



Unique Identification Authority of India  
Government of India

# Manual

## Understanding Aadhaar Enrolment and Update



## PREFACE

This training manual introduces Unique Identification Authority of India (UIDAI) and Aadhaar.

The module is meant to give all readers a firm grounding on UIDAI and Aadhaar and is created for the Target Audience mentioned below:-

- Enrolment Operators/Supervisor
- Registrars and Enrolment Agencies and Verifier
- Introducers



## Chapter 1

# Introduction to UIDAI and Aadhaar

# Chapter 1: Introduction to UIDAI and Aadhaar

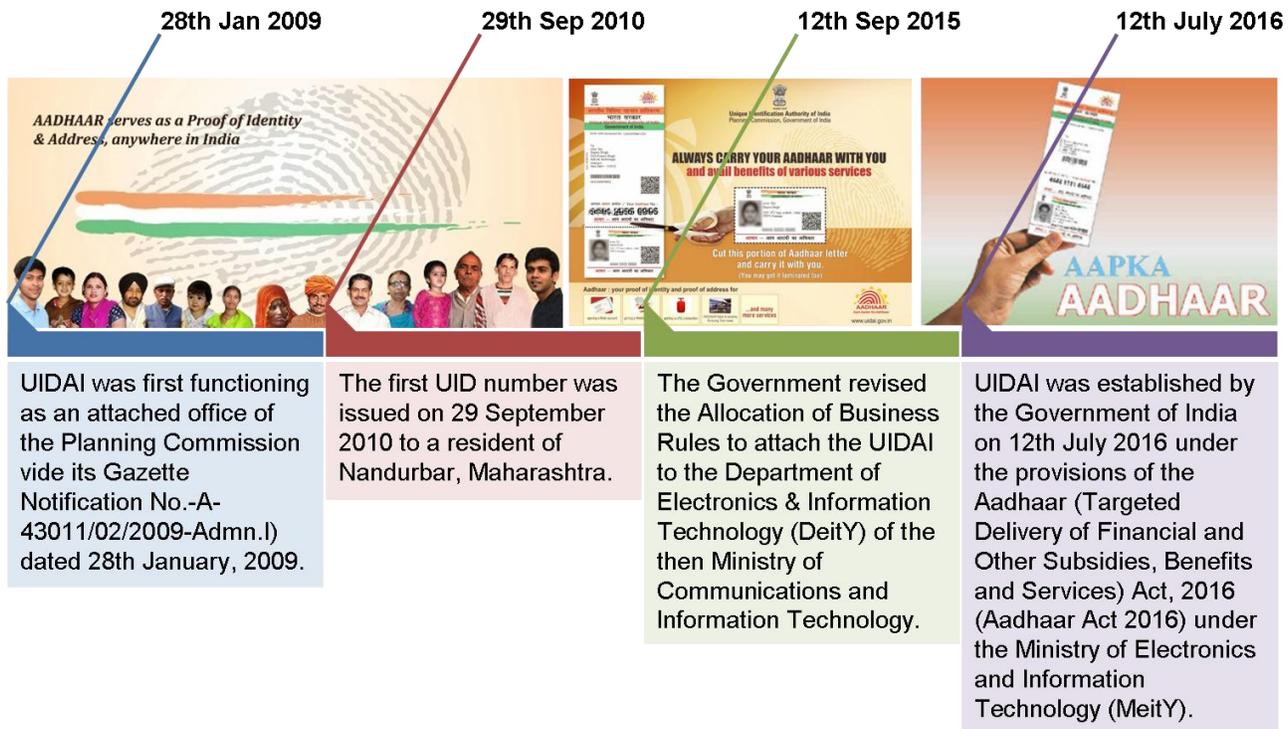
The Unique Identification Authority of India (UIDAI) is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (“Aadhaar Act 2016”) on 12<sup>th</sup> July 2016 by the Government of India, under the Ministry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



विदेशी सं. को. एन-13004/99 REGD. NO. D. I.-33004/99

  
**भारत का राजपत्र**  
**The Gazette of India**  
 EXTRAORDINARY  
 PART II—Section 3—Sub-section (iii)  
 PUBLISHED BY AUTHORITY

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

**संचार और सूचना प्रौद्योगिकी मंत्रालय**  
**(इलेक्ट्रॉनिक और सूचना प्रौद्योगिकी विभाग)**  
**अभियुचना**  
 नई दिल्ली, 12 जुलाई, 2016

**प्रा.आ. 2358(ब).—** केन्द्रीय सरकार, आधार, (किलीय और अन्य सहायिकियों, प्रविधाओं और सेवाओं का लक्षित परिधान) अधिनियम, 2016 (2016 का 18) की धारा 11 द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए, भारतीय विधि प्रवृत्त प्रकाशक की, उक्त अधिनियम के अधीन उक्त पर प्रदत्त शक्तियों का प्रयोग करने के लिए, और उक्त को समन्वित कृत्यों का पालन करने के लिए, राजपत्र में इस अभियुचना के प्रकाशन की तारीख से स्थापना करती है।

2. प्रकाशक का मुख्यालय नई दिल्ली में होगा जिसके क्षेत्रीय कार्यालय बंगलूर, हैदराबाद, लखनऊ, मुंबई, रांची, नई दिल्ली, रांची, मुंबई और चंडीगढ़ में होंगे तथा केन्द्रीय प्रवृत्त आंकड़ा संग्रह प्रकाशन कार्यालय बंगलूर और मानेसर में स्थित होंगे।

[फा. सं. 13012/64/2016/विधि/यूआईडीएआई]

मंत्री मन्त्र, 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



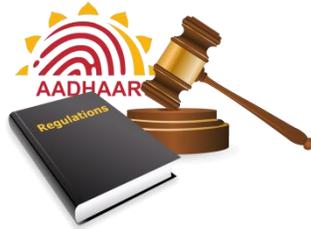
Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 published on 25<sup>th</sup> March 2016.

Authority

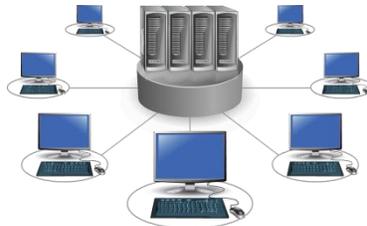


The Unique Identification Authority of India established under sub-section (1) of Section 11 of the Act on 12<sup>th</sup> July 2016.

## Understanding Aadhaar Enrolment and Update

**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

## Understanding Aadhaar Enrolment and Update

**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.

Understanding Aadhaar Enrolment and Update

**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

## Understanding Aadhaar Enrolment and Update

### 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**

## Vision and Mission of UIDAI



To empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere.



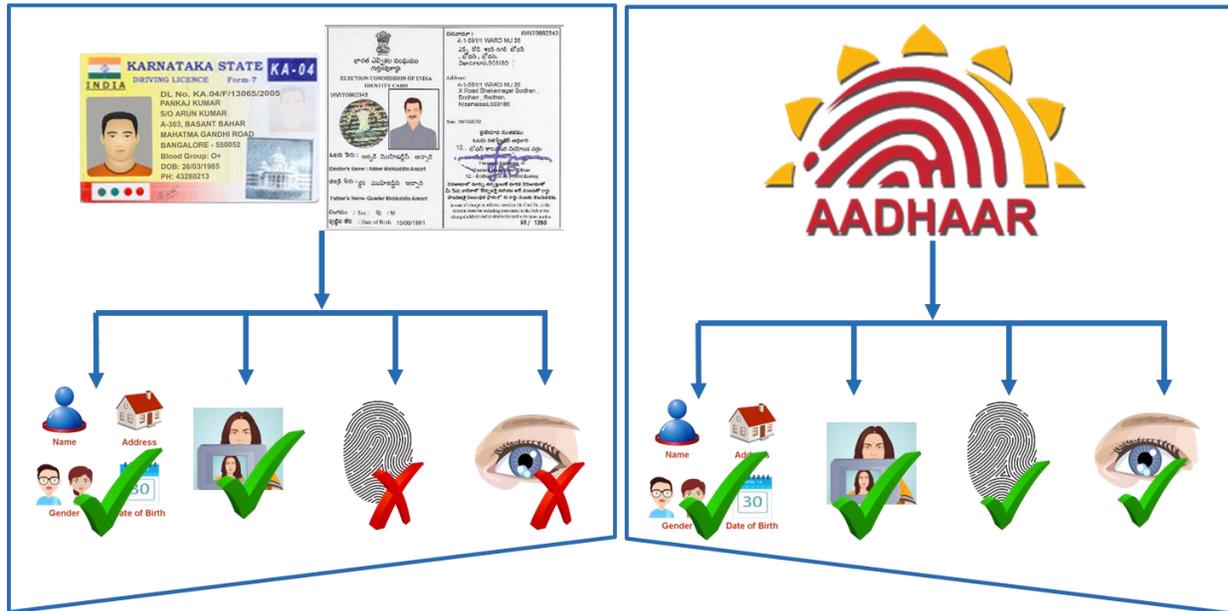
- Deliver Aadhaar numbers universally to residents with a well-defined turnaround time and adhering to stringent quality metrics
- Collaborate with partners to set up infrastructure, which provides convenience to residents for updating and authenticating their digital identity
- Collaborate with partners and service providers in leveraging Aadhaar to serve residents effectively, efficiently and equitably
- Encourage innovation and provide a platform for public and private agencies to develop Aadhaar linked applications
- Ensure availability, scalability and resilience of the technology infrastructure
- Build a long-term sustainable organisation to carry forward the vision and values of the UIDAI
- Make it attractive for the best global expertise in different fields to collaborate and provide valuable insights to the UIDAI organisation

Understanding Aadhaar Enrolment and Update



- We value integrity
- We are committed to inclusive nation building
- We pursue a collaborative approach and value our partners
- We will strive towards excellence in services to residents and service providers
- We will always focus on continuous learning and quality improvements
- We are driven by innovation and provide a platform for our partners to innovate
- We believe in a transparent and open organisation

Difference Between Aadhaar and Other Identification Programmes



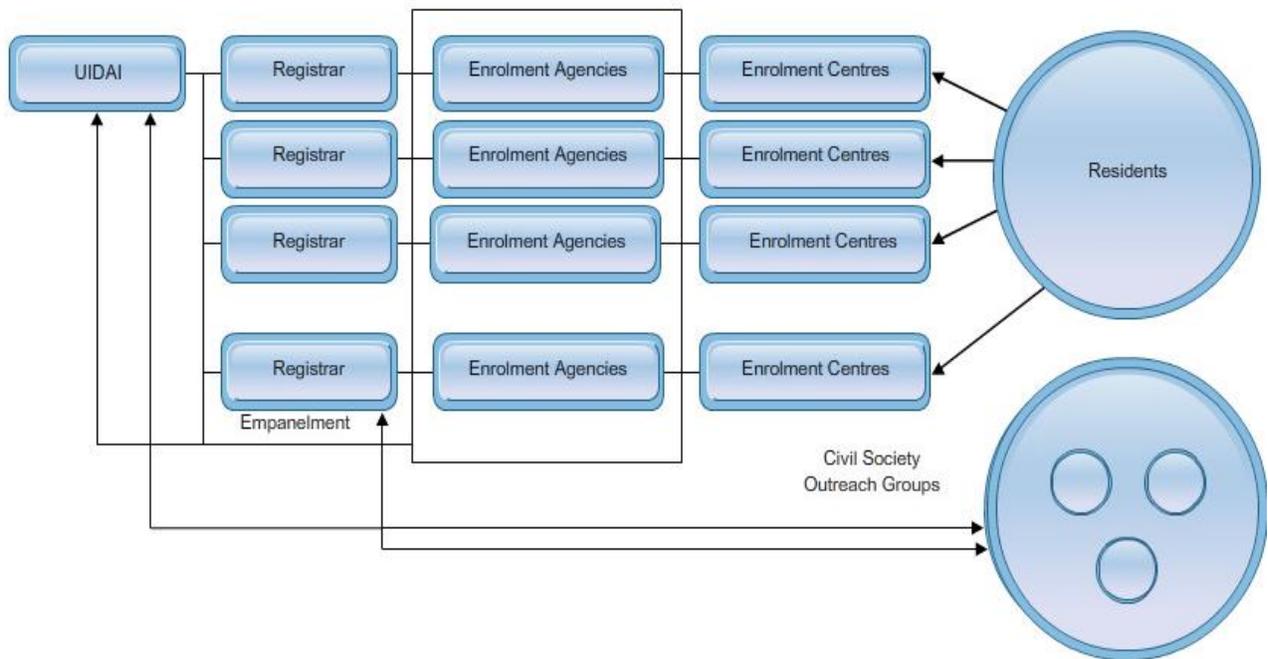
Features of Aadhaar

What Aadhaar is	What Aadhaar is not
✓ Random 12-digit number	✗ Just another card
✓ Unique ID number issued to an individual shall not be re-assigned to any other individual	✗ One per family
✓ Enables resident's identification subject to successful "Authentication"	✗ Aadhaar will replace all other IDs
✓ Collect and record demographic and biometric information (Exception Handling for	✗ Will collect profiling information such as

**Understanding Aadhaar Enrolment and Update**

What Aadhaar is	What Aadhaar is not
people with disability)	caste, religion, language
✓ Given to resident of India, irrespective of existing documentation (Head of the Family and Introducer based Enrolment)	✗ Aadhaar can be used as Proof of Citizenship
✓ UIDAI enables universal identity infrastructure that any ID-based application like ration card, passport and so on can use	✗ An individual can obtain multiple Aadhaar numbers
✓ Aadhaar uses photograph of the face, demographic information, fingerprints and Iris to identify a resident	✗ Aadhaar collects financial information of residents

**Enrolment Ecosystem**





## Chapter 2

# Registrars, Enrolling Agencies and Enrolment Staff

## Chapter 2: Registrars, Enrolling Agencies and Enrolment Staff

### Appointment of Registrars

1. Registrars shall be appointed by the Authority, for enrolment and update of residents across the country, and could include entities, which interact with residents in the usual course of implementation of their programmes. Upon appointment, a Registrar Code shall be assigned to each Registrar. The eligible entities for appointment as registrars are:
  - State/ UT Governments
  - Central ministries and departments / agencies under them
  - Public Sector companies of Central / State Governments
  - Public Sector banks and regulated entities including National Securities Depository Limited
  - Special Purpose Vehicles (SPV) created by Central or State Government
  - Schedule Commercial Banks
  - Department of Post
2. Registrars shall be responsible for field level execution, monitoring and audit.
3. Registrars shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of the Registrar or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.
4. Registrars shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.
5. Registrars shall display on their websites adequate and appropriate information about enrolment and update services, including contact details of persons, address of Enrolment Center and services available to residents.
6. Registrars shall ensure that any agency and/ or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.
7. Registrars shall not permit sub-contracting of enrolment functions by enrolling agencies to third parties. Registrars may permit field level manpower to be hired through third parties provided the enrolling agencies furnishes details of the entities from which such manpower is sought to be hired.
8. Registrars shall at all times abide by the Code of Conduct as specified in **Appendix A**.
9. Registrars shall adhere to the processes, policies and guidelines, checklists, forms and templates issued by the Authority from time to time and shall also ensure compliance by the enrolling agencies of such procedures, etc.



## Empanelment of Enrolling Agencies

1. The Authority shall empanel the enrolling agencies through an open Request for Empanelment (RFE) process and the eligibility, terms and conditions of the empanelment shall be notified by the Authority from time to time. The interested agencies may apply for empanelment by fulfilling the eligibility and other technical and financial criteria of the RFE.
2. The Authority shall evaluate the applications of agencies and empanel the eligible agencies as enrolling agencies after completing the requirements of the RFE.
3. The Authority shall provide an Enrolling Agency Code using which the Registrar can onboard an empanelled enrolling agency to the CIDR.
4. The Authority may also permit Registrars to engage other agencies as enrolling agencies after following a suitable process for screening and engaging such agencies.
5. The enrolling agency shall be responsible for field level execution and audit.
6. The enrolling agency shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of enrolling agency or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.
7. The enrolling agencies shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.
8. Enrolling agencies shall ensure that any agency and/ or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.
9. The enrolling agencies shall at all times abide by the Code of Conduct for service providers as specified in **Appendix A**.
10. The enrolling agencies shall adhere to the various process, policies and guidelines, checklists, forms and templates issued by the Authority from time to time.



**Enrolment Agency**



## Enrolment Staff – Qualification, Roles and Responsibility

### 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 Enrolment Centre, Supervisor's role is to plan and deploy logistics and other requirements at the enrolment centre, setup the enrolment stations at the enrolment centre as per Authority guidelines (**Appendix B- Enrolment Centre Setup checklist**), perform Enrolment/ Update and supervise the operations at the centre. When performing his/her role as a Supervisor at an Aadhaar Enrolment Centre, the Supervisor ensures the following:

### 1

#### Site Readiness

- Prepare and Manage the **Enrolment Centre Setup Checklist** – Authority has provided Enrolment Centre Checklist to facilitate the Enrolment Agency in setting up enrolment stations and centres. Supervisor must use this list to ensure that all requirements are met for the centre that he/she is responsible for. He/she must fill and sign the checklist at the beginning of each enrolment centre and/or once every week (whichever is earlier). This checklist needs to be maintained for later review/audit at every enrolment centre by Registrar/Authority and their nominated performance monitors/agency
- 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
- Ensure that the latest Aadhaar Enrolment client/Update software is installed
- Ensure that the enrolment centre premises are neat and clean, hygienic, well maintained and safe from electric/fire hazards
- 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**
  - **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 then add the Supervisor by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the Enrolment Machine
- Enrolled User means user’s biometric details verification at Authority is successfully completed and stored in local database at the enrolment station.
- Supervisor must make sure that all the **“Operators”** are also on-boarded at the stations for local authentication



## 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, Backup, Sync and Export

- Supervisor ensures twice-a-day data backup of all enrolment data to external hard disk as per Authority's guidelines. Record date and station number where backup is done to ensure that all stations are backed up and none is missed.
- Supervisor must ensure GPS Coordinates are captured before using the enrolment client on daily basis
- Supervisor should ensure that enrolment stations are synched at least once every 10 days
- Supervisor manages timely data export of enrolment data for uploading to Authority's server i.e. maximum up to 5 days



- Supervisor can maintain a register for data exported. Record date, station number and packets exported at each station for reconciliation purpose

## 5

### End of Day Review/Correction

- Supervisor must review all enrolments of the day, End of Day (EoD), to ensure that data entered in the Aadhaar client is correct for each resident
- Supervisor may also deploy a fellow operator on-boarded on the machine for end of day review. **However, the operator who did the enrolment cannot review his/her own packets**
- In case any errors/logical mismatches are found in the data entered, inform the resident to come to the enrolment centre within correction time frame. Supervisor must sign off by giving his/her fingerprint after End of Day Review
- Once correction is done to the resident's data, the Supervisor will again manually Approve/ Reject the Resident's packet put on Hold earlier for correction, with appropriate reason, if rejected



## 6

### 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 add the Operator by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the Enrolment Machine. Enrolled User means that the user’s biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station.

#### 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>                                 |

## Understanding Aadhaar Enrolment and Update

- Make sure that the resident has never enrolled for Aadhaar before doing a fresh enrolment using the “Find Aadhaar Facility” provided in the client.
- Use **Update Client Lite** for updating Demographic details like Name, Gender, Date of Birth & Address, Mobile Number and email and use ECMP for other type of Demographic/Biometric Update.
- 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.
- Make sure that the residents has entered their Mobile Number for future communication with the resident and other uses like OTP based Authentication and online Aadhaar Update facility.
- 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.
- Make sure that the resident is well informed that his/her biometric will only be used for Aadhaar Enrolment/Update and no other purpose.
- 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.
- Capture demographic and biometric data of the resident in the Aadhaar client software (ECMP/UCL) in the sequence of data capture as per the screens provided on the software client.
- 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.
- Print, sign and provide acknowledgement to the resident and take resident signature on consent at the end of enrolment.
- 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.

### Who is CELC Operator and what are his/her qualifications?

A CELC Operator is employed by an Enrolment Agency to execute enrolment at the enrolment stations. **It is to be noted that the CELC Operator can only perform Child Enrolment/Update and cannot perform any other type of enrolment.**

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
- In case of Anganwadi Asha Worker, 10th Pass are eligible
- 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 Smart Phone with Android OS/computer and should be comfortable with local language keyboard and transliteration
- The person should have obtained “CELC Operator Certificate” from a Testing and Certification Agency appointed by Authority
- **Note: Obtaining a “ CELC Operator Certificate” does not entitle the candidate to start the Enrolment/Update without engagement with Authority’s empanelled Enrolment Agencies**



### **Before starting work as CELC 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 Session conducted by Regional Offices/Enrolment Agency on Child Enrolment Processes and CELC Tablet used during Child enrolment
- The person should have read the complete Training Material on Child Enrolment available on Authority’s website before giving the certification exam
- CELC Operator must submit his/her “On boarding Form” along with the required documents to the Enrolment Agency which in turn submit the form to concerned “UIDAI Regional Offices” for verification. After verification Regional Offices will approve/reject the on boarding with the respective Enrolment Agency
- Enrolment Agency will then add the CELC Operator by taking his/her biometrics in the Aadhaar client software and provide a User Name and Password to operate the CELC Tablet
- Enrolled User means that the user’s biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station

## 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 should 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
- 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

Understanding Aadhaar Enrolment and Update

- 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

**AADHAAR ENROLMENT / CORRECTION FORM**

1. Pre-Enrolment ID : ..... 2. NFR Receipt/TIN Number : .....

3. Full Name: **Mr. Subodh Kumar Mishra** (Males Only)

4. Gender: Male (  ) Female (  ) Transgender (  )

5. Age: New Born (  ) 0-14 (  ) 15-19 (  ) 20-24 (  ) 25-29 (  ) 30-34 (  ) 35-39 (  ) 40-44 (  ) 45-49 (  ) 50-54 (  ) 55-59 (  ) 60-64 (  ) 65-69 (  ) 70-74 (  ) 75-79 (  ) 80-84 (  ) 85-89 (  ) 90-94 (  ) 95-99 (  ) 100 (  )

6. Address: (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) (AA) (AB) (AC) (AD) (AE) (AF) (AG) (AH) (AI) (AJ) (AK) (AL) (AM) (AN) (AO) (AP) (AQ) (AR) (AS) (AT) (AU) (AV) (AW) (AX) (AY) (AZ) (BA) (BB) (BC) (BD) (BE) (BF) (BG) (BH) (BI) (BJ) (BK) (BL) (BM) (BN) (BO) (BP) (BQ) (BR) (BS) (BT) (BU) (BV) (BW) (BX) (BY) (BZ) (CA) (CB) (CC) (CD) (CE) (CF) (CG) (CH) (CI) (CJ) (CK) (CL) (CM) (CN) (CO) (CP) (CQ) (CR) (CS) (CT) (CU) (CV) (CW) (CX) (CY) (CZ) (DA) (DB) (DC) (DD) (DE) (DF) (DG) (DH) (DI) (DJ) (DK) (DL) (DM) (DN) (DO) (DP) (DQ) (DR) (DS) (DT) (DU) (DV) (DW) (DX) (DY) (DZ) (EA) (EB) (EC) (ED) (EE) (EF) (EG) (EH) (EI) (EJ) (EK) (EL) (EM) (EN) (EO) (EP) (EQ) (ER) (ES) (ET) (EU) (EV) (EW) (EX) (EY) (EZ) (FA) (FB) (FC) (FD) (FE) (FF) (FG) (FH) (FI) (FJ) (FK) (FL) (FM) (FN) (FO) (FP) (FQ) (FR) (FS) (FT) (FU) (FV) (FW) (FX) (FY) (FZ) (GA) (GB) (GC) (GD) (GE) (GF) (GG) (GH) (GI) (GJ) (GK) (GL) (GM) (GN) (GO) (GP) (GQ) (GR) (GS) (GT) (GU) (GV) (GW) (GX) (GY) (GZ) (HA) (HB) (HC) (HD) (HE) (HF) (HG) (HH) (HI) (HJ) (HK) (HL) (HM) (HN) (HO) (HP) (HQ) (HR) (HS) (HT) (HU) (HV) (HW) (HX) (HY) (HZ) (IA) (IB) (IC) (ID) (IE) (IF) (IG) (IH) (II) (IJ) (IK) (IL) (IM) (IN) (IO) (IP) (IQ) (IR) (IS) (IT) (IU) (IV) (IW) (IX) (IY) (IZ) (JA) (JB) (JC) (JD) (JE) (JF) (JG) (JH) (JI) (JJ) (JK) (JL) (JM) (JN) (JO) (JP) (JQ) (JR) (JS) (JT) (JU) (JV) (JW) (JX) (JY) (JZ) (KA) (KB) (KC) (KD) (KE) (KF) (KG) (KH) (KI) (KJ) (KK) (KL) (KM) (KN) (KO) (KP) (KQ) (KR) (KS) (KT) (KU) (KV) (KW) (KX) (KY) (KZ) (LA) (LB) (LC) (LD) (LE) (LF) (LG) (LH) (LI) (LJ) (LK) (LL) (LM) (LN) (LO) (LP) (LQ) (LR) (LS) (LT) (LU) (LV) (LW) (LX) (LY) (LZ) (MA) (MB) (MC) (MD) (ME) (MF) (MG) (MH) (MI) (MJ) (MK) (ML) (MO) (MP) (MQ) (MR) (MS) (MT) (MU) (MV) (MW) (MX) (MY) (MZ) (NA) (NB) (NC) (ND) (NE) (NF) (NG) (NH) (NI) (NJ) (NK) (NL) (NO) (NP) (NQ) (NR) (NS) (NT) (NU) (NV) (NW) (NX) (NY) (NZ) (OA) (OB) (OC) (OD) (OE) (OF) (OG) (OH) (OI) (OJ) (OK) (OL) (OM) (ON) (OO) (OP) (OQ) (OR) (OS) (OT) (OU) (OV) (OW) (OX) (OY) (OZ) (PA) (PB) (PC) (PD) (PE) (PF) (PG) (PH) (PI) (PJ) (PK) (PL) (PM) (PN) (PO) (PP) (PQ) (PR) (PS) (PT) (PU) (PV) (PW) (PX) (PY) (PZ) (QA) (QB) (QC) (QD) (QE) (QF) (QG) (QH) (QI) (QJ) (QK) (QL) (QM) (QN) (QO) (QP) (QQ) (QR) (QS) (QT) (QU) (QV) (QW) (QX) (QY) (QZ) (RA) (RB) (RC) (RD) (RE) (RF) (RG) (RH) (RI) (RJ) (RK) (RL) (RM) (RN) (RO) (RP) (RQ) (RR) (RS) (RT) (RU) (RV) (RW) (RX) (RY) (RZ) (SA) (SB) (SC) (SD) (SE) (SF) (SG) (SH) (SI) (SJ) (SK) (SL) (SM) (SN) (SO) (SP) (SQ) (SR) (SS) (ST) (SU) (SV) (SW) (SX) (SY) (SZ) (TA) (TB) (TC) (TD) (TE) (TF) (TG) (TH) (TI) (TJ) (TK) (TL) (TM) (TN) (TO) (TP) (TQ) (TR) (TS) (TT) (TU) (TV) (TW) (TX) (TY) (TZ) (UA) (UB) (UC) (UD) (UE) (UF) (UG) (UH) (UI) (UJ) (UK) (UL) (UM) (UN) (UO) (UP) (UQ) (UR) (US) (UT) (UU) (UV) (UW) (UX) (UY) (UZ) (VA) (VB) (VC) (VD) (VE) (VF) (VG) (VH) (VI) (VJ) (VK) (VL) (VM) (VN) (VO) (VP) (VQ) (VR) (VS) (VT) (VU) (VV) (VW) (VX) (VY) (VZ) (WA) (WB) (WC) (WD) (WE) (WF) (WG) (WH) (WI) (WJ) (WK) (WL) (WM) (WN) (WO) (WP) (WQ) (WR) (WS) (WT) (WU) (WV) (WW) (WX) (WY) (WZ) (XA) (XB) (XC) (XD) (XE) (XF) (XG) (XH) (XI) (XJ) (XK) (XL) (XM) (XN) (XO) (XP) (XQ) (XR) (XS) (XT) (XU) (XV) (XW) (XX) (XY) (XZ) (YA) (YB) (YC) (YD) (YE) (YF) (YG) (YH) (YI) (YJ) (YK) (YL) (YM) (YN) (YO) (YP) (YQ) (YR) (YS) (YT) (YU) (YV) (YW) (YX) (YZ) (ZA) (ZB) (ZC) (ZD) (ZE) (ZF) (ZG) (ZH) (ZI) (ZJ) (ZK) (ZL) (ZM) (ZN) (ZO) (ZP) (ZQ) (ZR) (ZS) (ZT) (ZU) (ZV) (ZW) (ZX) (ZY) (ZZ)

Wrong Usage (With Salutation)

**AADHAAR ENROLMENT / CORRECTION FORM**

1. Pre-Enrolment ID : ..... 2. NFR Receipt/TIN Number : .....

3. Full Name: **Subodh Kumar Mishra**

4. Gender: Male (  ) Female (  ) Transgender (  )

5. Age: New Born (  ) 0-14 (  ) 15-19 (  ) 20-24 (  ) 25-29 (  ) 30-34 (  ) 35-39 (  ) 40-44 (  ) 45-49 (  ) 50-54 (  ) 55-59 (  ) 60-64 (  ) 65-69 (  ) 70-74 (  ) 75-79 (  ) 80-84 (  ) 85-89 (  ) 90-94 (  ) 95-99 (  ) 100 (  )

6. Address: (A) (B) (C) (D) (E) (F) (G) (H) (I) (J) (K) (L) (M) (N) (O) (P) (Q) (R) (S) (T) (U) (V) (W) (X) (Y) (Z) (AA) (AB) (AC) (AD) (AE) (AF) (AG) (AH) (AI) (AJ) (AK) (AL) (AM) (AN) (AO) (AP) (AQ) (AR) (AS) (AT) (AU) (AV) (AW) (AX) (AY) (AZ) (BA) (BB) (BC) (BD) (BE) (BF) (BG) (BH) (BI) (BJ) (BK) (BL) (BM) (BN) (BO) (BP) (BQ) (BR) (BS) (BT) (BU) (BV) (BW) (BX) (BY) (BZ) (CA) (CB) (CC) (CD) (CE) (CF) (CG) (CH) (CI) (CJ) (CK) (CL) (CM) (CN) (CO) (CP) (CQ) (CR) (CS) (CT) (CU) (CV) (CW) (CX) (CY) (CZ) (DA) (DB) (DC) (DD) (DE) (DF) (DG) (DH) (DI) (DJ) (DK) (DL) (DM) (DN) (DO) (DP) (DQ) (DR) (DS) (DT) (DU) (DV) (DW) (DX) (DY) (DZ) (EA) (EB) (EC) (ED) (EE) (EF) (EG) (EH) (EI) (EJ) (EK) (EL) (EM) (EN) (EO) (EP) (EQ) (ER) (ES) (ET) (EU) (EV) (EW) (EX) (EY) (EZ) (FA) (FB) (FC) (FD) (FE) (FF) (FG) (FH) (FI) (FJ) (FK) (FL) (FM) (FN) (FO) (FP) (FQ) (FR) (FS) (FT) (FU) (FV) (FW) (FX) (FY) (FZ) (GA) (GB) (GC) (GD) (GE) (GF) (GG) (GH) (GI) (GJ) (GK) (GL) (GM) (GN) (GO) (GP) (GQ) (GR) (GS) (GT) (GU) (GV) (GW) (GX) (GY) (GZ) (HA) (HB) (HC) (HD) (HE) (HF) (HG) (HH) (HI) (HJ) (HK) (HL) (HM) (HN) (HO) (HP) (HQ) (HR) (HS) (HT) (HU) (HV) (HW) (HX) (HY) (HZ) (IA) (IB) (IC) (ID) (IE) (IF) (IG) (IH) (II) (IJ) (IK) (IL) (IM) (IN) (IO) (IP) (IQ) (IR) (IS) (IT) (IU) (IV) (IW) (IX) (IY) (IZ) (JA) (JB) (JC) (JD) (JE) (JF) (JG) (JH) (JI) (JJ) (JK) (JL) (JM) (JN) (JO) (JP) (JQ) (JR) (JS) (JT) (JU) (JV) (JW) (JX) (JY) (JZ) (KA) (KB) (KC) (KD) (KE) (KF) (KG) (KH) (KI) (KJ) (KK) (KL) (KM) (KN) (KO) (KP) (KQ) (KR) (KS) (KT) (KU) (KV) (KW) (KX) (KY) (KZ) (LA) (LB) (LC) (LD) (LE) (LF) (LG) (LH) (LI) (LJ) (LK) (LL) (LM) (LN) (LO) (LP) (LQ) (LR) (LS) (LT) (LU) (LV) (LW) (LX) (LY) (LZ) (MA) (MB) (MC) (MD) (ME) (MF) (MG) (MH) (MI) (MJ) (MK) (ML) (MO) (MP) (MQ) (MR) (MS) (MT) (MU) (MV) (MW) (MX) (MY) (MZ) (NA) (NB) (NC) (ND) (NE) (NF) (NG) (NH) (NI) (NJ) (NK) (NL) (NO) (NP) (NQ) (NR) (NS) (NT) (NU) (NV) (NW) (NX) (NY) (NZ) (OA) (OB) (OC) (OD) (OE) (OF) (OG) (OH) (OI) (OJ) (OK) (OL) (OM) (ON) (OO) (OP) (OQ) (OR) (OS) (OT) (OU) (OV) (OW) (OX) (OY) (OZ) (PA) (PB) (PC) (PD) (PE) (PF) (PG) (PH) (PI) (PJ) (PK) (PL) (PM) (PN) (PO) (PP) (PQ) (PR) (PS) (PT) (PU) (PV) (PW) (PX) (PY) (PZ) (QA) (QB) (QC) (QD) (QE) (QF) (QG) (QH) (QI) (QJ) (QK) (QL) (QM) (QN) (QO) (QP) (QQ) (QR) (QS) (QT) (QU) (QV) (QW) (QX) (QY) (QZ) (RA) (RB) (RC) (RD) (RE) (RF) (RG) (RH) (RI) (RJ) (RK) (RL) (RM) (RN) (RO) (RP) (RQ) (RR) (RS) (RT) (RU) (RV) (RW) (RX) (RY) (RZ) (SA) (SB) (SC) (SD) (SE) (SF) (SG) (SH) (SI) (SJ) (SK) (SL) (SM) (SN) (SO) (SP) (SQ) (SR) (SS) (ST) (SU) (SV) (SW) (SX) (SY) (SZ) (TA) (TB) (TC) (TD) (TE) (TF) (TG) (TH) (TI) (TJ) (TK) (TL) (TM) (TN) (TO) (TP) (TQ) (TR) (TS) (TT) (TU) (TV) (TW) (TX) (TY) (TZ) (UA) (UB) (UC) (UD) (UE) (UF) (UG) (UH) (UI) (UJ) (UK) (UL) (UM) (UN) (UO) (UP) (UQ) (UR) (US) (UT) (UU) (UV) (UW) (UX) (UY) (UZ) (VA) (VB) (VC) (VD) (VE) (VF) (VG) (VH) (VI) (VJ) (VK) (VL) (VM) (VN) (VO) (VP) (VQ) (VR) (VS) (VT) (VU) (VV) (VW) (VX) (VY) (VZ) (WA) (WB) (WC) (WD) (WE) (WF) (WG) (WH) (WI) (WJ) (WK) (WL) (WM) (WN) (WO) (WP) (WQ) (WR) (WS) (WT) (WU) (WV) (WW) (WX) (WY) (WZ) (XA) (XB) (XC) (XD) (XE) (XF) (XG) (XH) (XI) (XJ) (XK) (XL) (XM) (XN) (XO) (XP) (XQ) (XR) (XS) (XT) (XU) (XV) (XW) (XX) (XY) (XZ) (YA) (YB) (YC) (YD) (YE) (YF) (YG) (YH) (YI) (YJ) (YK) (YL) (YM) (YN) (YO) (YP) (YQ) (YR) (YS) (YT) (YU) (YV) (YW) (YX) (YZ) (ZA) (ZB) (ZC) (ZD) (ZE) (ZF) (ZG) (ZH) (ZI) (ZJ) (ZK) (ZL) (ZM) (ZN) (ZO) (ZP) (ZQ) (ZR) (ZS) (ZT) (ZU) (ZV) (ZW) (ZX) (ZY) (ZZ)

Correct Usage (Without Salutation)

- 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.

**✓**

**AADHAAR**

Aadhaar Enrolment is free and voluntary. Correction and Aadhaar Enrolment. In case of Correction provide your EID No. Please follow the instructions.

1. Pre-Enrolment ID : .....

3. Full Name: **RAM CHANDRA BHAGAT**

4. Gender: Male (  ) Female (  ) Transgender (  )

**✗**

**AADH**

Aadhaar Enrolment is free and voluntary. Correction and Aadhaar Enrolment. In case of Correction provide your EID No. Please follow the instructions.

1. Pre-Enrolment ID : .....

3. Full Name: **R C Bhagat**

4. Gender: Male (  ) Female (  ) Transgender (  )

**POI**

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

- 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**

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

**POI**



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

- 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 Introducer.



### 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.



### 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.

Understanding Aadhaar Enrolment and Update

- 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: 5 Yrs on Date of Declared
Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( ) NAME	
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 sr07@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: 5 Yrs on Date of Declared
Address: C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( ) NAME	
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 sr07@gmail.com	Mobile No

Change in House No.

3

### Relationship Details:

- a. 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).
- b. 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.

4

### 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.

5

### 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.

## Introducer

### How are Residents without documents enrolled in Aadhaar?

- a. Key demographic data needs to be verified properly at the time of enrolment. Residents can bring any of the approved documents as Proof of Identity (PoI) and Proof of Address (PoA).
- b. If a resident is unable to provide documentary proof of identity or proof of address, they can be enrolled through a pre-designated “Introducer” who is identified and notified by the Registrar or Regional Offices.
- c. An Introducer is a person who is authorised by the Registrar to introduce a resident who does not possess any PoA/PoI document. This introduction does not mean giving a character certificate to resident.



### Who is an Introducer?

- a. Introducers are individuals (for example, Registrar's employees, elected local body members, members of local administrative bodies, postmen, influencers such as teachers, health workers and doctors, Anganwadi / ASHA workers, representative of local NGO's etc.) identified by a Registrar and registered in UIDAI's CIDR as "Introducers".
- b. In certain cases, the UIDAI Regional Office may itself take the initiative to identify a pool of Introducers for the convenience of Registrars.
- c. Introducer must be above the age of 18 years and Introducer must not have a criminal record.
- d. Introducers will be linked to a Registrar. The same Introducer may be used by more than one Registrar as long as they are identified by the Registrar concerned and registered in UIDAI's CIDR as "Introducers" for the particular Registrar. Therefore, the Introducer can only introduce people within the Registrar's jurisdiction. In addition, a Registrar can further limit the operations of an Introducer by administrative boundaries (State, district level).

### What are the Responsibilities of an Introducer?

- a. Once the Registrar identifies introducers region-wise (District/State in which the Introducer is authorised to work), he will notify the Introducers.
- b. The Introducers must attend the Aadhaar awareness workshop organised by the Registrar and UIDAI to acquaint themselves with the Aadhaar programme and understand Introducer's responsibilities and liabilities.
- c. If the identified Introducer is ready to work as an Introducer, he/she will have to give a written consent (prescribed Performa attached as "**Appendix D**") to being an Introducer for the purpose of enabling Aadhaar enrolments and to follow the guidelines and procedures laid down for the Introducers by the Unique Identification Authority of India (UIDAI) and the Registrar.
- d. Introducers need to be enrolled and must have received their Aadhaar numbers and signed the consent forms before they start introducing residents in the field.
- e. They must ensure that the Registrar has registered and activated them as an Introducer at UIDAI.
- f. Introducers must keep themselves informed on the Enrolment Schedules, Enrolment Centre locations and operational hours of the Enrolment Centres in their assigned territory.
- g. They must ensure that their contact information is correctly displayed at the Enrolment Centre. In case of no display/incorrect information, ask the Enrolment Centre supervisor to display/correct the details.
- h. Introducer must be easily accessible to the residents.
- i. The Introducers must check the Resident's Name and Address on the Enrolment form for correctness and completeness. Introducer should also check his/her own details in the form and then provide his/her signature/thumbprint on the Enrolment Form space provided.
- j. Introducers should make themselves available during the working hours of the EC for endorsing residents. In case, they are not available during the operational hours, they can visit the Enrolment Centre at the End of the Day and check the list of residents pending for their endorsement.

- k. Introducer must carefully check the name and address details of the Resident and provide their Approval/Rejection.
- l. Introducers have to provide their biometric on Aadhaar client to endorse a resident's enrolment.
- m. The Introducer also signs/provides thumbprint on the consent for enrolment where consent print requires the same.
- n. Introducers confirm the identity and address of the resident they are introducing
- o. Introducer must only introduce residents who do not have documentary proof of identity or address
- p. Introducers is not obliged to introduce every person who approaches them
- q. Introducer cannot charge fees for introducing residents. However, Registrars can prescribe an honorarium to be paid to them for this work.

#### **What are the Liabilities of an Introducer?**

- a. Introducer must not collude with a person to impersonate another person (dead or alive) at the time of enrolment.
- b. Introducer must not help an Aadhaar holder to deliberately take on the identity of another person by changing demographic information or even colluding to provide false biometric information.
- c. Strict action will be taken against the Introducer for violation of guidelines.



## Chapter 3

# On-boarding of Enrolment Agency and Enrolment Staff

## Chapter 3: On-boarding of Enrolment Agency and Enrolment Staff

### On-boarding Enrolment Agency

#### Step 1

Enrolment agencies will have to undergo an on-boarding process for enrolment stations.

Authority will coordinate the on-boarding process with the Registrars and EAs.



Enrolment Agency



#### Step 2

The on-boarding process will inter alia include the following:

- EAs will declare enrolment station deployment plans i.e. when and where the centres will be established
- EAs will also demonstrate that they have certified and active operators, requisite machines and hardware available to be deployed
- EAs will also demonstrate that they have the requisite infrastructure for supervision of the enrolment centre



#### Step 4

EA have to make sure that all the Operator/Supervisor who are working under its EA Code perform Operator Sync and Packet sync.



The List of active station will start to reflect on UIDAI Appointment Portal, once the syncing process is completed as per prescribed frequency



#### Step 3

EA will prepare roll out plan and machine deployment plan with Registrar and share with Authority offices/nodal officer who will then approve the deployment plan.



## On-boarding of Enrolment Staff



1. Enrolment Staff has to be duly certified by the Testing and Certification Agency appointed by the Authority.



2. After obtaining a valid certificate, Enrolment Staff has to fill the on-boarding form and deposit the same at Authority' Regional Office through their Enrolment Agency for verification/ activation.



4. During the on-boarding, biometrics of **Enrolment Staff** are stored into enrolment client after authentication.

Enrolment client needs to be connected to internet during the process of on-boarding.



3. Before on-boarding any user, user credential file is downloaded and imported into the Enrolment application.

The user-credential file is a digitally signed .xml file.



5. Client also ensures that after master data is downloaded for suspended operators. Such operators cannot enrol or on-board after that point.



6. Status at the time of on-boarding :

- **On-board (Enrolled) User:** Verification of User's biometric details is successfully completed and stored in local database
- **Not Enrolled:** Verification of User's biometric details is not successfully completed and not stored in local database



7. Enrolment Staff will provide their fingerprints (left slap, right slap and two thumbs)

- When the quality of biometric is above threshold, pass indicator will be shown to user
- User will get unlimited number of attempts to capture biometric that passes the required threshold

8. Once biometrics are captured, user sends a request to CIDR server for authentication

- During authentication at server, biometric of the Enrolment Staff are compared against the biometric provided by the same person at the time of enrolment



GPS Sync of  
Enrolment device

#### IMPORTANT

- EA staff must ensure that the Enrolment Device must be attached to the GPS device at all times
- EA staff must ensure that the device is fully functional at the time of login into the enrolment client
- EA staff must ensure that the device coordinates are captured with each enrolment
- In cases where the device GPS coordinates are not available in the enrolment packet, the enrolment gets rejected and the Operator will be BLACKLISTED or further legal action will be taken against the operator/supervisor



## Chapter 4

# Aadhaar Enrolment/Update Process

## Chapter 4: 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 upto 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

## Understanding Aadhaar Enrolment and Update



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

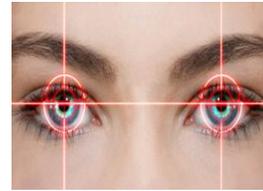
Biometric information required for enrolment from all individuals except for children below 5 years of age.



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.

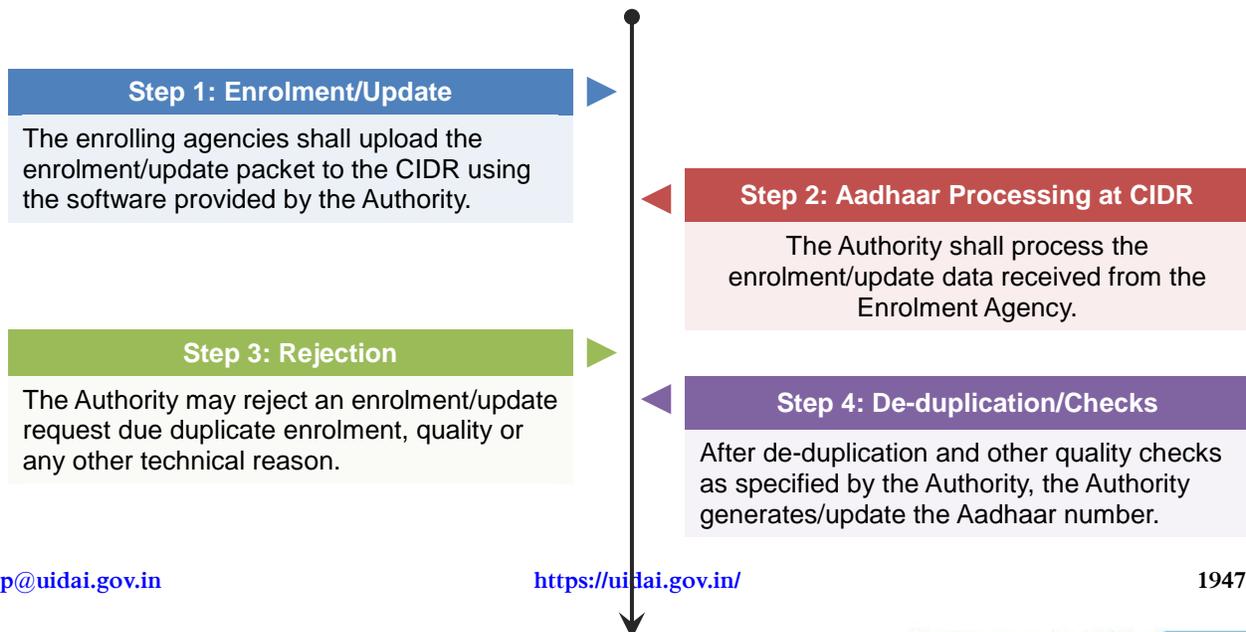
The demographic information shall not include race, religion, caste, tribe, ethnicity, language, record of entitlement, income or medical history of the resident.

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/Update Steps



### Step 5: Delivery of Aadhaar Number

- The Aadhaar is communicated to residents in physical form (Aadhaar letter)
- In Electronic form (e-Aadhaar) available for download from <https://resident.uidai.gov.in/> (registered mobile number is required)
- Downloaded in the form of m-Aadhaar Android Application (registered mobile number is required)

### Step 6: Rectification or Update

- In case there is some error in the information mentioned in Aadhaar Letter or e-Aadhaar, resident may contact the Authority by calling 1947 or writing to [help@uidai.gov.in](mailto:help@uidai.gov.in)
- Resident can also submit a Update Request by following the Aadhaar Update Process specified by the Authority

## 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 5

# **Capturing Demographic and Biometric Details of Resident and use of Enrolment/Update Clients**

## Chapter 5: Capturing Demographic and Biometric Details of Resident and use of Enrolment/Update Clients

### Detailed Guidelines for Recording Demographic

- a. Enter the Demographic details of the resident from the verified Enrolment/Update Form.
- b. In case of Aadhaar Update, only the fields which need to be updated should be marked and filled.
- c. 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.
- d. Pay attention to Data Aesthetics during demographic data capture. Avoid improper use of spaces, punctuation marks, capital and small letters during data capture.
- e. Avoid use of un-parliamentary language and transliteration error.
- f. 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.
- g. 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".
- h. 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.
- i. 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.
- j. 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.
- k. 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.



**Steps to Enrol a resident using ECMP client.**

**Step 1**

Login to latest ECMP client using your login credentials.

The screenshot shows the 'Enrol a Resident' form on the Aadhaar portal. The 'Personal Details' section is highlighted with a red box. It includes fields for Name, Gender, AgeDOB, and a 'Verified' checkbox. Below this is the 'Contact Details (Default)' section with fields for House/Shop/Apt, Street/Road/Lane, Landmark, Area/Locality/Sector, Village/Town/City, District, P.O., State, PinCode, and Mobile No. & Email. A 'Copy Previous' button is visible next to the Contact Details section.

**Step 2**

Type the required details in the **Personal Details** section.

In case of Child Enrolment STEP 6 & 7 are not applicable

This screenshot is identical to the one in Step 1, showing the 'Enrol a Resident' form. The 'Personal Details' section is highlighted with a red box, indicating where the user should enter their information.

**Step 3**

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

The screenshot shows the 'Enrol a Resident' form with the 'Demographics' tab highlighted in red. The 'Contact Details (Default)' section is highlighted with a red box. This section contains fields for House/Shop/Apt, Street/Road/Lane, Landmark, Area/Locality/Sector, Village/Town/City, District, P.O., State, PinCode, and Mobile No. & Email. A 'Copy Previous' button is also present.

Understanding Aadhaar Enrolment and Update

Step 4

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

The screenshot shows the 'Enrol a Resident' interface with the 'References' tab selected. The 'Date of Birth Proof' dropdown menu is highlighted with a red box and contains the option 'Birth Certificate'. Below this, the 'Identity and Address Verification' section is visible, with radio buttons for 'Verify using supporting documents', 'Introducer shall verify the resident's identity/address', and 'Head of Family shall verify the resident's identity/address'. The 'Relative Details' section includes fields for 'Relation Type & Name', 'Relative's name here', and 'Enrolment ID'. At the bottom, the 'Documents submitted for verification' section shows 'Total number of document pages submitted' as 0.

Step 5

Now, select the documents submitted by the resident as Proof of address (PoA) and Proof of Identity (PoI) and choose the documents from the dropdown menus.

The screenshot shows the 'Enrol a Resident' interface with the 'References' tab highlighted by a red box. The 'Date of Birth Proof' dropdown is set to 'Select'. In the 'Identity and Address Verification' section, the 'Verify using supporting documents' radio button is selected. The 'Identity Proof' dropdown is set to 'Disability ID Card/handicapped medical certificate issued b...' and the 'Address Proof' dropdown is set to 'Bank Statement/Passbook'. The 'Relative Details' section is visible below. At the bottom, the 'Documents submitted for verification' section shows 'Total number of document pages submitted' as 2.

Step 6

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

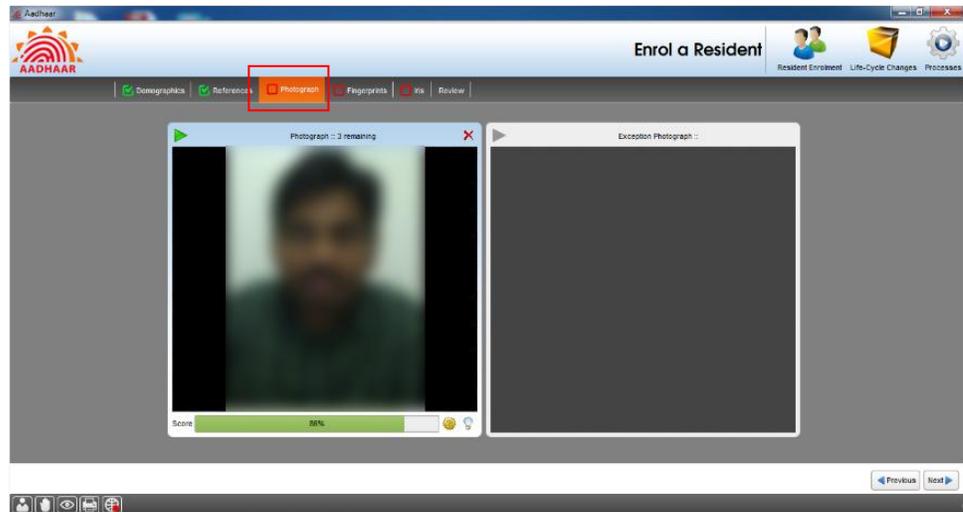
Enter the No. of Supporting Documents based on the type of Enrolment

The screenshot shows the 'Enrol a Resident' interface with the 'References' tab highlighted by a red box. The 'Date of Birth Proof' dropdown is set to 'Select'. In the 'Identity and Address Verification' section, the 'Head of Family shall verify the resident's identity/address' radio button is selected. The 'Relative Details' section is visible below. At the bottom, the 'Documents submitted for verification' section shows 'Total number of document pages submitted' as 2.

Understanding Aadhaar Enrolment and Update

Step 7

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



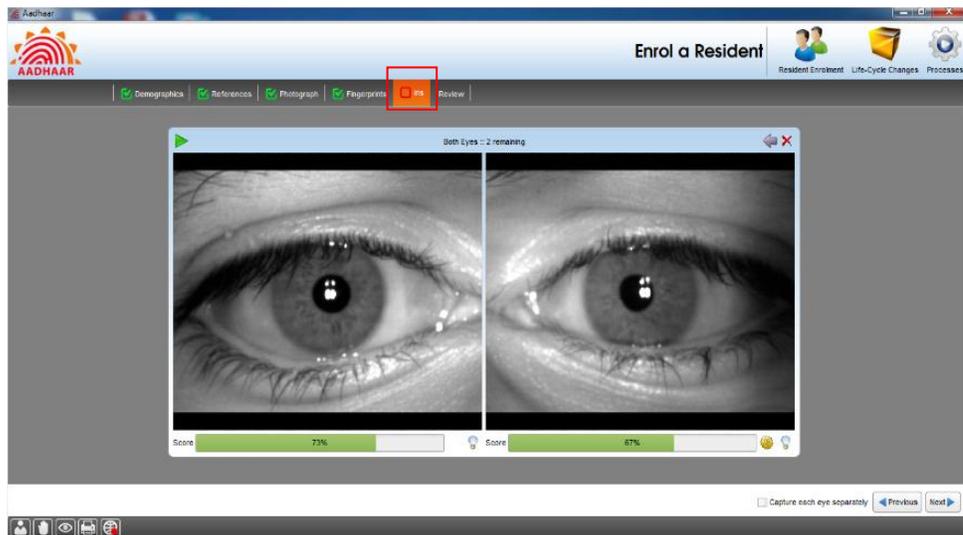
Step 8

Go to **Fingerprints** tab. Capture the left hand figure impression then right hand fingers impression followed by both Thumbs impressions using the biometric device.



Step 9

Click **Iris** tab. Capture the both Iris impressions using the Iris scanner.



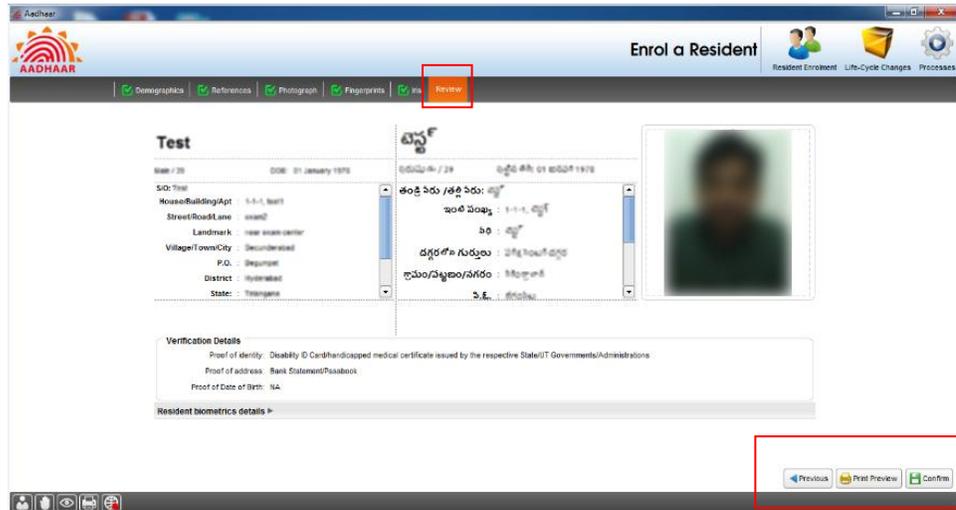
Understanding Aadhaar Enrolment and Update

**Step 10**

Finally, click **Review** tab and confirm the details with the resident.

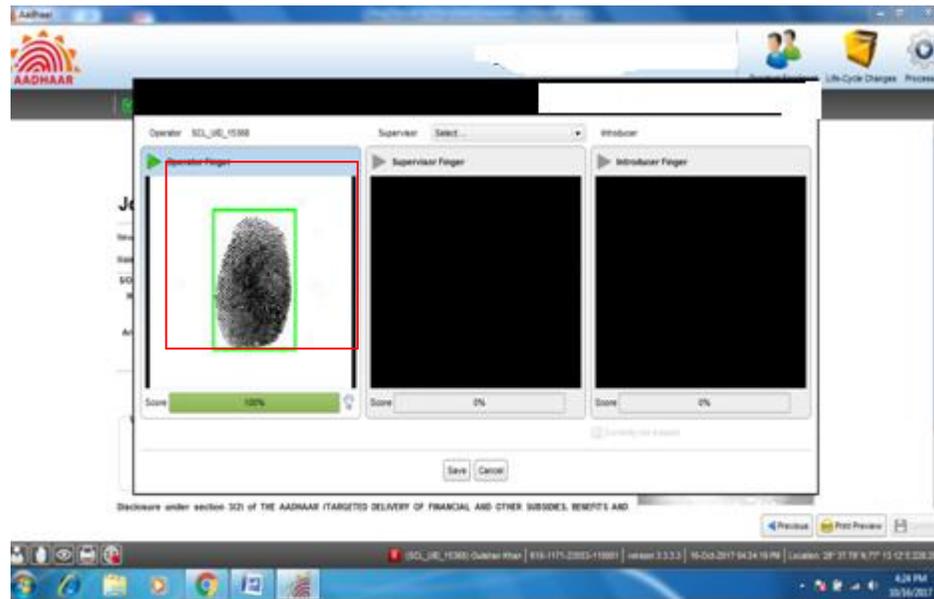
In case of any errors, go back to the relevant tab and correct the same.

Click **Confirm**.



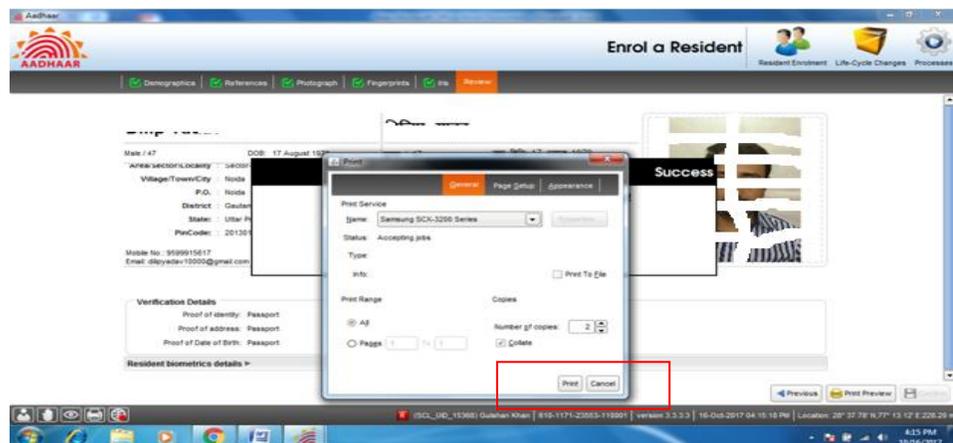
**Step 11**

The operator should give his/her thumb impression in the biometric and click **Save**.



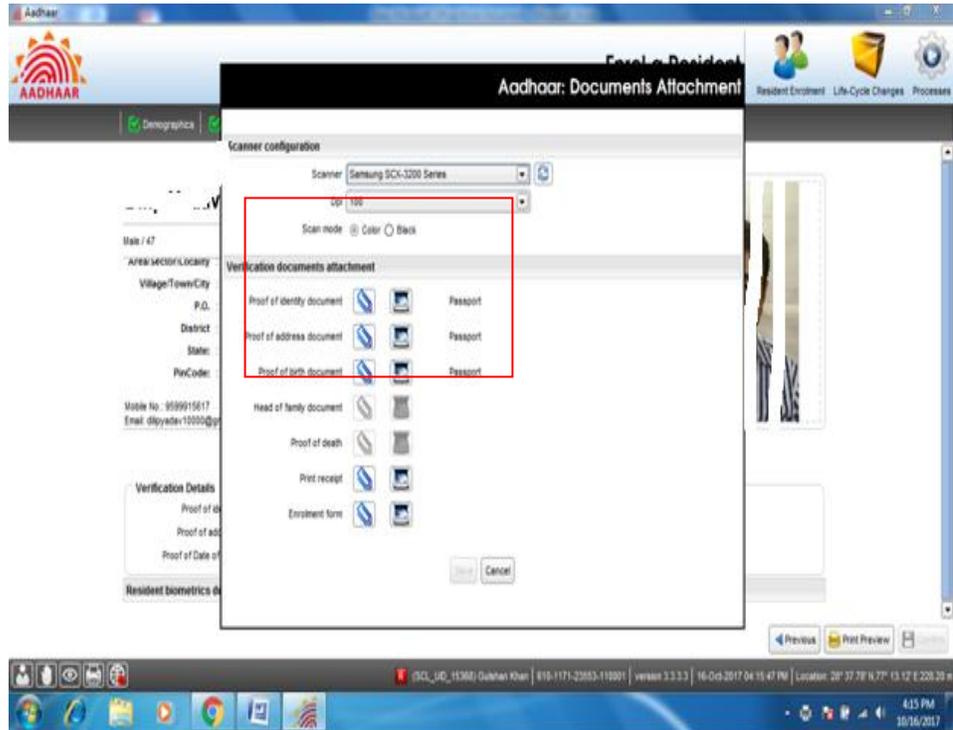
**Step 12**

Printing of Acknowledgement Slip and getting it signed by the resident



**Step 13**

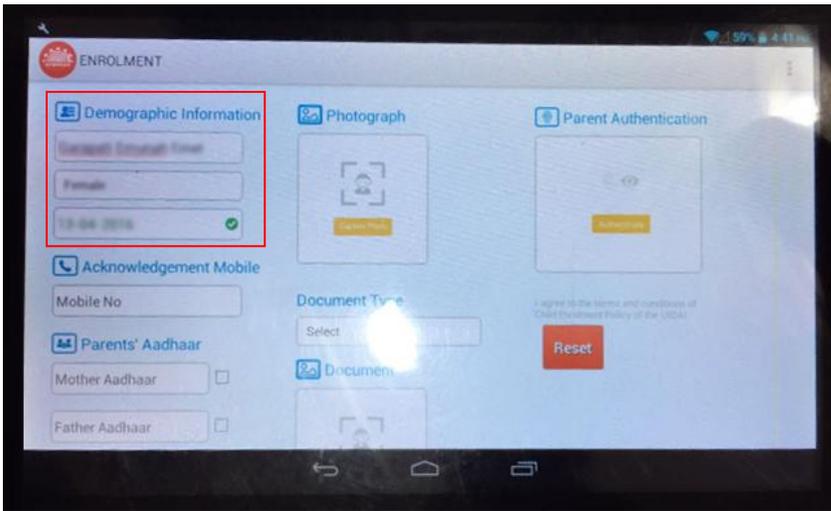
Mandatory Scanning of Supporting Documents, Acknowledgement Slip and Aadhaar Enrolment Form



**Steps to enrol a child using CELC client:**

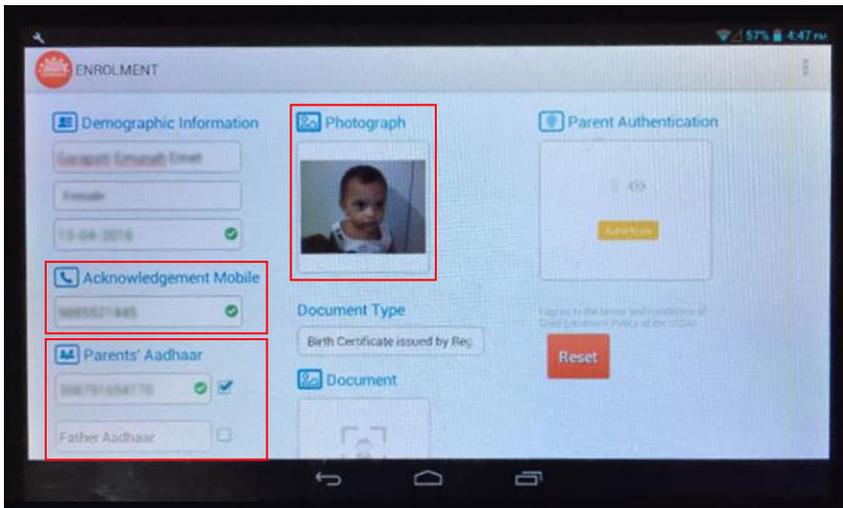
**Step 1**

Open CELC client using your login credentials.  
Enter the Demographic information.



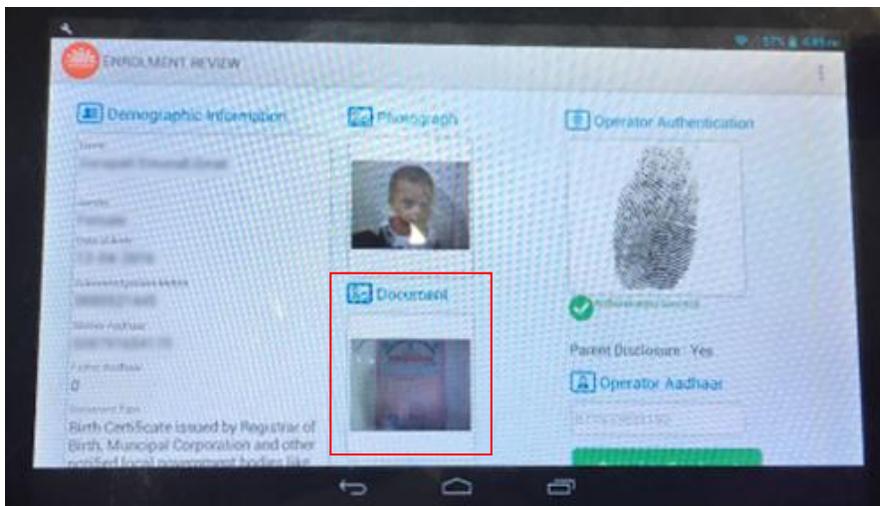
**Step 2**

Enter parent's mobile number and Aadhaar number.  
Then, take a photograph of the child.

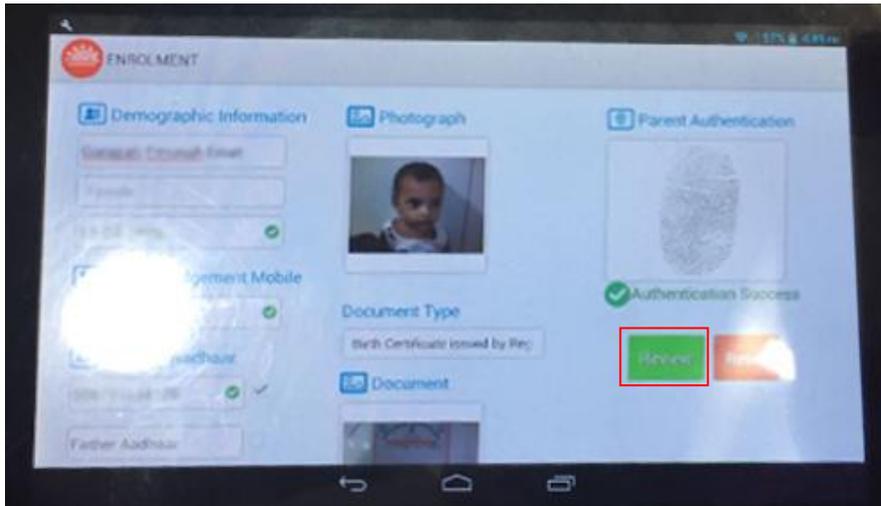


**Step 3**

Select the document submitted and capture the photo of the document.  
Next, capture the finger impression of the parent whose Aadhaar number is mentioned.

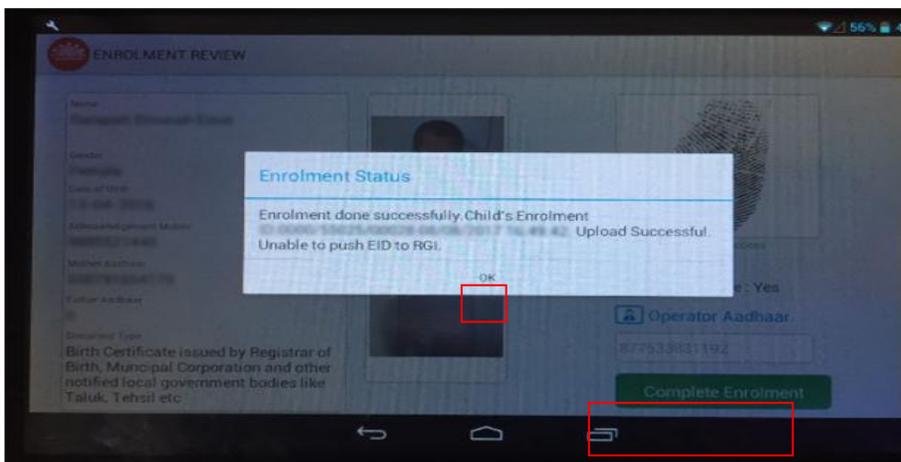


Understanding Aadhaar Enrolment and Update



Step 4

Click **Review** to validate the biometric impressions given.



Step 5

Finally, click **Complete Enrolment** and click **OK** in the **Enrolment Status** window.



Step 6

Once the enrolment is completed, the enrolled child's parent will receive an SMS with the enrolment number.

 Confirm BCN

Do you have Birth Registration Number(BRN)?

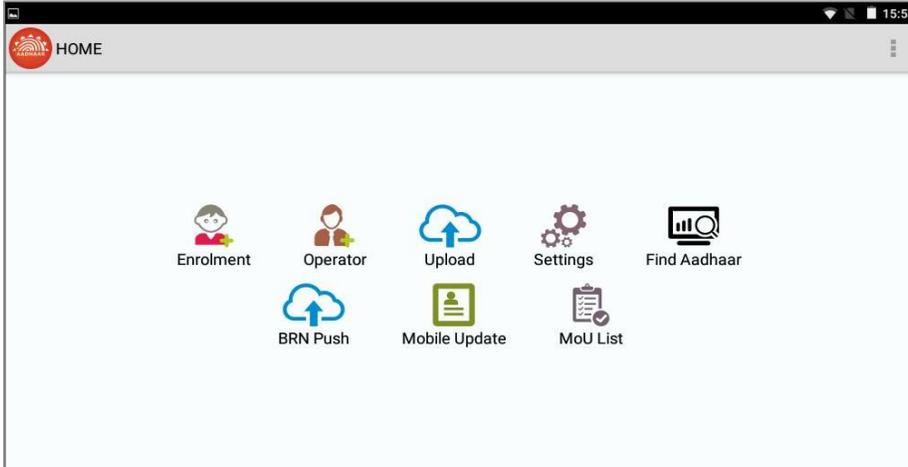
Yes  No

**Step 7**

In case the Birth Registration Number is available, please select YES and enter the BRN/BAN No.

The client will return the Name, DOB and Gender of the Child

## Steps to update Mobile Number using CELC client:



### Step 1

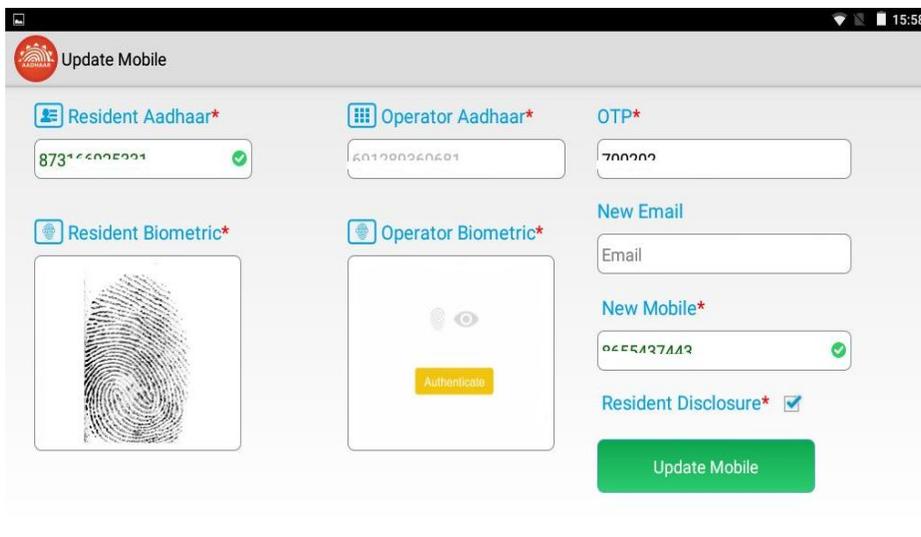
CELC Tablet can be used to update resident's mobile number

Login using Operator credentials and select "MOBILE UPDATE"



### Step 2

Operator has to generate OTP to login into the Tablet



### Step 3

Operator has to enter Resident's Aadhaar Number, his/her Own Aadhaar Number, New Mobile Number and OTP received on the Mobile and resident's Authentication for confirmation

Resident Disclosure needs to be "checked"

Understanding Aadhaar Enrolment and Update

**Step 4**  
Operator has to give his/her confirmation by giving his/her Biometric Confirmation

**Step 5**  
After all the steps are successfully saved, Operator has to click "OK" for final confirmation

**Step 6**  
EID for the Mobile Update is generated and resident can track the status using the Update EID

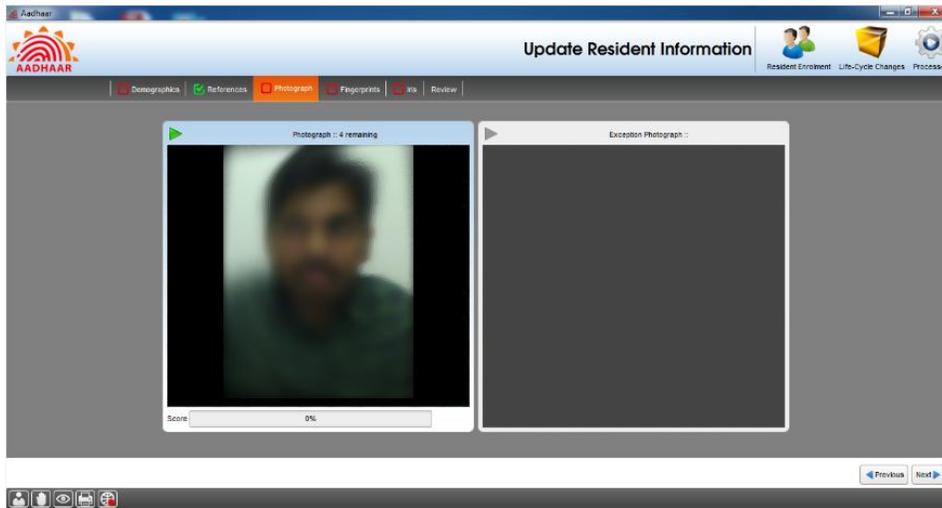
**Steps to update biometric details in ECMP**

**Step 1**  
Select Life Cycle Changes menu.  
Click Update Resident information details.

**Step 2**  
Enter Aadhaar Number, Date of Birth and Gender of the resident  
**Note- Select "BIOMETRIC UPDATE CHECK BOX"**

**Step 3**  
Go to References tab.  
Please select the "CHECK BOX- NOT GIVEN"  
Enter the number of Documents as "2" i.e. Update Form and Acknowledgement Slip

Understanding Aadhaar Enrolment and Update



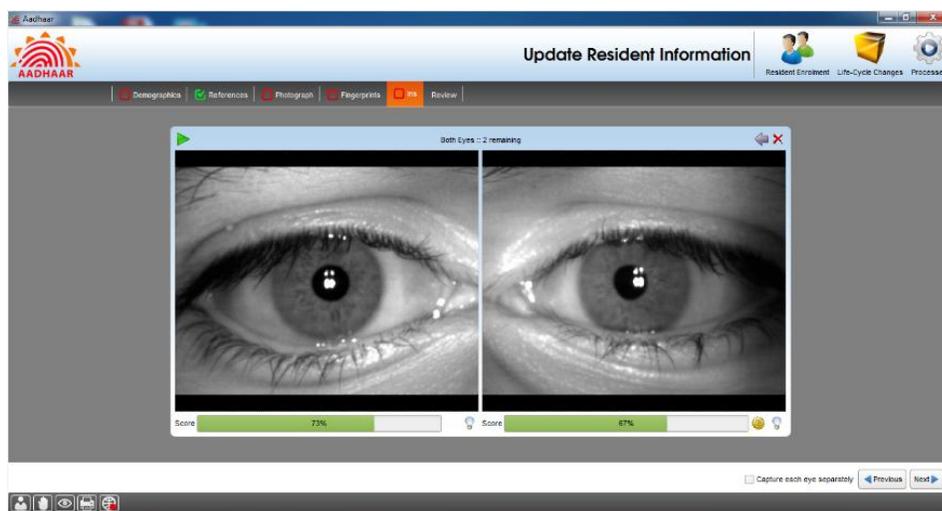
Step 4

Take the photograph of the resident and click **Next**.



Step 5

Capture the all fingerprints and both Thumb impression of the resident and click **Next**.



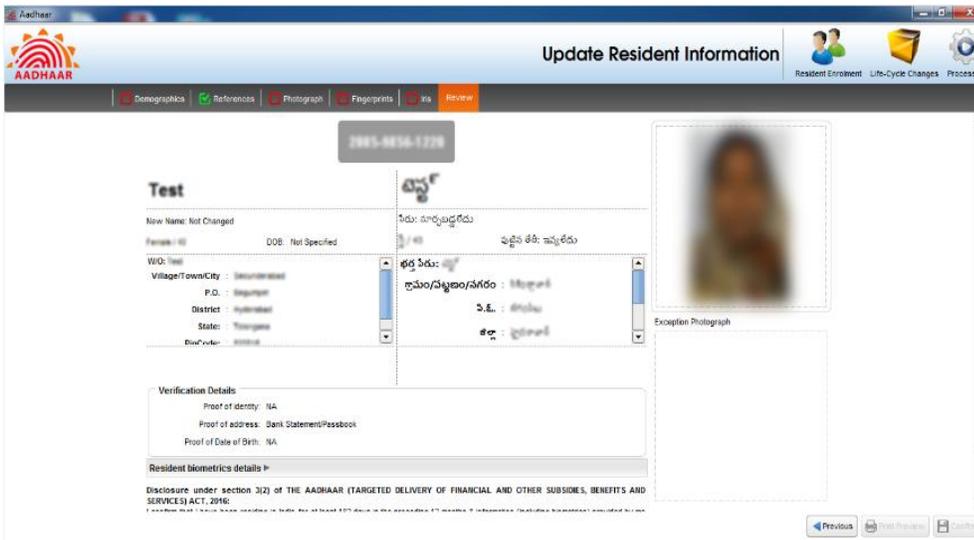
Step 6

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

Understanding Aadhaar Enrolment and Update

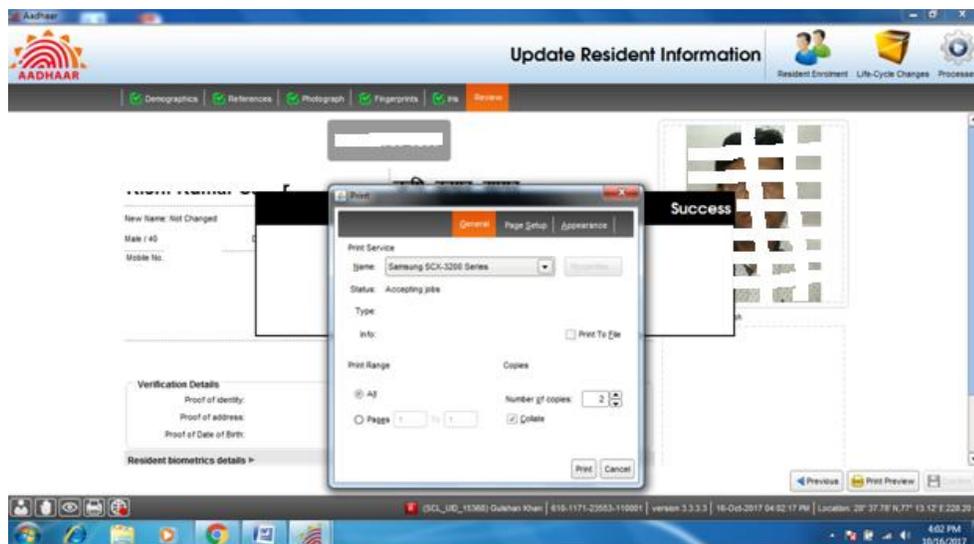
Step 7

Review the details and get confirmation from the resident.  
Click **Confirm**



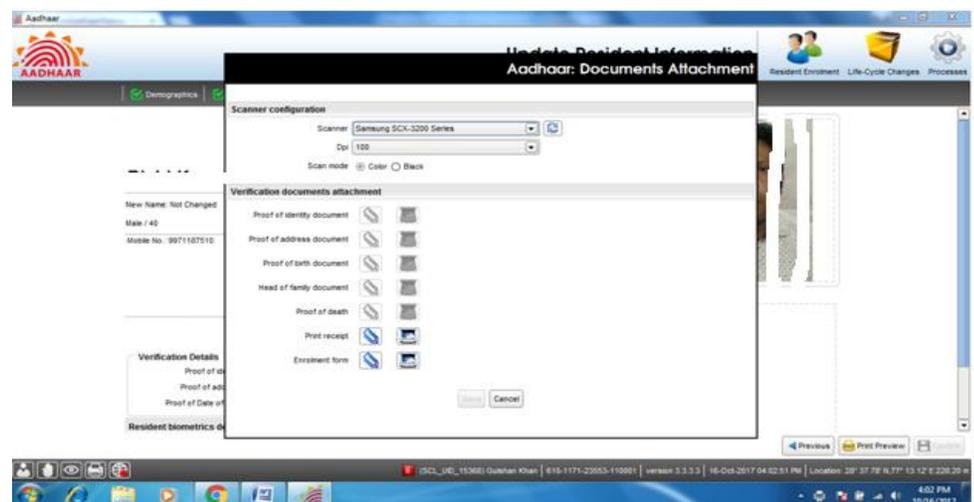
Step 8

Print the Acknowledgment Slip and get it signed by the resident



Step 9

Mandatory Scanning of Signed Acknowledgement Slip and Update Form



**Steps to update demographic details in ECOMP**

**Step 1**

Under Resident Enrolment menu, select Correct Enrolment Details.

**Step 2**

Fill in the Resident Name, Aadhaar number, and fields Marked by the resident for Updation (as per the Update Form) Click Next.

**Step 3**

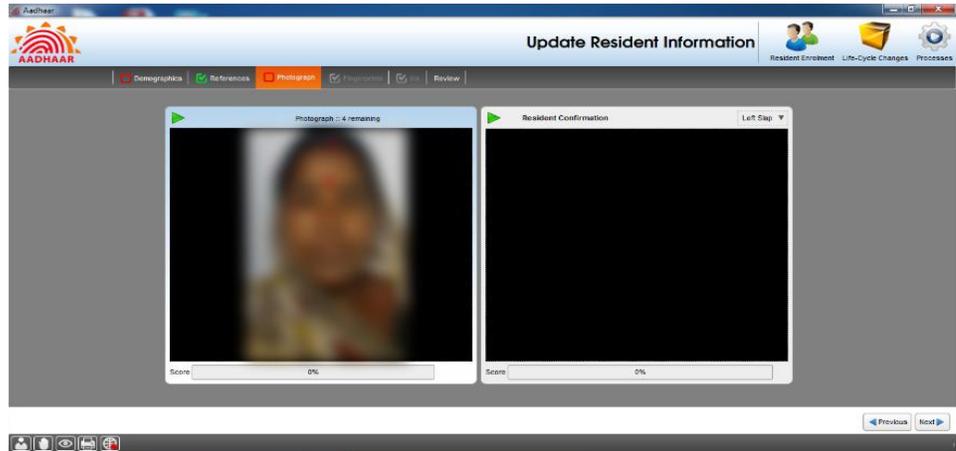
Go to References tab. Please select the supporting documents based on the update request

Enter the number of Documents based on the update request and click Next

Understanding Aadhaar Enrolment and Update

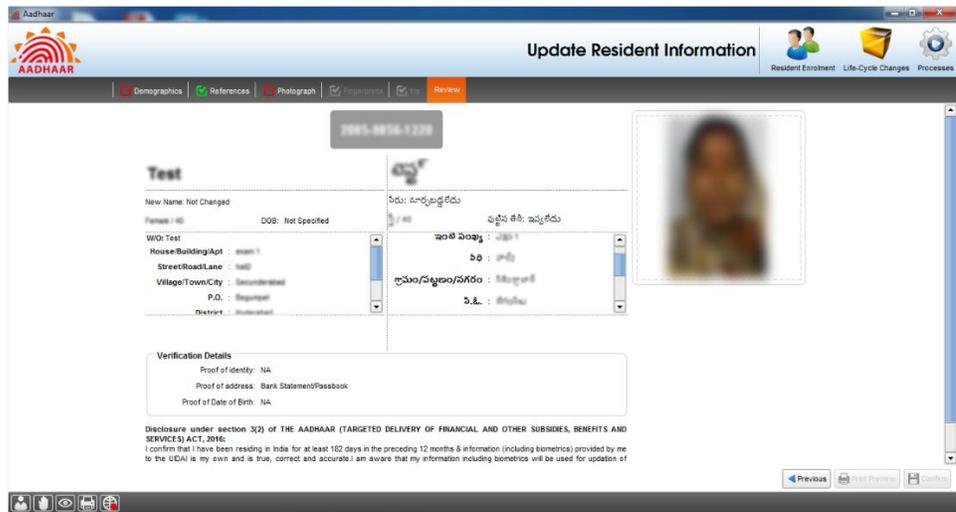
Step 4

Take resident's picture and any one Biometric Attribute and click **Next**.



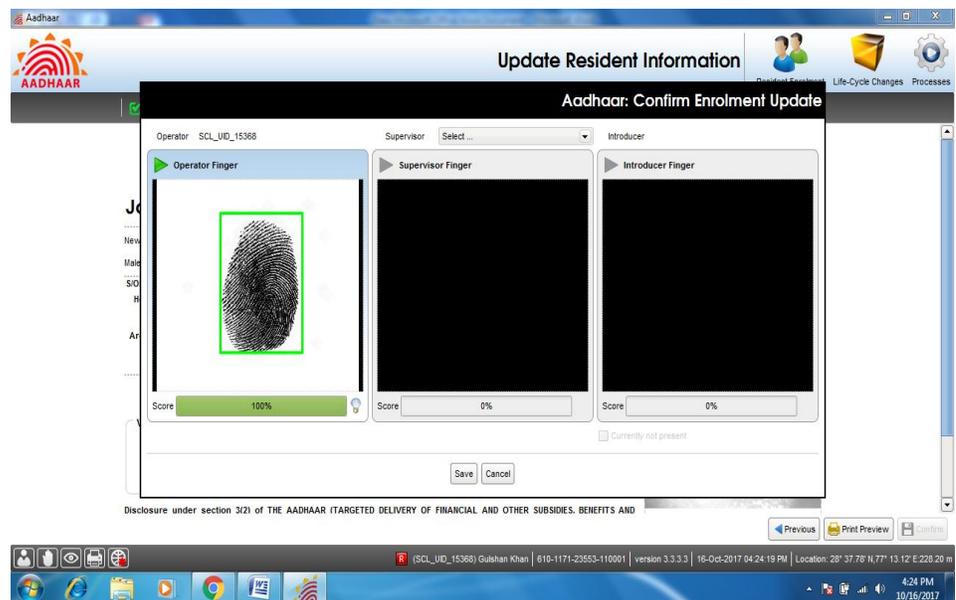
Step 5

Review the details entered and get the confirmation from the resident.  
Click **Save**



Step 6

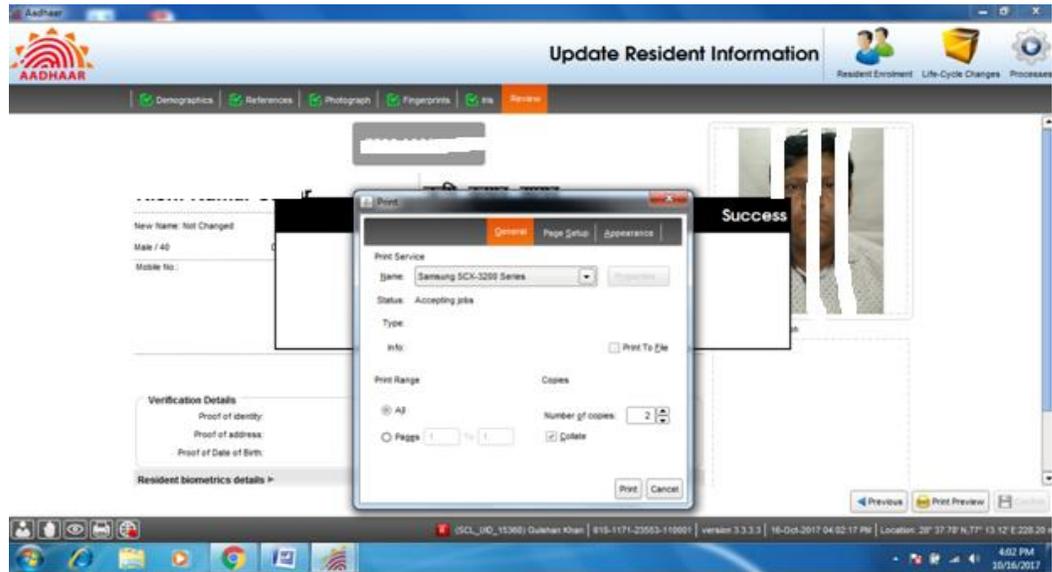
The operator should give his/her thumb impression and click **Save**.



Understanding Aadhaar Enrolment and Update

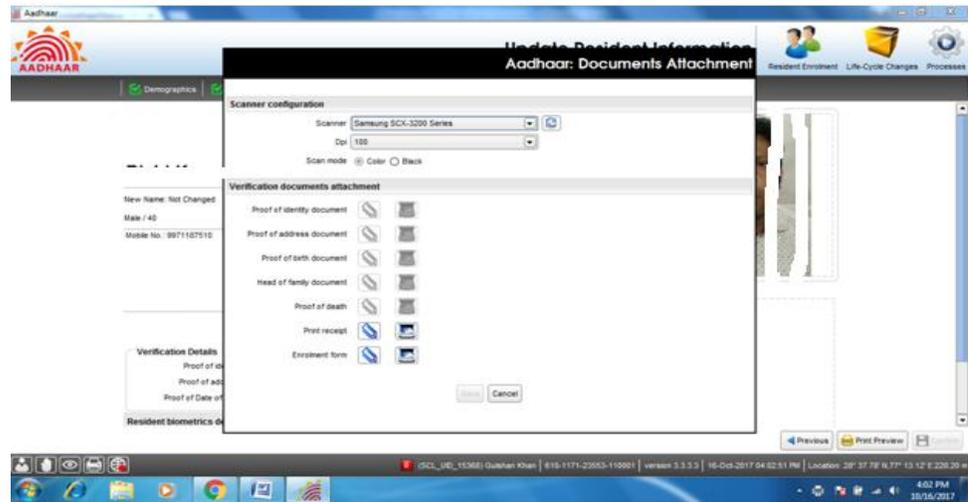
Step 7

Print Acknowledgement Slip and get it signed by the resident

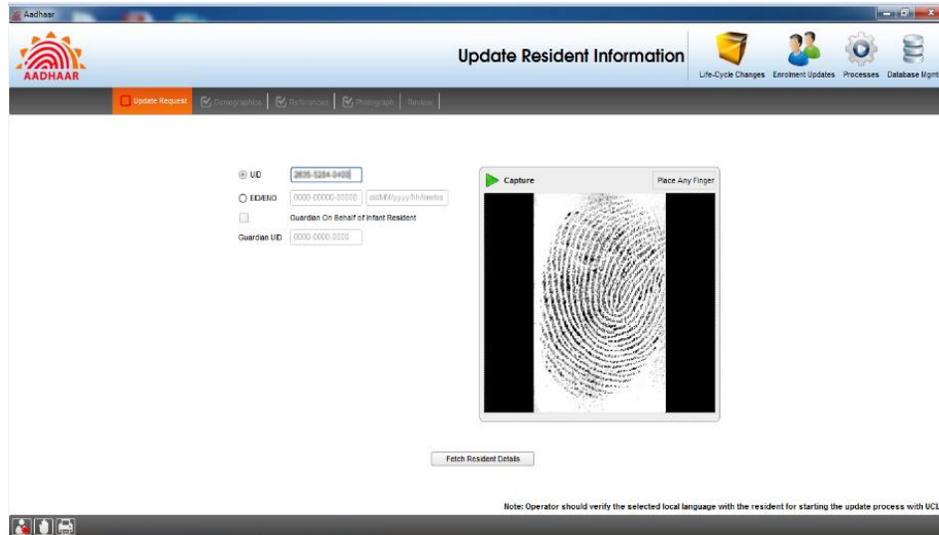


Step 8

Mandatory scanning of Supporting Documents, Acknowledgment Slip and Update Form



**Steps to update Demographic details in UCL client:**

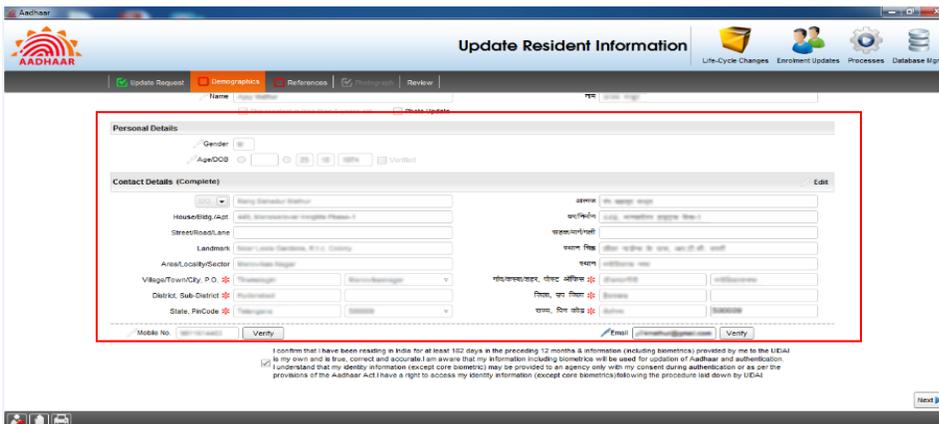


**Step 1**

Open UCL client using login credentials.

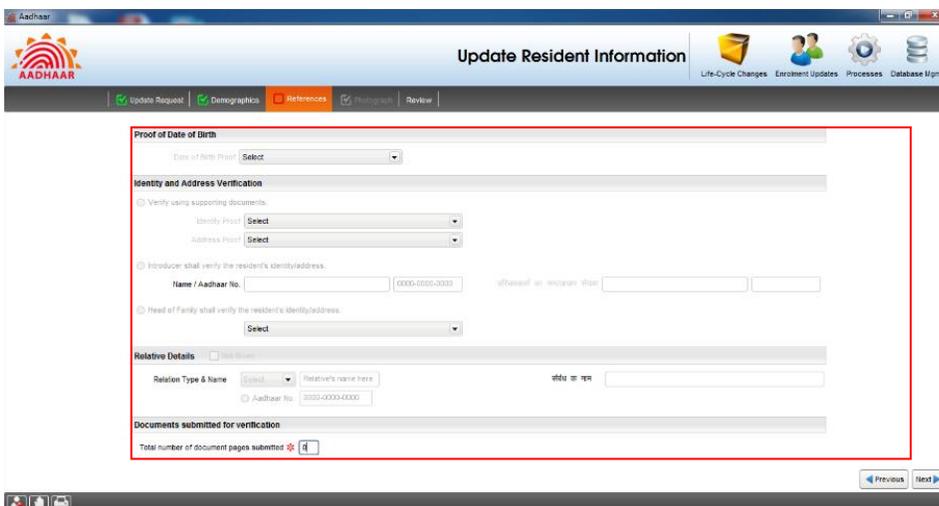
Enter the Aadhaar Number of the resident and take biometric impression to fetch his/her details.

Next, click **Fetch Resident Details**.



**Step 2**

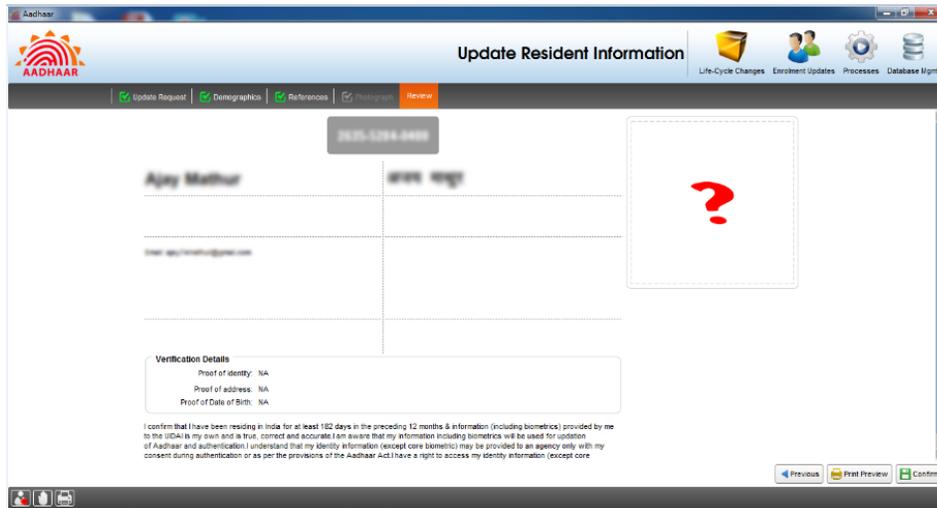
In the 'Demographics' page, enter the updated information as per the Update Form and click **Next**.



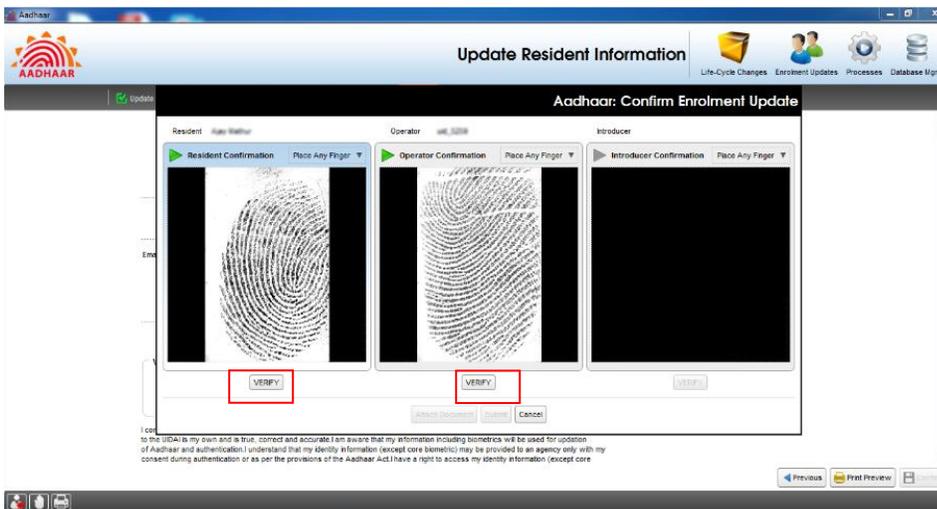
**Step 3**

Based on the update request, supporting documents are selected from the drop down and no. of the documents is mentioned accordingly

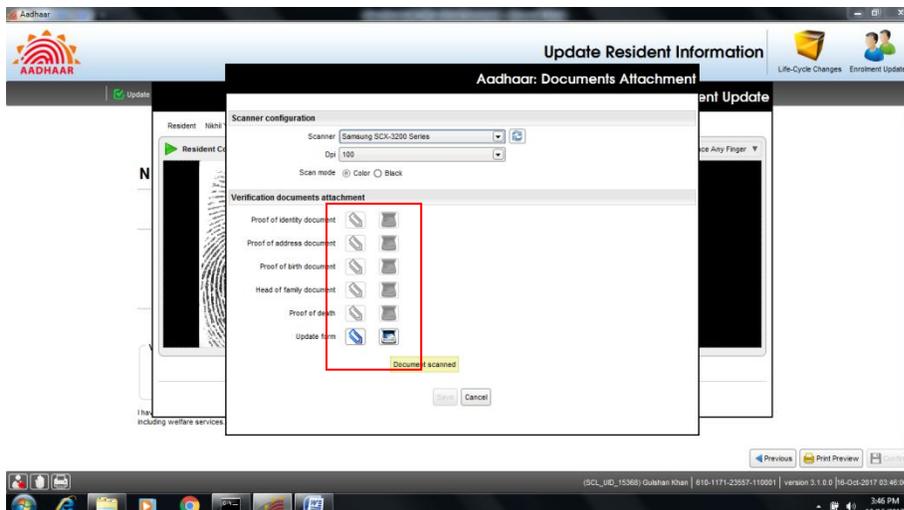
Understanding Aadhaar Enrolment and Update



**Step 4**  
Review the details entered and click **Confirm**.

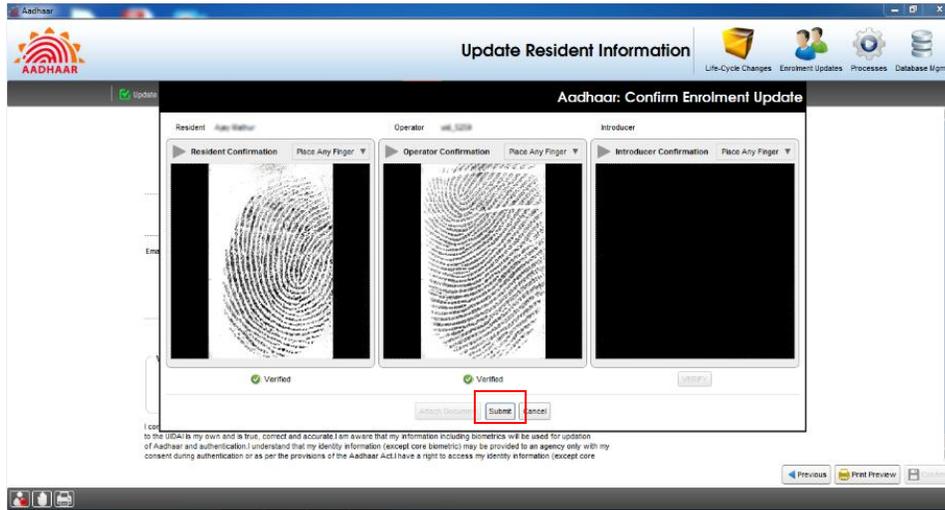


**Step 5**  
Capture Biometric confirmation of the Operator and the Resident and **click Verify**

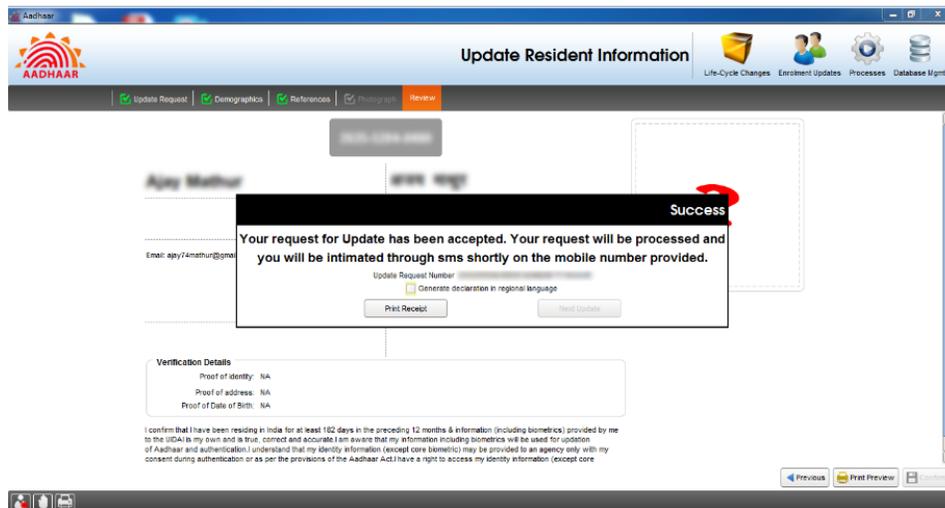


**Step 6**  
Mandatory Scanning of Supporting Documents and Update Form

Understanding Aadhaar Enrolment and Update



**Step 7**  
Click **Submit** to complete the updating the demographic details.



**Step 8**  
click **Print Receipt** to print the Acknowledgement Slip

**Steps to update Photo in UCL client:**

**Step 1**

Enter the **resident's Aadhaar Number** and take his/her **biometrics** and click **Fetch Resident Details**.

Note: Operator should verify the selected local language with the resident for starting the update process with UCL.

**Step 2**

In the 'Demographics' page, select **"Photo Update"** Check Box and click next

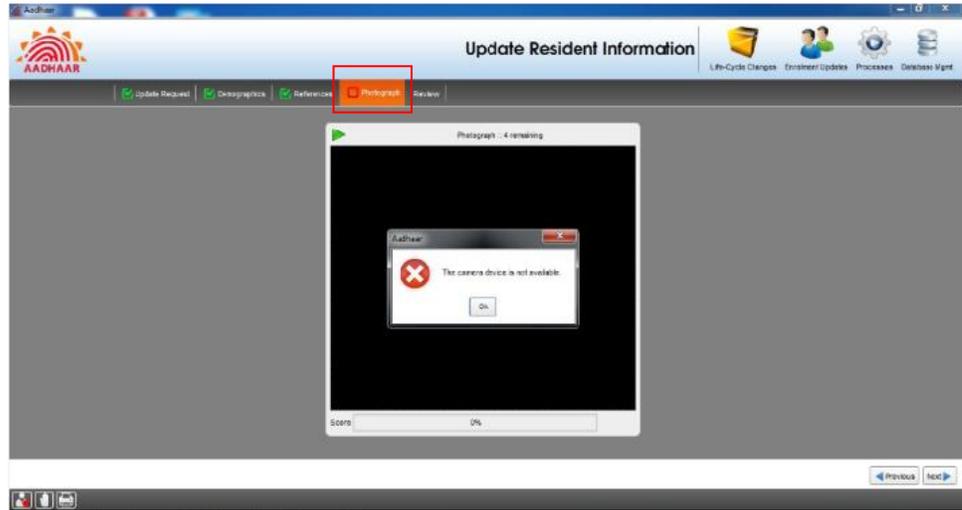
**Step 3**

Enter Number of supporting Documents as **"1"** i.e. Update Form

Understanding Aadhaar Enrolment and Update

Step 4

Now, go to **Photograph** tab and click the **Resident's photo**.



Step 5

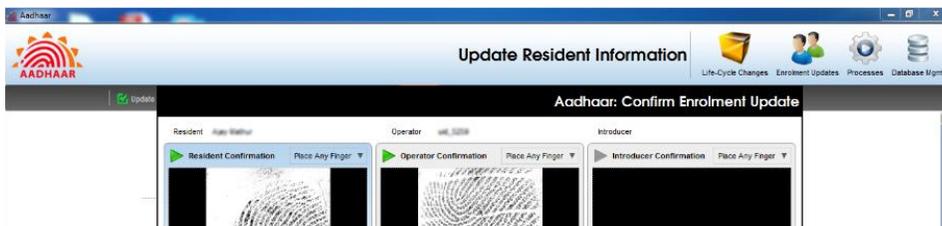
Click **Review** tab and check the updated details in confirmation with the resident. Finally, click **Save**.



Step 6

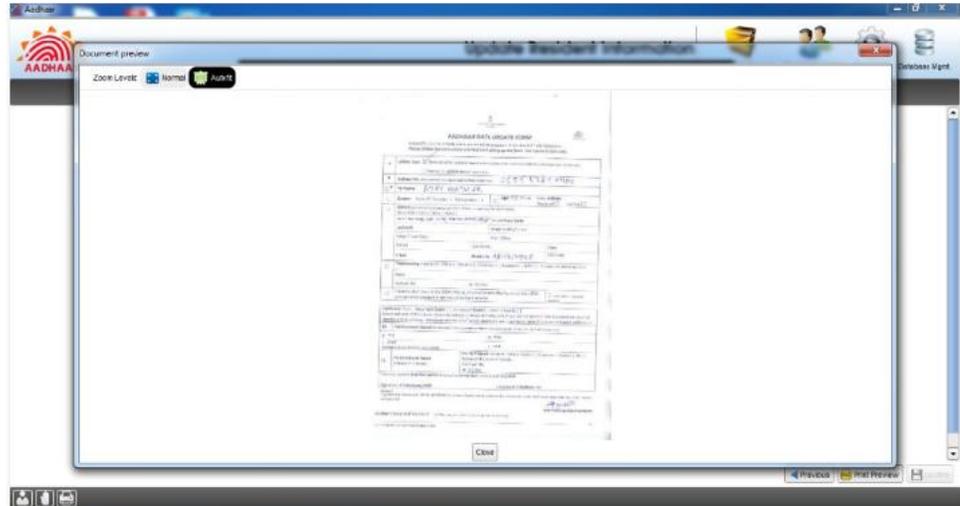
Capture Biometric confirmation of Operator and Resident.

Click **Verify**



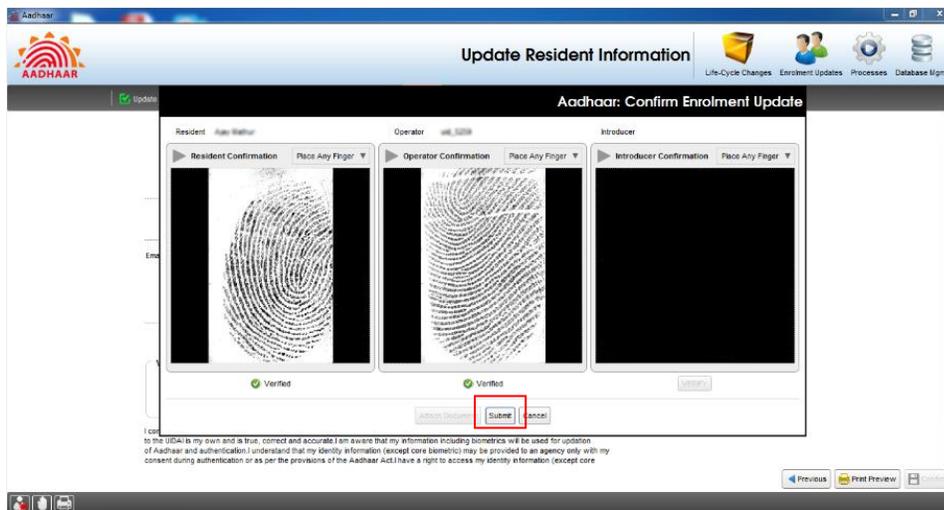
**Step 7**

Scan and upload the Update form filled by the resident.



**Step 8**

Click **Submit** to complete the updating the demographic details.



**Step 9**

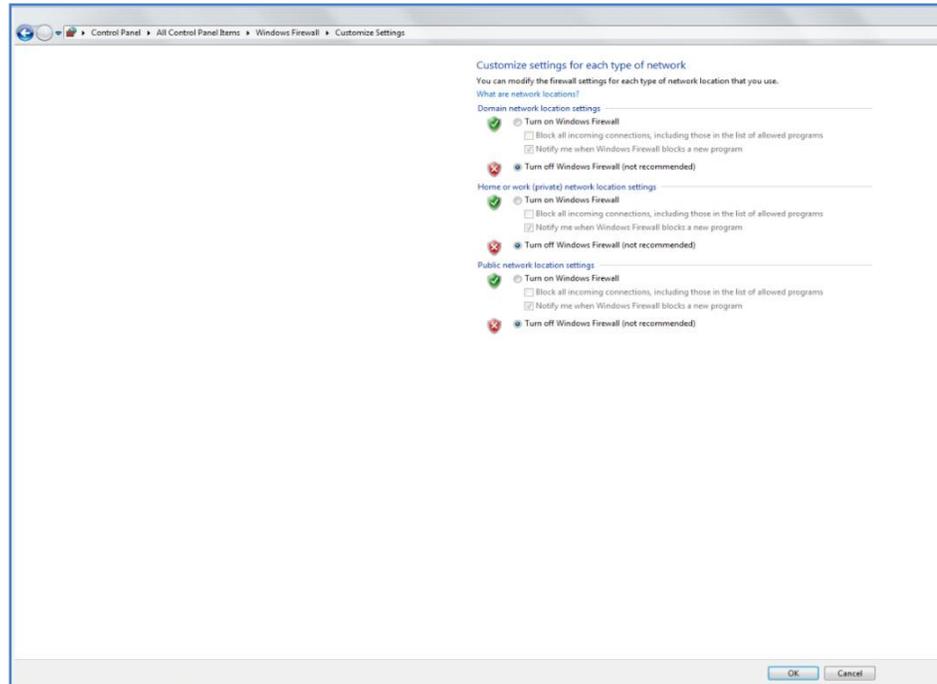
click **Print Receipt** to print the Acknowledgement Slip



## Steps for GPS Sync at start of Enrolment/Update Process (ECMP Client)

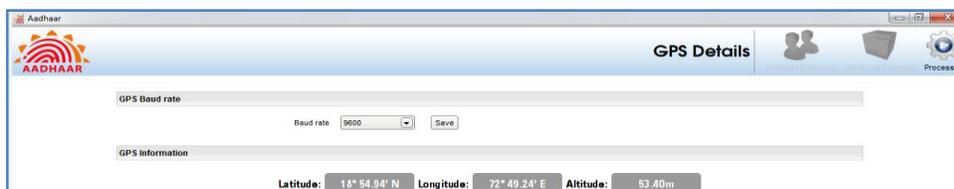
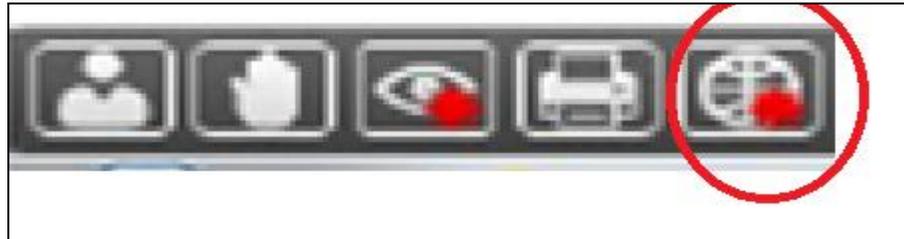
### Step 1

- Open Start Menu
- Click on Control Panel
- Click on Windows Firewall
- Turn Off Windows Firewall
- Window as attached in Right will Open
- Click all three radio buttons to turn off
- Click Ok Button
- Restart Your system
- Start GPS



### Step 2

- Check all the connected device
- This bar is seen in every page (left bottom ) of the enrolment client, which indicating which devices are connected to the machine



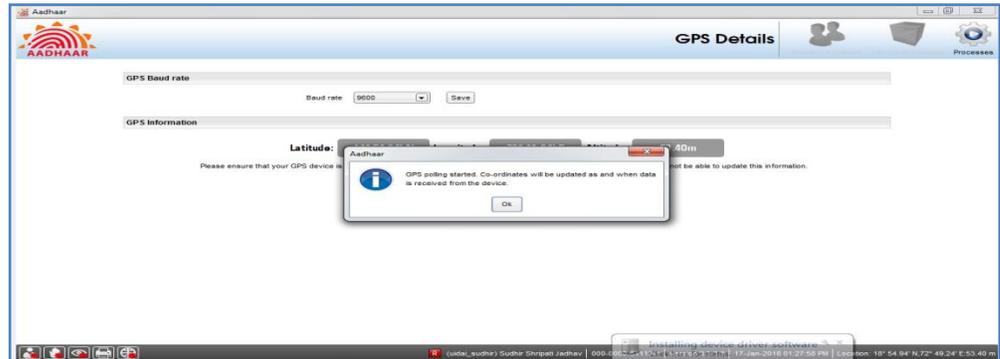
### Step 3

- Click " GPS Device" icon"
- Click on Start GPS Button

Understanding Aadhaar Enrolment and Update

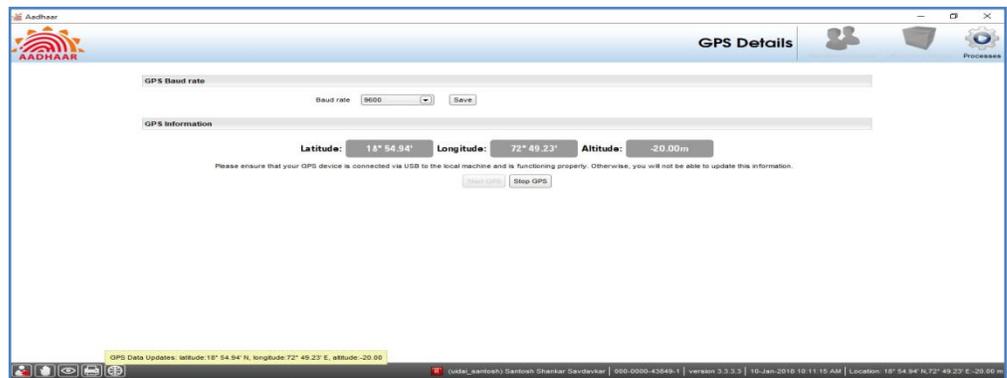
Step 5

Check status” GPS Device started”



Step 6

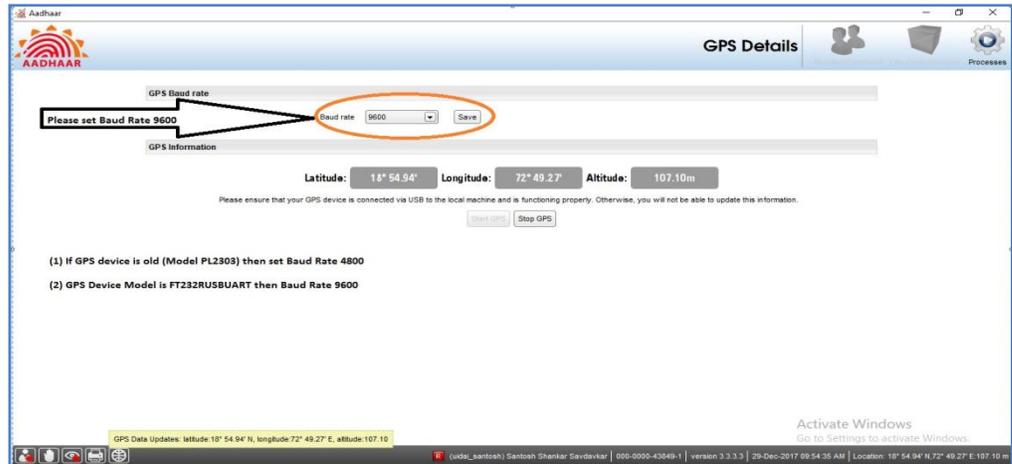
Check Status- Red status is removed and updated coordinates are shown



Step 7

Please select “Band Rate as 9600”

Once the GPS Synch Page is completed, Operator Synch Page Pops Up

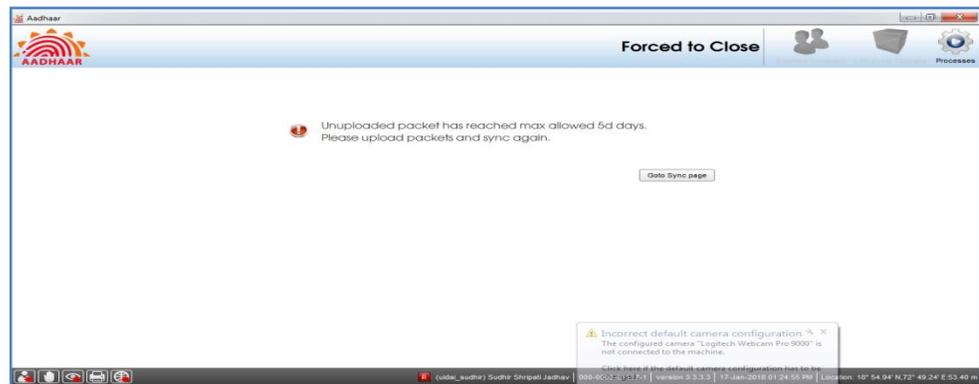


## Steps for Packet Synch and Operator Sync (UCL and ECMP Client)

- After Login to the client for the first time Synchronizing of Operators Details is compulsory, for which operator/supervisor needs to have Mobile number registered compulsory with Aadhaar.
- Note: If operator/supervisor doesn't login for 10 days than Synchronize operators details need to be done again
- Synchronize Operator Details (Operator/Supervisor must have registered mobile number for Sync & if Operator doesn't Login after 10 days sync needs to done again)

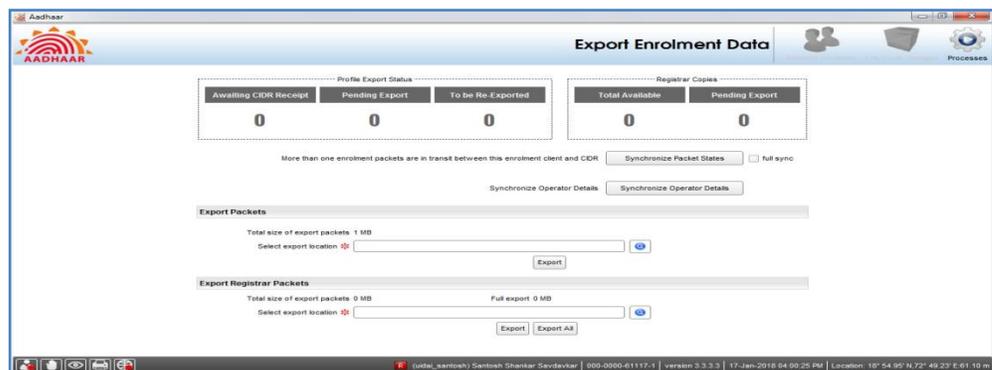
### Step 1

Click on Operator Sync Page in the Enrolment Client



### Step 2

Check the details of "Pending Packets" to be uploaded



### Step 3

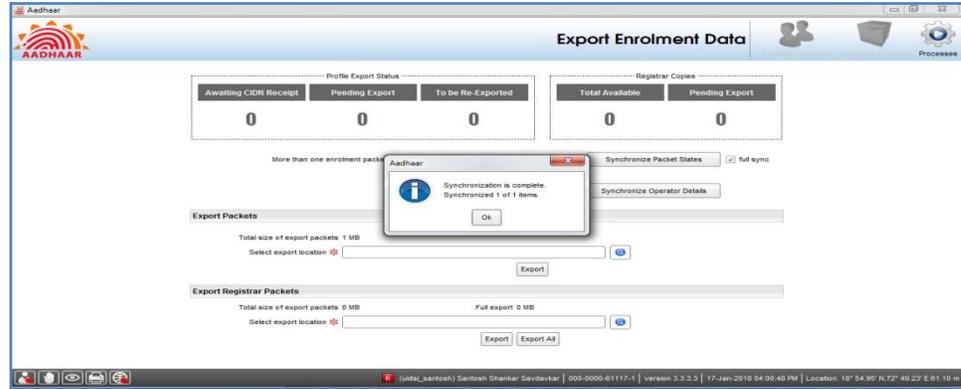
Click on "Full Sync" and then "Operator Sync"



Understanding Aadhaar Enrolment and Update

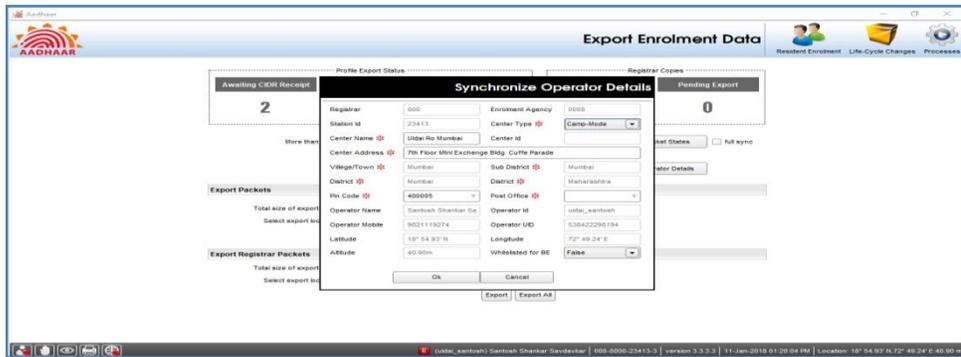
Step 4

Check confirmation message on completion of “ Full Packet Sync”



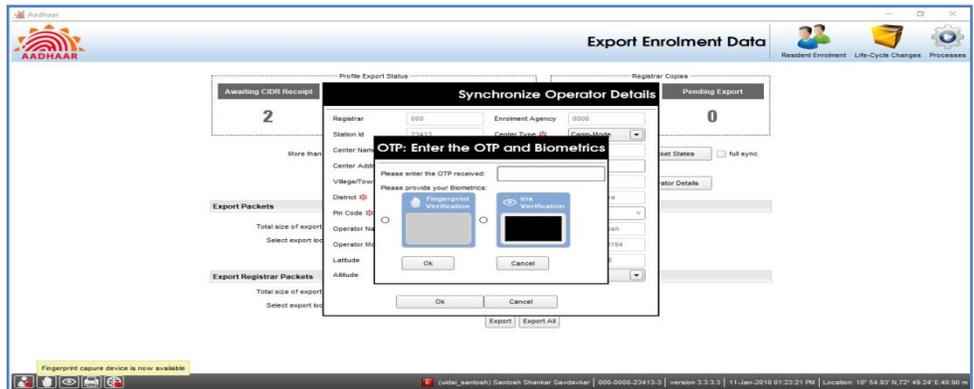
Step 5

- Click on “Operator Sync” and wait for the syncing process to start
- Once the process is complete click OK



Step 6

- Enter OTP received on the registered mobile number of the Operator
- Provide confirmation either by eye of finger to complete the process



Step 7

Wait for the confirmation screen



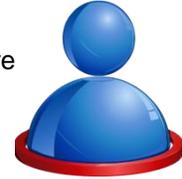


### NPR Receipt Number

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 (PoI) 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



## Understanding Aadhaar Enrolment and Update

- 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



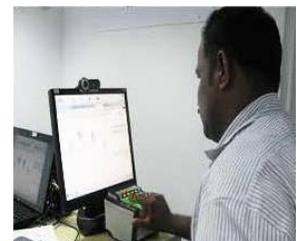
## Detailed Guidelines for Collecting Biometric Data

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



## Understanding Aadhaar Enrolment and Update

- 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

# Exception Handling

## Chapter 6: 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 7

### **Guidelines for Enrolment Operator/ Supervisor on Quality of Enrolment/Update**

## Chapter 7: 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>

## Understanding Aadhaar Enrolment and Update

	<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>
<p><b>Photograph</b></p>	<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
<p><b>Capturing Resident Photograph</b></p>	<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>
<p><b>Capturing Resident Demographic Details</b></p>	<p>Enrolment Operator/Supervisor should ensure that Unparliamentary/Offensive Language is not used.</p>
<p><b>Verification of Documents</b></p>	<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>

## Understanding Aadhaar Enrolment and Update

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
<p><b>Invalid Document</b></p> 	<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 Identify 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 8

### Offences and Penalties

## Chapter 8: Offences and Penalties

### Offences and Penalties as per Aadhaar Act and Regulations

#### Penalty for impersonation



Offence	Penalty
Whoever impersonates or attempts to impersonate another person, whether dead or alive, real or imaginary, by providing any false demographic information or biometric information	<ul style="list-style-type: none"> <li>Imprisonment for 3 years</li> <li>Or</li> <li>Fine of up to Rs. 10,000</li> <li>Or both</li> </ul>
Whoever, with the intention of causing harm or mischief to or appropriating the identity of an Aadhaar number holder changes or attempts to change any demographic information or biometric information by impersonating or attempting to impersonate another person, dead or alive, real or imaginary	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> </ul>
Whoever, not being authorised to collect identity information under the provisions of this Act, by words, conduct or demeanour pretends that he is authorised to do so	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> <li>In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

#### Penalty for disclosing identity information



Offence	Penalty
Whoever, intentionally discloses, transmits, copies or otherwise disseminates any identity information collected in the course of enrolment or authentication to any person not authorised under this Act or regulations made there under or in contravention of any agreement or arrangement entered into pursuant to the provisions of this Act	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> <li>In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

## Penalty for unauthorised access to the CIDR



Offence	Penalty
<p>Whoever, not being authorised by the Authority, intentionally:</p> <ol style="list-style-type: none"> <li>Accesses or secures access to the Central Identities Data Repository (CIDR)</li> <li>Downloads, copies or extracts any data from the CIDR or stored in any removable storage medium</li> <li>Introduces or causes to be introduced any virus or other computer contaminant in the CIDR</li> <li>Damages or causes to be damaged the data in the CIDR</li> <li>Disrupts or causes disruption of the access to the CIDR</li> <li>Denies or causes a denial of access to any person who is authorised to access the CIDR</li> <li>Reveals any information in contravention of sub-section (5) of Section 28, or shares, uses or displays information in contravention of Section 29 or assists any person in any of the aforementioned acts</li> <li>Destroys, deletes or alters any information stored in any removable storage media or in the CIDR or diminishes its value or utility or affects it injuriously by any means or</li> <li>Steals, conceals, destroys or alters or causes any person to steal, conceal, destroy or alter any computer source code used by the Authority with an intention to cause damage</li> </ol>	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which shall not be less than Rs. 10 lakh</li> </ul>

## Penalty for tampering with data in CIDR



Offence	Penalty
<p>Whoever, not being authorised by the Authority, uses or tampers with the data in the CIDR or in any removable storage medium with the intent of modifying information relating to Aadhaar number holder or discovering any information thereof</p>	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> </ul>

## Penalty for unauthorised use by requesting entity



Offence	Penalty
Whoever, being a requesting entity, uses the identity information of an individual in contravention of sub-section (3) of section 8	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 3 years and</li> <li>A fine which may extend to Rs. 10,000</li> <li>In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

## Penalty for non-compliance with intimation requirements



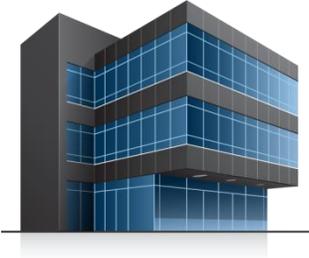
Offence	Penalty
Whoever, being an enrolling agency or a requesting entity, fails to comply with the requirements of sub-section (2) of Section 3 or sub-section (3) of Section 8	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 1 year and</li> <li>A fine which may extend to Rs. 10,000</li> <li>In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

## General penalty



Offence	Penalty
Whoever commits an offence under this Act or any rules or regulations made there under for which no specific penalty is provided elsewhere than this section	<ul style="list-style-type: none"> <li>Imprisonment for a term which may extend to 1 year and</li> <li>A fine which may extend to Rs. 25,000</li> <li>In case of companies, the fine may extend to Rs. 1 lakh or both</li> </ul>

## Offences by companies



Offence	Penalty
<p>Where an offence under this Act has been committed by a company, every person who at the time the offence was committed was in charge of, and was responsible to, the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly:</p> <p>Provided that nothing contained in this sub-section shall render any such person liable to any punishment provided in this Act if he proves that the offence was committed without his knowledge or that he had exercised all due diligence to prevent the commission of such offence.</p>	<p>Notwithstanding anything contained in sub-section (1), where any offence under this Act has been committed by a company and it is proved that the offence has been committed with the consent or connivance of, or is attributable to, any neglect on the part of any director, manager, secretary or other officer of the company, such director, manager, secretary or other officer shall also be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly</p>

## Act to apply for offence or contravention committed outside India



Offence	Penalty
<p>Subject to the provisions of sub-section (2), the provisions of this Act shall apply also to any offence or contravention committed outside India by any person, irrespective of his nationality.</p>	<p>For the purposes of sub-section (1), the provisions of this Act shall apply to any offence or contravention committed outside India by any person, if the act or conduct constituting the offence or contravention involves any data in the Central Identities Data Repository.</p>

## Power to investigate offences



<p>Notwithstanding anything contained in the Code of Criminal Procedure, 1973, a police officer not below the rank of Inspector of Police shall investigate any offence under this Act.</p>
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## Penalties not to interfere with other punishments



No penalty imposed under this Act shall prevent the imposition of any other penalty or punishment under any other law for the time being in force.

## Cognizance of offences



1. No court shall take cognizance of any offence punishable under this Act, save on a complaint made by the Authority or any officer or person authorised by it.
2. No court inferior to that of a Chief Metropolitan Magistrate or a Chief Judicial Magistrate shall try any offence punishable under this Act.

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

## Sync but Not Uploaded



Nature of Deficiency	Monthly Action to be taken
I. Delay in upload of enrolment packet after 10 days from the date of enrolment	I. Amount to be withheld Rs. 25 per Enrolment packet
II. Delay in upload of enrolment packet after 20 days from the date of enrolment	II. Amount to be withheld Rs. 50 per Enrolment packet
III. <b>Sync but Not Uploaded:</b> Packet Not uploaded up to 30 days from the date of enrolment is deemed to be lost	III. Amount to be withheld Rs. 50 per Enrolment packet

**Demographic Error (DE)**



Nature of Deficiency	Monthly Action to be taken
<p>These are errors in data quality like poor quality of photograph, Obvious Gender or Date of Birth errors etc.</p>	<p>Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative DE errors</p> <p>I) For 30 cases - Suspension of operator for 180 days</p> <p>II) For 50 cases - Suspension of operator for period of ONE Year</p>

**Biometric Error III (BE-III)**



Nature of Deficiency	Monthly Action to be taken
<p>Photo not as per guidelines</p>	<p>Amount withheld per case shall be Rs. 25 per packet.</p> <p>For Monthly Cumulative BE-III errors</p> <p>(1) For 30 cases - Suspension of operator for 180 days</p> <p>(2) For 50 cases - Suspension of operator for period of ONE Year</p>

**Biometric Error I (BE-I)**



Nature of Deficiency	Monthly Action to be taken
<ul style="list-style-type: none"> <li>• Full Finger Prints or Full Iris incorrectly recorded as missing</li> <li>• Photo of Photo within a BE</li> <li>• Exception Photo of a different person</li> </ul>	<p>Amount withheld per case shall be Rs. 1000 per packet.</p> <p>For Monthly Cumulative BE-I errors:</p> <ol style="list-style-type: none"> <li>1. For 1 or more cases - Suspension of operator for ONE year</li> <li>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 <math>\geq 1</math></li> </ol>

## Biometric Error II (BE-II)



Nature of Deficiency	Monthly Action to be taken
<ul style="list-style-type: none"> <li>Bad quality photo in exception photo</li> <li>Exception not visible in exception photo</li> </ul>	Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative BE-II errors: <ol style="list-style-type: none"> <li>For 30 cases - Suspension of operator for 180 days</li> <li>For 50 cases - Suspension of operator for ONE Year</li> </ol>

## Photo of Photo (PoP)



Nature of Deficiency	Monthly Action to be taken
When a photo is of other photograph/or Non-Human	Amount withheld per case shall Rs. 1000 per packet. For Monthly Cumulative BE-I errors: <ol style="list-style-type: none"> <li>For 1 or more cases - Suspension of operator for ONE year</li> <li>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 <math>\geq 1</math></li> </ol>

## Unparliamentarily Language



Nature of Deficiency	Monthly Action to be taken
Use of unparliamentarily language/ abusive language in residents demographics	Amount withheld per case shall Rs. 1000 per packet. For Monthly Cumulative BE-I errors: <ol style="list-style-type: none"> <li>For 1 or more cases - Suspension of operator for ONE year</li> <li>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 <math>\geq 1</math></li> </ol>

**Enrolment Agency Performance**



Nature of Deficiency	Monthly Action to be taken
Every enrolment agency performance will be rated based on quality parameters of enrolment, adherence to UIDAI's processes and guidelines	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	Monthly Action to be taken
Excessive deficiencies/violations reported during the quarterly performance review or where amount withheld would exceed 50% of amount payable for the period under review.	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 <ul style="list-style-type: none"> <li>Fraudulent document</li> <li>Missing document</li> </ul>	For Monthly Cumulative DoE-I errors: <ul style="list-style-type: none"> <li>For 1 or more cases - Suspension of operator for ONE year</li> <li>For 5 or more cases - Suspension of operator for period of Five Years</li> <li>Appropriate Legal Action needs to be taken if cumulative error count is <math>\geq 1</math></li> </ul>

**Understanding Aadhaar Enrolment and Update**



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>	

**Action against Operators**

Error Type	Description
<ul style="list-style-type: none"> <li>• Demographic error</li> <li>• Biometric error</li> <li>• Photo of Photo (POP)</li> <li>• Use of un parliamentary /abusive language in residents demographics</li> <li>• Enrolment with fake Pol/PoA, Fudged consent slip generation /Any enrolment done by tampering with UIDAI software</li> </ul>	<ul style="list-style-type: none"> <li>• Operator/Supervisors may be blacklisted for a period of 6 months to 5 years depending upon the nature of error made.</li> <li>• Appropriate Legal Action needs to be taken</li> </ul>



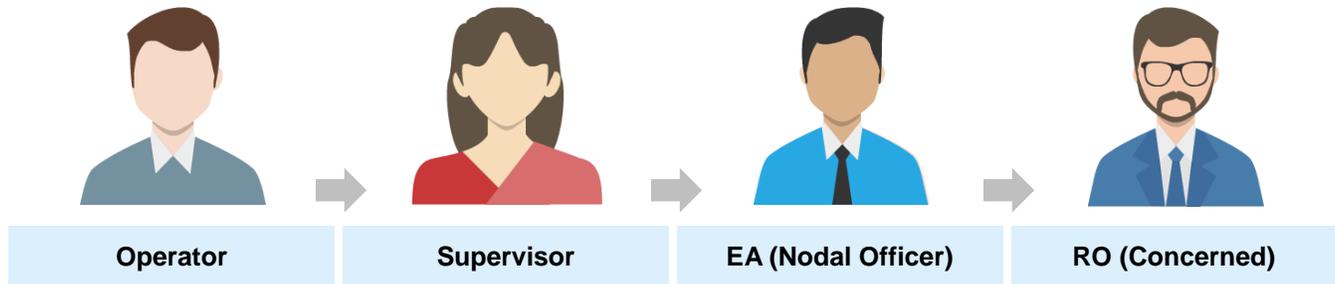
## Chapter 9

# **Guidelines for the Enrolment Staff to Improve Customer Satisfaction and avoid Fraud and Corruption**

## Chapter 9: 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.

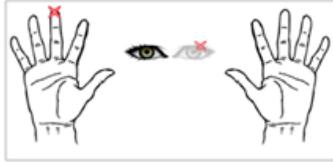
Follow the given hierarchy to report deviations:



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

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

\*\*\*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> 

**Responsibility**



**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
- 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

## Responsibility



DOs



DON'Ts

## TO IMPROVE CUSTOMER SATISFACTION

courteous to residents

- Ensure that resident mobile number is entered in the system
- 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/ Updation 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.

earlier enrolments of resident

- Do not enter N/A, NA etc. in fields where Resident has not provided any data

**Responsibility**



**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)

## Aadhaar Retrieval Process

- **Reasons for Aadhaar Retrieval:**
  - Residents may be in a hurry to link or seed their Aadhaar
  - Letter does not reach the destination even after 90 days
  - Residents had lost their EID/UID Slip
- **Aadhaar Generation:** Normally, it takes maximum up to 90 days from the day of receipt of enrolment packet by UIDAI from the Enrolment Agency and is subject to passing all the verification processes
- **Delivery of Aadhaar:** Normally, it takes up to 90 days from the day of receipt of enrolment packet by UIDAI's CIDR to deliver Aadhaar to the address
- **Mode of Delivery:** Sent across to the address by India Post, Downloaded from the UIDAI website using registered mobile number or download M-Aadhaar using the registered mobile number
- **Status of Letters:** Some letters either are lost in transit or residents have relocated



## Only Enrolment ID (EID) is Available

- Resident to visit <https://eaadhaar.uidai.gov.in/>
  - ✓ Enter EID number, registered mobile number to receive OTP and download a PDF of the Aadhaar letter (e-Aadhaar)
- Resident to SMS on 51969, type:
  - ✓ UID STATUS < 14-digit EID > OR
  - ✓ UID STATUS < 28-digit EID >
- Resident can get Aadhaar on his/her mobile by visiting <https://resident.uidai.gov.in/web/resident/get-aadhaar-no>
  - ✓ Requires the EID number, registered mobile number and OTP
- A resident can also get e-Aadhaar printed from a Permanent Enrolment Centre (PEC) as per the rate mandated by the Authority
- A resident can also call **1947**
- A resident can also do email correspondence on [help@uidai.gov.in](mailto:help@uidai.gov.in)



## UID / Aadhaar is Known but Letter is Lost / Unavailable

- A resident can visit <https://eaadhaar.uidai.gov.in/>
  - ✓ Enter Aadhaar
  - ✓ Give registered mobile number to receive OTP
  - ✓ Download a PDF of Aadhaar letter, also known as e-Aadhaar



1947


[help@uidai.gov.in](mailto:help@uidai.gov.in)
<https://uidai.gov.in/>

- A resident can also SMS on 51969 and type:
  - ✓ UID EAADHAAR < Aadhaar > < email Id > < PIN code >

## Lost EID and/or UID / Aadhaar

- A resident can visit <https://resident.uidai.gov.in/find-uid-eid>
  - ✓ Give name in English language only
  - ✓ Either registered mobile number or email ID entered during the Enrolment
  - ✓ Registered mobile number / email ID shall receive the OTP to retrieve Aadhaar or EID status
- Resident can also opt to call **1947**
- Resident can also do email correspondence on [help@uidai.gov.in](mailto:help@uidai.gov.in)
- Visit a Aadhaar Permanent enrolment centres
  - ✓ Ask the operator to use “Advance Search”
  - ✓ Provide Demographic information to the operator to search your enrolment details
- Resident can visit the nearest Regional Office (RO) of UIDAI
  - ✓ Has some helpdesks at each RO.
  - ✓ Executives will be glad to help aggrieved residents





## Chapter 10

### Appendix (s)

## Chapter 10: Appendix(s)

### Appendix A – Code of Conduct

1. Service Providers shall make best efforts to protect the interests of residents.
2. Service Providers shall maintain high standards of ethics, integrity, dignity and fairness in the conduct of Aadhaar enrolment and update of residents.
3. Service Providers shall fulfil their obligations in a prompt, ethical and professional manner.
4. Service Providers shall at all times exercise due diligence, ensure proper care and exercise independent professional judgment.
5. Service Providers shall not divulge to anybody either orally or in writing, directly or indirectly, any confidential information about the residents which has come to their knowledge, except where such disclosures are required to be made in compliance with the Act or any other law for the time being in force.
6. Service Providers shall not indulge in any unfair practice.
7. Service Providers shall ensure that grievances of residents are redressed in a timely and appropriate manner.
8. Service Providers shall make reasonable efforts to avoid misrepresentation and ensure that the information provided to the residents is not misleading.
9. Service Providers shall abide by the provisions of the Act and the rules, regulations issued by the Government and the Authority, from time to time, as may be applicable.
10. Service Providers shall not make untrue statements or suppress any material fact in any documents, reports, papers or information furnished to the Authority.
11. Service Providers shall ensure that the Authority is promptly informed about any action, legal proceeding, etc., initiated against it in respect of any material breach or non-compliance by it, of any law, rules, regulations and directions of the Authority or of any other regulatory body.
12. Service Providers shall be responsible for the acts or omissions of their agencies and employees in respect of the conduct of their enrolment and update services.
13. Service Providers should have adequately trained staff and arrangements to render fair, prompt and competence services to residents.
14. Service Providers shall develop their own internal code of conduct for governing internal operations and laying down standards of appropriate conduct for their agencies, employees and officers in the carrying out of their duties. Such a code may extend to the maintenance of professional excellence and standards, integrity, confidentiality, objectivity, and avoidance of conflict of interests.
15. Service Providers shall follow maker-checker concept in their activities to ensure accuracy of enrolment and update data.
16. Service Providers shall not indulge in manipulative, fraudulent practices in the process of enrolment and updation.
17. Service Providers shall ensure security and protection of all data (demographic/biometric) collected from residents in accordance with policies and processes as may be specified by the Authority for this purpose.

## Understanding Aadhaar Enrolment and Update

18. Service Providers shall enforce the decision of Authority regarding suspension/debarment/disempanelment of enrolling agencies, operators, supervisors etc, as applicable.
19. Service Providers shall follow the standards for data fields, data verification and biometric fields specified by the Authority.
20. Where required, Service Providers shall use only those devices and IT systems whose specifications have been approved by the Authority.
21. Service Providers shall follow the protocols prescribed by the Authority for record keeping and maintenance.
22. Service Providers shall follow the process and systems specified by the Authority for transmission of the data collected.
23. Service Providers shall follow the confidentiality, privacy and security protocols as may be specified by the Authority.
24. Service Providers shall follow protocols as may be specified by the Authority for spreading and communicating the message, content and intent of the Aadhaar project. Since the Aadhaar logo and brand name are properties of the Authority, the Authority will specify the manner and limits of the use of the Authority logo, brand name, brand design and other communication and awareness materials.
25. Service Providers shall follow protocols, processes and standards specified by the Authority for the implementation of the Aadhaar processes.
26. Service Providers shall submit periodic reports of enrolment to the Authority in the form and manner as may be specified by the Authority.
27. Service Providers shall provide information related to the Aadhaar processes from time to time as requested by the Authority.

## Appendix B – Enrolment Centre (Checklist)

	Registrar: _____	
	Enrolment Agency: _____	
	Enrolment Center Location: Complete Address _____	
	_____	
	Enrolment Station Codes: All Stations _____	
	_____	
	Enrolment Agency Supervisor Name: _____	
S. No	Checkpoints	Enrolment Agency Supervisor
Mandatory Requirements		
A	Station	
A.1	Laptop/Desktop available USB hub for connecting biometric and other devices; (Always Check with <a href="mailto:techsupport@uidai.gov.in">techsupport@uidai.gov.in</a> for latest requirements). For ECMP version 2.0 <ul style="list-style-type: none"> <li>• 2Ghz,Dual core CPU or later</li> <li>• 3GB RAM or higher</li> <li>• 160GB HDD</li> <li>• Dedicated USB 2.0 Port(minimum 5 ports required)</li> </ul> Note: (Windows Vista/any 64 bit Operating System is not supported)	
A.2	UIDAI software installed, tested, configured and registered with CIDR as per installation and configuration manual. A new version must be installed latest within one month of release on all registered laptops. VDM installed and services for the devices are running.	
A.3	Iris capturing device available(record Make & Model)	
A.4	Fingerprint capturing device available(record Make & Model)	
A.5	Digital Camera (Record Make & Model) must conform to UIDAI's specifications.	
A.6	White back ground screen, non reflecting, opaque, ~3ft wide, and with stand ,available for taking photographs	
A.7	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)	
A.8	All devices necessary for enrolment must conform to UIDAI's specifications	
A.9	Working of all equipment at every station tested	
A.10	Memory Stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days )	
A.11	Printer ( A4 laser printer; must print photo with good quality receipt)	
A.12	Printer Paper( Inventory for 5 stations for 10 days ~ 20 rims)	

Understanding Aadhaar Enrolment and Update

A.13	Antivirus / Anti Spyware checks	
A.14	Data Card /Internet connectivity for Enrolment Client. Client synch is mandatory at least once in 10 days.	
A.15	All Operators and Supervisors enrolled into AADHAAR ,registered with CIDR, Certified and Activated	
A.16	All Operators, Supervisors and Introducers on boarded into Aadhaar client for local authentication.	
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops	
A.18	If Registrar has additional fields to be captured , then the KYR+ software for capturing the KYR+ fields is configured and tested	
A.19	Sponge for wetting and hand-cleaning cloth available	
A.20	GPS Receiver as per UIDAI specs	
A.21	Hardware keys for Enrolment Stations for security reason (may be prescribed after October 2012)	
A.22	Scanner for scanning documents during enrolment, where scanning is being used (pre-scanned documents can also be attached)	
<b>B</b>	<b>Centre</b>	
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations kept in a centre	
B.2	Fuel to run the generators	
B.3	Printed Aadhaar Enrolment/Correction Forms available in sufficient numbers at centre / pre-distributed.	
B.4	Bubble packed ,water resistant ,envelopes(CD mailer) for transferring pen drives/ hard disks to CIDR (2 Envelopes/day/centre. Enrolment Centre should maintain a minimum stock of 20 days )	
B.5	Download and install latest version of Aadhaar SFTP client if using online mode for data transfer to CIDR. All packets need to be uploaded within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceed 1000 on the station.	
B.6	Photocopier for xerox of resident's PoI,PoA documents(or provisions as per contract)	
B.7	Data Backup of each station at least twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).	
B.8	Adequate lighting, fans & power points for plugging various biometric devices available	
B.9	Local authorities informed of enrolment schedule	
B.10	Introducers informed of enrolment schedule	
B.11	Banner for the Enrolment Centre placed at entrance	
B.12	Posters depicting enrolment process in English & the local language present in visible places	
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre	
B.14	The User Manual of the software available for ready reference & operators aware of the same	

Understanding Aadhaar Enrolment and Update

B.15	Ink pad for taking thumb impressions on consent where resident/introducer is unable to sign	
B.16	External Hard disk for taking backup	
B.17	Mobile phone/ Land phone/Internet available for immediate communication with UIDAI /Registrars etc	
<b>Desired</b>		
<b>C</b>	<b>Other Logistics</b>	
C.1	Extension box for Power Cord	
C.2	Water, soap and towel for cleaning hands	
C.3	Drinking water facility available	
C.4	Sufficient number of tables and chairs for enrolment station operators	
C.5	Chairs/benches available in shade for waiting enrolees	
C.6	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information	
C.7	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner. Enrolment centre is preferably setup in ground floor.	
C.8	Carry cases for all devices available	
C.9	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.10	A separate enclosure to enrol "purdah-nasheen" women available	
C.11	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.12	Lady operators / volunteers to assist women enrolees	
C.13	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres	
C.14	A ramp is provided for disabled and old age people; It is recommended that the centre should be setup in the ground floor of the building	
C.15	First aid kit available	
C.16	ORS kit available for areas in extreme heat conditions	
<b>Enrolment Center - Health &amp; Safety Considerations</b>		
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	
D.6	Power generator kept sufficiently away from the enrolment stations	
D.7	Local Emergency Help numbers available at the center & operators aware of the same	
	_____	_____
	<b>Date</b>	<b>Sign</b>

## 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 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 PoI Documents Containing Name and Photo	Supported PoA Documents Containing Name and Address
<ol style="list-style-type: none"> <li>Passport</li> <li>PAN Card</li> <li>Ration/ PDS Photo Card</li> <li>Voter ID</li> <li>Driving License</li> <li>Government Photo ID Cards/ service photo identity card issued by PSU</li> <li>NREGS Job Card</li> <li>Photo ID issued by Recognized Educational Institution</li> <li>Arms License</li> <li>Photo Bank ATM Card</li> <li>Photo Credit Card</li> <li>Pensioner Photo Card</li> <li>Freedom Fighter Photo Card</li> <li>Kissan Photo Passbook</li> <li>CGHS / ECHS Photo Card</li> <li>Address Card having Name and Photo issued by Department of Posts</li> <li>Certificate of Identify having photo issued by Gazetted Officer or Tehsildar on letterhead</li> <li>Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations</li> </ol>	<ol style="list-style-type: none"> <li>Passport</li> <li>Bank Statement/ Passbook</li> <li>Post Office Account Statement/Passbook</li> <li>Ration Card</li> <li>Voter ID</li> <li>Driving License</li> <li>Government Photo ID cards/ service photo identity card issued by PSU</li> <li>Electricity Bill (not older than 3 months)</li> <li>Water bill (not older than 3 months)</li> <li>Telephone Landline Bill (not older than 3 months)</li> <li>Property Tax Receipt (not older than 1 year)</li> <li>Credit Card Statement (not older than 3 months)</li> <li>Insurance Policy</li> <li>Signed Letter having Photo from Bank on letterhead</li> <li>Signed Letter having Photo issued by registered Company on letterhead</li> <li>Signed Letter having Photo issued by Recognized Educational Institutions on letterhead</li> <li>NREGS Job Card</li> <li>Arms License</li> <li>Pensioner Card</li> <li>Freedom Fighter Card</li> <li>Kissan Passbook</li> <li>CGHS / ECHS Card</li> <li>Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead</li> <li>Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)</li> <li>Income Tax Assessment Order</li> <li>Vehicle Registration Certificate</li> <li>Registered Sale / Lease / Rent Agreement</li> <li>Address Card having Photo issued by Department of Posts</li> <li>Caste and Domicile Certificate having Photo issued by State Govt.</li> <li>Disability ID card/handicapped medical certificate issued by respective State/UT Governments/Administrations</li> <li>Gas Connection Bill (not older than 3 months)</li> <li>Passport of Spouse</li> <li>Passport of Parents (in case of Minor)</li> <li>Allotment letter of accommodation issued by Central/State government of not more than 3 years old</li> <li>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>PDS Card</li> <li>MNREGA Job Card</li> <li>CGHS/State Government/ECHS/ESIC Medical card</li> <li>Pension Card</li> <li>Army Canteen Card</li> <li>Passport</li> <li>Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</li> <li>Any other Central/State government issued family entitlement document</li> <li>Marriage Certificate Issued by the Government</li> </ol>	
Supported Proof of DoB Documents	
<ol style="list-style-type: none"> <li>Birth Certificate</li> <li>SSLC Book/Certificate</li> <li>Passport</li> <li>Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead</li> <li>PAN Card</li> <li>Marksheet issued by any Government Board or University</li> <li>Government Photo Id Card / Photo identity card issued by PSU containing DoB</li> <li>Central/State Pension Payment Order</li> <li>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**

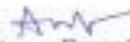
Ref:- OM No. 4(4)/57/259/AKR/2014/E&U dated 27/12/2016

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)	Fill Details in Local Language in this column (Use same local language as in your Aadhaar letter)
Resident's Name		
Gender	Select <input checked="" type="checkbox"/> Male ( ) Female ( ) Transgender ( )	
Date of Birth	DD   MM   YYYY	
Address C/O Details	Select <input checked="" type="checkbox"/> C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )	
Guardian/ Parent/Spouse Name	NAME	NAME
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 :

Enrolment Agency Name :

Registrar Code :

Registrar Name :

Full Name of the Operator/Supervisor:-

Aadhaar No. of the Operator / Supervisor -

Certificate No. of the Operator / Supervisor -

Proposed User ID/Operator ID. of the Operator / Supervisor -

Status of the Operator / Supervisor – Active/Inactive /Disassociated

Date of Joining with EA as Operator / Supervisor  
Date / Month / Year

The

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 -





## Understanding Aadhaar Enrolment and Update

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

## Appendix L – Aadhaar Enrolment Kit

Aadhaar enrolment kit consists of a set of hardware devices required to carry out successful Aadhaar enrolment & update. This set of devices comprises of following devices.

- I. Laptop/desktop
- II. Monitor
- III. Multifunction printer/scanner
- IV. White screen
- V. Focus Light
- VI. Surge Protector spike
- VII. Iris Scanner
- VIII. Camera
- IX. Slap scanner
- X. GPS Device

1. All these devices shall be as per UIDAI's specifications.
2. Biometric devices (Slap/Iris Scanner) shall be STQC certified.
3. Complete kit warranty shall be for 3 years except White screen, Focus light & surge protector.
4. During warranty, faulty equipment's shall be replaced/repared within 7 days.
5. Aadhaar Enrolment Kit comprising of specific make/model of device shall be UIDAI certified for its working with latest UIDAI's enrolment client (ECMP)

### Minimum Specification of Aadhaar Enrolment Equipment

#### Item S.1.1. – Laptop/Desktop

Specification	Details
Machine Form Factor	Laptop/Desktop
Model	From Top 5 vendors as per latest IDC report
CPU	2-GHz Dual Core or later
Display	Minimum 14" HD Anti-Glare (16:9)
Connectivity	Should have built-in support for Bluetooth 4.0, Wi-Fi (IEEE 802.11b/g/n) and Ethernet (10/1000 Base-T), bluetooth not required incase of laptop
MEMORY	4-GB DDR3 or higher, SDRAM @1066MHZ expandable up to 8-GB with 1DIMM SLOT FREE
Webcam	Built-in webcam with minimum High Definition 720p, not required in case of laptop
HDD	Minimum 500GB (or Higher) Hard Disk
Input / Output Ports	One HDMI
	One VGA, 2 incase of laptop
	Dedicated Minimum 5 USB 2.0 port*

Understanding Aadhaar Enrolment and Update

	One Ethernet (RJ-45)
Battery Backup	4 CELL or 6 CELL LITHIUM/0.5KVA UPS with 30 min backup time
Chipset	Integrated with CPU or equivalent
Graphics	Integrated Graphics

Specification	Details
Keyboard	Full Sized (Minimum 84 Keys) Windows compatible Spill-resistant keyboard
Touchpad	Wide Touchpad below keyboard, not required in case of laptop
Preloaded OS	Windows 10 professional
Microphones	At least one built in Mic, not required in case of laptop
ACCESSORIES	Laptop carrying case
WARRANTY	3 years comprehensive onsite-warranty. BATTERY AND POWER ADAPTER WOULD HAVE ONE YEAR WARRANTY
ANTI-VIRUS	For End Point Security

\*In case the laptop has less than 5 USB 2.0 ports, then a USB Hub with multiple USB connections (enabling 5 devices plug-in through USB port) should be provided at no extra cost

Item S.1.2. – Monitor

Specification	Details
OEM	Among the “Leaders” Quadrant in the India region in any of the previous two Quarters as published in IDC / Gartner / Frost and Sullivan report for the PC / Laptop / Monitors.
Size	15-16 inch or higher
Type	LCD
Resolution	1024 x 768 or above

Item S.1.3. - Multi Functional Device (MFD)

Specification	Details
FUNCTION	PRINT COPY SCAN
DUTY CYCLE IN PAGES	8000 PAGES
PPM – BLACK (A4)	18 PPM
Model	From Top 5 vendors as per latest IDC report
RESOLUTION	600X600 DPI
MEDIA USED	Ink tank for low cost running

Specification	Details
CUSTOM MEDIA SIZE	UPTO LEGAL
STANDARD OPERATING SYSTEM SUPPORTED	Compatible with Windows 8, Windows 10 and earlier versions of Windows (XP, Vista) and Linux
SCAN RESOLUTION	600X600 DPI OPTICAL
BIT/COLOR DEPTH	24 BITS
COPY SPEED BLACK	18 CPM
COPY RESOLUTION	600 X 600 DPI

Item S.1.4. – White Screen

Specification	Details
Size	4 X 5 ft stand mountable / wall mountable
Accessories	Stand
Non-Reflecting	Yes
Opaque	Yes

Item S.1.5 – Focus Light

Specification	Details
Capacity	60W
Accessories	Stand, 2Mrts Wire and on/off Switch near the operator

Item S.1.6. – Surge Protector Spike

Specification	Details
General	6 nos. of 5A sockets (4 Indian style + 2 International Style), Fuse, on/off Switch and ISO mark

Item S.2.1. – Iris Device Specification

([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf))

Specification	Stationary (mounted: wall, tripod or stand)1	Hand-held2	Hand-held with alignment aid3
Iris Diameter (In pixel)	> 210		
Spatial Resolution Pixel Resolution	> 60% @ 4.0 Lp/mm > 16 Pixels/mm		
# of simultaneous captured	2		

1. Stationary: Any capture process where the device is stationary and the subject is required to position and rest himself/herself

2. Hand- held: Operator operates and holds the camera and the subject is stationary. 3Alignment aid: Camera has mechanical fixture for alignment. Optical viewfinder is not considered alignment aid.

Specification	Stationary (mounted: wall, tripod or stand)1	Hand-held2	Hand-held alignment aid3 with
eyes4			
Viewfinder	External	Internal	External Internal or
Capture distance	> 750 mm	> 50 mm	> 20 mm

Understanding Aadhaar Enrolment and Update

Capture volume (width/height/depth)	> 250x500x500mm	> 20x15x12mm	> 20x15x12mm
Exposure time	< 15ms	< 33 ms	< 33 ms
Imaging wavelength	700-900 nm		
Spectral Spread	Power in any 100nm band > 35% of total power		
Scan type	Progressive		
Image margins	Left & right: 0.50x iris diameter, Top & bottom: 0.25x iris diameter		
Pixel depth	> 8 bits/pixel		
Image evaluation frame rate	> 5 frames/sec, continuous image capture		
Capture mode	Auto capture with built-in quality check (incorporates NIST quality considerations)		
Sensor signal to noise ratio	> 36 DB		
Connectivity <sup>5</sup>	USB 2, USB-IF certified Or Networked (TCP/IP)	USB 2, USB-IF certified	
Power	USB or independent PS		
Weight	NA	< 1 kg	< 1 kg
Dimension	<300 x 100 x 300 mm	< 220 x 200 x 100 mm	< 220 x 200 x 100 mm
Operating temperature	0-49C		
Humidity	10 – 90% non-condensing		
Durability/Shock	IP54		
Safety Standard	Exempt Group per IEC 62471:2006-07		
Standards	FCC Class A, RoHS		

4. Considered simultaneous if second eye is captured within 2 seconds of first eye done without moving the device.

5. Total of only 1 USB port will be available for connectivity and power

Understanding Aadhaar Enrolment and Update

Specification	Stationary (mounted: wall, tripod or stand) <sup>1</sup>	Hand-held <sup>2</sup>	Hand-held with alignment aid <sup>3</sup>
Software AP	Compliant with latest UIDAI Device Capture API Specifications. Linux/Windows 64 bit VDM ready certified by UIDAI		

Item S.2.2 –Camera ([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf))

Specification	Details
Capture Mode	Plain live capture
Image Quality	Full Frontal (0x01) as per ISO/IEC 19794-5
Minimum Resolution	800 x 600
Capture Mode	Manual Capture with Auto Focus and Auto Lighting Adjustment
Sensor	>2 Mega Pixel Native
Connectivity <sup>6</sup>	High Speed USB 2.0, USB-IF certified
Lens	Fixed, SLR
Power	Through USB/Independent PS/Lithium Ion preferred to AA/AAA batteries
Mount	Tripod
Operating Temperature	0 to 50 degree Celsius
Humidity	10 – 90%
Safety Standard	UL
Software API	Compliant with latest UIDAI Device Capture API Specifications
Durability / Shock	IP 54

Note: Total of only 1 USB port shall be available for connectivity and power

Item S.2.3. – Finger Print Device Specification  
([http://www.stqc.gov.in/sites/upload\\_files/stqc/files/BDCS-03-08.pdf](http://www.stqc.gov.in/sites/upload_files/stqc/files/BDCS-03-08.pdf) )

Specification	Details
Capture mode	Plain live scan capture
Image Acquisition Requirements	Setting level 31 or higher (Section 9.1 of Biometric Design Standards for UID Applications V1.0)

Understanding Aadhaar Enrolment and Update

Image evaluation frame rate	> 3 frames/sec, continuous image capture
Capture mode	Auto capture with built-in quality check (incorporates NIST

6. Total of only 1 USB port will be available for connectivity and power

Specification	Details
	quality considerations)
Capture area	> 76mm x 80mm
Connectivity	USB 2, USB-IF certified
Power	Through USB
Dimension (W X H X D)	< 160mm x 160mm x 160mm
Weight	Maximum 2.5 Kg.
Operating temperature	0 – 50 C
Humidity	10 – 90% non-condensing
Durability / Shock	IP 54
Standards	UL certified (if applicable). Meets ISO 19794-4:2005 Section 7 and Annex A certification requirements (IAFIS Appendix F certified).
Software API	Compliant with latest UIDAI Device Capture API Specifications Linux/Windows 64 bit VDM ready certified by UIDAI

Note: Total of only 1 USB port shall be available for connectivity and power

Item S.2.4. – GPS Device

Specification	Details
General	The GPS device should be certified by UIDAI as per GPS related OM 4(4)/57/122/2016/E&U-Pt  Note: List of approved GPS vendors are available in the UIDAI website, <a href="http://www.uidai.gov.in">www.uidai.gov.in</a>
Accessories	With all necessary required cables and accessories to connect to the PC/Laptop
Warranty	3 years Comprehensive on-site Warranty

7. Total of only 1 USB port will be available for connectivity and power

#### SPECIAL TERMS AND CONDITIONS FOR AADHAAR ENROLMENT KIT

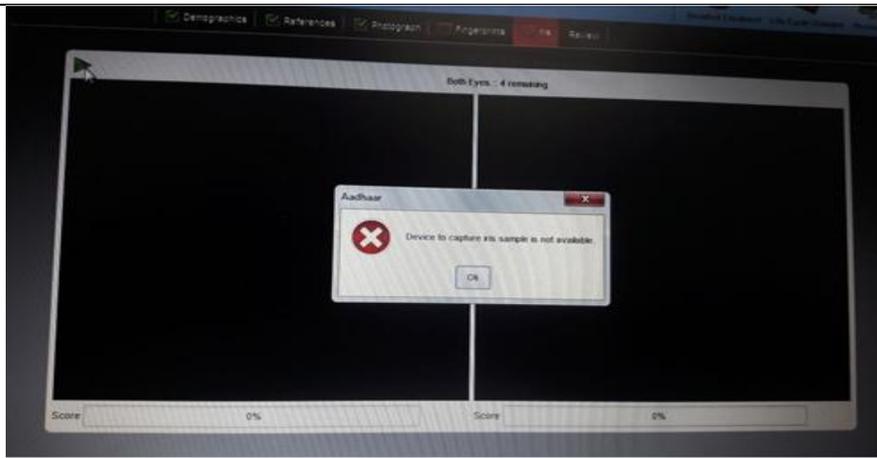
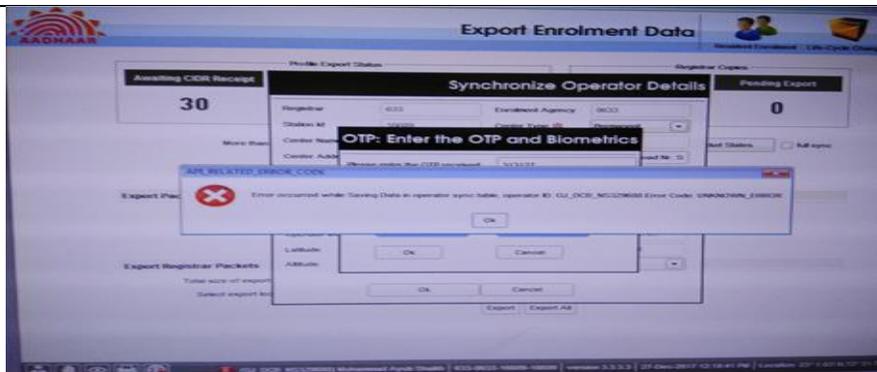
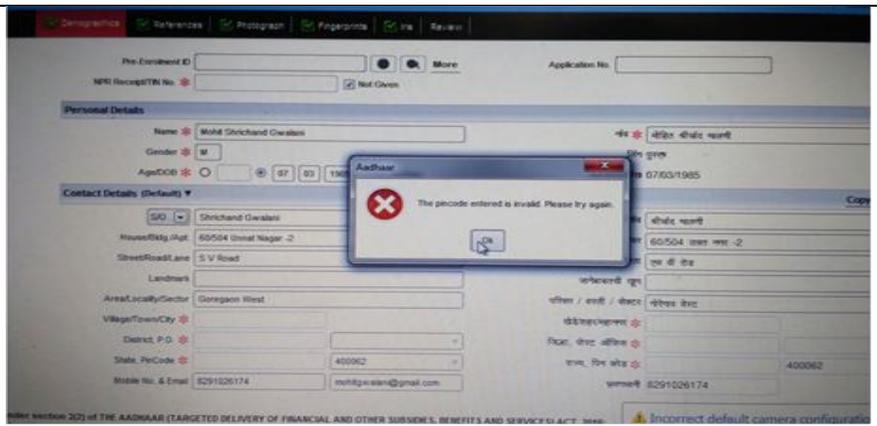
1. Installation & commissioning: Bidder shall provide Remote support Facility for installation of Aadhaar Enrolment Kit
2. Delivery Period:-Bidder shall complete the entire delivery to consignee within 30 days from date of purchase order.
3. Performance bank guarantee -, Bidder shall submit the PBG of 10% of the contract value. to the purchaser before payment is released
4. Payments: 100 percent of the payment shall be made within 10 days of supply of Aadhaar enrolment kit to consignee after its acceptance & submission of PBG .
5. Warranty for the complete kit except white screen, Focus light & surge protector shall be 3 years.
6. SLA: In case failing to replace/repair of faulty equipment's within 7 days (equipment's within warranty), Rs100 penalty per day per equipment till the replacement/ repair shall be deducted from PBG.
7. The ceiling price for Aadhaar enrolment kit shall be Rs 1.5 lakh which may be set on the gem portal in such a way that same is not visible to the sellers but the offered price more than the ceiling price shall not be accepted in the gem portal.

**Appendix N- Common Errors in ECMP Client and resolution**

Enrolment Agencies must download latest ECMP Client from the path specified by the Authority. After downloading the client and during the usage, Operator/Supervisor faces multiple issues/challenges as mentioned below. Resolution to be adopted by the staff to resolve such issues is provided against each error for reference and following the instructions mentioned-

S.no	Error –Screenshot	Error Name- Resolution
1.		<p><b>Error- Operator Authentication Failed</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Check Bio-Lock (in Portal / M-Aadhaar)</li> <li>• Aadhaar is Suspended (required bio update)</li> <li>• Auth template re-extraction &gt; Contact UIDAI Tech Support</li> </ul>
2.		<p><b>Error- Registration Failed</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Change the data card / network Connectivity and then try again</li> <li>• Re-Register the client</li> <li>• This may also occur because IP not whitelisted / firewall settings</li> </ul>
3.		<p><b>Error- Operator details missing</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Please check network connectivity (link / speed)</li> <li>• If network is fine, then please re-onboard</li> </ul>

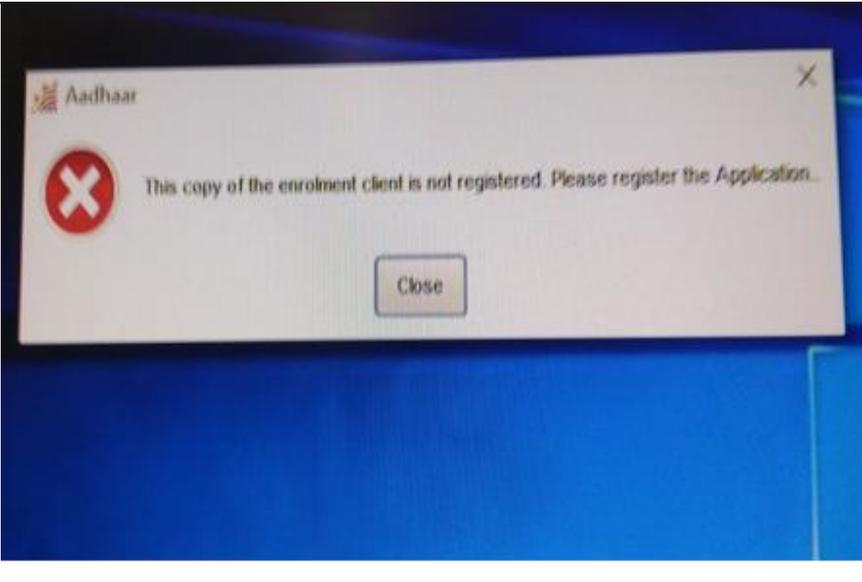
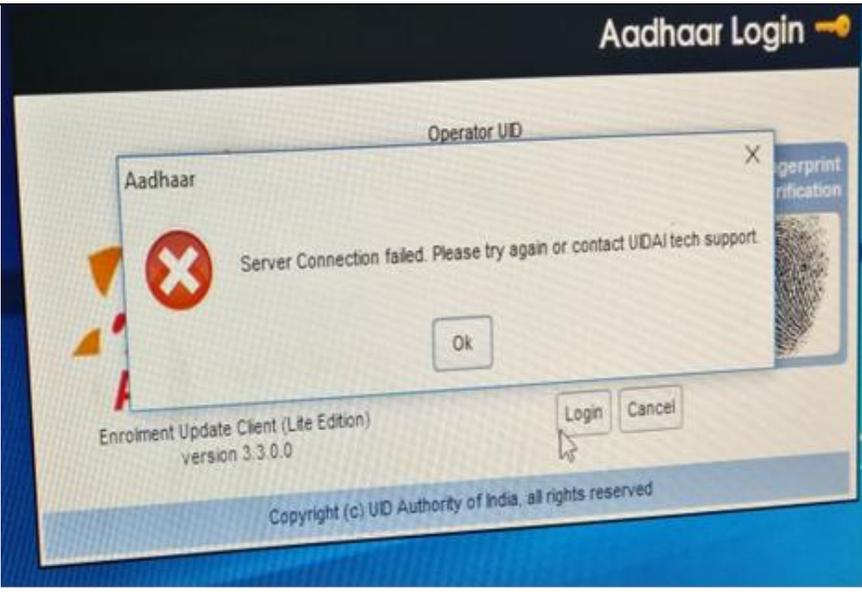
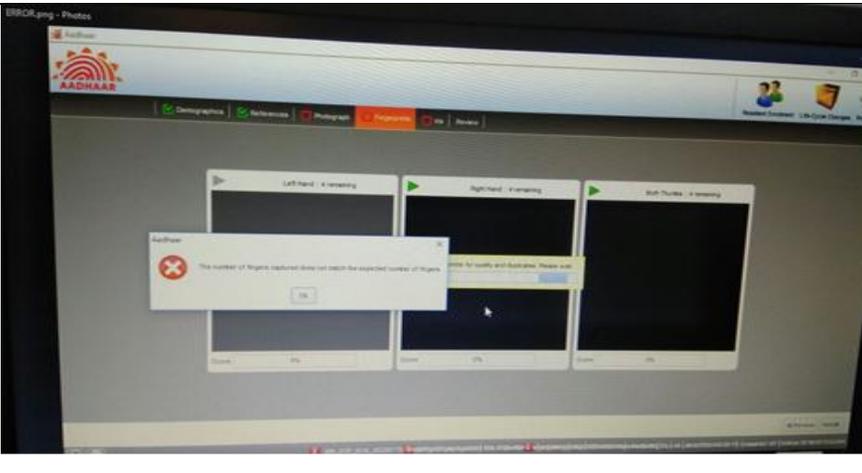
Understanding Aadhaar Enrolment and Update

<p>4.</p>		<p><b>Error- Iris device not detected</b></p> <p><b>Resolution</b> - Check the device connection. Restart the services and check</p>
<p>5.</p>		<p><b>Error- Operator sync unsuccessful</b></p> <p><b>Resolution</b> - Follow the Process of Operator On Boarding again</p>
<p>6.</p>		<p><b>Error- Pincode Data Error</b></p> <p><b>Resolution</b> –</p> <ul style="list-style-type: none"> <li>• Provide the entire Pincode Data (Number, District, Sub-District, VTC)</li> <li>• Download &amp; Import the latest “Master-data” file (in ECMP / UCL)</li> </ul>

Understanding Aadhaar Enrolment and Update

<p>7.</p>		<p><b>Error- Packet Sync Error</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• Process -&gt; Export Enrolment Data -&gt;</li> <li>• Synchronise Operator Details -&gt; Synchronize Packet States (enable full sync)</li> </ul>
<p>8.</p>		<p><b>Error- Connecting to OTP Server</b></p> <p><b>Resolution –</b> Contact UIDAI tech Support team</p>
<p>9.</p>		<p><b>Error- encountered during print</b></p> <p><b>Resolution –</b> Check the physical connection of printer</p>

**Understanding Aadhaar Enrolment and Update**

<p>10.</p>		<p><b>Error- Enrolment client is not registered</b></p> <p><b>Resolution –</b> Re-register the client</p>
<p>11.</p>		<p><b>Error- Server connection failed</b></p> <p><b>Resolution -</b> Please check the network connection and then try login</p>
<p>12.</p>		<p><b>Error- Number of fingers does not match the expected numbers</b></p> <p><b>Resolution -</b> Ensure entering proper number of Biometric fingers along with proper directions</p>

<p>13.</p>	<p>The screenshot shows the 'Aadhaar Login' window. A central dialog box with an information icon (i) displays the message 'Some of the files have been tempered.' with an 'OK' button. In the background, the 'Aadhaar Enrolment Client version 3.3.3.3' window is visible, featuring the Aadhaar logo and a 'Fingerprint Verification' section. 'Login' and 'Cancel' buttons are at the bottom of the client window. Copyright text at the very bottom reads 'Copyright (c) UID Authority of India, all rights reserved'.</p>	<p><b>Error- Some files have been tampered</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• The Operator has not been properly On boarded. Please on-board again</li> <li>• Few System file(s)/folder(s) are edited</li> </ul>
<p>14.</p>	<p>The screenshot shows a dialog box with a red 'X' icon. The text inside reads 'The Local Verification Service is not accessible. This application will now terminate.' An 'Ok' button is visible at the bottom right of the dialog box.</p>	<p><b>Error- Local verification service is not available</b></p> <p><b>Resolution –</b></p> <ul style="list-style-type: none"> <li>• After starting system wait for some time and then start the client,</li> <li>• if issue still persist then we need to go services-&gt; restart Aadhaar Multiplatform Device Manager &amp; Aadhaar QSSITV Service</li> </ul>
<p>15.</p>	<p>The screenshot shows a 'VuoScan' configuration window. A dialog box in the foreground states 'No scanner found' and lists several troubleshooting steps: 1) Make sure the scanner is plugged in and turned on before you run VuoScan. 2) If you have a USB scanner, try a different USB cable and/or a different USB port. 3) If you have a WiFi scanner, make sure your firewall isn't blocking responses from the scanner. 4) If the scanner has a locking switch, make sure it's in the unlocked position. 5) Try turning your scanner off and back on. 6) If you have a USB scanner, look in 'Device Manager' to see if a driver for the scanner has been loaded. 7) Run out VuoScan and run it again. The dialog box also includes a note: 'The supported scanners list has more useful information about your scanner. Would you like to see that?' with 'Yes' and 'No' buttons.</p>	<p><b>Error- Scanner missing errors</b></p> <p><b>Resolution -</b> Please check the physical /hardware connection of your printer + Scanner device and try again</p>

Understanding Aadhaar Enrolment and Update

<p>16.</p>		<p><b>Error- Network connection error</b></p> <p><b>Resolution</b> - This error mainly occurs in SFTP software -&gt; check the network connection -&gt; replace the database file and re-register</p>
<p>17.</p>		<p><b>Error- Registration with CIDR failed</b></p> <p><b>Resolution</b> - Check the entered registration credentials (user name and password)</p>
<p>18.</p>		<p><b>Error- Fatal error during installation</b></p> <p><b>Resolution</b> - Installation of client machine was not done properly-&gt; uninstall all client software restart your system-&gt; start installation process again</p>
<p>19.</p>		<p>The network used is not able to connect UIDAI server./ Client is Not Registered/ QSSITV service are not responding (partially enrolled) - Restart Aadhaar QSSITV service just before clicking "Enroll User" before onboarding/ Name as in certificate and Aadhaar is different/ Registrar is not mapped for the concern operator id/ Registrar is Not Active/ EA is Not Active/ Operator is Not Active/ Operator Associated with Another EA/ The biometric captured is less than 60%.-Try giving only left slap(four fingers) or right slap or two thumbs only</p>

