



Module 2

# Demographic Data Entry

**UIDAI**

Unique Identification Authority of India



## Preface

This training manual introduces the learner to the Aadhaar enrolment process.

The module is meant to give all its users a firm grounding on the various stages in the enrolment process. The manual starts with the hierarchical structure of the various entities involved in the enrolment process. A major portion of this material describes in detail the various activities in carrying out enrolment for Aadhaar. This module also covers various standards and guidelines prescribed by UIDAI.

### Target Audience

- Registrar's Supervisor
- Enrolment Agency Supervisor
- Enrolment Agency Operator
- Technical Support Staff

### Dependent or Related Modules

- Module 1 – UIDAI and Aadhaar



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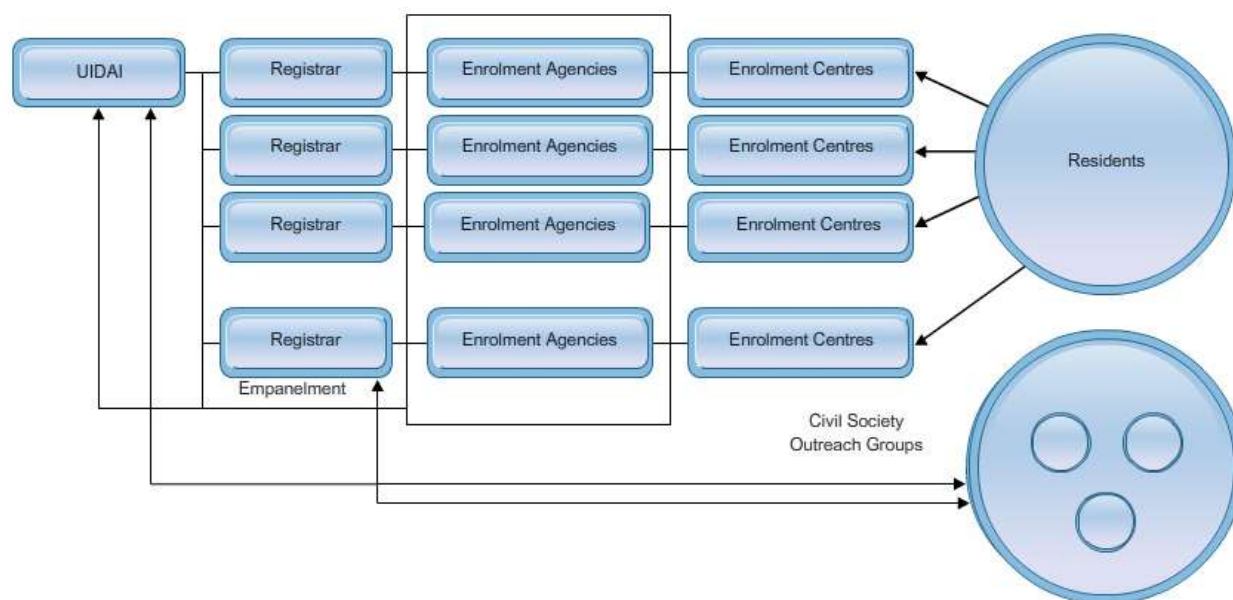
## Objectives

In this module, you will learn

- The Organizations involved in the enrolment process
- The enrolment process flow
- The First Mile Logistics
- The process of data de-duplication and Aadhaar generation
- The roles and responsibilities of agencies and people involved in enrolment
- The standards and guidelines, as suggested by Unique Identification Authority of India (UIDAI)

## Enrolment Organizations for the UIDAI

The UIDAI partners with a variety of organizations to enroll residents for Aadhaar and verify their identity. The structure of this partnership is shown below.

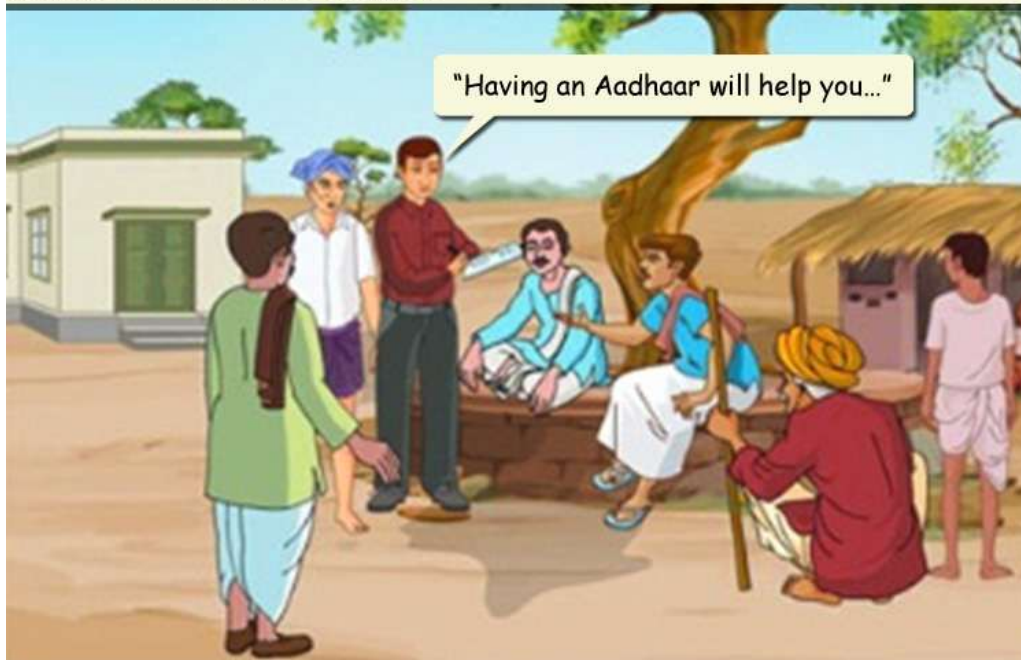


### UIDAI and Partners

1. **Registrars:** A Registrar is a department of the central or state Government or a reputed organization with whom the UIDAI has entered into a Memorandum of Understanding (MoU) for on-field implementation of the UID Project.
2. **Enrolment Agencies:** Enrolment Agencies are appointed by Registrars and will directly interact with and enroll residents. Enrolment Agencies could be third party agencies that are empanelled by the UIDAI or they could be existing offices of the Registrar like the LIC using its own offices and staff, etc.

3. **An Enrolment Centre** is setup by an Enrolment Agency where residents would get themselves enrolled.
4. **Outreach Group:** The UIDAI along with the Registrars will also partner with civil society groups and community networks which will promote Aadhaar and provide information on enrolment for hard-to-reach, marginalized and deprived populations such as tribals, destitute and homeless people.

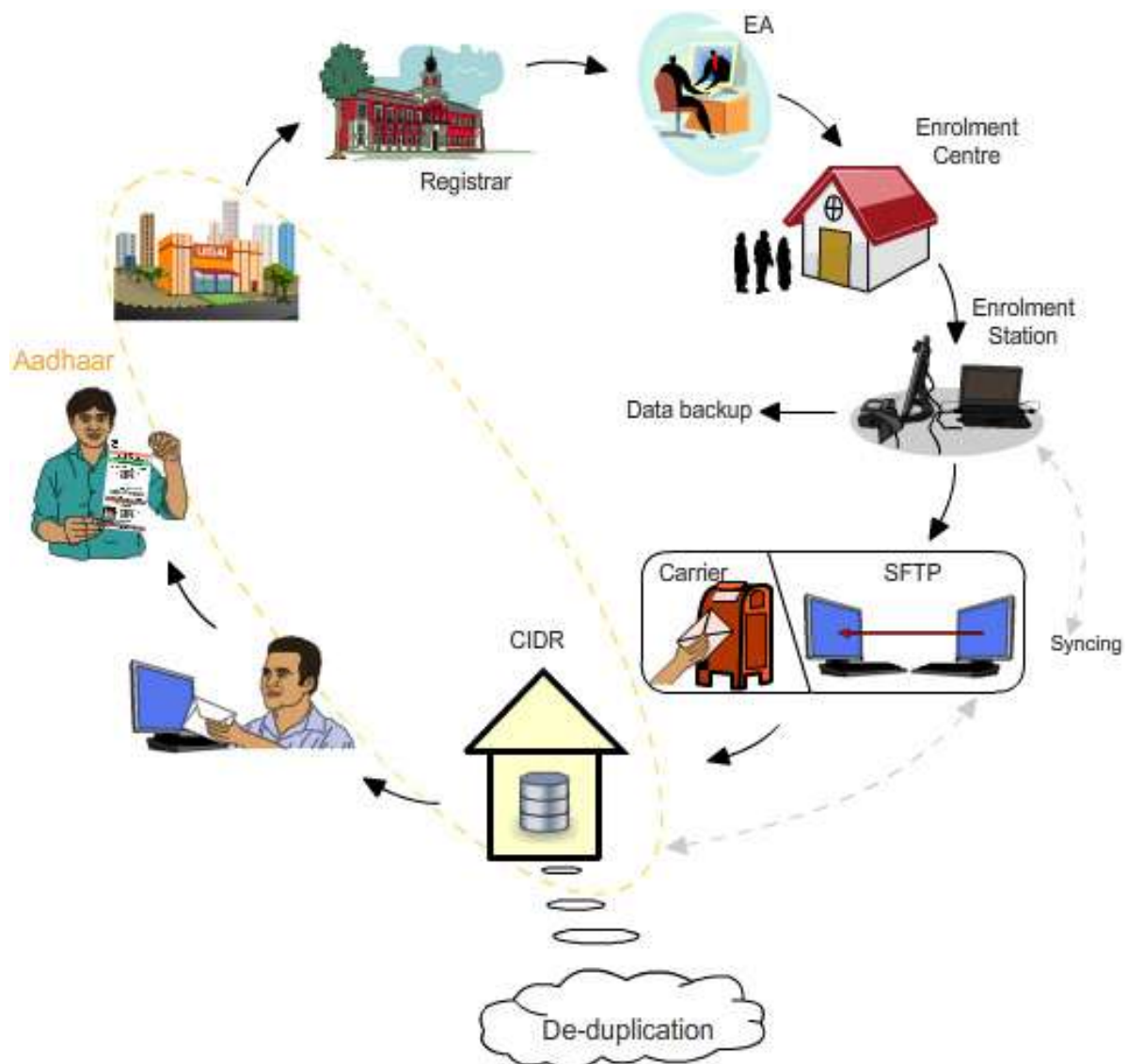
Lead Line (Top left corner): Volunteer from an Outreach Group addresses the villagers Volunteer



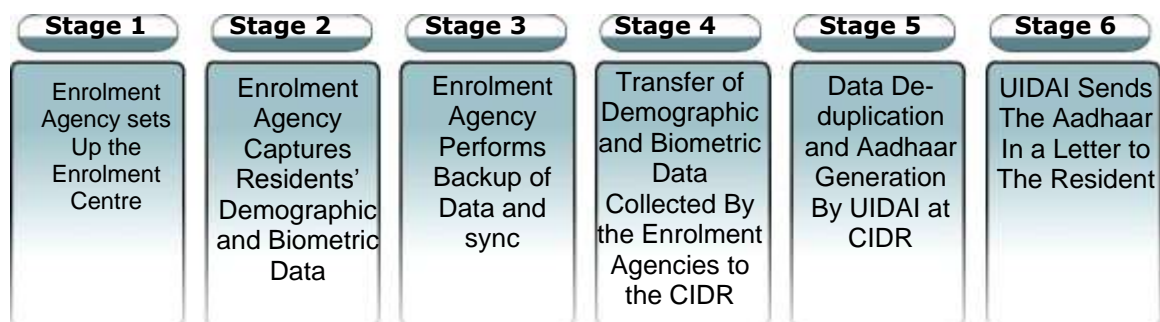
Volunteer talking to residents

UIDAI has set up a grievance handling contact center where residents can call (all India toll free number 1800-300-1947) and get their queries resolved.

## Outline of Enrolment and Aadhaar Delivery to Resident



## Broad Outline of the Enrolment Process and Aadhaar Delivery to Residents



**Enrolment Stages**

### Stage 1: Enrolment Agency sets up the Enrolment Centre

The steps for setting up an Enrolment Centre are as follows:

Step	Description
1	Enrolment Agency in consultation with Registrar Identifies Suitable Locations where Enrolment Centres may be Setup
2	Enrolment Agency in consultation with Registrar Decides Number of Stations for Each Enrolment Centre
3	Enrolment Agency Deploys Required Hardware Devices and Software
4	Registrar loads KYR+ Application and provides Residents' Pre-enrolment Data If Available
5	Enrolment Agency Loads Residents' Pre-enrolment Data on the Computers of Enrolment Stations
6	UIDAI Provides Content to the Registrar for Awareness and Publicity
7	Registrar Creates Awareness among Residents
8	Enrolment Agency Helps Registrar in Creating Awareness among Residents
9	Enrolment Agency Ensures Availability of Certified Operators and Supervisors
10	Enrolment Agency Completes On Boarding of Operators, Supervisors and Introducers (OSI)
11	Enrolment Agency Ensures Site Readiness and Fills Checklist
12	Registrar Audits Site Readiness

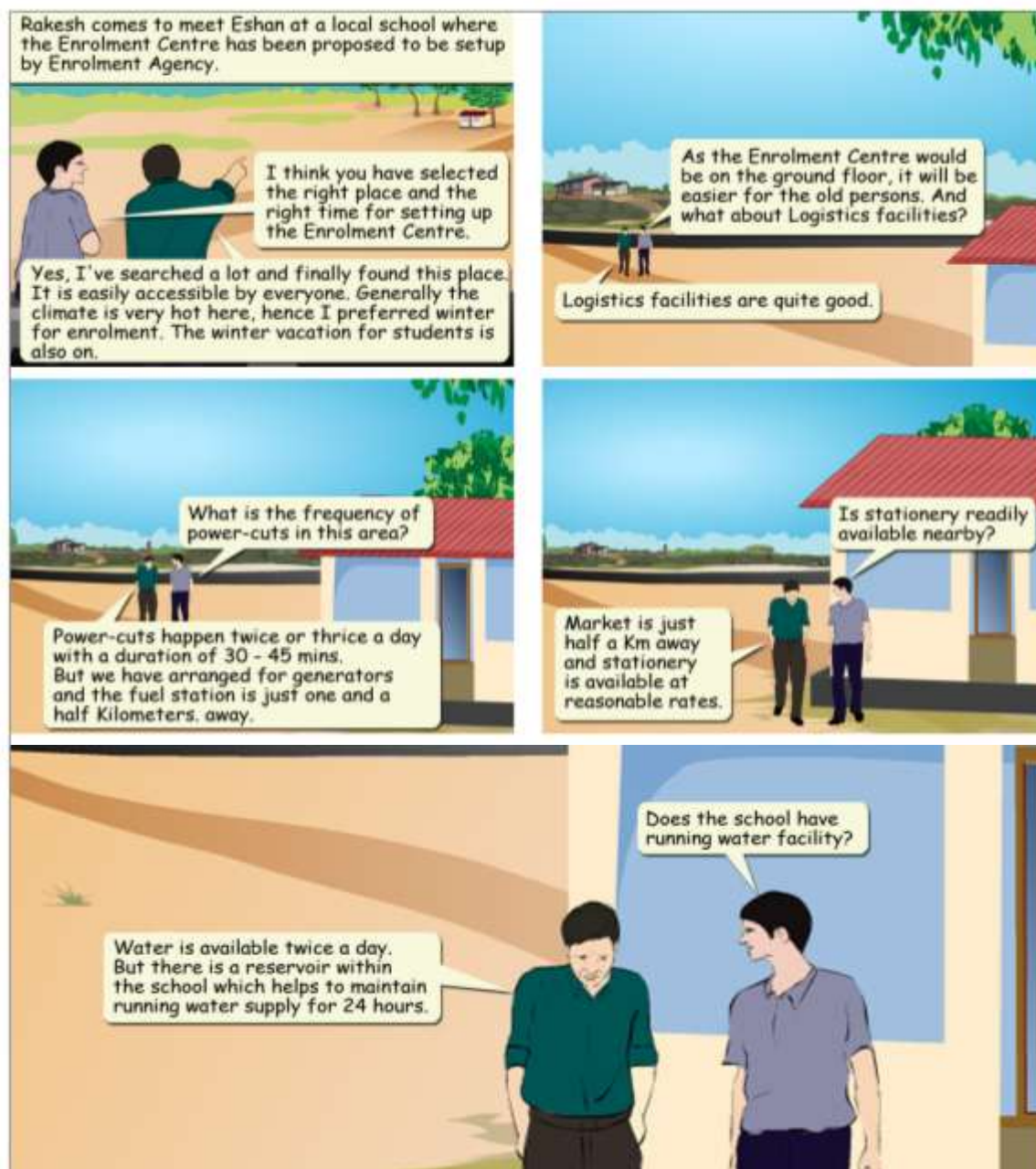
**Enrolment Centre Setup**



## Step 1: Registrar Identifies Suitable Locations for Enrolment Centres and Number of Enrolment Stations Required

The Enrolment Agencies will setup Enrolment Centres in the geographical areas identified by the Registrar.

### Identifying premises for Enrolment Centre





- **Shelter and protection from natural elements** – The Enrolment Centre will be using a number of expensive devices for enrolment. Besides, the data resulting from each enrolment needs to be protected from any kind of damage.

- Excessive heat (summer sun) can prevent efficient operation of devices and ultimately lead to devices malfunctioning.
- Water seeping in through the roof (if it rains) can also damage equipment.
- Falling debris can damage equipment and cause injury to residents as well as the persons manning the centre.



- **Local Help** – The Registrar and the Enrolment Agency will need support for not only setting up Enrolment Centres but also for day to day operations which only the local authorities will be able to provide.

For example in case of a fire, the centre will have to depend upon fire brigade, police and medical units which are normally managed local district administration.

This will be possible only if the Registrar and the EA interacts with local authorities from the planning stage onwards and right up to time that all enrolments for that area are complete.

The local administration will also facilitate the creation of awareness about Aadhaar, its benefits and will help in publicizing the enrolment schedule to the residents.



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- **Remote and difficult to reach areas** – Whenever enrolment has to be done for residents who are located in remote and hard to reach areas, where proper infrastructure for setting up Enrolment Centres are not readily available, it may become necessary to use **mobile and temporary Enrolment Centres**.

The Enrolment Agency along with the Registrar will decide on the number of such mobile Enrolment Centres and also the duration for which they will function.

The list of difficult areas will be available with the State Government. The frequency of visits to such locations, and the period over which the station is open for enrolment will be decided by the Registrar based on parameters like:

- Density of population to be covered
- Prevailing weather conditions
- Geography of the region



## Note

The process of setting up of enrolment centre is explained in the section “Guidelines for Setting up the Enrolment Centre”.

### Mobile Enrolment Centre



- **Number of Enrolment Stations to be deployed**

UIDAI has provided guidelines and calculation work sheets to Registrars for working out the number of Enrolment stations required at an Enrolment Centre. These guidelines are based on certain assumptions and the Registrar must, in consultation with the identified Enrolment Agencies, work out the numbers.

Parameters to be considered are:

1. Minimum number of days over which the enrolments will happen
2. Approximate number of enrolments in a day
3. Distance between the Enrolment stations
4. Area required for each station
5. Area available at the Enrolment Centre
6. Number of working days in a year
7. Number of enrolments per Enrolment station in a year
8. Duration of the program
9. Average number of enrolments per Enrolment station during the project duration
10. Total expected registrations as a percentage of the population



Model RFP published on UIDAI website provides an excel sheet for facilitating calculation of number of stations.

## Step 2: UIDAI RO (Regional Office) Approves Station Deployment Plan

Enrolment agencies (EA) have to undergo an on-boarding process for enrolment stations, during which,

- EAs provide enrolment station deployment plans
- EAs show that they have certified and active operators, requisite machines and hardware available for deployment.
- EAs show that they have the staff and capability to supervise the centres.



EA has to update Enrolment Centre information on the UIDAI portal <http://qamis.uidai.gov.in/es/>.

The Registrar will approve the centre plan and UIDAI RO will monitor the same and may intervene where required.

## Step 3: Enrolment Agency Deploys Required Hardware Devices and Software for Enrolment

An Enrolment Centre needs to have different types of equipment for smooth and efficient operations. This includes computers and related software. In fact the enrolment process cannot take-off in the absence of these equipments. The most critical pieces of equipment include:

### Hardware

- Computers – Laptops or Desktops (with minimum recommended configuration)
- Digital Camera (with stand)
- Iris Scanner
- Fingerprint Scanner
- Printer
- GPS dongle
- UPS
- Generator



### Software

- Operating System – Windows XP-SP3 (with Service Pack 3) or Windows 7
- Aadhaar Enrolment Client Software (Latest Version)
- Pre-enrolment database and KYR+ Application (if available)



### Exercise : Do you know...

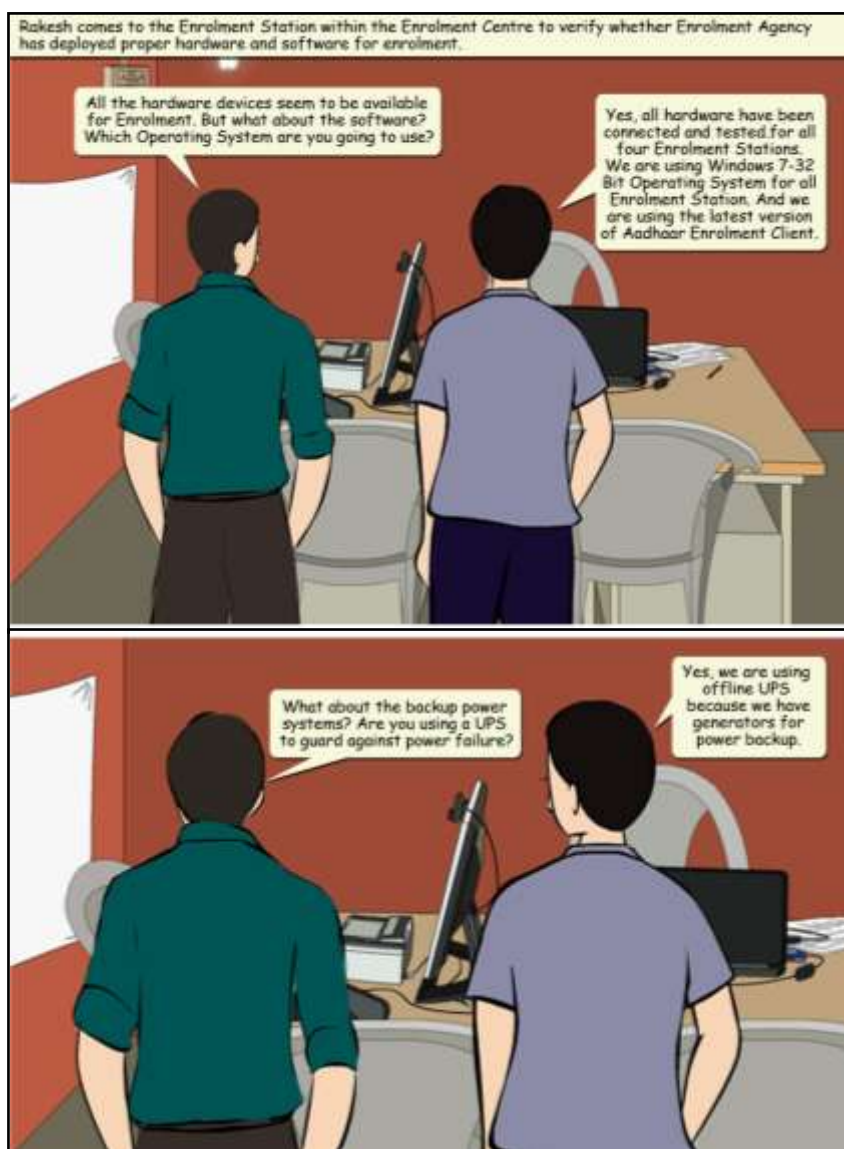
What is the latest version of the Aadhaar Enrolment Client?

Who will provide the KYR+ application software?

**Other points to be taken care:**

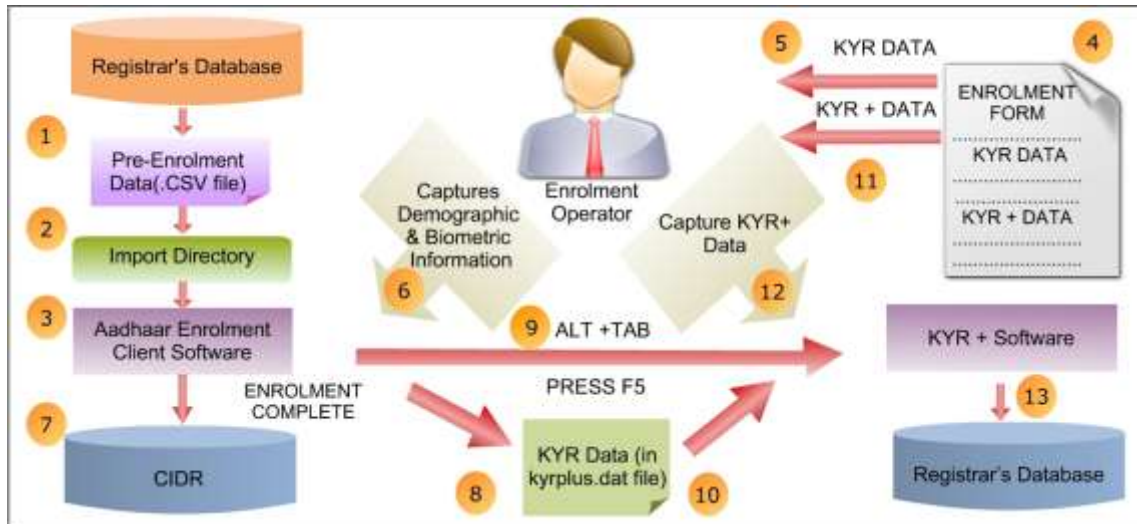
- All the equipment must be installed and tested thoroughly before the Enrolment Centre can be declared as 'ready to launch'.
- The equipment must also be tested every day before starting enrolments to ensure that residents are not inconvenienced by equipment failure.
- In any case, sufficient backup equipment must be maintained to minimize waiting time and delays in case of any equipment failure while enrolments are going on.

A very important factor in Enrolment Centre setup is the preparation of the Enrolment station.

**Enrolment Station Preparation**

**Step 4: Registrar loads KYR+ Application and provides residents' Pre-enrolment Data / Beneficiary Database If Available**

## Pre-Enrolment Data and KYR+ Data Capture



- **KYR+ Application**

- KYR+ application software which is provided by Registrar, can be used if additional data like annual income, educational qualification, marital status, etc. is required.
- KYR data captured by Aadhaar Enrolment Client can be integrated into the KYR+ software after every enrolment and the KYR+ application can then be used to enter KYR+ data.
- Refer to Figure 3 for a broad understanding of Pre-enrolment and KYR+ data capture process.

- **Pre-Enrolment data**

- It is the demographic information about some residents that may already be available in databases maintained by State Governments for various schemes like PDS, RSBY or MNREGA.
- The Registrar has to share the Pre-Enrolment Data, in the format specified by UIDAI (CSV format), with the Enrolment Agency.
- The pre-enrolment data provided by the Registrar contains fields that are additional to those captured by the Aadhaar Enrolment Client.
- The pre-enrolment data provided by the Registrar is imported into the enrolment client software.
- The Enrolment Agency tests the beneficiary database (provided by the Registrar) on Enrolment Station in advance and ensures that it is accessible and searchable.
- The EA while capturing the profile of the resident will retrieve the pre-enrolment data and update it before capturing Biometric information.

- The Aadhaar Enrolment client also has an option, called ECMP Lite, to create a pre-enrolment database, named ECMP Lite.

Refer to **Annexure A** for more information on Pre-enrolment data.

**Exercise: Check your understanding**

Are AEC and KYR+ applications installed on two different computers?

## Step 5: Registrar Checks Pin Code Data for its Correctness and Completeness

Registrar ensures that Pin code data for planned enrolment locations is checked in Pin Master of Aadhaar software for its correctness and completeness.

Let us see what all things that registrar needs to check:

Pin Code: 600 078

- Registrar reviews and reports missing / incorrect Pin codes to UIDAI and gets these corrected.
- Registrars / EAs must also report transliteration errors of PIN code data in local language and get it corrected in the Pin Code master.
- Pin code master data contains the details of Village/Town/City, District, P.O. and State against each Pin code.

### Note

The PIN numbers for regions where enrolment is planned should be included and its correctness verified by Registrar. Registrar should provide this list of PIN numbers to CIDR.

## Step 6: UIDAI Provides Content to the Registrar for Awareness and Publicity

UIDAI shares key messages and sample content that can be used in awareness building activities. The Registrar in consultation with UIDAI design final content that will be used in advertisements.



can

### Content Designing:

- While designing final content for advertisements, registrar should consider the profile of the local population and their needs will have to be considered.
- The activity should ideally begin **four weeks before the date of enrolment** in a centralized Taluka level location with adequate arrangements.

### Awareness Campaign:

- The awareness campaign targets the Enrollers, State Government Officials, elected representatives of Panchayats, local bodies – urban and rural and Key Influencers (Introducers and Key Village





people like Teachers, Doctors), people who will be the **face of Aadhaar** for the individual residents and also aid the process.

**Key Objectives:**

- The key objective of this phase of communication is to ensure, thorough education, the benefits, process and requirements of Aadhaar as also training them on what they should convey about Aadhaar.

**Learning/ Training Material:**

- Learning / Training material, primarily in the form of posters, flip-charts and videos should be used.
- These can be developed using standardized material that UIDAI would create, adequately customized in terms of language.
- The participants should be given some take-away material also.

**Step 7: Registrar along with the Enrolment Agency creates Awareness among residents / Target Beneficiaries****Creating Awareness****Spreading awareness before the actual enrolment day:**

- The Registrar will take the help of various marketing agencies (as decided by UIDAI) who will help in communicating with the target resident groups. Residents will thus come to know about **timing and location of Enrolment Centres**, benefits of enrolling, etc.
- Communication to residents can start **seven days before the actual start of enrolment**. The Gram Sabhas can be held to focus on Aadhaar related procedures and spread awareness.
- The key objectives here are generating ground-level awareness among residents to ensure maximum coverage and ensuring residents understand the requirements so as to be prepared for the enrolment.



- This activity would require using media like loudspeakers, pre-recorded speeches, posters, banners, wall writings, stickers, leaflets, booklets and vehicles covered with Aadhaar information and billboards.
- The Enrolment Agency will not be allowed to change or remove the material provided by Registrars/UIDAI. Enrolment Agencies will help the Registrar in advertising Aadhaar.

## On the day of the enrolment:

- The communication activities should be focused on making the resident understand the exact process of enrolment (e.g., how to fill up form, biometric processes etc.) and what are the next steps / grievance handling procedure once they exit the enrolment station.
- This activity would thus require posters and banners, vehicles covered with Aadhaar information, TV with Videos explaining process, branded apparel, trained manning personnel.

### Typical awareness activities



## Exercise: Planning on how to spread awareness

List down some innovative ways, that you can think of, to spread awareness of Aadhaar. Share them with your colleagues, trainer. You can suggest some of the practical solutions to the EA who employs you

## Step 8: Enrolment Agency Ensures Availability of Active Operators and Supervisors

Although training is not mandatory, **certification is mandatory** for Enrolment Operators and Supervisors. It is the duty of the concerned Enrolment Agency to ensure certified as well as 'activated' Enrolment Operators and Supervisors are available at each Enrolment Centre.

### Activating Operators and Supervisors:

- The Aadhaar or Enrolment Number with Date is mandatory



before activating the Operators and Supervisors in the admin/technology portal (<https://portal.uidai.gov.in>) of UIDAI.

- The Enrolment Agency is also required to have a unique Operator ID for each of their Operators and Supervisors to activate them.
- Any name mismatch between the enrolment and the Certification Agency data, needs to be approved by the UIDAI Regional Office for activation.
- The Enrolment Agency is required to login to the portal and download **master data file**, **registrar's data file** and the **user credentials file** and then import them into the Aadhaar Enrolment Client (using ECA login).

The number of certified Enrolment Operators should be more than the number of Enrolment Stations for job rotation and avoiding Operator fatigue.

## Hiring of Certified staff



The Enrolment Agency should ensure that each Enrolment Centre is under the control of a certified Supervisor.

## Role of Supervisor:

- The Supervisor ensures smooth enrolment and provides guidance to the Operators and enrollees, especially in handling exceptional cases.





- The Supervisor is required to handle any situation that requires immediate attention at the Enrolment Centre itself and inform the Registrar subsequently.

### Role of Technical Personnel:

- Technical personnel for attending power /system / biometric instrument related maintenance problems should be available on call.
- It should be in a centrally located place covering about six Enrolment Centers (recommended), so that the downtime can be minimized.



### Exercise: Test your understanding

- The operators should be located such that they can be moved immediately to an Enrolment Centre that requires their services
- There should be many Supervisors in an Enrolment Centre
- The Technical person should be well versed with computers and have the capability to handle typical problems that may arise during Enrolment Centre operations

Which of the above three statements would you agree with?

## Step 9: Enrolment Agency On-Boards Operators, Supervisors and Introducers (OSI)

Enrolment Agency should ensure **on-boarding** of Operators, Supervisors and Introducers (OSI) in the Aadhaar Enrolment Client.

During on-boarding, biometrics of OSI are stored in the Aadhaar Enrolment after authentication and validation.

- Aadhaar Enrolment Client needs to be connected to internet during the process of on-boarding.
- OSI can also be un-boarded from the Aadhaar Enrolment Client.



Client

## Step 10: Enrolment Agency ensures Site Readiness as per Checklist

After the Enrolment Centre has been set up, the Supervisor of the Enrolment Agency should tick each item as per their readiness against them in the checklist the UIDAI as shown in the table in "**Error! Reference source not found.**".

The Supervisor also has to document exceptions, if any. In the end, the Enrolment Agency's Supervisor will also sign-off the checklist.

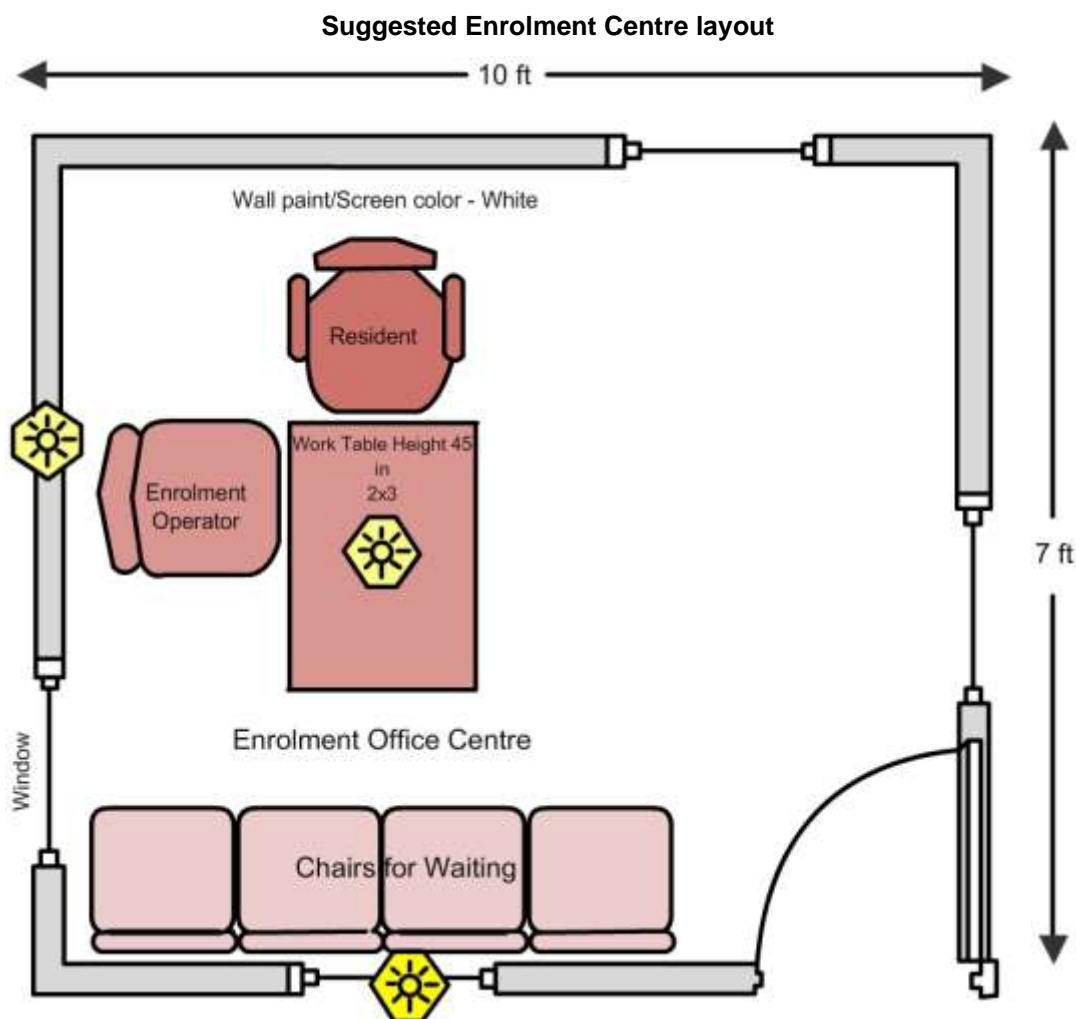


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## Step 11: Registrar Audits Site Readiness as per Checklist

The Registrar's Supervisor may audit site readiness of the Enrolment Centre from time to time to ensure that all the required items are present for smooth functioning of the enrolment.

## Guidelines for Setting up the Enrolment Centre



- The layout of stations should be in such that the process in one station should not disturb the people in another station i.e., stations should be located as far apart as possible.
- The layout and the furniture in the enrolment centre should provide maximum comfort to the enrollee and minimum fatigue to the Operator during enrolment process.
- The Enrolment Centre selected must be secured and protected from the natural elements like wind/rain/sunlight so that there is no damage or loss to the devices and data.

### Examples of Enrolment Centre Setup



- iv. The laptop / desktop and all biometric devices, peripherals are to be maintained in a state of operational readiness by undertaking the maintenance routines as prescribed in the technical manuals.

### Enrolment Station Layout



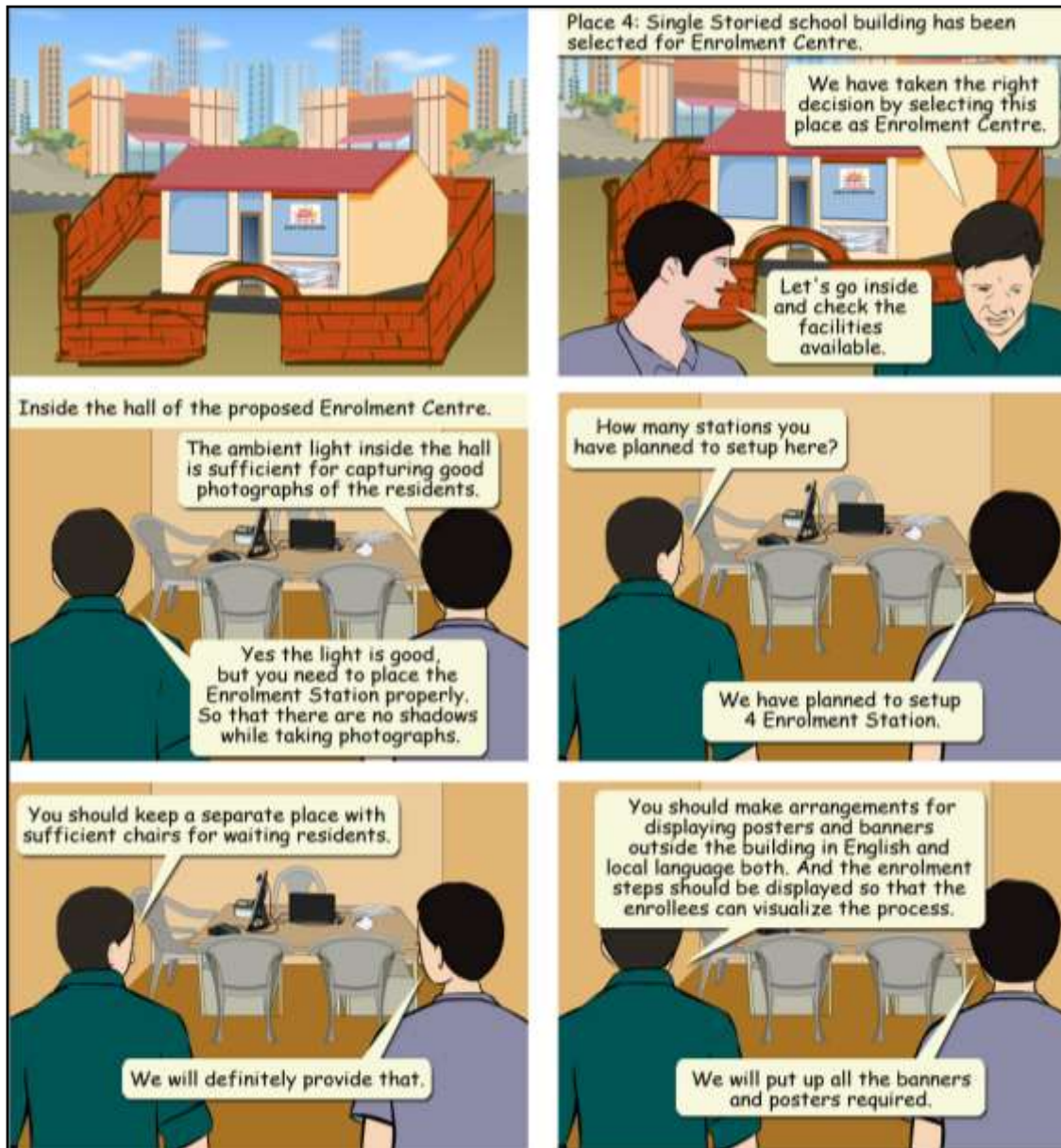
- v. Sufficient backup devices and spares are required to be available at the Enrolment Centre so that the process of enrolment does not halt at any stage. The enrolling agency may note that liquidated damages / penalties will be levied if the enrolment is stopped due to reasons attributable to them.
- vi. The enrolling agency should endeavor to provide a ramp at the Enrolment Centres wherever required. A sturdy ramp made of wooden planks may be used for this purpose.



### Selection of Premises for Enrolment Centre



## Verifying suitability of location





**Enrolment Centre - Best Practices**

- Area around 500 sq. ft. built up area (can be two rooms). Open spaces for accommodating queues
- Good approach roads/streets, ideally ground floor
- Well laid out stations setup without any clutter & sufficient
- Well light and proper white background for photo capture
- Keep crowd away from enrolment area
- Effective token system with sufficient number of stations to avoid long waits
- Provide comfortable sitting area with water and other basic amenities

**Enrolment Station Layout:****Enrolment Station Layout**

While setting up an Enrolment Centre, the Enrolment Agency has to procure the necessary hardware, software and other infrastructure.

The Registrar needs to ensure that every Enrolment Station only uses equipment which have been approved by the UIDAI and certified by an independent certifying agency/agencies empanelled by the UIDAI.

The software and hardware at the Enrolment Station should be tested to confirm that they are working properly.



**Basic Requirements:**

- i. Each station should have adequate lighting appropriately located so as to capture good quality facial images of the enrollees.
- ii. A white background should be maintained for the purpose of capturing the facial image.
- iii. At least one enrolling station in each centre should be earmarked for physically challenged, pregnant women, women with infants and senior residents.
  - o This station should be clearly marked with a visible banner
  - o Apart from the regular Operator, one assistant to assist enrollees should be present at this station.
  - o This station should have the facility to capture biometric data from enrollees using a wheel chair, without asking them to shift to the normal chair or make them stand etc.
- iv. The furniture (tables and chairs used for Operator and the enrollee) laid out should be ergonomic and should minimize unnecessary movements of the enrollee during the biometric capture process.
- v. All the Operators should be given adequate training in biometric data capture to avoid trouble or inconvenience to the enrollees.
- vi. Lady Operator:
  - o It is recommended that lady Operators shall be deployed for enrolling female residents.
  - o In case it is not possible, lady assistants should be available to assist female enrollees.
  - o It would be advisable to enlist the help of volunteers from the village where the Enrolment Centre has been set up.
  - o With some minimal training the lady volunteer would be able to render the required help to the female enrollees during the biometric capture process.
- vii. To avoid fatigue to the Operators, the enrolling agency should not use the services of the same Operator continuously – preferably two Operators should manage a station alternatively i.e., two shifts covering forenoon and afternoon of the day.
- viii. Technical personnel for attending power/ system/ biometric instrument related maintenance problems should be available on call in a centrally located place covering about six enrolment centres so that the system downtime can be minimized.
- ix. Daily backup of the data of each station has to be taken immediately after the last enrolment for the day. The backup media should be kept securely away from the Enrolment Centre.



All the systems and biometric devices should be cleaned and kept ready well before the starting time of the enrolments and the prescribed routine checks are to be carried out for the hardware used for the enrolment process.



## Stage 2: Data Capture Process

Steps for capturing resident's information are as follows (the first three steps are required only in cases where the resident is not part of a pre-enrolment database):

<b>Step 1: Filling of Enrolment form (KYR, KYR+ data)</b>
<b>Step 2: Verification and Storage of Resident's Documents</b>
<b>Step 3: Enrolment Operator imports Pre-enrolment data into the Aadhaar Enrolment Client</b>
<b>Step 4: Enrolment Operator Checks if the Resident has a NPR Receipt Number</b>
<b>Step 5: Enrolment Operator Enters/Updates the Resident Data in the Enrolment Software</b>
<b>Step 6: Enrolment Operator Records Resident's Consent for Information Sharing</b>
<b>Step 7: If Resident is Less than 5 Years Old – Enrolment Based on Parent/Guardian Details</b>
<b>Step 8: Enrolment Operator Checks if the Resident has any Biometric Exceptions</b>
<b>Step 9: Enrolment Operator Checks if Resident wants an Aadhaar enabled Bank Account</b>
<b>Step 10: Enrolment Operator Captures the Resident's Biometrics</b>
<b>Step 11: Enrolment Operator Shows Data to the Resident for Validation</b>
<b>Step 12: Enrolment Operator gets Introducer's / Head of the Family's Sign-off</b>
<b>Step 13: Enrolment Operator Provides Own Fingerprint to Sign-off the Data Capture</b>
<b>Step 14: Enrolment Operator Gets Supervisor's Sign-off for Exceptions if any</b>
<b>Step 15: Acknowledgement and Consent for Enrolment</b>
<b>Step 16: Enrolment Operator Corrects data, if requested by the Resident within 96 Hours</b>



## Working with Aadhaar Enrolment Client

UIDAI client application software, the **Aadhaar enrolment client (AEC)**, is used to record demographic and biometric data of residents. Aadhaar enrolment client is also referred as **ECMP**, i.e. **Enrolment Client Multi Platform**, from version **1.5** onwards. Multiplatform implies that the AEC is now available for the **Windows** and **Linux** operating system platforms.

The usage of the AEC software is described in the following steps.

### Step 1: Logging in to the Aadhaar Enrolment Client

The first step in the process of capturing resident data is to login to the Aadhaar enrolment client. Launch the Aadhaar enrolment client in any one of the following two ways:

1. Click the **Aadhaar enrolment client** icon on the desktop.

OR

2. Click **Start → All Programs → UID Authority of India → Aadhaar Enrolment Client → Aadhaar Enrolment Client**.



The image shows the Aadhaar Login screen with the following annotations:


- 1. Select your Operator ID from the drop-down**: Points to the Operator ID dropdown menu.
- 2. Enter Password**: Points to the Password input field.
- 3. Provide your fingerprint**: Points to the Fingerprint Verification area.
- 4. Click the Login button**: Points to the Login button.
- On selecting an Operator ID, the corresponding Operator's name would be displayed in the 'Operator Name' field**: Points to the Operator Name field.

The login screen includes the Aadhaar logo, the text "Enrolment Client version 2.2.0.0", and a copyright notice: "Copyright (c) UID Authority of India, all rights reserved".

Aadhaar Login screen

Every user has to be on-boarded before login. During login, both, the password and biometrics of the user has to match with the records in the database.

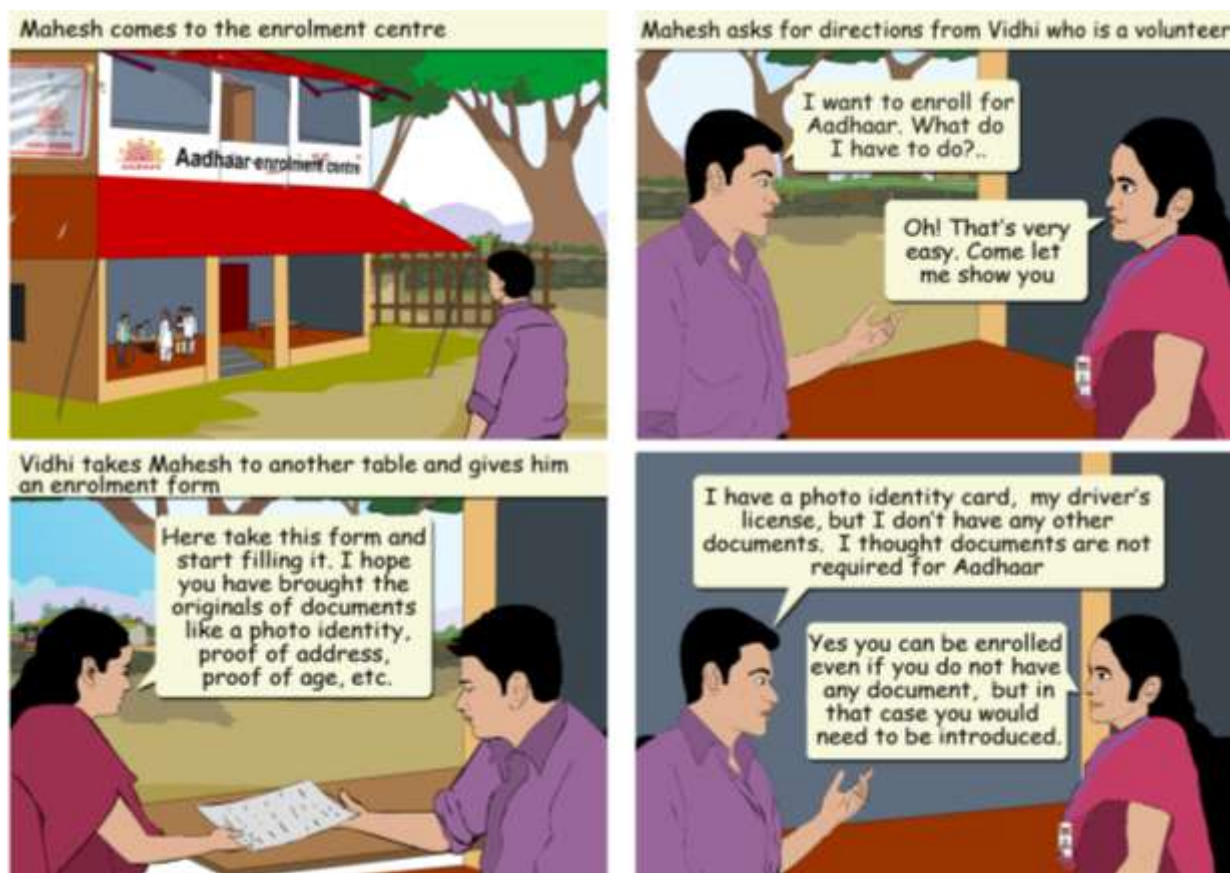
### Closing Aadhaar Enrolment Client

Click on the **Cross** (  ) icon, at the top-right corner of the application, to close Aadhaar enrolment client.

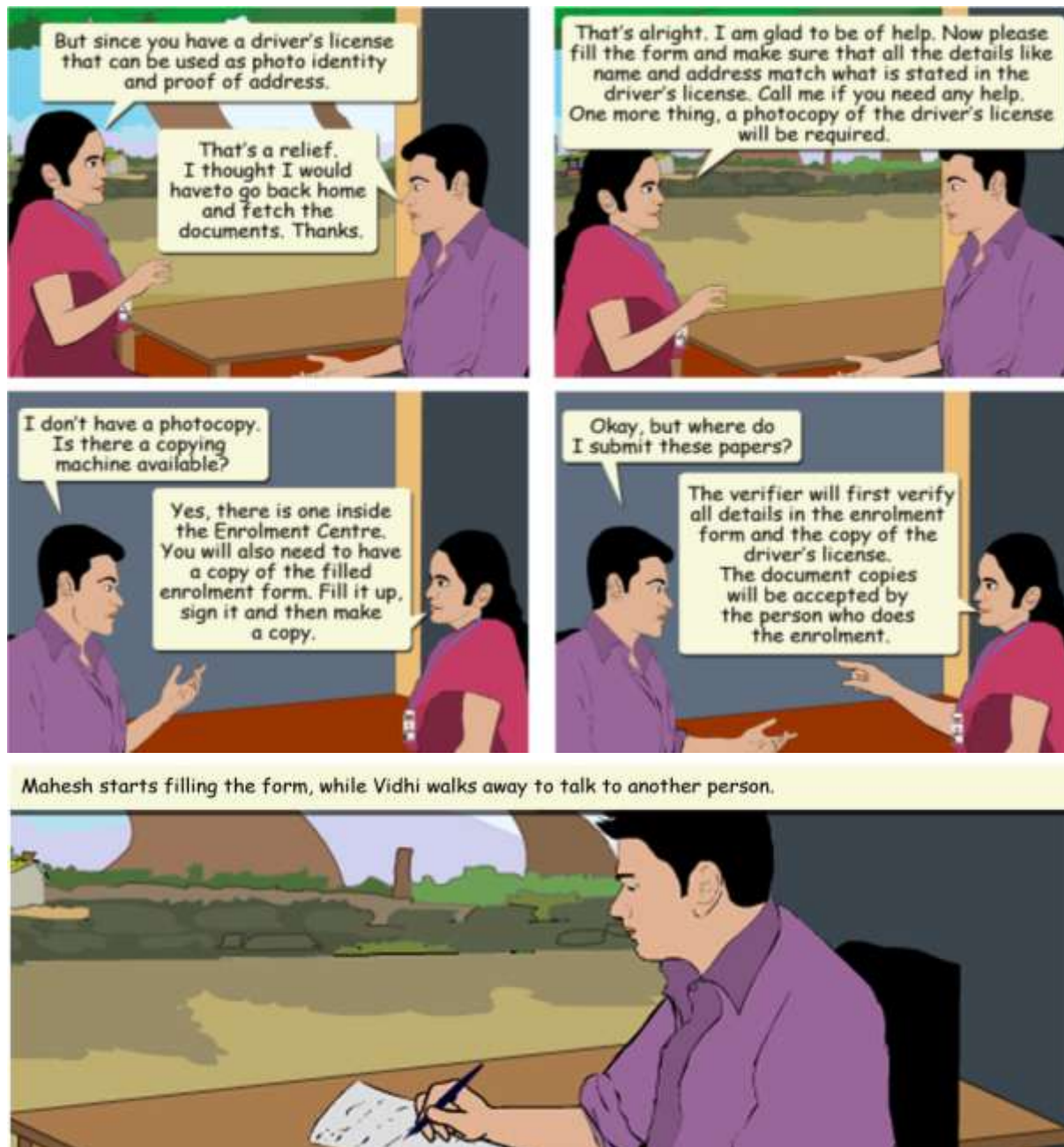
**Step 1: Filling of Enrolment form (KYR, KYR+ data)**

- The resident has to fill the Enrolment form with the KYR and if available, KYR+ information
- If the resident has any difficulty in filling the Enrolment Form, the verifier can guide the resident in filling up the form
- The Enrolment Operator may guide the resident in taking assistance from local support such as village officials, field Inspector, Introducer, staff from Non-Government Organizations (NGOs), Civil Society Outreach (CSOs), etc.
- Resident needs to carry original documents and a photocopy of Proof of Identity (PoI), Proof of Address (PoA), Date of Birth (DoB), Proof of Relationship (PoR) documents for verification.
- If the resident is not carrying photocopies of these then the Enrolment Centre should provide the photocopies free of charge.

**NOTE: Data must be entered from verified enrolment forms only**







### Exercise 1: Some thoughts..

- Is Vidhi guiding the resident correctly? What else could have Vidhi done?
- If you were responsible for the EC would you charge Mahesh for photocopying the documents?
- Is Vidhi right in telling Mahesh that his Driver's License would suffice as PoI and PoA documents?

## Step 2: Verification of Resident's Documents

The resident must submit true copies of all original documents which are stored along with a copy of the enrolment form by the Enrolment Agency. These copies are then sent for permanent storage to the Registrar.

### Document Verification



Find out..

- Who is a Verifier? What are the responsibilities of the Verifier?



### Step 3: Preliminary Checks by Operator

Scenario: Resident meets the Operator



#### Exercise 2: Try....

List the steps that Opu will follow from here on and verify the same as you proceed through the lesson:

- 1.
- 2.
- 3.
- 4.
- 5.



### **Step 4: Enrolment Operator *imports Pre-enrolment data* into the Aadhaar Enrolment Client**

- When pre-enrolment database is available, the Enrolment Operator can retrieve the residents' data by entering the Registrar's Identifier in the enrolment client software.
- This reduces the time required for an enrolment, as the operator does not have to type all the information in the Aadhaar Enrolment Client's demographic screen.

A few examples of Registrar's Identifiers are as follows:

- Ration card number (Food and Civil Supplies Department as Registrar)
- Job card number (Rural Development Department as Registrar)
- Policy number (LIC as Registrar)
- TIN (RGI as Registrar)
- Electoral Photo Identity Card (EPIC) number (Election Commission as Registrar)
- Permanent Account Number (PAN) number (Income Tax Department as Registrar)

### **Step 5: Enrolment Operator *Enters/Updates the Resident Data* into the Enrolment Software**

- The Enrolment Operator should check with the resident if the RGI (census) officials have visited his/her household for a population census survey and assigned a NPR receipt number (TIN).
- The Operator enters the NPR number in the enrolment software.
- The Enrolment Operator enters the verified demographic resident data into the Enrolment software from the Enrolment Form.
- If data has been retrieved using Registrar's Identifier, then Enrolment Operator checks and corrects or completes the resident's demographic information.
- Enter the names of the documents, submitted as proof by the resident, in the Aadhaar Enrolment Client software

### **Step 6: Enrolment Operator Records *Resident's Consent* for Information**

#### **Sharing**

The Enrolment Operator has to ask the resident whether it is alright to share the captured information with organizations engaged in delivery of welfare services.

The Operator has to select appropriate option in the enrolment software to capture resident's response as "Yes/No".

### **Step 7: If Resident is *Less than 5 Years Old* – Enrolment Based on Parent/Guardian Details**

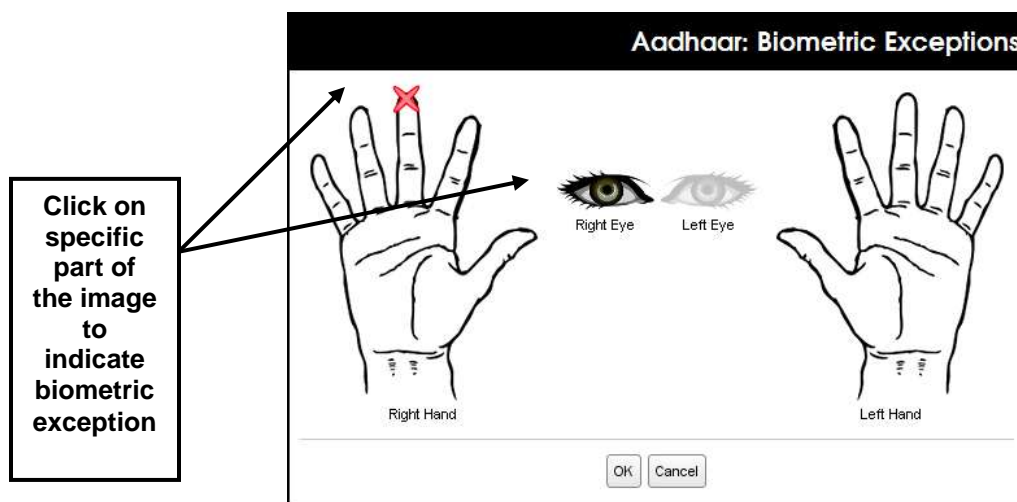
- In case of children below the age of 5 years, one of the parents' or guardian's name and Aadhaar / Enrolment number shall be recorded. This is compulsory.
- If the child is being enrolled along with the father/mother/guardian, who has not enrolled for Aadhaar, the child cannot be enrolled until the parent/guardian has been enrolled.

**Step 8: Enrolment Operator Checks if the Resident has any *Biometric Exceptions***

- Enrolment Operator checks to see if resident's eyes and fingers are missing / amputated and Enrolment Centre Supervisor verifies the same.
- If the resident has any biometric exceptions, these also have to be captured on the demographic screen in the form of biometric exceptions.
- Operator enters details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate.



Biometric exception

**Indicating the Biometric Exception in Aadhaar Enrolment Client****Exercise: Test your understanding**

What could be the biometric exceptions for a child who is less than 5 years old?

- ☐ Missing finger(s)
- ☐ Damaged Iris
- ☐ None

Give reasons for the answer(s) that you have selected



## Step 9: Enrolment Operator Checks if Resident wants an Aadhaar enabled Bank Account



### Note: Financial Inclusion

#### Financial Inclusion

- Financial Inclusion (FI) implies access to formal financial services
- UIDAI plans to enable FI by facilitating the opening of bank accounts for all residents along with the issuance of the Aadhaar
- There would also be a provision to link the existing bank accounts of residents to the Aadhaar.
- Bank accounts can be opened for all residents, including children
- The micro-ATM network will eliminate the need for the resident's physical proximity to the bank

#### Benefits of Financial Inclusion

- UIDAI is working at ensuring disbursement of social security benefits, like
  - Pension
  - Scholarship
  - NREGA wagesdirectly to these bank accounts
- Person to person immediate transfer of funds at low cost
- Mobile top-ups and similar other applications easily implemented, even in villages

#### Procedure for FI during Enrolment

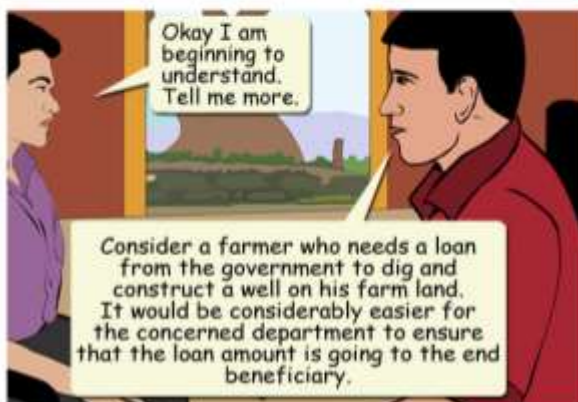
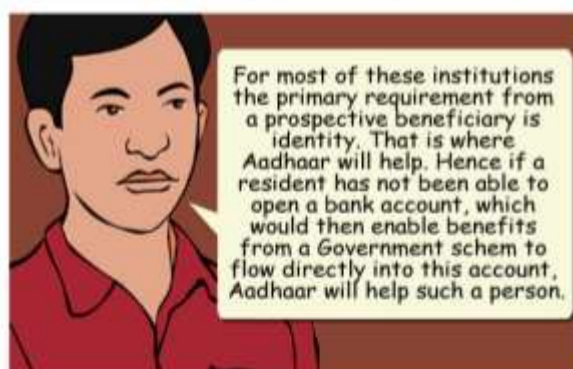
- The enrolment centre operator will enter the details of the resident's bank account in the **Bank Details** screen of the Aadhaar Enrolment client
- The details of the resident's existing bank account include
  - Name of the State where the Bank Account exists
  - Name of the Bank (in full)
  - Name of the Branch (in full)
  - Account Number
  - Indian Financial System Code (IFSC of the branch e.g. BKID0004479 is Bank of India, Gaya Branch), if automatic updation does not take place

**NOTE:** The IFSC field is not mandatory

- The enrolment centre operator will indicate that the resident wants FI by checking the relevant 'check-box' in the Aadhaar Enrolment client screen.

## About Financial Inclusion

The Operator is updating the resident's preference related to Financial Inclusion (FI)







**Exercise: What have you understood so far...**

- How did Opu come to know that Veral had verified Mahesh's documents?
- What would Opu have done if Mahesh's document were not verified by Veral?
- How does having pre-enrolment data help the Operator?
- Who provides the pre-enrolment data?
- Can a child who is 1 year old be enrolled?
- How will the Registrar or UIDAI know what are the documents that have been received from the resident?
- Financial Inclusion is a mechanism to help specific types of residents. Who are they and how does having an Aadhaar help them?
- How does linking Aadhaar to his bank account help Mahesh?
- What are the types of Biometric Exceptions that the Aadhaar Enrolment System recognizes?
- Which of the following can be considered as Biometric Exceptions for the purpose of Aadhaar enrolment?
  - ☐ Amputated leg
  - ☐ Extra (6<sup>th</sup>) finger on right hand
  - ☐ Blind in one eye
  - ☐ Cataract in both the eyes
  - ☐ Missing toes on left leg
  - ☐ Both thumbs missing

## Step 10: Enrolment Operator Captures Biometrics - Facial Image, Exception (if any), Fingerprints, and IRIS

PLEASE REFER TO MODULE 4 'Working with Biometric Devices and Data Quality' FOR MORE INFORMATION

### Scenario: Capturing Biometric Information







Please do not try this if the resident is a lady. Take the resident's permission before proceeding



#### Iris Capture





### Note

The Enrolment Operator will ensure the following for biometric data capture:

- Picture of face must be captured for all residents, including infants
- Iris and fingerprint scans are captured only for residents above 5 years of age
- If the resident has a biometric exception (any finger missing, any eye missing) an extra photo of the handicapped feature is captured and stored in the Aadhaar enrolment client. In such cases the Enrolment Agency Supervisor signs off the exception with his or her fingerprint

## Step 11: Enrolment Operator Shows Data to the Resident for Validation

- The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrollee, to ensure that all captured details are correct.
- The resident has to agree that the entered data is correct or point out errors that may have occurred during data entry
- Operator then corrects the errors pointed out and again shows the data to the resident.



### NOTE:

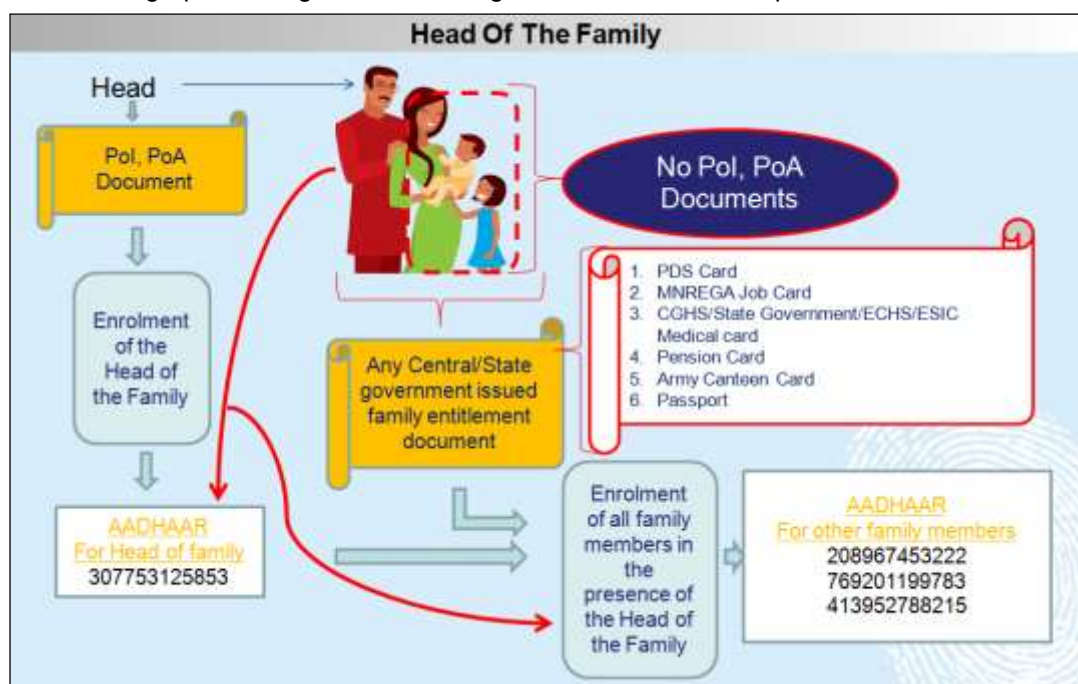
- If the resident asks for correction of the data, the Enrolment Operator has to make the correction in the enrolment client Software in accordance with the information contained in the documents submitted by the resident and verified by the verifier.
- If an error is found at a later stage, when the resident has already left the Enrolment Centre, the EA must call the resident at a date and time that is suitable for both and make the correction in the resident's presence

## Step 12: Enrolment Operator gets Introducer's / Head of the Family's Sign-off

### APPLICABLE ONLY IN CASE ENROLMENT IS INTRODUCER / HOF BASED

In case of Introducer based enrolment, the Introducer will have to provide her/his fingerprint as sign-off, confirming that the information captured is correct. If the Introducer is not physically present at the time of enrolment, the enrolment can be verified by the Introducer at the End of the Day.

Similarly, in case of Head of the family (HoF) based enrolment, the Head of the Family will have to provide her/his fingerprint as sign-off, confirming that the information captured is correct.



Head of Family based enrolment



### Note: Head of the Family (HoF)

#### Requirements to be fulfilled during Head Of The Family based enrolment:

- Head of the Family acts as the Introducer. In case the 'Head of the Family' based verification, her / his name must be present on the Proof of Relationship document like 'MNREGA Job Card' or 'PDS Card' etc. as the head of the family.
- On selection of 'Head of the Family' based verification, 'Relationship to Resident' section will be made mandatory.
- The Head of Family is first enrolled on the basis of valid Pol, PoA
- Like Introducer, the head of the family (HoF) can also verify the identity and address of the family members in specific circumstances. For this,
  - The dependent family members can be enrolled through any of the specified relationship documents as long as
    - ✓ The relationship revealing document (PoR) is unambiguous
    - ✓ Both the documents (Pol, PoA of Head of Family and the Relationship documents for the dependent family members) record the same address.
- The copy of the Relationship document submitted as proof should be signed by the Head of the family and countersigned by the Registrar authorized Verifier at the enrolment centre.
- In case of HoF based enrolment, the documentary Proof for Relationship (PoR) to HoF needs to be selected.
- Only those family members, whose names are recorded on relationship document can be enrolled based on the relationship document
- The HoF can endorse the resident and vouch for the validity of resident's information by giving his/her fingerprint in the enrolment software.
- HoF should sign/provide thumbprint on the Consent for Enrolment endorsing the resident.
- Supported PoR documents are given in Appendix II D

#### Check your knowledge..

- Resident Mahesh tells Opu the Operator that his surname has been entered incorrectly. On checking the form Opu finds that Mahesh's surname, which is Salvi, has been written as Salve. Mahesh insists that it is Salvi and asks Opu to make the change in the form and the data entered. What should Opu do?
- How does the EC ensure that a resident is indeed the Head of Family?
- Why is the Introducer's confirmation in the form of her/his biometric required?

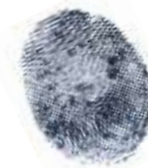


## Step 13: Enrolment Operator Provides Sign-off for the Data Capture

The Enrolment Operator provides her/his fingerprint as confirmation and sign-off for the data that has been captured in the Aadhaar Enrolment Client.

### Exercise 3: Do you know how...

How does the Operator provide sign-off?  
[Hint: What is that on the right of this box?]



## Step 14: Enrolment Operator Gets Supervisor's Sign-off for Exceptions if any

The Enrolment Agency Supervisor's fingerprint shall be needed if there are any exceptions (such as missing finger or eye). This would also be required if the biometric quality is not good and the "forced capture" option is used.

### Exercise 4: Knowledge check.

When is the Supervisor's fingerprint required?



## Step 15: Acknowledgement and Consent for Enrolment

- In case resident is a child below 5 years, father / mother / guardian of the child whose enrolment ID was recorded in software will sign the consent form.
- The Consent Form along with the PoA, Pol & DoB proofs is then stored as per the procedures prescribed by the Registrar.

### Scenario 1: Confirm and Complete the Enrolment







Check your knowledge..

What does Mahesh sign and what does he get to keep?  
What does Opu sign and what is done with that document?

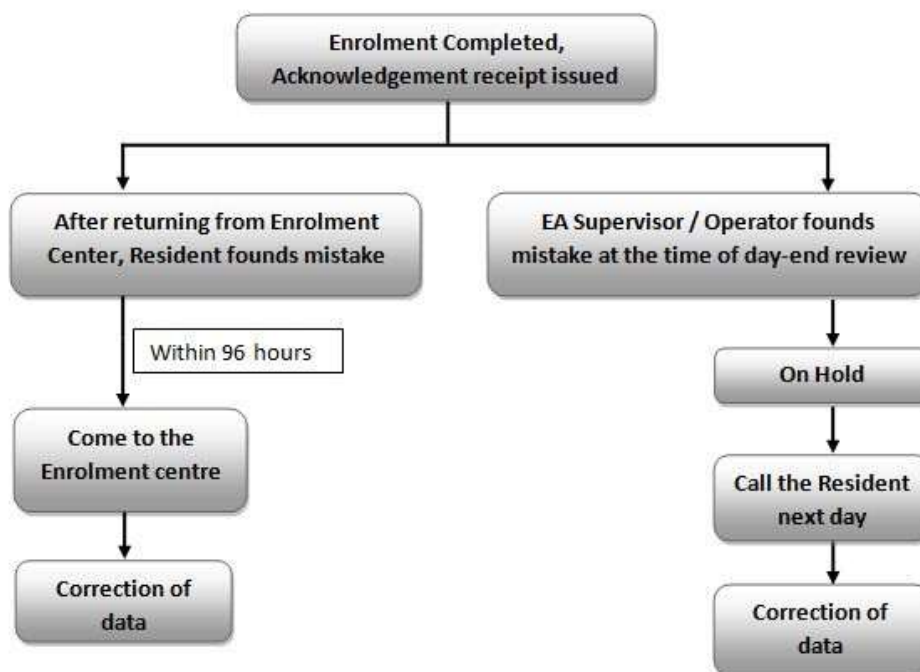
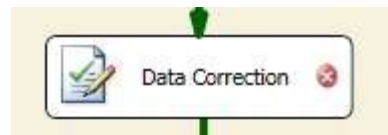
## Step 16: Enrolment Operator Corrects data, if required, within 96 Hours of the Resident's Enrolment and in the Presence of the Resident

The following requests for changes are included in the scope of the Correction Process:

- All demographic fields i.e., Name, Address, Gender, Date of Birth / Age

**NOTE:** If a child has been declared to be of less than 5 years of age during enrolment, the age **must not** be changed to 5 years or above during the correction process as this would require capture of biometric information and that would not have happened during enrolment

- Information sharing consent
- Consent to open a Bank Account / Linking of existing Account
- Relationship to resident
- Mobile Number
- Email Address
- NPR Receipt Number
- Relationship Details(Relation type, Name and EID/UID)
- Introducer Name and UID



Correction Process

**Scenario: Carrying out a Correction**



**Exercise: Correction can be carried out within..**

Jaycinth had enrolled on the 22<sup>nd</sup>. Today is the 26<sup>th</sup>. Can the correction be done or is Opu making a mistake?





## For Children below 5 years:

In case the resident is a child, below 5 years, the biometric of the parent/guardian, whose details are entered in the relationship fields, will be required. The Operator will sign off the enrolment. Supervisor, Introducer sign off will be required in case of biometric exceptions and Introducer based verification respectively.



Correction Process	Points to note
Validity Period	Within 96 Hours of enrolment
Age of Resident	No change in age from less than 5 to 5 years or more permitted
Type of Correction Allowed	Demographic data only. Name needs to be re-entered for all correction types
Documents	Verified documents for all fields where corrections are to be effected
Biometric Captures	Resident's Photograph, Parent's Photograph for child less than 5
Biometric Confirmation	Resident's Biometric (any one) as confirmation after review
Sign-offs	Operator, Supervisor (Biometric exception), Introducer (if introduced)

### Quick reference for Correction process

## Correction Process in AEC

- UIDAI has permitted corrections to be made to the demographic data of a resident.
- The correction can be done if a resident approaches the enrolment centre within **96 Hours** of enrolment.
- The resident must fill the Correction Form and get it verified by the Verifier.
- To correct any of the demographic details for an existing enrolment, the Operator must first click on the **Resident Enrolment** → select the **Correct Enrolment Details** option

[Shortcut key: **Alt + Ctrl + C**]. The **Demographics** screen of the **Correction** will appear.

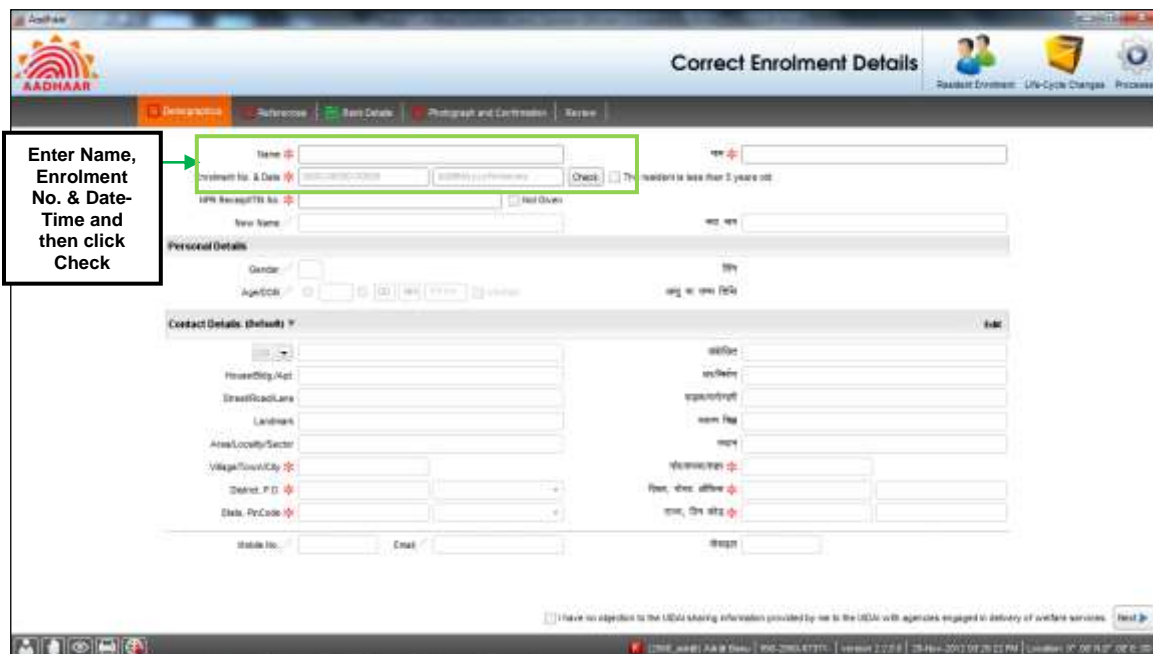


### Moving to the Correction screen

To make any correction in the existing enrolment details, you must provide the resident's **Name, Enrolment Number, Date & Time** in the corresponding field with the help of Acknowledgement and Correction Form.

- **Name** is a **mandatory** field on the **Correction** screen. You have to enter the resident's name in the **Name** field for any type of correction, **even if correction in the name is not required**.





## Correction-Demographics screen

- Click the **Check** button to validate. If the entered Name, Enrolment number, date and time passes the validation check, a **valid** message appears. Click **OK** to proceed.

## Correction in the Name

- To make a correction in the resident's name, you should click on the Edit icon (✎) displayed next to **New Name**. It will activate the **New Name** field. Now enter the resident's corrected name in the **New Name** field.
- When the **New Name** field is activated, the **Identify Proof** field of the **References** screen is by default set to mandatory.

## Correction in the Personal details

Correction in Personal Information section could be in any of the following fields: **Gender** and **Age or DOB**. In order to correct the Gender and Age or Date of Birth, the Operator should click on the Edit Icon to enable the corresponding fields.

- Click on the Edit icon to enable the corresponding field to make any correction.

(Before clicking – [✎]. After clicking – [✎].)

- Enter the correct data.

## Correction in Contact details

- In order to correct the existing contact details, click on the Edit Icon (✎) displayed in the **Contact Details** bar. All fields under **Contact Details** section will now be enabled for making the required changes. All data in the contact section fields must be **re-entered**.



- When the Edit Icon of the **Contact Details** is clicked, the **Address Proof** field of the **References** screen is activated.

### Correcting the details of child who is less than 5 years old

- Click on **The resident is less than 5 years old** checkbox, after entering **Name** and **Enrolment No. & Date**.
- The **Relative Details** section in the **References** screen is mandatory, in this case. On clicking **The resident is less than 5 years old** checkbox, the **Relationship to Resident** section will be enabled automatically and will then allow you to enter details.
- Now, in the **Demographics** screen, click the corresponding Edit icon ( ) and enter the corrected data.
- In the **References** screen, you have to capture the **Relative Name** and her/his **Enrolment ID** or **Aadhaar No.**

Click the **Next** button when corrections are made. Or else, you can click the **References** tab from the upper panel. The **References** screen under **Correction** will be displayed.

### References Capture

**Aadhaar** **Correct Enrolment Details**

Resident Enrolment Life Cycle Changes Processes

☒ Demographics ☐ References ☒ Bank Details ☐ Photograph and Confirmation ☐ Review

**Proof of Date of Birth**

Date of Birth Proof: None

**Identity and Address Verification**

☐ Verify using supporting documents.

Identity Proof: None

Address Proof: None

☐ Introducer shall verify the resident's identity/address.

☐ Head of Family shall verify the resident's identity/address.

**Relative Details** ☐ Not Given

Relation Type & Name: Select

Relative's Name:

Enrolment ID:

Aadhaar No:

**Documents submitted for verification**

Total number of document pages submitted:

Previous Next

(2990\_aadhaar) Adi B. Basu | 990-2990-87371 | version 2.2.0.0 | 26-Oct-2012 11:23:40 AM | Location 0° 00' N 0° 00' E 00 m

### References Capture for Correction

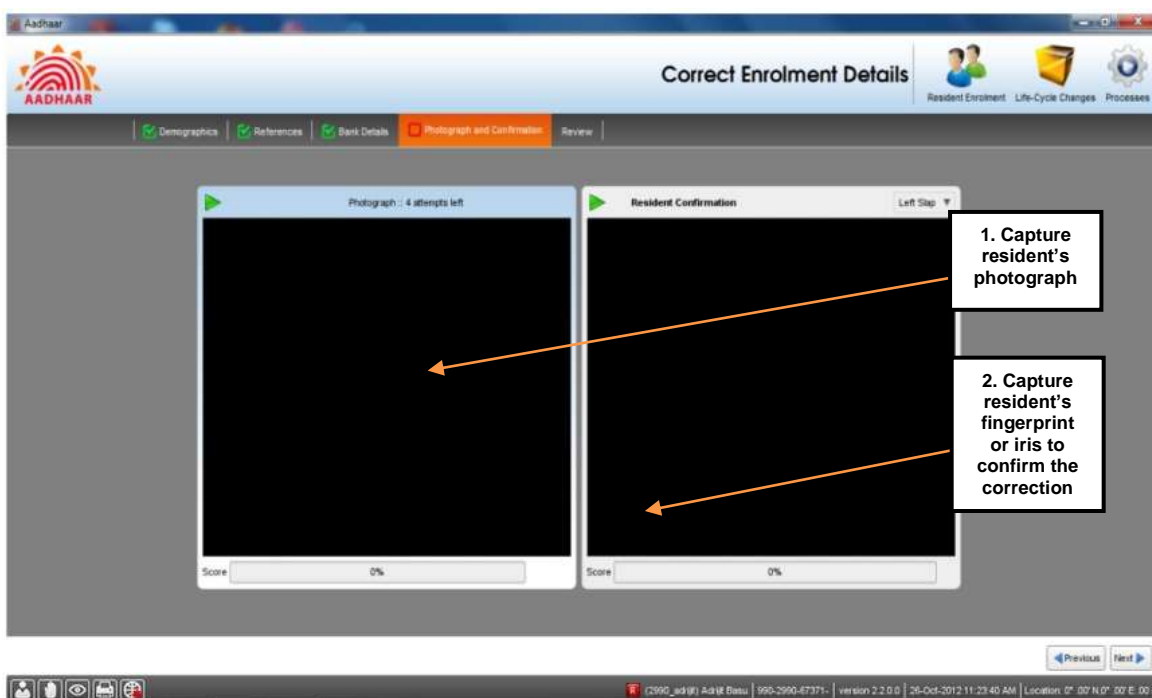
In the References screen,

- For Name correction, enter Identity Proof details
- For Address correction, enter Address Proof details
- For Child details correction, enter Relative details
- In case of Introducer based correction, enter Introducer details
- In case of Head of the family based correction, enter HoF and Relative details

## Photograph and Confirmation Capture

The resident must be photographed after a correction.

Resident also needs to confirm the correction. Get the resident's biometric details for confirmation and authentication.



### : Capturing Photograph and Resident's Confirmation at the time of Correction

- Capture the resident's photograph.
- You should ensure capture of any one of the following biometric of the resident:  
Left Slap / Right Slap / Two Thumbs / Left Iris / Right Iris
- If the resident who is undergoing enrolment correction is below 5 years of age, you have to capture the biometric detail of the resident's **Guardian**.

Click the **Next** button when the photograph and resident confirmation are captured. Or else, you can click the **Review** tab from the upper panel. The **Review** screen under **Correction** will be displayed.

## Review of Corrections

Once the corrections are captured, you should ask the resident to verify the data captured.



After that, you have to authenticate the corrections made to the resident's demographic details by providing your finger print.

**Correct Enrolment Details**

2990-80001-00001 03/04/2012/15/09/43

Residents name shall be updated in our records.

**Amit Jha** अमित झा

New Name: Amit Kumar Jha नया नाम: अमित कुमार झा

DOB: Not Changed लिंग: नहीं बदला

C/O: Ajay Jha पता: अजय झा

House/Bldg/Appt: 11/2 A फ्लैट/घर/प्लॉट: 11/2 ए

Street/Road/Lane: Park Road सड़क/मार्ग/लीन: पार्क रोड

Landmark: Near Ganesh Temple स्थान चिह्न: गणेश मंदिर के पास

Village/Town/City: Anantpur गाँव/नगर/शहर: अनंतपुर

P.O.: Bhagalpur

Ajay Jha (Father) अजय झा (पिता)

Enrollment ID: 2990-10001-0005428/07/2011/14/49/42

संशोधन संख्या: 2990-10001-0005428/07/2011/14/49/42

**Verification Details**

Proof of identity: PAN Card

Proof of address: Voter ID

Proof of Date of Birth:

Left Eye

Click Confirm

Previous Print Preview Confirm

(2990\_adrill) Adrill Basu 990-2990-87371- version 2.2.0.0 26-Oct-2012 11:23:40 AM Location: 0° 00' N 0° 00' E 00 m

### Correction – Review screen

- Click the **Confirm** button. Aadhaar: Confirm Enrolment Correction window opens.

**Aadhaar: Confirm Enrolment Correction**

Operator: 2990\_adrill

**Operator Confirmation**

Capture your own

Score: 80%

**Introducer Confirmation**

For Introducer based or HoF based correction, capture their...

Score: 0%

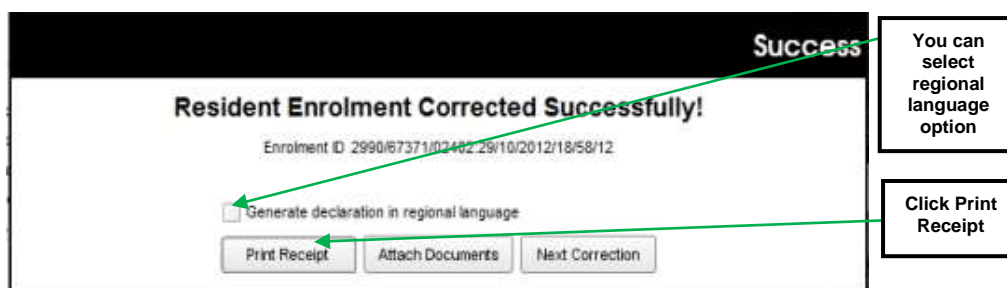
Currently not present

Save Cancel

Click Save

### Operator's Authentication and Introducer's Validation for Correction

- If the resident has been introduced, capture the Introducer's biometric detail (Any finger) in the **Introducer Confirmation** area.
- Set **Currently not present** checkbox to **True** to capture Introducer's Confirmation at a later stage.
- If it is a Head of the family based correction, then capture HoF's biometric detail (Any finger) in the **Introducer: (HOF) Confirmation** area. Head of the Family acts similar to Introducer.
- Capture your own biometric in the **Operator Confirmation** area of **Aadhaar: Confirm Enrolment Correction** window.
- Click **Save** button to save the capture.



**Correction Completion Confirmation window**

- New **Enrolment ID** is generated.
- Along with the **Enrolment ID**, the **Generate receipt in regional language** option is also displayed.
- Check the **Generate receipt in regional language** checkbox to true to generate print receipt in local language as set in the ECA. Otherwise, the Acknowledgement would be printed in English.
- Click the **Print Receipt** button in the confirmation message box to generate and print an **Acknowledgement of Correction** and **Request for Correction**.
- On clicking the **Print Receipt** button, the **Attach Documents** button is enabled. The **Attach Documents** button is used to attach / scan and attach the documents selected in the References screen.
- Once the **Print Receipt** button is triggered, **Next Correction** button is also enabled. You can either print once again or press **Next Correction** to start a new enrolment correction.
- Operator should collect the photocopies of the resident's documents including Correction Form and store them safely along with the documents submitted by the resident during the original enrolment.





## Stage 3: Document Storage

### Storage of Resident's Documents

The following process will need to be defined by the Registrar for safe storage of documents:

- The Registrar may store documents obtained from the resident in:
  - Paper based forms (hardcopy),
  - or**
  - Paper documents can be scanned online during the process of data capture,
  - or**
  - Paper documents can be scanned offline and will be given a Document Identification Number (DIN) – barcode for better tracking of documents at later stage.
- These documents need to be maintained by the Registrar at least for 7 years from the date of capture or as specified by UIDAI from time to time.
- In case of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI.
- The Enrolment Agency Operator will store the photocopies of the documents of the resident.



### Note: Store Documents

UIDAI is in the process of evolving a suitable document storage and management strategy. Till then Registrar/EA must manage and store the documents safely. In case of any legal requirements, Registrar/EA shall furnish necessary documents as required by UIDAI.

### Guidelines on Handling and Storage of Documents

Enrolment documents carries important and confidential resident information, UIDAI urges to handle enrolment documents with care and protect it from damage and theft. This section outlines some best practices for document handling and storage at various stages.

1. Each operator must maintain a file (hard copy) which bears the number of her/his enrolment station
2. Each station must also have a soft copy of the document details (in Excel or CSV format)
3. The verified copies of the documents collected from each resident including Consent Letter must be stapled or clipped together to create a docket
4. Ensure that all copies are fresh and verified.
5. Ensure that each docket contains the documents for one resident only
6. File the dockets in the order of enrolment



7. The EA Supervisor must create a manifest of documents in soft and hard copy and list exceptions, if any.
8. The EA Supervisor must handover the documents to the Registrar office periodically as specified by the Registrar

**NOTE:**

- Each set of dockets is referred to as a Batch
- EAs and Registrars must try to maintain the Batch size at 250 EID dockets
- Each batch must have a 'manifest' which must be assigned a unique batch number
- When the number of batches reach 200 (corresponding to about 50000 EID dockets), Registrar must log a pickup request with the Document Management System (DMS) service provider
- CSV files for all batches can be zipped into a single file and uploaded to the DMS service provider's portal or sent to them by email
- Registrar will authorize and coordinate any pickup that takes place from the EA
- Typically the DMS service provider will arrange for a pickup within 7 days of receiving the related intimation
- DMS service provider will have to provide ID proof of DMS project, sign-off on a declaration and manifest which are prepared in duplicate
- EA official can sign on the copy of the document being handed over to the DMS provider
- A copy of the Manifest must be sent to the registrar by the EA

### Storage at Enrolment Center

#### DOs

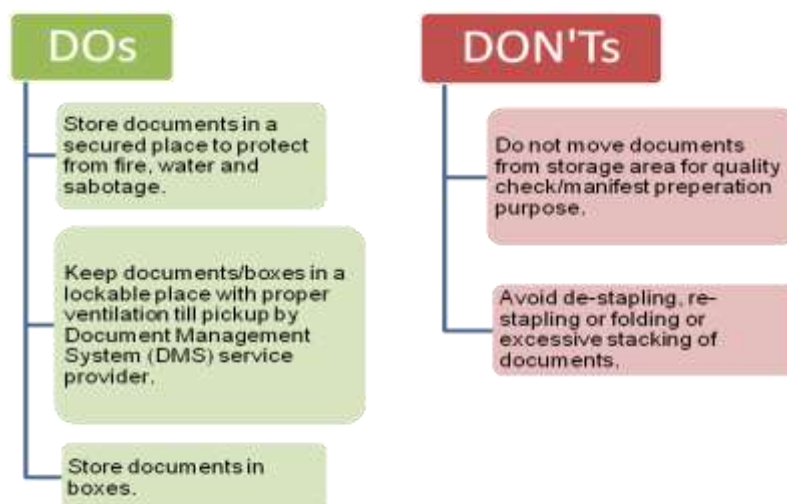
- Keep documents in a tray.
- After enrolment immediately collect the set of documents and staple it at left hand side.
- Store documents in proper boxes.
- Use plastic covers to protect against environmental hazards.
- Transport documents from Enrolment Center to Registrar's office in properly sealed boxes tagged with proper manifest and packing list.
- Use PET straps to tie the documents.

#### DON'Ts

- Do not fold documents.
- Avoid folding and excessive stacking of documents.
- Do not keep documents in direct sunlight.
- Do not keep documents near flammable material, dust and water.
- To avoid confusion in later phases, do not write anything on documents.
- Do not tie documents using rope or packing tapes. It will damage them.

Figure 1: Do's and Don'ts of Document Storage

### Storage at Registrar Office



Do's and Don'ts of Document Storage

## Stage 4: Enrolment Agency performs Backup of Data and Sync

### Data Backup

- The Operator must backup the contents of the hard disk of the computer at each Enrolment Station from time to time in an external hard disk. If the data gets corrupted then the Enrolment Agency will need to re-enroll the residents which will be a loss to the Enrolment Agency. Hence taking backup is extremely important.



Figure 12: Data backup at external hard disk drive

- It is recommended that the Operator / Supervisor takes backup of data captured at least **twice a day** and maintains it for a period of minimum **60 days** (or as specified by UIDAI from time to time).

### Sync

- The Enrolment client software, after successful enrolments, needs to sync with the server every **7-10 days**
- The sync process requires **internet** connectivity.
- The sync typically happens only if there are any exported packets with status "Exported".
- During synchronization, the operator may not be able to do any other work.
- If there are no packets with the status "Exported" on the Enrolment client system, a message is displayed indicating that the sync program has been completed.



**On completion of the sync, the data on the server has been exactly matched to what was available on the client machine.**

The server, after a successful sync, sends three kinds of responses:

**Acknowledged** - The packets have been successfully received and processed.

**Resend** - The server would have received the packets but the packets would have failed some validations.

**Not Received** - The server would not have received the packet at all and it would have got dropped in transit.

## Stage 5: Transfer of Demographic and Biometric Data Collected to CIDR

At the end of the day data from every enrolment station must be transferred to CIDR. This process is also referred to as 'First Mile logistics'.

This job is done by the Supervisor for each Enrolment Centre.

Currently the most widely used method for transferring this data is by using the SFTP (Secure File Transfer Protocol) option provided by UIDAI.

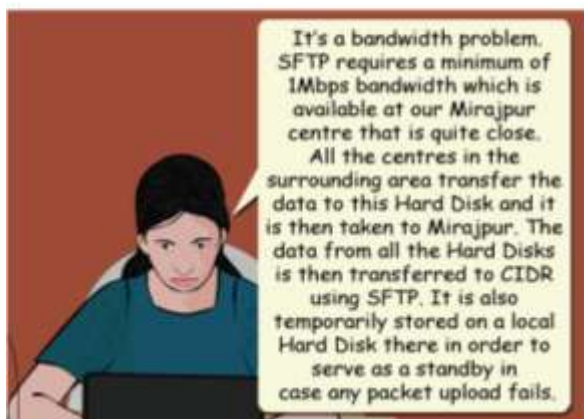
In case this facility cannot be availed of for any reason, the other option is to send a portable Hard disk containing this data to CIDR with the help of a suitable 'carrier' like for example India Post.

In both of the above mentioned methods, the data must first be transferred to a portable Hard Disk using the 'Export' option that has been provided in the Aadhaar Enrolment Client software.

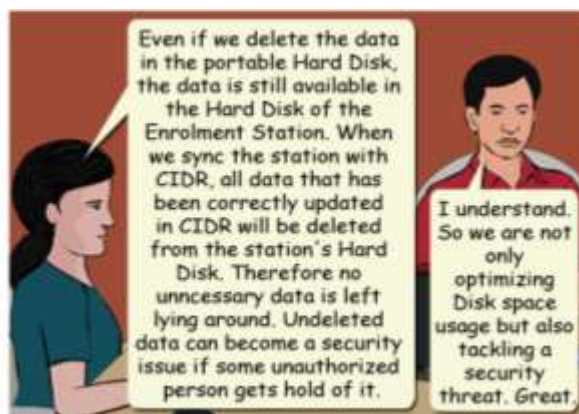
Essentially, using this option results in the creation of 'Manifest' file which contains the list of Enrolment Numbers for all enrolments done since the last Export.

### Scenario 2: How to export data

#### Data Export to a portable Hard Disk







## Note

Connect/sync Enrolment Station / laptop to Internet (& CIDR) at regular intervals (at least once in 2 days) to:

- Send electronic updates/manifest to CIDR
- Receive updates from CIDR to resend any corrupt / missing data
- Delete enrolment records for which Aadhaar already generated
- Update list of Introducers
- Download new software releases
- Master data management

## Stage 5: Data De-duplication and Aadhaar Generation at CIDR

The CIDR generates Aadhaar/rejection letters and gives to India Post for dispatch. Resident grievances related to rejections are addressed by the UIDAI.

**Step 1: CIDR Checks for Duplicate Data****Step 2: CIDR Issues Aadhaar and Generates Letter****Steps to show data de-duplication and Aadhaar generation****Step 1: CIDR Checks for Duplicate Data**

- CIDR checks the enrolment data for any duplicate entries. This is called Data De-duplication. Biometric data is the basis for de-duplication.

**Step 2: CIDR Issues Aadhaar and Generates Letter**

- CIDR issues an Aadhaar to the resident that has cleared the de-duplication process and generates a letter informing the resident of the same.

**Stage 6: UIDAI Sends the Aadhaar in a Letter to the Resident**

This step is also known as the Last Mile Logistics.

After an Aadhaar is generated by CIDR, a letter with the Aadhaar is printed and delivered to the resident. The resident gives a confirmation receipt for the letter and CIDR updates its records.



**Resident receives Aadhaar**



## Roles and Responsibilities

For all the tasks listed above there are number of people/organization who will take on specific roles and responsibilities which are given below.

- Verifier
- Enrolment Agency Supervisor
- Enrolment Agency Operator
- Introducer
- Head of Family
- Resident

### Registrar's Supervisor / Verifier

- Audit Enrolment Centre readiness
- Audit of enrolment agency processes and their effectiveness and adherence to IEC norms
- Act as Document Verifier.
- Review all consent letter data against PoI, PoA documents and inform EA in case of errors

Registrars can enlist the services of retired government officials in case they are unable to spare serving officials for document verification.

Any serving /retired official both from Government and PSUs including Banks not below the rank of Group 'C'/ class III employees may be deployed as Verifiers.

### Enrolment Agency Supervisor

- Setup enrolment station
- Supervise enrolment process
- Handle issues and concerns of operators and residents
- Act as an operator, when required
- Ensure checklists are filled and signed
- Ensure audit feedback, if any, is incorporated in the process
- Manage data export and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR
- File, back up and store enrolment data as per UIDAI guidelines
- Sync the client every 7-10 days.
- On-board Operators, Supervisors and Introducers on the client for local authentication
- Ensure safe handling and storage of documents and transfer of same to Registrar

- Supervisor must review all enrolments of the day to ensure accuracy of data entered



#### **EA Supervisor guides Operator in case of critical situations**

- Ensure one file per station is maintained for documents storage
- Ensure dockets are arranged (set of documents for a resident) in the order of enrolment and create a manifest of all enrolments along with type of documents against each enrolment
- Create document batch with manifest in soft copy and hardcopy along with exception list (if any)
- Once critical volume of dockets is reached, move all the EID dockets to designated Registrar offices
- Handle enrolment documents with care and protect them from damage and theft

### **Enrolment Agency Operator**

- Capture demographic and biometric data
- Ensure correct PoI, PoA, DoB and HoF documents are collected and the documents verified.
- Ensure clarity and quality of submitted document.
- Handle exception cases during capture of data
- Obtain consent for enrolment and make corrections in the data recorded, if required
- Provide acknowledgement slips to residents
- Store Consent Letter, PoI, PoA for Registrar/UIDAI
- Ensure documents for a resident are tagged together along with consent.
- Ensure all documents in one set belong to one resident
- File documents in order of enrolment

### **Introducer**

- Attend Aadhaar workshop and familiarize themselves with Aadhaar enrolment processes
- Provide consent to the Registrar to work as an Introducer
- Confirm the identity of the resident by giving his/her UID and fingerprints for verification and signing off the Introducers declaration in the consent letter of the resident.



## Head of the Family (HoF)

- Endorse the resident and vouch for the validity of resident's information by giving his/her fingerprint

## Resident

- Provide demographic and biometric information
- Provide authentic documentation (such as PoI, PoA & DoB) or be introduced by an Introducer



## Appendix I - Beginning and End of Day (BOD, EOD) Activities

### Beginning of Day (BOD) Activities

1. Review Setting up Enrolment Centre Checklist and ensure all requirements are in place. Enrolment Agency Supervisor should sign off the checklist.

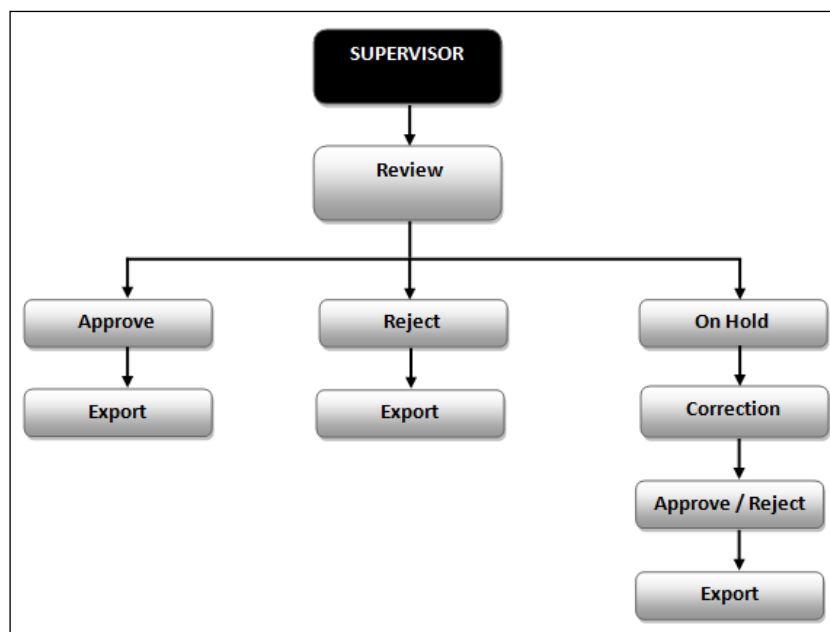
#### Scenario 3: Beginning of Day Activity



### End of Day (EOD) Activities

1. Supervisor must Review all enrolments of the day to ensure that data has been correctly entered.
  - a. The default status of packets is '**Approved**'. Supervisor can Reject or put a packet on **HOLD** for Correction by giving a valid reason for same
  - b. Supervisor must sign off by giving his/her fingerprint after End of Day Review
  - c. For the packets on Hold for Correction, EA must inform the resident to come to the enrolment centre on the next day for data correction.

- d. 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.
- e. At the time of Export, those packets will be considered which have either been approved or rejected by supervisor.
- f. Packets on Hold for Correction will get auto Rejected and exported after correction window timeframe have elapsed and no action been taken on packet status.



## Packet Handling

2. Packets Rejected by Introducer will not be available to the Supervisor for Review. These packets will get exported when Export is carried out.
3. Export Data for transfer to CIDR
4. Maintain a **Register** for data exported. Record date, station number and packets exported at each station.
5. Take End of Day back up (note that backup is required twice a day preferable one during lunch time and another at end of day. Backup needs to be maintained for at least 60 days) and record the date and station number where the backup was done in the **Register**
6. The number of consents for enrolment should match the number of packets exported.
7. End of Day meeting at centre for sharing learning-of-the-day and issues faced.
8. Make arrangements for replacements of faulty devices, hardware and other logistics for next day enrolments.
9. Hand over completed documents (PoI, PoA and Consent Form) and enrolment forms (enrolment forms only if required by Registrar) to Registrar's Supervisor with pickup list of documents.



10. Ensure all devices and laptops are shut down. Check power off to avoid accidents. Ensure security arrangements for devices and other equipments.
11. Specific End-of-Day Reports are available on the client, for selected time period, to facilitate EA Operations. This includes Hold and Reject Reports for Enrolment Station.

## End of Day Activity





## Abbreviations / Acronyms

Term	Definition
ATM	Automated Teller Machine
CGHS	Central Government Health Scheme
CIDR	Central Identities Data Repository
CSO	Civil Society Outreach
DDSV	Demographic Data Standards and Verification Procedure
DMS	Document Management System
DoB	Date of Birth
ECHS	Ex-Servicemen Contributory Health Scheme
FI	Financial Inclusion
HoF	Head of Family
ID	Identity
IEC	Information, Education and Communication
IOCL	Indian Oil Corporation Limited
KYR	Know Your Resident
KYR+	Fields required in addition to KYR fields required by the Registrars
LIC	Life Insurance Corporation
MLA	Member of the Legislative Assembly
MNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
MoU	Memorandum of Understanding
MP	Member of Parliament
NPR	National Population Register
NREGA	National Rural Employment Guarantee Act
NREGS	National Rural Employment Guarantee Scheme
OTP	One Time Password
PAN	Permanent Account Number
PDS	Public Distribution System
PoA	Proof of Address
PoI	Proof of Identity
PoR	Proof of Residency





RDPR	Rural Development and Panchayati Raj
RGI	Registrar General of India
RSBY	Rashtriya Swasthya Bima Yojna
SFTP	Secure File Transfer Protocol
SSLC	Secondary School Leaving Certificate
UID	Unique Identification
UIDAI	Unique Identification Authority of India