F.No.HQ-16024/4/2020-EU-I-HQ Part (1)
Government of India
Ministry of Electronics and Information Technology (MeitY)
Unique Identification Authority of India (UIDAI)
(E&U Division)
******

7th Floor, UIDAI Headquarters,
Near Kali Mata Mandir,Gole Market,
New Delhi – 110 001.
Dated: 08th July 2022.

OFFICE MEMORANDUM

Subject: Exit Policy in terms of Para 5 read with Para 5[I] of the revised Terms of Engagement (ToE) of Registrars dated 15.11.2021 – reg.

The revised Terms of Engagement (ToE) of Registrars under Regulation 21 of Aadhaar (Enrolment & Update) Regulations, 2016 and Schedule V (as amended) had been issued on 15th November 2021 **(Annex-I)**. Para 5 of the said revised ToE *inter alia* reads as follows:

'*The Terms of Engagement (ToE) shall come into effect from the date of signing of the ToE document and any party can exit after completing the provisions as per the **exit policy**.*'

2.   Further, Para 5[I] of the said revised ToE reads as under:

'*During the tenure of the TOE, either Party may close and nullify this engagement by providing prior written notice of three months to the other party.*

However, this clause shall not be applicable to those registrars who are mandated to provide Aadhaar services consequent to a Government notification.

Termination as penal measure - UIDAI reserves the rights to terminate the services of Registrar or Enrolling Agency with immediate effect for repeated /grave error violations of Aadhaar Act, 2016 and Aadhaar (Enrolment and Update) Regulations, 2016 as amended from time to time.'

3 .   Accordingly, in terms of Para 5 read with Para 5[I] of the revised Terms of Engagement (ToE) of Registrars dated 15.11.2021, following Exit Policy is being issued for compliance by the Registrars/EAs:

A.   SOP to be followed for exit of Enrolling Agencies from the ecosystem:

i. EA to intimate decision to exit from the ecosystem to the Registrar by giving 3

months' advance notice, with copy to concerned UIDAI RO.

ii. Registrar to convey in-principle approval to EA after obtaining approval from RO from an officer not below the rank of Director.

iii. EA to stop enrolment/update after the receipt of approval from Registrar.

iv. EA to disassociate all the operators and deactivate all the machines through EA portal.

v. EA to ensure un-installation of Aadhaar software (ECMP/UCL/CELC) clients from the deactivated machines.

vi. EA to confirm action through a checklist regarding closure activities to Registrar with a copy to RO.

vii. Registrar to approach to RO with request to deactivate the credentials created for concerned EA along with the checklist submitted by EA.

viii. RO to request Tech Centre to cancel credentials created for concerned EA alongwith the approved checklist submitted by EA.

ix. RO to request Tech Centre that all the packets created under the particular EA code are uploaded and no operator or machine is live under the system.

x. RO to ensure un-installation of ECMP/CELC/UCL through physical or remote checking.

xi. Tech Support to confirm the removal of credentials of the EA to concerned RO along with the approved checklist.

xii. RO to recommend to E&U Division to provide exit letter with copy to Registrar/EA.

xiii. On receiving the recommendation, E&U Division to issue exit letter to concerned EA through Registrar along with copy to RO and Tech Centre.

B. SOP to be followed for exit of Registrars from ecosystem:

i. Registrar to intimate decision to exit from the ecosystem to UIDAI RO by giving 3 months' advance notice.

ii. Registrar to obtain approval from RO from an officer not below the rank of Director.

iii. Registrar to convey in-principle approval to all EAs after obtaining approval from RO from an officer not below the rank of Director.

iv. All EAs to stop enrolment/update after the receipt of approval from Registrar.

v. All EAs to disassociate all the operators and deactivate all the machines through EA portal.

vi. All EAs to ensure un-installation of Aadhaar software (ECMP/UCL/CELC) clients from the deactivated machines.

vii. All EAs to confirm action through a checklist regarding closure activities to Registrar with a copy to RO.

viii. Registrar to approach to RO with request to deactivate thecredentials created for all EAs along with the checklist submitted by EAs.

ix. RO to request Tech Centre to cancel credentials created for all EAs along with the approved checklist submitted by EAs.

x. In case the Registrar/ EA had procured Aadhaar Enrolment Kits using ICT

      Assistance, RO to ensure returning back of all hardware to UIDAI.

xi. RO to request Tech Centre that all the packets created under the particular EA code are uploaded and no operator or machine is live under the system.

xii. Tech Support to confirm the removal of credentials of the EAs to concerned RO along with the approved check list.

xiii. RO to recommend to E&U Division to provide exit letter with copy to Registrar.

xiv. On receiving the recommendation, E&U Division to issue exit letter to concerned Registrar along with copy to RO and Tech Centre.

This issues with the approval of Competent Authority.

08/07/2022

(Prabhakaran C R)
Deputy Director (E&U-I)

S.No	Activity	Responsibility	Date of Completion	Remarks
	Process to be followed for Exit of Enrolling Agencies from ecosystem			
1	EA to intimate decision to exit from the ecosystem to the Registrar by 3 months advance notice, with copy to concerned UIDAI RO.			
2	Registrar to convey in principle approval to EA after obtaining approval from RO from the officer not below the rank of Director.			
3	EA to stop enrolment/update after the recipient of approval from Registrar.			
4	EA to disassociate all the operators and deactivate all the machines through EA portal			
5	EA to ensure un-installation of Aadhaar software (ECMP/UCL/CELC) clients from the machine.			
6	EA to confirm action through a check list regarding closure activities to Registrar with a copy to RO.			
7	Registrar to approach to RO with request to deactivate the credentials created for concerned EA along with the check list submitted by EA.			
8	RO to request TC to cancel credentials created for concerned EA along with the approved check list submitted by EA.			
9	RO to request TC that all the packets created under the particular EA code are uploaded and no operator or machine is live under the system.			

10	Tech Support to confirm the removal of credentials of the EA to concerned RO along with the approved check list.		
11	RO to recommend E&U Division to provide exit letter with copy to Registrar/EA.		
12	On receiving the recommendation, E&U Division to issue exit letter to concerned EA through Registrar along with copy to RO and Tech Centre.		
13	RO to ensure un-installation of ECMP/CELC/UCL through remote or physical checking.		
14	RO to ensure returning back of hardware to UIDAI, in case Registrar/EA has purchased hardware through ICT Assistance.		

All activities as per the check list are completed and recommended to provide exit letter to the EA.

Tech Operations Division   Regional Office

Process to be followed for Exit of Registrars from ecosystem

S.No	Activity	Responsibility	Date of Completion	Remarks
1	Registrar to intimate decision to exit from the ecosystem to UIDAI RO by 3 months advance notice.			
2	Registrar to obtain approval from RO from the officer not below the rank of Director.			
3	Registrar to convey in principle approval to all EAs after obtaining approval from RO from the officer not below the rank of Director.			
4	All EAs to stop enrolment/update after the recipient of approval from Registrar.			
5	All EAs to disassociate all the operators and deactivate all the machines through EA portal			
6	All EAs to ensure un-installation of Aadhaar software (ECMP/UCL/CELC) clients from the machine.			
7	All EAs to confirm action through a check list regarding closure activities to Registrar with a copy to RO.			
8	Registrar to approach to RO with request to deactivate the credentials created for all EAs along with the check list submitted by EAs.			
9	RO to request TC to cancel credentials created for all EAs along with the approved check list submitted by EAs.			

10	RO to request TC that all the packets created under the particular EA code are uploaded and no operator or machine is live under the system.			
11	Tech Support to confirm the removal of credentials of the EAs to concerned RO along with the approved check list.			
12	RO to recommend E&U Division to provide exit letter with copy to Registrar.			
13	On receiving the recommendation, E&U Division to issue exit letter to concerned Registrar along with copy to RO and Tech Centre			
14	RO to ensure un-installation of ECMP/CELC/UCL through remote or physical checking.			
15	RO to ensure returning back of hardware to UIDAI, in case Registrar/EA has purchased hardware through ICT Assistance.			

All activities as per the check list are completed and recommended to provide exit letter to the Registrar.

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