers for resident enrollment are suggested to begin the process 45 days prior to enrollment. In general, mass awareness activities could commence 30 days prior to enrollment.

103. What are the Dos & Don'ts with respect to the use /display of the UID Number in our

(Registrar) processes/documents? Does the UIDAI have a brand logo / name usage guidelines?

The UID number should henceforth be referred to as Aadhaar. The usage of the word Aadhaar should be restricted to that of a proper noun. For example, usage such as “NREGA ka Aadhaar” and “Ration ka Aadhaar” should be avoided. The guidelines for the display of Aadhaar logo will be provided separately.

104. Have the messages and creatives for the campaign been finalized?

Yes, we will be following a 3 layered approach to convey the messages of Aadhaar to the resident. Layer 1 consists of basic benefits that Aadhaar can guarantee by itself, Layer 2 conveys the higher level benefits that the brand stands for and Layer 3 consists of co-branding and enrollment process related messaging. A more detailed description of these can be found in the Registrar On-boarding document and in the ACSAC report mentioned above.

105. Who is responsible for converting these messages into creative elements (like posters, print, audio, visuals, jingles etc)?

UIDAI has retained the services of an advertising agency to convert these messages into creative elements. UIDAI will work with the registrars to provide flexibility to customize some of the creative elements.

106. What flexibility does the Registrar have in changing these messages?

Since Layer 1 and 2 messages are related to Aadhaar brand, it is recommended that there are no changes. Layer 3, which will involve co-branding with the Registrar, can be modified based on discussions with the registrar.

107. When and how will the creatives be produced?

For mass media, UIDAI recommends the use of its appointed production agencies. For other print and local level creatives, UIDAI recommends providing the registrar with the creative elements that the registrar can then produce with their empanelled agencies. Discussions will be required at the beginning of the Onboarding process to decide on the agencies that will be used for production.

108. What is the overall responsibility for funding IEC expenses? How will it be shared between the Registrar and the UIDAI?

Only IEC activities planned by the UIDAI will be funded by the UIDAI. UIDAI will provide the funding where required at the production and execution stage, for all material related to the Aadhaar brand (Layer 1 and Layer 2). The funding for Layer 3 will also be provided by UIDAI. However, any additional requirements by the Registrar for dissemination of information pertaining to their specific needs will need to be borne by the Registrar.

109. Who will conduct workshops for Introducers, NGOs & other influencer groups at grass root level?

Registrars as well as the UIDAI should conduct information sessions and workshops to educate the key constituencies of Aadhaar and its benefits.

110. Does the UIDAI have plans to measure the impact of the communication exercise?

UIDAI intends to conduct a comprehensive impact study on the effectiveness of communication and nature of messages that resonate with the resident. This learning will then be fed back into future communication outputs and enhance future Aadhaar campaigns.

111. What will be the role of an enrolment agency in publicity for the project?

Prior to the commencement of the Enrolment operations, the Enrolment Agency shall work closely with the Registrar in publicizing the UID, its importance and schedule for UID registration in that location. During the enrolment operation also, publicity and awareness shall be done in coordination with the local authorities to encourage UID registrations. All content and material for such publicity will be jointly worked by UIDAI/Registrar and shall conform to specifications laid down by UIDAI.

112. Who are the key contact people within the IEC team for UIDAI?

UIDAI Head Office:

- i. NK Sinha, DDG (01123752761; nksinha@uidai.gov.in)
- ii. Awadhesh Kumar Pandey, ADG Media (01123752678; awadheshuidai@gmail.com)
- iii. Shankar Maruwada (09845389067; shankarmaruwada@gmail.com)
- iv. SudarshanGangrade (09886600927, sudarshang01@gmail.com)
- v. MihirSheth (09611035678; mihir.uid@gmail.com)
- vi. UIDAI Regional Office DDG/ADG

Logistics Related

113. What is the mode of transfer of enrolment data to the CIDR? Does the Registrar have any role in this regard?

The preferred mode for data transfer is through data pipes. Data couriered through standard carriers on 4 GB memory sticks are also accepted. The responsibility for data transfer and cost for thereof lies with the Enrolment Agency.

114. Will the pen drives be returned to EAs?

Yes, Pen drives will be aggregated and returned on a monthly basis to a centralized address of the EA/Registrar. The same memory stick may not be returned. Hence size and brands have been recommended.

115. What is the prescribed size and brand of pen drives?

Pen drives of 4 GB memory of the following brands have been prescribed: Kingston, San Disk, Transcend, Amkette and Moser Baer.

116. What should the EA do if the data is lost in transit?

The client software prompts the Enrolment device automatically to re-send lost/corrupted data. It is therefore essential that the EA ensures that every enrolment device (registered laptop) connects with the CIDR every day, or at least once in two days.

117. Is internet connectivity required at each enrolment centre?

No. However, each laptop, registered as an enrolment device, needs to connect to the CIDR as per the periodicity defined above.

Grievance Related

118. What is the Registrar / EA's role in grievance resolution?

The registrar is expected to put in place a team that would serve to quickly address any matters requiring resolution that may pertain to the Registrar, but may be conveyed to the UIDAI Contact Centre. Queries / grievances which need Registrar/enrolment agency involvement will be transferred to the Registrar appointed nodal officer through a web portal. The time taken for resolutions will be finalized jointly.

119. What if a Resident gets rejected by the UIDAI and is not issued the Aadhaar no.?

The reason for rejection along with steps to be taken post rejection will be communicated to the resident and the Registrar.

120. What if a Resident misplaces his Aadhaar letter /forgets his Aadhaar no.?

The resident can contact the Contact Centre (through phone / letter / email) with the enrolment number and make a request for sending a second letter communicating the Aadhaar number. This may be a paid service.

In case the Aadhaar number has been used to avail a service or benefit, the resident can contact the agency that offers the same, to obtain the Aadhaar number.

In case none of the above is possible, the resident will need to write/email/call the Contact Centre with the name, age, address, email ID/phone no. given at the time of enrolment and the approximate date and location of enrolment (village, district etc.). The Aadhaar number will be retrieved and a second letter sent to the address given at the time of enrolment. This may be a paid service.

121. What if the Aadhaar letter does not get delivered to a Resident?

If a reasonable period has passed (25 days from enrolment) the resident will need to call/email the Contact Centre with the enrolment number; a copy of the Aadhaar letter will be sent to the address given at the time of enrolment.

122. What can the Resident do if there are spelling mistakes / other demographic error in his/her Aadhaar letter?

- a. During enrolment, even when the data is entered, the resident can see the data entry and is expected to point out errors at this stage. Prior to finalization and printing of the Enrolment Acknowledgment, one more opportunity is presented to make corrections.

In the event that both opportunities are missed, the demographic updation procedure will need to be followed. This may involve a physical visit with documents, to a designated centre.

Aadhaar-enabled Applications Related

123. How do I use the Aadhaar number once it is allotted to residents?

Aadhaar number along with a biometric authentication from UIDAI is a proof of identity. Aadhaar can be used in 2 different ways:

- i. **De-duplication:** Since UIDAI will ensure that the same resident will not be issued two Aadhaar numbers, these numbers are truly unique and can be used to de-duplicate existing databases or create new ones.
- ii. **Authentication:** At the time of delivering a service to the resident, UIDAI recommends that the Aadhaar number is captured along with a biometric (one or more fingerprints, iris), verified online with UIDAI and service delivered only to the valid resident. In situations where the biometric is not available or the need for authentication is not as high, demographic data along with the Aadhaar number can be verified with UIDAI, and used as more basic verification. UIDAI does not guarantee the authenticity of the resident in this case.

The typical applications for Aadhaar can be in the delivery of public service programs such as NREGA, PDS, Pension, SSA, JSY, Healthcare, etc. The UIDAI website offers whitepapers on leveraging Aadhaar for various services such as financial inclusion, PDS delivery etc.

124. How can a Registrar's existing applications (e.g. PDS) be integrated with Aadhaar?

UIDAI can assist in defining the process of Aadhaar-enabling existing registrar applications. UIDAI can assist in multiple areas – technology, business planning, communication, etc, depending on specific needs and timelines.

125. As a registrar, and for other security reasons, can we introduce the concept of cards with the Aadhaar number imprinted on them? If yes, are there standards prescribed by UIDAI?

Registrar can issue cards or other forms of ID with Aadhaar number on them. UIDAI will provide a brand manual, with specific guidelines on usage of Aadhaar logo and number.

126. How does a Registrar get the resident's Aadhaar number embedded in the application / card if the resident has already enrolled through another Registrar?

The resident needs to be prompted for their Aadhaar number and some form of bio-metric (one or more fingerprints, iris) and then authenticated with UIDAI. Once the UIDAI confirms that this is indeed the right resident, then the Aadhaar number should be captured and associated with the beneficiary in the registrar's application.

127. What are the ways in which Aadhaar-based authentication can be done?

Aadhaar-based authentication can be done through multiple channels including mobile, internet, kiosks, phone, etc. The architecture will support both assisted as well as self-service modes of access.

128. How should the Aadhaar number be used by the Registrar, are there any rules and restrictions in display and publication of Aadhaar number?

The Authority will publish its policy on display and publication of the Aadhaar number shortly and will inform Registrars and all Aadhaar number users of the same.

National Population Register (NPR) & RGI Related

- 129. How is the UIDAI's effort in building the Aadhaar database different from the RGI's effort in building the National Population Register? Why are two separate Government organizations collecting data on demographics instead of making it a united effort and saving cost and effort?**

The purpose of the National Population Register is to enumerate persons living in a particular demarcated area. It is being prepared by the Registrar General of India (RGI) under the Citizenship Rules of 2003. The purpose of the UIDAI is to issue Aadhaar numbers to residents of India so as to enable better delivery of benefits and services. Aadhaar makes this possible by providing a unique identification of the residents, eliminating fakes and duplicates in existing databases.

In addition, the UIDAI is providing authentication services; any agency engaged in delivery of benefits and services can use the authentication services of the UIDAI to identify and ensure that actual beneficiaries are able to receive their entitlements as well as plug the leakages in the system through elimination of fake/duplicate beneficiaries.

The implementation strategy of UID would preclude any duplication of costs since the strategy clearly mentions that enrollment costs are payable to the Registrars only after successful generation of a UID number. The de-duplication technology adopted by UIDAI would ensure that only one UID number is generated for every resident, which in turn would ensure that there would be no duplication of costs.

- 130. Why is the UIDAI using multiple Registrars? Why not do this through the RGI alone? Why is the UIDAI asking States and other Central Agencies to sign MoUs for enrollments when the NPR can do enrollments for the UIDAI?**

The NPR will be used to maximize coverage in building the Aadhaar database. The multiple registrar model has been envisaged to facilitate the embedding of Aadhaar numbers into Registrar applications at the germination stage itself, which will in turn enable Registrars to immediately leverage the benefits possible from Aadhaar. This would also serve as a driver for rapid and convenient enrolment of residents – by extending far greater coverage and choice, than is possible through a single registrar.

As Registrars have to capture additional demographic data – more than that required by UIDAI, to update their databases, in order to fully leverage Aadhaar, this exercise is inevitable and should not be construed as avoidable duplication of effort and cost. Resident enrolment for Aadhaar provides an opportunity for all state departments to develop a common set of these data requirements and collect this at one time during enrolment to achieve efficiencies and standardization.

As a parallel focus, the UIDAI is engaging agencies who are best suited to reach marginalized residents who currently may not have identity documents and therefore don't have access to the benefits they are entitled to. The UIDAI will partner with these agencies and use the 'Introducer' model to give an identity to these residents.

State Governments and other potential Registrars are at liberty to evaluate the benefits of Aadhaar and initiate enrollment through their units which stand to gain, or to work on building the applications / authentication services at a later date after enrolments are done.

131. How can the UIDAI ensure that there is no duplication of effort between state registrars and RGI?

UIDAI suggests that States interact with the RGI and communicate their enrolment plan (geographic coverage, target timelines) so that the RGI can plan accordingly and avoid any potential duplication of coverage.

UIDAI has also made provisions in its process and software to ensure duplication effort of enrolment is avoided. The enrolment software is capturing TIN number (RGI reference number from census) at the time of resident enrolment. A reference table providing TIN # and Aadhaar No. will be provided to RGI, and this will help ensure that RGI does not enrol residents already having Aadhaar no.

132. If there is an issue with the data that is collected in door to door verification during the census, do I contact the UIDAI or the RGI?

Issues regarding the data collected in door to door verification are to be directed to the RGI. The Grievance Helpline details are as follows: 1800-110-111 / 1800-345-0111 / email: rgi.rgi@nic.in. Escalations may be forwarded to Deputy Director General, Mr. S.K. Chakrabarti (Telefax number 011-23381357; e-mail id drg-mnic.rgi@nic.in).

133. How will the Unique ID ensure illegal migrants are not enrolled?

Every resident of India, who meets the verification standards defined for UID enrollment, is eligible to get an Aadhaar ID. The Aadhaar number will only validate the identity of the resident, and does not confer citizenship right to the holder of the number.

134. If a resident has to update name/address after it is submitted during the census, do they contact the UIDAI or the RGI?

The NPR operation for manual collection of data is underway. The second part of this process is capture of biometrics of the resident. The RGI will be conducting camps across the country for this purpose. At the time of biometric capture, the resident may make necessary corrections in the relevant demographic data to ensure accuracy of their data.