

# Aadhaar Handbook for Registrars

Unique Identification Authority of India  
Planning Commission,  
Government of India





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## 1. Introduction

The inability to prove identity is one of the biggest barriers preventing the poor from accessing benefits and subsidies. No nationally accepted, verified identity number exists in the country that both the residents and agencies can use with ease and confidence. Different service providers also often have different requirements in the documents they demand from the residents, the forms that require filling out and the information they collect on the individual. Such duplication of effort and identity silos increase the overall cost of identification and cause inconvenience to the resident. Any process that uniquely identifies a resident and ensures instant identity verification would help to reduce transaction costs, transform delivery of a host of social welfare programs and help to eliminate duplicate identities and fraud. The savings on this account can be immense and today when States are fiscally stressed, freeing up of resources would provide the desired flexibility in either extending the welfare net or increasing the benefits under the existing programs or simply improving the fiscal situation .

Keeping the above in mind, the Unique Identification number (Aadhaar) has been conceived by the Government of India as a means for residents to clearly and uniquely verify their identity anywhere in the country.

This handbook is meant to **give an overview of Aadhaar, the process to generate Aadhaar numbers, use its authentication services and update it on an ongoing basis**. Detailed process manuals, which will be available on the UIDAI website, may be referred for implementation.

**Previous attempts at building ‘unique’ databases have been beset by quality issues and challenges in the lack of consistent implementation.** This project therefore has defined detailed guidelines and templates for the same; especially keeping in mind that Aadhaar will be built through a network of Registrars and enrolment agencies dispersed across the country. The success of the project will be strongly determined by the quality of data collected; as such all partners may therefore keep in mind the need to adhere to these guidelines.



**As our partners, Registrars are requested to share feedback extensively and engage with the UIDAI in making this a robust and successful exercise.** The handbook and the manuals will be updated on the basis of feedback and will be posted on our website on a continuous basis.

## 2. Aadhaar Overview

Aadhaar, which means ‘foundation’ in many Indian languages, has the following **Features and Benefits**:

1. **One Aadhaar = 1 beneficiary:** Aadhaar is a unique number, and no resident can have a duplicate number since it is linked to their individual biometrics; thereby **identifying fake and ghost identities** which result in leakages today. Savings from eliminating duplicates and fakes through Aadhaar-based identification will further enable governments to expand benefits to other eligible residents
2. **Portability:** Aadhaar is a universal number, and agencies and services can contact the central Unique Identification database from anywhere in the country to confirm a beneficiary’s identity
3. **Inclusion of those without any existing identity documents:** A problem in reaching benefits to poor and marginalized residents is that they often lack the identification documents they need to receive State benefits; the ‘Introducer’ system which has been approved for data verification for the UIDAI will enable such residents to establish an identity
4. **Electronic benefit transfers:** the UID-enabled-Bank-Account network will offer a secure and low cost platform to directly remit benefits to residents without the heavy costs associated today with benefit distribution; the leakages in the current system will also be stemmed as a result
5. **Aadhaar-based authentication to confirm entitlement delivered to the beneficiary:** the UIDAI will offer online authentication services for agencies who wish to validate a resident’s identity; this service will enable confirmation of the entitlement actually reaching the intended beneficiary
6. **Improved services through increased transparency:** Clear accountability and transparent monitoring would significantly improve access and quality of entitlements to beneficiaries and the agency alike



7. **Self-service** puts residents in control: Using Aadhaar as an authentication mechanism, residents should be able to access up-to-date information about their entitlements, demand services and redress their grievances directly from their mobile phone, kiosks or other means. In the case of self-service on the resident's mobile, security is assured using two-factor authentication (i.e. by proving possession of the resident's registered Mobile Number and knowledge of the resident's Aadhaar PIN). These standards are compliant with the Reserve Bank of India's approved standards for Mobile Banking and Payments. (Please see Annexure for how mobile phone can be used for Aadhaar enabled applications)

### Aadhaar-enabled Applications

Aadhaar can be used in **any system which needs to establish the identity of a resident and/or provide secure access for the resident to services/benefits** offered by the system. Aadhaar can be used in the delivery of the following programs (indicative list – details in Annexure):

- **Food & Nutrition** – Public Distribution System, Food Security, Mid Day Meals, Integrated Child Development Scheme
- **Employment** – Mahatma Gandhi National Rural Employment Guarantee Scheme, Swarnajayanti Gram Swarozgar Yojana, Prime Minister's Employment Guarantee Program
- **Education** – Sarva Shiksha Abhiyaan, Right to Education
- **Inclusion & Social Security** – Development of Primitive Tribe Groups, Indira Gandhi National Old Age Pension Scheme, Indira Awas Yojana
- **Healthcare** – Rashtriya Swasthya Bima Yojana, Janashri Bima Yojana, Janani Suraksha Yojana, Aam Aadmi Bima Yojana
- Other miscellaneous purposes including Property Transactions, Voter ID, PAN Card etc.

As per its mandate, the UIDAI will actively work on defining the usage of Aadhaar nos. across applications and services, in partnership with concerned Registrars and agencies.

Integration of Aadhaar brings **two primary benefits to the Registrar** and agencies:



- 1. 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, integrate existing databases or create new ones.
- 2. 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), verify online with UIDAI and deliver the service 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 a more basic verification. UIDAI does not guarantee the authenticity of the resident in this case.

Thus, registrars who partner with the UIDAI to enroll residents, can integrate Aadhaar nos. into their programs (referred here as applications), to leverage the benefits of Aadhaar from day 1 of starting operations. These benefits will accrue as soon as enrolment starts – in the form of de-duplicating the existing databases and removing fake/ghost identities. In addition, benefits of substantially larger scale can be realized if Aadhaar number and Aadhaar based authentication is integrated into the Registrar’s existing systems to track and accurately deliver benefits to targeted residents. The monitoring of these systems by residents, community and state authorities could also be made more efficient and effective by using Aadhaar enabled online/mobile solutions.

However, State Governments need not wait to develop their customized applications before starting the enrolment process. Registrars can integrate Aadhaar –based authentication at a later date also, by re-designing their systems and processes to include the Aadhaar ID and Aadhaar based authentication.

See Annexure for details of Aadhaar-enabled state applications

### Benefits of online over offline Authentication

Currently the delivery of benefits is authenticated through offline systems – in many cases, a physical ID card that’s issued to a beneficiary and increasingly through smart cards which carry additional authentication details tagged to a beneficiary. In contrast, Aadhaar offers real time, online authentication. The following table offers a comparison of offline and online authentication methods:

Issues	Offline	Online
Addresses duplicate records	✓	✓
Information	Resides in “smartcard”	Resides in “virtual card”
Business application	Resides in each device	Resides online in the backend cloud
Device type	Complex, expensive	Simple, inexpensive
Cost & lifecycle management	High	Low
Flexibility to add applications	Difficult	Easy
Interoperable /choice	✗	✓
Real-time	✗	✓
Fraud detection and analytics	Difficult	Easy
Any Device (Incl. mobile)	✗	✓
Can work without connectivity	✓	✗

It is evident from the above that Online authentication will prove to be beneficial over the lifecycle of the program and offer far greater flexibility, inter-operability across programs and fraud detection at far lower costs.

### How will Aadhaar be built?

**Aadhaar will be built in partnership with Registrars.** Registrars will collect demographic & biometric data from residents directly or through Enrolment Agencies. Aadhaar will be issued by the UIDAI to residents after de-duplication of data. The UIDAI will collect demographic data on the resident’s name, address, gender and age; this is collectively known as KYR fields (KYR = Know Your Resident)). The UIDAI will also collect biometric data with the resident’s photograph, 10 fingerprints and both iris scans.



**Registrars have the flexibility to collect additional data**, which will be referred to as 'KYR+' fields for the various applications they have in mind.

The UIDAI has defined guidelines, standards and technology systems to execute the entire process. The same are outlined in this document. Financial support will also be provided for Registrars to operationalise this program, for 10 crore enrolments during the pilot phase ending March 2011. Registrars can also leverage the Ecosystem that has been built by the UIDAI in order to support them in this process.

### **What is the Aadhaar Ecosystem?**

The UIDAI has identified the following partners and defined processes for Registrars to commence operations with minimal effort:

1. **Enrolment agencies:** To enable quick on-boarding of enrolment agencies, UIDAI has empanelled about 220 enrolment agencies across all States and Union Territories. These agencies have been categorized by technical and financial strength and the list is available on our website under the 'Registrars & Enrolments' tab.
2. **Device Certification Agency:** To support Registrars in deploying the right devices for the enrolment process, UIDAI has appointed STQC (Standardization, Testing & Quality Certification) as the device certification agency. STQC will certify biometric devices (Fingerprint Scanner & Iris Camera) which satisfy UIDAI enrolment requirements by make & model.
3. **Training & Certification Agencies:** To bring all enrolment operators to a uniform skill level, UIDAI has built standardized training content, identified 15 Training agencies that are authorized to deliver our training and appointed Sify as the Testing & Certification agency.
4. **Financial Institutions:** UIDAI is signing MoUs with various Banks who will open UID Enabled Bank Accounts (UEBA). This will not only pave the way for financial inclusion of marginalized residents, but also offer significantly lower cost channels for Registrars to transfer financial benefits directly to residents. UIDAI's approach on Financial Inclusion is in line with Financial Inclusion targets & strategy outlined by RBI & Gol.



5. **Civil Society Organizations (CSOs):** UIDAI is building a network of Civil Society Organizations, who will support the inclusion of marginalized residents by generating awareness and mobilizing enrolments.
6. The UIDAI is also working with a number of **public and private sector organizations to UID-enable their application** so that the residents start accruing comprehensive benefits

Registrars can leverage the various agencies outlined above in order to 'become Aadhaar ready' with minimal effort.

The UIDAI has also defined a detailed **Registrar Onboarding Process and Guide** in order to support Registrars across the stages of becoming Aadhaar Ready. The same is outlined in the next section.

### 3. Becoming Aadhaar Ready

#### The Registrar On-boarding Process

1. **Identify Nodal Department** for Aadhaar; set up empowered committee headed by CM and implementation committee headed by Chief Secretary; sign MoU
2. **Identify Departments which will act as Registrars along with a nodal Officer.** Other Departments which are not included as Registrars in the project at the time of enrolment, will have the option of 'Aadhaar enabling' their systems at a later date
3. **Identify Agency for Receiving financial assistance for enrolment:** The Authority will financially support its Registrars by providing Rs. 50/- per successful enrolment into the UID system. This is for 10 crore enrolments during the pilot phase ending March 2011. To operationalise this arrangement, the States will have to provide the Authority, details of the Registrar (name and account details) through which they would like to receive the amount.
4. **Setup Joint Working Group** – headed by the Head of the Nodal Dept. The other members should be the Nodal Officers, & members who can lead the Technology, Process, IEC, applications teams from the Registrar's side. UIDAI will nominate appropriate representatives to assist the State Government/Registrars in carrying through the entire process. Bank

representatives may be included where the Financial Inclusion (FI) solution is a part of enrolment (details of the FI solution later).

5. A **Project Initiation Workshop** will mark the commencement of the project and include an overview of Aadhaar for the benefit of new entrants into the team, outline the Enrolment and IEC Implementation approach and plan (how and what needs to be done), roles & responsibilities of the Joint Working Group and the high level timelines and project plan. This must be attended by members from the Implementation Committee and the Joint Working Group. See Annexure for details of Roles & Responsibilities.
6. A **sensitization training cum workshop** can be setup in parallel for members of the Registrar's organization who need to be aware of the project/plans etc. It is recommended that similar sensitization sessions be held for key functionaries of the district / village level governing bodies and other influencers who can contribute to the success of this project.
7. This will be followed by a **Workshop to define the Enrolment Strategy** and detail the process and technical integration required to start enrolments. This will include the Enrolment Plan, no. of districts and residents to be covered per month and therefore the infrastructure and other requirements to meet the same. This is expected to be attended by the Joint Working Group with optional participation from the Implementation Committee.
8. This will be followed by a set of **sub-group workshops and meetings** with members of the **process, technology, IEC** and **applications** teams respectively to identify the key areas of integration and implement the same. Also, define the role of Civil Society Organizations (CSOs) in the enrolment process and develop a panel of CSOs at the local level who can help enrol marginalized communities. See Annexure for details.
9. A **Go Live readiness Workshop** will be scheduled 2-3 weeks before scheduled 'go-live' date to take stock of the implementation status on items required to start enrolments.

## Key Policy Highlights



The following is a brief extract of the policy guidelines pertaining to Registrars:

1. **The Registrar is a partner of the UIDAI** in the implementation of the UID project.
2. The Registrar is under an obligation to enroll residents following the **protocols, standards, process and guidelines** laid down by the UIDAI.
3. The Registrar is required to **ensure the security and accuracy of data** (particularly biometric data) collected from residents.
4. **Registrars may retain the biometric data collected from residents enrolled by them.** However, 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 to and misuse of data in their custody.
5. In order to **ensure data integrity and security**, the **biometrics captured shall be encrypted** upon collection by using the encryption key defined by the Registrar. It is the responsibility of the Registrar to ensure the safety, security and confidentiality of this data which is in their custody. The Registrar must protect the data from unauthorized access and misuse. The UIDAI will define **guidelines for the storage of biometric data** in order to give the Registrar some guidance on ensuring security of the data. The Registrar shall have to define their own **security policy and protocols to ensure safety of the Biometric data**. The Registrars shall bear liability for any loss, unauthorized access and misuse of this data. In the interest of transparency, it is recommended that the Registrar inform the resident that they will be keeping the biometric data and also define how the data will be used and how it will be kept secure.
6. The **Registrars 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.
7. **In case of disputes with respect to enrolment of residents, the Registrar is required to co-operate** with UIDAI in resolving the matter and shall provide access to necessary background documents and other matters of evidence necessary to resolve the dispute.
8. The Registrar is required to support the UIDAI in conducting **audits and checks on the enrolment process** and follow the directions of the UIDAI in



order to make the system compliant with the UIDAI enrolment framework.

9. **Registrars need to define a ‘data updation’ process** in order to keep the resident data accurate and complete in their respective databases.

See Annexure for details of the Legal Framework governing Aadhaar.

## **Registrar Onboarding Guide & Implementation Support Documents**

In order to support the above process and policies, the following implementation support documents will be provided by the UIDAI:

1. Joint Working Group (JWG) – Project Charter
2. Project Plan Template & Issue Tracker
3. Enrolment Planning Template to estimate infrastructure requirements
4. Registrar Readiness Checklist
5. State-wise List of Enrollment Agencies & Model RFP/Q template
6. Enrollment Centre Procurement Checklist
7. Device Certification Arrangements
8. EA Training & Certification Plan
9. List of Training Agencies & Testing centers
10. Guidelines for storage of biometric data captured during enrolment
11. Guidelines for storage of documents collected during enrolment
12. Information, Education & Communication Guidelines
13. Financial Inclusion – Solution Overview
14. CSO Outreach – Plan for reaching marginalized segments
15. Illustrative list of Queries & Grievances (for the Contact Centre) and recommended resolution

## **Guidelines for Financial Assistance**

1. 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 enrolment, 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.

2. The 13<sup>th</sup> 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.
3. Assistance will also be provided to develop ICT infrastructure; specifically for integrating existing software applications of partner agencies, procurement of hardware and software, engaging consultants / resource persons to advise partner agencies , engaging software agencies, developing cloud applications at the national level for the large scale social sector schemes and providing integration support. Details of the program are available on our website.

## Enrolment Process

### *Setup & Preparation*

In order to start enrolments, the Registrar has to complete the following activities, many of which can run in parallel and would have commenced post the Project Initiation Workshop:

1. **Enrolment Planning** – As a part of the Enrolment Planning workshop, the Registrar is advised to finalize the targeted enrolment nos., locations to be covered and timelines for the same. This data can in turn be used to plan the no. of Enrolment Stations needed, locations for the same, devices needed, operators to be staffed etc. It is strongly recommended that the Registrar enroll all residents of the locality and not limit it to their beneficiaries/ customers. **‘Sweeping’ all residents will give Registrars the benefits of economies of scale** and optimizing on the cost of enrolment per resident.
2. **Define KYR+ fields** if any are to be collected and initiate technology integration with respect to data capture API and logistics. Also finalize if **pre-enrolment data** from existing databases are to be used during

enrolment. The **Aadhaar Application Software** for enrolment should be ready for deployment. See Annexure for details of the Enrolment Software.

3. **Identify Enrolment Agencies** – Registrars can appoint agencies from the list empanelled by the UIDAI or identified through other sources. Model RFP/Q templates and the list of empanelled agencies have already been provided to the States.
4. **Procure infrastructure and equipment including biometric devices** as per standards defined by the UIDAI for setting up an enrolment centre through the designated enrolment agencies.
5. It is recommended that the **Registrar must insist on Enrolment agencies using only trained operators** who have been trained using the modules / agencies that the UIDAI has empanelled for Enrolment Operator training; alternatively, the Registrar can ask operators to cover the modules in 'self-study' mode and appear for the test directly. All Enrolment Operators need to be tested and certified, keeping in mind the significant impact they have in collecting good quality and accurate data from residents. See Annexure for details of the Training modules.
6. Define an integrated **Information, Education & Communication Plan & Material** leveraging the content developed by the UIDAI. The UIDAI's IEC guidelines list in detail the different kinds of stakeholders to engage (PRI members, introducers, influencers etc.) and the recommended messages and media to use for each of them. The IEC plan lists the activities to be triggered 45/30/15/ 7 days before commencing enrolments. See Annexure for details.
7. Registrar should also **identify an Officer to whom all relevant grievances may be forwarded**; and two senior officers for managing escalations of the same. The Joint Working Subgroup should also develop probable queries / grievances that can come from the beneficiaries & correct responses for them; finalize the process & turnaround time for responding to the queries/grievances.
8. Before enrolments start, Registrars will need to **identify Introducers** who can help enroll beneficiaries who lack PoA/PoI documents. They can also **leverage CSOs to better reach marginalized residents, act as Introducers, and build awareness** among them to mobilize enrolments from this group.

9. Finally if **Financial Inclusion solution** will be a part of the enrolment process, then work with the UIDAI to identify Banks to partner with; define processes as required to implement the Financial Inclusion solution.
10. Review the **Enrolment Centre Setup checklist** and verify if all required activities are completed.

### *Data Capture*

The Go-live readiness workshop should have been completed and all requirements verified as met, before a Registrar proceeds to this step.

After an enrolment centre is ready, Enrolment Agencies can begin the process of capturing residents' demographic and biometric data as follows:

#### **1. Capture demographic data :**

- a. Initial collection of demographic data can happen via multiple channels. In case data has been pre-populated using Registrar's existing database (referred to as pre-enrolment), then the operator will check and correct/complete the demographic data. Where **pre-filled data** is not available, **Enrolment forms** (containing KYR fields) can be filled up by the Resident and then the details entered into the system.
- b. **Verify the identity and address** of the resident as per defined standards. The two verification methods are basis :
  - i. **Document based verification** – where the Proof of Identity / Address documents are scrutinized and signed as verified by the Registrar's representative
  - ii. **Introducer based** – where Introducers authorized by the Registrar, authenticate the identity and address of the resident
- c. The operator should check with the resident if he/she wants to participate in the scheme of **financial inclusion** (FI) by linking his current Bank A/C to his UID or by opening a new Bank A/C on the basis of his UID and update / collect details as required for the same.



- d. The Operator should next check with the resident if the RGI (census) officials have visited his / her household for the census survey. If yes, he should **capture the TIN no. provided by the RGI.**
  - e. **In case of children below the age of 5 years one of the parents' or guardian's name shall be recorded** and UID or Enrolment Number (either of the two numbers) shall be recorded.
2. Once demographic data is captured, the operator will proceed to **collect biometric data** :
    - a. Exceptions if any (missing finger / eye for eg.,) are recorded as per guidelines detailed in the Enrolment Process Manual
    - b. Facial Image, Iris and Fingerprints are captured
  3. Ask **resident to verify if the demographic and biometric data displayed on the screen are accurate**; print consent letter and issue acknowledgment once resident confirms accuracy.
  4. **Operator to export data to a memory stick** and keep it ready for transfer to the UIDAI.
  5. **File the documents** (PoI/PoA if collected and consent letter) for the resident for storage with the Registrar.

### *First Mile Logistics*

This process refers to the transfer of digitized enrolment data from the enrolment station to the UIDAI's Central ID Repository (CIDR)

The Registrar has two options for transferring enrolment data to the CIDR:

1. **via memory sticks** sent through suitable courier service.
2. by **directly uploading data to CIDR** - this option may be activated by Registrars who have the infrastructure and bandwidth readily available; for others who wish to use this option, the UIDAI is in the process of empanelling service providers who can support data transfer through pipes from the Enrolment Centres to the CIDR.

### **Data transfer Through Memory Sticks :**

1. **Despatch:** One or more data sticks may be packed in a single, pre-defined envelope. A printed sticker carrying the despatch address is to be affixed on each envelope. The envelope is to be delivered to a nominated Data

Centre of the UIDAI. Any suitable courier service may be used for the same.

2. **Monitoring Data Transfer & Recovery of Lost Data:** It is expected that each Laptop being used for enrolment will connect to the internet periodically. To enable this, availability of a data stick is mandated.
  - a. A **Manifest** is uploaded to the CIDR. This is a list of all enrolment data added since last connection. It informs in advance what data to expect.
  - b. For the data records successfully received at CIDR, the process for deletion of such data residing at the enrolment station is triggered automatically.
  - c. In cases where there is a problem with data records received from this enrolment station, a fresh instruction for EXPORTING this data again is generated automatically.

Hence this connectivity, at periodic intervals, is vital to ensure proper housekeeping and management of the data transfer process.

3. It is recommended that connectivity is ensured once a day or maximum once in two days. For exceptional circumstances a higher periodicity may be determined mutually.

### *De-dupe and Aadhaar Generation*

This is an automated process run by the CIDR and is described below for reference:

1. Once CIDR receives the enrolment data, it carries out the **necessary quality checks & readies for de-duplication**.
2. **CIDR will run the de-duplication algorithm** to match the details of a resident enrolment request with existing entries in the database. Biometric data in the enrolment record i.e., finger and iris prints, will be used for the same to ensure uniqueness.
3. **If no match is found, Aadhaar no. is issued** and letter generated for the same. **If duplicate is found, a rejection Letter is generated** to inform the resident that a duplicate record exists. **If process/data errors are identified, rejection letter is generated** and the resident is asked to re-enrol.



4. Details of the final status on each of the Enrolment Nos. will be shared electronically with respective Registrars and Enrolment Agencies.

### *Last Mile Logistics*

This process refers to the **Communication of the Aadhaar Number** to the Resident by means of a letter:

1. All **successful enrolments are communicated through a Letter** to each resident, delivered utilizing the Speed Post Service of India Post.
2. Rejections to the enrolment process are also communicated through a **Rejection Letter**.
3. Undelivered letters are returned to the UIDAI. The resident may request for a letter at a later date by making a request to the Contact Centre.
4. Successful issuance of Aadhaar Number to residents enrolled by the registrar can be communicated at a jointly agreed time frame, electronically.

### **Query and Grievance Handling**

The UIDAI has setup a **Contact Centre to manage all queries and grievances and serve as a single point of contact for the organization :**

1. The users of this system are expected to be Residents, Registrars and enrolment agencies.
2. The Channels of Communication are

**Voice :** Toll Free 1800 180 1947. 8AM to 8 PM. Monday to Saturday.

(Currently not available on Sundays & National Holidays)

**Letter :** PO Box 1947, Bangalore 560 001

**Fax :** ( Number to be finalized )

**E Mail :** [help@uidai.gov.in](mailto:help@uidai.gov.in)

3. Any resident seeking enrollment is given a printed acknowledgement form with a REFERENCE NUMBER, that enables the resident to make queries about her/his enrolment status through any communication channel of the contact centre.

4. In addition, each Enrolment Agency will be given a Unique code that will also enable faster and pointed access to the Contact Centre that includes a Technical Helpdesk.
5. 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 to be resolved is to be finalized jointly.

## Data Updation Process

The UIDAI has defined broad guidelines at this stage for the updation of demographic and biometric data collected during enrolment, which are as follows:

1. **Demographic data updations** will be required if there was an error in enrolment or when a resident changes his address / name etc. **Biometric data updation** will be required for children, and other residents in case of accidents / other loss.
2. The data updation process for demographic data will be a simple process involving document verification standards defined for the enrolment process. Biometric data will also be updated using the same devices and process used for enrolment.
3. Registrars need to maintain atleast a skeletal enrolment network in their respective locations, after the 'enrolment sweeps' are completed to facilitate ongoing updation of their databases.

Details of charges along with further guidelines on the process will be defined by the UIDAI, when this process commences.

## Monitoring & Audits

A strong monitoring and audit process is critical to drive rigor in the execution of the processes defined above. Keeping in mind the need to have consistent and standardized implementation, the monitoring & audit process



will serve as a control mechanism for the UIDAI and Registrars to deliver on the same.

A twofold process is envisaged at this stage:

1. **MIS Analytics & Exception Reports:** the UIDAI will generate a set of standard reports for daily / weekly / monthly monitoring of process performance. Additionally, a set of exception reports will be generated for fraud detection, to flag performance issues etc. Registrars can review the list of standard reports on offer and add/modify to the list.
2. **Audits:** in addition to MIS based monitoring, the UIDAI will conduct sample audits in the entire gamut of enrolment, training, logistics, grievance resolution and updation processes for controllership purposes. It is recommended that Registrars setup a similar process to audit the performance of Enrolment Agencies and other partners they engage with.

**Performance standards** and **tolerance levels** will be defined for each of these processes and corrective action recommended for those who go beyond the same. Details of the MIS reports and Audit processes will be shared in due course.

## 4. Annexure

### Details of Aadhaar-enabled Applications

#### Aadhaar enabled PDS

	Current issues	How Aadhaar can address challenges
1	Duplicate/fake ration cards	<ul style="list-style-type: none"> <li>Aadhaar biometric de-duplication will ensure unique and genuine beneficiaries</li> </ul>
2	Exclusion of residents without proper identification documents	<ul style="list-style-type: none"> <li>Aadhaar will provide identity and address proof</li> </ul>
3	Leakage/diversion at ration shop or in the supply chain	<ul style="list-style-type: none"> <li>Resident authentication can ensure targeted and guaranteed delivery of ration</li> <li>Aadhaar-based authentication to track foodgrain movement</li> </ul>
4	Managing food-grain storage and ensuring timely distribution	<ul style="list-style-type: none"> <li>Online Aadhaar authentication can help in real-time knowledge of demand, consumption and help optimize supply chain management</li> </ul>
5	Lack of choice	<ul style="list-style-type: none"> <li>Aadhaar authentication is not restricted to any one shop, providing choice and portability of benefits to residents</li> </ul>
6	Not integrated with other food security linked programs such as ICDS, mid-day meals	<ul style="list-style-type: none"> <li>All food benefits can be linked to the UID number and integrated into an “online nutrition account”</li> </ul>
7	Lack of flexibility to change benefits	<ul style="list-style-type: none"> <li>Aadhaar enabled online system can allow for changes in entitlements to be made efficiently, especially in emergency situations</li> </ul>
8	Difficulty in monitoring	<ul style="list-style-type: none"> <li>Aadhaar linked MIS system can help in better monitoring at the state level, community level and by residents and CSOs</li> </ul>
9	Grievance handling and fraud analytics	<ul style="list-style-type: none"> <li>Aadhaar authentication could enable fast grievance reporting through mobile or online channels</li> </ul>

#### Aadhaar-enabled public health system

	Current issues	How Aadhaar can address challenges
1	Exclusion of residents without proper identification documents	<ul style="list-style-type: none"> <li>Aadhaar will provide identity and address proof</li> </ul>
2	Tracking doctor and nurse attendance	<ul style="list-style-type: none"> <li>Online Aadhaar authentication could help in real-time confirmation of doctor, nurse presence in the PHC</li> </ul>
3	Leakages in medicinal supplies	<ul style="list-style-type: none"> <li>Aadhaar authentication will guarantee deliver of medicines to correct beneficiaries reducing leakages</li> </ul>
4	Lack of healthcare records	<ul style="list-style-type: none"> <li>Aadhaar enabled online patient healthcare record can help in efficient and effective diagnosis of patients</li> </ul>
5	Integration with health	<ul style="list-style-type: none"> <li>Aadhaar ID, authentication and healthcare records can</li> </ul>

	insurance programs	be integrated with health insurance programs
6	Grievance handling and fraud analytics	<ul style="list-style-type: none"> <li>Aadhaar auth could enable fast grievance reporting and resolution through mobile or online channels</li> </ul>

### Aadhaar-enabled SSA

	Current issues	How Aadhaar can address challenges
1	Duplicate/fake beneficiary lists	<ul style="list-style-type: none"> <li>Aadhaar biometric de-duplication will ensure unique genuine beneficiaries per school</li> </ul>
2	Exclusion of residents without proper identification documents	<ul style="list-style-type: none"> <li>Aadhaar will provide identity and address proof</li> </ul>
3	Tracking teacher and student attendance	<ul style="list-style-type: none"> <li>Online Aadhaar authentication could help in real-time confirmation of teacher, student presence in the classroom</li> </ul>
4	Lack of choice and mobility	<ul style="list-style-type: none"> <li>Aadhaar authentication is not restricted to any one school providing choice and mobility to the residents</li> </ul>
5	Leakages in scholarships, grants	<ul style="list-style-type: none"> <li>Aadhaar authentication and FI platform will ensure guaranteed and targeted delivery of benefit</li> </ul>
6	Lack of monitoring student enrolments/drop-outs	<ul style="list-style-type: none"> <li>Aadhaar enabled MIS system can help track students and performance better</li> </ul>
7	Integration with other student-centric benefit programs	<ul style="list-style-type: none"> <li>Can help integrate student-benefit programs such as ICDS, mid-day meals, bicycle programs, girl child programs</li> </ul>
8	Grievance handling and fraud analytics	<ul style="list-style-type: none"> <li>Aadhaar authentication could enable fast grievance reporting through mobile or online channels</li> </ul>

### Aadhaar-enabled MNREGA

	Current issues	How Aadhaar can address challenges
1	Duplicate/fake beneficiary lists	<ul style="list-style-type: none"> <li>Aadhaar biometric de-duplication will ensure unique genuine beneficiaries</li> </ul>
2	Exclusion of residents without proper identification documents	<ul style="list-style-type: none"> <li>Aadhaar will provide identity and address proof to seek job cards</li> </ul>
3	Difficulties in demanding work	<ul style="list-style-type: none"> <li>Work can be demanded by using Aadhaar authentication through mobile or kiosk enabling timely employment or unemployment wages</li> </ul>
4	Attendance at work sites	<ul style="list-style-type: none"> <li>Aadhaar authentication will guarantee worker presence at work site and improved accountability on the work supervisor</li> </ul>
5	Lack of choice and mobility	<ul style="list-style-type: none"> <li>Aadhaar authentication is not restricted to any one area providing choice and mobility to the residents</li> </ul>
6	Payments	<ul style="list-style-type: none"> <li>Aadhaar enabled micropayments platform could help in efficient payment of wages through microATMs/BCs</li> </ul>
7	Grievance handling and fraud analytics	<ul style="list-style-type: none"> <li>Aadhaar auth could enable fast grievance reporting and resolution through mobile or online channels</li> </ul>

## Aadhaar-enabled Pensions/other direct payments (JSY, NOAPS, NMBS, subsidies, loans, insurance, others)

	Current issues	How Aadhaar can address these
1	Duplicate/fake beneficiary lists	<ul style="list-style-type: none"> <li>Aadhaar biometric de-duplication will ensure unique genuine beneficiaries</li> </ul>
2	Exclusion of residents without proper identification documents	<ul style="list-style-type: none"> <li>Aadhaar will provide identity proof</li> </ul>
3	Payments happen through distant bank branches or agents	<ul style="list-style-type: none"> <li>Aadhaar enabled micropayments solution will take the bank account to residents and help them make or access their payments in a secure environment guaranteed by biometric authentication</li> </ul>
4	Leakages in payments through postal service	<ul style="list-style-type: none"> <li>Aadhaar authentication at the time of money order delivery will ensure guarantee in receiving funds</li> </ul>
5	Integration and monitoring	<ul style="list-style-type: none"> <li>Various schemes can be linked and monitored centrally, by residents and community by using a Aadhaar enabled central MIS system</li> </ul>
6	Lack of choice and mobility	<ul style="list-style-type: none"> <li>Aadhaar authentication is not restricted to any one area providing choice and mobility to the residents</li> </ul>
7	Grievance handling and fraud analytics	<ul style="list-style-type: none"> <li>Aadhaar authentication could enable fast grievance reporting and resolution through mobile or online channels</li> </ul>

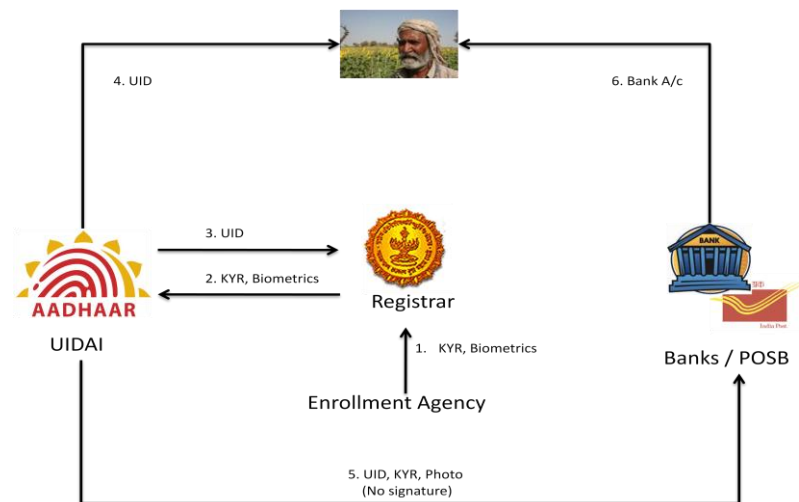
## Use of Aadhaar enabled Applications on the mobile phone

While Aadhaar-based benefits and service delivery can be made available to residents via agent-assisted kiosks, the Aadhaar secure authentication model will also enable these services to be delivered to residents directly via their mobile phones. This will ensure that residents may securely access their government benefits, track their bank accounts, send and receive money or make payments from the anytime-anywhere convenience of their mobile phones.

In the beginning these services may be largely informational – such as updates about NREGA payments or bank balances. However it is entirely conceivable for residents to be able to register for work under the NREGA scheme as well as payments of bills, micro-insurance premiums and other money transfer transactions right from their mobile phones. In the case of self-service on the resident’s mobile, security is assured using two-factor authentication (i.e. by proving possession of the resident’s registered Mobile Number and knowledge of the resident’s Aadhaar PIN). These standards are compliant with the Reserve Bank of India’s approved standards for Mobile Banking and Payments.

## Aadhaar-based micropayments

Aadhaar, which identifies individuals uniquely on the basis of their demographic information and biometrics, gives individuals the means to clearly establish their identity to public and private agencies across the country. Aadhaar, once it is linked to a bank account, can help poor residents easily establish their identity to banking institutions. As a result, Aadhaar makes it possible for banking institutions to provide ubiquitous, low-cost micro-payments to every resident of India.



**Figure 1: Account opening workflow**

UIDAI will facilitate Aadhaar-based micro-payments in two phases:

1. During Aadhaar enrollment, UIDAI will collect information from the resident for the purpose of opening an Aadhaar-enabled bank account. The resident's photograph and demographic data will be sent to a bank to actually open the account.
2. After enrollment, microATMs will be deployed by banks. These handheld devices will make it possible for residents to access their Aadhaar-enabled bank accounts for deposits, withdrawals, remittances, and balance query. The residents will authenticate themselves to the bank by using their Aadhaar number and fingerprint.

It is envisioned that each of India's 600,000 villages will have two microATMs, as Aadhaar enrollment covers the entire country. Simultaneously,



microATMs will also be deployed where the urban poor reside, to bring about urban financial inclusion.

The key features of UID-enabled micropayments are as follows:

- 1. UID KYR sufficient for KYC:** The strong authentication that the UID will offer, combined with its KYR standards, will remove the need for individual KYC (Know Your Customer) verification by banks for basic, no-frills accounts. It will thus vastly reduce the documentation the poor are required to produce for a bank account, and significantly bring down KYC costs for banks.
- 2. Ubiquitous BC network and BC choice:** The UID's clear authentication and verification processes will allow banks to network with village-based BCs (Business Correspondents) such as self-help groups and kirana stores. Customers will be able to withdraw money and make deposits at the local BC.
- 3. A high-volume, low-cost revenue approach:** The UID will mitigate the high customer acquisition costs, high transaction costs and fixed IT costs that are now faced in bringing bank accounts to the poor.
- 4. Electronic transactions:** The UID's authentication processes will allow banks to verify poor residents both in person and remotely. More importantly, this facilitates direct transfer of benefits (eg., MNREGA wages, old age pensions) to the resident directly without the incumbent leakages of a manual disbursement system.

Thus, UIDAI will help bring about the national goal of inclusive growth.



## Aadhaar & Civil Society Outreach

It is part of the UIDAI mandate to make special efforts to enable the inclusion of marginalized communities (e.g. the homeless, migrant workers, nomadic/denotified tribes, street children, etc.) in AADHAAR. UIDAI recognizes the important role of Civil Society Organizations in reaching out to such communities and has been having a series of consultations with CSOs across the country. UIDAI plans to broaden these consultations with central ministries in charge of schemes for various vulnerable groups, CSOs, and Registrars in order to help the latter develop specific plans in their state or domain for including marginalized communities. Registrars could also partner with CSOs at the local level to assist them in spreading awareness of AADHAAR among marginalized groups, in planning special enrolment drives for specific groups, and to authorize CSOs as Introducers for those without Proof of Identity and Address.

## Legal Framework

The Unique Identification Authority of India is set up as an attached office of the Planning Commission and is proposed to be created as a statutory authority by an Act of Parliament by the name of National Identification Authority of India.

### **Salient features of the National Identification Authority of India Bill, 2010**

- The National Identification Authority of India (Authority) is to be set up with the purpose of issuing identification numbers (Aadhaar numbers) to residents and to provide the means to authenticate Aadhaar numbers to enable delivery of services and benefits to such individuals.
- The Authority shall engage one or more entities to establish and maintain the central identities data repository, which will be the database of Aadhaar numbers and corresponding demographic and biometric information.
- The Authority may appoint registrars, enrolling agencies for enrolling residents for Aadhaar numbers.



- Any resident shall be entitled to apply for an Aadhaar number by providing their demographic information and biometric information.
- The Authority will collect information such as name, age, address of a person but cannot collect information on religion, caste, class, and tribe, income, health of a person.
- Aadhaar number shall be a random number and once issued cannot be assigned to any other person.
- The Authority shall respond to an Authentication query with a positive or negative response.
- The Authority is required to ensure the security and confidentiality of the identity information of an individual and is protected against loss or unauthorised access.
- Aadhaar holders shall have the right to ask for their information stored in the central identities data repository (CIDR) and if necessary make changes and corrections from time to time.
- The information contained in the CIDR (including authentication records) cannot be shared with any person except if there is a court order or in case of national security.
- Powers of the Authority
  - Develop the policy, procedure and systems for issuing Aadhaar numbers to residents and perform authentication
  - Specifying, by regulation, demographic information and biometric information for enrolment for an Aadhaar number and the processes for collection and verification
  - Collecting demographic information and biometric information from any individual seeking an Aadhaar number in such manner as may be specified by regulations
  - Appointing of one or more entities to operate the Central Identities Data Repository
  - Generating and assigning Aadhaar numbers to individuals
  - Performing authentication of the Aadhaar numbers
  - Maintaining and updating the information of individuals in the CIDR in such manner as may be specified by regulations
  - Omitting and deactivating of an Aadhaar number and information relating thereto in such manner as may be specified by regulations

- Specify the usage and applicability of the Aadhaar number for delivery of various benefits and services as may be provided by regulations
- Specifying, by regulation, the terms and conditions for appointment of Registrars, enrolling agencies and service providers and revocation of appointments thereof
- Establishing, operating and maintaining of the Central Identities Data Repository
- Sharing, in such manner as may be specified by regulations, the information of Aadhaar number holders, with their written consent, with such agencies engaged in delivery of public benefits and public services as the Authority may by order direct
- Calling for information and records, conducting inspections, inquiries and audit of the operations of the Central Identities Data Repository, Registrars, enrolling agencies and other agencies appointed by the Authority
- Specifying, by regulation, various processes relating to data management, security protocols and other technology safeguards
- Specifying, by regulation, the conditions and procedures for issuance of new Aadhaar number to existing Aadhaar number holder
- Levy and collect the fees or authorise the Registrars, enrolling agencies or other service providers to collect such fees for the services provided by in such manner as may be specified by regulations
- Evolving of, and specifying, by regulation, policies and practices for Registrars, enrolling agencies and other service providers
- Setting up facilitation centres and grievance redressal mechanism for addressing grievances of residents, Registrars, enrolling agencies and other service providers
- Penalties
  - Impersonation by providing false demographic or biometric information is an offence – imprisonment 3 years and fine Rs 10000
  - 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 3 years and fine Rs 10000



- Pretending to be an agency authorised to collect Identity information of a resident is an offence – imprisonment 3 years and fine Rs 10000 for a person and Rs 1 lakh for a company
- Intentionally transmitting information collected during enrolment and authentication to unauthorised persons is an offence – imprisonment 3 years and fine Rs 10000 for a person and Rs 1lakh for a company
- Unauthorised access to the central identities data repository and hacking is an offence- – imprisonment 3 years and fine Rs 1crore fine
- Tampering with the central identities data repository is an offence – imprisonment 3 years and Rs 10,000 fine
- Providing biometrics that is not one's own is an offence – imprisonment 3 years and fine Rs 10,000

## **Roles & Responsibilities**

To ensure timely readiness to begin enrolments & enforce adequate quality during the enrolment process, the Registrar needs to identify individuals who will carry out the roles outlined below. The detailed responsibility for each the role is listed below:

### **Senior Management (Implementation Committee):**

- Identify & appoint the nodal officer / focal point for carrying out Registrar on-boarding activities
- Identify members of the Joint Working Group
- Support Joint Working Group in resolving any issues / concerns, if required

### **Nodal Officers:**

- Ensure a Working Group comprising members from UIDAI & Registrar organization is set up. The committee should have representative from Technology, Process, & IEC (Information, Communication & Education) domains from both organizations
- Ensure smooth functioning & active participation of the Working Group during UIDAI-Registrar alignment
- Ensure MoU is signed



- Ensure Technology, Process & IEC aspects between the two organizations are aligned
- Advise UIDAI's focal point on modalities for setting up the On-Boarding workshop & attend the same; ensure required stakeholders & members of Working Group attend the workshop
- Provide inputs on current practices followed by the Registrar
- Share Registrar's expectations on AADHAAR usage (number usage, authentication usage, financial inclusion usage etc.) with UIDAI
- Check if Registrar needs access to biometric data; If required, provide public key to enable access to encrypted data
- Hire enrolment agencies & share their details with UIDAI
- Identify & train an Admin person from EA who can carry out ongoing registration of operators, supervisors & enrolment stations
- Identify supervisors from the Registrar organization who can carry out the verification procedures, monitor the resident enrolment exercise, audit processes followed by EAs & provide the required supervision
- Ensure supervisors & EA operators are trained & certified
- Initiate biometric device procurement either via EA or another mechanism deemed right by the Registrar
- Identify officer to whom contact centre may forward grievances & share contact details of the officer with UIDAI
- Identify authorized Introducers & share details in prescribed template with UIDAI
- Schedule camps for enrolling & educating Introducers
- Monitor performance of Introducers & EAs on an on-going basis
- Develop & Share detailed enrolment plan and schedule with UIDAI

### **Joint Working Group Members**

- Attend Registrar on-boarding workshops
- Ensure integration of resident communication plan & material
- Ensure integration of enrolment & other required processes
- Ensure integration of KYR+ Software with UIDAI's enrolment client
- Ensure deliverables / project plan activities as mentioned in the Registrar-



UIDAI Readiness Checklist/ Integration Project Plan are executed.

- Define the required communication channel, issue resolution mechanism / escalation mechanism etc.
- Identify any issues or concerns & suggest appropriate resolution mechanism
- Develop probable queries / grievances that can come from the beneficiaries & correct responses for them

### **Registrar's Supervisors**

- Audit of Enrolment Centres' readiness
- Audit of enrolment agency processes and their effectiveness
- Verify PoI, PoA, DoB documents in case of document based verification as per defined guidelines



## Information, Education and Communication

Information, Education and Communication (IEC) is an important process in the enrolment strategy. The basic objective of IEC is to educate all the partners and residents so as to make them aware of the various usages and benefits which can be derived from Aadhaar. The Registrar, along with the UIDAI will strive to disseminate information regarding the applications of Aadhaar so that benefits of governmental and other schemes reach the intended beneficiaries.

To ensure comprehensive coverage across all the residents, the message of Aadhaar shall be spread through the following communication channels:

- i. Broadcast & Telecast: TV, radio, print, internet
- ii. Information: News and publications
- iii. Outdoors: Posters, handouts, wall paintings, banners, hoardings
- iv. Entertainment: Cinema, sports, endorsements
- v. Inter-personal: Audio, video, telecom
- vi. Support infrastructure: Registrar and Enrolment Agency infrastructure.

UIDAI will provide the funding where required at the production and execution stage, for all material directly related to the Aadhaar brand. Funding for communication material associated with the Registrar that includes the Aadhaar brand will also be provided by UIDAI. However, any additional requirements by the Registrar for dissemination of information pertaining to their specific needs shall be borne by the Registrar.

A dedicated team from UIDAI, along with the relevant agencies such as Advertising & Public Relations will work closely with the Registrar in executing the IEC strategy.

Note: For a more detailed description of the IEC Strategy of Aadhaar, you can refer to the report “Communicating to a Billion”:

[http://uidai.gov.in/documents/AADHAAR\\_PDF.pdf](http://uidai.gov.in/documents/AADHAAR_PDF.pdf)

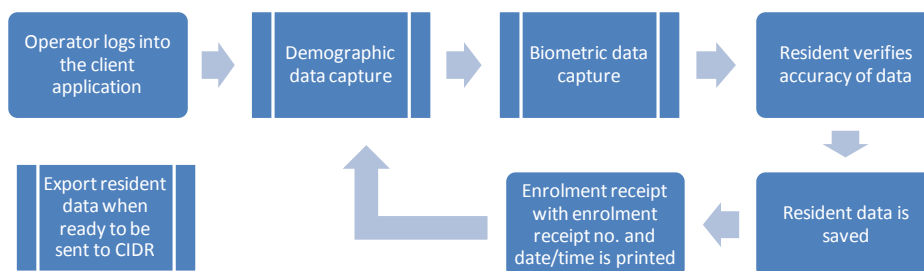
## Training Overview

### Details of Training modules & their duration (in days)

Module Name & course Duration	Master Trainer	Enrolment Operator	Supervisor	Technical Support	Registrar Representatives
UIDAI Overview	0.5	0.5	0.5	0.5	1
Introduction to UIDAI enrolment process	0.5	1	1	0.5	
Basics on Hardware devices (Biometric, camera, PC etc)	0.5	0.5	0.5	0.5	0.5
Working with the bio metric devices	0.5	1	1	0.5	
UID Client Application Software	1.5	2	2	2	0.5
Trouble Shooting on UID Client Application Software and Biometric devices	0.5	0.5	0.5	1	
Setting up an Enrolment center	0.5	---	1	1.5	
Enrolment Centre Management	0.5	---	0.5	0.5	0.5
Exception Handling	0.5	1	1	0.5	
Soft Skills - Interaction with Residents / Senior Residents, Grievance handling,, Crowd handling etc	1	1.5	1.5	0.5	0.5
Training Delivery Techniques	1.5	---	---	---	
<b>Total</b>	<b>8</b>	<b>8</b>	<b>9.5</b>	<b>8</b>	<b>3</b>

## Technology Overview

The UIDAI will provide enrolment software which will interface with the biometric devices like camera, fingerprints and iris scanners. The client software will check for image quality and has validations built to ensure demographic and biometric data capture adheres to defined standards. The software has flexibility to integrate with Registrar applications for pre-enrolment data and KYR+ fields. An overview of the Enrolment Client flow is given below for reference:



### Key features of the software:

- User Authentication
  - Role based user authentication and authorization
  - Application specific login. Users must be pre-registered with CIDR
- Pre-Enrolment Support
  - Capability to upload pre-existing electronic demographic data to enrolment client
- Demographic data capture & Pincode to Region Code mapping
  - Textual data entry of the resident based on supportive documents like Proof of Identification/Address (POI/POA);
  - Supports client with master data file to enable correct mapping from pincode to state, district & Village/Town/City
- Basic Transliteration
  - Conversion of demographic data from English to any Indian official language supported; Language to be converted into is selected as a process of client configuration
- Biometric data capture & quality check
  - Integration with biometric devices to capture photograph, IRIS and fingerprint; Vendor neutral quality check to meet quality criteria

- Enrolment Receipt
  - Provide resident an enrolment receipt with an enrolment receipt number, date/time & details of data capture
  - Enrolment receipt number along with date/time can be used for status check of Aadhaar number allocation & track Aadhaar letter once dispatched by India Post
- Secure data storage and data upload
  - Tamper proof transfer of data from enrolment client to CIDR through an offline device like memory stick/ optical storage
  - Encryption of data written to offline device using UIDAI public key
  - Auto delete of enrolment data at client through online communication with CIDR

### Pre-enrolment data and KYR+ data Integration

Since the capture of biometrics using sophisticated biometric devices could be the bottle-neck in the entire enrolment process, it is desirable to complete the demographic data capture and verification ahead of the biometric capture. This step is called pre-enrolment. It is possible to use existing databases available to the registrar (For example, state governments BPL, PDS, or NREGA databases) to import demographic data into Aadhaar enrolment client before enrolment. Note that, even with pre-enrolment, final data verification is done at the time of enrolment along with biometric data capture. The data can be imported into Aadhaar enrolment client by loading the pre-enrolment data into a file in a predefined format and then loading the file into enrolment client.

The Aadhaar enrolment client collects basic demographic fields called as KYR (Know Your Resident) data. The registrars may need to capture additional fields called as KYR+ data. For example, PDS might need to capture information such as APL (Above poverty line), BPL (Below poverty line), family details, etc as part of KYR+ data. Aadhaar enrolment client provides a loosely coupled way to integrate KYR data into registrar's software. At the end of every enrolment, Aadhaar enrolment client writes a file containing KYR fields along with a unique enrolment ID into a pre-defined directory. Registrar's software can load this file to capture KYR data and continue to collect additional KYR+ fields.