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MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding between the Unique Identification Authority of India (UIDAI)

AND

SYNDICATE BANK for the implementation of the UID Project.

This memorandum of understanding (MOU) has been executed at **New Delhi** on the **13th October, 2010** between the Unique Identification Authority of India having its office at Tower II, Jeevan Bharati Building, Connaught Circus, New Delhi 110001 (hereinafter referred to as "UIDAI") and Syndicate Bank, a body corporate constituted under the Banking Companies (Acquisition & Transfer of Undertakings) Act 1970, having its Head Office at Manipal, Karnataka State (hereinafter referred to as "Registrar")

Preamble

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

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Whereas Syndicate Bank would like to act as Registrar for the UID Project.

Whereas in order to implement the UID Project in the states of Indian union, as mutually agreed , Syndicate Bank is entering into this MOU with UIDAI.

Whereas Syndicate Bank will set up a suitable machinery for the implementation of UID project.

Whereas, this MOU shall come into effect from 13th October, 2010.

Definitions:

Unless the Context requires otherwise;

Registrars are departments or agencies of the State Government/ Union Territory, Public Sector Undertakings, other agencies and organizations, who, in normal course of implementation of some of their programmes, activities or operations interact with residents and are authorized by the UIDAI to enroll residents into the UID system. 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 Government of India to issue unique identification numbers (UID Numbers) to residents of India based on demographic and biometric data of the individual. UIDAI will become 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 UID Numbers after checking that the residents applying for UID does not already have a record and a UID number in the UID database (de-duplication). In addition, the UIDAI will provide online, real-time Authentication service.



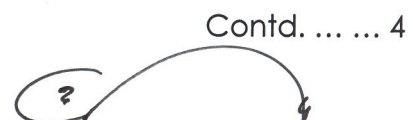
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3. This MOU between the UIDAI and Syndicate Bank sets out below, the general and broad-based intention of both parties for collaboration and an umbrella understanding for facilitation of subsequent agreements and documents relevant for the implementation of the UID project by Syndicate 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. Syndicate Bank will cooperate and actively participate in each of these phases as required by UIDAI.
5. In the interest of clarity and to reduce ambiguity, the UIDAI shall execute additional agreements and documents to capture details about implementation of the UID project with the Syndicate Bank as and when required.
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 database 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 the UIDAI proscribed format.
 - f) Authenticate the identity of a person with a UID number as per the protocols prescribed by the UIDAI.

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- 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 of fees that could be charged for issuing a UID number.
- k) Prescribe protocols for spreading and communicating the message, contents and intent of the UID project. Since the UIDAI logo and brand name are properties of UIDAI, the UIDAI will prescribe the manner and limits of 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 Syndicate Bank and Enrolling Agencies. Such audits are necessary to ensure the integrity of the enrolment process and to ensure uniformity across the country.
- n) Prescribe mechanism for resolution of grievances that the residents may have during enrolment and authentication.

7. Syndicate Bank shall :

- a) Cooperate and collaborate with UIDAI in conducting proof of concept (POC) studies, pilots to test the working of the technology and process of enrolment into the UID data base 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 process as per the phasing decided by the UIDAI.



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- e) Cooperate and collaborate with and provide all assistance and support to the Deputy Director Generals (DDGs) concerned of the UIDAI and the other staff members / consultants / advisors of the UIDAI to effectively implement the UID project with Syndicate Bank.
- f) Wherever possible provide logistic and liaison support to the staff and representatives of the 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 Syndicate Bank as Registrar. These will be elaborated and detailed in 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, Syndicate Bank shall :

- a) Either do the enrolment directly or through Enrolment Agencies who shall be identified and appointed by Syndicate Bank (UIDAI may recommend certain criteria to be fulfilled to be an Enrolment Agency). The Enrolment Agencies will be working on behalf of the Syndicate Bank and will be accountable to the Syndicate Bank; therefore, they should follow all the standards, protocols, processes laid down by the UIDAI on a continuous basis.
- 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 enrolment of people into the UID database for the issuance of the UID number.



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- 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 data base 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 Registrars 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) Wherever possible provide logistic and liaison support to the staff and agents of UIDAI when they visit the Registrar and 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) As far as possible 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 the difficulties and conflict regarding matters concerning the UID project.

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Miscellaneous:

9. At the time of collecting data for purposes of the UIDAI, Syndicate Bank 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 Syndicate Bank and/ or an Enrolling Agency, the UIDAI shall make reasonable attempts to discuss and attempt to resolve difficulties with Syndicate Bank. 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 Syndicate Bank 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 the written instrument signed by duly authorized representatives of the parties, or, in the case of waiver, by the party against whom the waiver is to be effective.

The undersigned have executed this MOU, in duplicate, as of the date set forth above.

On behalf of UIDAI


(Rajesh Bansal)
Assistant Director General

On behalf of Syndicate Bank


(U Ganesh Kamath)
General Manager