**UIDAI** | Unique Identification Authority of India
Government of India

# Learner's Guide

# Understanding Roles and Responsibility of Verifier and Introducer

Published date 05th December 2017

**AADHAAR**

# Role of Verifier

# Session: Introduction to the Verifier

## Verifier

When the resident comes to enroll for Aadhaar to an Enrolment Centre, demographic information will be entered from documents that the resident provides. The authentication of documents submitted by the resident is duly verified by the officials authorized to verify the documents. Such officials are termed as verifiers. The verifier present at the Enrolment Centre will verify the documents submitted by the resident against the enrolment form filled by the resident. The services of the retired government officials who are generally well acquainted with such verification procedures should be utilized by the Registrars in case they are unable to spare serving officials for document verification.

a. Any serving /retired official both from Government (including Armed forces and CPMFs) and PSUs including Banks not below the rank of Group 'C'/ class III employees may be allowed to be deployed as Verifiers. In the areas, like big cities and Metros, where registrar is unable to avail the services of such Retired/Serving government officials, services of an outsourced vendor can be availed of to provide verifiers with the approval from UIDAI Regional Office.

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

## Roles and Responsibility of Verifier

For enrolment, Resident will bring his/her Original documents/ Attested Photocopies along with filled Aadhaar Enrolment/Update Form. Verifier must verify the information mentioned in the supporting documents with the information mentioned in the Aadhaar Enrolment/Update Form. Verifier also checks that the names of the documents captured in the enrolment form are correct and same as the original documents produced by the resident.

a. Verifier needs to be available in the enrolment center throughout the operating hours of the center. Registrars should ensure physical presence of verifiers during the enrolment.

b. It is verifier's responsibility to ensure that Enrolment/Update Form is filled completely and correctly as per UIDAI enrolment process. No mandatory field should be left blank and resident should be encouraged to fill optional fields like mobile number and email address.

c. Verifier will sign and stamp the Enrolment/Update Form after verification. If stamp is not available, the verifier can sign and put his/her Name. The resident will then go to the Enrolment Agency Operator for getting enrolled.

d. However, if the resident is enrolled and has come for Correction for a particular demographic field, the resident need not enter all details in the Form. The resident must provide his/her original Enrolment Number, Date and Time (together known as EID), his/her Name and the field which needs correction.

e. Verifier will only verify if it is one of the fields requiring verification of documents. Verifier will use the same UIDAI verification guidelines as used during resident enrolment.

f. Verifier's signature/thumb print and stamp/Name is required except in case where copies attested / certified by a public notary / gazetted officer are being submitted.

g. The Verifier must be physically present at the enrolment centre every day and, thus, can monitor the Enrolment Centre performance and provide immediate information to UIDAI and Registrar on process deviations and malpractices at the enrolment centre

## Guidelines for Verification

a. Make sure that the resident has original documents for verification. In instances where original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.
b. The documents produced by the resident for Aadhaar enrolment/Update must be in the list of approved documents only.
c. The format is for certificate to be issued by officials/ institutions (only those that are recognised in the UIDAI's valid list of documents) for Proof of Identity and Address is as per Appendix A/B.
d. Verifier can refuse verification, if they suspect forged/altered documents. In cases where Verifier refuses verification of the documents produced, reasons should be recorded in brief by the Verifier on the Enrolment Form.
e. In case the Verifier refuses verification with reasons or turns the resident back without recording any reasons, the resident can approach a designated Authority created by the Registrar for Grievance Redressal.
f. Verify Name, Date of Birth, Address, and Relationship Details against PoI, DoB, PoA, PoR, respectively.

### Name

a. PoI requires a document containing the resident's name and photograph. Verify that supporting document has both.
b. If any of the PoI document submitted does not contain the photograph of the resident, then it will not be accepted as a valid PoI. In order to be inclusive and free of harassment, documents with older photographs are acceptable.



Valid POI with Photograph

Invalid POI without photograph
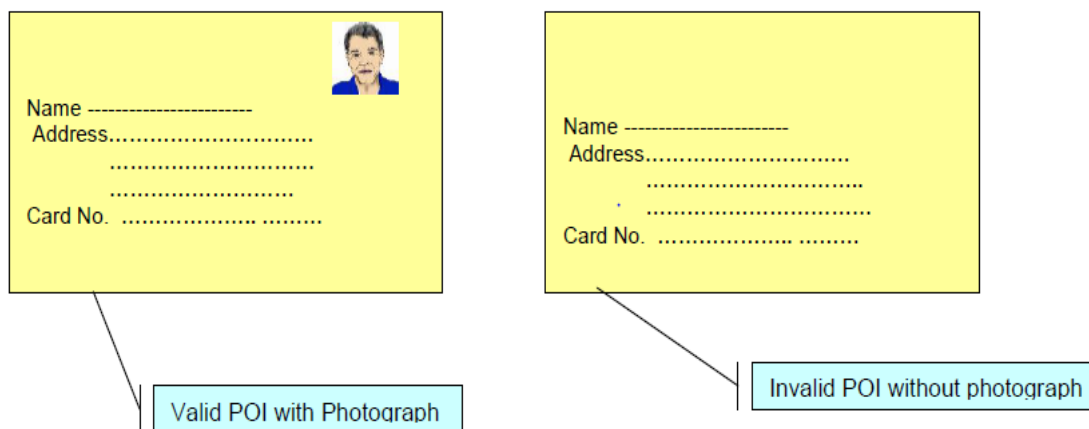
c. Confirm the name in the document by asking the resident his/her name. This is to ensure that the resident is providing own documents.
d. The name of the person should be entered in full. It should not include salutations or titles like Mr., Miss, Mrs., Major, Retd., Dr. etc

Wrong Usage (With Salutation) | Correct Usage (Without Salutation)

e. It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastava's full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrollee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced.



**POI**

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

f. In case of difference in the name declared and the one in document (PoI) is limited to spelling and/or sequence of first, middle and last name, the name as declared by the resident may be recorded .

## Acceptable as difference in only name sequence



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

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

## Not Acceptable due to difference in name

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

**POI**
Name   Sita Chandra Bhagat
S/o-    Ram Lakhan Bhagat
Card No.   42333244

g. If two documentary proofs produced by the enrollee have variation in the same name (i.e., with initials and full name), the enrollee's full name should be recorded.

h. Sometimes the infants and children may not have been named yet.   Try to ascertain the intended name for the child by explaining to the enrollee the importance of capturing the name of the individual for allotting UID. In case of non availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer.

### Date of Birth (DoB)

a. Date of birth of Resident must indicate day, month and year in the relevant field.

b. If the Resident provides documentary evidence of Date of Birth, then the Date of Birth is considered as "Verified". When resident declares the DoB without any documentary evidence, then date of birth is considered as "Declared".

c. When the resident is unable to give exact date of birth and only age is mentioned by the resident or approximated by the verifier then only age is recorded. The software will automatically calculate year of birth in such case.

d. The Verifier should check the entry in the Enrolment/Update Form and ensure that the resident has correctly indicated the date of birth as "verified"/"declared" or has filled his/her Age.

### Residential Address:

a. Verify that the PoA contains the name and address. The Verifier should ensure that the name in the PoA document matches with the name in the PoI document. A difference in the name in PoI and PoA document is acceptable if the difference is only in spelling and/or sequence of first, middle and last name.

b. The "care of" person's name, if any, is usually captured for children and old age people living with parents and children, respectively. If not available, one can leave this Address line blank.

c. Enhancement of address is allowed. The resident may be allowed to add minor fields such as House No., Lane No., Street Name, correcting typographic errors, minor changes/ corrections to pin code etc. to the address listed in the PoA as long as these additions/modifications do not alter the base address mentioned in the PoA document.

**Acceptable as addition does not change the basic address\**

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

| | | | | | |
|---|---|---|---|---|---|
| Full Name:  RAM CHANDRA BHAGAT | | | | | |
| Gender:   Male ( ✓ )  Female [ ]  Transgender ( ) | | 5 | Age: | Yrs or | Date of E Declared |
| Address:   C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )     NAME | | | | | |
| House No/ Bldg./Apt. 109- B Tara Apartment | | | Street/Road/Lane Lane No 2 | | |
| Landmark Near DAV School | | | Area/locality/sector  New Shimla | | |
| Village/Town/City Shimla | | | Post Office  New Shimla | | |
| District | Shimla | | Sub-District | | S |
| E Mail  sn07@gmail.com | | | Mobile No | | P |

**Landmark added**

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

**Not acceptable as there is change in basic address**

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

| | | | | | |
|---|---|---|---|---|---|
| Full Name:  RAM CHANDRA BHAGAT | | | | | |
| Gender:   Male ( ✓ )  Female ( )  Transgender ( ) | | 5 | Age: | Yrs or | Date of E Declared |
| Address:   C/o ( ) D/o ( ) S/o ( ) W/o ( ) H/o ( )     NAME | | | | | |
| House No/ Bldg./Apt. 127 - B Tara Apartment | | | Street/Road/Lane Lane No 2 | | |
| Landmark Near DAV School | | | Area/locality/sector  New Shimla | | |
| Village/Town/City Shimla | | | Post Office  New Shimla | | |
| District | Shimla | | Sub-District | | S |
| E Mail  sn07@gmail.com | | | Mobile No | | P |

**Change in House No.**

**Relationship Details:**

a.  In the case of children below 5 years, "Name" and "Aadhaar Number" of one of the parents or guardian is mandatory. Parent/Guardian must produce their Aadhaar letter when enrolling children (or they can be enrolled together).

b.  In the case of an adult, no verification will be done for the information on parent or spouse. They are recorded for internal purposes only.

**Head of Family (HoF):**

c.  Verify that the PoR document establishes relation between the Head of Family and the family member. Only those family members can be enrolled based on the relationship document (PoR), whose names are recorded on relationship document.

d.  Head of Family must always accompany the family member when the family member is getting enrolled.

e.  The verifier must also check the HoF details in the Enrolment/ Update Form in case of HoF based verification. HoF's Name and Aadhaar Number in form should be verified against the Aadhaar letter.

f.  Ensure that in case of HoF based enrolments, the relationship details mentioned in the form are of the HoF only.

g.  Mobile Number, Email address: Make sure that the enrollee provides his/her Mobile Number and / or Email Address. Verifier can inform the importance of these fields to the resident. UIDAI can get in touch with the resident using this information, if required, like in case of returned letters.

# Role of Introducer

# Session: Introduction to the Introducer

## Introducer

How are Residents without documents enrolled in Aadhaar?

a.  Key demographic data needs to be verified properly at the time of enrolment. Residents can bring any of the approved documents as Proof of Identity (PoI) and Proof of Address (PoA).

b.  If a resident is unable to provide documentary proof of identity or proof of address, they can be enrolled through a pre-designated "Introducer" who is identified and notified by the Registrar or Regional Offices.

**Introducer:** An Introducer is a person who is authorized by the Registrar to introduce a resident who does not possess any PoA/PoI documents. This introduction does not tantamount to giving a character certificate to resident

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

## Roles and Responsibility of Introducer

Once the Registrar identifies introducers region-wise (District/State in which the Introducer is authorized to work), he will notify the Introducers.

a.  The Introducers must attend the Aadhaar awareness workshop organized by the Registrar and UIDAI to acquaint them with the Aadhaar program and understand Introducer responsibilities and liabilities.
b.  If the identified Introducer is ready to work as an Introducer, he/she will have to give a written consent (prescribed Performa attached as "Appendix C") to being an Introducer for the purpose of enabling Aadhaar enrolments and to follow the guidelines and procedures laid down for the Introducers by the Unique Identification Authority of India (UIDAI) and the Registrar.
c.  Introducers need to be enrolled and must have received their Aadhaar numbers and signed the consent forms before they start introducing residents in the field.
d.  They must ensure that the Registrar has registered and activated them as an Introducer at UIDAI.
e.  Introducers must keep themselves informed on the Enrolment Schedules, Enrolment Centre locations and operational hours of the Enrolment Centers in their assigned territory.
f.  They must ensure that their contact information is correctly displayed at the Enrolment Centre. In case of no display/incorrect information, ask the Enrolment Centre supervisor to display/correct the details.
g.  Introducer must be easily accessible to the residents.
h.  The Introducers must check the Resident's Name and Address on the Enrolment form for correctness and completeness. Introducer should also check his/her own details in the form and then provide his/her

signature/thumbprint on the Enrolment Form space provided.

i.  Introducers should make themselves available during the working hours of the EC for endorsing residents. In case, they are not available during the operational hours, they can visit the Enrolment Centre at the End of the Day and check the list of residents pending for their endorsement.

j.  Introducer must carefully check the Name and Address details of the Resident and provide their Approval/Rejection.

k.  Introducer has to provide their biometric on Aadhaar client to endorse a resident's enrolment.

l.  The Introducer also signs/provide thumbprint on the consent for enrolment where consent print requires the same.

m. Introducer confirms the identity and address of the resident they are introducing

n.  Introducer must only introduce residents who do not have documentary proof of identity or address

o.  Introducer is not obliged to introduce every person who approaches them

p.  Introducer cannot charge fees for introducing residents. However, Registrars can prescribe an honorarium to them for this work.


## Liabilities of Introducer


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

b.  Introducer must not help an Aadhaar holder to deliberately take on the identity of another person by changing their demographic information or even collude to provide false biometric information.

c.  Strict action will be taken against the Introducer for violation of guidelines.

## Appendix

**SAMPLE SPECIMEN CERTIFICATE OF IDENTITY/ADDRESS FOR AADHAAR ENROLMENT**
(TO BE ISSUED ON THE OFFICIAL LETTER HEAD OF THE ISSUING AUTHORITY)

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

This is to certify that Mr/Ms (     **Name of the Resident**     ) son/daughter/wife/husband/ward of (Name of the relation/guardian) is known to me. His/her photograph is attached and is duly attested by me. His/her current address is stated below and this certificate can only be used as Proof of Address/Identity for fresh Aadhaar Enrolment.

Current Address of the Resident:

Date:

Signature of Issuing Authority:
Full Name Issuing Authority:

Designation Issuing Authority:
Telephone No. Issuing Authority:

(To be signed personally by the issuing authority. Proxy signatures are not allowed.)

**SAMPLE SPECIMEN CERTIFICATE OF IDENTITY/ADDRESS FOR AADHAAR UPDATE**
(TO BE ISSUED ON THE OFFICIAL LETTER HEAD OF THE ISSUING AUTHORITY)

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

This is to certify that Mr/Ms ( **Name of the Resident** ) son/daughter/wife/husband/ward of (Name of the relation/guardian) is known to me. His/her photograph is attached and is duly attested by me. His/her current address is stated below and this certificate can only be used as Proof of Address/Identity for updation of Aadhaar Number…………………………

Current Address of the Resident:

Date:

Signature of Issuing Authority:
Full Name Issuing Authority:

Designation Issuing Authority:
Telephone No. Issuing Authority:

(To be signed personally by the issuing authority. Proxy signatures are not allowed.)