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Introducer Enrolment & Monitoring Process

Version 1.2

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Introducer Enrolment process is a reference document for UIDAI & Registrar officials involved in enrolment of Introducers for a given Registrar. This document provides detailed guidelines & steps in the process of enrolling a network of Introducers via Registrars.

IE 1. Table of Contents

IE 1.	Table of Contents.....	2
IE 2.	Document Control.....	3
IE 2.1	Revision History	3
IE 2.2	How to Read This Document.....	3
IE 2.3	Legends	3
IE 2.4	Abbreviations used	4
IE 3.	Process Overview.....	5
IE 3.1	Goals & Objectives	5
IE 3.2	Scope	5
IE 3.3	Prerequisites for Process	6
IE 3.4	End of Process	6
IE 3.5	Roles & Responsibilities.....	6
IE 4.	Process Details	8
IE 4.1	Introducer Enrolment & Monitoring Process Flow	8
IE 4.2	Introducer Enrolment & Monitoring Process Description.....	9
IE 5.	Annexure.....	13
IE 5.1	Standards & Guidelines	13
IE 5.1.1.	Obligations & Liabilities of an Introducer.....	13
IE 5.1.2.	Eligibility Criteria for an Introducer	13
IE 5.2	Formats, Templates & Checklists.....	13
IE 5.2.1	Consent Form for Introducer	13

IE 2. Document Control

IE 2.1 Revision History


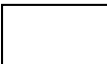
Version No	Release Date	Nature of Change
1.1	17-Aug-2010	First release version aligned to software version 1.1
1.2	06-Dec-2010	Release aligned to software version 1.2 mentioning district as the administrative unit that can be tracked by the software

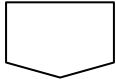
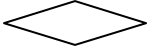

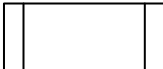

IE 2.2 How to Read This Document

This process document is organised as under:

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 the output of the process is.
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 enrolment process. Guidelines are provided to streamline the processes and help achieve better quality output.
 - b) Formats, Templates & Checklists: This section consists of sample formats of various forms and checklists used in the scope of this process.

IE 2.3 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
	Signifies an automated step requiring no human intervention

IE 2.4 Abbreviations used

- UID - Unique Identification
- UIDAI - Unique Identification Authority of India
- KYR - Know Your Resident
- KYR+ - Fields required in addition to KYR fields required by the Registrars
- NGO - Non Government Organisation
- CSO - Civil Society Outreach

IE 3. Process Overview

IE 3.1 Goals & Objectives

This document is intended to provide necessary inputs to the UIDAI members & Registrars to carry out enrolment, training and performance monitoring of Introducers in the UIDAI ecosystem.

The objective is to provide detailed guidelines for identifying & enrolling the Introducers via the relevant Registrars and ensuring the Introducer list remains updated based on performance monitoring & new needs of the Registrar / UIDAI.

IE 3.2 Scope

The main objective of the Introducer system is to enable inclusion of people into the AADHAAR number who are otherwise hard to reach and may not be able to provide proof of identity and address. In situations where a resident is unable to provide proof of identity or proof of address they can be introduced for an AADHAAR number by a pre designated "Introducer".

Key goals of the Introducer system are as follows:

- Provide every resident having no documented proof an alternate method to confirm their identity and address.
- Ensure availability of multiple Introducers in every geographic area so that residents are not being harassed by a single person and the Introducer network includes people from government and other agencies such as banks, civil society groups, etc. ,
- Ensure non repudiation by enrolling Introducers and making sure that Introducers have their AADHAAR number created before becoming an Introducer.

Broad guidelines that can be used by Registrars for creating a list of Introducers within their domain are as follows

- The list of approved Introducers should preferably go down till the village/resident level so that the process of registration is not hampered due to lack of Introducers.
- At the ground level, residents should have access to multiple Introducers so as to avoid harassment by a single Introducer.
- The Registrars need not keep the list of approved Introducers limited to their own department/organization; village teachers, anganwadi workers, ASHA workers, postmen, elected local body representatives (such as Panchayat Pradhan & members, Block Samiti, Zila Parishad members, urban local body members etc.) and even representative 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.
- Introducer list should include 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, their employers

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(in large industries like construction, mining, etc) or representatives of NGOs who work specifically for the welfare of migrant workers, could be recognized as Introducers.

The scope of this process includes:

- Identify, train and enrol Introducers into AADHAAR
- Ensure adequate number of Introducers are available to support resident enrolment
- Ongoing monitoring and updates of the Introducer database

IE 3.3 Prerequisites for Process

- Registrars on-boarded & ready to begin enrolments

IE 3.4 End of Process

- Introducer enrolled and available for resident endorsement

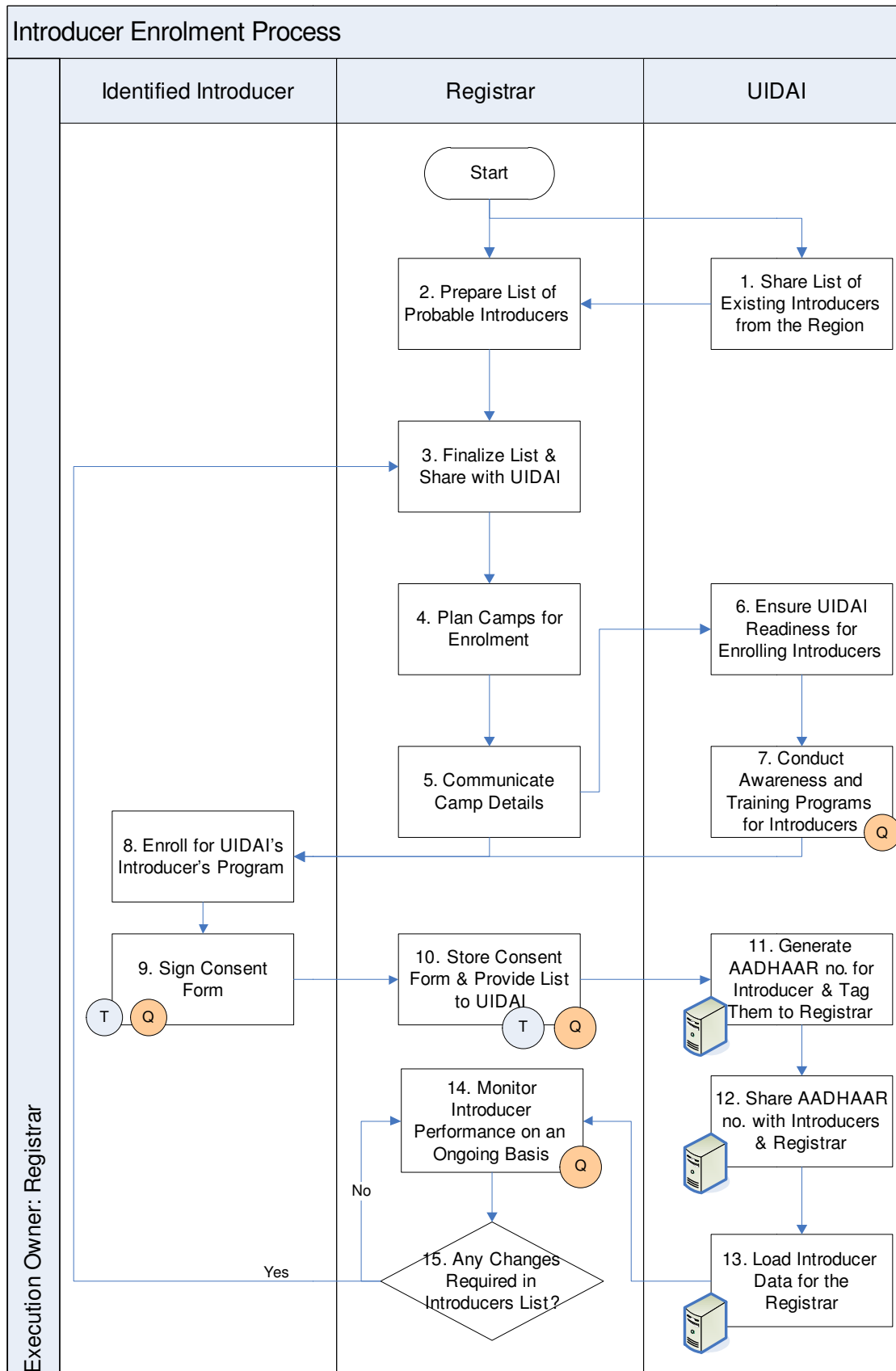
IE 3.5 Roles & Responsibilities

Role	Organization	Responsibilities
Nodal Officer assigned for respective Registrar	UIDAI	<ul style="list-style-type: none"> • Obtain list of existing Introducers in the geography / domain under consideration • Share list of existing Introducers with on-boarded Registrars • Engage with the Registrars to provide guidance on the Introducer concept and directions on preparing an Introducer list • Once Introducer lists are prepared, ensure UIDAI readiness for enrolling Introducers • Organize an awareness and training program to ensure all Introducers are aware of the UIDAI concept and the objective of the Introducer program • Ensure Registrar Nodal Officer shares the final list of Introducers after receiving the consent from Introducers • Ensure CIDR generates AADHAAR number for Introducer and tags them to Registrar • Ensure Introducers' AADHAAR number is shared with the Introducer and the relevant Registrar • Ensure Introducer data for the Registrar is available in the client software • Track updated Introducer data for the Registrar

Role	Organization	Responsibilities
Nodal Officer	Registrar	<ul style="list-style-type: none"> • Prepare a list of authorized Introducers • Based on inputs from UIDAI, review and finalize list of Introducers and notify the same in a public manner. • Organize camps for enrolment of Introducers to ensure that all Introducers on the final list are enrolled into the program • Communicate camp details to probable Introducers in advance to increase attendance • Obtain consent from Introducers • Store consent letters & communicate final list of Introducers to UIDAI's Nodal Officer • Put in place systems to ensure ongoing monitoring of the Introducer list occurs at regular intervals • Based on performance, make changes/additions to the list as required and share with UIDAI • Ensure that both UIDAI and the Registrar have the most up-to-date list of Introducers at all times • Publicise the Introducer concept to make residents aware • Provide the resident information about acceptable Introducers
Identified Introducer	Registrar or affiliated NGO/CSO/Field agents	<ul style="list-style-type: none"> • Enrol for UIDAI's Introducer program • Attend awareness and certification programs organized by UIDAI to be attuned with their role • Be conversant with the UIDAI guidelines on Introducers • Be available at enrolment stations at time of enrolment in respective locations • Understand obligations & liabilities of being an Introducer & provide consent for the same • Introduce the marginalized as per Resident Enrolment process

IE 4. Process Details

IE 4.1 Introducer Enrolment & Monitoring Process Flow



IE 4.2 Introducer Enrolment & Monitoring Process

Description

S. No	Step	Responsibility	Reference
	Start In parallel proceed to: 1. Share List of Existing Introducers from the Region 2. Prepare List of Probable Introducers		
1.	Share List of Existing Introducers from the Region UIDAI to share with the on-boarded Registrar the list of enrolled Introducers (if any exist) in the regions to be covered by the said Registrar. This will be helpful in avoiding repetitions, ensure availability of trained & registered Introducers and also provide the Registrar with a sense for the profile required of an Introducer.	UIDAI's Nodal Officer	
2.	Prepare List of Probable Introducers Registrar to prepare a list of Introducers based on the broad guidelines issued by UIDAI in the Demographic Data Standards and Verification Procedure (DDSVP) committee report and section IE 5.1.2. Eligibility Criteria for an Introducer. Besides the local administration bodies & elected members, UIDAI recommends involving CSOs & NGOs in the Introducer system to ensure the marginalized & unreached are covered. Introducers may be mapped to district/block/village level but the Enrolment Client will validate this only upto District level. The Registrar would need to monitor Introducer performance to ensure that the Introducer limits his / her introductions to the assigned territory only.	Registrar Nodal Officer	IE 5.1.2. Eligibility Criteria for an Introducer
3.	Finalize List & Share with UIDAI Based on inputs received from the Registrar organization and affiliates in the field (e.g. NGOs/CSOs) Nodal Officer to finalize the list of Introducers and share it with UIDAI.	Registrar Nodal Officer	
4.	Plan Camps for Introducer Enrolment Registrar to plan special camps for enrolling Introducers at the local level in co-ordination with Enrolment Agencies and field affiliates. These camps should be planned at an appropriate level of geographic reach. Introducers will undergo a short training & will get enrolled in these camps. These camps should be held 30 days before the resident enrolments are scheduled to begin.	Registrar Nodal Officer	

S. No	Step	Responsibility	Reference
5.	<p>Communicate Camp Details To ensure smooth enrolment of Introducers, Registrar Nodal Officer should communicate details of the camp to the following about 15 days in advance:</p> <ul style="list-style-type: none"> • Introducers • UIDAI • Enrolment Agency 	Registrar Nodal Officer	
6.	<p>Ensure UIDAI Readiness for Enrolling Introducers At times, Introducer enrolment will precede standard resident enrolments. As a result, the Registrar may not be fully equipped to carry out the enrolments & may not have necessary logistics arrangement in place. On a case to case basis, UIDAI could provide the necessary support & help Registrar carry out the Introducer enrolments.</p> <p>If required, UIDAI's Nodal Officer will also work with the relevant UIDAI teams to ensure that the Introducers are enrolled & their letters shared on a priority basis to meet the enrolment timeline.</p>	UIDAI's Nodal Officer	
7.	<p>Conduct Awareness and Training Programs for Introducers Prior to enrolment, UIDAI to conduct programs to sensitize the Introducers to the UIDAI objective. Program to also act as a medium to educate the Introducers on the guidelines for Introducing residents, liabilities & obligations of Introducers.</p> <p>This training program can be conducted on the day of enrolment camp itself.</p>	UIDAI's Nodal Officer	IE 5.1.1. Obligations & Liabilities of an Introducer
8.	<p>Enrol for UIDAI's Introducer's Program After attending the awareness and training program the Introducer should attend the enrolment camp and enrol for the Introducer's program.</p> <p>The Introducers should be enrolled in the manner as defined in the Resident Enrolment Process.</p>	Introducer	Resident Enrolment Process
9.	<p>Sign Introducer Consent Form After undergoing the training & enrolling for Introducer program, the Introducer should provide consent that he/she has understood the liabilities & obligations of being an Introducer.</p> <p>Use template IE 5.2.1 Consent Form for Introducer for the same.</p> <p>In parallel, move to steps 10 & 11.</p>	Introducer	IE 5.2.1. Consent Form for Introducer

S. No	Step	Responsibility	Reference
10.	<p>Store Consent Form & Provide List to UIDAI</p> <p>Registrar should file the consent forms in appropriate manner (either electronically or as hard-copy) to ensure retrieval as and when required. In addition, Registrar Nodal Officer should provide a confirmation to the UIDAI Officer that all Introducers have signed the consent form & agreed to be Introducers.</p> <p>Proceed to Step 14. Ongoing Monitoring & Updates Sub Process</p>	Registrar	Template for Sharing Introducers List part of Tech kit
11.	<p>Generate AADHAAR no. for Introducer & Tag Them to Registrar</p> <p>UIDAI to generate AADHAAR number for each Introducer as per the standard processes. UIDAI to also tag the Introducer data to respective Registrars to facilitate:</p> <ul style="list-style-type: none"> • Easy access to Introducers' name while resident enrolment • Performance monitoring • Tracking of Introducers 	UIDAI's Nodal Officer	
12.	<p>Share AADHAAR number with Introducers and Registrar</p> <p>On generating the Introducers AADHAAR number and tagging it to the Registrar, UIDAI to share the number with the aforementioned parties</p>	UIDAI's Nodal Officer	
13.	<p>Load Introducer Data for the Registrar</p> <p>Consolidate and Upload the Introducer data in the client software to ensure the Introducers' list is available during resident enrolment and to facilitate easy tracking and monitoring.</p>	UIDAI's Nodal Officer	
14.	<p>Monitor Introducer Performance on an Ongoing Basis</p> <p>Based on detailed guidelines furnished by UIDAI on performance monitoring metrics for Introducers, Registrar to track and monitor performance of each Introducer at regular intervals. Some suggested parameters for the same are:</p> <ul style="list-style-type: none"> • No. of expected Introductions vs. actuals • Expected area of operations vs. actuals • Expected marginalized group vs. actuals • Field surveys / audits 	Registrar Nodal Officer	Detailed policy and guideline for Introducer

S. No	Step	Responsibility	Reference
15.	<p>Any Changes Required in Introducers List?</p> <p>The Registrar's Nodal officer should check if on the basis of performance monitoring any changes are required in the Introducers List.</p> <ul style="list-style-type: none"> • If yes, then proceed to Step. 3 Finalize List & Share with UIDAI • If no, revert to Step 14. Monitor Introducer Performance on an Ongoing basis <p>Other situations that may necessitate changes in Introducers' list include (but not limited to):</p> <ul style="list-style-type: none"> • Transfers / retirement / recruitment of new Registrar employees • Election / elimination of elected members for a locality • Changes in operation areas / activity level of CSOs / NGOs 	Registrar Nodal Officer	

IE 5. Annexure

IE 5.1 Standards & Guidelines

IE 5.1.1. Obligations & Liabilities of an Introducer

Obligations

- Introducer confirms the identity and address of the resident they are introducing
- Introducer must only introduce residents who do not have documentary proof of identity or address
- Introducer is not obliged to introduce every person who approaches them
- Introducer cannot charge fees for introducing residents

Liabilities

The Introducer may be criminally liable if:

- Introducer colludes with a person to impersonate another person (dead or alive) at the time of enrolment.
- Introducer helps an AADHAAR holder to deliberately take on the identity of another person by changing their demographic information or even colludes to provide false biometric information.

IE 5.1.2. Eligibility Criteria for an Introducer

The eligibility criteria for an Introducer are as follows:

- Introducer should have an AADHAAR number prior to appointment
- Introducer must be easily accessible to residents
- Introducer must be above the age of 18 years
- Introducer must not have a criminal record
- For inclusion of certain marginalised groups representatives of NGO's working with the Marginalised groups maybe appointed.

IE 5.2 Formats, Templates & Checklists

IE 5.2.1 Consent Form for Introducer



Introducer consent
letter.docx