

Suspension Policy

Background

UIDAI has defined standardized processes, software and best practices to ensure high quality enrolment data and consistent “enrolment centre” resident experience. The quality of demographic and biometric data is a critical success factor for UIDAI as it directly impacts the accuracy of de-duplication and resident authentication. Enrolment agencies and their staff (Operators/Supervisors) working in the field play vital roles to achieve this goal.

UIDAI has already implemented instrumentation in the enrolment solution to track certain parameters allowing UIDAI to analyze and monitor the performance of operators/supervisors and enrolment agencies. In addition, UIDAI has also implemented Data Quality Policy which sets the benchmark for both demographic and biometric quality. In spite of the afore mentioned process and guidelines, it has been observed that certain enrolment agencies and their operators/supervisors are consistently performing much below average on certain quality parameters or they are indulging in process non-compliance or potential fraud activities. These activities seriously damage the credibility of UIDAI as an organization, the image of Aadhaar brand and can mar the roll out of various Aadhaar enabled applications.

Recognizing the damage potential of poor quality data, UIDAI has formulated a ‘Suspension Policy’ for non-compliant Enrolment Agencies, their operators/supervisors and to define a mechanism to identify and expel/debar such operators, supervisors and enrolment agencies that do not meet or adhere to UIDAI’s defined process standards, quality parameters or indulging in fraudulent activities.

As per the policy, the circumstances under which the EAs and/or their operators/supervisors could be suspended from UIDIA eco-system are given below. The list is only indicative and may be enhanced subsequently based on field experience and outcome of future analytics:

Suspension Categories

In general suspension rules will be defined under following four categories:

- A. Enrolment data quality non-compliance
- B. Resident mishandling
- C. Fraudulent Activities
- D. Process non-compliance

Rules for Suspension of EAs/Supervisors/Operators

This Section defines the rules under each of the above categories. **Each rule is independent of the other unless specified otherwise.**

(A) Enrolment data quality non-compliance

Keeping in view the benchmarks set under the Data Quality Policy, EAs and their operators/supervisors may be suspended from the UIDAI eco-systems under the following rules. The following rules are only indicative in nature and with time, and based on experience, they will be made more stringent:

	Parameter Measured	Measured for	Criteria	Action	Effective Date
1	Bad quality Biometrics %	Operator with 1500+ enrolments	More than 15% resident enrolments done by the operator have all the fingerprint quality scores below the quality threshold	Debar operator for 1 yr	1 st October 2011
		Operator with 1500+ enrolments	More than 10% resident enrolments done by the operator have all the fingerprint quality scores below the quality threshold	Debar operator for 1 yr	1 st January 2012
		Operator with 1500+ enrolments	More than 7.5% resident enrolments done by the operator have all the fingerprint quality scores below the quality threshold	Debar operator for 1 yr	1 st April 2012
		Operator with 1500+ enrolments	More than 5% resident enrolments done by the operator have all the fingerprint quality scores below the quality threshold	Debar operator for 1 yr	1 st July 2012
2	Demographic quality error %	Operator with 1500+ enrolments	More than 2.5% of enrolments verified in quality assurance system have demographic errors	Debar operator for 1 yr	1 st October 2011
		Operator with 1500+ enrolments	More than 2% of enrolments verified in quality assurance system have demographic errors	Debar operator for 1 yr	1 st January 2012
		Operator with 1500+ enrolments	More than 1.5% of enrolments verified in quality assurance system have demographic errors	Debar operator for 1 yr	1 st April 2012
		Operator with 1500+ enrolments	More than 1% of enrolments verified in quality assurance system have demographic errors	Debar operator for 1 yr	1 st July 2012

