

## **Policy on Aadhaar Kendra Registrars and Services**

In the initial phase, UIDAI started Aadhaar enrolments in camp mode. Over the last two years or so, in keeping with the fast increasing saturation of Aadhaar in some parts of the country, UIDAI had initiated work on the next phase, i.e. the Permanent Enrolment Centres, which are already running in the country, numbering over 5000. More and more services are now coming on the Aadhaar platform, which has necessitated ubiquitous presence of such centres at the earliest across the country, and the current model of PECs needs to be upgraded. Pursuant to this, the E&U Division, UIDAI, has been in the process of finalizing the policy and operational framework for setting up of the next phase of Permanent Enrolment Centres(PECs) or Aadhaar Kendras (AKs) for Aadhaar services to residents, and the registrars operating such centres as proposed to be christened as Aadhaar Kendra Registrars(AKR). UIDAI is conscious of the fact that there still remain a large number of remote and rural locations, where commercial viability of PECs is a genuine constraint. Unless proper resident services are provided in such areas, the enrolment of the left out population, of the new-borns as well as update services will not be possible. This will naturally have an adverse effect on the Aadhaar enabled service delivery envisaged in the project.

The revamped AK policy takes into account the growing number of services that are possible to be provided at the PEC level, and creates the enabling environment for such centres to continue to sustain themselves in the long run, which is crucial from the point of view of the long-term goals of the Aadhaar scheme of things.

As preparatory steps to framing of this policy, wide ranging consultations were held with stakeholders, including the calling of an Expression of Interest regarding the empanelment of Registrars for setting up Aadhaar Kendras.

This document incorporates the suggestions received during the consultations and the EoI process, and based on the same, lays down the types of Aadhaar Kendras, the scope of services to be offered and the indicative pricing for services rendered.

## **1.0 Aadhaar Kendra Registrars (AKR)**

The following would be eligible to be Registrars for Aadhaar Kendras

- 1.1 Institutions and organizations that are already Registrars to the UIDAI process
- 1.2 Nominated Departments of State Governments
- 1.3 Public Sector Banks
- 1.4 Undertakings/Corporations established by departments of Government of India/State Government
- 1.5 Any agency established under any of the Acts of Parliament/State Legislature
- 1.6 Joint ventures in which a state or the central govt is partner.

## **2.0 Nature of Aadhaar Kendras**

The full set of Aadhaar services for the resident are expected to be made available from Aadhaar Kendras. Depending on the type of Kendra, services offered would range from part of the services available to the full set of services available.

Aadhaar Kendras could be co-located with touch points like CSCs, Sanchaar Haats and Post Offices, which normally provide

resident centric services, are wide spread and are easy to access. The Aadhaar services would be in addition to all services being provided, and hence would remain viable for the service provider. AKR may set up exclusive Aadhaar Kendras, if they so desire.

Aadhaar Kendras are expected to be permanent in nature.

### **3.0 Types of Aadhaar Kendras**

At this point in time, it is envisaged that three distinct types of Aadhaar Kendras will be set up. The Kendras vary in the minimum infrastructure required, and hence in the investment to be made for each type of Kendras. This also impacts upon the type of services that can be delivered and hence the revenue stream. It is possible to for a single centre to combine two kinds of Aadhaar Kendras at a single location.

Also, the UIDAI is not prescribing a ratio between the types of the Aadhaar Kendras to be set up. Depending on the quantum of enrolment already done and the roll out of applications in a particular geography, different areas would require different ratios between the types of centres.

The Three kinds of Aadhaar Kendras, and the infrastructure required at each is indicated below:-

<b>TYPE A</b>	<b>TYPE B</b>	<b>TYPE C</b>
<b>Enrolment Kit</b> Computer Internet Printer <b>FP Scanner</b> <b>Iris Scanner</b>	Computer Internet Printer <b>FP Scanner</b> <b>Iris Scanner</b>	<b>MicroATM</b>

### 3.1 Aadhaar Kendra – Type A

The **Services** expected to be provided from such a Kendra are

- Aadhaar Enrolments
- Biometric Update
- Demographic Update
- e -Aadhaar
- e-KYC and e-KYC
- Seeding
- All forms of Aadhaar service delivery *except* the BC Model

MicroATM for payments.

The **Infrastructure** to be deployed is indicated in Table 01, **Column C**. For an existing service point with a computer and internet connection there is a need to add the Aadhaar enrolment kit.

### 3.2 Aadhaar Kendra – Type B

The **Services** expected to be provided from such a Kendra are

- Demographic Update
- e-Aadhaar
- Seeding and e-KYC
- All forms of Aadhaar service delivery *except* the BC Model

Micro ATM for payments.

The **Infrastructure** to be deployed is indicated in Table 01, **Column D**. For an existing service point with a computer and internet connection there is a need to add the fingerprint scanner and iris scanner.

### 3.3 Aadhaar Kendra – Type C

The **Services** expected to be provided from such a Kendra are

- Seeding and eKYC
- All forms of Aadhaar service delivery especially the BC Model MicroATM for payments.

The **Infrastructure** to be deployed is indicated in Table 01, **Column E**. Only a microATM is to be procured. The microATM has been clearly defined by the IBA and the relevant document can be accessed from the link [http://uidai.gov.in/images/commdoc/uidai\\_scheme\\_deployment\\_of\\_microatms\\_261012.pdf](http://uidai.gov.in/images/commdoc/uidai_scheme_deployment_of_microatms_261012.pdf)

All Aadhaar Kendras also wanting to extend to the resident the Aadhaar enabled payments system would deploy the Type C Kendra, either in stand-alone mode or as an addition to the Type A or Type B Kendra. As this requires an additional tie up with the banks, this has been kept as a separate module.

The UIDAI may, at a future date, roll out premium and outreach services such as enrolment on call basis, enrolment in remote and difficult areas with better financial assistance etc. The AKRs shall be allowed to run these services also.

#### **4.0 Communicating Location of Aadhaar Kendras to Residents**

The UIDAI shall make available a centralized web based service that could be accessed by residents to help identify the Aadhaar Kendra locations. It would be the responsibility of the AKRs to keep this information updated as per the defined procedure of UIDAI.

## **5.0 Audit and Monitoring by UIDAI**

UIDAI has a process for monitoring the performance of the enrollment process and in future it will establish the process for inspection and monitoring of AKs. During the inspection the following will be checked

- Adherence to and compliance of UIDAI
  - Processes
  - Information security Guidelines
  - AK Infrastructure guidelines. (Details are placed at ***Annexure #02*** of this document.)

## **6.0 Scale of the Aadhaar Kendras**

The setting and scale up of AKs is expected to be demand driven. As more and more applications roll out on Aadhaar, it is expected that the need for such centres will increase. Update of Aadhaar data, including biometric updates of children at 5 and 15 years of age, is also a permanent need of the residents, which the AKs will meet.

In terms of its geographical spread, besides other locations, at least each Gram Panchayat (total 2.38 lakh) in rural areas, and each municipal ward (about 82,000) in the urban centres in the country could be an indicative service area for the AK. Where required, a mechanism for allotment of AK locations amongst multiple AKRs in a state, as well as other details of engagement of such AKs with the state government shall be clearly defined in due course.

## 7.0 Kinds of Services and Pricing of Services

**TABLE #01: Aadhaar Kendras, Services and Pricing**

SR NO	SERVICE	TYPE A	TYPE B	TYPE C	COST OF SERVICE	
		Enrolment Kit Computer Internet Printer FP Scanner Iris Scanner	Computer Internet Printer FP Scanner Iris Scanner	MicroATM	Payment to be made by Resident (Rs.)	Payment by UIDAI to AKR (Rs.)
A	B	C	D	E	F	G
1	ENROLMENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NIL	40
2	BIOMETRIC UPDATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15	20
3	DEMOGRAPHIC UPDATION	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15	NIL
4	STATUS QUERY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	NIL
5	LOST EID	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	NIL
7	eAadhaar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	NIL
8	BLANK PVC CARD eAadhaar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25	NIL
9	BFD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	NIL
10	UCL Lite (Provide Cell Number,Email, Consent)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	NIL
T01	eKYC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	These services are shown here to indicate other Aadhaar services that can be made available to the resident, revenue for which would come from Third party agreements.	
T02	SEEDING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
T03	PAYMENTS/ CASH WITHDRAWAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
T04	COUPONS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

To ensure viability of the Aadhaar Kendra, the pricing of services is seen as key. It is envisaged that there are three sources of payment for services

- a) Payment to Aadhaar Kendra, made by the resident  
(Reflected in **Column F** of Table 01, for services at Sr. No 2 to 10)
- b) Payment to AKR made by the UIDAI  
(Reflected in **Column G** of Table 01, for services at Sr No 1 and 2)
- c) Payment to Aadhaar Kendra/AKR made by a third party  
End User  
(Reflected in services at Sr No T01 to T04 Table 01)

For all services rendered, one or more sources of payment would exist, as indicated in Table 01.

It would be important to note that all services indicated at Sr No T01 to T04 of Table 1, i.e. payment to Aadhaar Kendra/AKR by a third party end user are listed to point out services that would serve as further potential source of revenue. The actual payment modalities would need to be worked out between the parties concerned.

## **8.0 Future Prospects**

The UIDAI may, at a future date, roll out premium and outreach services. Aadhaar Kendras would be the preferred location for the roll out of such services.

For any additional resident facing services released by the UIDAI, where feasible, the same would be extended through the Aadhaar Kendras.

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