Learner's Guide

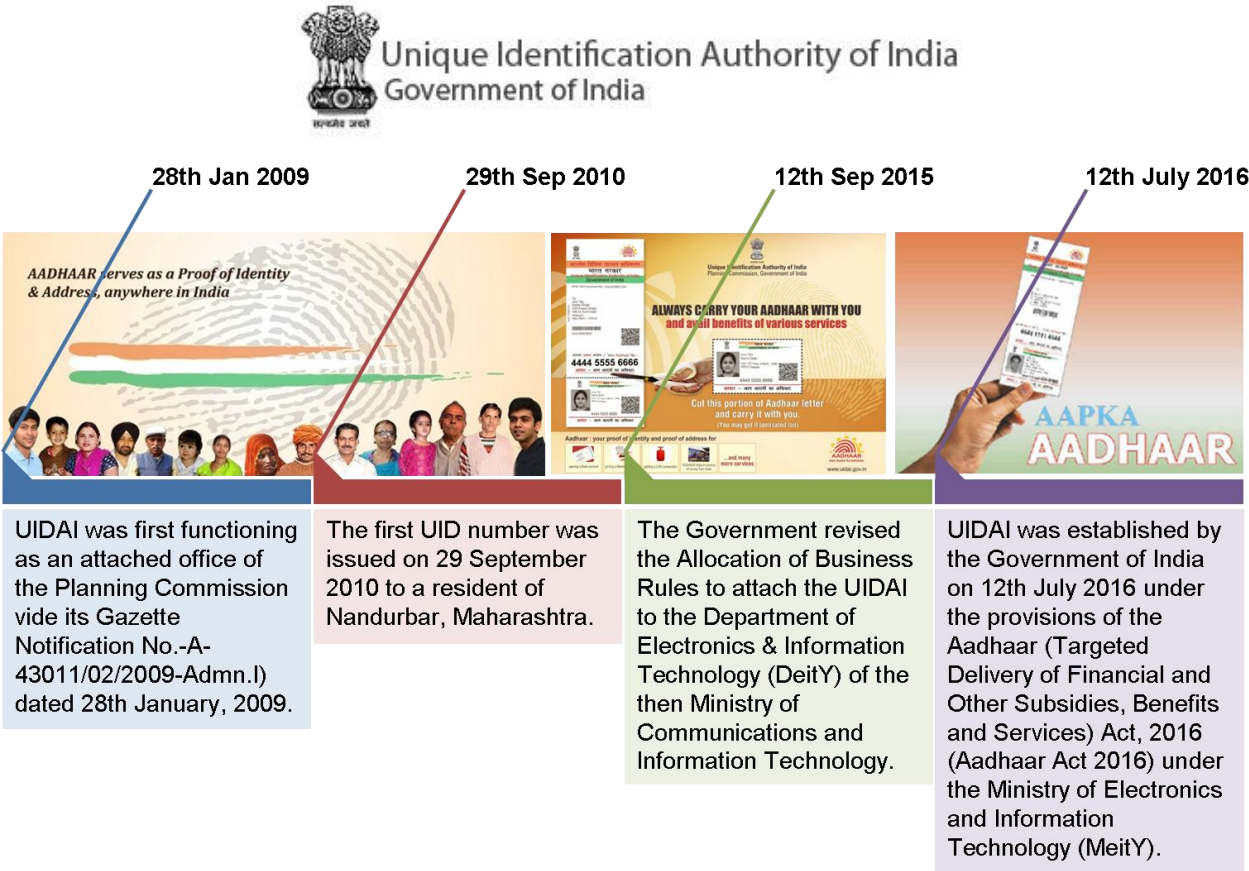# Understanding Update in Aadhaar

AADHAAR

Basic Knowledge of UIDAI and Aadhaar

Session: Basic Knowledge of UIDAI and Aadhaar

History of UIDAI

The Unique Identification Authority of India (UIDAI) is recognised as Authority under Ministry of Electronics and I.T. with the passage of Aadhaar Act 2016.

Unique Identification Authority of India
Government of India

28th Jan 2009	29th Sep 2010	12th Sep 2015	12th July 2016

UIDAI was first functioning as an attached office of the Planning Commission vide its Gazette Notification No.-A-43011/02/2009-Admn.I) dated 28th January, 2009.

The first UID number was issued on 29 September 2010 to a resident of Nandurbar, Maharashtra.

The Government revised the Allocation of Business Rules to attach the UIDAI to the Department of Electronics & Information Technology (DeitY) of the then Ministry of Communications and Information Technology.

UIDAI was established by the Government of India on 12th July 2016 under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (Aadhaar Act 2016) under the Ministry of Electronics and Information Technology (MeitY).

Objective of UIDAI

Issue Unique Identification (UID) numbers, known as "Aadhaar", to all residents of India.

Uniqueness of UID

Achievement

- Is robust enough to eliminate duplicate and fake identities
- Can be verified and authenticated in an easy, cost-effective way

The Authority has so far issued more than 111 crore Aadhaar numbers to the residents of India.
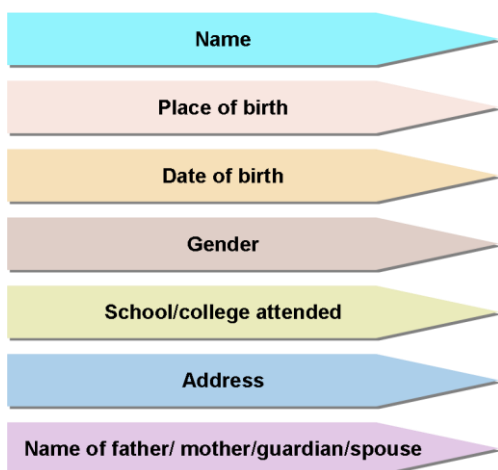
Responsibilities

Unique Identification Authority of India
Government of India

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
- Performing authentication and ensuring the security of identity information and authentication records of individuals

Uniqueness of a Person

Name

Place of birth

Date of birth

Gender

School/college attended

Address

Name of father/ mother/guardian/spouse

Raja   Suresh

Some Documents to Prove your Identity
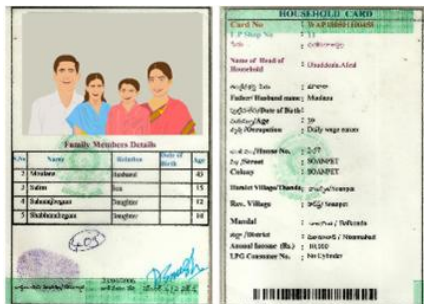
| **Ration Card** | **PAN Card** | **Voter ID** |

Technology Used for Proof of Identity
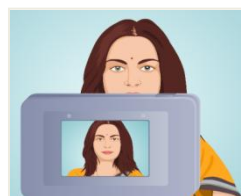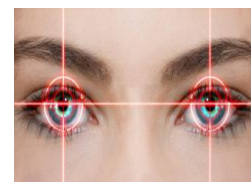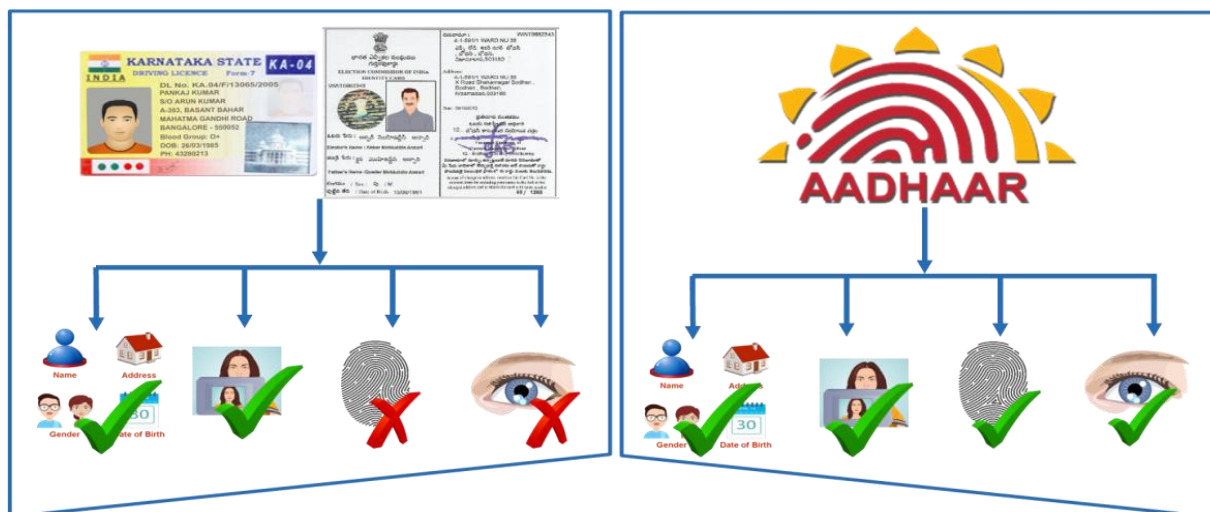

| **Demographics** | **Photograph** | **Fingerprints** | **Iris** |

Difference Between Aadhaar and Other Identification Programmes

Features of Aadhaar

What Aadhaar is	What Aadhaar is not
✔ Random 12-digit number	✖ Just another card
✔ Single unique ID number	✖ 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 people with disabilities)	✖ Will collect profiling information, such as caste, religion, language
✔ Given to resident of India even without 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

Aadhaar Act and Aadhaar Enrolment/Update Regulation

Data Update Policy

Session: Data Update Policy

When life events occur, like growing up, or marriage or simply shifting from one place to another, information about residents also changes.

This change in information has to match with the information provided in the Aadhaar. Therefore, it is necessary for residents to update their information from time to time.

MUST READ: AADHAAR (ENROLMENT AND UPDATE) REGUALTIONS, 2016 (No. 2 of 2016) NOTIFICATION New Delhi, the 12th September 2016 Page: 10-53 https://uidai.gov.in/images/regulation_1_to_5_15092016.pdf

Need for Update > Scenarios

Look at the following situations. What information do you think will change?

Case 1

Madhumita Haldar
23 Years, Pune

Tilok Kumar Banerjee
28 Years, Kolkata

Madhumita Haldar	Tilok Kumar
☐ Name	☐ Name
☐ Address	☐ Address
☐ Relationship Details	☐ Relationship Details
☐ Mobile Number	☐ Mobile Number
☐ No change	

- A **young married couple settles down in Kolkata**
- **They both have their Aadhaar**

What are the details that will change in their case?

Case 2

Dheeraj Kumar, 32 Years From Delhi

- Dheeraj Kumar gets an attractive job offer and decides to settle down with his family in Hyderabad
- He already has Aadhaar
- What are the details that will change in his case?

Dheeraj Kumar
☐ Name
☐ Address
☐ Relationship Status
☐ Mobile Number
☐ No change
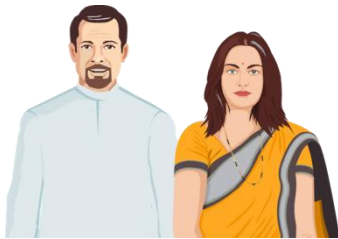
Case 3	 **Mr. and Mrs. Prasad, 61 and 64 years**	• Mr. and Mrs. Prasad decide to leave their home town and join their son in Bangalore permanently • They both have Aadhaar • What are the details that will change in their case?	**Mr. and Mrs. Prasad** ☐ Name ☐ Address ☐ Relationship Status ☐ Mobile Number
Case 4	 **Mrs. Ankita Patel, Ahmedabad**	• Mrs. Ankita Patel has an Aadhaar, but there is a mistake in her Date of Birth • Is it necessary for her to get it corrected?	**Mrs. Ankita Patel** ☐ Yes ☐ No
Case 5	 **Lakshmi, 3 years & 7 years old**	• Lakshmi got her Aadhaar when she was 3 years old. Now, she is 7 years old • Can she be recognised by her old picture? • Should her earlier picture be changed in the Aadhaar?	**Lakshmi** ☐ Yes ☐ No

In each case, some information has changed.

Every resident is identified by the information provided at the time of enrolment.

Hence, any change in information must be updated.

Aadhaar Update

> Aadhaar update allows residents to update their data from time to time.

> An Aadhaar number holder may seek alteration of his demographic information or biometric information in cases as mentioned in Section 31 of the Aadhaar Act, 2016.

Dos and Don'ts for the Operator/Supervisor

Session: Dos and Don'ts for the Operator/Supervisor

Dos and Don'ts for the Operator/Supervisor

Help the resident to fill the Aadhaar Update Form

Charge only the prescribed fee as specified by UIDAI

Give complete information on mode of checking the status of Update on UIDAI Resident Portal

Display Escalation Matrix for the resident to report any fraud/misconduct/ inappropriate conversation/charging money or any other complaint

Provide the resident clear information on process to be followed after submitting the update request

Avoid making errors and select only the fields that need to be updated

Specially prepared for UIDAI.

Offences and Penalties

Session: Offences and Penalties

Offences and Penalties as per Aadhaar Act 2016 and Restrictions on Sharing Aadhaar Information Aadhaar 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	• Imprisonment for 3 years Or • Fine of up to Rs. 10,000 Or both
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	• Imprisonment for a term which may extend to 3 years and • A fine which may extend to Rs. 10,000
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	• Imprisonment for a term which may extend to 3 years and • A fine which may extend to Rs. 10,000 • In case of companies, the fine may extend to Rs. 1 lakh or both

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	• Imprisonment for a term which may extend to 3 years and • A fine which may extend to Rs. 10,000 • In case of companies, the fine may extend to Rs. 1 lakh or both

Penalty for unauthorised access to the CIDR

Offence	Penalty
Whoever, not being authorised by the Authority, intentionally: a. Accesses or secures access to the Central Identities Data Repository (CIDR) b. Downloads, copies or extracts any data from the CIDR or stored in any removable storage medium c. Introduces or causes to be introduced any virus or other computer contaminant in the CIDR d. Damages or causes to be damaged the data in the CIDR e. Disrupts or causes disruption of the access to the CIDR f. Denies or causes a denial of access to any person who is authorised to access the CIDR g. 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 h. 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 i. 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	• Imprisonment for a term which may extend to 3 years and • A fine which shall not be less than Rs. 10 lakh

Penalty for tampering with data in CIDR

Offence	Penalty
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	• Imprisonment for a term which may extend to 3 years and • A fine which may extend to Rs. 10,000

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	• Imprisonment for a term which may extend to 3 years and • A fine which may extend to Rs. 10,000 • In case of companies, the fine may extend to Rs. 1 lakh or both

## 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	• Imprisonment for a term which may extend to 1 year and • A fine which may extend to Rs. 10,000 • In case of companies, the fine may extend to Rs. 1 lakh or both

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	• Imprisonment for a term which may extend to 1 year and • A fine which may extend to Rs. 25,000 • In case of companies, the fine may extend to Rs. 1 lakh or both

Offences by companies
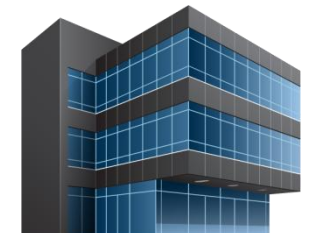
Offence	Penalty
Where an offence under this Act has been committed by a company, every person who at the time the offence was committed was in charge of, and was responsible to, the company for the conduct of the business of the company, as well as the company, shall be deemed to be guilty of the offence and shall be liable to be proceeded against and punished accordingly: 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.	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

Act to apply for offence or contravention committed outside India

Offence	Penalty
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.	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.

Power to investigate offences

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.
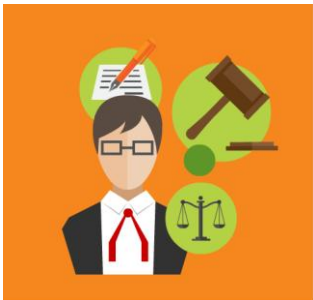
Penalties not to interfere with other punishments

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.

Offenses 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
Sync but Not Uploaded: 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)

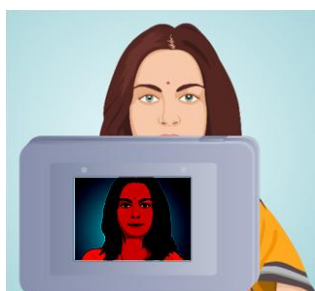| Nature of Deficiency	Monthly Action to be taken
These are errors in data quality like poor quality of photograph, Obvious Gender or Date of Birth errors etc.	Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative DE errors I) For 30 cases - Suspension of operator for 180 days II)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

Biometric Error III (BE-III)

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

Biometric Error I (BE-I)

Nature of Deficiency	Monthly Action to be taken
• Full Finger Prints or Full Iris incorrectly recorded as missing • Photo of Photo within a BE • Exception Photo of a different person	Amount withheld per case shall be Rs. 1000 per packet. For Monthly Cumulative BE-I errors: 1. For 1or more cases - Suspension of operator for ONE year 2. For 5 or more cases - Suspension of operator for period of Five years. Appropriate legal action needs to be taken if cumulative error count is >=1

Biometric Error II (BE-II)

Nature of Deficiency	Monthly Action to be taken
• Bad quality photo in exception photo • Exception not visible in exception photo	Amount withheld per case shall be Rs. 25 per packet. For Monthly Cumulative BE-II errors: 1. For 30 cases - Suspension of operator for 180 days 2. For 50 cases - Suspension of operator for ONE Year

Photo of Photo (PoP)

Nature of Deficiency	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: 1. For 1 or more cases - Suspension of operator for ONE year 2. For 5 or more cases - Suspension of operator for period of Five Years Appropriate legal action needs to be taken if cumulative error count is >=1

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

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 • Fraudulent document • Missing document	For Monthly Cumulative DoE-I errors: • For 1or more cases - Suspension of operator for ONE year • For 5 or more cases - Suspension of operator for period of Five Years • Appropriate Legal Action needs to be taken if cumulative error count is >=1

Nature of Deficiency	Monthly Action to be taken
Document Error DoE II • Invalid document • Poor quality document • Data mismatch in document • Document Name Mismatch	For Monthly Cumulative DoE-II errors • For 30 or more cases-Suspension of operator for 180 days • For 50 or more cases – Suspension of operator for period of One Year
Financial disincentive for document Error (I, II and III)	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
* Capping on the total financial disincentive: Will be capped @ 50% of the total payment in each monthly payment cycle	

Revised Methodology for Enforcing Process Guidelines and Data Quality (December 2015)

UIDAI has released the Revised Methodology for enforcing Process guidelines and data quality in December 2015 to detail out Offences and Penalties related to Aadhaar Enrolment/ Update. Each Operator has to be well versed with the Methodology to avoid making mistakes.

Please read Annexure H for Office Memorandum issued on 23rd December 2015 by Enrolment and Update Division UIDAI.

Convenience Charges

Type of Service	Amount payable by the resident
Aadhaar generation	Free
Mandatory biometric update	Free
Other biometric update	25
Demographic update (any type/any channel)	25
Aadhaar search using eKYC/ Find Aadhaar/any other tool and colour printout on A4sheet	20
Aadhaar search using eKYC/ Find Aadhaar / any other tool and B/W printout on A4 sheet	10
BFD/Status query	Free

Note:

a) In case of any Enrolment Operator/Supervisor is found to be charging more money as prescribed above, his/her Aadhaar Number will be BLACKLISTED from further enrolment. FIR will be registered under Aadhaar Act for such cases.

b) In case any Enrolment Operator/Supervisor try to provide FAKE supporting documents or become try to perform Head of Family or Introducer based enrolment using his/her own Aadhaar Number, his/her Aadhaar Number will be BLACKLISTED from further enrolment. FIR will be registered under Aadhaar Act for such cases.

UIDAI Policy for Update

It is important to update resident's information for the following reasons:
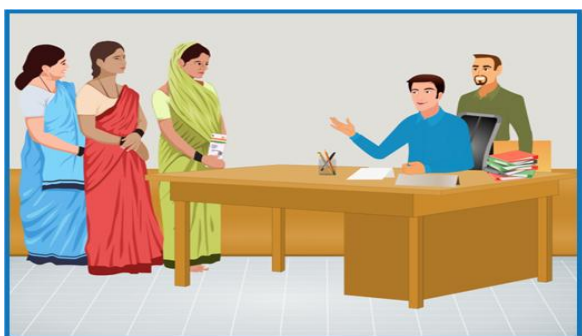
- Residents use Aadhaar to establish their identity anywhere in India

- Any agency can authenticate the identity of any resident using the Aadhaar

Information that can be Updated

Demographic Updates

- ✓ Name
- ✓ Address
- ✓ Date of Birth/Age
- ✓ Gender
- ✓ Mobile Number
- ✓ Email Address
- ✓ Relationship Details

Biometric Updates

- ✓ Iris
- ✓ Fingerprints
- ✓ Photograph

Reasons for Update: Demographic Updates

Marriage		Change in Information	✓ Name – Needs to be updated ✓ Address – Needs to be updated ✓ Relationship – Needs to be updated ✓ Mobile Number – Optional ✓ Email ID – Optional
Migration		Change in Information	✓ Address – Needs to be updated ✓ Mobile Number – Optional ✓ Email ID – Optional
Change in Personal Details		Change in Information	✓ Name – Needs to be updated ✓ Mobile Number – Needs to be updated in case the number has changed ✓ Email ID – Needs to be updated if the email ID has been changed
Change in C/O Details		Change in Information	✓ Relative's Details ✓ Name
Errors made during Enrolment		Change in Information	✓ Correction of errors in demographic details

Change in Local Language		Change in Information ➔ ✓ Change in Local Language

Document Verification by Operator		Change in Information ➔

- ✓ UIDAI does not do document verification as it receives only a copy of the document
- ✓ Therefore, it is always better that you, as an operator, must compare the document copy against the original during the enrolment/update process
- ✓ Once you are satisfied, put your signature or stamp (containing your name and other details) on the document as "Compared with original"
- ✓ The supervisor must relook into any document without stamp

Important!

- ✓ Always tick only that demographic tick box when only one change request is given
- ✓ NEVER tick on multiple demographic tick boxes
- ✓ Ticking multiple tick boxes corrupts the data

Reasons for Update: Biometric Updates

Age <5 years at the Time of Initial Enrolment	Rohan	➔
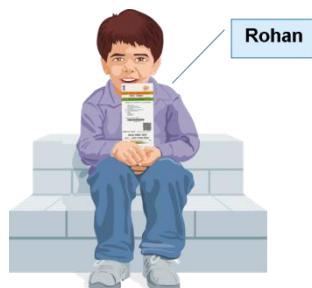
- The child should be re-enrolled at 5 years of age
- All biometric and demographic data should be provided
- Similar to a new enrolment request
- Original Aadhaar is not changed

Age between 5 and 15 years at the Time of Enrolment	Rohan	• All the biometrics have to be updated when the resident attains age of 15 years
Age >15 years at the Time of Enrolment	Rohan	• Residents have to update their biometric data every 10 years
Injuries		• When a person meets with an accident resulting in the loss of hand or hands, eye injury or plastic surgery, it may result in biometric exceptions. This information needs to be updated
False Rejects		• False rejects – where a correct resident with valid Aadhaar may be incorrectly rejected • This may happen due to incorrect biometric capture or poor biometric quality captured at the time of enrolment

Grievance Redressal Mechanism

- Residents must be allowed to voice their concerns or complaints

- Therefore, the Authority must establish a contact centre, which will act as a central point of contact for resolution of queries and grievances

- The centre must be accessible to residents through toll free number(s) and/or e-mail

- The contact centre must:
  - Provide a mechanism to log queries or grievances and provide residents with a unique reference number for further tracking till closure of the matter
  - Provide regional language support to the extent possible
  - Ensure safety of any information received from residents in relation to their identity information
  - Comply with the authorised procedures and processes
- Residents may also raise grievances by visiting the Regional Offices (ROs) of the Authority or through other officers or channels as may be specified by the Authority

Deactivation of Aadhaar

The Aadhaar of a resident may get deactivated in the following situations:

Child was <5 years at the time of Enrolment

Authentication not allowed

Child completes 5 years → Update Biometrics → Reactivation of Aadhaar number

Aadhaar number will get deactivated if biometric update is not done within 2 years

Child was <15 years at the time of Enrolment

Authentication not allowed

Child completes 15 years → Update Biometrics → Reactivation of Aadhaar number

Aadhaar number will get suspended if biometric update is not done within 2 years

False Partial Biometric Exception" cases	Resident not able to authenticate due to poor Biometrics → Update using other fingers or fresh Iris scan	Update Biometrics
"Photo on Photo" and core biometric information is available	If an existing photograph was used instead of capturing a fresh photograph at the enrolment centre and the biometric information was captured, the Aadhaar number will be deactivated. The resident must be asked to update his photograph. Upon successful update of his photograph, the Aadhaar number may be reactivated.	
Enrolment has been carried out without valid supporting documents	The Aadhaar number will be deactivated till it is updated by the Aadhaar number holder after furnishing valid supporting documents.	
Information captured has been flagged as having bad data and requiring update	Bad data includes mixed/anomalous biometrics information, abusive words/expletives and unparliamentary language in resident demographics, multiple names in single name using 'urf' or 'alias'. In such cases, the Aadhaar number shall be deactivated till it is updated by Aadhaar holder with the right words.	
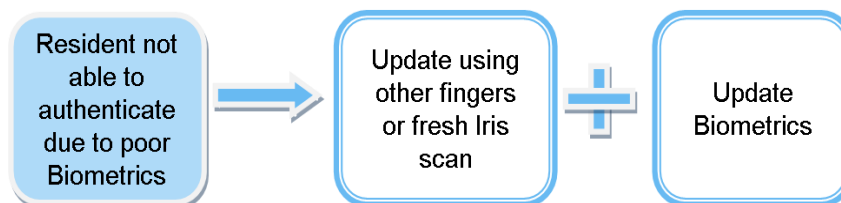
Omission/Cancellation of Aadhaar

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

a) **Having >1 Aadhaar Number:** If it is proved that more than one Aadhaar numbers have been issued to the same person, then the Aadhaar number assigned from the first enrolment will be retained. All the subsequent Aadhaar numbers shall be cancelled.

b) **Other Reasons:** When the Aadhaar number has been generated in violation of the prescribed guidelines:

   i. "Photo on Photo" case where core biometric information is not available: Here, an existing photograph is used for enrolment instead of capturing a new photograph at the enrolment centre. Moreover, the biometric information has also not been captured during enrolment. In such cases, the resident's Aadhaar number shall be cancelled.

   ii. "False Biometric Exception" cases: When the enrolment has been wrongly carried out as a 'biometric exception' case, the Aadhaar number shall be cancelled.

   iii. False Age: When an adult is enrolled as a child below five years of age to avoid capturing of biometric information, the Aadhaar number shall be cancelled.

   iv. Other cases: Any other case requiring cancellation owing to the enrolment appearing fraudulent to the Authority

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

Process of Update (Part 1)

Session: Process of Update (Part 1)

Modes of Update

The modes of update are as follows:

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                    ┌──────────────────┐
                    │  Modes of Update │
                    └──────────────────┘
              ┌─────────────┴─────────────┐
   ┌────────────────────┐      ┌────────────────────┐
   │  Self-Service Mode │      │   Assisted Mode    │
   │ Online and Offline │      │ At the Enrolment   │
   │    by Resident     │      │      Centre        │
   └────────────────────┘      └────────────────────┘
   ┌────────────────────┐      ┌────────────────────┐
   │   Online Portal    │      │                    │
   │ https://ssup.uidai │      │    ECMP Update     │
   │ .gov.in/update,    │      │                    │
   │ with registered    │      │                    │
   │      mobile        │      │                    │
   └────────────────────┘      └────────────────────┘
   ┌────────────────────┐      ┌────────────────────┐
   │                    │      │                    │
   │   Postal Service   │      │ Update Client Lite │
   │                    │      │                    │
   └────────────────────┘      └────────────────────┘
```
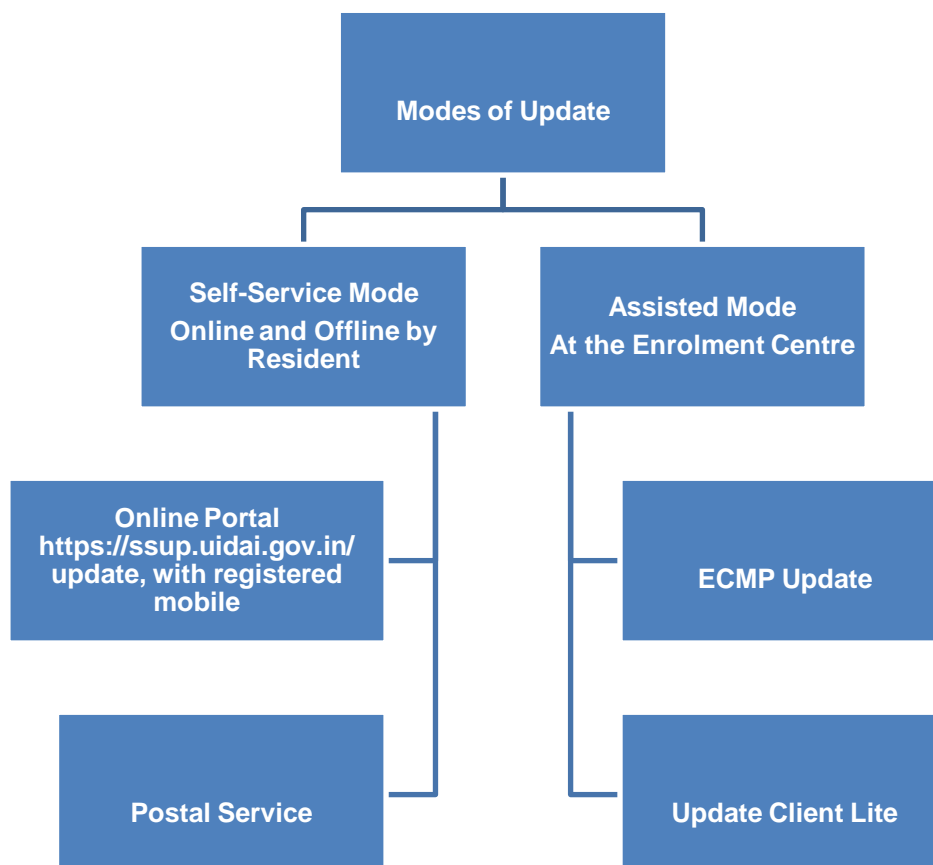
Self Service Mode : Update process through Online Portal (SSUP)

NOTE: The mobile number of the resident should be registered with UIDAI in order to avail this service.

Residents can get Address updated through Self Service Update Portal (SSUP) by visiting
https://ssup.uidai.gov.in/ssup-home :

The documents related to the Proof of Address change needs to be uploaded, which are verified at the backend in offline mode. The request submitted by the resident is verified by BPO and the changes are subsequently done in CIDR. Updated Aadhaar can be downloaded by the resident on receipt of confirmation of update.

Key Steps in Update:

1

2 **Log into the SSUP portal using Aadhaar and OTP**

Select the fields which have to be updated

3 **Fill the data in the selected fields**

4 **Attach the original scan of the support document/s**

Select the BPO for review of update

5 **Submit the form and URN will be generated**

6 **Using the URN, check the Aadhaar update status**

7
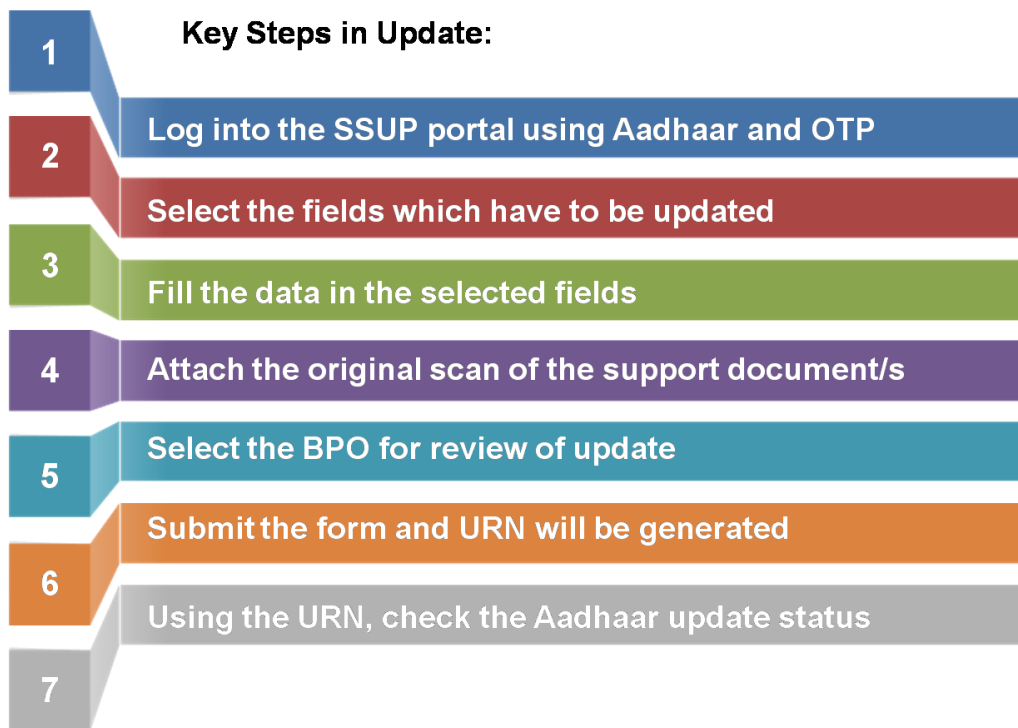
Self Service Mode : Update process through Post

Resident can send the duly filled Aadhaar Update Form by post that will be uploaded by the BPO and will be processed using the submitted valid documentary evidence (POA) attached with the form.

All update requests must have a mobile number in the application form and the support documents needs to be self-attested for completeness. On successful upload of the request, SMS is sent on the mobile number mentioned on the Aadhaar Update Form.

The resident can update Address by sending the request by post at the address mentioned below. Mark the envelope as Aadhaar Update/Correction on top.

NOTE: Mobile number mentioned on the form will be used to send the update request number to the resident only. This mobile number will not be updated in the resident's demographic details.

✓ UIDAI, Post Box No. 99, Banjara Hills, Hyderabad – 500034 India

Differences between ECMP Update and UCL Update

ECMP UPDATE	UCL UPDATE
• Demographic and biometric updates	• Demographic and photo updates
• Iris	• Cannot update Iris
• Fingerprints	• Cannot update Fingerprint
• Offline Client	• Online Client
• Operator takes up to 10 days to sync and upload the update request	• Update request is successfully uploaded in the Aadhaar Database on real time basis

Assisted Mode: Update Client Lite – UCL

The Update Client Lite is used for updating the following details of the resident's:

(i) Name

(ii) Address

(iii) Date of Birth

(iv) Gender

(v) C/O Details

(vi) Mobile Number and email ID

(vii) Photograph of face

NOTE: Core biometric details namely Iris and 10 fingerprints cannot be updated using UCL.

Assisted Mode: Enrolment Client Multi-Platform – ECMP

ECMP software is used to update all the Biometric and Demographics details of resident and require completely filled Aadhaar Update Form along with valid verification proof to support the update.

Steps involved in Assisted Mode

7 — Acknowledgement Receipt

6 — Operator and Supervisor's Confirmation

8 — Document scanning (Aadhaar update form, signed acknowledgement form and supporting document)

5 — Biometric Update by Resident

1 — Filling of Application Form

4 — Entry of Data into Client Software by Operator

2 — Manual Verification of Proofs

3 — Informing the resident about the purpose of capturing his/her Aadhaar number and signing the disclosure

Assisted Mode: ECMP

Minimum system requirement for installing ECMP are:

- Windows 7 Professional 32-Bit Service Pack 1
- Laptop (i3) and 3-4 GB RAM, Drive C minimum capacity 80-100 GB
- Slap Scanner for capturing 10 fingerprints
- Iris capturing device
- Web camera
- Printer-cum-scanner

ECMP latest version installation software is available in UIDAI Admin Portal. Operators/Supervisors can use their Login ID and Password provided to them by their respective Enrolment Agency for downloading the client software.

Step 1: Filling of Application Form

- Resident has to select only those fields that have to be updated

- Resident has to carry all the Original Supporting Documents required for the updating any DEMOGRAPHIC details for uploading

- No Documents are required for updating any BIOMETRIC details like Photograph, Iris and Fingerprints

- Resident should only use the prescribed Aadhaar Enrolment/Correction Form or Aadhaar Update Form

Step 2: Manual Verification of Proofs by Verifier

- Accept the proofs as per the approved list of documents only (Appendix C)

- Check and attach proofs along with Application Form

- Verifier to sign/stamp the Aadhaar Enrolment/ Update Form after verification

- Introducer/Head of the Family to sign the Aadhaar Enrolment (wherein resident does not possess the required documents)

- Verifier must follow the verification process as specified in SCHEDULE III Verification of enrolment information (Appendix E)

Information to resident on use of capturing his/her Aadhaar Number and Mandatory Disclosure

- Inform the resident on the use of capturing his/her Aadhaar Number that needs to be updated

- Check whether the resident understands and signs the "Mandatory Disclosure" on the Aadhaar Enrolment/Update Form

At the time of enrolment, the enrolling agency shall inform the individual undergoing enrolment of the following details:

(a) The manner in which the information shall be used;

(b) The nature of recipients with whom the information is intended to be shared during authentication; and

(c) The existence of a right to access information, the procedure for making requests for such access, and details of the person or department in-charge to whom such requests can be made.

The above details shall be communicated to residents through the enrolment form.

Step 3: Entry of Data into Client Software by Operator

- Only the data which has been selected by the resident in the form has to be updated

- Operator has to ensure that only the required fields that need to be updated are selected

- Operator should ensure that he/she does not enter any extra details or try to impersonate the actual resident

Demographic Updates- ECMP

Open ECMP client using your login credentials.

Click Life-Cycle Changes

Select Update Resident Information

Update the resident's:

- Name
- Date of birth
- Gender
- Address
- Mobile phone number
- Email Address

Demographic Updates

- Biometric information

Demographics **Type name**

Update Resident Information

Type Aadhaar

Check Update biometric details

UIDAI — Unique Identification Authority of India — Government of India

AADHAAR

Change in Name:

Type new name (if applicable)

Check spelling in local language

Change in Address:

Type personal details

Click Edit

Click Next

Type contact details

References

Select documents submitted as proofs by resident

Type the number of document pages submitted (Application + 1 proof = 2)

Click Next

Important!

✓ Always encourage (but never force) residents to keep their email IDs and mobile numbers updated

✓ This will help them receive all UIDAI communications unhindered

✓ They can also avail other facilities with ease

Step 4: Biometric Update - ECMP

Fingerprints   **Iris Scan**   **Photograph**
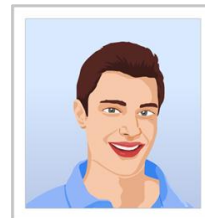
If a resident has to update the photo/biometrics, he/she needs to give the complete biometrics.

If photo/biometrics is changed   **Complete biometrics is captured**
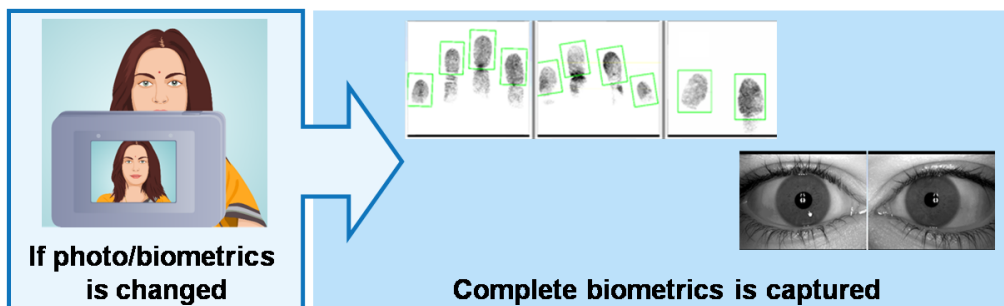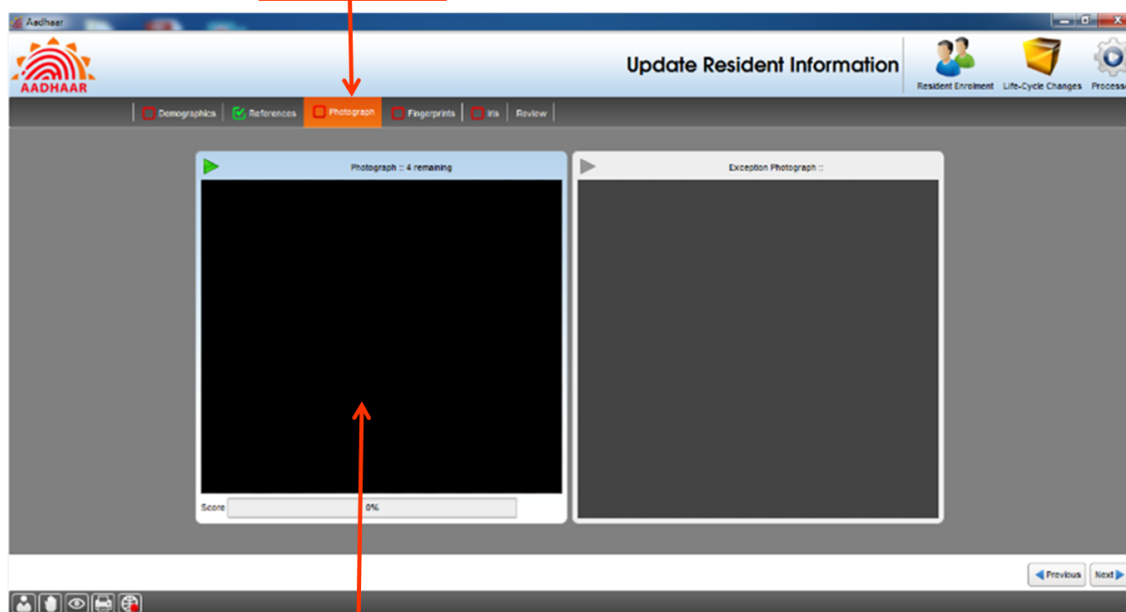
Photograph

Click the pane to activate 'Face Recognition Feature'

Icon for 'Wait'

Photograph taken

Click Next
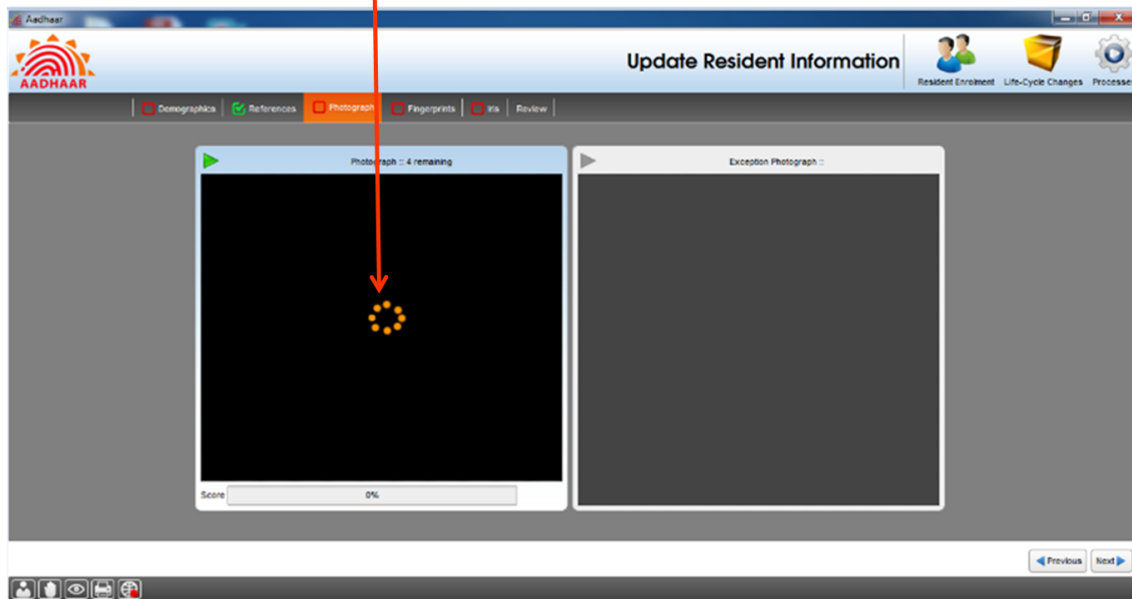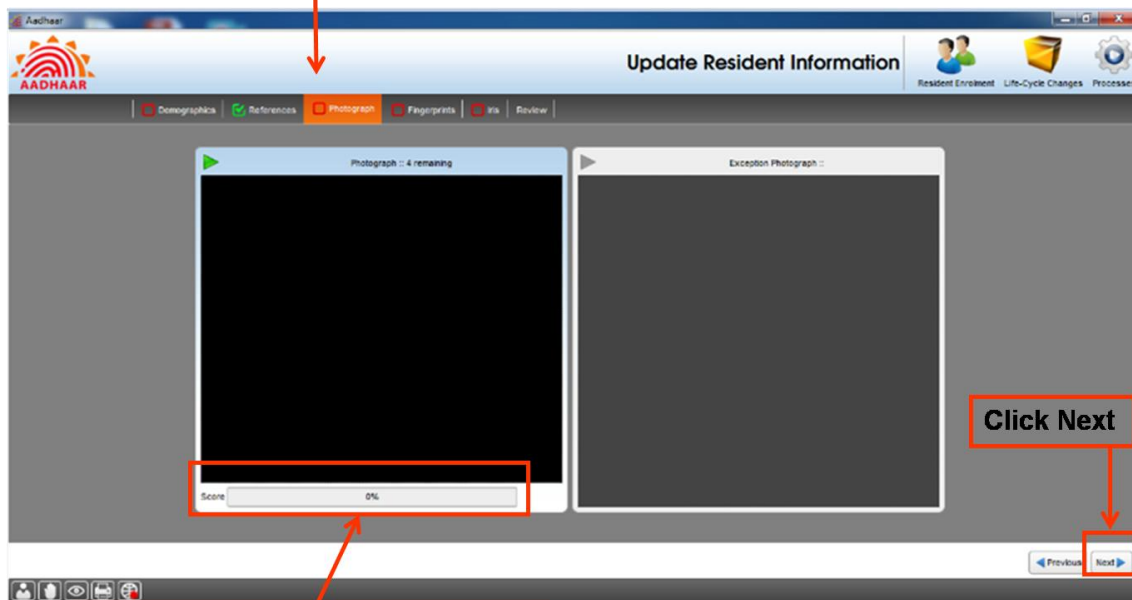
Green: Okay/Acceptable Picture
Red: Poor Quality/Not Acceptable

Fingerprints

Left hand   **Right hand**   **Both thumbs**

Scan four fingers of left hand

Application will check for quality

Image of scanned fingerprints

Poor quality image

Click to capture fingerprints again

Left hand four fingerprints scanned successfully
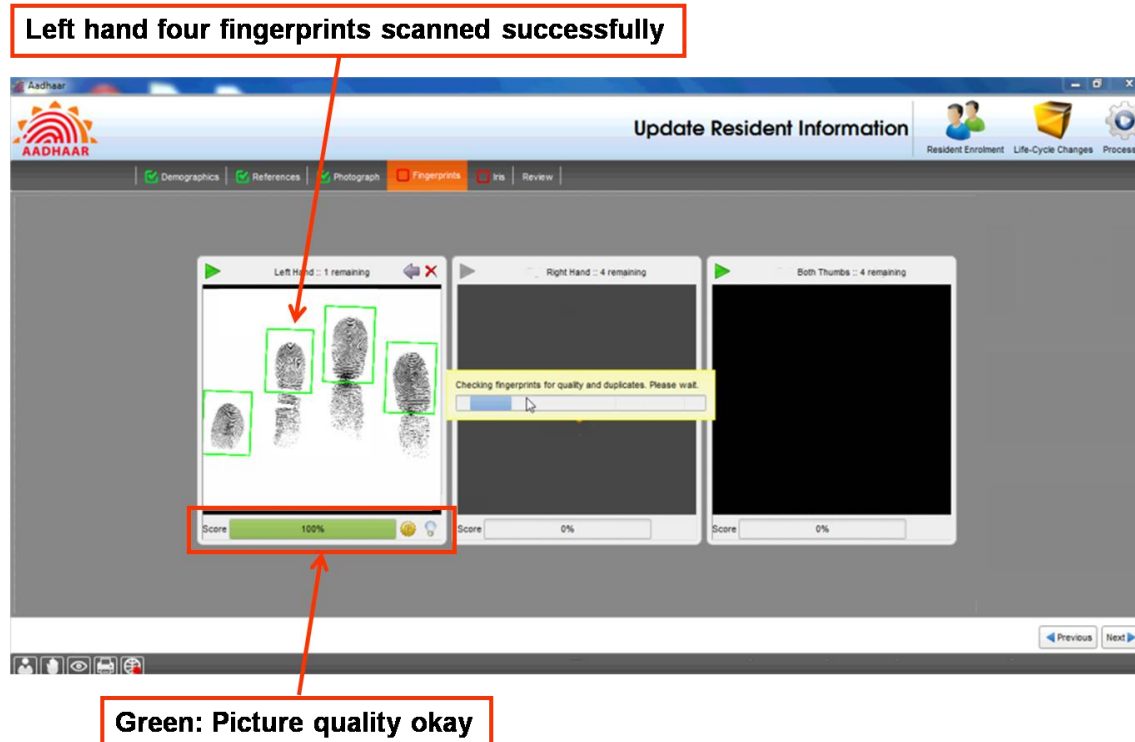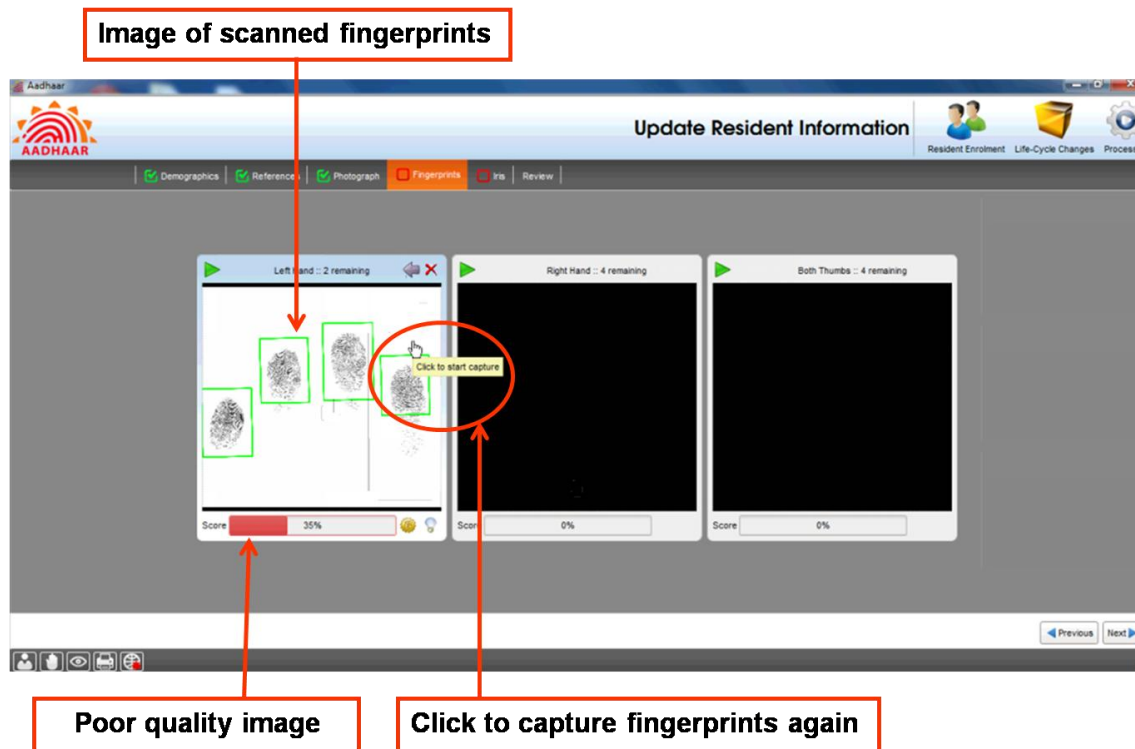
Green: Picture quality okay

Capture four fingerprints of right hand
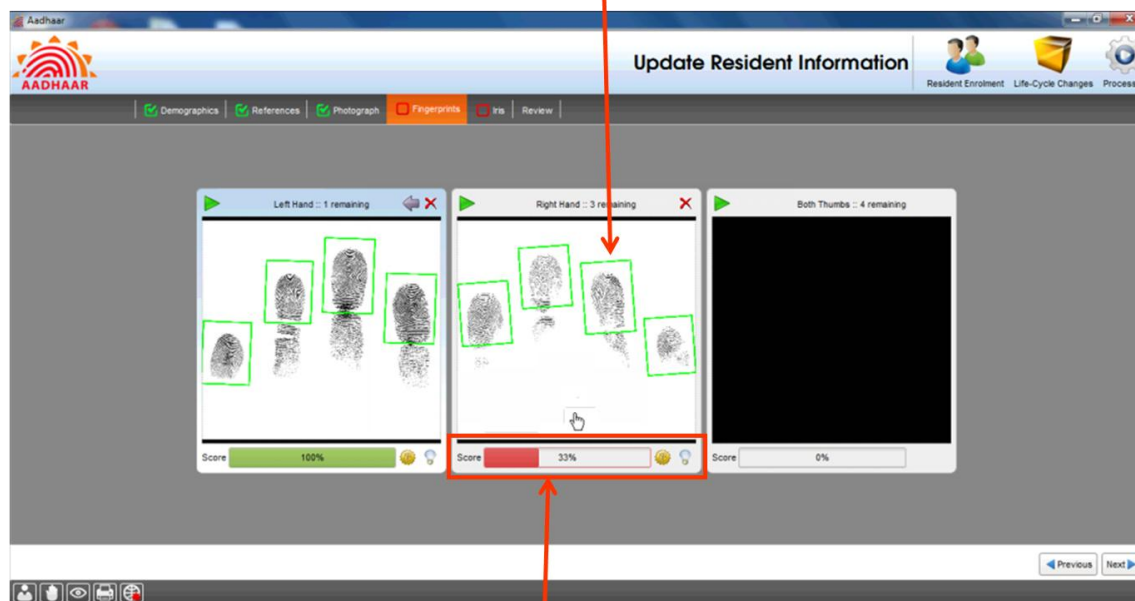
Picture quality poor
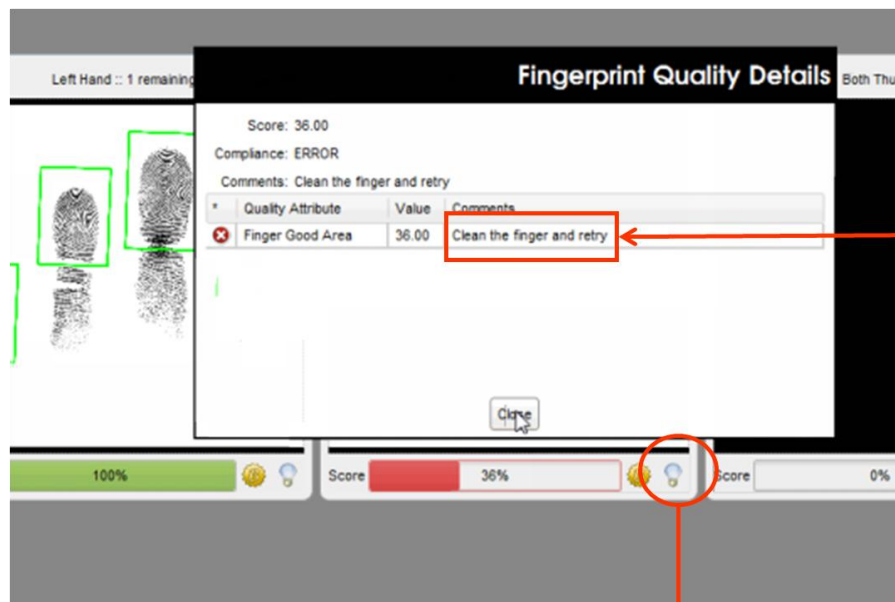
Tip

Click for fingerprint quality details

Right hand fingerprints captured successfully
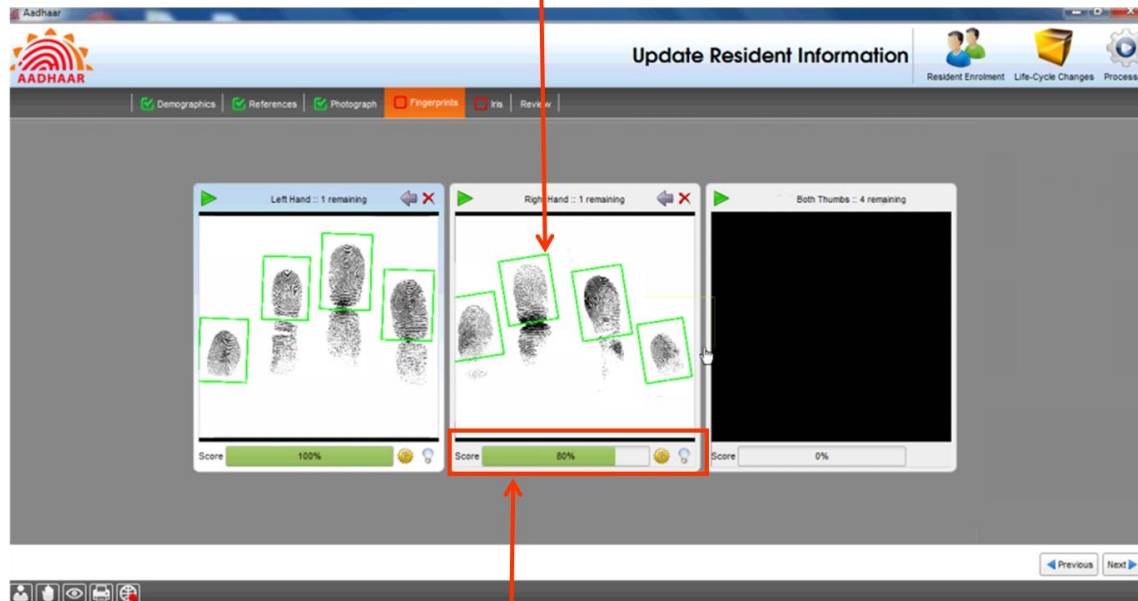
Picture quality okay

Scan of both thumb prints
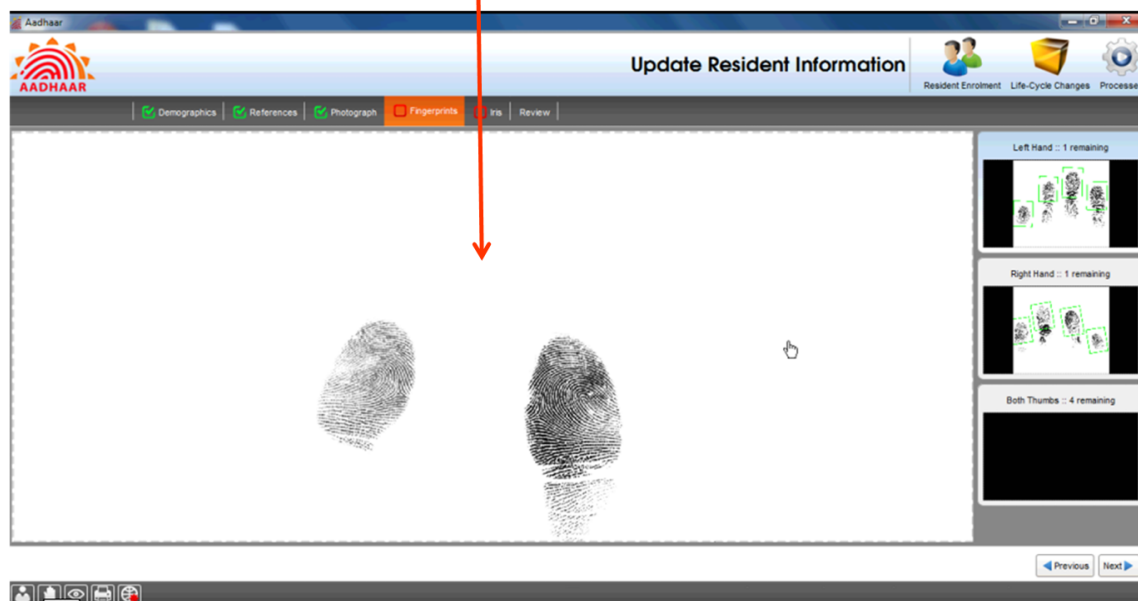
All fingerprints captured successfully

Click Next

Iris scan

Click inside empty frame to activate
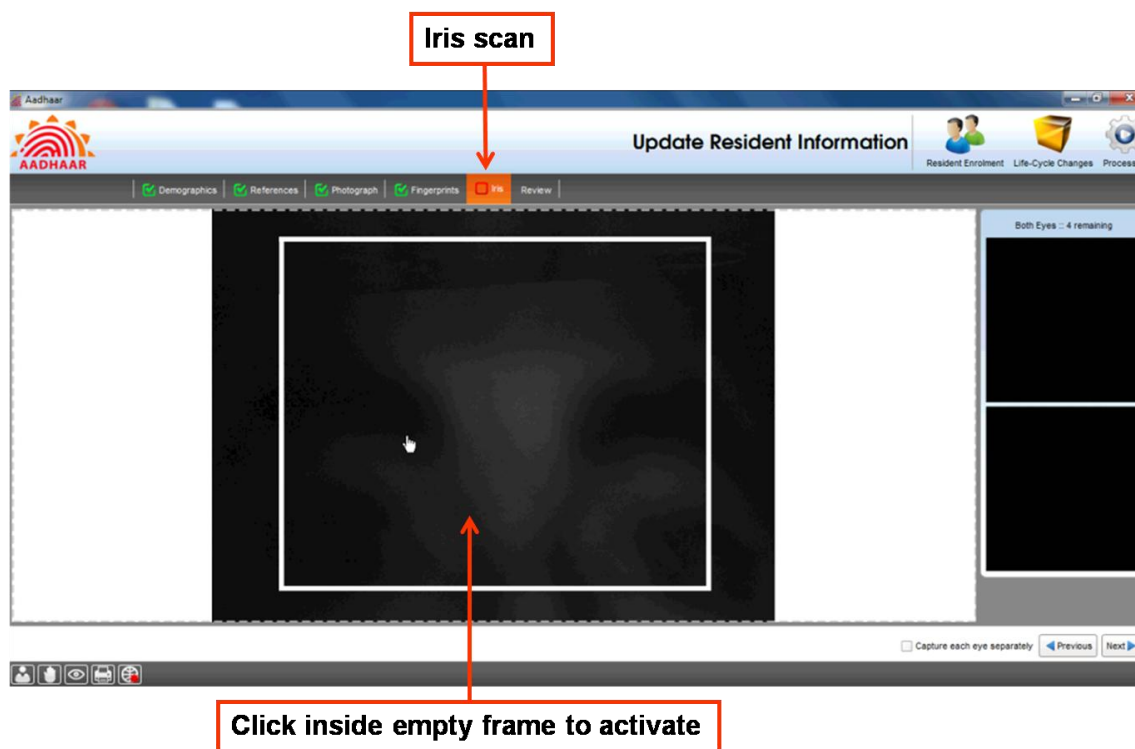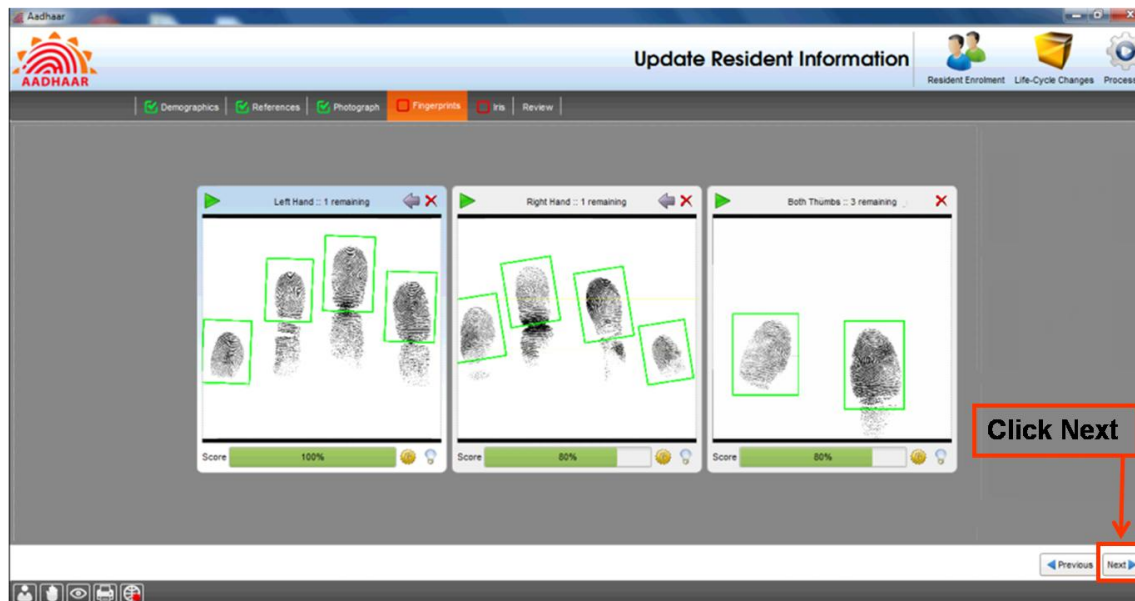
Iris scan completed successfully
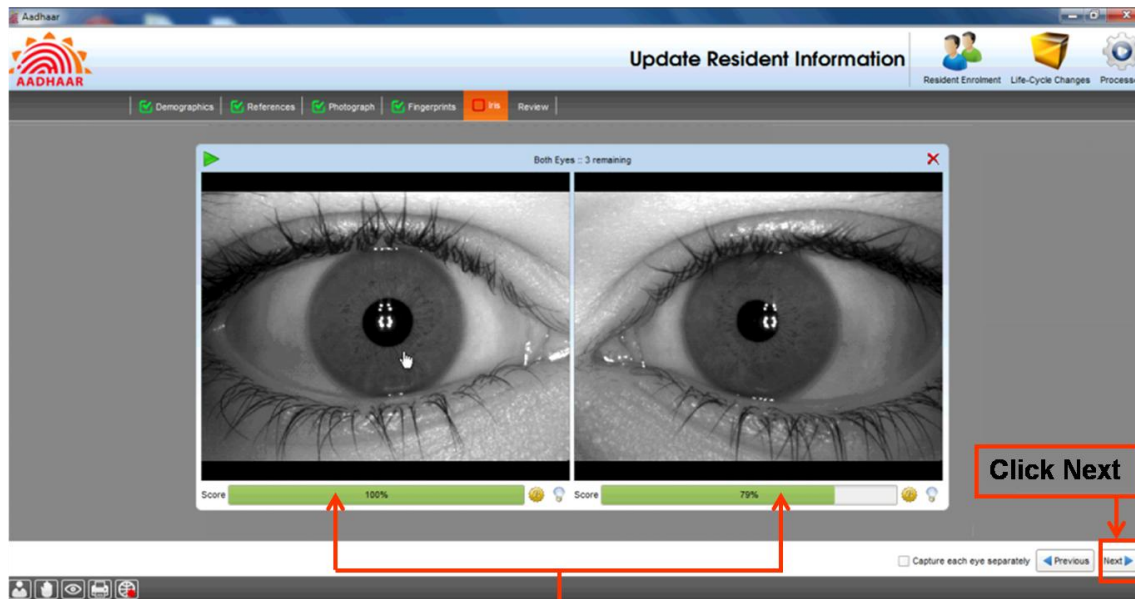
Click Next

Picture quality okay

Note (for Demographic Updates Only)

If only demographics are to be updated, do not check **Update biometric details.**

Next, enter the details that have to be changed and click **Next.**
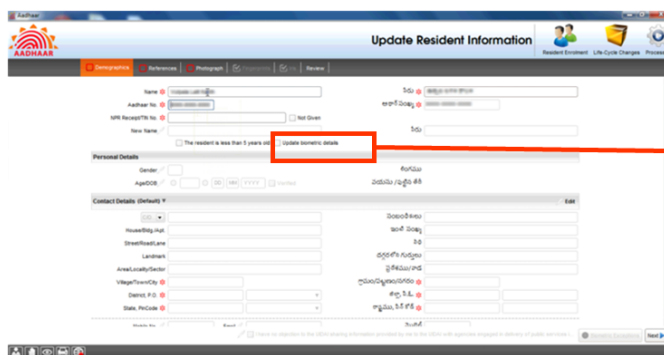
Do not check Update biometric details

Review

Step 5: Operator and Supervisor's Confirmation

- Confirmation by scanning any one fingerprint

Verification done by the operator: Scan any one fingerprint

Operator confirmation successful

Picture quality okay   **Click Save**
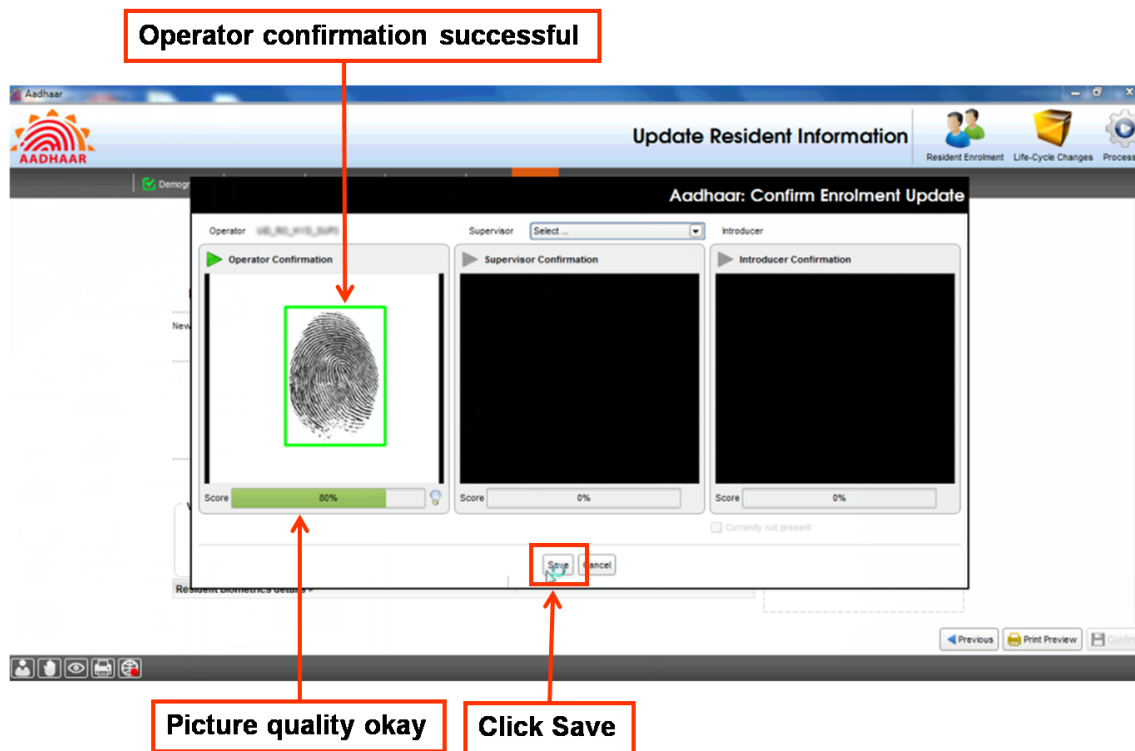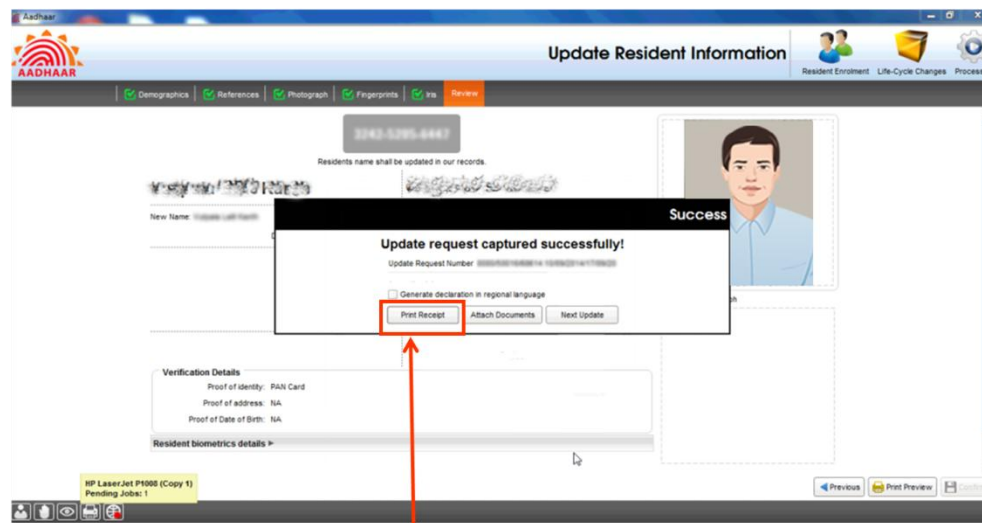
This updates the resident's data in CIDR.

Step 6: Acknowledgement Receipt
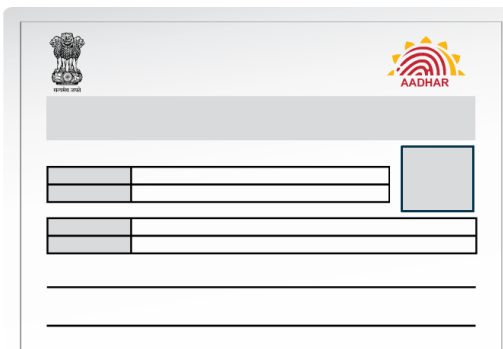
- Print a copy of the acknowledgment

Click Print Receipt

Step 7: Mandatory Scanning of signed Acknowledgement Receipt, Signed and Verified Aadhaar Enrolment/Update Form and Original Supporting Documents

- Print a copy of the acknowledgment

- Get the Acknowledgment Copy signed by the resident

- Scan the signed copy of Acknowledgement Form, Aadhaar Enrolment/Update Form and all the Original Supporting Documents

- Return all the documents to the resident and do not keep any copy

Assisted Mode: Update Client Lite (UCL)

Minimum system requirement for installing UCL are:

- Win 7 Professional 32-Bit Service Pack 1

- Single Fingerprint Authentication Device

- Laptop (i3) and 3-4 GB RAM, Drive C min capacity 80-100 GB

- Printer cum Scanner

- Web camera

UCL Installation is available in UIDAI Admin Portal. Operator/Supervisor can use their Login Id and Password provided to them by their respective Enrolment Agency for downloading the client software.

Please click following external link to download UCL client http://103.57.226.38/ftpdata/clientsw /MSP_UCL_Full_3.2.0.0_01_06_2016.rar

Specially prepared for UIDAI.
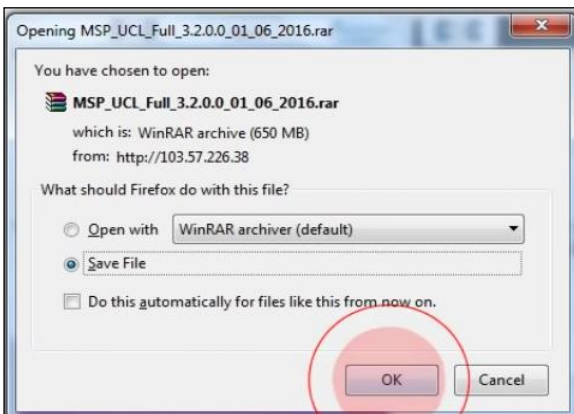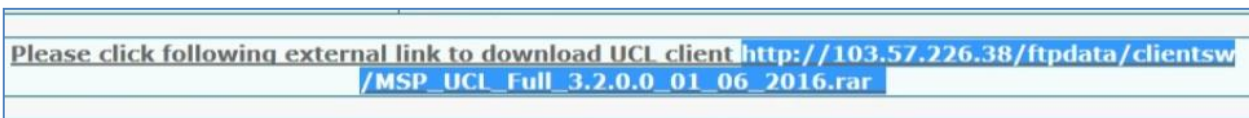
- Open Aadhaar UCL

- Enter Username and Password
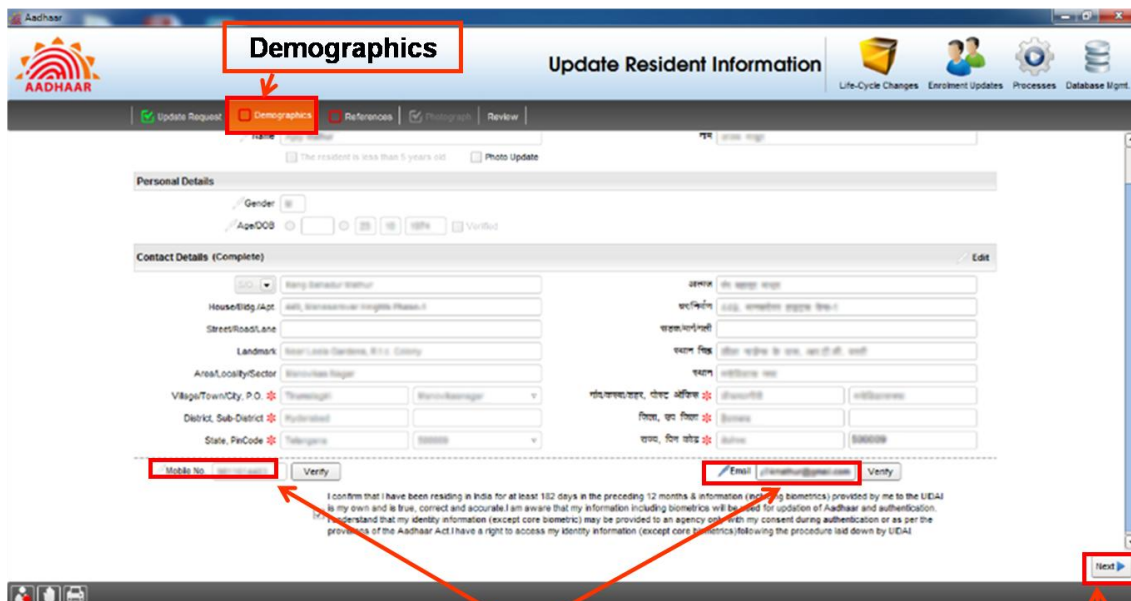
Start-Up Screen of Update Client Lite

References

Select the documents provided by the resident for updation.

Enter the number of documents submitted.

Click Next

Review

New Email ID

Resident's Aadhaar

Confirm

Confirmation by Resident and Operator

Click **Verify**

Fingerprint verified.

Click **Submit**

Resident Information Updated Successfully

Print Receipt

Intimation to resident through SMS to registered mobile number

Printing of Receipt

Process of Update (Part 2)

Session: Process of Update (Part 2)

Documents for Update

Look at the following situations. What documents are needed for updating various fields?

Case 1: Name Correction/Update

Case 2: Address Change

Specially prepared for UIDAI.

Process of Update

After information has been updated in the CIDR, residents are informed about update in the following ways:

Change Request	Type of Notification
Address Update	• SMS Notification on registered mobile number • e-Aadhaar can be downloaded using OTP on registered mobile number • M- Aadhaar can be downloaded on mobile • New Aadhaar Letter is sent on the New Address
Name, Gender and Date of Birth	• SMS Notification on registered mobile number • e-Aadhaar can be downloaded using OTP on registered mobile number • M- Aadhaar can be downloaded on mobile • New Aadhaar Letter is sent on the New Address
Biometric Update, namely Photograph of face	• SMS Notification on registered mobile number • e-Aadhaar can be downloaded using OTP on registered mobile number • M- Aadhaar can be downloaded on mobile
Biometric Update namely Iris or Fingerprint	• SMS Notification on registered mobile number
Mobile Number and email ID	• SMS Notification on registered mobile number

- The status of update done via Postal Mode or by visiting Enrolment Centre can be verified by visiting- **https://resident.uidai.gov.in/check-aadhaar-status**

- The status of update done via Self Service Update Portal using registered mobile number can be verified using – **https://ssup.uidai.gov.in/web/guest/check-status**

- For any help and status update kindly contact UIDAI Helpline Number – 1947 or write to **help@uidai.gov.in**

Soft Skills Required for the Role of an Operator

Greet the resident properly

Listen to the resident's request

Be polite with the resident

Inform the resident about the process

Communicate the rules properly

Specially prepared for UIDAI.

Rules for Update

Session: Rules for Update

Study the following situations:

Situation 1:

Situation 2:

Situation 3:

Situation 4:

Situation 5:
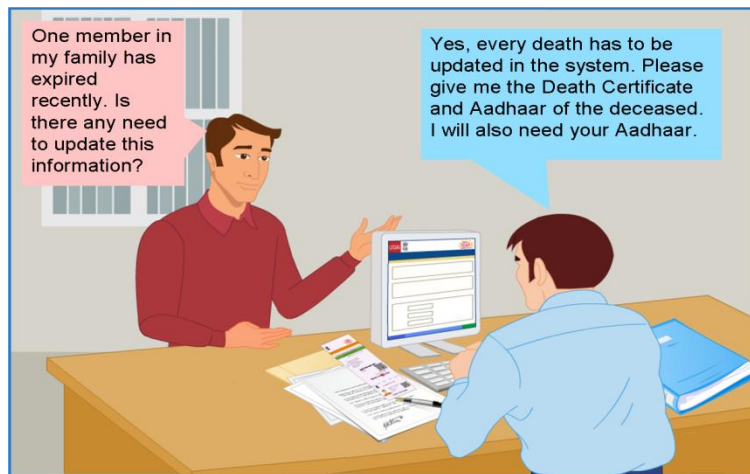
UID/EID Retrieval Process

Session: UID/EID Retrieval Process

Need for 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 lose their EID/UID
- **Aadhaar Generation:** Normally takes up to 40 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 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
- **Status of Letters:** Some letters either have been 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 / unregistered mobile number to receive OTP and download a PDF of the Aadhaar letter (e-Aadhaar)
- UIDAI has launched a 3rd party e-Aadhaar printing facility
- 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.net.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)
- A resident can also call **1947**
- A resident can also do email correspondence on **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 / unregistered mobile number to receive OTP
    - ✓ Download a PDF of Aadhaar letter, also known as e-Aadhaar
- UIDAI has also launched a 3rd party e-Aadhaar printing facility
- 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.net.in/find-uid-eid**
    - ✓ Give name in English language only
    - ✓ Either registered mobile number or email ID
    - ✓ 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**
- 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

Appendix

- Appendix A – Aadhaar Enrolment Form as per Aadhaar Enrolment/Update Regulations 2016 SCHEDULE I Format for enrolment form Page 35 (**https://uidai.gov.in/images/regulation_1_to_5_15092016.pdf**)

- Appendix B – Aadhaar Update Form as per Aadhaar Enrolment/Update Regulations 2016   SCHEDULE IV Format for Update Form Page 39 (**https://uidai.gov.in/images/regulation_1_to_5_15092016.pdf**)

- Appendix C – List of Supporting Document (**https://uidai.gov.in/images/commdoc/valid_documents_list.pdf**)

- Appendix D – Cost of Service offered at Enrolment Centre (**https://uidai.gov.in/images/akr_policy_on_pricing_30082016.pdf**) (**https://uidai.gov.in/images/reg_amendment_16022017.pdf**)

- Appendix E – Verification of Enrolment Information as per Aadhaar Enrolment/Update Regulations 2016 Page 38 (**https://uidai.gov.in/images/regulation_1_to_5_15092016.pdf**)

- Appendix F – List of Supporting Documents Page 36 (**https://uidai.gov.in/images/regulation_1_to_5_15092016.pdf**)

- Appendix G – SCHEDULE V: Code of Conduct for Service Providers (Aadhaar Enrolment Regulations)

  1) Service Providers shall make their 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.

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. (STQC Certified)

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 H – Revised Methodology for ensuring Process and Data Quality
http://www.karnataka.gov.in/aadhaar/LetterfromGUI/Penal%20action%20on%20Enrolment%20Agencies%20for%20incidents%20of%20Corruption.pdf

भारत सरकार
इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय (एम.ई.आई.टी.वाई)
भारतीय विशिष्ट पहचान प्राधिकरण (यूआईडीएआई)
49, खनिज भवन, 3 मंजिल, दक्षिण विंग, रेस कोर्स रोड, बैंगलूर – 560001

F No R-11013/349/2016-ROB/Vol-IV / 1603   Dt : 19th December , 2016
20

To,

All Enrolment Agencies
KARNATAKA

Sir/Madam,

Sub: Penal action on Enrolment Agencies for incidents of Corruption.

It has been the endeavour of the UIDAI to ensure that the process of enrolment for Aadhaar is corruption free.Therefore, it is of highest importance that we adhere to and comply with all given legislations and regulations and all stake holders follow zero tolerance against corruption and fraud.

Of late, numerous complaints of corruption are being reported through various channels, thereby making it imperative on all concerned to take strong action against those responsible for these acts of corruption and fraud.To put an end to such acts and also ensure that the interests of the UIDAI and the resident are protected, Government of India, Meity, UIDAI, issued an Office Memorandum dated 23rd December, 2015, wherein the "Revised Methodology for Enforcing Process Guidelines and Data Quality" were laid down and prompt action was required to be taken by EAs/Registrars to file an FIR and initiate proceedings against erring operators.

Whenever instances of corruption are brought to the notice of RO Bangalore, immediate action is being taken to blacklist/suspend the concerned operator after preliminary enquiry and brought to the notice of the EA/Registrar for initiating proceeding and filing of FIR. However, no such action is being found initiated by the stake holders and there has been a resurgence of complaints of corruption against the enrolment operators, thereby defeating the very purpose for which the revised policy guidelines were formulated.

In view of the above, it has been decided by UIDAI HQ , vide OM No.4(4)/S7/249/2014-E&U/ Vol.II dated 13/12/2016, to impose of fine of **Rs.10,000/- per incident of corruption** on the enrolment agency wef 13/12/2016. A copy of the OM is enclosed for information please.

Please acknowledge receipt.

महेशएम.हेरवट्टे/Mahesh M Hervatte
उपनिदेशक/Deputy Director

Copy for information to:
Centre for e-Governance,
Government of Karnataka,
R. No. 146, 1st Floor, Gate No. 2,
M. S. Building, Bangalore 560 001.

No.4(4)/57/249/2014-E&U/Vol.II
Government of India
Ministry of Communications & IT,
Department of Electronics & Information Technology (DeitY)
Unique Identification Authority of India (UIDAI)
***

2nd Floor, Tower-1, Jeevan Bharti Building
Connaught Circus, New Delhi-110 001
Date: 13.12.2016

<u>OFFICE MEMORANDUM</u>

To

All the UIDAI Regional Offices

Sub: **Inclusion of action on EAs on corruption cases in the revised methodology for enforcing process guidelines and data quality**

Ref: 1. OM No. 4(4)/57/249/2014/E&U dated 20.08.2014 regarding revised methodology for enforcing process guidelines and data quality

2. OM No. 4(4)/57/19/QAP/2015-E&U-II(Vol.III) dated 23.12.2016 regarding revised methodology for enforcing process guidelines and data quality

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As per the methodologies referred above, the review of the operator's performance based on soft skills (para 7.3) include charging money or promoting touts etc. On the basis of such reports, ROs have been taking requisite action i.e. blacklisting the operator, filing FIR etc. However, a number of complaints are still being received through various channels i.e. CRM, e-mails, telephones, letters etc regarding enrolment centre demanding money for enrolment or overcharging for other Aadhaar related services etc.

2. In view of above, it has been decided to impose a fine on EA for every such incident of corruption @ **Rs.10,000/- per incident of corruption** . The amount would be deducted by UIDAI from the monthly release of assistance to the Registrars. This deduction would be EA specific, that is to say recovery would not be made from the overall gross payment to the registrar in a particular month, instead, it would be made to the extent Aadhaar generation by that EA in that month permits and balance recovery, if any, would be carried forward to next month.

3. The concerned RO, under whose jurisdiction the area where such incident has taken place falls, would investigate the case within 5 days of receipt of such complaints and take required action regarding blacklisting operator/filing FIR etc. The RO level reconciliation committee would then give its recommendations in its monthly report for further action by HQs regarding deduction from the payment. The performa for reporting such cases is attached.

4. The above would be effective from the date of issue of this OM.

5. This issues with the approval of CEO, UIDAI.

(Ashok Kumar)
Assistant Director General (E&U)

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