

दिल्ली DELHI

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### MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding between the UNIQUE IDENTIFICATION AUTHORITY OF INDIA (UIDAI)

AND

DENA BANK for the implementation of the UID project.

This Memorandum of Understanding (MoU) has been executed at New Delhi on the 3<sup>rd</sup> day of November, 2010 between the Unique Identification Authority of India having its office at Tower 11, Jeevan Bharathi Building, Connaught Circus, New Delhi 110001 (hereinafter referred to as "UIDAI") and Dena Bank, a body corporate constituted under the Banking Companies (Acquisition and Transfer of Undertaking) Act 1970, having its Corporate Office at Dena Corporate Centre, C-10, G Block, Bandra Kurla Complex, Bandra (East), Mumbai-400051 (hereinafter referred to as Registrar).

#### **Preamble**

Whereas Government of India has set up Unique Identification Authority of India (hereinafter "UIDAI") with the mandate to issue Unique Identification Numbers (hereinafter "UID") to all residents of India (hereinafter "UID Project").

Whereas, Dena Bank a nationalized bank is having large customer base and would be in a position to identify its account holders for facilitating issuance of UID by UIDAI.

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प्राथमिकता क्षेत्र और क्षेत्रीय प्राथमिक बैंक विभाग  
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Whereas, in order to implement the UID project Dena Bank is entering into this MoU with the UIDAI.

Whereas Dena Bank has set up a Core Team to oversee the implementation of the UID project among the constituents (account holders, nominees and others) of Dena Bank.

Whereas this MoU shall come into effect from date mentioned at the first para, hereinabove.

**Definitions:**

Unless the context requires otherwise;

**Registrars** are departments or agencies of the State Government/ Union Territory, Public Sector Undertakings and other agencies and organizations, who, in normal course of implementation of the some of their programs, activities or operations interact with residents. Examples of such Registrars are Rural Development Department (for NREGS) or Civil Supplies and Consumer Affairs Department (for TPDS), insurance companies and Banks.

**Enrolling Agencies** are entities hired by Registrars to perform enrolment functions on behalf of the Registrar(s).

**UID project and the scope of the MoU**

1. The UIDAI has the mandate from the Government of India to issue unique identification numbers (UID) to residents of India based on demographic and biometric data of the individual. UIDAI will partner with Government and other agencies leveraging their existing infrastructure in order to implement the UID project. These agencies will be called the Registrars of the UIDAI.
2. UIDAI will set standards and processes for enrolment to be uniformly followed by all Registrars and Enrolling Agencies. The UIDAI will issue UIDs after checking that the resident applying for UID does not already have a record and a UID number in the UID data base (de-duplication). In addition, the UIDAI will provide online, real-time Authentication service.
3. This MoU between the UIDAI and Dena Bank sets out below, the general and broad-based intentions of both parties for collaboration and as an umbrella understanding for facilitation of subsequent execution of agreements and documents relevant for the implementation of the UID project by Dena Bank.
4. The UID project will be implemented in a phased manner; the UIDAI will be conducting proof of concept studies and pilots to test the working of the technology and process of enrolment, subsequent to the Pilots the full roll out of the UID project will take place. The Dena Bank will co-operate and actively participate in each of these phases as required by UIDAI.

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5. In the interest of clarity and to reduce ambiguity, the UIDAI shall execute additional agreements and documents to capture details about implementation of UID project with the Dena Bank.

**6. UIDAI shall:**

- a. Develop and prescribe standards for recording data fields, data verification and biometric fields.
- b. Prescribe a process for enrolment of residents; this will include among other things the process for collection of biometric data.
- c. Provide/ prescribe the software that will be used for the enrolment of people into the UID data base in order to issue the UID number.
- d. De-duplicate the database of the residents on the basis of the demographic and biometric data and issue UID numbers to only those whose uniqueness of identity has been established and after ensuring that the person has not enrolled in the UID database before.
- e. Issue a letter communicating the UID number directly to the person who has been allotted UID number after de-duplication. UIDAI will also communicate the UID number electronically with the Registrar in UIDAI prescribed format.
- f. Authenticate the identity of a person with a UID number as per the protocols prescribed by the UIDAI.
- g. Prescribe protocols for record keeping and maintenance of the information collected for the issuance of a UID number.
- h. Prescribe protocols for transmission of the data collected for de-duplication.
- i. Prescribe protocols to ensure the confidentiality, privacy and security of data.
- j. Prescribe limits for fees that could be charged for issuing a UID number.
- k. Prescribe protocols for spreading and communicating the message, content and intent of the UID project. Since the UIDAI logo and brand name are properties of the UIDAI, the UIDAI will prescribe the manner and limits of the use of UIDAI logo, brand name, brand design and other communication and awareness materials.
- l. Prescribe other protocols, processes and standards and that the UIDAI may deem necessary for the implementation of the UID project.
- m. Conduct periodic audit of the enrolment process and to this end shall have the authority to visit and inspect offices of the Registrar and Enrolling Agencies. Such audits are necessary to ensure the integrity of the enrolment process and to ensure uniformity across the country.


- n. Prescribe mechanisms for resolution of grievances that the residents may have during enrolment and authentication.

**7. Dena Bank/ Registrar shall:**

- a. Co-operate and collaborate with the UIDAI in conducting proof of concept (PoC) studies, pilots to test the working of the technology and process of enrolment into the UID database and subsequently full roll out of the UID project.
- b. Follow the criteria and processes for appointment of enrolling agencies prescribed by the UIDAI.
- c. Put in place an Institutional mechanism to effectively oversee and monitor the implementation of the UID project in general and monitor specifically Enrolling Agencies.
- d. Provide required financial and other resources to carry out the enrolment processes as per the phasing decided by UIDAI.
- e. Co-operate and collaborate with and provide all assistance and support to the Deputy Director Generals (DDGs) concerned of the UIDAI and other staff members/ consultants/ advisors of the UIDAI to effectively implement the UID project with Dena Bank.
- f. Provide logistic and liaison support to the staff and representatives of UIDAI when they visit the Enrolling Agencies in implementing the UID project.
- g. Work with the UIDAI to resolve difficulties faced on the ground in the implementation of the UID project.
- h. Follow the process set out by the UIDAI for resolution of grievances, difficulties and conflict regarding matters concerning the UID project.
8. The following is an indicative list of the obligations of Dena Bank as Registrar. These will be elaborated and detailed additional agreements and documents as deemed necessary by UIDAI. Notwithstanding anything contained in this clause, this list can be expanded or elaborated as required to ensure integrity and uniformity of enrolment into the UID database. In order to implement the UID project the Registrars shall:
- a. Either do the enrolment directly or through Enrolment Agencies who shall be identified and appointed by the Registrars (UIDAI may recommend certain criteria to be fulfilled to be an Enrolment Agency). The Enrolment Agencies will be working on behalf of the Registrars and will be accountable to the Registrars; therefore they should follow all the standards, protocols, processes laid down by the UIDAI to implement the UID project. Registrars must ensure compliance by the Enrolling Agencies of the standards, protocols, processes laid down by the UIDAI on a continuous basis.

  
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- b. Follow the standards for data fields, data verification and biometric fields prescribed by the UIDAI.
- c. Follow the process for enrolment of residents; this will include among other things the process for collection of biometric data prescribed by the UIDAI.
- d. Use the software developed by the UIDAI for the enrollment of people into the UID database for the issuance of the UID number.
- e. Use only those devices and IT systems whose specifications have been approved by the UIDAI.
- f. Follow the protocols prescribed by the UIDAI for record keeping and maintenance.
- g. Follow the process and systems prescribed by the UIDAI for transmission of the data collected for de-duplication.
- h. Follow the confidentiality, privacy and security protocols prescribed by the UIDAI.
- i. Have the option to charge a fee for enrolment into the UID database and issuance of UID number but the fees charged from residents cannot be higher than the maximum amount prescribed by the UIDAI in this regard.
- j. Follow protocols prescribed by the UIDAI for spreading and communicating the message, content and intent of the UID project. Since the UID logo and brand name are properties of the UIDAI, the UIDAI will prescribe the manner and limits of the use of UIDAI logo, brand name, brand design and other communication and awareness materials.
- k. Follow protocols, processes and standards prescribed by the UIDAI for the implementation of the UID project.
- l. Allow the UIDAI to conduct periodic audit of the enrolment process and to visit and inspect the offices and records of the Registrar and Enrolment Agencies and any other place the UIDAI or its empowered agency may deem necessary for their purpose.
- m. Submit periodic reports of enrolment to the UIDAI in the form and manner prescribed by the UIDAI.
- n. Provide logistic and liaison support to the staff and agents of UIDAI when they visit the Registrar an Enrolling Agencies implementing the UID project.
- o. Provide information related to the UID project to the UIDAI from time to time as requested by the UIDAI.
- p. Work with the UIDAI to resolve difficulties faced on the ground in the implementation of the UID project.

- q. Follow the process set out by the UIDAI for resolution of difficulties and conflict regarding matters concerning the UID project.

**Miscellaneous:**

9. At the time of collecting data for the purpose of the UIDAI, the Registrar may collect data from the resident that is required for the purpose of their business/ service operations.
10. In situations where the processes and standards for enrolment set by the UIDAI are not followed or are violated (willfully or otherwise) by the Registrars and/ or an Enrolling Agency, the UIDAI shall make reasonable attempts to discuss and attempt to resolve difficulties with the Registrar. Pursuant to which, if the recommendations of the UIDAI are not implemented and the matter settled to the satisfaction of both the parties, the UIDAI shall have the option to de-register the concerned Registrar and/ or demand replacement of a concerned Enrolment Agency as the case may be.
11. Any provision of this MoU may be amended or waived if, and only if, such amendment or waiver is evidenced by a written instrument signed by duly authorized representatives of the parties, or, in the case of a waiver, by the party against whom the waiver is to be effective.

IN WITNESS WHEREOF, the undersigned have executed this MoU, in duplicate, as of the date set forth above.

For Dena Bank

For Unique Identification Authority of India

(ANANDI LAL)

(RAJESH BANSAL)

General Manager (PS&RRB)

Asst. Director General

Witness:

Witness:

A C KATIAR  
Regional Manager  
Dena Bank  
New Delhi