



Unique Identification Authority of India  
Government of India

## Learner's Guide

# Manual for Aadhaar Seva Kendras using Online ECMP Version (5.5.5.9)





## PREFACE

The module is meant to give all readers a firm grounding on Aadhaar Seva Kendra using Online Enrolment Client Multiple Platform (ECMP) Version 5.5.5.9. The Target audience to this manual will be Registrar, Enrolment Agency and Operator/Supervisor engaged in Aadhaar Enrolment and Update Process UIDAI.

The purpose of this manual is to provide the Aadhaar Enrolment and Update Staff knowledge of using the Online Aadhaar Enrolment Client ECMP, pre-requisite to install the client, daily activities and their roles and responsibility. In addition to this, the manual contains Quality Check related errors and other important information.

This publication (and any extract from it) may not be copied, paraphrased, reproduced, or distributed in any manner or form, whether by photocopying, electronically, by internet, within another document or otherwise, without the prior written permission of UIDAI.

© 2018 Unique Identification Authority, All rights reserved

## Chapter 1: Introduction to UIDAI and Important Terminology

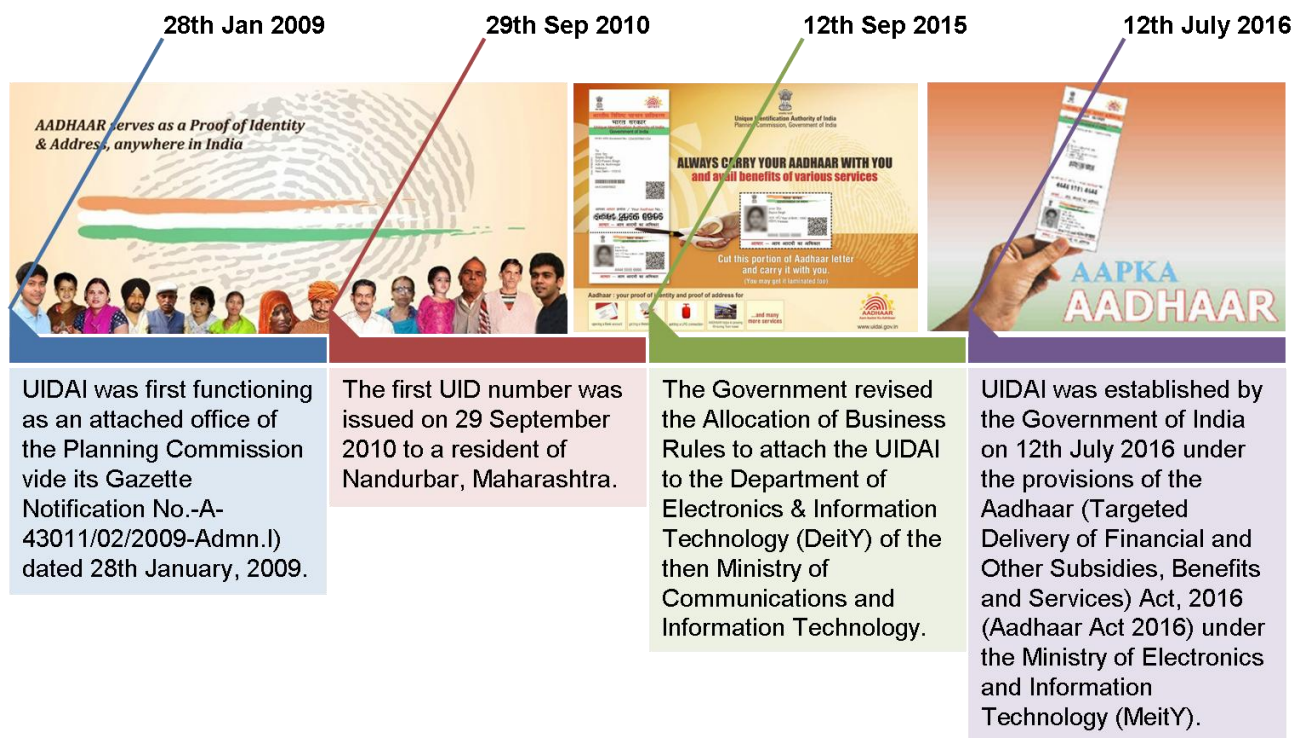
**The Unique Identification Authority of India (UIDAI)** is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 ("Aadhaar Act 2016") on 12<sup>th</sup> July 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY).

Prior to its establishment as a statutory authority, UIDAI was functioning as an attached office of the then Planning Commission (now NITI Aayog) vide its [Gazette Notification No.-A-43011/02/2009-Admn.I\)](#) dated 28<sup>th</sup> January, 2009. Later, on 12<sup>th</sup> September 2015, the Government revised the Allocation of Business Rules to attach the UIDAI to the Department of Electronics and Information Technology (DeitY) of the then Ministry of Communications and Information Technology.

UIDAI was created with the objective to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India that is:

- (a) Robust enough to eliminate duplicate and fake identities, and
- (b) Can be verified and authenticated in an easy, cost-effective way

Under the Aadhaar Act 2016, UIDAI is responsible for Aadhaar enrolment and authentication, including operation and management of all stages of Aadhaar life cycle, developing the policy, procedure and system for issuing Aadhaar numbers to individuals and perform authentication and also required to ensure the security of identity information and authentication records of individuals.



रजिस्ट्री सं० डी० एल०-33004/99 REGD. NO. D. L.-33004/99

**भारत का राजपत्र**
  
**The Gazette of India**

असाधारण  
EXTRAORDINARY  
भाग II—खण्ड 3—उप-खण्ड (ii)  
PART II—Section 3—Sub-section (ii)  
प्रकाशित से प्रकाशित  
PUBLISHED BY AUTHORITY

सं. 1718] नई दिल्ली, मंगलवार, जुलाई 12, 2016/आषाढ़ 21, 1938  
No. 1718] NEW DELHI, TUESDAY, JULY 12, 2016/ASADHA 21, 1938

**संचार और सूचना प्रौद्योगिकी मंत्रालय**  
(वैयक्तिक और सूचना प्रौद्योगिकी विभाग)  
**अधिसूचना**  
नई दिल्ली, 12 जुलाई, 2016

**फा.अ. 2358(फ).—**केन्द्रीय सरकार, आधार, (वित्तीय और अन्य सहायिकियों, प्रसुधियों और सेवाओं का लक्षित परिधान) अधिनियम, 2016 (2016 का 18) की धारा 11 द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, भारतीय विशिष्ट पहचान प्राधिकरण की, उक्त अधिनियम के अधीन उस पर प्रदत्त शक्तियों का प्रयोग करने के लिए, और उसकी समनुदेशित कृत्यों का पालन करने के लिए, राजपत्र में इस अधिसूचना के प्रकाशन की तारीख से स्थापना करती है।

2. प्राधिकरण का मुख्यालय नई दिल्ली में होगा जिसके क्षेत्रीय कार्यालय बंगलुरु, हैदराबाद, लखनऊ, मुंबई, नई दिल्ली, रांची, मुंबई और चंडीगढ़ में होंगे तथा केन्द्रीय पहचान ऑफिस संघ प्रचालन कार्यालय बंगलुरु और मानेसर में स्थित होंगे।

[फा. सं. 13012/64/2016/विधि/यूआईडीएआई]  
संजीव मिश्र, संयुक्त सचिव

**NOTIFICATION**  
New Delhi, the 12th September, 2016  
**AADHAAR (ENROLMENT AND UPDATE) REGULATIONS, 2016**  
(No. 2 of 2016)

No. 13012/64/2016/Legal/UIDAI (No. 2 of 2016).—In exercise of the powers conferred by sub-section (1), and sub-clauses (a), (b), (d), (e), (j), (k), (l), (n), (r), (s), and (v) of sub-section (2), of Section 54 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, the Unique Identification Authority of India hereby makes the following regulations, namely:—

**CHAPTER I**  
**PRELIMINARY**

**1. Short title and commencement.—**

(1) These regulations may be called the Aadhaar (Enrolment and Update) Regulations, 2016 (1 of 2016).  
(2) These regulations shall come into force on the date of their publication in the Official Gazette.

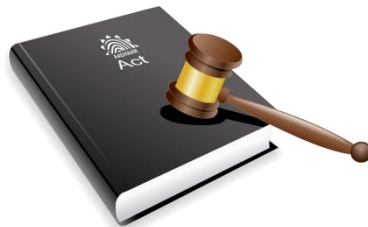
**2. Definitions.—**

(1) In these regulations, unless the context to otherwise requires,—

(a) “Act” means the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016;  
(b) “Aadhaar Letter” means a document for conveying the Aadhaar number to a resident;  
(c) “Aadhaar number holder” means an individual who has been issued an Aadhaar number under the Act;  
(d) “authentication” means the process by which the Aadhaar number along with demographic information or biometric information of an individual is submitted to the Central Identities Data Repository for its verification and such Repository verifies the correctness, or the lack thereof, on the basis of information available with it;  
(e) “Authority” means the Unique Identification Authority of India established under sub-section (1) of section 11 of the Act;  
(f) “Central Identities Data Repository” or “CIDR” means a centralised database in one or more locations containing all Aadhaar numbers issued to Aadhaar number holders along with the corresponding demographic information and biometric information of such individuals and other information related thereto;

## Important Definitions

### Act



Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 published on 25<sup>th</sup> March 2016.

### Authority



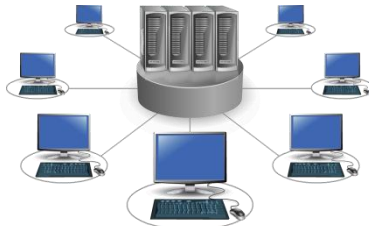
The Unique Identification Authority of India established under sub-section (1) of Section 11 of the Act on 12<sup>th</sup> July 2016.

## Regulations



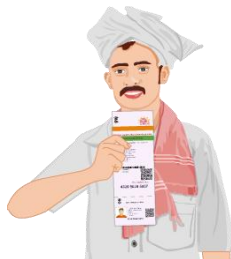
The Aadhaar (Enrolment and Update) Regulations, 2016 published on 12<sup>th</sup> September 2016 and other amendments issued thereafter.

## Central Identities Data Repository (CIDR)



A centralised database in one or more locations containing all Aadhaar numbers issued to Aadhaar number holders along with the corresponding demographic information and biometric information of such individuals and other information related thereto.

## Enrolment



The process, as specified in Aadhaar (Enrolment and Update) Regulations, 2016 (2 of 2016), published on 12th Sept 2016 to collect demographic and biometric information from individuals by the enrolment agencies for the purpose of issuing Aadhaar numbers to such individuals under the Act.

## Registrars



- Any entity authorised or recognised by the Authority for the purpose of enrolling individuals under the Act
- Registrars would include both Government and private sector agencies recognised appointed by Authority to carry out the enrolment of residents by them or through enrolment agencies contracted/appointed by them

## Enrolment Agency



- An agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals under the Act
- Enrolment Agencies will directly interact with and enrol residents and could be third party agencies that are empanelled by the Authority

## Enrolment Centre



A permanent or temporary centre set up by an enrolment agency for carrying out enrolment of residents and updating their information. Enrolment Centers is also called as Aadhaar Seva Kendra.

### Enrolment Station



- It is the system where a resident's demographic and biometric data is captured
- The enrolment set-up includes a computer, the biometric devices, GPS device and other devices such as printer and scanner

### Hardware and Software Vendors



- Hardware vendors will provide the hardware, such as Laptop, desktop, tablets, GPS device, Printer-cum-scanner, STQC Certified Biometric devices etc. as per Authority specifications
- Software vendor are providing the software, such as operating system (Windows XP, Vista, Windows 7), Application software, etc
- Enrolment/Update Software will be provided by the Authority and it will have in-built security features to secure the information collected

### Testing and Certification Agency



- Agency engaged by the Authority to conduct assessment of persons intending to get employed within any Enrolment Agency as Enrolment Operator/Supervisor and perform enrolment/update
- Certification Process will ensure that only trained and certified persons handle the enrolment/update process

### Enrolment Operator



The certified personnel employed by Enrolment Agencies to execute the process of enrolment at the enrolment centres.

### Enrolment Supervisor



The certified personnel employed by enrolling agencies to operate and manage the enrolment centres.

### Verifier



The personnel appointed by Registrars for verification of documents at enrolment centres

### Introducer



Person registered with the Registrar and Authority who will confirm the identity of a person who does not have any valid Proof of his/her Identity (PoI) and Proof of Address (PoA)

**Note :** The Introducer will only confirm the identity and address of persons whom the introducer knows and the confirmation will be done using the Introducer's Aadhaar number and biometric confirmation

### Resident



An individual who has resided in India for a period or periods amounting in all to one hundred and eighty-two days (182) or more in the twelve months immediately preceding the date of application for Aadhaar enrolment

### Demographic Information



Information relating to the name, date of birth, address and other relevant information of an individual, as specified by regulations for the purpose of issuing an Aadhaar number.

**Note:** This information shall not include race, religion, caste, tribe, ethnicity, language, records of entitlement, income or medical history

### Biometric Information



Photograph, finger print, Iris scan, or such other biological attributes of an individual as specified by regulations

### Core Biometric Information



Finger print, Iris scan, or such other biological attributes of an individual as specified by regulations

### Enrolment ID (EID)



A 28-digit Enrolment Identification Number allocated to residents at the time of enrolment

### Aadhaar Letter



A document for conveying the Aadhaar number to a resident

### Contact Centre



Central point of contact for resolution of queries and grievances related to enrolment/update and accessible to residents through toll free number - **1947** and/ or e-mail- **help@uidai.gov.in**

### ECMP Client



Enrolment Client developed by the Authority and provided to all the Enrolment Agencies for performing Aadhaar Enrolment and Update through Certified Operator/Supervisor

## Chapter 2: Roles and Responsibilities

### Registrar and EA

For the smooth functioning of any Aadhaar Seva Kendra, sufficient Certified Operator/Supervisor and Verifier are must be present at all times to complete the Enrolment or Update Process. Registrar and Enrolment Agency must ensure the following activities are performed on regular intervals at each Aadhaar Seva Kendra:-

- Aadhaar Enrolment/Update Kit (Laptop) shall remain in custody of Registrar's person (Bank Employee/ Postal Employee etc). In no circumstances Enrolment Staff namely Operator /Supervisor will be allowed to take the Enrolment kit outside the Registrar's premises. In any case they need to take the machine outside their premises, they need to take approval from their corporate office in Banks / circle office etc. who will keep Authority informed about any such activity
- Records must be maintained including the fee collected against Aadhaar Update and list if Fresh enrolment to reconcile the same at the time of receiving the payment from the Authority
- At least one registrar employee should be activated as Supervisor and available at each Aadhaar Seva Kendra who can perform end of the day activity and in absence of Operator he/she can perform enrolment/correction and update process for the resident
- Only the Certified Operators/Supervisors are employed at each Aadhaar Seva Kendra
- Action against any Operator/Supervisor must be taken up on priority in case of any reported complaint or suggestions received from the Authority or resident to the registrar
- Strict vigilance must be kept on all the outsourced Enrolment Staff to avoid any kind of fraud or corruptions

### Verifier

#### Who is a Verifier and what is his/her responsibility?

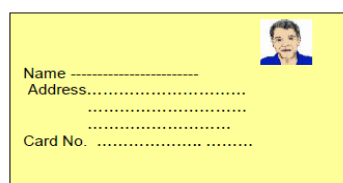
- When the resident comes to enrol for Aadhaar to an Enrolment Centre, demographic information will be entered from documents that the resident provides
- The authentication of documents submitted by the resident is duly verified by the officials authorised to verify the documents. Such officials are termed as verifiers
- The verifier present at the Enrolment Centre will verify the documents submitted by the resident against the enrolment/update form filled by the resident
- The services of the retired government officials who are generally well acquainted with such verification procedures can be utilised by the Registrars in case they are unable to spare serving officials for document verification
- Any serving /retired official both from Government (including Armed forces and CPMFs) and PSUs including Banks not below the rank of Group 'C'/ class III employees may be allowed to be deployed as Verifiers. In the areas, like big cities and Metros, where registrar is unable to avail the services of such

Retired/Serving government officials, services of an outsourced vendor can be availed of to provide verifiers with the approval from Authority's Regional Office

- The verifiers in an enrolment centre cannot be from the same vendor, hired as enrolment agency. Registrar needs to ensure that verifiers are appropriately trained before being put in the field. The Registrar may appoint more than one Verifier in a centre, if and where required
- The list of all Verifiers must be notified, by designation, by the Registrar before commencement of the enrolments and the list should be shared with the Regional office concerned

### What are the UIDAI Guidelines for Verification that the Verifier must keep in mind while verifying the Documents?

- Make sure that the resident has original documents for verification.
- The documents produced by the resident for Aadhaar enrolment/Update must be in the list of UIDAI approved documents only
- The format is for certificate to be issued by officials/ institutions (only those that are recognised in the UIDAI's valid list of documents) for Proof of Identity, Proof of Address, Proof of Relationship, Proof of Date of Birth is as per **Appendix C**
- Verifiers can refuse verification, if they suspect forged/altered documents. In cases where Verifier refuses verification of the documents produced, reasons should be recorded in brief by the Verifier on the Enrolment Form and returned to the resident
- In case the Verifier refuses verification with reasons or turns the resident back without recording any reasons, the resident can approach a designated Authority created by the Registrar for Grievance Redressal
- Verify Name, Date of Birth, Address, and Relationship Details against PoI, DoB, PoA, PoR, respectively
  - Name
  - PoI requires a document containing the resident's name and photograph. Verify that supporting document has both
  - If any of the PoI documents submitted does not contain the photograph of the resident, then it will not be accepted as a valid PoI. In order to be inclusive and free of harassment, documents with older photographs are acceptable

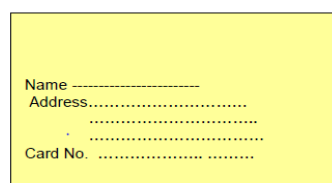


Name .....

Address.....

Card No. ....

Valid POI with Photograph



Name .....

Address.....

Card No. ....

Invalid POI without photograph

- Confirm the name in the document by asking the resident his/her name. This is to ensure that the resident is providing own documents

- The name of the person should be entered in full. It should not include salutations or titles like Mr., Miss, Mrs., Major, Retd., Dr. etc

Wrong Usage (With Salutation)

Correct Usage (Without Salutation)

✓

✗

**POI**

Name Ram Chandra Bhagat  
S/o- Ram Lakhn Bhagat  
Card No. 42333244

- It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastava's full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrollee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced.
- In case of difference in the name declared and the one in document (PoI) is limited to spelling and/or sequence of first, middle and last name, the name as declared by the resident may be recorded .

**Acceptable as difference in only name sequence**


**POA**

Name Chandra Ram Bhagat  
Address – 109- B Tara Apartment  
Lane No 2  
New Shimla, Himachal Pradesh  
Card No. CDI908766

**POI**

Name Ram Chandra Bhagat  
S/o- Ram Lakhn Bhagat  
Card No. 42333244

### Not Acceptable due to difference in name

POA	POI
<p>Name Chandra Ram Bhagat Address – 109- B Tara Apartment Lane No 2 New Shimla, Himachal Pradesh Card No. CDI908766</p>	<p> Name Sita Chandra Bhagat S/o- Ram Lakhan Bhagat Card No. 42333244</p>

- c. If two documentary proofs produced by the enrollee have variation in the same name (i.e., with initials and full name), the enrollee's full name should be recorded.
- d. Sometimes, infants or children may not have been named yet. Try to ascertain the intended name for the child by explaining to the enrollee the importance of capturing the name of the individual for allotting EID. In case of non-availability of supporting documents for PoI, the name should be recorded with the assistance of the Verifier.



### Date of Birth (DoB)

- a. Date of birth of Resident must indicate day, month and year in the relevant field.
- b. If the Resident provides documentary evidence of Date of Birth, then the Date of Birth is considered as "Verified". When resident declares the DoB without any documentary evidence, then date of birth is considered as "Declared".
- c. When the resident is unable to give exact date of birth and only age is mentioned by the resident or approximated by the verifier, then only age is recorded. The software will automatically calculate year of birth in such case.
- d. The Verifier should check the entry in the Enrolment/Update Form and ensure that the resident has correctly indicated the date of birth as "Verified" / "declared" or has filled his/her age.
- e. In case of change in Date of Birth, Operator/Supervisor must inform the resident to give correct information only as the change in date of birth is allowed only once and any further changes in DoB must be done at Authority's Regional Office.



### Residential Address

- a. Verify that the PoA contains the name and address. The Verifier should ensure that the name in the PoA document matches with the name in the PoI document. A difference in the name in PoI and PoA document is acceptable if the difference is only in spelling and/or sequence of first, middle and last name.
- b. The "Care of" person's name, if any, is usually captured for children and old age people living with parents and children, respectively. If not available, one can leave this Address line blank.
- c. Enhancement of address is allowed. The resident may be allowed to add minor fields, such as House No., Lane No., Street Name, correcting typographical errors, minor changes/ corrections to PIN code etc. to the address listed in the PoA as long as these additions/modifications do not alter the base address mentioned in the PoA document.

Acceptable as addition does not change the basic address\

**POA**  
Name Chandra Ram Bhagat  
Address – 109- B Tara Apartment  
Lane No 2  
New Shimla, Himachal Pradesh  
Card No. CDI908766

Full Name: RAM CHANDRA BHAGAT	
Gender: Male (X) Female ( ) Transgender ( )	Age: Yrs or Date of Declaration
Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )	
House No/ Bldg./Apt. 109- B Tara Apartment	Street/Road/Lane Lane No 2
Landmark Near DAV School	Area/locality/sector New Shimla
Village/Town/City Shimla	Post Office New Shimla
District Shimla	Sub-District
E Mail sn07@gmail.com	Mobile No

Landmark added

- d. If the changes requested in Address Enhancement are substantial and change the base address that is listed in the PoA, the resident will be required to produce an alternate PoA or enrol through an Introducer.

Not acceptable as there is change in basic address

**POA**  
Name Ram Chandra Bhagat  
Address – 109- B Tara Apartment  
Lane No 2  
New Shimla, Himachal Pradesh  
Card No. CDI908766

Full Name: RAM CHANDRA BHAGAT	
Gender: Male (X) Female ( ) Transgender ( )	Age: Yrs or Date of Declaration
Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )	
House No/ Bldg./Apt. 127 - B Tara Apartment	Street/Road/Lane Lane No 2
Landmark Near DAV School	Area/locality/sector New Shimla
Village/Town/City Shimla	Post Office New Shimla
District Shimla	Sub-District
E Mail sn07@gmail.com	Mobile No

Change in House No.



### Relationship Details:

- In the case of children below 5 years, “Name” and “Aadhaar Number” of one of the parents or guardian is mandatory. Parent/Guardian must produce their Aadhaar letter when enrolling children (or they can be enrolled together).
- In the case of an adult, no verification will be done for the information on parent or spouse. They are recorded for internal purposes only.
- Only “C/O” details are captured with name of the person without any particular distinction like W/o, D/O, S/O etc.

**Head of Family (HoF):**

- a. Verify that the PoR document establishes relation between the Head of Family and the family member. Only those family members can be enrolled based on the relationship document (PoR), whose names are recorded in relationship document.
- b. Head of Family must always accompany the family member when the family member is getting enrolled.
- c. The verifier must also check the HoF details in the Enrolment/ Update Form in case of HoF based verification. HoF's Name and Aadhaar Number in the form should be verified against the Aadhaar letter.
- d. Ensure that in case of HoF based enrolments, the relationship details mentioned in the form are of the HoF only.

**Mobile Number and Email address:**

- a. You may advise the importance of mobile number for the purpose of EKYC through OTP and make sure that the resident provides his/her mobile number (mandatorily)
- b. You may also advise resident to provide his/her email address as it adds an extra security since all authentication either failed or success are informed to residents through email.

**Supervisor****Who is a Supervisor and what are his/her qualifications?**

A Supervisor is employed by an Enrolment Agency to operate and manage enrolment centres. It is mandatory to have one Certified Supervisor at each Enrolment Centre. To qualify for this role, the person should satisfy the following criteria:

- The person should be of age 18 years and above
- The person shall be 10+2 pass and should preferably be a graduate
- The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated
- The person should have a good understanding and experience of using a computer and should be comfortable with local language keyboard and transliteration
- The person should have read the complete Training Material on Aadhaar Enrolment/Update available on Authority's website before giving the certification exam
- The person should have obtained **"Supervisor Certificate"** from a Testing and Certification Agency appointed by Authority
- **Note: Obtaining a "Supervisor Certificate" does not entitle the candidate to start the Enrolment/Update without engagement with Authority's empanelled Enrolment Agencies**

### After taking the certification and before starting work as EA's Supervisor:

- The person must be engaged and activated by any Enrolment Agency in accordance with Authority's guidelines prior to commencing enrolments
- The person should have undergone Training Session conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment



### What are the responsibilities of an EA's Supervisor?

At the Aadhaar Seva Kendra, Supervisor's role is to plan and deploy logistics and other requirements like setting up the enrolment stations as per Authority guidelines, performing Enrolment/ Update and supervising other important operations at the Seva Kendra. When performing his/her role as a Supervisor he/she must ensure the following:

#### 1

#### Site Readiness

- Supervisor is responsible for setting up of the laptop/desktop with Aadhaar client installed and tested, attached with all devices like STQC Certified Biometric Capture Devices, GPS Device and Printer-cum-Scanners and ensure all equipment are in working condition to start Aadhaar Enrolments/Update process regularly
- Ensure that the only the latest Aadhaar Enrolment client/Update software is installed in each enrolment station and periodic routine checks are to be carried out for the hardware used for the enrolment process
- Ensure that the enrolment centre premises are neat and clean, hygienic, well maintained and safe from electric/fire hazards
- Ensure that the proper lightning and white background is available around each enrolment station
- Ensure that furniture (tables and chairs used for Operator and the enrolee) laid out should be ergonomic specifically be in 90° Layout and should minimize unnecessary movements of the resident during the biometric capture process
- Ensure that basic enrolment centre information as given below is displayed mandatorily at each enrolment station(in local language and English):

- **Name of Registrar and Contact Number**
  - **Name of Enrolment Agency and Contact Number**
  - **Name, Code, and contact number of EA Supervisor at enrolment centres**
  - **Escalation Matrix for Raising Complaint against the Supervisor**
  - **Working hours and Holidays of the Enrolment Centre**
  - **UIDAI Help Line Number: 1947 and email id: [help@uidai.gov.in](mailto:help@uidai.gov.in)**
  - **List of Documents required for Aadhaar Enrolment/Update**
  - **Rate List for all the Aadhaar related services**
- Supervisor will also make sure that the Aadhaar IEC material provided by the Registrar/Authority is properly displayed at the centre, as per UIDAI guidelines.
  - Ensure that the behaviour of Operator and other staff at the enrolment centre is courteous towards the resident and take charge where Operator is not able to handle dissatisfied residents to prevent unpleasant situations
  - Where uniforms are provided, make sure that staff wears uniform at enrolment centre so that if residents need help they can easily identify employees by their attire
  - Do not undertake enrolment operations at any location without valid agreement with the Registrars/Authority

## 2

### On Boarding Self and Others

- Supervisor must submit his/her “**On boarding Form**” along with the required documents to the Enrolment Agency which in turn submit the form to concerned “Authority’s Regional Offices” for verification.
- After verification, Authority’s Regional Offices will approve/reject the on boarding with the respective Enrolment Agency
- Enrolment Agency will provide a Supervisor/Operator User Name and Password to the operate the Enrolment Machine/Client



## 3

### Managing Centre Operations

- Supervisor also acts as an Operator, when required, in exigencies
- Supervisor must be aware of latest guidelines and policies as regard to Enrolments and updates being released from time to time by Authority
- Supervisor administers the enrolment process at his/her enrolment centre. He/she ensures adherence to the UIDAI enrolment processes and guidelines at the centre and good quality of data captured

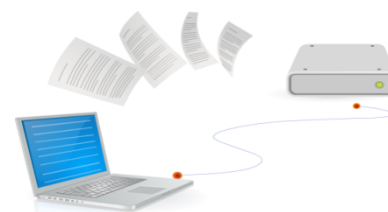


- Supervisor must ensure that the residents who have come for Fresh Enrolment have never enrolled for Aadhaar by using **“Find Aadhaar Facility”** provided in the Enrolment Client
- Supervisor must ensure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update
- Supervisor must ensure that the resident has filled the prescribed form for “Aadhaar Enrolment/Update” correctly and has brought all the Original Supporting documents for scanning
- Supervisor must ensure that only the required items are checked in case of any update, not the complete information to avoid duplicity of data collected e.g. if Address has to be updated only the Address Check Box should be selected
- **Supervisor is required to “Sign off” every enrolment on Aadhaar client, where resident has a “biometric exception”**
- Supervisor must ensure that every Operator is aware of and has a print copy of the critical points to be reviewed at the station during Resident’s review of enrolment data
- Supervisor must ensure that the Operator diligently reviews the data captured from resident for every enrolment/update and making corrections when pointed out by the resident
- Supervisor must ensure that the Operator provides his/her biometric confirmation after every Aadhaar enrolment/update
- Supervisor must ensure that Acknowledgement is being printed after every enrolment and duly signed by the resident
- Supervisor must ensure that the Original Documents used as Proof of identity/Proof of Relationship/Proof of Address/Proof of Birth and Signed Acknowledgement Slip is scanned for every enrolment
- Supervisor can hold End of Day meeting at the centre for sharing learning of the day and issues faced
- Supervisor must take stock of the centre at the end of the day and make arrangements for replacement of faulty devices, hardware and other logistics for smooth enrolments the next day
- Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, it should be reported to the concerned Enrolment Agency Manager/HQ and a change of equipment should be requested
- Ensure all devices and computers are shut down and power is off to avoid accidents
- Ensure security arrangements for devices and other equipments.
- Specific End of Day Reports is available on the client, for selected time period, to facilitate EA Operations. Supervisor can make use of these reports in managing day-to-day operations at the centre
- Supervisor must ensure that staff at the centre observes the highest standards of ethics during the execution of Aadhaar Enrolment/Update and do not ask for any additional money except for the prescribed fee
- Supervisor is also responsible for maintaining the confidentiality and security of the data collected during Aadhaar enrolments

## 4

**GPS Location and Operator Sync Process**

- Supervisor must ensure GPS Coordinates are captured before using the enrolment client on daily basis
- Supervisor should ensure that enrolment stations are synched/Operator Sync at start of each date using Aadhaar OTP based authentication



## 5

**Performance Monitoring**

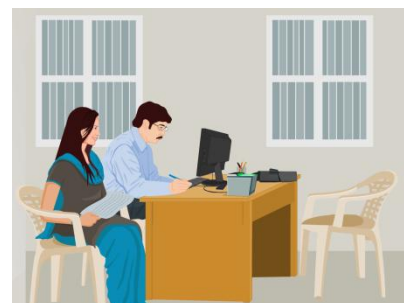
- The Supervisor cooperates with the Authority/Registrar's monitors in performing monitoring and audit functions at the enrolment centre and answers their questions to the best of his/her knowledge. Supervisor details are recorded during performance also signs on the performance monitoring sheet
- Supervisor ensures that audit feedback, if any, is incorporated in the process for continuous improvement of enrolment operations and data quality

**Operator****Who is an Operator and what are his/her qualifications?**

An Operator is employed by an Enrolment Agency to execute enrolment at the enrolment stations.

**To qualify for this role, person should satisfy the following criteria:**

- The person should be of age 18 years and above
- The person shall be 10+2 pass and should preferably be a graduate
- The person should have been enrolled for Aadhaar and his/her Aadhaar number should have been generated
- The person should have a basic understanding of operating a computer and should be comfortable with local language keyboard and transliteration
- The person should have obtained "Operator Certificate" from a Testing and Certification Agency appointed by Authority
- **Note: Obtaining a "Operator Certificate" does not entitle the candidate to start the Enrolment/Update without engagement with Authority's empanelled Enrolment Agencies**

**Before starting work as an Operator:**

- The person must be engaged and activated by any Enrolment Agency in accordance with Authority's guidelines prior to commencing enrolments



- The person should have undergone Training Sessions conducted by Regional Offices/Enrolment Agency on Aadhaar Enrolment/Update Processes and various equipment and devices used during Aadhaar enrolment
- The person should have read the complete Training Material on Aadhaar Enrolment/Update available on Authority's website before giving the certification exam
- The person should be comfortable with local language keyboard and transliteration

### **On-boarding of Operator**

Operator must submit his/her "On boarding Form" along with the required documents to the Enrolment Agency which in turn submits the form to concerned "Authority's Regional Offices" for verification. After verification, Regional Offices will approve/reject the on boarding with the respective Enrolment Agency.

Enrolment Agency will then provide each Operator a User Name and Password to operate the Enrolment Machine/Client.

### **Important Commandments that an Operator/Supervisor must remember during Resident Enrolment**

<ul style="list-style-type: none"> <li>• Capturing GPS coordinates at start of enrolments every day.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that on each login, the date and time setting on the computer is current date and time.</li> </ul>
<ul style="list-style-type: none"> <li>• Make sure to Login with your own Operator ID in Aadhaar client, for undertaking enrolments, and log off the application when going away from the seat so that no one else can use your login window for enrolments.</li> </ul>	
<ul style="list-style-type: none"> <li>• Brief the enrolment/update process to resident before and during the process to put the resident at ease and facilitate data capture.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the station layout is as per Authority guidelines.</li> </ul>
<ul style="list-style-type: none"> <li>• Make sure that the resident has never enrolled for Aadhaar before doing a fresh enrolment using the "Find Aadhaar Facility" provided in the client</li> </ul>	
<ul style="list-style-type: none"> <li>• Make sure that all the Original Documents are available, which are required for type of Enrolment/Update requested by the resident and belongs to the same resident whose enrolment/update is to be done.</li> </ul>	
<ul style="list-style-type: none"> <li>• Make sure that the resident has entered their Mobile Number for future communication with the resident and other uses like OTP based Authentication and online Aadhaar Update facility.</li> </ul>	

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>Check that the resident's Aadhaar Enrolment/Update form is verified and carries Verifier's signature/thumb print and stamp/initials. The form must also carry Resident's (Applicant's) signature/thumbprint.</li> </ul>      | <ul style="list-style-type: none"> <li>Make sure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update and no other purpose.</li> </ul>   |
| <ul style="list-style-type: none"> <li>In case of Introducer/HoF based enrolment, the Introducer/HoF's signature/thumbprint should be available in the form along with their details filled in the fields provided for Introducer and HoF, respectively.</li> </ul> |  |
| <ul style="list-style-type: none"> <li>Capture demographic and biometric data of the resident in the Aadhaar client software in the sequence of data capture as per the screens provided on the software client.</li> </ul>   | <ul style="list-style-type: none"> <li>Make sure that the resident's screen is on all the time during the enrolment/update and ask the resident to cross check the data being entered and review demographic data with resident before signing off.</li> </ul> |
| <ul style="list-style-type: none"> <li>Print, sign and provide acknowledgement to the resident and take resident signature on consent at the end of enrolment.</li> </ul>   | <ul style="list-style-type: none"> <li>Make sure that the Enrolment/Update Form, Original Supporting Documents and Signed Consent slip is uploaded in the Enrolment/Update Client and all documents are returned to the resident.</li> </ul>                   |

## Chapter 3: Aadhaar Enrolment/Update Process

The Aadhaar enrolment process includes visiting Enrolment Centre, filling the **Aadhaar Enrolment/Correction – Appendix E**, getting demographic and biometric data captured, submitting Proof of Identity (PoI) and Proof of Address (PoA), Proof of Relationship (PoR), Proof of Date of Birth documents before collecting acknowledgement slip containing EID (Enrolment ID).

- There are other modes of enrolment for the resident who do not have any Proof of Identity and Proof of Address documents i.e. through Introducer based enrolment or Head of the Family based enrolment.
- Any resident who has resided in India for a period or periods amounting in all to one hundred and eighty-two days (182 days) or more in the twelve months immediately preceding the date of application for enrolment is eligible for Aadhaar Enrolment.
- Resident needs to enrol only once, as multiple enrolments will result in rejections unless it is advised by the Authority.
- The waiting time for Aadhaar generation may vary up to 90 days after receipt of resident data packets in CIDR.
- **Note:** In case of omission of Aadhaar number for reasons other than multiple Aadhaar numbers having been issued, residents shall be required to re-enrol. The reasons for omission of Aadhaar Number are specified in **Appendix F**.

### Types of Enrolment

#### Document-based Enrolment



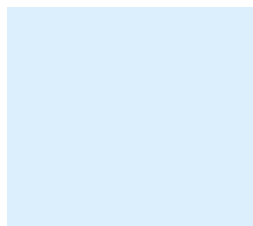
- Proof of Identity (PoI) - Mandatory
- Proof of Address (PoA) - Mandatory
- Date of Birth (DoB) - Optional

#### Introducer-based Enrolment



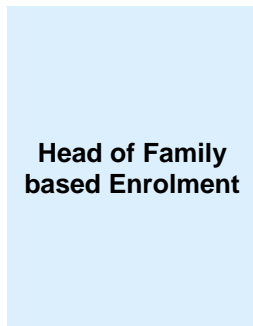
Introducers include:

- Registrars' own employees
- Elected local body members
- Members of local administrative bodies
- Postman
- Influencers such as teachers
- Health workers
- Doctors
- Anganwadis / Asha workers
- Representatives of local NGOs



Information Captured during Introducer-based Enrolment:

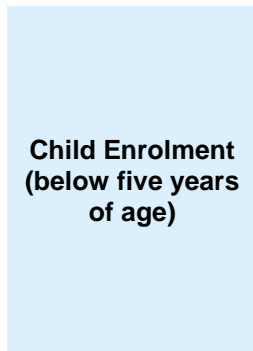
- Introducer's name
- Introducer's Aadhaar number
- One modality of biometric information of the Introducer



### Head of Family based Enrolment



- Name of Head of the Family
- Proof of Relationship (PoR) of resident and HoF
- Head of Family's Aadhaar number
- Biometric confirmation of the Head of Family at time of enrolment



### Child Enrolment (below five years of age)



- Proof of Date of Birth
- Proof of Relationship (parent and child)
- Enrolment ID or Aadhaar number of any one parent, preferably that of the mother in the event both parents are alive, or guardian
- Biometric confirmation of the any one parents at time of enrolment
- The address of child will be the same as that of the linked parent / guardian



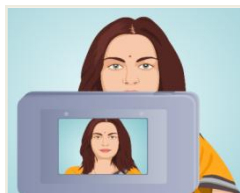
List of Documents allowed as are specified in **Appendix G**



**Convenience Charge:** Fresh enrolment and Mandatory Biometric Update for Child after obtaining 5 years in age is FREE OF COST. Operator/ supervisor asking money such activities may be BLACKLISTED and further legal action will be taken against them. Complete Details of Charges that can be collected from the Resident is mentioned in **Appendix H**

## Information captured during Enrolment

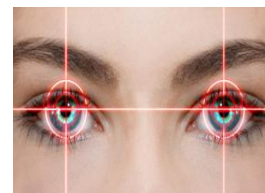
Biometric information required for enrolment from all individuals except for children below 5 years of age.



Facial image



All ten fingerprints



Scans of both Irises

Biometric information namely - all ten fingers and Iris is not required for enrolment of children below 5 years of age. Facial photograph is captured for the children below 5 years in age.

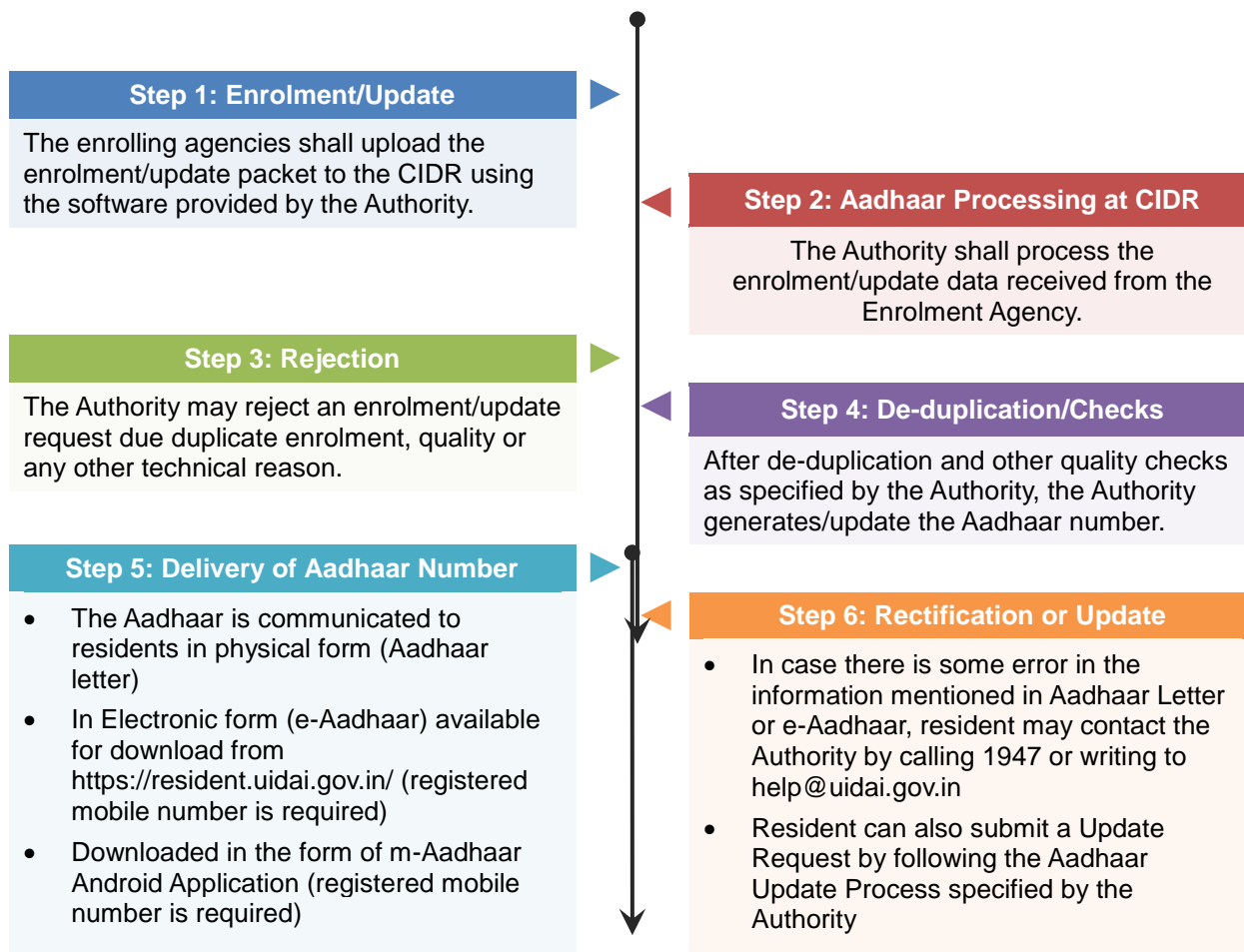
The demographic information shall not include race, religion, caste, tribe, ethnicity, language, record of entitlement, income or medical history of the resident.

Enrolment of residents with biometric exceptions like missing finger/missing eye etc following needs to be captured:-

- Complete Demographic Information
- One iris, if not possible to capture both the irises
- Fingerprints of remaining fingers in case of missing finger
- Exception photograph



## Aadhaar Generation/Updation Steps



## Aadhaar Update Process

Aadhaar number holder may seek alteration of his demographic information or biometric information in cases mentioned below through the Aadhaar Update Process specified by the Authority.

- In case any demographic information of an Aadhaar number holder is incorrect or changes subsequently, the Aadhaar number holder shall request the Authority to alter such demographic information in his record in the CIDR
- In case any biometric information of Aadhaar number holder is lost or changes subsequently for any reason, the Aadhaar number holder shall request the Authority to make necessary alteration in his record in CIDR
- Mandatory Update: The biometric information of children has to be mandatorily updated upon attaining five years of age and fifteen years of age
- In case of deactivation, an Aadhaar number holder or resident is required to update his or her identity information partly or fully



No identity information in the Central Identities Data Repository shall be altered/updated without the resident's consent or request. The reasons for deactivation of Aadhaar Number is specified in **Appendix I**

## Mode of Updates

### Visiting Enrolment Centre



- At any enrolment centres with the assistance of the operator and/ or supervisor. The Aadhaar Update Request Form is specified in **Appendix J (a)**.
- The resident will be biometrically authenticated and shall be required to provide his Aadhaar number along with the identity information sought to be updated and supporting documents
- List of Enrolment Centre is available at: <https://appointments.uidai.gov.in/>

### Online mode



- Resident's Address can be updated online through SSUP Portal by submission of Aadhaar number and the registered mobile number and uploading the supporting documents
- Authentication will be carried out through a One-Time Password (OTP) sent to the registered mobile number
- The SSUP Portal is available at: <https://ssup.uidai.gov.in/web/guest/ssup-home>



The resident shall be assigned an update ID for tracking the status update, and the revised Aadhaar letter may be made available to the resident in physical or electronic form.

## Chapter 4: ECMP Client Installation and Registration Guide

This chapter provides installation instructions to install the AADHAAR Enrolment Client Multi-Platform (ECMP) Online Version 5.5.5.9 under Windows Operating System along with, explaining the process of using the client. The document is also intended to be a user manual for the AADHAAR Enrolment Client.

### Pre-requisite to setup Online ECMP at Aadhaar Seva Kendra

- a. Aadhaar Seva Kendra operated by any Enrolment Agency/ Registrar needs to white listed the following I.P. in their Internal server to access the Online ECMP Client:-

Ports (Protocol)	Destination IP	URLs Responsible For this Port
80/58080 (http/https)	103.57.226.156 (DC) 103.58.114.156 (DR)	TCP/IP, onlineclient.uidai.gov.in
	103.57.226.35 (DC) 103.58.114.35 (DR)	TCP/IP, sftpportal.uidai.gov.in
53508 (sftp)	103.57.226.23 (DC) 103.58.114.23 (DR)	sftp.uidai.gov.in

- b. Local System Ports to be opened by the any Enrolment Agency/ Registrar at their Aadhaar Seva Kendra which will be used for the devices and services are mentioned below:-

Ports	Reason For Opening Port	Devices/URLs Responsible For This Port
6374	Captured FP and Iris Quality check	Application
4401 to 4410	Finger Print Scanner	VDM services
23000, 23001& 23002	DM and Authentication services	Device Manager

- c. Enrolment Agency/Registrar must ensure uninterrupted Internet Facility For Registering & Execution of Client Process
- d. Enrolment Agency / Registrar must check the availability of STQC Certified devices like Finger Print Slap Scanner ,Iris, GPS, printer, scanner & drivers
- e. Enrolment Agency/Registrar must check that Antivirus installed in each Enrolment Station should not block the transaction of the Aadhaar enrolment client.
- f. Enrolment Agency/Registrar must check that the proxy configuration for forwarding http and SFTP traffic is allowed

- g. Enrolment Agency/Registrar must ensure that http/https tunnelling is not enabled for SFTP traffic.
- h. Enrolment Agency/Registrar must ensure that Bypass client IP from SSL scanning on the Proxy is allowed
- i. Enrolment Agency should send the information about the Proxy Setting and I.P. Information to UIDAI Tech Support team with the approval of Authority's Regional Offices for white listing the same in UIDAI Servers.
- j. Enrolment Station and Hardware/Software Specification: Enrolment Agency/Registrar must ensure that the below mentioned list of Hardware/Software are available in each Aadhaar Seva Kendra:-
  - Desktop/Laptop.
  - Camera – 2Mega Pixel.
  - Slap Scanner – ECMP.
  - Single Finger print Device – UCL.
  - IRIS Scanner.
  - Printer.
  - Scanner.
  - Windows 7 or Windows 8 (32-bit and/or 64-bit editions).
  - High-speed Bank Network Connectivity (for uninterrupted connectivity during client installation/enrolments/Updation).
  - The enrolment station (Laptop/Desktop) should be pre-installed with associated drivers for printer, Camera, scanner etc.
  - Updated window O/S installed using windows live update.
  - Anti-virus if any installed should be disabled while client installation.
  - 2 GHz,Dual core CPU or Later.
  - 4GB RAM or higher.
  - 160 GB HDD.
  - Dedicated USB 2.0 port(Minimum 5 ports required) for use of IRIS, Finger print scanner, Camera etc.
  - Valid (alpha numeric/numeric) Bios Serial number.

## Installation Process

Enrolment Agency/Registrar must excess the below mentioned URLs to download the latest version of the Online ECMP Client 5.5.5.9

Item	Reference Path after downloading the Release
Aadhaar Enrolment Client Set Up Path	.....\MSP_ECMP_ONLINE_5.5.5.9_Production_FullBuild_06.July.2018\5.AadhaarEnrolmentClient\Setup_Aadhaar_Enrolment_Client_v5.5.5.9.exe
Vendor Devices	.....\MSP_ECMP_ONLINE_5.5.5.9_Production_FullBuild_06.July.2018\4.Dependencies

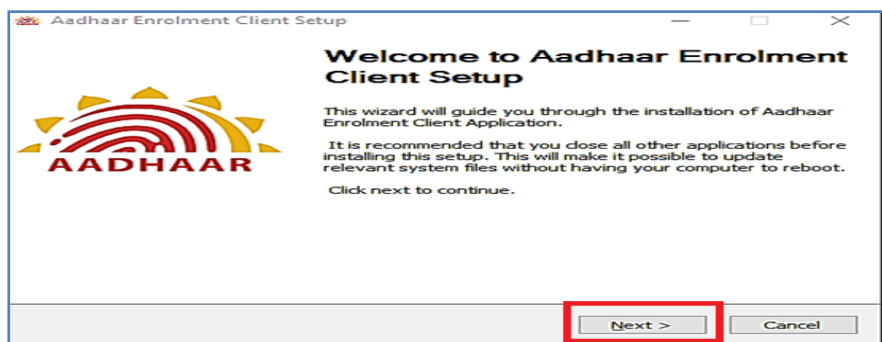
Following salient features are available in the Online ECMP Client which was not present in the Offline ECMP Client:

- No separate ECA Login and Admin.
- Secure Login with Operator Name, Id and UID along with Biometric Details authenticated in real time.
- All the functions/modules of the Client will only work inside Enrolment Agency's Proxy Network.
- Supervisor/ Operator On boarding is not required in the local enrolment station.
- SFTP Installation and Registration to upload data not required.

**STAGE 1: Installation Package Contents:** The installation setup (extracted from the Installation Path) contains the following folders:

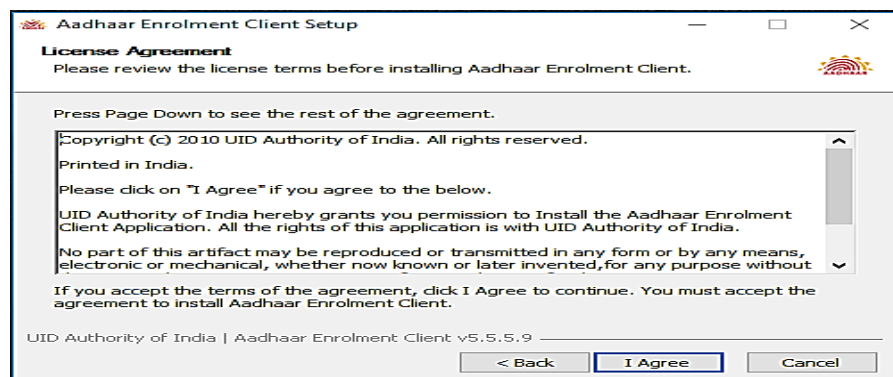
- ReadMe** – Contains the Installation & Uninstallation Instruction
- Checklist** – This folder contains checklist needs to be filled at the time of installation and send it to techsupport@uidai.gov.in
- Documents** – Contains all the documents related to the Client application
- Dependencies** - this folder contains all the pre-requisites and Vendor Device Manger (VDMs) that are required for Aadhaar Enrolment Client to work.
- Aadhaar Enrolment Client** – This folder contains the setup file of the product.

Once all the files are downloaded, users have to extract all the files and Double click on the **Setup. exe** file located directly under Aadhaar Enrolment Client folder and click next button as shown the screen shot below:-



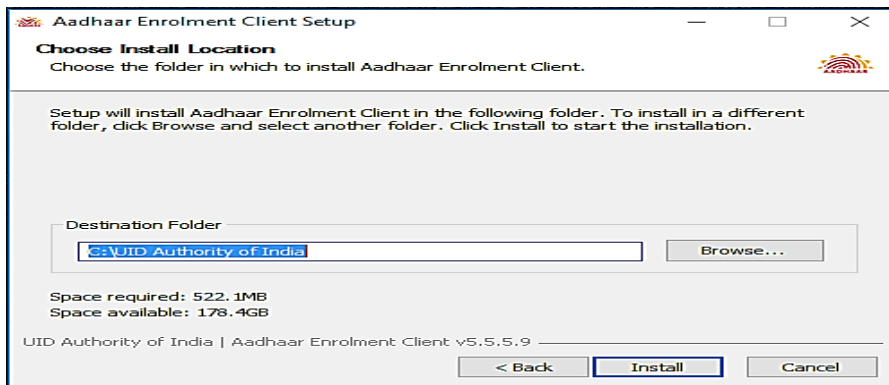
#### Step 1

Open Setup.exe file and click **Next**.



#### Step 2

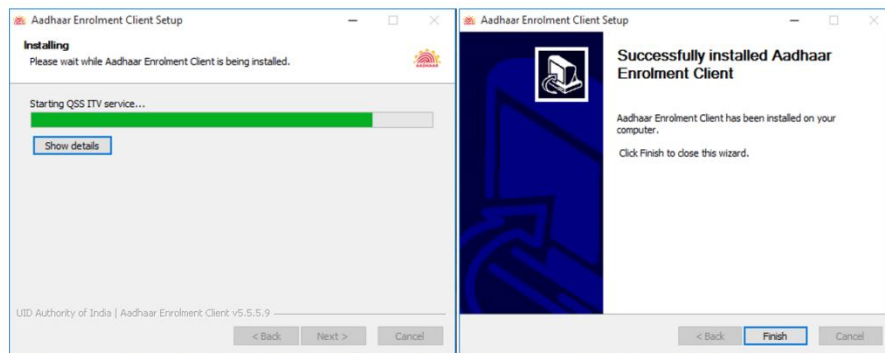
Read the terms and condition and if you agree, click on Agree button.



### Step 3

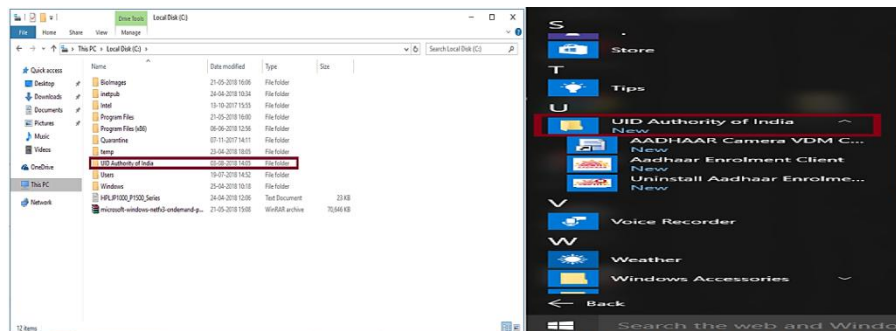
By default, the installation happens to Program Files folder also called as Installation directory.

To change this directory, click on “**Browse**” button and select the proper path to store the setup files



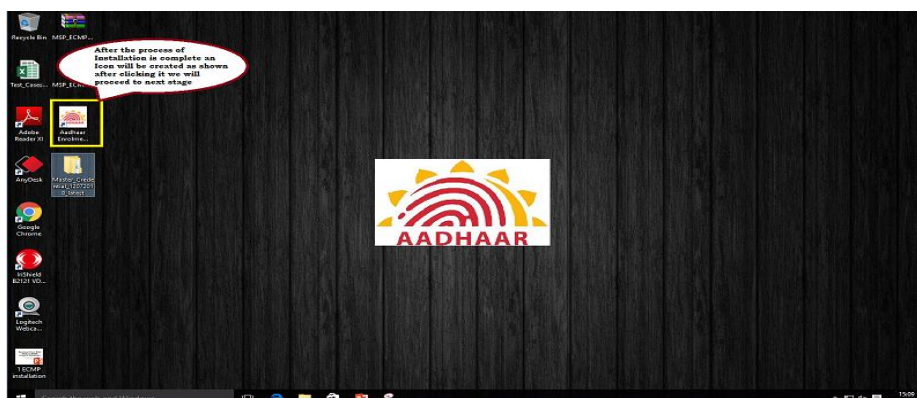
### Step 4

Let the Process of Installation to Complete and then click on “**Finish** Button”



### Step 5

After Installation a “UIDAI - Authority of India” Folder is created in “C drive” & “Start Menu” as shown



### Step 6

After the Process of Completion of Installation an “Aadhaar Client Icon” will be created on the desktop

**STAGE 2: Vendor Device Software Installation:**

- Select the appropriate finger print and IRISVDM software from the “4. Dependencies” folder.
- Follow the vendor instructions to install them. Along with it please contact the Vendor for Installation of GPS Device Drivers, Printer, and Scanner along with Camera Device Drivers.

**STAGE 3: Proxy setting in ECMP application**

- Once the Installation is done the Enrolment Agency/Registrar has to manually configure their proxy IPs and port number in ECMP online client in each enrolment station. Please do the below setup before Launching the application.
- Go to Location C:\UID Authority of India\Aadhaar Enrolment Client\conf
- **Open the file ‘proxy.properties’. In proxy.properties file following parameters are available-**

Parameters used for configuring custom proxy ip& port -

- custom.proxy.ip =
- custom.port =

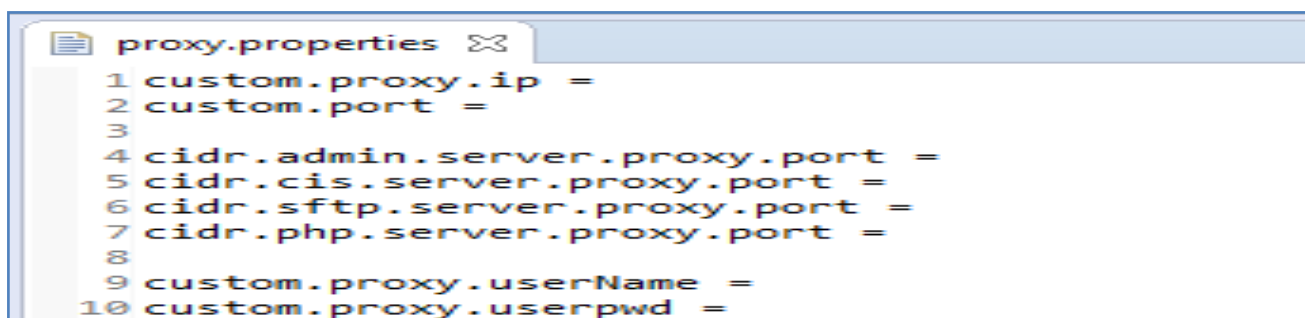
Parameters used for configuring server proxy port -

- cidr.admin.server.proxy.port =
- cidr.cis.server.proxy.port =
- cidr.sftp.server.proxy.port =
- cidr.php.server.proxy.port =

These parameters are used to configure server proxy port in "proxy.properties" file instead of hardcoding in "cid.properties" file. Server proxy port can be same or different.


Parameters used for configuring proxy username & password (only in 5.5.5.9)

- custom.proxy.userName =
- custom.proxy.userpwd =



```
1 custom.proxy.ip =
2 custom.port =
3
4 cidr.admin.server.proxy.port =
5 cidr.cis.server.proxy.port =
6 cidr.sftp.server.proxy.port =
7 cidr.php.server.proxy.port =
8
9 custom.proxy.userName =
10 custom.proxy.userpwd =
```

#### **STAGE 4: Understand the General Instruction related to the use of ECMP Online Client**

- a) Transliteration – Most of the fields in the application are provided with transliteration function. Press TAB key to transliterate a field after entering the data in English. Data will be transliterated to the local language selected. In case transliterated data need to be overwritten, press INSERT key to make the change effective. Press CTRL + K to get on screen local language key board.
- b) Mandatory fields – All mandatory field are marked with red coloured star - \*. Field level validations will not be passed until these fields are filled with valid data.
- c) Every field in the enrolment client has set of validations associated with it. These validations will be invoked while navigating out of the field. In case certain validations fail, user can see the field highlighted (in red colour).
- d) Every screen in the enrolment client application has set of validations to prevent erroneous data getting into the system. These validations will be invoked while switching from one screen to another.  
If all validations are passed, then a green colour tick mark  will appear near the screen name.
- e) Maximum number of attempts allowed to capture resident biometric details is configurable. Here, it is set to 4 attempts. If all the 4 captures fail and does not meet the defined threshold, the last capture is considered as the best capture.
- f) Maximum number of enrolments performed per day, maximum number of un-exported packets allowed in the client and interval between mandatory synchronization are set by the server. Once client reaches any of these limit, all enrolments related features in the client will be disabled. However other features like end of day review, export and sync, report etc will be enabled.

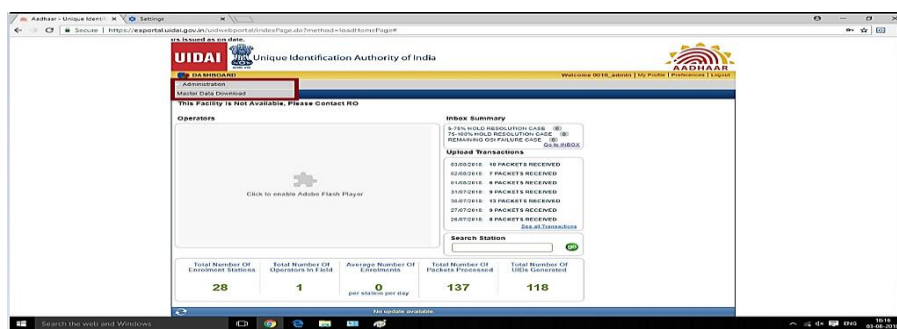
### **Client Registration Process**

Each Enrolment Agency/Registrar should have the following information available with them before the start the registration of Online ECMP Client with the Authority:-

- a) 3 digit Registrar code provided by the Authority
- b) 4 digit enrolment agency code provided by Authority
- c) 5 digit Station ID number should be unique for the same Registrar and EA Combination.
- d) Enrolment agency specific user name and password to register in the enrolment client.
- e) Enrolment Station/ System should be connected to Internet.
- f) User Credential Files which contains Active operator and supervisor details
- g) Master Credential Files which contains Pin code and VTC details
- h) Registrar Files which contains POA, POI, POB & EA-Registrar Mapping details
- i) Name Dictionary which contains suggestions given by operator in different fields of demographic page of ECMP client

Client Registration is the first step in configuring the enrolment client is to register the enrolment client with UIDAI. Without registration operators cannot login to enrolment client. Below are the steps to register the enrolment client and download the Master Data.

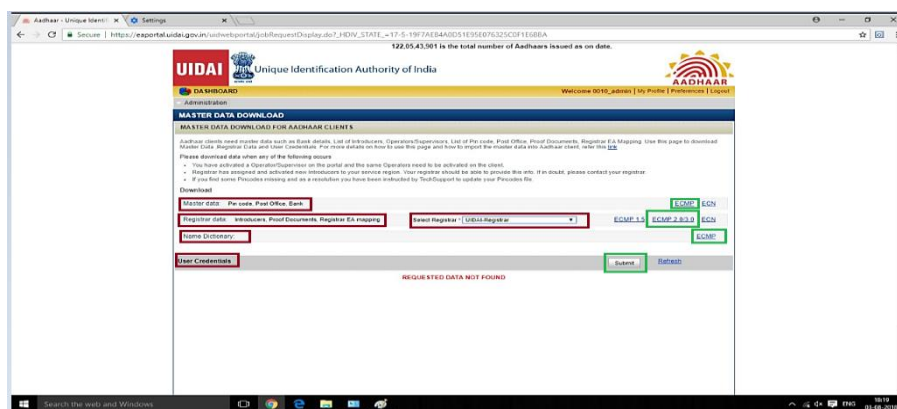
## Manual for Aadhaar Seva Kendra using Online ECMP Version 5.5.5.9



### Step 1

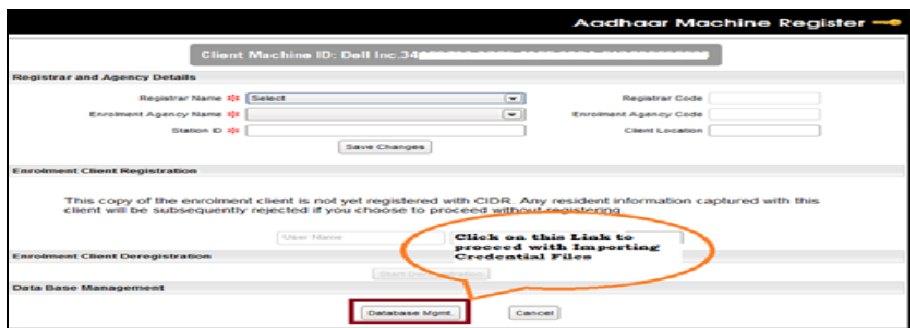
To download these credential files we need to go the portal

<https://eaportal.uidai.gov.in>



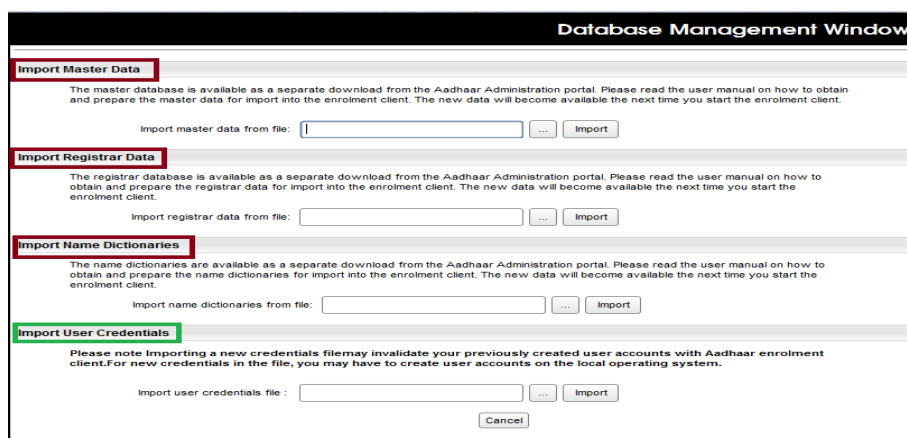
### Step 2

Download all the credential files required for importing in the ECMP Client



### Step 3

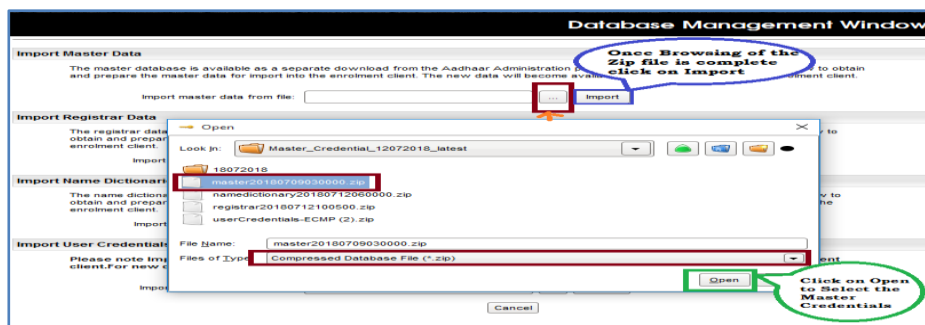
Click on Aadhaar Enrolment Client Icon on the desktop and select "Database Mgmt. tab"



### Step 4

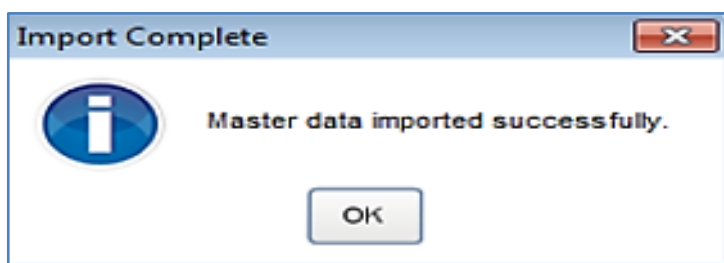
Import all the files mentioned below which are provided by the Enrolment Agency/Registrar.

- Registrar Credential- .Zip format
- Name Dictionary - .Zip format
- User Credential - This File is in .XML format so for this we extract the data from Zip Folder



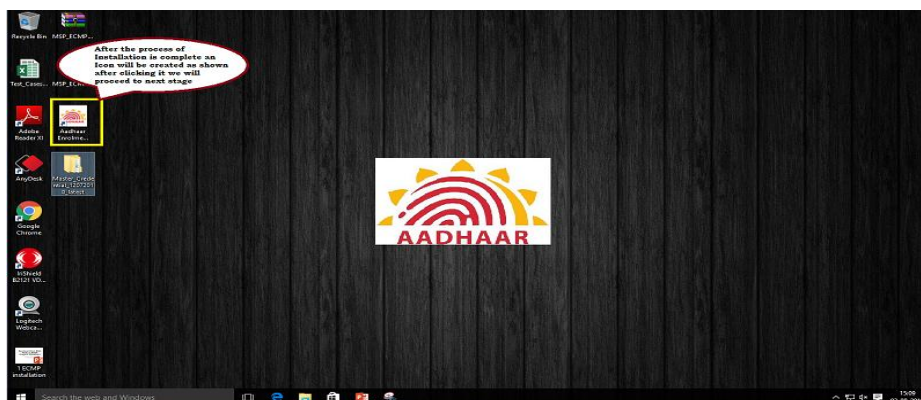
### Step 5

Select and import all the files in the system



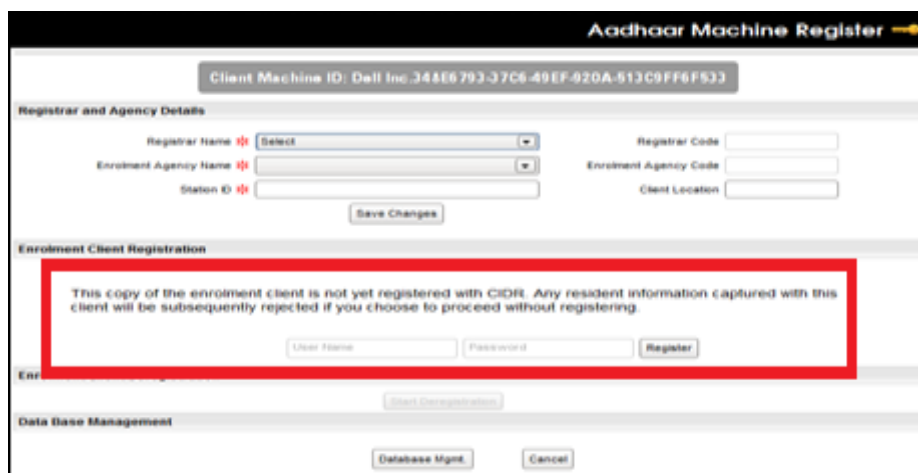
### Step 6

Confirmation screen is shown once all the files are imported



### Step 7

Restart the Enrolment Client by clicking the ECMP Client icon available on the desktop



### Step 8

Enter the "User Name and Password" provided by the Enrolment Agency/Registrar and Click "register"

- After successful registration the user will be re directed to the ECMP login screen and by default it will show only single finger print field

**Aadhaar Login**

Operator UID  
0000-0000-0000

Operator ID

Operator Name

Login Cancel

Fingerprint Verification

Enrolment Client version 5.5.5.9

Copyright (c) UID Authority of India, all rights reserved

### Step 9

Operator/Supervisor will provide their Aadhaar Number, Login ID, Name along with Fingerprint/Iris based authentication.

**Enrol a Resident**

Personal Details

Name

Gender

Age/DOB

Contact Details

House/Bldg/Apt.

Street/Road/Lane

Landmark

Area/Locality/Sector

Village/Town/City

District, P.O.

State, PinCode

Mobile No. & Email

Resident Enrolment Life-Cycle Changes Processes Database Mgmt.

Operator Synchronize

Generate Reports

Sync and Upload

GPS Details

Client Deregistration

Press at control D to activate

Biometric Exceptions

Next

### Step 10

On successful authentication, the GPS Menu may be opened by clicking "processes" tab

**GPS Details**

GPS Baud rate

Baud rate: 4800

Save

GPS Information

Latitude: 26° 37' 50" N Longitude: 77° 12' 41" E Altitude: 42.50m

Please ensure that your GPS device is

GPS polling started. Co-ordinates will be updated as and when data is received from the device.

OK

### Step 11

Once the coordinates are captured, confirmation message is displayed on the screen.

**Synchronize Operator Details**

Registrar

Station ID

Center Name

Center Address

District

Pin Code

Operator Name

Voluntarily For Bld

Latitude

Altitude

Enrolment Agency

Center Type

Center ID

Sub District

New District

District

Post Office

New Office

Operator ID

Operator UID

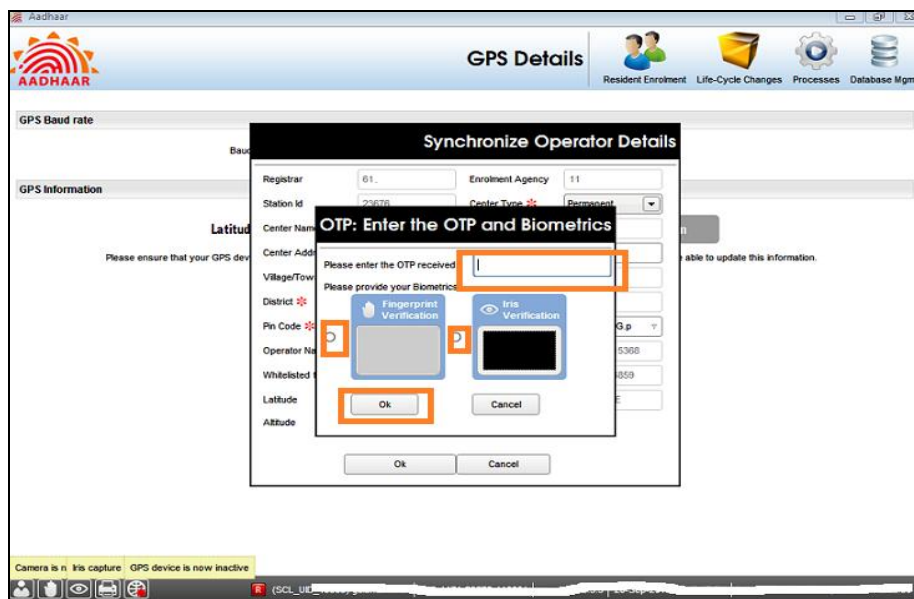
Longitude

OK Cancel

### Step 12

Operator Sync should be performed by entering all the required details.

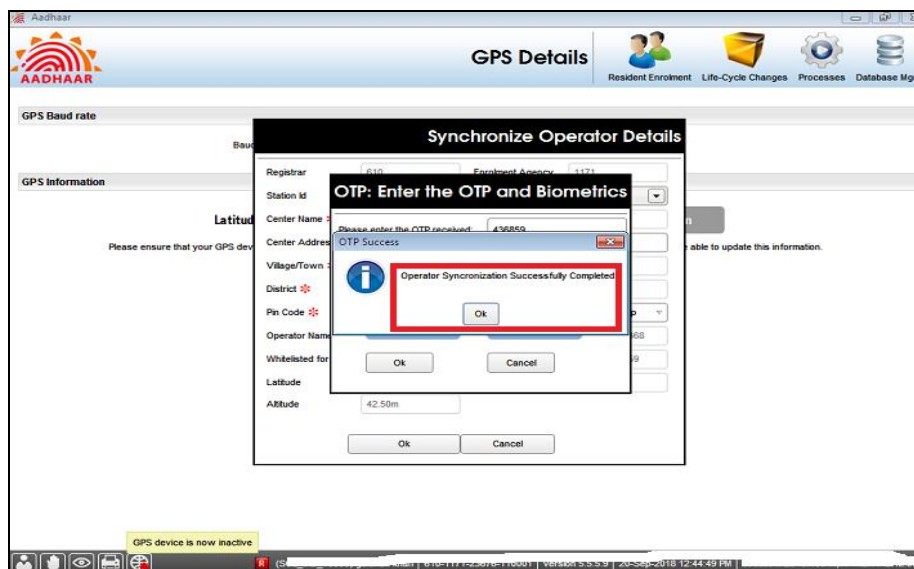
Operator Sync menu is available by clicking the "Processes" icon in the client



### Step 13

Operator/Supervisor will enter the OTP received on mobile number registered in Aadhaar.

Along with the OTP, either one of the Biometric Authentication like Iris Scan or Thumb impression is taken for authentication purpose



### Step 14

On successful authentication, message is displayed on the screen.

Now the user will be show the main screen to start the Enrolment or Update Functions.

## Chapter 5: Guidelines for Capturing Demographic and Biometric Details of Resident

### Detailed Guidelines for Recording Demographic

- k. Enter the Demographic details of the resident from the verified Enrolment/Update Form.
- l. In case of Aadhaar Update, only the fields which need to be updated should be marked and filled.
- m. Ensure that the resident has provided his/her mobile number in the form. In addition to this encourage resident to email ID in the form, for UIDAI to get in touch with the resident using these details, if required, like in case of returned letters.
- n. Pay attention to Data Aesthetics during demographic data capture. Avoid improper use of spaces, punctuation marks, capital and small letters during data capture.
- o. Avoid use of un-parliamentary language and transliteration error.
- p. Leave those non-mandatory fields blank where no data is provided by resident. Do not enter N/A, NA etc. in fields where Resident has not provided any data.
- q. Filling Father / Mother / Husband / Wife / Guardian field is not mandatory for residents above the age of 5 years in case the adult is not in a position or does not want to disclose. Then select checkbox "Not Given" in "Relationship to Resident".
- r. In case of children below the age of 5 years, one of the parents' or guardian's name and Aadhaar Number shall be mandatorily recorded.
- s. It is not compulsory for only father's name to be recorded against the 'parent's name.' Mother's name can alone be recorded for the 'parent's/ guardian's' name if so desired by the parent.
- t. Enrolment of the parent is mandatory prior to the child. If the child's father /mother / guardian has not enrolled or does not possess Aadhaar Number at the time of enrolment, the enrolment of that child cannot be done.
- u. For Head of Family (HoF) based verification Name, Aadhaar Number of HoF and Relationship Details of the family member to HoF are mandatory details to be entered.



## Verification of Dully filled Enrolment/ Correction Form

### Verification of Aadhaar Enrolment / Correction Form by Verifier

- For Documents based Enrolment, duly filled of Aadhaar Enrolment / Correction Form to be verified against the information mentioned in supporting Pol, PoA document
- For Head of the Family (HoF) based Enrolment- Name, Aadhaar Number/EID of HoF and Original Proof of Relationship (PoR) with the resident has to be verified and dully mentioned in the Aadhaar Enrolment / Correction Form
- In case of a child below 5 years, POI and POA document for verification is not required, whereas Original Proof of Date of Birth, Aadhaar Number/EID of either of the parents has to be verified and dully mentioned in the Aadhaar Enrolment / Correction Form
- For Introducer-based Enrolment, Name and Aadhaar Number of the Introducer have to be recorded in the Aadhaar Enrolment / Correction Form. The Introducer details must be available in the Enrolment Client
- Mobile Number of the enrollee is entered in the Enrolment/Update form mandatorily



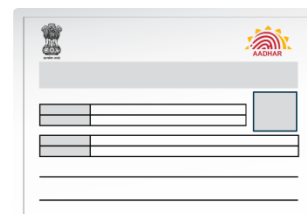
### Pre-Enrolment ID

- This field is used for retrieving pre-enrolment data using pre-enrolment ID (If available)
- Enter the pre-enrolment ID and click on "Go". Pre-enrolment data will get populated in the respective fields
- This pre-enrolment data may require correction



### NPR Receipt Number

If Resident possesses NPR receipt, then the receipt number should be recorded in the field. Else, mark as N/A.



### Full Name

- Verify the Original Proof of identity documents (Pol) produced by the resident before recording the name in case of Document based enrolment.
- Follow the guidelines given below when recording the resident's name:
  - Enter the full name - Ascertain from her/him the expansion of her/his initials and record the same. For example, resident may tell that his name is V. Vijayan but his full name is Venkatraman Vijayan
  - Do not include salutation or titles like Mr., Miss, Mrs., Major, Retd , Dr.
  - Sometimes the infants and children may not have been name mentioned in Date of Birth Proof. In such case please try to ascertain the intended name for the child by explaining to the resident the

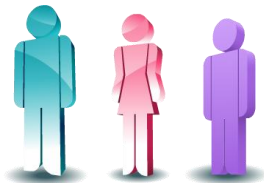


importance of capturing the name of the individual and use the name mentioned in the Enrolment Form

- In case of child below 5 years, POI/POA is not required whereas Original Date of Birth Proof and Aadhaar Number of either of the parent as mentioned in the DoB Proof

## Gender

- **M** for Male
- **F** for Female
- **T** for Transgender



## Date of Birth (DoB)

- Record Date of Birth (DoB) of Resident, indicating day, month and year in the relevant field
- If the Resident provides documentary evidence (DoB Proof) of Date of Birth, then check the box “Verified” and select the name of the document provided by the resident in the drop down provided for DoB documents
- If the resident does not have any documentary evidence (DoB Proof), record date of birth and check the “Declared” box
- When the resident is unable to provide exact date of birth and only mentions his/her age, Operator should only record age in the field provided. The software will automatically calculate year of birth



## Residential Address and Contact Details

- Enter the C/O address details as declared by the resident
- Verify the proof of address document (PoA) produced by the resident before recording the address in case of document-based enrolment
- Enter complete address including the PIN code and landmarks
- The local language transliterations may be incorrect due to phonetics and other reasons, and therefore it may need manual correction and confirmed by the resident
- If document furnished is not available in the drop down list of PoA, then it is not an acceptable PoA document and resident may be asked to produce only the allowed PoA. For such cases the Enrolment should not be performed till the time the resident produce the allowed documents.
- **Resident’s mobile number must be added in the Enrolment/ Update Form. In addition to this, resident may be encouraged to provide e-Mail ID for status update and using various Aadhaar-based services.**



### Relationship to Resident (Conditional)

- This is applicable only in case of HoF (Head of Family) based Enrolment
- Filling the father / husband / guardian or Mother / Wife / Guardian field is optional. If the information is provided by the resident, the same may be recorded
- In case the adult does not want to disclose, then select checkbox “Not Given” in “Relationship to Resident”
- In case of a child below 5 years, the Aadhaar number/ EID of parent/relative has to be mandatorily recorded



### Disclosure

Disclosure under Section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016:

- Ensure that the resident has provided his signature/ thumb print against this disclosure
- Resident must be informed about the implication of this disclosure

### Review by Operator and Resident

- Operator must read out critical fields to the resident before the Operator finishes the Enrolment. The Operator must reconfirm the fields given below:
  - Spelling of Resident's Name(mandatory)
  - Correct Gender(mandatory)
  - Correct Age/Date of Birth(mandatory)
  - Address – PIN Code; Building; Village/ Town /City; District; State(mandatory)
  - Relationship details – Parent/Spouse/Guardian ; Relative Name(mandatory)
  - Accuracy and Clarity of Photograph of the resident(mandatory)
  - Mobile Number (mandatory)
  - email ID (optional)
- Operator must ensure that no such text like NA, N/A or ND is entered in fields that do not have any information
- Leave those non-mandatory fields blank where no data is provided by resident in the Form
- Confirmation from the resident must be taken on the complete information mentioned in the enrolment application and Local language translation must be verified by the resident before finalizing the enrolment



### Operator / Supervisor / Introducer / HoF signoff

- Operator needs to sign off every enrolment by providing his/her fingerprint
- Supervisor's sign off is activated and provided in case of biometric exceptions
- For a child below 5 years, the biometric confirmation of linked parent/relative has to be captured
- For Introducer/HoF based enrolment, biometric confirmation of Introducer/ HoF has to be captured



### Printing of Acknowledgment Slip

- Operator needs to take out the print of Acknowledgement Slip containing EID (Enrolment ID)
- Resident has to sign the counter slip and provide it to the Operator for scanning



### Mandatory Scanning

- Aadhaar Enrolment/Correction Form, Original Supporting Documents and Signed Acknowledgement Slip containing EID (Enrolment ID) must be scanned to complete the enrolment
- All the documents are returned to the resident and should not be retained by the Operator



## Detailed Guidelines for Collecting Biometric Data

Enrolment Agencies must use Biometric Devices certified by STQC for capturing Biometric data namely, Finger print and Iris capture devices. The list of certified biometric devices is available at STQC website <http://www.stqc.nic.in/>

### Fingerprint Capture



- The fingerprints need to be captured in order of all four fingers of Left Hand followed by all four fingers of Right Hand and then the two thumbs

- The fingers have to be positioned correctly on the Biometric Device to enable capture
- There should be no direct light shining on the Biometric Device. Use the Indicators on fingerprint devices for positioning of fingers.
- The fingers should be placed in right direction on the Biometric Device
- Use a lint free cloth periodically to clean the platen of the Biometric Device
- Check devices periodically for scratches, out of focus images or if partial images are getting captured
- Fingerprints cut off, wet/smudged fingerprints, very light prints due to insufficient pressure will result in poor quality
- The resident's hands should be clean (no mud, oil etc). Ask resident to wash hands with water and soap, if necessary
- The fingers should not be excessively dry or wet.
- The Resident should be requested to place all four fingers of the left hand/right hand/two thumbs on the fingerprint scanner for the four-finger capture to ensure good contact and maximise the area of the captured fingerprints
- Ensure that the fingers are placed flat and till the top joint of the finger is placed well on the fingerprint scanner.
- If automatic capture does not happen, the operator should force the capture 4 times till the all the lights on the device turns green.
- The operator should check the actionable feedback when capture fails. Some actionable feedbacks provided by software are:
- Number of fingers present does not match with expected number of fingers
  - Finger not positioned correctly
  - Too much pressure (duty cycle)
  - Too little pressure
  - Central region missing
  - Excessive moisture (wetness)
  - Excessive dryness
- Fingerprints are best captured in standing position
- In case of additional fingers, ignore the additional finger and capture the main five fingers
- Ensure correct placement of fingers during fingerprint capture
- In case of missing finger select the missing finger and follow the Biometric Exception Handling Mechanism



## Iris Capture

- Ensure correct alignment of left and right eyes and allows for more accurate estimation of roll angle
- The Resident will be required to sit in a fixed position, like taking a portrait photograph
- The software is able to measure the iris image quality. An initial image quality assessment would be done to provide feedback to the operator during the capture procedure. The software alerts the operator with actionable feedbacks, if the captured iris image is of insufficient quality. Some actionable feedbacks provided by software are:
  - Occlusion (significant part of iris is not visible)
  - Iris not in focus
  - Gaze incorrect (resident looking away)
  - Pupil dilation
- The iris capture procedure is sensitive to ambient light. No direct or artificial light should directly reflect off the Resident's eyes
- The device should be held steady. In case device requires to be held by resident, the enrolment operator/supervisor may help the resident to hold the device steady
- Table light used for facial image capture should be switched off during iris capture
- Direct sunlight or any other bright light shining on resident's eye will create reflections and result in poor quality image
- Operator must instruct the resident to look straight into the camera, open eyes wide open, do not blink and to be stationary during iris capture
- If resident is having trouble during Iris scan and recapture is required, then the operator may navigate to the next screen to capture other details and then return to Iris capture. This will relax the resident from constant pressure to keep eyes wide open during iris capture
- The Operator needs to be patient during capture and wait for the device response instead of scrolling, navigating back and forth on screen
- In case the Iris is not captured as required, Operator must try capturing the iris 4 times



## Facial Image Capture

- *Position:* For capturing facial image, it is advisable for the operator to adjust the camera instead of the resident to position herself/himself at the right distance or in the right posture. Frontal pose needs to be captured i.e.



no head rotation or tilt

- *Focus:* The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion
- *Expression:* Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by humans. It is strongly recommended that the face should be captured with neutral (non-smiling) expression, lips closed and both eyes open
- *Illumination:* Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyse and recognise face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in the eyes and no hot spots. No light exactly above the enrollee should be used since it can cause shadows. Light should be diffused and placed in front of the enrollee so that there are no shadows under the eye
- *Eye Glasses:* If the person normally wears glasses, it is recommended that the **photograph be taken without glasses.**
- *Accessories:* Use of accessories that cover any region of the face is not permitted. Further, accessories like turban are also allowed as religious, traditional practices
- Operators need to be trained to obtain the best possible face images that satisfy requirements of the software
- For children, it is acceptable that the child sits on parent's lap, but it needs to be ensured that parent's face is not captured along with child's face
- Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:
  - No face found
  - Resident too far (eye distance in input image is less than 90)
  - Resident too close (eye distance in input image is greater than one third of image width)
  - Pose (Look Straight)
  - Insufficient lighting
  - Very low face confidence (faceness, object not identified as human face)
  - Pose (yaw angle in output image is greater than 11.5 degrees)
  - Non-uniform lighting (of face in output image)
  - Incorrect background (in output image)
  - Insufficient lighting (bad gray values in face area of output image)

## Chapter 6: Performing Demographic and Biometric Update using Online ECMP

### Case I - Fresh Enrolment (Children below 5 Years in Age - Head of Family based)

#### Step 1

Login to latest ECMP client using your login credentials and Click on “**Resident Enrolment Tab**”

#### Step 2

Type the required details in the **Personal Details** section and enter details of Child name, gender and DoB

-Translation in regional language may also be checked

#### Step 3

Fill all the Demographic Details and **Contact Details** including **Mobile Number and email**

-Translation in regional language may also be checked

### Step 4

Click **References** tab and select a document from **Date of Birth proof (PoB)** dropdown menu.

### Step 5

Note- Fill the Head of the Family Details (for HuF enrolment only)

-**Proof of Relation (PoR)** Documents is selected from the dropdown

-Enter **Total number of documents** to be scanned including, DoB and PoR Document, Acknowledgement and Enrolment Form

### Step 6

Click **Photograph** tab and click the photograph of the resident.

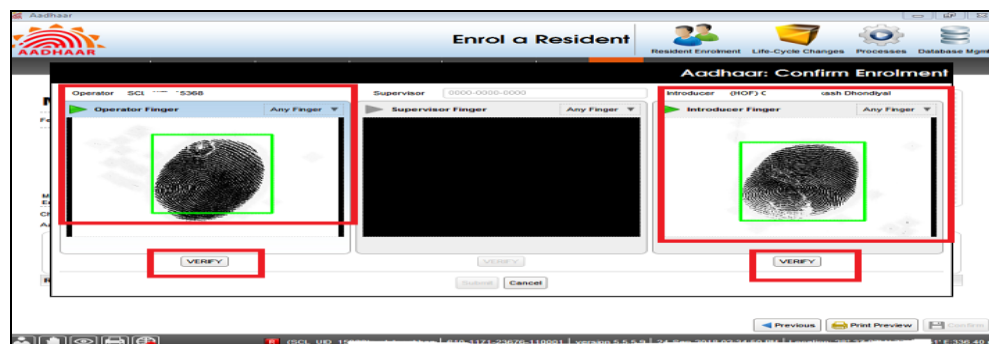
### Step 7

Finally, review of Demographic and Photograph may be taken from the resident. Click **Confirm**.

### Step 8

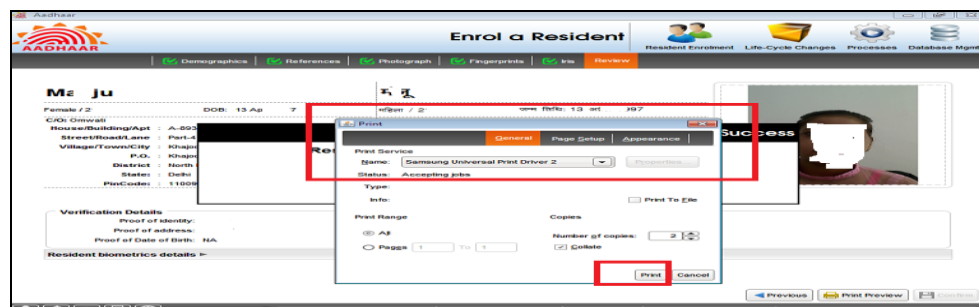
Go to **Fingerprints** tab.

- Capture the **HUF** (any one parent) figure impression along with Operator/Supervisor confirmation and click **"VERIFY"**



### Step 9

Printing of Acknowledgement Slip and getting it signed by the resident



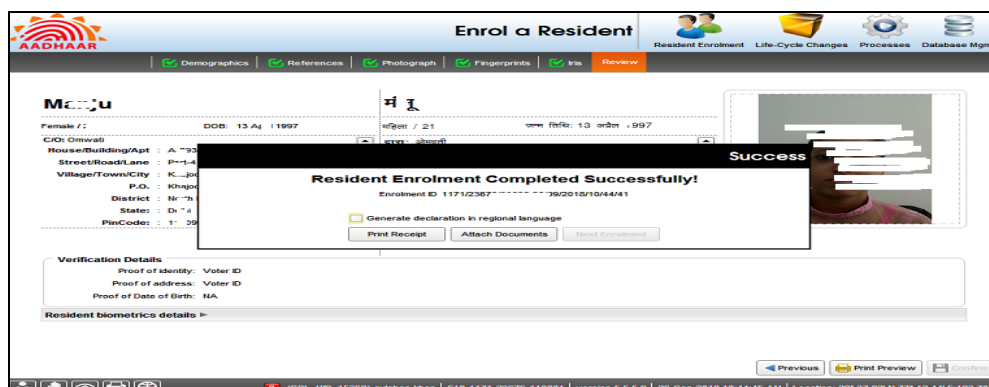
### Step 10

Mandatory Scanning of Supporting Documents, Acknowledgement Slip and Aadhaar Enrolment Form



### Step 11

Confirmation Screen with Enrolment ID (EID) is shown and the enrolment is complete



## Case II- Fresh Enrolment ( Document based Enrolment)

### Step 1

-Login to latest ECMP client using your login credentials and Click on “**Resident Enrolment Tab**”

-Type the required details in the **Personal Details and Contact details** section as per the Enrolment Form

-Translation in regional language may also be checked

### Step 2

Click **References** tab and select a supporting document – **Proof of Address and Proof of Identity** from dropdown menu.

- Enter **Total number of documents** to be scanned including DoB Proof, PoA, Pol Document, Acknowledgement and Enrolment Form

### Step 3

Click **Photograph** tab and click the photograph of the resident

#### Step 4

--Both the iris are captured using iris capture device



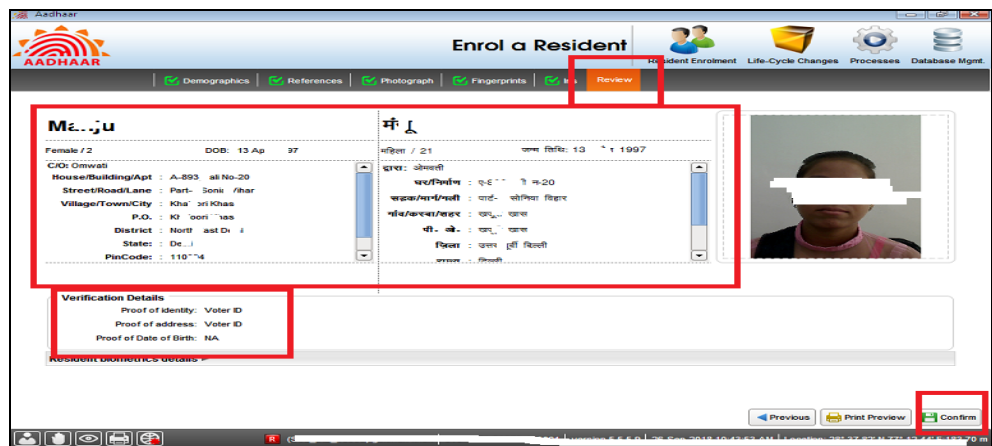
#### Step 5

All finger prints and both Thumb impressions are captured using slap scanner



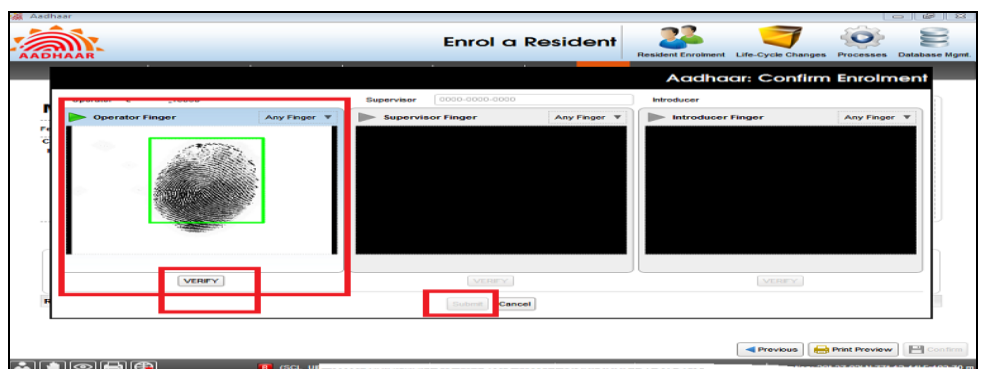
#### Step 6

Finally, review of Demographic and Photograph may be taken from the resident.  
Click **Confirm**.



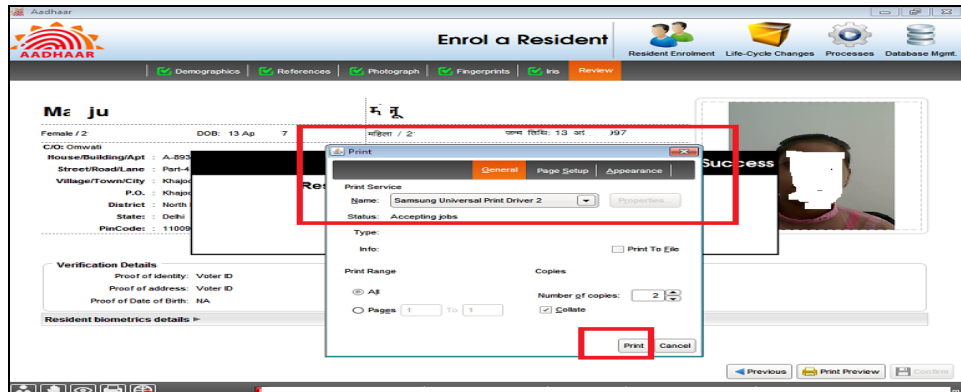
#### Step 7

Operator/Supervisor biometric confirmation and click **"VERIFY"** and **Submit** button



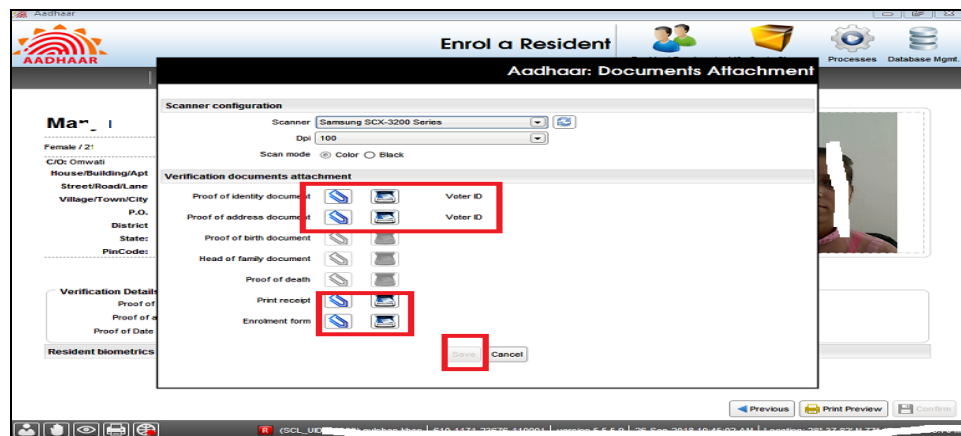
## Step 8

Printing of Acknowledgement Slip and getting it signed by the resident



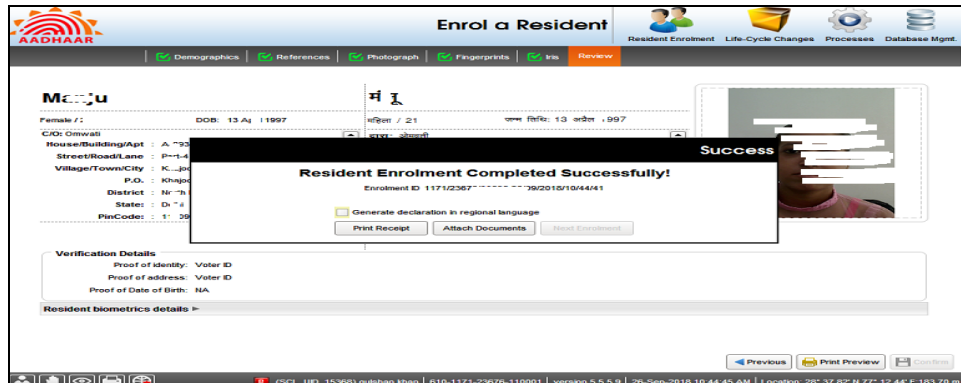
## Step 9

Mandatory Scanning of Supporting Documents- Pol and PoA, Acknowledgement Slip and Aadhaar Enrolment Form



## Step 10

Confirmation screen is displayed and Operator/Supervisor can start another Enrolment/Update



## Case III- Demographic update (A) and Biometric Update (B)

### Step 1 (A)

Select **Life Cycle Changes** menu.

Click **Update Resident information** details.

\*\*Enter information to be updated in the fields.

\*\*\*In case Mobile No./Email is to be updated, only Aadhaar Number, Name and Mobile No./Email are entered.

### Step 1 (B)

Select **"BIOMETRIC UPDATE CHECK BOX"** and enter resident name and Aadhaar No. if only biometric update needs to be done

If this check box is selected, no supporting documents are scanned. Only Acknowledgment slip and Form are scanned

### Step 2 (A)

- In case of Demographic Update, select the Proof of Identity and Proof of Address from the dropdown

- Please select the **"CHECK BOX- NOT GIVEN"** in relative details

- Enter the number of Documents as "4" i.e. Update Form, Acknowledgement Slip Pol and PoA Doc.

### Step 2 (B)

-In case of Biometric Update and Mobile/Email Update, only select the **“CHECK BOX- NOT GIVEN”** in relative details

- Enter the number of Documents as “2” i.e. Update Form and Acknowledgement Slip.

### Step 3 (A)

-In case Demographic Update, Photo and any one of the Biometric (Fingerprint or Iris) is captured

-Quality of Photo and Biometric confirmation should be more than 50%

### Step 3 (B)

In case of Biometric Update only Photograph of the resident is captured along with both iris and all fingerprints

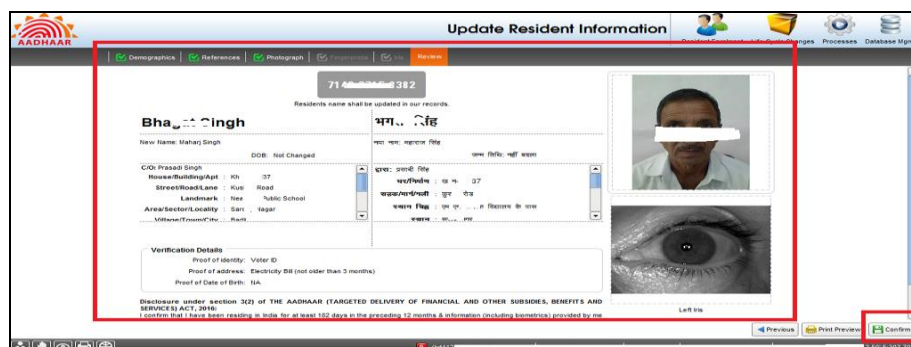
### Step 3 (B) (i)

Capture both Iris impressions of the resident and click **Next**.



### Step 3 (B) (ii)

Capture all fingers and both thumb impressions of the resident and click next



### Step 4 (A)

In case of Demographic Review resident needs to confirm all the details entered in the system

Once the resident confirms all the details, click confirm button



### Step 4 (B)

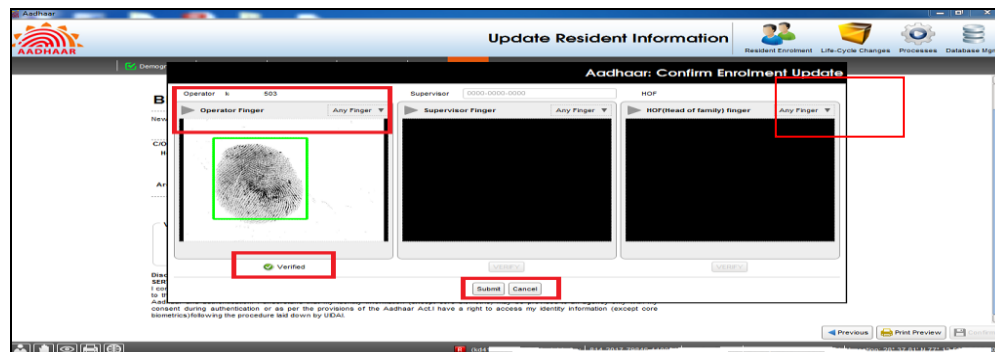
-In case of Biometric Review, resident will only confirm the Aadhaar Number, Mobile Number/email and Photograph captured

-Once the resident confirms all the details, click confirm button

### Step 5 (A and B)

In case of Demographic and Biometric Update Operator/Supervisor biometric confirmation is taken and "verified check box" is selected

After this submit button is clicked



## Manual for Aadhaar Seva Kendra using Online ECMP Version 5.5.5.9

### Step 6 (A and B)

Print Acknowledgement Slip and get it signed by the resident

The screenshot shows the 'Update Resident Information' window. A success message 'Update request captured successfully!' is displayed, along with the update request number 20170901. The 'Print Receipt' button is highlighted with a red box. The background shows the resident's details, including the name Bhug Singh and various verification details.

### Step 7 (A)

In case of Demographic update, supporting Pol, PoA, Signed Acknowledgement and Update Form are scanned and saved (4 Documents)

The screenshot shows the 'Aadhaar: Documents Attachment' window. The 'Voter ID' and 'Electrony Bill' options are highlighted with a red box. The background shows the resident's details and the 'Update Resident Information' window.

### Step 7 (B)

In case of Biometric/Mobile/Email update only Signed Acknowledgement and Update Form are scanned and saved

The screenshot shows the 'Aadhaar: Documents Attachment' window. The 'Voter ID' and 'Electrony Bill' options are highlighted with a red box. The background shows the resident's details and the 'Update Resident Information' window.




### Step 8 (A and B)

Final Confirmation and Proceed to next Enrolment and Update

The screenshot shows the 'Update Resident Information' window. A success message 'Update request captured successfully!' is displayed, along with the update request number 20170901. The 'Print Receipt' button is highlighted with a red box. The background shows the resident's details, including the name Bhug Singh and various verification details.

## Chapter 7: Exception Handling

There would be instances where a resident would not be in a position to give complete set of biometrics owing to reasons such, as injury, amputation of the fingers / hands and similar problems with the eyes. The following guidelines are to be followed while handling such exceptions.

Problem	Exceptions in Handling Fingerprint Image Capture	Suggestions
Missing / amputated / bandaged fingers		<ol style="list-style-type: none"> <li>1. The type of exception must be explicitly marked in the software along with Exception photograph.</li> <li>2. The fingerprints of remaining fingers are captured.</li> <li>3. Resident must be asked to confirm about this condition before proceeding</li> </ol>
Problem	Exceptions in Handling Iris Image Capture	Suggestions
Capturing Iris image is not possible		<ol style="list-style-type: none"> <li>1. If capturing Iris image is not possible due to non-existence of one or both eyes or bandage across one or both eyes / any other deformity or disease, the same has to be recorded in the system.</li> <li>2. Resident must be asked to confirm about this condition before proceeding</li> </ol>
Squint / disoriented eye		<ol style="list-style-type: none"> <li>1. The type of exception must be explicitly marked in the software along with Exception photograph.</li> <li>2. If there is exception in one iris, the second iris must be captured.</li> <li>3. Resident must be asked to confirm about this condition before proceeding</li> </ol>

## Chapter 8: Guidelines for Enrolment Operator/ Supervisor on Quality of Enrolment/Update

Quality Check of the Demographic details and the supporting documents scanned during New Enrolment and Update is done before the Aadhaar card is issued to the resident. This is to ensure quality and correctness of data in the system.

### Enrolment Quality Parameters leading to Process and Demo Error

- The enrolment operator/supervisor should follow the quality parameters as advised by the Authority and should capture demographic and biometric details correctly
- They must avoid the errors described below to avoid any financial implication and blacklisting from the Authority
- The errors made during enrolment/update may result in blacklisting of operator and he will not be able perform any enrolment/update

### Quality Check for Enrolments and Updates

Fields	Do's and Don'ts
Name	<p>Enrolment operator should verify and match the name carefully against the Proof Document submitted by the resident.</p> <p>Do not include any junk value or use any un parliamentary language, this may lead to blacklisting of operator.</p> <p>The name should not include any salutation like Mr. Ms. Smt. Dr. etc, else, such enrolments will get rejected.</p> <p>The transliteration in local language should match with the name in English.</p>
Gender	The gender of the person should be captured correctly.
Age	Date of birth of the resident should be captured correctly as per the proof document submitted in case of verified case.
Address	<p>Enrolment operator should verify and match the Address carefully against the Proof Document submitted by the resident.</p> <p>Do not include any junk value or use any un parliamentary language, this may lead to blacklisting of operator.</p>

	<p>The transliteration in local language should match with the address in English.</p> <p>The address should be captured in full and should include details like house no/name, locality, street, City/Town/Village, Pin Code etc.</p>
<b>Photograph</b>	<p>Photograph of the resident should be captured correctly as per guidelines provided by UIDAI.</p> <p>The photo should be neither too dark nor too bright.</p> <p>The face of the resident should be clearly visible and identifiable.</p>

### Process Errors

Process	Description
<b>Capturing Resident Photograph</b>	<p>Enrolment Operator/Supervisor should make sure that photo is not taken from:</p> <ul style="list-style-type: none"> <li>• Hard copy of photo (passport photo etc.)</li> <li>• Photo on a monitor</li> <li>• Photo on a mobile device</li> <li>• Photo from magazine/ newspaper/ book/ poster</li> </ul> <p>The photograph should be clear and not blurred. There should be sufficient light while capturing the photograph.</p>
<b>Capturing Resident Demographic Details</b>	<p>Enrolment Operator/Supervisor should ensure that Unparliamentary/Offensive Language is not used.</p>
<b>Verification of Documents</b>	<p>The Enrolment Operator/Supervisor should verify the proof documents submitted by the resident and ensure the following:</p> <ol style="list-style-type: none"> <li>1. The Name, address, DOB should match with the Proof document submitted.</li> <li>2. Should accept only valid and approved proof documents as per UIDAI list of approved documents.</li> <li>3. Should scan the documents completely , so that all the details are captured clearly.</li> </ol>

4. Should not accept any fraudulent/tampered document as proof.
5. The scan of the proof document should be clear and readable.
6. The document name selected on the client should match with the proof document submitted.


## Document Error – Most Common Reject Reasons

1

Most of the enrolments are getting rejected due to Invalid Documents submitted by the residents.

2

Reviewers at Enrolment Centre need to be more vigilant in checking the document before Enrolment. Some common rejections under Invalid Document category are mentioned below.

Document Error	Reject Reason
<b>Invalid Document</b> 	<ul style="list-style-type: none"> <li>Any document scanned as POI/POA/POR/POB which is not in the list of approved documents will be rejected</li> <li>If Name/Photo is missing in POI document, then it will be rejected</li> <li>For example, ration card can be used as POI only if it has both Name and Photo of resident</li> <li>Aadhaar Card/letter scanned as POI/POA/POR/DOB will be rejected</li> <li>In case of certificate issued by authorized person as per the approved list, Photo of resident is mandatory and it should have stamp and signature of the person issuing the certificate, else it will be rejected</li> <li>If the document which is attached as POI/POA/POR/POB has expired, it will be rejected</li> <li>When Voter ID card is submitted as POA, both sides of the ID card need to be scanned, else it will be rejected.</li> </ul>

## Common Errors by Enrolment Operators

Here are some common errors committed by enrolment operators. Each operator should be careful in avoiding them.

**Enrolment Slip/Aadhaar Card is attached as POI/POA/POR/DOB:**  
This will be rejected in QC as Invalid Document.

Enrolment operator should not attach Enrolment Slip/Aadhaar as Proof of Identity/Address/Date of Birth. This is not a valid proof and will be rejected during Quality check. The operator may also get balcklisted for uploading incorrect document.

**Invalid Document:**

Aadhaar Letter is not valid as POI/POA/POR and will be rejected under Invalid Documents.

During enrolment, the Enrolment operator should ensure that the document being accepted and scanned as POI/POA/POR/DOB is valid as per the UIDAI list of approved documents. The operator should also ensure that the document is valid as on date before accepting any document. Accepting invalid document will attract penalty on the operator and the may lead to blaclisting of the opertor.

**Invalid Document:**

**Scanned copy of only** one side of Voter ID is considered as invalid document. An operator should ensure that both the sides of Voter ID are scanned.

A common error committed by enrolment operator, which has been noticed in Quality check is that while accepting Voter ID as POA, operator should ensure , both sides of the documents is scanned.The enrolment will get rejected if both sides of Voter ID is not scanned.

**Invalid Document:**

Certificate issued by Principal/Village head without Name and photo of resident is considered as invalid document.

When accepting cerificate issued by Village head/Principal on letter head as POI/POA , the enrolment operator need to ensure the photo of resident is attested on the certificate with stamp and signature of the issuing authority. If the photo graph is missing in the certiicate, then the certificate is considered invalid and will be rejected.

**Transliteration Error: Demographic Details in English does not match with Local Language**

Operators have to pay attention while entering the demographic details of the resident. If the CAPS LOCK is ON, then attention need to be paid to the transliteration. The operator need to ensure that the Demographic details entered in English is matching with the local language as well, other wise the enrolment will be rejected.

**POI: Resident name having 'urf' , alias in POI**

Operators have to pay attention that while accepting POI documents, the resident name should not have 'urf' , 'alias' in the Proof of Identifty document submitted. Such document will be rejected during Qaulity Check. The POI document submitted should have only a single name as entered in the enrolment form . Resident name with 'urf' , 'alias'

**Age-Photo Mismatch: Age and the photo of the resident should match**

When the DoB is declared, care must be taken to verify the year of birth of the resident. Especially in case of children, the year of birth should be verified with the parents while entering declared DoB.

## Chapter 9: Offences and Penalties

### Offences and Penalties Due to Error Caused during Enrolment/Update

#### Demographic Error (DE)



##### Nature of Deficiency

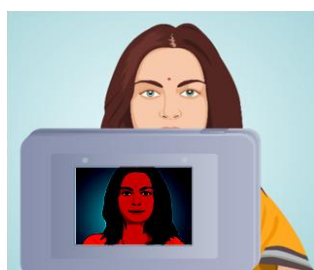
These are errors in data quality like poor quality of photograph, Obvious Gender or Date of Birth errors etc.

##### Monthly Action to be taken

Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative DE errors

- I) For 30 cases - Suspension of operator for 180 days
- II) For 50 cases - Suspension of operator for period of ONE Year

#### Biometric Error III (BE-III)



##### Nature of Deficiency

Photo not as per guidelines

##### Monthly Action to be taken

Amount withheld per case shall be Rs. 25 per packet.

For Monthly Cumulative BE-III errors

- (1) For 30 cases - Suspension of operator for 180 days
- (2) For 50 cases - Suspension of operator for period of ONE Year

#### Biometric Error I (BE-I)



##### Nature of Deficiency

- Full Finger Prints or Full Iris incorrectly recorded as missing
- Photo of Photo within a BE
- Exception Photo of a different person

##### Monthly Action to be taken

Amount withheld per case shall be Rs. 1000 per packet.

For Monthly Cumulative BE-I errors:

1. For 1 or more cases - Suspension of operator for ONE year
2. For 5 or more cases - Suspension of operator for period of Five years. Appropriate legal action needs to be taken if cumulative error count is  $\geq 1$

## Biometric Error II (BE-II)



### Nature of Deficiency

- Bad quality photo in exception photo
- Exception not visible in exception photo

### Monthly Action to be taken

Amount withheld per case shall be Rs. 25 per packet.

For Monthly Cumulative BE-II errors:

1. For 30 cases - Suspension of operator for 180 days
2. For 50 cases - Suspension of operator for ONE Year

## Photo of Photo (PoP)



### Nature of Deficiency

When a photo is of other photograph/or Non-Human

### Monthly Action to be taken

Amount withheld per case shall Rs. 1000 per packet. For Monthly Cumulative BE-I errors:

1. For 1 or more cases - Suspension of operator for ONE year
2. For 5 or more cases - Suspension of operator for period of Five Years  
Appropriate legal action needs to be taken if cumulative error count is  $\geq 1$

## Unparliamentarily Language



### Nature of Deficiency

Use of unparliamentarily language/ abusive language in residents demographics

### Monthly Action to be taken

Amount withheld per case shall Rs. 1000 per packet.

For Monthly Cumulative BE-I errors:

1. For 1 or more cases - Suspension of operator for ONE year
2. For 5 or more cases - Suspension of operator for period of Five Years  
Appropriate legal action needs to be taken if cumulative error count is  $\geq 1$

## Enrolment Agency Performance



### Nature of Deficiency

Every enrolment agency performance will be rated based on quality parameters of enrolment, adherence to UIDAI's processes and guidelines

### Monthly Action to be taken

If the performance rating is below 90%, EA will be treated to be in red zone and if the performance rating drops below 85%, the enrolment operations of the agency will be suspended and their EA code and empanelment will be withdrawn for 3 years.

## Review

### Nature of Deficiency

Excessive deficiencies/violations reported during the quarterly performance review or where amount withheld would exceed 50% of amount payable for the period under review.

### Monthly Action to be taken

Enrolment operations of the agency will be suspended and their EA code and empanelment will be withdrawn for 3 years.

Gross violation of the stipulated guidelines without potential intent to fraud - Overcharging resident for UIDAI services / involved in corrupt practices and for running unauthorised PEC found during inspections

Rs. 50,000 per incident and blacklisting of Operator for a year

Gross violation of the stipulated guidelines with potential intent of fraud - tampering with UIDAI's software (BYPASS of operator/supervisor BIOMETRICS)

Rs. 100,000 per machine and blacklisting of Operator for 5 years

Document Error DoE I

- Fraudulent document
- Missing document

For Monthly Cumulative DoE-I errors:

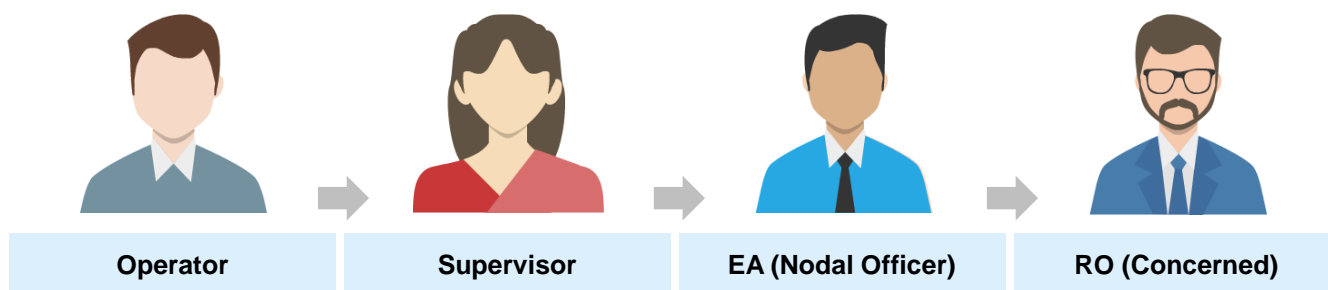
- For 1 or more cases - Suspension of operator for ONE year
- For 5 or more cases - Suspension of operator for period of Five Years
- Appropriate Legal Action needs to be taken if cumulative error count is  $\geq 1$



Nature of Deficiency	Monthly Action to be taken
<p>Document Error DoE II</p> <ul style="list-style-type: none"> <li>Invalid document</li> <li>Poor quality document</li> <li>Data mismatch in document</li> <li>Document Name Mismatch</li> </ul>	<p>For Monthly Cumulative DoE-II errors</p> <ul style="list-style-type: none"> <li>For 30 or more cases-Suspension of operator for 180 days</li> <li>For 50 or more cases – Suspension of operator for period of One Year</li> </ul>
<p>Financial disincentive for document Error (I, II and III)</p>	<p>DoE Error I and II will be considered as Demographic Error and will be counted along with DE % of total number of erred packets against the total number of checked packets for the month will be arrived at and the same % of the total payment of that month will be deducted with DE error</p>
<p>* Capping on the total financial disincentive: Will be capped @ 50% of the total payment in each monthly payment cycle</p>	

## Chapter 10: Guidelines for the Enrolment Staff to Improve Customer Satisfaction and avoid Fraud and Corruption



\*\*\*If you observe any deviations in abiding with the rules and regulations laid out for carrying out Aadhaar enrolment and update by the Authority, then immediately report to the authority concerned. Follow the given hierarchy to report deviations:



Sample Escalation Matrix (Needs to be displayed at each Centre)

Centre Address	:
EA Name and Code	:
Operator Name and Contact Number	:
Supervisor Name and Contact Number	:
EA (Nodal Officer) Name and Contact Number	:
Registrar (Nodal Officer) name and Contact Number	:
Contact Number of Grievance Cell, UIDAI, RO	:

\*\*\*Operator should give priority treatment to senior citizens and differently-abled residents.

In case of senior citizens:	In case of differently-able persons or a residents with Biometric exceptions:
<p>Operator should try to capture all the Biometrics i.e., 10 Finger Prints, 2 Iris and Photograph.</p> <p>In case Biometric Device is unable to detect Biometrics of senior citizens, operator should try the <b>force capture</b> option.</p> 	<p>Operator should mark that specific exception only in the software and capture all other Biometrics.</p> <p>Operator has to capture exception photograph with clearly depicting the exception.</p> 



DOs



DON'Ts

### TO IMPROVE CUSTOMER SATISFACTION

#### Enrolment Agency



- Ensure a standard procedure of operator/supervisor on-boarding: Enrol operator/supervisor, Train and Certify operator/supervisor, Register and Activate operator in EA Admin portal
- Ensure proper training of operators including device-specific training with the help of device vendors/UIDAI Regional Office
- Facilitate proper seating to ensure recording of quality data by operator
- Set up 'Help Desk' to ensure crowd and time management and address residents' queries
- Make available at least one laptop back-up at each enrolment centre
- Collect and clean Pre-enrolment data to save enrolment time at centre
- Deploy only UIDAI approved biometric devices. Ensure that all the equipment required for enrolment is provided at the enrolment centres
- Sensitise the Supervisor /operator on the importance of capturing their finger prints clearly at the end of each enrolment
- Rate Card is pasted at each Enrolment Center

- Use one password for multiple sets of Operator IDs
- No two Operators should have the same Operator ID (User code)
- Avoid force capture of biometrics of operators or supervisors at the time of on-boarding
- Uncertified operator/supervisor should not be deployed
- Do not compromise on the standard of equipment deployed at enrolment stations

#### EA Staff-Operator/Supervisor



- Ensure proper layout of the enrolment Station, such as height of table, positioning of devices, position of the resident vis-à-vis the operator, lighting and position and tautness of the white background
- Brief the enrolment procedure to resident before and during enrolment to put the resident at ease and facilitate data capture
- Read out if Resident is not able to read. Make sure spellings of name, gender, address, relationship details are correct
- Be patient during enrolment and be courteous to residents
- Ensure that resident mobile number is entered in the system

- Do not demand extra money other than prescribed by the Authority for any kind of Aadhaar update
- Do not deny any resident for enrolment in case of Biometrics exception and poor quality finger prints
- Do not speak rudely with residents
- Do not re-enrol residents without checking status of earlier enrolments of resident

- Ensure that resident is made to understand the use of email ID in the enrolment/update
- Operators need to proactively use **“Find Aadhaar facility- Advance search”** before any fresh enrolment to minimise the rejections
- Inform residents about time taken for Aadhaar Generation/ Update i.e. up to 90 days
- Inform resident to download e-Aadhaar after receiving Aadhaar generation SMS from UIDAI
- Inform resident to contact 1947 or [help@uidai.gov.in](mailto:help@uidai.gov.in) in case resident does not receive Aadhaar generation SMS or e-Aadhaar is not available for download after 90 days
- Put the resident at ease and make sure that the resident's screen is on all the time during the enrolment and ask the resident to cross check the data being entered
- Give priority treatment to differently-able, senior citizens and pregnant ladies
- Do not make any changes in the enrolment form by yourself. Even if the resident insists to make some minor changes in the form, operator must refer this to verifier. In such cases the operator must politely ask the resident to go back to verifier and make changes and take signatures of verifier henceforth in the enrolment form.
- Do not enter N/A, NA etc. in fields where Resident has not provided any data



### TO AVOID FRAUD AND CORUPTION

#### EA Staff- Operator/Supervisor

- Log in with your own Operator ID in Aadhaar client and log off the application when leaving the seat so that no one else can use your login window for enrolment
- Change your login password frequently
- Perform Operator sync activity regularly
- Follow the standard operating procedure prescribed by the Authority
- Use the prescribed POI/POA only
- Inform Authority proactively in case any fraud is noticed by other EA Staff
- File, back up and store enrolment data as per UIDAI guidelines
- Sign off all biometric exception cases after due diligence
- Ensure that GPS coordinates of all the Enrolment machines are captured every day before the start of any enrolment/update
- Do not try to tamper the Enrolment client/machine
- Take Photo of a Photograph to enrol a resident, take Photo of Deity (GOD), Objects, Animal/s is taken in place of Resident Photo and Use Un-parliamentary language in Resident Demographic details
- Attempt to enrol an adult as a child to avoid taking Biometrics OR Attempt to enrol an child below 5 year in age as Adult
- Acts as a guardian or parent of a child only for the purpose of Enrolment
- Upload incorrect document in support of any enrolment like scan copy of any newspaper
- Use your mobile number and email ID in residents Aadhaar
- Attempt to mix biometrics of resident while enrolment
- Sign for enrolment done by any other operator
- Accept a photocopy, scanned document or any document form other than the original POI/POA
- Keep a copy of resident POI/POA (hard copy or in electronic form)

## Appendix C

### **SAMPLE CERTIFICATE OF IDENTITY/ADDRESS FOR AADHAAR ENROLMENT/UPDATE**

(TO BE ISSUED ON THE OFFICIAL LETTER HEAD OF THE ISSUING AUTHORITY)

Affix Resident's recent  
passport size coloured  
Photo (To be attested  
with half the signature  
and stamp of the  
issuing officer  
appearing on the on the  
photograph)

This is to certify that Mr/Ms ( **Name of the Resident** ) son/daughter/wife/husband/ward of  
(Name of the relation/guardian) is known to me from last.....years. His/her photograph is  
attached and is duly attested by me.

His/her current address is stated below and this certificate can only be used as Proof of  
Address/Identity for updation of Aadhaar Number.....////

This Certificate may be used as Proof of Address (PoA)/Proof Identity (PoI).

Current Address of the Resident:

Date:

Signature of Issuing Authority:

Full Name Issuing Authority:

Designation Issuing Authority:

Telephone No. of Issuing Authority:

Official seal

(To be signed personally by the Issuing Authority. Proxy signatures are not allowed.)

## Appendix D

### SAMPLE CONSENT PROVIDED BY INTRODUCER

To,

\_\_\_\_\_ (Name / Designation of Registrar Nodal Officer)

\_\_\_\_\_ (Name of Registrar)

I, (Name) \_\_\_\_\_ (S/O, D/O, W/O) \_\_\_\_\_ residing at

(Address) \_\_\_\_\_ and holding the post of

(Designation) \_\_\_\_\_ at (Organisation) \_\_\_\_\_,

consent to being an Introducer for the purpose of enabling enrolment of residents for AADHAAR and will follow the guidelines and procedures laid down for Introducers by the Unique Identification Authority of India and the Registrar. I shall introduce only that resident whose identity and address I personally know. I understand that UIDAI shall proceed to issue Unique ID no (Aadhaar) based on my introduction".

I will not collude with a person to impersonate another person (dead or alive) at the time of enrolment.

I will not help an Aadhaar holder to deliberately take on the identity of another person by changing his or her demographic information or collude to provide false biometric information.

AADHAAR Number / Enrolment number:

Name:

Designation:

Signature:


Date:

Landline Phone Number (Office and Home):

Mobile Number:

Email:

## Appendix E – Enrolment/Correction Form

  
 Under Section 3 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)

## AADHAAR ENROLMENT / CORRECTION FORM

Aadhaar Enrolment is free and voluntary. Correction within 96 hours of enrolment is also free. No charges are applicable for Form and Aadhaar Enrolment. In case of Correction provide your EID, Name and only that field which needs Correction.

In case of Correction provide your EID No here:  dd | mm | yyyy | hh: mm: ss |

Please follow the instructions overleaf while filling up the form. Use capital letters only.

1 Pre-Enrolment ID :	2 NPR Receipt/TIN Number :
3 Full Name:	
4 Gender: Male ( ) Female ( ) Transgender ( )	5 Age: Yrs or Date of Birth: dd   mm   yyyy   Declared <input type="checkbox"/> Verified <input type="checkbox"/>
6 Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( ) NAME	
House No/ Bldg./Apt.	Street/Road/Lane
Landmark	Area/locality/sector
Village/Town/City	Post Office
District	Sub-District
E Mail	PIN CODE
7 Details of : Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) <small>For children below 5 years Father/Mother/Guardian's details are mandatory. Adults can opt to not specify this information, if they cannot/want to disclose.</small>	
Name	
EID/ Aadhaar No.: <span style="border-bottom: 1px solid black; display: inline-block; width: 100px;"></span> dd   mm   yyyy   hh: mm: ss	
Verification Type : Document Based ( ) Introducer Based ( ) Head of Family ( ) Select only one of the above. Select Introducer or Head of Family only if you do not possess any documentary proof of identity and/or address. Introducer and Head of Family details are not required in case of Document based Verification.	
8 For Document Based (Write Names of the documents produced. Refer overleaf of this form for list of valid documents)	
a. POI	b. POA
c. DOB <small>(Mandatory in case of Verified Date of Birth)</small>	d. POR
9 For Introducer Based – Introducer's Aadhaar No. <span style="border-bottom: 1px solid black; display: inline-block; width: 100px;"></span>	For HoF Based - Details of : Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) HoF's EID/Aadhaar No.: <span style="border-bottom: 1px solid black; display: inline-block; width: 100px;"></span> dd   mm   yyyy   hh: mm: ss
I hereby confirm the identity and address of _____ as being true, correct and accurate.	
Introducer/HoF's Name:	Signature of Introducer/HoF

**Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016**

I confirm that I have been residing in India for at least 182 days in the preceding 12 months & information (including biometrics provided by me to the UIDAI) is my own and is true, correct and accurate. I am aware that my information including biometric will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Verifier's Stamp and Signature:

(Verifier must put his/her Name, if stamp is not available)

Applicant's signature/Thumbprint

To be filled by the Enrolment Agency only :

Date & time of Enrolment: \_\_\_\_\_

## Appendix F – Cases of Omission

### Cases requiring omission of Aadhaar Number

The Aadhaar number of an Aadhaar number holder shall be cancelled in the following circumstances:

- (a) If it is established that more than one Aadhaar number have been issued to the same person, then the Aadhaar number assigned from the earlier enrolment shall be retained, and all subsequent Aadhaar numbers shall be cancelled .
- (b) Where the Aadhaar number has been generated in violation of the prescribed guidelines:
  - I. “Photo on Photo” case where core biometric information is not available: Where an existing photograph is used for enrolment instead of capturing a new photograph at the enrolment centre, and where core biometric information has not been captured during enrolment, the resident’s Aadhaar number shall be cancelled
  - II. “False Biometric Exception” cases: Where the enrolment has been wrongly carried out as a ‘biometric exception’ case, the Aadhaar number shall be cancelled.
  - III. Where an adult has been enrolled as a child below five years of age to avoid capturing of biometric information, Aadhaar number shall be cancelled.
  - IV. Any other case requiring cancellation owing to the enrolment appearing fraudulent to the Authority

Upon cancellation, services that are provided by the Authority to the Aadhaar number holder shall be disabled permanently.

## Appendix G – List of supporting documents for Aadhaar Enrolment/Update

Supported Pol Documents Containing Name and Photo	Supported PoA Documents Containing Name and Address
<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. PAN Card</li> <li>3. Ration/ PDS Photo Card</li> <li>4. Voter ID</li> <li>5. Driving License</li> <li>6. Government Photo ID Cards/ service photo identity card issued by PSU</li> <li>7. NREGS Job Card</li> <li>8. Photo ID issued by Recognized Educational Institution</li> <li>9. Arms License</li> <li>10. Photo Bank ATM Card</li> <li>11. Photo Credit Card</li> <li>12. Pensioner Photo Card</li> <li>13. Freedom Fighter Photo Card</li> <li>14. Kissan Photo Passbook</li> <li>15. CGHS / ECHS Photo Card</li> <li>16. Address Card having Name and Photo issued by Department of Posts</li> <li>17. Certificate of Identify having photo issued by Gazetted Officer or Tehsildar on letterhead</li> <li>18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations</li> </ol>	<ol style="list-style-type: none"> <li>1. Passport</li> <li>2. Bank Statement/ Passbook</li> <li>3. Post Office Account Statement/Passbook</li> <li>4. Ration Card</li> <li>5. Voter ID</li> <li>6. Driving License</li> <li>7. Government Photo ID cards/ service photo identity card issued by PSU</li> <li>8. Electricity Bill (not older than 3 months)</li> <li>9. Water bill (not older than 3 months)</li> <li>10. Telephone Landline Bill (not older than 3 months)</li> <li>11. Property Tax Receipt (not older than 1 year)</li> <li>12. Credit Card Statement (not older than 3 months)</li> <li>13. Insurance Policy</li> <li>14. Signed Letter having Photo from Bank on letterhead</li> <li>15. Signed Letter having Photo issued by registered Company on letterhead</li> <li>16. Signed Letter having Photo issued by Recognized Educational Institutions on letterhead</li> <li>17. NREGS Job Card</li> <li>18. Arms License</li> <li>19. Pensioner Card</li> <li>20. Freedom Fighter Card</li> <li>21. Kissan Passbook</li> <li>22. CGHS / ECHS Card</li> <li>23. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead</li> <li>24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</li> <li>25. Income Tax Assessment Order</li> <li>26. Vehicle Registration Certificate</li> <li>27. Registered Sale / Lease / Rent Agreement</li> <li>28. Address Card having Photo issued by Department of Posts</li> <li>29. Caste and Domicile Certificate having Photo issued by State Govt.</li> <li>30. Disability ID card/handicapped medical certificate issued by respective State/UT Governments/Administrations</li> <li>31. Gas Connection Bill (not older than 3 months)</li> <li>32. Passport of Spouse</li> <li>33. Passport of Parents (in case of Minor)</li> <li>34. Allotment letter of accommodation issued by Central/State government of not more than 3 years old</li> <li>35. Marriage Certificate Issued by the Government containing address</li> </ol>
Supported PoR Documents containing Relationship details to Head of Family	
<ol style="list-style-type: none"> <li>1. PDS Card</li> <li>2. MNREGA Job Card</li> <li>3. CGHS/State Government/ECHS/ESIC Medical card</li> <li>4. Pension Card</li> <li>5. Army Canteen Card</li> <li>6. Passport</li> <li>7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</li> <li>8. Any other Central/State government issued family entitlement document</li> <li>9. Marriage Certificate Issued by the Government</li> </ol>	
Supported Proof of DoB Documents	
<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. SSLC Book/Certificate</li> <li>3. Passport</li> <li>4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead</li> <li>5. PAN Card</li> <li>6. Marksheet issued by any Government Board or University</li> <li>7. Government Photo Id Card / Photo identity card issued by PSU containing DoB</li> <li>8. Central/State Pension Payment Order</li> <li>9. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card</li> </ol>	

## Appendix H- Convenience Charge

No. 4(4)/57/259/AKR/2014-E&U  
Government of India  
Ministry of Communications & IT,  
Ministry of Electronics & Information Technology  
Unique Identification Authority of India (UIDAI)

2<sup>nd</sup> Floor, Tower-1, Jeevan Bharti Building  
Connaught Circus, New Delhi-110 001  
Date: 22.01.2018

OFFICE MEMORANDUM

**Sub:- Clarification on the applicability of GST on the convenience fee to be collected from the residents for various Aadhaar related services**

Ref:- OM No. 4(4)/57/259/AKR/2014/E&U dated 27/12/2016

Vide above referred OM, revised assistance to Registrars for Aadhaar generation and mandatory biometric update (5/15 years) and revised max. fees to be collected from the residents for the services (update and other services) provided by Registrars / Other service providers was made effective from 1<sup>st</sup> Jan, 2017.

2. In view of queries being received from Registrars/other service providers regarding applicability of GST on the charges collected by them from the residents for various Aadhaar related services, it is hereby clarified that GST over and the above the charges may be levied as follows

Services	Maximum Fee collected from resident by service provider (in Rs.)	Rate of GST over and above the charges mentioned in the column 2
1	2	3
Biometric updates (other than mandatory)	25	18% , SAC code 998399
Demographic update (any type/any channel)	25	18% , SAC code 998399
Aadhaar Search using eKYC/Find Aadhaar /any other tool and colour print out A4 sheet	20	18% , SAC code 998399
Aadhaar Search using eKYC/Find Aadhaar /any other tool and B/W print out on A4 Sheet	10	18% , SAC code 998399

3. This issues with the approval of competent authority.

  
( Arun Rawat)  
Dy. Director

To,

1. All the UIDAI Registrars
2. All the UIDAI Enrolment Agencies
3. All the UIDAI Regional Offices
4. Tech Centre
5. Auth Division

## Appendix I – Deactivation of Aadhaar



### Cases requiring deactivation of Aadhaar Number

1. The Aadhaar number of an Aadhaar number holder shall be deactivated in the following circumstances:
  - a. **“Photo on Photo” and core biometric information is available:** Where an existing photograph is used instead of capturing a fresh photograph at the enrolment centre, and where core biometric information of the resident has been captured, the Aadhaar number shall be deactivated, and the resident will be asked to update his photograph. Upon successful update of his photograph, the Aadhaar number may be reactivated.
  - b. **“False Partial Biometric Exception” cases:** Where certain attributes constituting biometric information have not been captured despite the resident being in a position to provide them, the Aadhaar number shall be deactivated.
  - c. Where it is found at a later stage that enrolment has been carried out without valid supporting documents, the Aadhaar number shall be deactivated till it is updated by the Aadhaar number holder after furnishing valid supporting documents.
  - d. Where the information captured has been flagged as having bad data and requiring update (such as mixed/anomalous biometrics information, abusive/expletive words and unparliamentary language in resident demographics, multiple names in single name using ‘urf’ or ‘Alias’), the Aadhaar number shall be deactivated till it is updated by Aadhaar holder.
  - e. Where a child having attained the age of five or fifteen years of age fails to update his or her biometric information within two years of attaining such age, the Aadhaar number shall be deactivated. In cases where such update has not been carried out at the expiry of one year after deactivation, the Aadhaar number shall be omitted.
  - f. Any other case requiring deactivation as deemed appropriate by the Authority.
2. Upon deactivation, services that are provided by the Authority to the Aadhaar number holder shall be discontinued temporarily till such time the Aadhaar number holder updates or rectifies the information, owing to which his or her Aadhaar number has been deactivated by the Authority.

### Inquiry into cases requiring omission or deactivation

1. Any case reported or identified as a possible case requiring omission or deactivation may require field inquiry, which may include hearing the persons whose Aadhaar number is sought to be omitted or deactivated.
2. An agency nominated by the Authority shall examine/inquire and submit a report to the Authority as per the procedures as may be specified by the Authority for this purpose.
3. The Authority may initiate necessary action upon receiving the report and the decision to omit or deactivate an Aadhaar number shall lie with the Authority.

## Appendix J (a) – Aadhaar Update Form to be used at Enrolment Center

Under Section 3 of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016 (Aadhaar Act)

### AADHAAR DATA UPDATE/CORRECTION FORM

Field for Update/Correction: Select ☒ Name ☐ Gender ☐ Date of Birth ☐ Address ☐ Email ID

Aadhaar No. (Please provide accurate 12-digit Aadhaar number here):	
Field	Fill Details in English in this column (Use Capital Letters) <span style="float: right;">Fill Details in Local Language in this column (Use same local language as in your Aadhaar letter)</span>
Resident's Name	
Gender	Select <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Date of Birth	DD   MM   YYYY
Address C/O Details	Select <input checked="" type="checkbox"/> C/o <input type="checkbox"/> D/o <input type="checkbox"/> S/o <input type="checkbox"/> W/o <input type="checkbox"/> H/o <input type="checkbox"/>
Guardian/ Parent/Spouse Name	NAME <span style="float: right;">NAME</span>
House / Bldg / Apt.	
Street/Road/Lane	
Landmark	
Area/locality/vector	
Village/Town /City	
District	
Post Office	
State	
PIN CODE	
Mobile No (mandatory)	E Mail (optional)
Document Details (Write Names of the documents attached. Refer Annexure I for Valid documents)	
a. POI (for Name Correction)	b. POI (for Name Change)
c. DOB	d. POA

**Disclosure under section 3(2) of THE AADHAAR (TARGETED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016**

I confirm that I have been residing in India for at least 182 days in the preceding 12 months & information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except core biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Applicant's signature/Thumbprint

## Appendix K – Operator On-boarding form

EA Request Form for Operator / Supervisor Association	
Enrolment Agency Code :	<input type="text"/>
Enrolment Agency Name :	<input type="text"/>
Registrar Code :	<input type="text"/>
Registrar Name :	<input type="text"/>
Full Name of the Operator/Supervisor:	<input type="text"/>
Aadhaar No. of the Operator / Supervisor -	<input type="text"/>
Certificate No. of the Operator / Supervisor -	<input type="text"/>
Proposed User ID/Operator ID. of the Operator / Supervisor -	<input type="text"/>
Status of the Operator / Supervisor – Active/Inactive /Disassociated	<input type="text"/>
Date of Joining with EA as Operator / Supervisor	<input type="text"/>
Date	Month
The	
<input type="text"/>	
Operator/Supervisor will be working in Sweep Mode/Permanent Centre in:	
State:	
District:	
Sub-District:	
Details of Enrolment Centre In charge /Owner where operator will be working :-	
Name of EC incharge/Owner -	
Address of EC incharge/Owner:	
Aadhaar No of EC incharge/Owner. -	
Mobile No of EC incharge/Owner -	

	1								
--	---	--	--	--	--	--	--	--	--

Pan No. of EC incharge/Owner -

[illegible]

Owner of the enrolment kit where operator will be working

Name of Person -

[illegible]

Name of Organization:

[illegible]

Mobile no. of kit owner. -

[illegible]

Reason for Association of new Operator/Supervisor in the existing center :

---

In case of any further details, the below may be contacted:

Agency Co-ordinator/State Head/District Head  
Name:

[illegible]

Agency Co-ordinator/State Head/District Head Mobile Number:

[illegible]

It is hereby declared that the information and particulars furnished above are true and correct to the best of my/our knowledge and belief and nothing has been concealed.

Place:

Date:

Seal &amp; Signature of Technical Co-ordinator/State Head of Enrolment Agency

## Operator / Supervisor Consent form for Association with EA

Sir/Madam,

I am willing to work with EA ..... as an 'Operator' / 'Supervisor'.

My Details are as below-

Full Name:

[illegible]

Father's Name:

[illegible]

Address:

[illegible]

**Educational Qualification:**

(Please tick a Mark to the appropriate option)

10<sup>th</sup>12<sup>th</sup>

### Graduation

### Post Graduation

Recent Photograph

Aadhaar No. of the Operator / Supervisor -

[illegible]

Certificate No. of the Operator / Supervisor -

--	--	--	--	--	--	--	--

Mobile No. of the Operator / Supervisor -

[illegible]

Email of the Operator / Supervisor -

[illegible]

It is to affirm further that, I was previously working with the following Enrolment Agency and willfully joined EA ..... as Operator / Supervisor.

The further details about my employment in concerned area till date is furnished below-

Date of Joining present Employer/EA as Operator / Supervisor

		/		/				
--	--	---	--	---	--	--	--	--

Date \_\_\_\_\_

Month

Year

The details of previously agency are furnished below.

**Name of the previous Employer / Enrolment Agency:**

[illegible]

Previous Enrolment Agency Code:

Previous Enrolment Agency Code:

It is hereby declared that the information and particulars furnished above are true and correct to the best of my/our knowledge and belief and nothing has been concealed.

Place:

Date:

Signature of Operator / Supervisor

**RO OFFICE**

The above request for association of operator with EA have been thoroughly verified after due diligence.  
The information and particulars furnished above is found

Correct ☐ :Incorrect ☐ :

Place:

Date:

Signature of SSA/PMU

Place:

Date:

Signature of ADG Incharge/DDG

Correct:- Recommended for association with EA

Incorrect :-Not recommended for association with EA

