

**Unique Identification Authority of India**  
Planning Commission, Govt. of India (GoI),  
3rd Floor, Tower II,  
Jeevan Bharati Building,  
Connaught Circus,  
New Delhi 110001

# Aadhaar Data Updation

---

Version 1.0



## Contents

1. Overview: The role of updation in the UIDAI .....	3
2. Introduction.....	4
3. Balancing convenience with data sanctity .....	4
4. The updation process: providing multiple modes of access.....	6
5. Updation process flow .....	8
6. Costs of updation .....	10
7. Conclusion.....	10
8. Annexure 1-A.....	11
8.1 Need for Demographic Updates .....	11
8.2 Need for Biometric Updates.....	11
9. Annexure 1-B: Updation Request Form Template.....	12

## 1. Overview: The role of updation in the UIDAI

The initiative to issue every resident in India an Aadhaar number has at its heart, an ambitious objective: to make identity easily authenticable and verifiable for residents across the country. The Aadhaar number is expected to become a convenient, real-time means for individuals to verify their identity anywhere in India. Any agency wishing to authenticate the identity of any resident would be able to contact the UIDAI's Aadhaar database, the Central Identification Data Repository (CIDR), to verify that the person is who they say they are.

The ease and certainty with which individual identity can be confirmed using the Aadhaar number, means that the number will become sufficient to fulfil Know Your Customer (KYC) norms across agencies and service providers.

However, enabling Aadhaar = KYC for services such as banking, taxation, insurance, social benefit delivery and other critical functions makes it essential to ensure that the resident information stored in the CIDR is accurate, relevant and up-to-date.

The demographic and biometric information stored in the CIDR is of two types – one is 'timeless' information, such as the Resident's gender and date of birth. The other demographic and biometric data however, can change with age and circumstances. Effective updation of this second type of personal information is an important, core process for the UIDAI, necessary to ensure that the Aadhaar number remains a trusted means for agencies to authenticate individual identity in the years to come.

The updation process must consequently receive the same attention to detail as the enrolment process, and must be clear to all the stakeholders involved:

- i) *The systems and processes used in updation must be well-defined for the Resident as well as the Aadhaar ecosystem.*
- ii) *There must be clear ownership for each step of the updation process; escalations and exceptions must be properly detailed.*
- iii) *Residents must have a broader network of access to update their information compared to the Aadhaar enrolment process, since ease and convenience in updating information is crucial.*
- iv) *The focus during enrolment on the accuracy and sanctity of data must be reiterated again in the updation process.*

This note discusses these issues, and lays out a clear updation strategy and process for the Aadhaar number.

## 2. Introduction

The Aadhaar number is a lifetime number, which will enable any resident in India to easily verify their information to any agency in the country. Through a person's lifetime however, his/her personal information is likely to change. Address information for example, may change as a person relocates residence; information regarding spouses, dependants and relatives change with marriage, divorce, births and deaths. Biometric information alters and needs to be regularly updated as the person ages<sup>1</sup>.

The demographic and biometric fields linked to the Aadhaar number and stored in the CIDR would consequently, need to be regularly updated to ensure that the information it stores is both accurate and relevant for authenticating agencies.

The main thrust for updating information must finally, come from the Resident, and it is therefore imperative to make the process as painless as possible for him/her, while protecting the security of the Resident's personal information. The UIDAI's updation process and policy aim to achieve this balance.

The data updation policy and processes must overall i) Ensure convenience for residents in updating information, while preserving data accuracy, ii) Ensure standardized methods and verification processes during updation of information and iii) Communicate the changes made to residents.

## 3. Balancing convenience with data sanctity

While the UIDAI aims to make the updating of information as convenient as possible for the Resident, it will have to maintain the sanctity and accuracy of information contained in the CIDR. Before processing an updation request, the UIDAI will have to establish the genuineness of the Resident requesting it, and the genuineness of the content being updated. As a result, the ease of data updation and the mode that the resident can use to update information will depend on:

- a) **Fields being updated:** The data fields held in the CIDR include mandatory demographic and biometric fields which are central to identity management, as well as additional, optional fields available for ease in communicating with the Resident, and for enabling better service delivery.

Updating these fields would be done under stringent control; however certain fields, such as biometric information would face stricter controls and authentication requirements with the resident needing to be present in person for updates, compared to fields such as email address information, where a PIN-based remote auth may be sufficient. UIDAI will

---

<sup>1</sup> Possible reasons for updating Aadhaar-linked demographic and biometric fields are listed in Annexure 1 A.

soon release detailed guidelines on the controls and level of authentication required for the various data fields.

- b) **Nature of updation:** The ease of data updation also depends on the kind of change the Resident requires. For example, if the Resident is requesting an update to his/her name field that involves correcting the spelling of a name already verified through a Proof of Identity (PoI) document, additional documentary evidence would not be required. The Resident may be able to update this information remotely, and without biometric authentication. For example, he/she could call up the UIDAI contact centre and request that the name be updated as per the name in the document that he/she had provided at the time of enrolment.

On the other hand, if the Resident wishes to change to a name different from the original PoI documents submitted, the UIDAI would require a stricter process, which may include additional documentary evidence and biometric authentication.

- c) **Probability of abuse through updation service:** The UIDAI would also have to take into account the possibility of fraud during data updation. For example, an individual may attempt to alter someone else's demographic/biometric identification information remotely, or may attempt to change an address to prevent a service provider or agency from recovering pending fees or money. To prevent such abuse of the service, the UIDAI would adopt strict controls around changing specific information and fields.

The UIDAI must consequently balance control versus convenience while establishing processes and modes for updating information stored in the CIDR. The controls the UIDAI employs would include verification procedures for certain demographic and biometric fields<sup>2</sup>, authenticity checks of the resident requesting updation, as well as the recording of operator credentials to ensure traceability and accountability.

---

<sup>2</sup> The Demographic Data Standards and Verification Procedure (DDSVP) report has prescribed verification methods for fields related to Name, Address and Date of Birth. The same will be continued for handling updation requests. In addition, the Introducer verification procedure can also be used for updates to these fields.

## 4. The updation process: providing multiple modes of access

The UIDAI intends to set up multiple modes through which residents can request for data updates. Such modes include:

- i. Registrar enrolment centres: Most Registrars for the Aadhaar number intend to retain long-term enrolment centres through Common Service Centres (CSCs) and District Kiosks. These centres would have the enrolment client and devices required for carrying out enrolments, which can also be used for updation purposes. These centres would also carry out processes such as document verification and handling, as well as verifying Introducer details, which are required for the complete updation solution.
- ii. National level common updation agency: The UIDAI can work with the Registrar General of India as well as Registrars such as the National Securities Depository Limited (NSDL) and India Post towards setting up a mechanism where Residents can update their records not just through the UIDAI, but also other service agencies. The networks of these agencies would be used for recording information update requests.
- iii. Online portal: Updates to demographic fields can be enabled via the online portal. A Resident login facility can be created by the UIDAI, through which the Resident can manage their updates. Residents would be directed to a nearby centre to furnish documentary evidence if required.
- iv. Contact centre: Updation requests can be taken at the contact centre already set up by UIDAI. The contact centre will guide residents on locations where residents may furnish required documentary evidence to complete the required procedures.
- v. Mobile phones: Since biometric authentication cannot be done through mobile phones, an OTP/PIN may be used for authenticating residents remotely. Mobile based applications can then be used for updating optional demographic fields contained in the CIDR such as email ID, and PIN.
- vi. Fair Price Shops and Business Correspondents with PoS-like Devices<sup>3</sup>: Demographic data updates that do not require documentary proof, but require biometric authentication can be updated through PoS-like devices available at centres such as Fair Price Shops, Business Correspondents, Post Offices, etc.

---

<sup>3</sup> The UIDAI intends to carry out a proof of concept study to examine the feasibility of document handling via PoC-like devices. The UIDAI will firm up its policy on handling update requests through PoS devices based on the outcome of this study.

The following table summarizes the information updates that can be accomplished through various modes:

S.No	Field / Data	Permanent enrolment centers	National updation agency	Online portal	Contact Centre	FPS, BC etc. with PoS-like Devices	Mobile Phones
1	Name	Y	Y	Y	Y	N	N
2.1	Address – Proof of Address based	Y	Y	Y	Y	N	N
2.2	Address - Introducer based	Y	Y	N	N	N	N
3	Date of Birth	Y	Y	Y	Y	N	N
4	Gender	Y	Y	Y	Y	N	N
5	Relative Name / UID	Y	Y	Y	Y	N	N
6	Phone	Y	Y	Y	Y	Y	N
7	Email	Y	Y	Y	Y	Y	Y
8	Consent for FI	Y	Y	Y	Y	N	N
9	Consent for data sharing	Y	Y	Y	Y	N	N
10	Photograph	Y	Y	N	N	N	N
11	Fingerprint	Y	Y	N	N	N	N
12	Iris	Y	Y	N	N	N	N
13	Biometric Exception	Y	Y	N	N	N	N

## 5. Updation process flow

Registrar enrolment centres would offer Residents an end-to-end solution for updating information, which would include verifying supporting documents collecting biometrics, and authenticating Residents. We will therefore use this option to describe the updation process flow.

Figure 5.1 shows the updation process for the Resident from the time the Resident arrives at a regular registrar enrolment centre to update his/her details, to when the updated information is communicated by the UIDAI to the Resident.

- At the start of the process, the Resident arrives at the centre with his/her Aadhaar letter *or* his/her Aadhaar number. He/she fills up an 'updation request' form<sup>4</sup> detailing the specific demographic/biometric information that needs to be updated. If the information being updated requires supporting documentation, the resident may first have to get documents verified from the Verifying Official (Figure 4.1, step 1-4).
- The Resident then provides the Operator at the centre with the verified documents, or with the Introducer who verifies that the updated information is accurate.

The Operator performing the updation checks the Resident's Aadhaar letter. When the Resident provides the updated information, the operator verifies the information matches any documentary evidence/introducer provided (step 5).

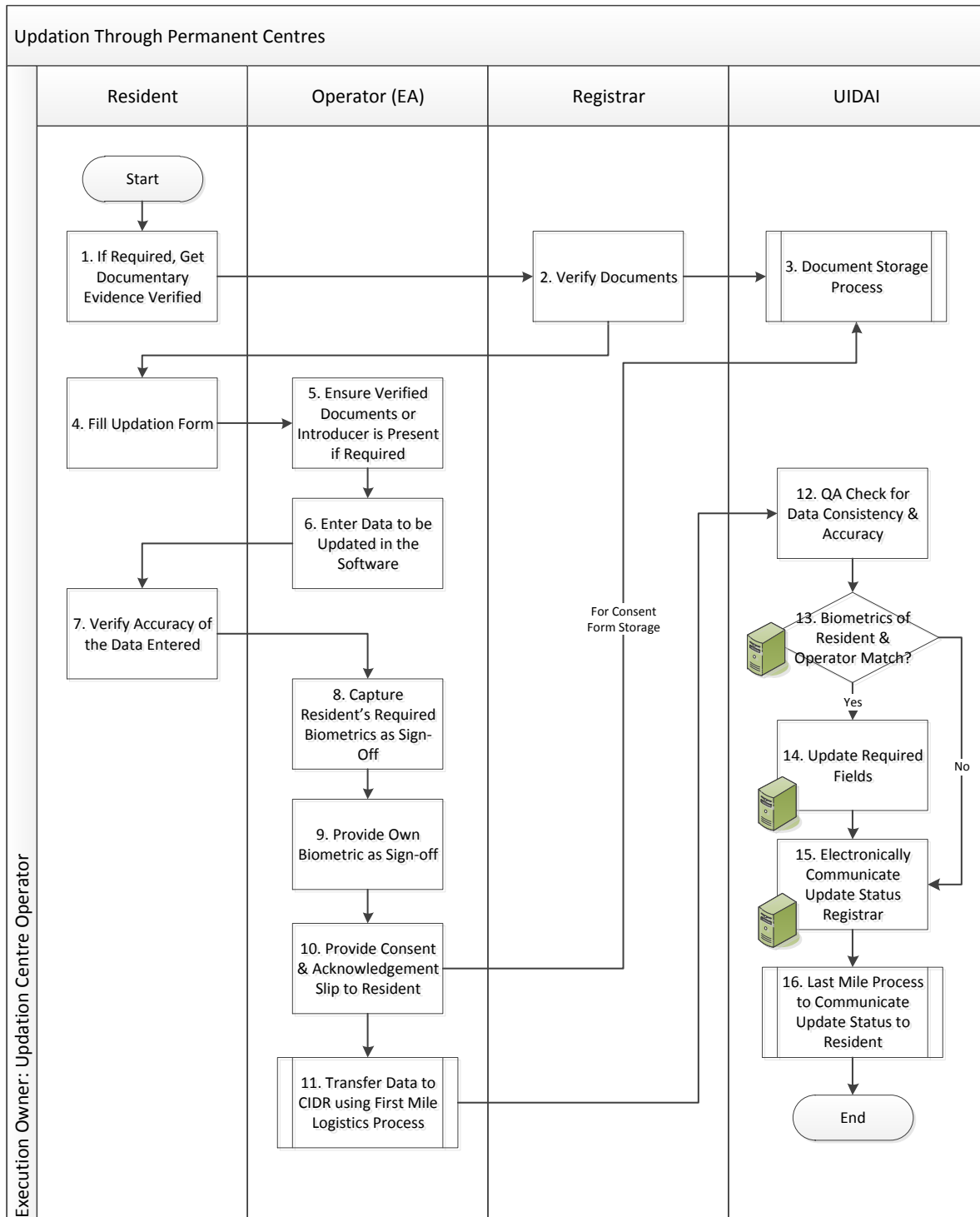
- The Operator enters the Resident's information into the software client, updating the demographic or biometric information as required. Both Operator and Resident verify the accuracy of the data that is entered (steps 6-7).
- The Operator then captures the Resident's biometrics to confirm his/her authenticity as well as the Resident's sign-off on the update. The Operator also provides his/her own biometric signature as sign-off, and provides the Resident with a consent as well as an acknowledgement form that the process has been carried out (steps 8-10).
- The updated information is transferred to the CIDR (step 11). Once it reaches the database, the information goes through a quality assurance check for data consistency, and accuracy (steps 12-14). Once the QA is completed satisfactorily, the demographic/biometric information is

---

<sup>4</sup> The form format for updation is available in Annexure 1-B. The operators at enrolment centers are responsible for ensuring that sufficient numbers of these forms are available.

updated in the CIDR, and the information on the update is then communicated to the Resident (step 16).

**Figure 5.1: The updation process**



## 6. Costs of updation

The UIDAI will not charge residents for the costs incurred by itself during the updation process. Examples of such costs are web portal / contact center maintenance costs, and sending out Aadhaar letters to Residents with their updated information.

However, the UIDAI recognizes that the ecosystem of agencies and service providers needs to be incentivized and be able to meet the costs incurred to handle updation requests. Therefore, the agency taking the request can charge residents. The UIDAI will determine the maximum chargeable rate for updating information from time to time.

The UIDAI may place a limit on different price levels for the various types of demographic/biometric fields being updated. The considerations for the same include cost of managing documentary evidence that may be required for certain fields, cost of updating biometric fields, etc.

## 7. Conclusion

The Aadhaar number will bring residents and service providers unprecedented ease and convenience in establishing and authenticating identity. This means however, that the data that is linked to the Aadhaar number and stored in the CIDR must be of the highest quality, and processes for updating this information must be both robust and transparent. This note hopes to bring clarity to the updation process, and help ensure the long-term legitimacy and relevance of the Aadhaar number.

## 8. Annexure 1-A

### 8.1 Need for Demographic Updates

Residents could have the need to update any of the data fields captured by UIDAI during resident enrolment.

For demographic data update, the needs could arise from:

- Changes in life events such as marriage may lead residents change their basic demographic details such as name and address. Address and phone number could also be updated due migration to newer locations. Residents may also want changes in their relative's details due to changes in life events such marriage, death of a relative etc. In addition, residents could have other personal reasons to change their phone number, email address etc.
- Changes in various service delivery platforms which may lead residents to request for changes in their "consent", add mobile number to CIDR etc.
- Errors made during the enrolment process wherein their demographic data may have been captured wrongly. Changes to "DoB/Age" and "Gender" fields are expected primarily due to enrolment errors.

### 8.2 Need for Biometric Updates

A resident could approach UIDAI for biometrics updates due to following reasons:

- Age <5 years at the time of initial enrolment – The child should be reenrolled when the child attains age of 5 years and all biometric data should be provided. A PoA, PoI & DoB verification mechanism similar to the one followed during enrolment process would need to be followed. A de-duplication would be done for the child at this stage. This request will be treated similar to a new enrolment request while retaining the original Aadhaar number.  
UIDAI will send out periodic communication after children turn 5 years. Children are expected to come to updation centre with their Aadhaar / update request letter & follow the required procedures. If the biometric is not furnished until child attains 10 years of age, the record will be flagged as dormant.
- Age 5-15 years at the time of enrolment – The resident should furnish all biometrics for updates when the resident attains age of 15 years.
- Age >15 years at the time of enrolment – Residents are recommended to update their Biometric data every 10 years.
- Events like accidents or diseases leading to biometric exception
- Getting facial image updated due to changes in age progression

As the Aadhaar authentication service becomes ubiquitous, residents may also approach for biometric updates because of authentication failures (called false rejects – where a correct resident with valid Aadhaar number may be incorrectly rejected). With improvements in technology, it may be possible to capture better quality biometrics in the CIDR.



## 9. Annexure 1-B: Updation Request Form Template

**Aadhaar No / EID No:** \_\_\_\_\_

- Update type**
- Demographic data update
  - Photograph / biometric data update
    - Above 5 years of age
    - Above 15 years of age
    - Others

Fields requiring change (select all that apply)	Reason for change (select all that apply)
<ul style="list-style-type: none"> <li><input type="checkbox"/> Name</li> <li><input type="checkbox"/> Address</li> <li><input type="checkbox"/> DoB / Age</li> <li><input type="checkbox"/> Gender</li> <li><input type="checkbox"/> Relative Name / UID</li> <li><input type="checkbox"/> Phone</li> <li><input type="checkbox"/> Email</li> <li><input type="checkbox"/> Consent for FI</li> <li><input type="checkbox"/> Consent for data sharing</li> <li><input type="checkbox"/> Photograph</li> <li><input type="checkbox"/> Fingerprint</li> <li><input type="checkbox"/> Iris</li> <li><input type="checkbox"/> Biometric Exception</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Spelling mistake</li> <li><input type="checkbox"/> Name change</li> <li><input type="checkbox"/> Address change</li> <li><input type="checkbox"/> Mistake at enrolment time</li> <li><input type="checkbox"/> Not given at enrolment time</li> <li><input type="checkbox"/> Change in life event</li> <li><input type="checkbox"/> Change in number</li> <li><input type="checkbox"/> Change in email</li> <li><input type="checkbox"/> Age progression</li> <li><input type="checkbox"/> Inappropriate photo taken at enrolment time</li> <li><input type="checkbox"/> Regular authentication failures</li> <li><input type="checkbox"/> Others</li> </ul>

Details of change

---



---



---

**Instructions:**

1. For spelling corrections in name field, resident needs to give the PoI document as per list provided.
2. For name changes other than spelling mistakes, following documents need to be furnished as required:
  - Name change after marriage – An attested copy of marriage certificate issued by Registrar of Marriage OR an affidavit from the husband and wife along with a joint photograph
  - Name change after divorce – Certified copy of Divorce decree
  - All other circumstances –
    - i. Deed poll/sworn affidavit
    - ii. Paper cuttings of two leading daily newspapers in original (one daily newspaper should be of the area of applicant's permanent and present address or nearby area)
3. For changes in address field, resident needs to give the PoA document as per list provided.
4. If the Resident does not have any of the PoA document, Introducer based verification/India Post's address verification service can also be done.
5. For DoB/Age field, updates can be done once in resident's lifetime.
6. To make the DoB field as "verified", residents must furnish documents as listed under Acceptable DoB proof documents.
7. Correction to gender field can be done once in resident's lifetime.
8. Gender change requires medical certificate.

<p><b>Acceptable PoI documents:</b></p> <ol style="list-style-type: none"> <li>1. Passport</li> <li>2. PAN Card</li> <li>3. Ration/ PDS Photo Card</li> <li>4. Voter ID</li> <li>5. Driving License</li> <li>6. Government Photo ID Cards</li> <li>7. NREGS Job Card</li> <li>8. Photo ID issued by Recognized Educational Institution</li> <li>9. Arms License</li> <li>10. Photo Bank ATM Card</li> <li>11. Photo Credit Card</li> <li>12. Pensioner Photo Card</li> <li>13. Freedom Fighter Photo Card</li> <li>14. Kissan Photo Passbook</li> <li>15. CGHS / ECHS Photo Card</li> <li>16. Address Card having Name and Photo issued by Department of Posts</li> <li>17. Certificate of Identify having photo issued by Group A Gazetted Officer on letterhead</li> </ol> <p><b>Acceptable DoB proof documents:</b></p> <ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. SSLC Book/Certificate</li> <li>3. Passport</li> <li>4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead</li> </ol>	<p><b>Acceptable PoA documents:</b></p> <ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Bank Statement/ Passbook</li> <li>3. Post Office Account Statement/Passbook</li> <li>4. Ration Card</li> <li>5. Voter ID</li> <li>6. Driving License</li> <li>7. Government Photo ID cards</li> <li>8. Electricity Bill (not older than 3 months)</li> <li>9. Water bill (not older than 3 months)</li> <li>10. Telephone Landline Bill (not older than 3 months)</li> <li>11. Property Tax Receipt (not older than 3 months)</li> <li>12. Credit Card Statement (not older than 3 months)</li> <li>13. Insurance Policy</li> <li>14. Signed Letter having Photo from Bank on letterhead</li> <li>15. Signed Letter having Photo issued by registered Company on letterhead</li> <li>16. Signed Letter having Photo issued by Recognized Educational Institution on letterhead</li> <li>17. NREGS Job Card</li> <li>18. Arms License</li> <li>19. Pensioner Card</li> <li>20. Freedom Fighter Card</li> <li>21. Kissan Passbook</li> <li>22. CGHS / ECHS Card</li> <li>23. Certificate of Address having photo issued by MP or MLA or Group A Gazetted Officer on letterhead</li> <li>24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</li> <li>25. Income Tax Assessment Order</li> <li>26. Vehicle Registration Certificate</li> <li>27. Registered Sale / Lease / Rent Agreement</li> <li>28. Address Card having Photo issued by Department of Posts</li> <li>29. Caste and Domicile Certificate having Photo issued by State Govt.</li> </ol>
--	--