

REQUEST FOR PROPOSAL

Invitation of Bids for Outsourcing the processing of Updation requests received on UIDAI-SSUP Portal

Last Date for submission of bids: 07-03-2014 13:00Hrs

1. Bids in sealed cover are invited for the above cited work. Please super scribe the above Title on the sealed cover to avoid the Bid being declared invalid.
2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below
 - a. Bids/queries to be addressed to: Sh. K. Venkat Ramana,
Deputy Director
 - b. Postal address for sending the Bids: Unique Identification Authority,
of India, Regional Office,
5th floor, III Block,
My Home Hub, Madhapur,
Hitech city, Hyderabad – 500 081
(Bids can also be deposited in the Tender Box available in the above Address)
 - c. Name/designation of the contact person: Sh. K. Venkat Ramana,
Deputy Director
 - d. Telephone numbers of the contact person: 040 - 23119269
 - e. E-mail of contact person : kuram1968@gmail.com
 - f. Fax number: 040 - 23116662
3. This RFP is being issued with no financial commitment and UIDAI RO Hyderabad reserves the right to change or vary any part thereof at any stage and also reserves the right to withdraw the RFP, should it become necessary at any stage.
4. The firms who are interested to submit their bids for the above work may attend a Pre-Bid meeting to be held on 21-02-2014 at 11:30 Hrs in the above premises. It is recommended that the prospective bidders attend the pre-bid conference so as to enable them to understand the scope of work.

General Information

1. The last date and time for depositing the Bids: 07-03-2014 before 13:00 Hrs. The sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure receipt of bids lies with the Bidder.
2. Manner of depositing the Bids: **Sealed Bids in Two bid format, viz., technical and commercial are to be placed in separate envelopes duly indicating "Technical Bid" or "Commercial Bid" as the case may be on the relevant envelope. Both the Technical and commercial Bids are to be then kept in a single envelope duly super-scribing "Bid for Updation Work in UIDAI" on the envelope. The Bidders should adhere to the Technical and Price Bid Formats given in the Tender Document.** The Bid should be either dropped in the Tender box kept in this office or sent by registered post at the address above given, so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/ non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.
3. Time and date for opening of Bids (technical bids): 07-03-2014 at 14:30hrs. If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time. Commercial bids of the firms who have qualified in the technical evaluation only will be opened for commercial evaluation. The date of opening of Technical bids is on 07-03-2014 at 13:30hrs. Commercial bids will be opened at 15:00 Hrs. on 12-03-2014. The Bidders are requested to attend the opening of Technical and Commercial Bids.
4. Location of the Tender Box: UIDAI, RO, 5th floor, III Block, My Home Hub, Madhapur, Hi-tech city, Hyderabad. Only those Bids that are found in the tender box will be opened.
5. Place of opening of the Bids: UIDAI, RO, 5th floor, III Block, My Home Hub, Madhapur, Hi-tech city, Hyderabad. The Bidders may depute their representatives, duly authorising in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders present. This event will not be postponed due to non-presence of your representative.
6. Forwarding of Bids – Bids should be forwarded by Bidders under their original memo/ letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account if applicable, etc. and complete postal & e-mail address of their office.
7. Modification and Withdrawal of Bids: A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by the Regional Office in the Tender Box prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for

submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

8. Clarification regarding contents of the Bids: During evaluation and comparison of bids, the Buyer may, at his discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

9. Rejection of Bids: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

10. Validity of Bids: The Bids should remain valid till 90 days from the last date of submission of the Bids.

11. Earnest Money Deposit – Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs. 32,000/- (Rupees Thirty Two Thousand only) along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business in the name of UIDA RO Hyderabad. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD should be enclosed along with the Technical Bid. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract.

Scope of Work (Technical and commercial Formats Enclosed)

1. The work involves processing approximately 4.0 lakhs Updation requests which need to be "verified" by the Verifiers deployed by the Agency as per the stipulated guidelines of the UIDAI.
2. The verification process for the updation requests as laid down by the UIDAI is given as Annexure A.
3. The average output per operator per day should be around 250. The check of 4 lakh records should be completed within 55 days from the date of issuance of work order. The progress of the processing of requests will be monitored continuously. It is to be ensured that the following schedule for clearance of work is adhered to:
 - a) At the end of first 25 days from the date of issuance of work order – 1.0 lakh records
 - b) At the end of 35 days from the date of issuance of work order - 2.0 lakh records
 - c) At the end of 45 days from the date of issuance of work order - 3.0 lakh records
 - d) At the end of 55 days from the date of issuance of work order - 4.0 lakh records

Requirements:

1. The work place for carrying out SSUP verification work should be located in Hyderabad/Secunderabad. The agency should be ready with the required infrastructure of manpower to immediately start work for verification of updation requests available online through the UIDAI SSUP portal.
2. The infrastructure includes
 - (i) Manpower
 - (ii) PCs / Laptops with minimum 2 GB Ram and Windows-7 and above as operating system.
 - (iii) Uninterrupted internet connectivity and power with adequate back up.
 - (iv) Telephone connection to the operators for contacting the residents (at least one for every two operators)
3. The agency should be able to deploy at least 25 resources within a week of placing of work order and increase it to 40 within 15 days of work order.
4. All resources should be:
 - (i) Graduates;
 - (ii) Have working knowledge on computers;
 - (iii) Should have sound knowledge in English and Telugu.
 - (iv) The antecedents should be verified with the concerned police authorities (the antecedents verification can be taken up and submitted to the Regional Office after placing of work order) and police verification certificate submitted within 10 days of placement of work order.

5. The agency should have proper premises to accommodate all the 40 resources in one place with uninterrupted power supply. The inspection of premises offered by the agency will be carried as part of the technical evaluation of the agency.
6. The agency and all the resources employed by the agency for the SSUP work would need to sign an undertaking for adherence to the information and security guidelines of the UIDAI to ensure security and privacy of data available to them through the SSUP portal. No data should be copied or stored in any form on the device and any breach of these regulations would entail lodging complaint under relevant sections with the police and persons responsible and the agency would be liable for prosecution.
7. The training for the resources employed on the SSUP work will be undertaken by the Regional Office, UIDAI, Hyderabad and a test will be conducted for the resources at the end of the training to assess their suitability for deployment on the job. Only those resources who are considered suitable should be deployed for the work. It is therefore important that the quality of the resources presented by the agency should be suitable to meet the requirement of the job.
8. The operator should work between 9.00 AM to 7.00 PM on six working days during the week.
9. The relevant MIS on number of records processed along with details of update requests numbers will have to be compiled and submitted on a daily basis through RO, Hyderabad.
10. The Agency should submit documents related to annual turnover for the last three years. The Agency should have previous experience in the area of work for which the tender enquiry is floated.

TECHNICAL BID FORMAT
(Please see the Scope of Work for filling this Form)

S.No.	Pre-Qualification Criteria	Supporting Documents	Compliance (Yes/No)	Detailed remarks
1.	Company registered in India under the Companies Act 1956 including Partnership firms/Limited liability Partnership firms registered under the Indian Partnership Act	Certificate of Incorporation / Registration		
2.	The Bidder should have been in operation for a period of at least 3 years as on 31.3.2013, as evidence by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies.	Certificate of Incorporation / Registration		
3.	The Bidder should have at least 100 employees on his rolls. However, he should also show proof that he can immediately assign 25 employees for this work and to be increased to 40 employees within 10 days of the issuance of the work order.	Certificate by Auditor / Company Secretary		
4.	The Bidder must have a facility with a capacity to accommodate 40 persons for this task along with required PCs, Communication facilities and power back up.	Self-certification to be verified by UIDAI team		
5.	Average overall annual turnover of atleast 50.00 lakhs during the	Audited / Certified		

	previous three financial years (2010-2011, 2011-2012 and 2012-2013)	financial statements and annual report for 2010-2011, 2011-2012, and 2012-2013		
6.	Should not have defaulted on any bank/institutions' loans in the past 3 years.	Certificate from statutory auditor		
7.	Should not have defaulted in payment of statutory dues or liabilities in the last three years.	Certificate from statutory auditor		
8.	Should have filed income tax returns for the last three financial years (2010-2011, 2011-2012 and 2012-2013)	Copy of the IT returns for (2010-2011, 2011-2012 and 2012-2013) duly acknowledged by Income tax Department		
9.	Should not have been blacklisted by any government agency/ department at any point of time.	Certificate from statutory auditor		
10.	Should have experience in implementation of at least two similar projects	Work order / certificate from clients.		

PRICE BID FORMAT

Cost per each updation	
Taxes	
Total (for each up dation)	
Cost for processing total updation requests (4 lakh) (Inclusive of Taxes)	

Note: The Lowest Bid will be decided based on the lowest price quoted by the particular Bidder inclusive of all taxes/duties. Therefore, the bidders are advised to show taxes/duties, if any, separately for evaluation.

- a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
- b. The Lowest Acceptable Bid will be considered for placement of contract/ Work Order.

Bid Evaluation Criteria

- A. The Technical Bids will be evaluated as per the requirements given in the Tender Document and the Technical Bid Format. The evaluation will include a visit to the Office site of the Agency where the work assigned would be carried out. Only those Bids that qualify technical requirements will be considered for opening of Commercial Bids.
- B. The Lowest Bid will be decided based on the lowest price quoted by the particular Bidder inclusive of all taxes/duties. Therefore, the bidders are advised to show taxes/duties, if any, separately for evaluation.
 - c. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.
 - d. The Lowest Acceptable Bid will be considered for placement of contract/ Work Order.

- I. At the end of first 25 days from the date of work order – 1.0 lakh records
- II. At the end of 35 days from the date of work order - 2.0 lakh records
- III. At the end of 45 days from the date of work order - 3.0 lakh records
- IV. At the end of 55 days from the date of work order - 4.0 lakh records

If the above timelines are not met and there is backlog in clearance of update requests, liquidated damages @0.5% of the cost of the contract will be levied at each of the four stages stated above for completion of work.

d) Advance Payments: No advance payment(s) will be made.

e) Paying Authority: AO, UIDAI, RO, 5th floor, III Block, My Home Hub, Madhapur, Hitech City, Hyderabad.

f) The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill.

i) Ink-signed copy of Commercial invoice / Seller's bill.

ii) Copy of Work Order

iii) Certificate from the Regional Office on the quantum of work completed. The completion certificate is to be issued by the Deputy Director in-charge of the SSUP work.

iv) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).

v) Any other document / certificate that may be provided for in the Supply Order/ Contract.

g) Risk & Expense clause

If the work is not completed within the time or times specified in the contract documents, the UIDAI shall after granting the Service Provider 15 days notice, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

Conditions of the Contract:

General Conditions

1. **Effective Date of the Contract:** The contract shall come into effect on the date of signing of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract.
2. If Bidder desires to ask for excise duty or Sales Tax / VAT extra/ Service Tax, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.
3. If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entreated after the opening of tenders.
4. **Liquidated Damages:** Kindly refer Penalty clause in the Special Conditions

Special Conditions

The Bidder is required to give confirmation of his acceptance of Special Conditions of the RFP mentioned below, which will automatically be considered as part of the Contract concluded with the successful Bidder. Failure to do so may result in rejection of Bid submitted by the Bidder.

- a) **Performance Guarantee:** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 05% of the contract value immediately on receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of completion of work.
- b) **Payment Terms:** An MIS system will need to be put in place to monitor the daily and cumulative clearance of updation requests. Based on the MIS, the payment will be made to the Agency based on the number of updation requests "Verified" by its manpower. The payment will be made once in a month. For the purpose of this Work Order, the first payment will be made on completion of one month and the second and final payment on completion of the entire work of 4 Lakh records.
- c) **Penalty:** A very high degree of quality in verification of the updation requests will have to be maintained by the agency through its resources. While payment will be made to the agency based on each updation request processed successfully by Verifier. For each mistake committed by Verifier in checking the data, penalty at the rate twice the rate payable to the agency for each successful record processed would be deducted from the agency.
Further, the work assigned to the agency is to be completed in a time-bound manner. The Scope of work as per this Tender Enquiry is processing of 4.0 lakhs up dation requests with the following timelines.

Manual for QA for Updates through SSUP

The update policy offers facility to the resident to update/correct following fields in Aadhaar data base via Self Service Update Portal (SSUP) and physical post. – Name, Address, Date of Birth, Gender and Mobile Number. It is possible that the update request may be completed by the resident himself/herself. It is also possible that the resident may only complete the data entry part of the update request and send the supporting documents by post or else send the whole request by post. All update requests need to be accompanied with valid documentary evidence, wherever required. List of documents accepted as POA/POI and DOB for correction/Update is attached at Annexure -1. All update requests must also necessarily have a contact number in the application form.

2. Since the resident data is being permitted to be changed, it is important that a robust Quality Assurance programme at the back-end should be put in place to carry out checks before permitting changes in the data. The back-end will need to also support requests for update from residents received through post (when request comes by Post), scan and upload the supporting documents, verify the update request by comparing the requested field from the corresponding Aadhaar field, verifying the documents submitted by the residents, matching the request from the information in Aadhaar database and by making verification calls (wherever required) to the resident on the given contact number.

3. The update QA will basically have two roles: Verifier and Approver. Since update QA will be based on a Maker-Checker model, the Verifier and Approver will perform almost similar roles. The Verifier / Approver will examine the request carefully as per the rules given in succeeding Paras and accept or reject the request accordingly. In case of disagreement between the Verifier and Approver, the request will come to the reviewer for an independent decision. Reviewer will be a Section Officer/SSA/ PSA/Deputy Director notified as such by the regional office. Role of the QA staff- who will function as an verifier and who will operate as an approver- will be decided by the respective Regional Offices.

4. The update via physical post will have an additional role of data entry operator to enter the update request on the portal and scan and upload the document. However, initially the volume of update request would not be much; therefore, no separate staff for data entry is being provided. One of the Update QA staff will also perform the functions of data entry operator along with their

other role. This will be, however, a temporary arrangement and the role of the data entry operator and update QA staff will be separated as soon as the volume of request increases.

5. The guidelines to handle the update request through SSUP or physical post will be as under:

- a. All update packets will go through manual QA.
- b. All Update packets will have the Aadhaar No, which will be used to pull the complete Demographic & Photo information of the resident from Aadhaar database.
- c. Any update request not containing a telephone contact number will be rejected outrightly.
- d. The review page for update QA will have view of update request, documents uploaded by the resident and the demographic data and photo of the resident pulled out from Aadhaar data base.
- e. The update request via SSUP will be auto rejected:
 - When documents supporting the update/correction are not received by the back office up to 60 days from the registration of the request.
 - Documents received by post do not have URN (Update Request Number) number of the resident.

Disposition Rules for Update QA:

Verifier/Approver will examine each request manually and accept or reject according to the rules given below. In case of rejection following sub-codes will be available. The update QA team will check the appropriate reason code(s) as per update QA rules. It may be possible that the request is deficient in more than one aspect. The QA staff will need to mark all the reasons in case of multiple errors/deficiencies in the update request.

- Junk data in the request
- Invalid document
- Document not legible
- Document Not Self Attested
- Data mismatch in document and update request
- Transliteration Error in the Request Field
- Photo mismatch on POI and Aadhaar.
- Mismatch of Age on document with photo on Aadhaar
- Resident not reachable.
- Verification call failed
- Update declined

Field wise guidance for Verifier / Approver in the Manual QA Process

1. Request for updation / correction in the ' name' field

The update request for name is possible in following two events

- Correction request in the name : Resident wants to correct the Name recorded erroneously at the time of original enrolment
- Change in the name consequent of life cycle event like marriage etc.
- Compare the data to be updated /corrected with the corresponding Aadhaar field. It may be a minor change in the spelling or major change in the name.

A. If the request is a minor correction in the spelling of the name: A minor correction means that the update request and POI document has 'Geeta' whereas the aadhaar data base has 'Gita'. Or else 'Ganga' was erroneously recorded as 'Ganag', 'Surjit' is entered as 'Surjeet' or 'Surjer' in UIDAI records. Check the requested field carefully in both English and local

language. The request may be for correction in one language or in both the languages.

- Check whether data in the request field is a valid name and not a junk data such as "Aaaajjjj" "kmlkj" 'AA' etc. If the request field has no meaningful data – reject the request for **"Junk Data in the request"**.
- Check the validity of the support document: - The request must be supported with a valid POI. List of the POI documents prescribed by UIDAI for the purpose are at Annexure A. If the document is not from one of the prescribed documents- reject the request for **"Invalid Document"**.
- Check whether the document is legible and photo on the document is clear. If document is not clear, mark as **"Document Not Legible"**
- Document must be self attested by the resident. If document is not self attested – reject the request for **"Document Not Self Attested"**.
- If the request fulfills the documentary requirements, proceed further to match the data in the document submitted by the resident with the data in the update field. If name in the POI document and name in the request field do not match – reject the request for **"Data Mismatch in Document and Update Request"**.
- Check whether local language transliteration of name is correct. If transliteration has an error and name in local language does not match the name in the POI submitted by the resident reject the request for **"Transliteration Error in the Request Field"**.
- Match the photo of the resident on POI document and on the Aadhaar. If the photos do not match reject the request for **"Photo Mismatch on POI and Aadhaar"**.

B. If the request is for major change in the name or surname: A major change means 'Anil' is requested to be changed to 'Sunil' or 'Sita Mehta' has requested for a change to 'Sita Raghvan' check whether the request is supported by the valid documents from the list of POIs. If originals of any of these documents do not have photographs, it is mandatory for the

resident to superimpose and scan/photocopy the photo as part of this document.

- If document uploaded is not one of the approved documents, the request is to be rejected for **"Invalid Document"**.
- Check whether the document has photograph of the resident affixed on it. If photograph is not there, reject the request for **"Invalid Document"**.
- Check whether the document is legible and photo on the document is clear. Document not legible reject the request for **"Document Not Legible"**.
- Check whether the document is self attested by the resident. Document without self attestation will be rejected for **"Document Not Self Attested"**.
- Match the name on the document and name in the request field. In case of mismatch in names - request may be rejected for **"Data Mismatch in Document and Update Request"**.
- Match the photo on Aadhaar and photo on the document submitted by the resident. If photos do not match - request to be rejected for **"Photo Mismatch on POI and Aadhaar"**.
- In case of major change in the name, the verifier/approver must make a call to the resident at the given contact number and verify the identity and authenticity of the request as per the **protocol** described below:
 - Calls to be made during 10:00 A.M to 5:30 P.M only
 - A minimum of three attempts must be made to contact the residents.
 - The next call will be made next day as the request gets out of the queue once not processed and then reappears in the queue next day.
 - If the mobile number is provided of a different person, the date and time for call to resident must be fixed.

- If the resident is not reachable in all three attempts reject the request for **"Resident Not Reachable"**.
 - If resident is contacted, Verifier/Approver may ask following questions to the resident to verify his identity and authenticity of the request:
 - i. Whether the resident has applied for a correction/updation in his/her Aadhaar data
 - ii. If yes what is the field(s) he/she has requested for correction/updation? Once the resident confirms that he/she has indeed applied for updation of name, confirm
 - iii. What was the name of the resident recorded on Aadhaar?
 - iv. What is the new name he/she has requested for?
 - v. What is the Address of the resident?
 - vi. What is his/her date of Birth?
 - If Resident is not able to answer all the questions satisfactorily, reject the request for **"Verification Call Failed"**.
 - On telephonic verification if resident has denied making an update request – reject the request for **"Update declined"**

2. Updation request for change in "Address" field

- Check whether data in the request field is not junk. If the request field has no meaningful data – reject the request for **"Junk Data in the request"**.
- Check the validity of the Proof of Address (POA) document submitted by the resident. The document must be one of the prescribed documents for POA by UIDAI. If document is not one of the approved POAs reject the request for **"Invalid Document"**.

- The PoA should be in the name of the resident. If the document is not one of the prescribed documents or not in the name of the resident reject the request for **"Invalid Document"**.
- Check the requested field carefully in both English and local language. The request may be for correction in one language or in both the languages
- Check whether local language transliteration of address is correct. If transliteration has an error and address in local language does not match the address in the POA submitted by the resident reject the request for **"Transliteration Error in the Request Field"**.
- Match the address in the document and address in requested field. Mismatch in the address given in the document and address in the request field –reject the request for **"Data Mismatch in Document and Update Request"**.
- Check whether the document is self attested by the resident. Document without self attestation will be rejected for **"Document Not Self Attested"**.
- Match the new address and the address in the Aadhaar data. If the new address is a mere enhancement in the address recorded in Aadhaar, accept the same without any verification call.
- If there is major change in the address, verifier/approver must contact the resident on the given number as per the protocol prescribed above for verification calls and ask following questions to verify authenticity of the request:
 - ✓ i. Whether the resident has applied for a correction/updation in his/her Aadhaar data
 - ✓ ii. If yes what is the field(s) he/she has requested for correction/updation
 - ✓ iii. What is the name of the resident?
 - ✓ iv. What is his/her Date of Birth?
 - ✓ v. What was the Address recorded in Aadhaar letter?
 - ✓ vi. What is the new address resident wants to record on Aadhaar?

- If Resident is not able to answer all the questions satisfactorily, reject the request for **"Verification Call Failed"**.
- If resident is not reachable on the contact number after three attempts in three days – reject the request for **"Resident Not Reachable"**.
- On telephonic verification if resident has denied making an update request – reject the request for **"Update declined"**

3. Request to change " Gender" field :

- No document is required to update gender field.
- Check request field has a valid data. Request can be only for recording as 'Male', 'Female' or 'Transgender'. In case of junk data, the request will be rejected for **"Junk data in the request field"**.
- Check the gender field in the new request and gender recorded on Aadhaar data
- If there is an obvious photo gender mismatch in Aadhaar data and gender in the requested field matches the Aadhaar photo, request may be accepted without any verification call.
- If the correction request is inconsistent from photo on Aadhaar or if the resident wants to be recorded as transgender, a verification call must be made to the resident and genuineness of the request may be confirmed by asking following questions.
 - i. Whether the resident has applied for a correction/updation in his/her Aadhaar data
 - ii. If yes, what is the field(s) he/she has requested for correction/updation
 - iii. What is the name and address of the resident in Aadhaar letter?
 - iv. What is his/her date of Birth?
 - v. What was the gender recorded in his/her Aadhaar letter?
 - vi. What is the correction the resident wants to make in the gender field?

- If Resident is not able to answer all the questions satisfactorily reject the request for **"Verification Call Failed"**.
- If resident is not reachable on the contact number after three attempts in three days – reject the request for **"Resident Not Reachable"**.
- On telephonic verification if resident has denied making an update request – reject the request for **"Update declined"**

4. Update request for 'Date of Birth' field

- The request for change in Date of Birth field should always be supported by documentary proof. Only birth certificates/SSLC book certificate and passport are accepted as proof for Date of Birth
- If the document is not from one of the above documents - request must be rejected for **"Invalid Document"**.
- The document must be self attested. Document without self attestation will be rejected for **"Document Not Self Attested"**.
- Verifier will match the DoB on the document and DoB in the update/correction field. In case any mismatch of data, the request must be rejected for **"Data Mismatch in Document and Update Request"**.
- If there is apparent age mismatch between the age cited in the request field and photo on Aadhaar, the request will be rejected for **"mismatch of Age on document with photo on Aadhaar"**.
- A verification call must be made to the resident to confirm the request in all other cases.
- If contact is possible, verifier/approver confirms the genuineness of the request by asking following questions.
 - i. Whether the resident has applied for a correction/ updation in his/her Aadhaar data
 - ii. If yes, what is the field(s) he/she has requested for correction/ updation
 - iii. What is the name and address of the resident in Aadhaar letter?

- iv. What is his/her Date of Birth?
- v. What was the DoB recorded in Aadhaar letter?
- vi. What is the correction the resident wants to make in the DoB field?
- If Resident is not able to answer all the questions satisfactorily, reject the request for **"Verification Call Failed"**.
- If resident is not reachable on the contact number, after three attempts in three days – reject the request for **"Resident Not Reachable"**.
- On telephonic verification if resident has denied making an update request – reject the request for **"Update declined"**.

5. Update request for "Mobile number"

- The resident may be contacted at the new number.
- Identification of the resident must be established through following verification questions:
 - i. Whether the resident has applied for a correction/updation in his/her Aadhaar data
 - ii. If yes, what is the field(s) he/she has requested for correction/updation?
 - iii. What is the name and address of the resident in Aadhaar letter?
 - iv. What is his/her Date of Birth?
 - v. Whether he has given his/her mobile Number at the time of enrolment.
 - vi. If yes, what was the earlier mobile number?
 - vii. What is the new number he has requested for update.
- If Resident is not able to answer all the questions satisfactorily - reject the request for **"Verification Call Failed"**.
- If resident is not reachable on the contact number after three attempts in three days – reject the request for **"Resident Not Reachable"**
- On telephonic verification if resident has declined an update request – reject the request for **"Update declined"**.

All telephone records will be maintained in the following form in a suitable google docs format to which access will be provided to all approvers, verifiers.

Sl. No	Date	Telephone number called	Time when called	URN number of the resident	Successful in establishing contact (Y/N)	Remarks (update request confirmed Y/N)

ANNEXURE - 1

List of Documents to be submitted with update request

Supported Proof of Identity (PoI) Documents
Containing Name and Photo for Name
Corrections/Update

- Passport
- PAN Card
- Ration/ PDS Photo Card
- Voter ID
- Driving License
- Government Photo ID Cards/ service photo identity card issued by PSU
- NREGS Job Card
- Photo ID issued by Recognized Educational Institution
- Arms License
- Photo Bank ATM Card
- Photo Credit Card
- Pensioner Photo Card
- Freedom Fighter Photo Card
- Kissan Photo Passbook
- CGHS / ECHS Photo Card
- Address Card having Name and Photo issued by Department of Posts
- Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on letterhead
- Disability ID Card/handicapped medical certificate issued by the respective State/UT
- Marriage Certificate
- Proof of Marriage document issued by the Registrar
- Gazette Notification
- Legal Name Change Certificate

(Where photograph is not available in originals of above PoI documents, the photocopy/scan must be taken along with the resident's photo)

Supported Proof of Address (PoA) Documents
Containing Name and Address

- Birth Certificate
- SSN / C Book/Certificate
- Passport

Supported Proof of Address (PoA) Documents
Containing Name and Address

- Passport
- Bank Statement/ Passbook
- Post Office Account Statement/Passbook
- Ration Card
- Voter ID
- Driving License
- Government Photo ID cards/ service photo identity card issued by PSU
- Electricity Bill (not older than 3 months)
- Water bill (not older than 3 months)
- Telephone Landline Bill (not older than 3 months)
- Property Tax Receipt (not older than 3 months)
- Credit Card Statement (not older than 3 months)
- Insurance Policy
- Signed Letter having Photo from Bank on letterhead
- Signed Letter having Photo issued by registered Company on letterhead
- Signed Letter having Photo issued by Recognized Educational Institution on letterhead
- NREGS Job Card
- Arms License
- Pensioner Card
- Freedom Fighter Card
- Kissan Passbook
- CGHS / ECHS Card
- Certificate of Address having photo issued by MP, or ML, or Gazetted Officer or Tehsildar on letterhead
- Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)
- Income Tax Assessment Order
- Vehicle Registration Certificate
- Registered Sale / Lease / Rent Agreement
- Address Card having Photo issued by Department of Posts
- Caste and Domicile Certificate having Photo issued by State Govt
- Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations
- Gas Connection Bill (not older than 3 months)
- Passport of Spouse
- Passport of Parents in case of Minor