

## Query Service on Aadhaar Mapper (QSAM)

Aadhaar is a 12 digit individual identification number issued by the Unique Identification Authority of India on behalf of the Government of India. This number will serve as a proof of identity and address, anywhere in India. Any individual, irrespective of age and gender, who is a resident in India and satisfies the verification process laid down by the UIDAI can enroll for Aadhaar. Each Aadhaar number will be unique to an individual and will remain valid for life. Aadhaar number will help you provide access to services like Direct Benefit Transfer in banking.

Customer or End User is a Key stakeholder and the one for whom the QSAM is being brought into existence. Through this service customer can easily able to know the status of the Aadhaar number which will be helpful for him/her especially for DBTL (Direct Benefit Transfer) schemes.

**QSAM** (Query Service on Aadhaar Mapper) – This service helps user in knowing their Aadhaar Seeding status with their bank account.

### Objectives of QSAM

- To facilitate user to know whether his/her AADHAAR number is seeded/linked to any bank account number or not.
- If yes, then with which bank and when it was last updated.

### Benefits of QSAM

- Facilitate user to know whether his/her AADHAAR number is seeded/linked to any bank account number or not.
- If yes, then with which bank and when it was last updated.
- USSD system which offers 24X7X365.
- Service is accessible without any need of GPRS connectivity.
- Service is accessible across all the Handset starting from low range basic device to high range smart phones.
- Service is accessible across all the GSM service providers.

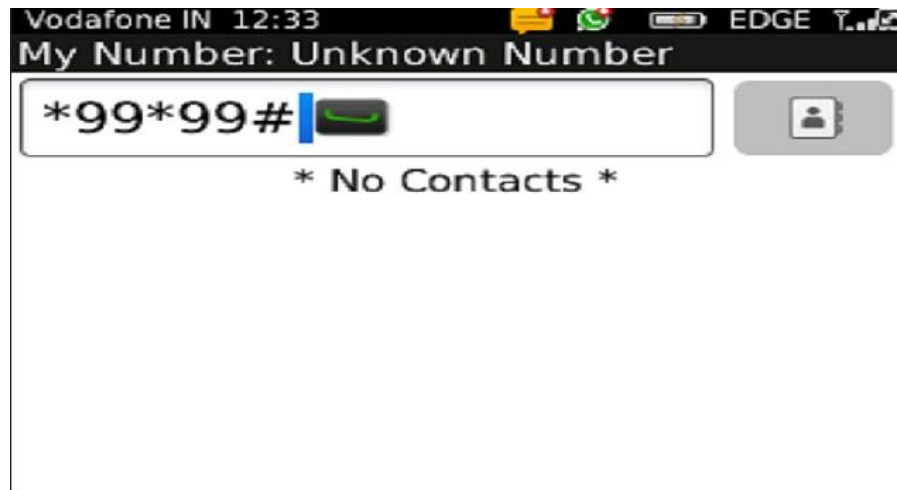
## QSAM Services

**QSAM** (Query Service on Aadhaar Mapper) – This service helps user in knowing their Aadhaar Seeding status with their bank account.

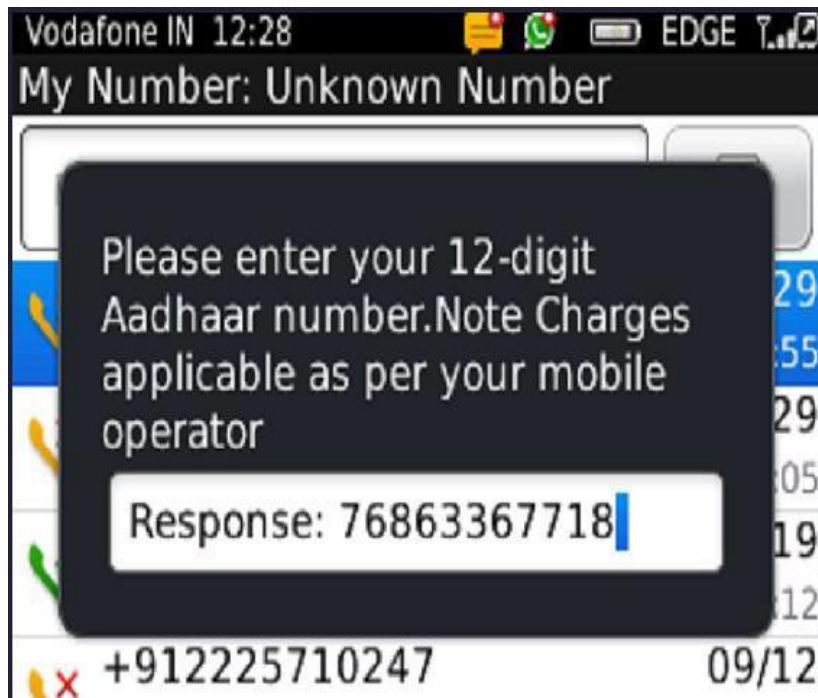
- This service can be availed by dialling \*99\*99#.
- User will know whether his/her AADHAAR number is seeded/linked to any bank account number or not.
- If yes, then with which bank and when it was last updated.

The step by step flow for the same along with screen is as follows:

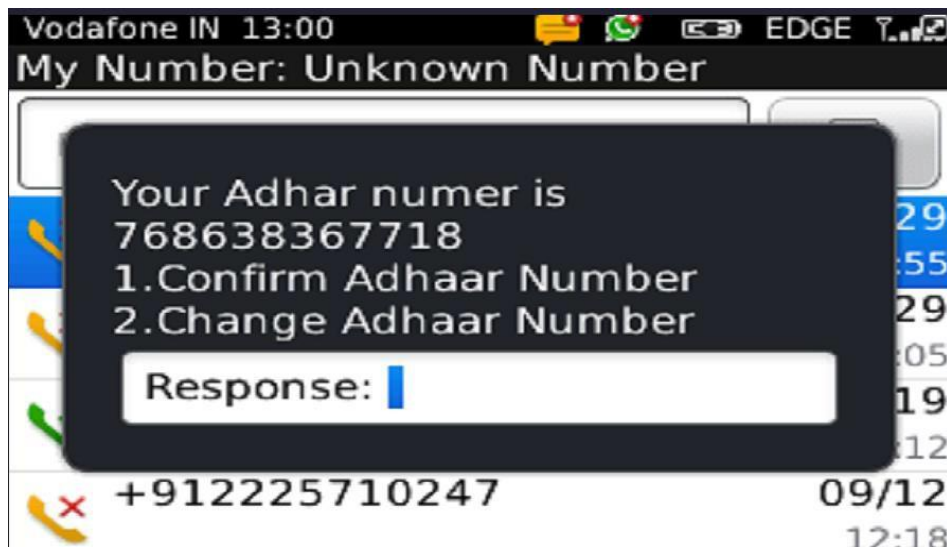
- Dial \*99\*99# from your Mobile handset



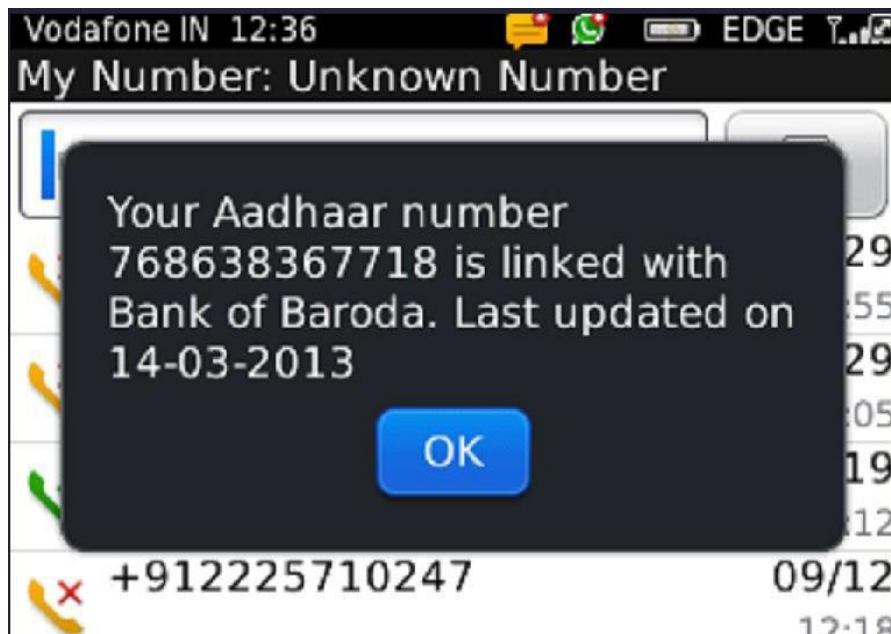
- A screen to enter your 12 digits Aadhaar number will appear



- Aadhaar number confirmation screen will appear. Enter 1 to confirm or 2 to change the Aadhaar number and Submit.



- A confirmation screen will appear showing the Aadhaar number linked to Bank along with last updated date.



## Registration Process

The Service is available to all customers just by dialing \*99\*99# without any Data connectivity through USSD channel. No prior registration like Mobile Banking is required to use this service.

## FAQs

### 1. What is QSAM?

QSAM (Query Service on Aadhaar Mapper) is a service which helps user in knowing their Aadhaar Seeding status with their bank account.

### 2. How do I use the QSAM service?

The Service is available to all customers having Aadhaar number linked to any Bank's account. The customers will be able to use the service over USSD by just dialling \*99\*99# from their handset.

### 3. What are the key benefits of QSAM?

The benefits of QSAM are as follows:

- User will know whether his/her AADHAAR number is seeded/linked to any bank account number or not.

- If yes, then with which bank and when it was last updated.

#### **4. What are the steps involved for using QSAM?**

The following steps involved for using QSAM:

- Dial \*99\*99# from your Mobile handset.
- A screen to enter your 12 digits Aadhaar number will appear.
- Aadhaar number confirmation screen will appear. Enter 1 to confirm or 2 to change the Aadhaar number and Submit.
- A confirmation screen will appear showing the Aadhaar number linked to Bank along with last updated date.

#### **5. Does the customer need any mobile banking registration for using QSAM service?**

No, customer needs not to be registered for mobile banking registration for using this service.

#### **6. What else if I am having Aadhaar number linked to multiple accounts with different or same bank?**

User will know his/her Aadhaar number linked to bank account number which is last updated as per data available under NPCI mapper.

In case, a customer seeds his/her Aadhaar number in multiple bank accounts, the previous mapping if any in the NPCI mapper, gets overwrite by the fresh seeding of the Aadhaar number. The customer Aadhaar number will get mapped in NPCI mapper to the bank in which he/she has given the Aadhaar number at the last.

#### **7. What is NPCI mapper?**

NPCI mapper is a repository of Aadhaar numbers maintained to route Aadhaar based transaction (APBS and ABRS) to the destination banks. The NPCI mapper contains Aadhaar number along with IIN of the bank to which the customer has seeded his/her Aadhaar number.

#### **8. Does this QSAM service available on both GSM and CDMA handset?**

No. QSAM service is available only on the GSM handset.

#### **9. Do TSPs (Telecom Service Providers) charges for this service?**

Yes. TSPs will charge for accessing QSAM service. Please contact your Telecom Service Provider to know the exact cost for using NUUP service. However, the TRAI has set maximum ceiling is Rs. 1.50/query for accessing the said service.