Unique Identification Authority of India (/../)
Government of India

AADHAAR

My Aadhaar ⌄   About UIDAI ⌄   Ecosystem ⌄   Media & Resources ⌄   Contact & Support ⌄

Click to searc

Ecosystem (/ecosystem.html)   Enrolment Ecosystem (/ecosystem/enrolment-ecosystem.html)   Registrars

Registrars

Registrar is an entity authorised or recognised by the UIDAI for the purpose of enrolling individuals. They are partner to UIDAI vide a MOU and responsible for abiding by the roles and responsibilities assigned to them. They are primarily various state governments, central ministries, banks and public sector organizations who have signed MOU with UIDAI for enrolment of residents.

Who can be Registrars?

"Registrar" is an entity authorized or recognized by the Authority for the purpose of enrolling the individuals for UID numbers. Registrars are typically departments or agencies of the State Government/Union territory, public sector undertakings and other agencies and organizations who interact with residents, in the normal course of implementation of some of their programs, activities or operations. Examples of such Registrars are Rural Development Department (for NREGS) or Civil Supplies and Consumer Affairs Department (for TPDS), insurance companies such as Life Insurance Corporation and Banks.

How to be a Registrar?

At this stage, the UIDAI has primarily engaged with state governments, central ministries, and financial institutions. The UIDAI has entered into MoU's with each registrar where the roles and responsibilities are defined and has to be abided. The signed MoU allows the registrar to start the enrolment of resident either on their own or by selection of enrolment agencies.

State and Non-State Registrars

The State Government/Union Territory agencies working as Registrar for UIDAI are State Registrar. All the banks and the public sector undertakings who sign a MoU act as Non State Registrar.

Roles & Responsibilities of Registrar

- Partner with the UIDAI and leverage the ecosystem defined by the UIDAI in implementing the enrolment process
- Only use the software provided by UIDAI for enrolment purpose, which will have the provision of capturing audit data as part of enrolment packet against each enrolment / update for traceability of enrolment client, operator, supervisor, enrolment agency, registrar, and any other information.
- The equipment such as computer, printer, biometric devices and other accessories shall be as per the specification prescribed by the authority from time to time.
- The biometric devices used for enrolment shall meet the specification prescribed by UIDAI as well as certified as per the process prescribed by the Authority.
- Engage Enrolment Agencies for enrolment of resident, conduct training of the agencies and regular monitoring.
- Ensure that standard defined by UIDAI is followed in terms of technology, devices and processes including in training, awareness building, enrolment, authentication etc.
- Registrars shall carry the enrolment of resident by themselves or through enrolment agencies contracted by them. Registrars shall have option to contract with empanelled enrolment agencies or any other agencies found suitable by them following their own system of contracting such agencies..
- Ensure that all the enrolment packets have been transferred to CIDR within specified time using secured FTP channel only.
- Ensure relevant security protection for data collected during the same; retain safe copies of supporting documents and provide access to UIDAI as and when required
- Partner with Civil Society Organisations and other outreach groups to maximise enrolment of marginalised residents
- Setup process for grievance resolution, monitoring EA performance etc. as defined by the UIDAI; provide assistance to UIDAI in resolving matters of dispute

Registrar Onboarding Documents

Frequently Asked Questions

Aadhaar Enrolment Process

How much time it takes to get my Aadhaar generated after the enrolment? +

It takes up to 90 days for Aadhaar generation from the date of enrolment.

I have Enroled for Aadhaar multiple times but have not received my Aadhaar letter. What should I do in this case? +

There are chances that your Aadhaar has been generated but you have not received Aadhaar letter by post. In this case, it is recommended to get your Aadhaar status checked, for all your EI by clicking on "**Check Aadhaar Status (https://resident.uidai.gov.in/check-aadhaar)**" or **https://resident.uidai.gov.in/check-aadhaar (https://resident.uidai.gov.in/check-aadhaar)** o by visiting nearest Permanent Aadhaar Enrolme centre.

I have received SMS on my mobile that my Aadhaar is rejected, what should I do? +

Aadhaar generation involves various quality che therefore there are chances that your Aadhaar g rejected due to quality or any other technical reason. So if you have received SMS that your Aadhaar has been rejected, it is recommended re-enrol yourself.

Can I get myself Enroled for Aadhaar just by sending required documents by Post? +

No, you have to personally visit Aadhaar enrolm centre for getting yourself Enroled as your Biometrics will be captured.

Can I get Enroled for +

The UIDAI has a well-defined process for onboarding of Registrar and there exists set of documents for the registrars to assist them in the enrolment process. All the documents relevant to the Registrar will always be updated and available on the website for reference. The approved list of onboarded registrar and the relevant MoU will be available on the website.

The registrar needs to define a strategy to cover the enrolment of residents in the selected area for which the EA has to be selected through the RFQ/RFP model. The UIDAI has a list of empanelled agency whose, technical and financial profile has been verified by technical committee and is ready to start the enrolment.

The Model RFQ for selection of EA has been developed by UIDAI as a reference document and is available on the website. The document needs to be modified as per the requirement of the registrar and the geographical location in which registrar plans to start enrolment.

The registrar needs to select EA based on the following criteria

- Technical and financial capability
- Volume of enrolment
- Schedule of the enrolment proceedings in the area
- Data storage requirement and
- Enrolment infrastructure provisioning

Registrar's Role in Inclusion

The Registrar will have to take special measures to enrol women, children, senior citizens, persons with disability, unskilled and unorganised workers, and nomadic tribes or to such other persons who do not have any permanent dwelling house and such other categories of individuals.

There should be provision on the Registrar front to include all categories of marginalised / vulnerable groups of individuals who have access to one or more of the supporting documents prescribed by UIDAI and other category of residents, who cannot provide any document to prove their identity.

To the extent possible Registrar shall have provision of woman operator at institutions where only woman are to be enrolled. The Registrar shall also make provision of enrolment of new borne children at place of birth like hospitals.

Registrar Activities

Following are the activities in which Registrar gets involved

- Onboarding of Enrolment Agencies
- Conduct of training and monitoring of enrolment
- Transfer of the enrolment packets to CIDR for processing
- Handing over of the enrolment documents in the form of DMS(Document Management System)
- Verification of the documents collected during enrolment
- Attend meetings and be updated on the process

Aadhaar if any of my fingers or iris is missing?

Yes, you can enrol for Aadhaar even if any or all fingers / Iris are missing. Aadhaar software has provisions to handle such exceptions.

I have lost my Enrolment ID slip/ Aadhaar letter, is there any way of finding the same?

Yes, **In case your mobile number is registered Aadhaar**, you can find your Enrolment number (EID) or Aadhaar (UID) by clicking on "Retrieve Lost UID/EID (https://resident.uidai.gov.in/lost-uideid)" tab under Section Aadhaar enrolment uidai.gov.in website or https://resident.uidai.gov.in/lost-uideid. Select EID/UID you want to retrieve and then enter you name and mobile number (as registered during Aadhaar enrolment). You will receive your EID/ Aadhaar number delivered on your email/ mobil number.

In case your mobile number is not registered Aadhaar, you have to visit nearest Permanent Aadhaar Enrolment centre.

Can I get my Aadhaar letter downloaded online after it is generated?

Yes, once your Aadhaar is generated, you can always download e-Aadhaar letter by clicking o "Download Aadhaar" under Aadhaar Enrolment section on uidai.gov.in website.

Does the online downloaded Aadhaar letter have same validity as tha of original?

Yes, online downloaded e-Aadhaar letter has th same validity as that of original.

What if my demographic details mentioned on acknowledgement / enrolment slip are not matching with supporting documents?

You can get your details corrected within 96 ho of your enrolment. 96 hours window starts from the time stamp mentioned on your Enrolment S Acknowledgement slip.

Where multiple address proofs are

available for a resident (eg. presen and native), which proof would UIDAI accept, and where will it send Aadhaar Letter?

The UIDAI asks the resident to confirm the addresses (from the multiple address proof) on which he/ she wants his/ her Aadhaar letter to b delivered. Based on resident's choice, UIDAI captures the detail as per supporting document

Is there any age limi for Aadhaar enrolment?

No, there is no age limit defined for Aadhaar Enrolment. Even a new born baby can also get Enroled for Aadhaar.

What are Resident's responsibilities in ensuring that his/he enrolment does not get rejected?

Resident must review his/her details in English well as in local language by looking at the reside screen available in front of him/her. Ensure that Name, Gender, DoB, Address etc. are correct. A to ensure that no titles/ salutations like Mr./ Mrs Col./ Dr. etc. are prefixed or suffixed to the nam It is recommended to provide full name instead initials for e.g. B.K Sharma should be written as Kumar Sharma. Review that photograph capture by the operator is correct and recognizable.

I don't have required documents for enrolment of Aadhaar, can I still enroll?

Yes, even if someone in a family does not have required documents, the resident can still enrol his/her name exists in family entitlement document. In this case the Head of Family in entitlement document needs to be Enroled first with valid PoI & PoA document and then other family members can enrol based on EID/Aadhaa number of head of family. UIDAI accepts 8 document types as Proof of Relationship (PoR). View the list of supporting documents (https://uidai.gov.in/images/commdoc/valid_do ments_list.pdf).

Whether the Ration card NEREGA Card etc can be accepted as Valid Proof of Identity/Address for the family members listed in the

document in case they do not have separate PoI or PoA document?

Yes. The family entitlement documents is accepted as proof of Identity/Address for family enrolment as long as the head of the family whose photograph appears on the documents presents and verifies the identity and address of the family members and the Registrar authorized verifier countersigns the copy of the document as proof/ acknowledgement.

Whether UIDAI has defined process to be followed for Family enrolments?

Yes. Head of the Family should invariably bring original POI/POA for verification and only those family members can be Enroled based on the family entitlement document, whose names & other details are recorded on it. For family enrolments it is desirable that the family should come together for enrolment as far as possible. In case all the members cannot make it on the same day then the head of family should invariably accompany the family member whenever he/she comes for the enrolment.

What is the option if the address indicated on the PoA document appears to be inadequate for postal delivery? Can additional information from the residents be accepted?

Yes. 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 the PoA document as long as these additions/modifications do not alter the base address mentioned in the PoA document. If the changes requested are substantial and change base address that is listed in the PoA, the resident will require to provide an alternate PoA or enrol through an Introducer.

Is it mandatory to provide mobile number or email for Aadhaar enrolment?

No, it is not mandatory to provide mobile number or email for Aadhaar enrolment. But it is always recommended to provide mobile number and email so that you get updates regarding your Aadhaar application status.

Is there any online

method of getting Enroled for Aadhaar

No, you have to personally visit Aadhaar enrolm
centre for getting yourself Enroled as your
Biometrics will be captured.

Aadhaar Updation

Will my Aadhaar number get change after updation?

No, your Aadhaar number will remain same
throughout even after update.

What details can I get updated in case am visiting Permanent Enrolment centre fo updation?

In case you are visiting Permanent Enrolment
centre, you can get both Demographics (Name,
Address, DoB, Gender, Mobile & Email) &
Biometrics (Finger Prints, Iris & Photograph).

How can I submit m Supporting documents in case of online Self Servic Update portal (SSUP)?

In case you are using online Self Service Update
portal (SSUP) method of updation, you need to
upload scan of original documents.

Do I need to bring original documents for updation at Enrolment centre?

Yes, you need to bring original documents for
updation at enrolment centre. Original documer
will be scanned and handed back to you after
updation.

Do I need to visit same enrolment centre for updation also where my original enrolment was done?

No, you can visit any of the permanent Enrolme
centre for updation.

What details can I get updated in case am using online Self Service Update (SSUP) portal for updation?

If you are using online Self Service Update Port
(SSUP) for updation, you can update your
Demographic details (Address). Please ensure 1
your mobile number is registered in Aadhaar wh
using this service.

I have my mobile number registered i Aadhaar but I want to replace it with my second number. Can I update it online? +

No, Mobile number is not updated online. To
update mobile number, you can visit nearest
Permanent Enrolment centre.

What fields can I update in Aadhaar? +

You can update Demographic details (Name,
Address, DoB, Gender, Mobile Number, Email) a
well as Biometrics (Finger Prints, Iris &
Photograph) in Aadhaar.

I have lost my mobil number/ do not possess the numbe that I Enroled with ir Aadhaar. How shoul I submit my Update request? +

In case you have lost/do not possess the mobile
number anymore that is registered in Aadhaar,
have to personally visit the nearest Aadhaar
update centre for updation of mobile number. Ir
this case you cannot update mobile number
through post or online.

Can I update my details in Aadhaar? +

Yes, you can always update your details in
Aadhaar.

Does submission of request guarantee Updation of information? +

Submission of information for update does not
guarantee update of Aadhaar data. The
information submitted is subject to verification
validation. Furnishing of incorrect
information/suppression of information would le
to rejection of application.

Is it necessary that my mobile number should be registered with Aadhaar while requesting for any kind of updation? +

If you are using online Self Service Update Port
(SSUP) for updation, your mobile number shoul
be registered with Aadhaar otherwise you can v
nearest Permanent Enrolment centre with
Supporting documents.

What are the documents required for updation in Aadhaar details? +

View the list of supporting documents. List contains 32 Proof of Identity (PoI), 45 Proof of Address (PoA), 14 Proof of Relationship (PoR) a 15 Proof of Date of Birth documents.

How can I update m details in Aadhaar? +

There are 2 different ways you can get your det updated:-

By Visiting Permanent Enrolment centre. Sea nearest enrolment centre by clicking on "Locate Enrolment Center" on uidai.gov.in.

Online using

Self Service Update Portal (SSUP)

. Click **"Update Your Address Online"** on

uidai.gov.in.

Is there any fee involved for updatio in Aadhaar details? +

Yes, for updation in Aadhaar, either Demograph or Biometric, you have to pay Rs. 50/- (including taxes) to the service provider each time you get your details updated. You can also click on **"Charges for Various UIDAI Services at Aadha Kendra (PEC) (https://uidai.gov.in/images/akr_policy_on_pric .pdf)"** on uidai.gov.in for UIDAI approved Fee Structure

Enrolment Partners/Ecosystem Partners

Who is a Verifier? +

When the resident comes to enrol for Aadhaar t an Enrolment Centre, demographic information 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. Su officials are termed as verifiers. The verifier present at the Enrolment Centre will verify the documents submitted by the resident against th enrolment form filled by the resident. The servi of the retired government officials who are generally well acquainted with such verification procedures should be utilized by the Registrars case they are unable to spare serving officials f document verification.

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

The verifiers in an enrolment centre cannot be

from the same vendor, hired as enrolment agen
Registrar needs to ensure that verifiers are
appropriately trained before being put in the fie
The Registrar may appoint more than one Verifi
in a centre, if and where required. The list of all
Verifiers must be notified, by designation, by th
Registrar before commencement of the enrolme
and the list should be shared with the Regional
office concerned.

How does the +
Operator perform
Correction in
Resident's Data?

For correction in any of the above data of a
resident, the Operator may use Correction men
on Enrolment Client (one time). Resident data c
be corrected within 96 hours of the resident's
enrolment and in the presence of the resident.

The following requests for changes are included
the scope of the Correction Process:
All demographic fields i.e., Name, Address,
Gender, Date of Birth / Age*

Relationship to resident

Mobile

Email Address

Relationship Details(Relation type, Name and
Aadhaar Number)

Introducer Name and Aadhaar Number

If originally the resident was Enroled as a child
below 5 years of age, it is invalid to correct the
resident age to above 5 years because biometri
data was not captured during enrolment.

The previous Enrolment ID of the resident need
be entered for correction of resident's old data.
Check resident's acknowledgement letter for
taking Enrolment number, date and time of
enrolment for correction.

PoI, PoA and Parent/Guardian's acknowledgeme
letter will also be required at the time of correct
process depending on the type of correction.

A change in Name would require either a verifie
Enrolment Form and PoI document or an
Introducer's Name and UID. A change in Addres
would require either a verified Enrolment Form a
PoA document or an Introducer's Name and
Aadhaar Number. A change in verified DoB wou
require a verified Enrolment Form and DoB
certificate. If the correction is in data for a child
below 5 years of age, then parent details of
relationship type, relative name and Aadhaar
Number of parent/guardian is also mandatory.

Only the fields that need a correction are enter
in the Correction menu of the software. Fields t
are good in original enrolment are not to be
retyped during Correction.

The correction in data will be reviewed with the
resident and any one of the biometrics of the
resident (provided in drop down menu on client
will also be taken to confirm that the resident is
with corrections.

In case the resident is child below 5 years, the
biometric of the parent/guardian whose details
entered in the relationship fields, will be taken.
Operator will sign off the enrolment and

Supervisor, Introducer sign off will be required i biometric exceptions and Introducer based verification respectively.

An acknowledgement of correction will be print at the end of correction process along with the Resident's photo. The acknowledgement of correction will be signed by Operator and hand over to Resident. The consent will be signed by resident and filed by the Operator along with th other documents of the resident.

What are the + responsibilities of ar EA's Supervisor?

At the Enrolment Centre, Supervisor's role is to plan and deploy logistics and other requiremen at the enrolment centre, setup the enrolment stations at the enrolment centre as per UIDAI guidelines as per Enrolment centre Setup checl and supervise the operations at the centre. Wh performing his/her role as a Supervisor at an Aadhaar Enrolment Centre, the Supervisor ensu the following:

Site Readiness

UIDAI has provided Enrolment Centre Checklist facilitate the Enrolment Agency in setting up enrolment stations and centres. Supervisor mu: use this list to ensure that all requirements are for the centre that he/she is responsible for. He/she must fill and sign the checklist at the beginning of each enrolment centre and/or onc every week (whichever is earlier). This checklis needs to be maintained for later review/audit at every enrolment centre by Registrar/UIDAI and their nominated performance monitors/agency.

Supervisor is responsible for setting up of the laptop/desktop with Aadhaar client installed and tested, attached with all devices and printer cu scanners and ensure all equipment are in worki condition to start Aadhaar Enrolments/Update.

Ensure that the latest Aadhaar Enrolment client/Update software is installed.

Ensure that the enrolment centre premises are neat and clean, hygienic, well maintained and s from electric/fire hazards.

Ensure that basic enrolment centre information given below is displayed Mandatorily at each enrolment station(in local language and English Name of Registrar and Contact Number

Name of Enrolment Agency & Contact Number

Name, Code, and contact number of EA Superv at enrolment centres

Escalation Matrix for Raising Complaint against Supervisor

Working hours and Holidays of the Enrolment Centre

UIDAI Help Line Number: 1947 and email id: help@uidai.gov.in

List of Documents required for Aadhaar Enrolment/Update

Rate List for all the Aadhaar related services

Supervisor will also make sure that the Aadhaar IEC material provided by the Registrar/UIDAI is properly displayed at the centre, as per UIDAI guidelines.

Ensure that the behaviour of Operator and othe staff at the enrolment centre is courteous towa the residents.

Take charge where Operator is not able to hand dissatisfied resident to prevent unpleasant situations.

Where uniforms are provided, make sure that st wears uniform at enrolment centre so that if residents need help they can easily identify employees by their attire.

Do not undertake enrolment operations at any locations without valid agreement with the Registrars.

On Boarding self and others

Supervisor must submit his/her "On boarding Form" along with the required documents to the Enrolment Agency which in turn submit the forr concerned "UIDAI Regional Offices" for verification.

After verification Regional Offices will approve/reject the on boarding with the respec Enrolment Agency.

Enrolment Agency will then add the Supervisor taking his/her biometrics in the Aadhaar client software and provide a User Name & Password operate the Enrolment Machine.

Enroled User means user's biometric details verification at UIDAI is successfully completed stored in local database at the enrolment statio

Supervisor must make sure that all the "Operat are also on-boarded at the stations for local authentication.

Managing Centre Operations

Supervisor also acts as an Operator, when required, in exigencies.

Supervisor must be aware of latest guidelines & policies as regard to Enrolments & updates bein released from time to time by UIDAI

Supervisor administers the enrolment process a his/her enrolment centre. He/she ensures adherence to the UIDAI enrolment processes an guidelines at the centre and good quality of dat captured.

Supervisor must ensure that the residents who have come for Fresh Enrolment have never Enro for Aadhaar by using "Find Aadhaar Facility".

Supervisor must ensure that the resident is wel informed that his/her biometric will only be use for Aadhaar Enrolment/Update.

Supervisor must ensure that the resident has fil the prescribed form for Aadhaar Enrolment/Upc correctly and has brought all the Original Supporting documents for scanning.

Supervisor must ensure only the required items checked in case of any update, not the complet information to avoid duplicity of data collected if Address has to be updated only the Address Check Box should be selected others.

Supervisor is required to "Sign off" every enrolment on Aadhaar client, where resident ha "biometric exception".

Supervisor must ensure that every Operator is aware of and has a print copy of the critical poi to be reviewed at the station during Resident's

review of enrolment data.

Supervisor must ensure that the Operator diligently reviews the data captured with reside for every enrolment/update and making corrections when pointed out by the resident.

Supervisor must ensure that the Operator provi his/her biometric confirmation after every Aadh enrolment/update.

Supervisor must ensure that Acknowledgement being printed after every enrolment and dully signed by the resident.

Supervisor must ensure that the Original Documents used as Proof of Identity/Proof of Relationship/Proof of Address/Proof of Birth and Signed Acknowledgement Slip is scanned for ev enrolment.

Supervisor can hold End of Day meeting at the centre for sharing learning of the day and issue faced.

Supervisor must take stock of the centre at the end of the day and make arrangements for replacement of faulty devices, hardware and ot logistics for smooth enrolments the next day.

Check devices periodically for scratches, out of focus images, only partial images getting captured. In case any such problem is noticed, should be reported to the concerned Enrolment Agency Manager/HQ and a change of equipmen should be requested.

Ensure all devices and computers are shut dow and power is off to avoid accidents.

Ensure security arrangements for devices and other equipments.

Specific End of Day Reports is available on the client, for selected time period, to facilitate EA Operations. Supervisor can make use of these reports in managing day to day operations at th centre.

Supervisor must ensure that staff at the centre observes the highest standards of ethics during the execution of Aadhaar Enrolment/Update and not ask for any additional money except for the prescribed fee.

Supervisor is also responsible for maintaining th confidentiality and security of the data collecte during Aadhaar enrolments.

Backup, Sync and Export
Supervisor ensures twice a day data backup of enrolment data to external hard disk as per UID guidelines. Record date and station number wh backup done to ensure that all stations are bacl up and none is missed.

Supervisor also ensures that enrolment stations are synched at least once in every 10 days.

Supervisor manages timely data export of enrolment data for uploading to UIDAI server.

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

End of Day Review / Correction
Supervisor must Review all enrolments of the d End of Day (EoD), to ensure that data entered i the Aadhaar client is correct for each resident.

Supervisor may also deploy a fellow operator or boarded on the machine for end of day review. However, the operator who did the enrolment cannot review his/her own packets.

In case any error/logical mismatch are found in data entered, inform the resident to come to the enrolment centre within correction time frame. Supervisor must sign off by giving his/her fingerprint after End of Day Review.

Once correction is done to the resident's data, Supervisor will again manually Approve/ Reject Resident's packet put on Hold earlier for correction, with appropriate reason if rejected.

Performance Monitoring

The Supervisor cooperates with the UIDAI/Registrar's monitors in performing monitoring and audit functions at the enrolment centre and answers their questions to the best his/her knowledge. Supervisor details are recor during performance monitoring and Supervisor also signs on the performance monitoring shee along with the monitor.

Supervisor ensures audit feedback, if any, is incorporated in process for continuous improvement of enrolment operations and data quality

Who is a Supervisor and what are his/he qualifications?

A Supervisor is employed by an Enrolment Agen to operate and manage enrolment centres. It is mandatory to have one Supervisor at each Enrolment Centre. To qualify for this role, the person should satisfy the following criteria:

The person should be of age 18 years and abov

The person shall be 10+2 pass and should preferably be a graduate

The person should have been Enroled for Aadha and his/her Aadhaar number should have been generated.

The person should have a good understanding experience of using a computer

The person should have obtained "Supervisor Certificate" from a Testing and Certification Agency appointed by UIDAI.

Before starting work as a Supervisor:

The person must be engaged and activated by Enrolment Agency in accordance with UIDAI guidelines prior to commencing enrolments.

The person should have undergone Training Session conducted by Regional Offices/Enrolme Agency on Aadhaar Enrolment/Update Processe and various equipment and devices used during Aadhaar enrolment.

The person should have read the complete Training Material on Aadhaar Enrolment/Update available on UIDAI website before giving the certification exam.

The person should be comfortable with local language keyboard and transliteration

What are the UIDAI Guidelines for

Demographic Data Capture?

Demographic Data Capture Guidelines:

Enter the Demographic details of the resident from the verified Enrolment/Update Form.

In case of Aadhaar Update, only the fields which need to be updated should be marked and filled.

Encourage the resident to add mobile number and email ID in the form, for UIDAI to get in touch with the resident using these details.

Pay attention to Data Aesthetics during demographic data capture. Avoid improper use of spaces, punctuation marks, capital & small letters during data capture.

Avoid use of un-parliamentary language & transliteration error.

Leave those non-mandatory fields blank where no data is provided by resident. Do not enter N/A, NA etc. in fields where Resident has not provided any data.

Filling Father / Mother / Husband / Wife / Guardian field is not mandatory for residents above the age of 5 years in case the adult is not in a position or does not want to disclose. Then select checkbox "Not Given" in "Relationship to Resident".

In case of children below the age of 5 years one of the parents' or guardian's name and Aadhaar Number shall be mandatorily recorded.

It is not compulsory for only father's name to be recorded against the 'parent's name.' Mother's name can alone be recorded for the 'parent's / guardian's' name if so desired by the parent.

Enrolment of the parent is mandatory prior to the child. If the child's father /mother / guardian has not Enroled or does not possess Aadhaar Number at the time of enrolment, the enrolment of that child cannot be done.

For Head of Family (HoF) based verification Name, Aadhaar Number of HoF and Relationship Details of the family member to HoF are mandatory details to be entered.

Who is an Enrolment Agency (EA)?

Enrolment Agencies are entities hired by the Registrars for undertaking demographic and biometric data collection for UID enrolment. Enrolment Agencies must ensure continued empanelment by UIDAI in order to be engaged by Registrars. If non-empanelled agencies are engaged by Registrars, they are also subject to the same terms and conditions as the empanelled agencies.

Are EAs allowed to sub-contract Enrolment Work?

Sub-Contracting of Enrolment Work is not allowed for private/ commercial Organizations/PSUs /Govt. Companies /Autonomous bodies. However, field level manpower such as enrolment operators and supervisors can be hired through third parties. EA must provide details of the companies from which they are going to hire this manpower. However,

Government Organizations may choose to franchise enrolment work to CSCs/ Local Government bodies.

What are the + Responsibilities of the Registrar under the Aadhaar Project

A high level summary of various roles and responsibilities of Registrar are:.

1. Enrolment Planning

As a part of the Enrolment Planning workshop, the Registrar is advised to finalize the targeted enrolment nos., locations to be covered and timelines for the same. This data can in turn be used to plan the no. of Enrolment Stations needed locations for the same, devices needed, operators to be staffed etc.

Registrars will also decide enrolment approach (phased, sweep etc). It is strongly recommended that the Registrar enrol all residents of the local and not limit it to their beneficiaries/ customers 'Sweeping' all residents will give Registrars the benefits of economies of scale and optimizing on the cost of enrolment per resident.

Finalize plan to include marginalized/vulnerable communities & areas for CSO involvement. Special enrolment drives should be initiated by registrars in consultation with ROs for the underprivileged various vulnerable groups and disabled persons

Identify area of interest for Aadhaar-enabled applications. Identify govt remittances which can be routed through Aadhaar-enabled Bank accounts. Registrars should link their UID enrolment activities to their core programs and citizen centric service delivery.

Registrar will work with the UIDAI to identify Bank to partner with for Financial Inclusion solution. Define processes as required to implement the Financial Inclusion solution.

At times, Registrar's may have to hold special camps or call residents for re-enrolment like in case where EA machines get stolen or where Resident data packets are irrecoverable due to process/technology failure. Registrar must keep the EA apprised that such situations may arise and they have to be prepared for re-enrolment of residents in such cases.

Registrar must keep the local authorities, Introducers, Verifiers and other stakeholders informed of enrolment schedule

In order to start enrolments, the Registrar has to complete the following activities, many of which can run in parallel and would have commenced post the Project Initiation Workshop:

2. Enrolment Agency Selection and On-boarding Identify Enrolment Agencies (EA)

1. Registrars may engage Enrolment Agencies for the purpose of enrolling resident into Aadhaar. Registrars will share the details of hired Enrolment Agencies with UIDAI.

2. Registrars are advised to engage only Empanelled Enrolment Agencies. If non-empanelled agencies are engaged, they must be subject to the same terms and conditions as the empanelled agencies.

3. New contracts should include a clause of continued empanelment mandatory for continuation of work. Model RFP/Q templates and the list of empanelled agencies have been published on UIDAI website.

4. No Sub Contracting – Subcontracting has

serious impacts on the quality and security of d
Agreement with enrolment agencies should hav
conditions to discourage sub-contracting.
However field level manpower such as enrolmer
operators and supervisors can be hired through
third parties. EAs should be asked to provide
details of the companies from which they are g
to hire this manpower.

Onboard EA - EA Project & Technology manage
need to be identified and added in JWG. Initiati
Workshop for EA needs to be held by Registrar
UIDAI to provide detailed enrolment process &
implementation overview.

Identify Enrolment Agency related requirements
EA training, device/resource capacity planning.

Procure infrastructure and equipment including
certified biometric devices as per standards
defined by the UIDAI, through the designated
enrolment agencies.

It is recommended that the Registrar must insis
Enrolment agencies using only trained
operators/supervisors. All Enrolment Operators
need to be tested and certified; keeping in mind
the significant impact they have in collecting go
quality and accurate data from residents.

3. Enrolment Centre and Stations

Enrolment Centers and their Location

1. Registrar will identify and co-ordinate for
suitable locations where Enrolment Centers ma
be setup keeping in mind law and order, terrain,
local weather conditions, security, power
availability, approach/access to the area and
lighting. Refer Resident Enrolment Process
document for Centre selection guidelines.

2. Non-state registrars should work in coordina
with ROs and state nodal departments. NSRs
should also have enrolment centres only in and
around their premises to ensure close supervisi
Bank NSRs can also be allowed to enrol through
special camps provided that they have cleared
these enrolment plans with the State UIDIC &/o
the State Nodal officer.

3. Registrars should plan for setting up perman
enrolment centres. Registrars need to maintain
least a skeletal enrolment network in their
respective locations, after the 'enrolment sweep
are completed to facilitate on-going enrolments
and updation.

Decide Number of Stations for Each Centre

1. The number of stations can be decided based
the target number of days for completion of
enrolment in the particular area or the district a
the expected number of enrolees in the area.
Model RFP published on UIDAI website provides
excel sheet for facilitating calculation of numbe
stations.

2. Tables, lighting, backdrops, height of table,
chairs, positioning of resident and operator, and
issue of direct sunlight for photo capture, all the
need to be considered for enrolment station se

3. Ensure Setup & registration of enrolment
stations as Active production machines with UII
The enrolment agencies may be asked to subm
their machine deployment plans and their
preparedness as per a prescribed checklist. RO
will assess the preparedness of the Registrars a
EAs and may then allow the on-boarding of
stations.

4. Registrar must Review the Enrolment Centre
Setup checklist with Enrolment Agency and ver
if all required activities are completed.

4. Define KYR+ fields

The AADHAAR Enrolment Client application

captures the KYR (Know Your Resident) data. T
registrars may require capturing some other
registrar specific fields related to residents call
as KYR+ data. For example, in case of PDS data
information such as APL (Above poverty line), E
(Below poverty line), Family Details, etc. may be
collected as part of KYR+ data. If any KYR+ fiel
are to be collected, define those fields and initi
technology integration with respect to data
capture API and logistics. However, experience
suggests that the number of fields proposed to
captured at the enrolment station must be kept
minimum as residents cannot be expected to br
multiple documents at the time of enrolment.

5. Pre-Enrolment Data

Registrar may want to complete the demograph
data capture and verification ahead of the
biometric capture. This step is called pre-
enrolment. In case where Registrar has a good
database, Registrars can share this with Enrolm
Agencies to pre-populate the AADHAAR Enrolm
Client. This data would reduce the effort and tir
of the enrolment operators during data capture
process at the enrolment centres during resider
presence. The details of the database need to b
discussed and sent to UIDAI in advance in
prescribed format and aligned to UIDAI
requirements. However, pre-enrolling residents
not mandatory.

6. Check Pin Code Master

Registrar must Review and get Pin code master
data corrected and completed prior to start of
enrolments in the region. Registrar should provi
list of PIN codes to be corrected in PIN codes
master to UIDAI using existing Pin Code correct
process.

7. Review list of Approved documents

UIDAI has defined a list of valid documents to b
used during Aadhaar enrolment process as Proc
of Identity (PoI), Proof of Address (PoA), Proof
Relationship (PoR) and Date of Birth (DoB).
However, UIDAI and Registrars have the authori
to amend and enlarge the list of PoI and PoA
documents in some exceptional circumstances.
Registrars may add any other required documer
not in the list, in consultation with UIDAI Region
Office. The Enrolment Agencies will then downl
the master for documents in the client stations,
pertaining to the Registrar, for use during
enrolment.

8. Send local language requirements

Send local language requirements for contact
centre, enrolment client (label/text, transliterati
Complete local language translation for labels,
print receipts/letter in coordination UIDAI.

9. Biometric data need of registrar identified

Registrars may analyse their requirement for
resident data and capability to securely manage
and store data. It is not necessary for Registrar
store resident's biometric data. Registrars are,
instead, encouraged to adopt online authentica
offered by UIDAI – this will require no local/offli
storage of biometric data in registrar applicatio
However, if the Registrar decides to store the
biometric data, then Registrar will have to share
plan to retrieve, manage and store data with UII
for UIDAI to start creating Registrar data packe

10. Provide registrar public key for data encrypt

Registrars must provide their public key to the
UIDAI for the purpose of encrypting the EID-UII
mapping file that UIDAI will share with Registrar
after Aadhaar generation. Encrypting using
Registrar's public key provides a layer of securi

and is prescribed by UIDAI for data transfer. Registrar must contact UIDAI for details on pub private key requirements.

11. Decryption Utility

Registrars must develop their own decryption utility for decrypting the EID-UID mapping file. Registrar should also successfully test file decryption.

12. Develop Registrar Technical requirements

Registrar will require technical personnel/syster integrators for developing their technical requirements for

Pre-enrolment data capture

KYR+ application

Document storage

Registrar packet transfer/ management & usage

Decryption utility

First mile i.e. data transfer from Enrolment Cent to UIDAI and Registrar

KYR+ data transfer, automating EID-UID mappir in KYR+ database

Receiving EID-UID mapping file from CIDR. Registrar must be ready to receive and update Registrar DBs with EID-UID mapping

Other activation and portal workflow related requirements

13. Other Technology side Requirements

There are some requirements that the Registrar will need to do for integration with UIDAI databa

Get set up as a Registrar in UIDAI database. Ser requisite details in prescribed format to UIDAI.

Receive Registrar code, login and password for technology portal and SFTP application

Then Attach EAs on technology portal to establ Registrar – EA linkage.

Update and activate Introducers list on technol portal

Receive and download SFTP application

Define Location Codes – Registrar can assign location codes to each of its schedule and this code can be used by Enrolment Agency in clien machines when conducting enrolments in the particular region. The assignment of location codes will help in generating enrolment reports location code which can be helpful for payment purposes. Registrar's supervisors at Enrolment Centres will have to monitor the use of correct location codes by Enrolment Agency.

A representative of the registrar performs the system configuration and registration once the software is installed. Normally the Registrar ma ask the EA to perform the installation and configuration. In such a case, the configuration and Registration may be done in presence of Registrar's representatives and/or Registrar mu regularly check the registration details on the client like location code, Registrar and EA name etc. Work flow related requirements – At times Registrar may be asked to intervene and given a role in a process workflow for example in cases where resident data packets are on hold due to specific reasons. Registrar will have to complet the given responsibility in a defined time period such cases.

14. Registrar software readiness and their integration to Aadhaar software

Registrar must check Aadhaar Application Software is ready for deployment with pincode data corrected, registrar public key and local language support included. Test Registrar's ow software and their integration with Aadhaar software.

15. Information, Education & Communication

Registrar will define an integrated IEC Plan & Material leveraging the content developed by the UIDAI. The UIDAI's IEC guidelines list in detail the different kinds of stakeholders to engage (PRI members, introducers, CSOs, etc.) and the recommended messages and media to use for each of them. The IEC plan lists the activities to triggered 45/30/15/ 7 days before commencing enrolments.

Registrars must coordinate with UIDAI IEC team details on their IEC responsibilities.

16. Identify and Deploy Introducers

Registrars will need to identify Introducers who can help enrol beneficiaries who lack PoA/PoI documents.

Registrar identifies introducers region wise and prepares list by District/State in which the Introducer is authorized to work. Registrars can also leverage CSOs to better reach marginalized residents, act as Introducers, and build awareness among them to mobilize enrolments from this group. Based on inputs from UIDAI, review and finalize list of Introducers and notify the same in public manner.

Introducers need to be Enroled in advance and have their Aadhaar numbers generated, registered and activated in Aadhaar database. Organize camps for enrolment of Introducers to ensure that all Introducers on the final list are Enroled into the program.

Introducer workshop is held to appraise them about their roles & responsibilities

Introducers are required to sign consent to being Introducer which is stored by the Registrar. Introducer consent form format is provided by UIDAI. Put in place systems to ensure ongoing monitoring of the Introducer list occurs at regular intervals. Based on performance, make changes/additions to the list as required and share with UIDAI. Ensure that both UIDAI and the Registrar have most up-to-date list of Introducer at all times.

Publicise the Introducer concept to make resident aware. Provide the resident information about acceptable Introducers. Publish list of Introducer and Verifiers at the enrolment centres along with their contact details. Detailed guidelines on Introducer selection, Introducers roles and liabilities are defined by UIDAI and published on UIDAI portal.

17. Identify and Deploy Verifiers

Registrar must appoint Verifiers for every centre Firm up Verification process. Shortlist the Verifier and Registrar's supervisor. Schedule camps to educate verifiers.

The Registrar must ensure physical presence of verifiers during the operational hours of the enrolment centre and may appoint more than one Verifier in a centre, if and where required. The performance of Verifiers may be monitored by the Registrar.

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.

They may be paid by the registrars out of the financial support provided by UIDAI to Registrar on successful Aadhaar generation. Roles and Responsibilities of Verifiers are defined by UIDAI

18. Personnel for Grievance Redressal

The registrar is expected to put in place a Team that would serve to quickly address any matters

requiring resolution that may pertain to the Registrar, but may be conveyed to the UIDAI Contact Centre. The Time taken for resolutions to be finalized jointly.

Registrar should also identify an Officer to who all relevant grievances may be forwarded and tv senior officers for managing escalations of the same.

19. Print and Distribute Enrolment forms

Enrolment form is designed by UIDAI for captur Aadhaar enrolment data.

Registrar can have a separate form for capturin KYR+ data.

Registrar needs to get the enrolment forms prir in sufficient quantities.

Registrar must ensure that the forms are availal distributed free of cost at the enrolment centre

20. Data Transfer

Finalise, with EA, Resident Data packets transfe modalities. Data can be transferred to UIDAI usi online SFTP mode or through hard disks/memor sticks sent through suitable courier service.

Also define KYR+ and registrar data packet transfer mode and frequency.

21. For Document Management

UIDAI mandates storage of Enrolment form, PoI PoA, DoB, PoR, and consent. These documents carry important and confidential resident information.

UIDAI urges to handle enrolment documents wi care and protect it from damage and theft.

Registrar must do the following:

Identify whether the documents would be store hard copy/soft, scanned copy

Setup a mechanism for collecting and securely storing all the documents submitted by residen during enrolment till the UIDAI appointed DMS service provider collects document from registr offices and provide receipt of the same.

Upon accumulation of specified batches of documents at one site, intimate UIDAI's DMS service provider for pickup of documents, handover documents and obtain sign off. Detail process and guidelines of Document managem and Registrar's role in same are published by U in Document Management Process.

If Registrar wants to store any additional documents, they may develop their own proces for storing and managing those documents.

22. Provide requisite data to Contact Centre

The UIDAI has set up a Contact Centre for conc and issues that residents or UIDAI eco system partner may have in terms of enrolment, authentication and identity frauds etc. This con centre serves as a single point of contact for th organization. Certain information is required by contact centre, from the Registrar, related to enrolment exercise in their area. Registrars mus furnish such details to the Contact centre to he effective functioning of the centre.

23. Monitoring and Audits

Registrar is responsible for Field level executior monitoring and audit.

Audit enrolment centre readiness, EA processe: and their effectiveness. It is recommended that Registrars setup a process to audit the performance of Enrolment Agencies and other partners they engage with.

Registrar must conduct sample audits in the en gamut of enrolment process and data quality, training, logistics, grievance resolution and updation processes for controllership purposes Ensure IEC norms are being adhered to. Advise

EAs to deploy IEC elements in a judicious and practical manner. Monitor the performance of Introducers and Verifiers.

The Registrar may also undertake appropriate measures such as monitoring of payment to operators' and supervisors' bank accounts, reg audits of EAs and enrolment centres, etc. to prevent sub-contracting.

Randomly Review Acknowledgement and Cons data against PoI, PoA documents to ensure that data entered in the software is correct for each resident. In case any error is found in the data entered, inform the EA Supervisor and/or reside to initiate data correction.

24. MIS

Registrar must develop their own MIS systems execution, monitoring and control. Registrar ma help provide UID with reports/insights in signifi issues as and when required by UIDAI.

25. Data Protection and Security Guidelines for Registrars

Registrars have a fiduciary responsibility and ha to exercise a duty of care to secure and protect the data (demographic and biometric) collected from the resident. UIDAI prescribes broad measures for data protection and security to be adopted by Registrars. Registrars must refer an abide by the same.

26. Enforcement of UIDAI's suspension/debarment/dis-empanelment decisi UIDAI monitors the performance and data quali of Enrolment Agencies and their Operators and Supervisors on a continuous basis. UIDAI has formulated a suspension policy for non-complia EAs and their Operators and Supervisors. Registrar will be notified of the action where suspension/debarment/ dis-empanelment criter are met. Registrars must get in touch with the UIDAI Regional Office and take immediate appropriate actions when intimated of such decisions.

27. Enforcement of UIDAI's Returned Letters po A report on returned letters will be shared by U with Registrars. Registrars must Review and investigate the various reason codes for Return Letters. Where possible and required, Registrar may contact the Residents and educate residen on how to get in touch with contact centre for t Letters. Registrars may involve/take help from I Post in investigations.

28. Ensure UIDAI Exit Policy requirements are fulfilled

If and when Registrar decides to exit the Aadha enrolment programme, they must fulfil requirements and sign necessary documents to meet the requirements of UIDAI's exit policy.

How does the + Registrar get started on UIDAI project?

The UIDAI has also defined a detailed Registrar Onboarding Process and Guide in order to supp Registrars across the stages of becoming Aadh Ready. A high level summary of it is in this document:

1. **Setting Up Committees and Joint Working Groups**

Set up Apex/ Empowered Committee headed by CM and an Implementation Committee headed Chief Secretary. It is recommended that UIDAI Regional Office and State UIDICs must coordina with the State Registrars (SRs) and Non State

Registrars (NSRs) in their States to increase accountability across stakeholders and facilitate the working of NSRs in tandem with SRs.

Identify Nodal Department for Aadhaar; Identify Departments which will act as Registrars along with a nodal Officer. Other Departments which are not included as Registrars in the project at the time of enrolment, will have the option of 'Aadhaar enabling' their systems at a later date. The Nodal and the Registrar departments can be the same department or different departments.

Ensure MoU is signed

Identify Agency for Receiving financial assistance for enrolment: The UID Authority provides some financial support to its Registrars per successful enrolment into the UID system. To operationalise this arrangement, the Registrars have to provide the details of the Registrar (name and account details) through which they would like to receive the amount.

Setup Joint Working Group – headed by the Head of the Nodal/Registrar Dept. The other members should be Officers, who can lead the Technology, Process, IEC, Applications teams from the Registrar's side. UIDAI will nominate appropriate representatives to assist the State Government/Registrars in carrying through the entire process. Bank representatives may be included where the Financial Inclusion (FI) solution is a part of enrolment. Ensure smooth functioning and active participation of the working group during UIDAI – Registrar alignment.

Ensure deliverables / project plan activities as mentioned in the UIDAI Registrar Readiness Checklist (RRC) are executed. Update RRC along with UIDAI nodal officer and EA at each stage. Hand over the signed checklist to Regional Office/Nodal Officer.

2. **Sensitization Workshops**

A series of sensitization workshops are held to provide an overview of Aadhaar, enrolment and approach, roles and responsibilities at State/District/ Village levels, enrolment strategy and plans.

This will be followed by a set of sub-group workshops and meetings with members of the process, technology, IEC and applications team respectively to identify the key areas of integration and implement the same. Ensure that Registrar technology, process & IEC aspects are aligned with UIDAI.

A "Go Live readiness Workshop" will be scheduled 2-3 weeks before scheduled 'go-live' date to take stock of the implementation status on items required to start enrolments. Registrar must advise UIDAI's focal point on modalities for setting up the on-boarding workshop and should ensure that the required stakeholders and members of working group attend the workshop.

Define the role of Civil Society Organizations (CSOs) in the enrolment process and develop a panel of CSOs at the local level who can help enrol marginalized communities. Social Inclusion is a mandatory requirement for registrars. Special enrolment drives should be initiated by registrars in consultation with ROs for the underprivileged, various vulnerable groups and disabled persons.

Who is a Registrar?

"Registrar" is any entity authorized or recognized by the UID Authority for the purpose of enrolling the individuals for UID numbers. Registrars are typically departments or agencies of the State

Government/Union territory, public sector undertakings and other agencies and organizations, who interact with residents in the normal course of implementation of some of the programs, activities or operations. Examples of such Registrars are Rural Development Department (for NREGS) or Civil Supplies and Consumer Affairs Department (for TPDS), insurance companies such as Life Insurance Corporation and Banks.

Registrars will collect demographic & biometric data from residents directly or through Enrolment Agencies. Registrars have the flexibility to collect additional data, which will be referred to as 'KYR' fields for the various applications they have in mind.

The UIDAI has developed standards, procedures and processes, guidelines and technology systems to execute the entire Aadhaar enrolment process, which will be adhered to by the Registrars. Registrars can also leverage the Ecosystem that has been built by the UIDAI in order to support them in this process.

What are the Preparatory Activities that an EA must do prior to starting enrolments +

Preparatory Stage Activities of an EA

EA must identify their Project & Technology managers who will be part of the Joint Working Group headed by the Head of the Nodal/Registrar Department. Initiation and On-boarding Workshop for EA must organised by Registrar and UIDAI will provide detailed enrolment process & implementation overview. EA must familiarize themselves with Enrolment process and policies including periodic amendments/updates. The scope of work of the Enrolling Agency (EA) includes the following activities:

1. Procure enrolment hardware, software including Biometric Devices as per UIDAI Specifications The enrolling agency should procure enrolment hardware, software including certified biometric devices (for fingerprint and iris capture), used for capture of biometric data at the enrolling station, which conform to UIDAI specifications. EA must procure only those Biometric Devices that are certified by UIDAI or its duly authorized agency. The EAs must also ensure continued technical support by the suppliers for the hardware.

2. Hire & Train Manpower for Enrolment

The Enrolling Agency shall hire manpower, Operators and Supervisors, to operate the enrolment station/centre as per the guidelines prescribed by UIDAI. The enrolling agency must have Technical personnel to provide technical support during enrolment at the enrolment centres. 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 downtime can be minimized. EA must make sure that the Operators and Supervisors are of age 18 years and above. The Operator should be minimum 10+2 pass and should be comfortable using computer. The Supervisor should be minimum 10+2 pass and preferably a Graduate and should have a good understanding and experience in using a computer.

EA must ensure compliance to Labour laws and statutory provisions in various Labour regulatio that is PF, ESI, Industrial Disputes Act, Contract Labour Act and Minimum Wages Act etc.

The personnel should be given mandatory induction training on the various activities and equipment and gadgets involved/used in the enrolment process and resident enrolment, transliteration skills in local language, to enable them to understand and adjust to the local situation. The mandatory induction training sha be compulsory before deployment of the personnel. The EA will inform concerned RO Regional Offices of UIDAI prior to training sche and will also give a follow-up report.

The enrolment agency shall ensure the availabil of the requisite infrastructure for imparting trair as per UIDAI guidelines The Operators and Supervisors should have obtained certificate fro a testing and certifying agency authorized by UIDAI. Ensure correct certification as per specif roles. A certified Operator cannot work as a Supervisor.

Payments to operators and supervisors should made preferably to their bank accounts.

3. Enrol Operator/Supervisors and Register and Activate them at UIDAI

Operator /Supervisors must have their Aadhaar numbers generated and certification test passe for getting activated in accordance with UIDAI guidelines prior to commencing enrolments. Do deploy them for enrolment without the fulfilmer these mandatory requirements.

EA admin user must use unique user IDs for activating their Operator/ Supervisors. Do not u one password for multiple set of Operator IDs.

Ensure all details entered are correct on UIDAI technology portal and certification agency's po and there is no mismatch.

EA must ensure availability of manpower activat in accordance with Aadhaar guidelines prior to commencing enrolments.

EAs will have to demonstrate that they have certified the active operators, requisite machine and hardware available to be deployed. EAs will have to declare enrolment station deployment plans i.e. when and where the centers will be established. EAs will also demonstrate that they have the requisite supervision infrastructure available. Based on this information, ROs will assess the preparedness of the Registrars and and may then allow the on-boarding of stations

4. Get established as an Enrolment Agency at UIDAI

The EA must receive their EA code from UIDAI The EA must ask the Registrar to establish the l between them (Attach EA) at UIDAI

Receive admin password for portal and auth co for client registration from UIDAI

Obtain SFTP account setup and password

5. Ensure that Pin code data for planned enrolm locations is checked in Pin Master of Aadhaar software, and is correct and complete. Review a Report missing/incorrect Pin codes and use Pin code correction process for getting the Pin Numbers corrected.

6. Software Installation, Configuration and Registration

The latest version of Aadhaar Enrolment softwa client needs to be installed, configured and registered with CIDR. The Enrolment Agency ne Auth User and Auth Code from UIDAI technolog team to register its clients.

The person performing the system configuratio
typically a representative of the Registrar.
Normally the Registrar may ask the EA to perfor
the installation and configuration. In such a cas
the configuration and registration may be done
presence of Registrar's representatives.

Load and test Pre-enrolment data on enrolment
centre laptops / desktops and ensure it is
accessible / searchable.

All latest Master Data such as Pin code, Operat
credentials, list of documents etc. should be
loaded on client

Thorough testing of Aadhaar client working in
integration with pre-enrolment data and KYR+
applications, along with local language support
pin code and master data availability

Ensure all Registered stations are active at UID/

Ensure Operator/Supervisor/Introducer (OSI) ar
on boarded on the enrolment stations

7. EA must ensure with Registrar that Aadhaar a
KYR+ Enrolment Forms are printed, ready for
distribution/distributed to residents. If enrolmer
forms are distributed and filled in advance, it wi
help speed up enrolment at the Centre. The
enrolment forms can be used as a tool for crow
management by controlled distribution.

The print and paper quality of forms should be
ensured as the forms will be stored as per
Document Management System.

8. Setting up of Enrolment Centre(EC) and
Enrolment Stations (ES)

EA will assist Registrar in developing enrolment
schedules. EA will work with the Registrar in
identification of suitable enrolment centres at
scheduled locations. Once EC are identified, EA
must ensure readiness of the EC as per the late
Enrolment Centre Setup Checklist (Annexure 1)

The Enrolment Centre Setup Checklist by UIDAI
enlists the various requirements at Enrolment
Centre and Station level and is to facilitate the I
in planning.

Ensure adequate stationary like paper for printi
and other logistics are available at centre

Ensure adequate power and other backup
arrangement at enrolment centre

Deploy Hardware, Software for Enrolment. Worl
of all equipment and application at every statior
must be tested.

EA must not undertake enrolment operations at
locations without valid agreement with the
Registrars.

The Enrolment Agencies also need to fill the
Enrolment Centre details at UIDAI portal.

EA must adhere to Safety Procedures, Rules,
Regulations, & Restrictions and shall comply wi
the provisions of all laws including safety and
labour laws, rules, regulations and notifications
issued there under from time to time. EA shall t
all measures necessary or proper to protect the
personnel and facilities and shall observe all
reasonable safety rules and instructions.

9. Contact Centre information filled

EA must fill the forms with information required
UIDAI Contact Centre and submit. This informat
pertains to EA contacts at EC, Enrolment Centr
address and working hours etc.

10. Help Create Awareness

Enrolment Agency needs to work with the Regis
in communication and generating resident
awareness at grass root level. Prior to the
commencement of the Enrolment operations th
Enrolment Agency shall work closely with the lo
governing bodies, key introducers in publicizing

the Aadhaar, its importance and schedule for Aadhaar registration in that location. EA must prominently display important information relati to consent and operator responsibilities inside enrolment centres.

The role of the enrolment agency should be lim to publicising the content provided by the UIDA Registrars. The EA should not add to / modify /delete the content provided by Registrar/ UIDA

Who is an Operator and what are his/he qualifications?

An Operator is employed by an Enrolment Agen to execute enrolment at the enrolment stations. qualify for this role, person should satisfy the following criteria:

The person should be of age 18 years and abov

The person shall be 10+2 pass and should preferably be a graduate.

The person should have been Enroled for Aadha and his/her Aadhaar number should have been generated.

The person should have a basic understanding operating a computer and should be comfortab with local language keyboard and transliteration

The person should have obtained "Operator Certificate" from a Testing and Certification Agency appointed by UIDAI.

Before starting work as an Operator:

The person must be engaged and activated by Enrolment Agency in accordance with UIDAI guidelines prior to commencing enrolments.

The person should have undergone Training Session conducted by Regional Offices/Enrolme Agency on Aadhaar Enrolment/Update Processe and various equipment and devices used during Aadhaar enrolment.

The person should have read the complete Training Material on Aadhaar Enrolment/Update available on UIDAI website before giving the certification exam.

The person should be comfortable with local language keyboard and transliteration

Operator must submit his/her "On boarding For along with the required documents to the Enrolment Agency which in turn submit the forr concerned "UIDAI Regional Offices" for verification.

After verification Regional Offices will approve/reject the on boarding with the respect Enrolment Agency.

Enrolment Agency will then add the Operator by taking his/her biometrics in the Aadhaar client software and provide a User Name & Password operate the Enrolment Machine.

Enroled User means that the user's biometric details verification at UIDAI is successfully completed and stored in local database at the enrolment station.

What Does the Operator do after

Capturing Demographic and Biometric Data of the Resident?

The Operator will then authenticate himself/ herself to sign-off the data captured for the resident.

Do not allow anyone else to sign for an enrolment that you have done. Do not sign for enrolments done by others.

Operator will get the Supervisor to Sign Off in case enrolee has biometric exceptions

In case the verification type is selected as Introducer/HOF, get the Introducer/HOF to sign on the review screen.

If the Introducer is not physically present at the time of enrolment select the check box "Attach later" so that the enrolment can be verified by the Introducer at the End of the Day.

Operator can select the language in which the legal/declaration text on print receipt shall be printed on consent.

Operator must ask the resident his/her preferred language in which the receipt must be printed. selection of any of the declaration language option, the print receipt will be printed in the selected language i.e. English or any local language set on the configuration screen.

Take Resident's signature on consent and file the same along with resident's other documents. The Resident's consents are important as they are resident's approval/disapproval, to the UIDAI.

Sign and Provide Acknowledgement to resident. The acknowledgement is a written confirmation the resident getting Enroled. It is important for the resident as it carries the enrolment number, date and time that the resident will need to quote while interacting with UIDAI and its Contact centre (1947) for information on his/her Aadhaar status.

The enrolment number, date and time are also required if any correction in the resident's data required to be done using Correction process. Thus the operator must make sure that the acknowledgement and consent printed is clear legible.

While handing over the acknowledgement to the Resident, the Operator must inform below to the resident.
The Enrolment Number printed on acknowledgement is not the Aadhaar number and that the Resident's Aadhaar number will be communicated through a letter subsequently. The message is also printed in acknowledgement.

The resident must preserve his/her and the children's Enrolment Acknowledgement Slip for future reference.

In case of introducer based enrolment, the introducer will have to properly sign off within the specified period and Resident's Aadhaar is subject to endorsement by a valid Introducer.

There is a 96 hour period during which the resident's data correction, so in case of any mistake they should avail this facility.

To know the Aadhaar Generation Status they can

call the Call Centre or log on to e-Aadhaar portal/Aadhaar Portal/website.

Aadhaar number will be delivered by the local p office/or other designated agency in the addres provided at the time of enrolment.

How does the Operator Review Data with the Resident?

The Operator must show the data entered to th resident on a monitor facing the resident and if required, read out the content to the enrollee, t ensure that all details captured are correct. Dur Review of the enrolment data with resident, Operator must read out critical fields to the resident before the Operator Finishes the Enrolment.

The Operator must reconfirm the following field Spellings of Resident's Name

Correct Gender

Correct Age/Date of Birth

Address – Pin Code; Building; Village/ Town /Cit District; State

Relationship Details – Parent/Spouse/Guardian Relative Name

Accuracy and Clarity of Photograph of the resic

Mobile Number & Email ID

In case of any errors, Operator must correct recorded data and review again with the resider If no corrections are required, resident will appr the data.

What are the UIDAI Guidelines for Biometric Data Capture?

Biometric Data Capture Guidelines:

Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities due to which it is not possible to tal fingerprints/iris, these also have to be captured a biometric exception.

Check and indicate Biometric Exceptions in the software, only where applicable. Do not mark biometric exceptions where biometrics can be captured. It will be treated as 'fraud' and invite strictest penalty.

In case of Biometric exception, always take the Exception photograph of the resident showing resident's face and both hands, irrespective of type of exception.

The enrolee may not be in a position to keep herself / himself in correct posture for reaching biometric instruments or for photograph due to age or sickness. In such cases the operator sho arrange to take the biometric data by moving th equipment close to the enrolee.

If the finger/iris of the resident has a temporary damage and it is not possible to capture the biometric, the Operator will record it in exceptic The resident should later get his/her biometric updated.

Capture Biometrics - Facial Image, IRIS and Fingerprints for all the residents above 5 years age.

In case of any children who are below 5 years in age, only Facial Image and any one parent's Biometric Confirmation is captured.

Guidelines for Facial Image Capture

Enrolee Position: For capturing facial image, it i advisable for the operator to adjust the camera instead of the Enrolee to position herself/himse the right distance or in the right posture. Fronta pose needs to be captured i.e. no head rotation tilt. The resident should be instructed to be sea properly with their back upright and their face towards the camera.

Focus: The capture device should use auto focu and auto-capture functions. The output image should not suffer from motion blur, over or und exposure, unnatural colored lighting, and distortion.

Expression: Expression strongly affects the performance of automatic face recognition and also affects accurate visual inspection by huma It is strongly recommended that the face should captured with neutral (non-smiling) expression, teeth closed, and both eyes open and looking in the camera.

Illumination: Poor illumination has a high impact the performance of face recognition. Proper an equally distributed lighting mechanism should k used such that there are no shadows over the f; no shadows in eye sockets, and no hot spots. N light exactly above the enrolee should be used since it can cause shadows. Light should be diffused and placed in front of the enrolee so th there are no shadows under the eye.

Eye Glasses: If the person normally wears glass it is recommended that the photograph be take with glasses. However, the glasses should be cl and transparent. Dark glasses /tinted glasses should be taken off before taking the photograp

Accessories: Use of accessories that cover any region of the face is not permitted. For example women in purdah would have to reveal the full f before the photograph is taken. Similarly wome Ghoonghat would have to clearly reveal the full face before the photograph can be captured. Tl head may remain covered but the full face cont should be visible.

Further, accessories like turban/head gear are ; allowed as religious/ traditional practices.

However, accessories like eye patches are allow due to medical reasons. This would also mean ; exception needs to be recorded for Iris, becaus only one Iris can be captured.

Operators need to be trained to obtain the best possible face images that satisfy requirements. Even if the quality flag is green but the Operato able to judge that a better picture can be taken then same should be attempted. However, it should be borne in mind that recapture should i become harassment for the resident.

For children, it is acceptable that the child sits parent's laps, but it needs to be ensured that parent's face is not captured along with child's face. The background may get rejected due to

white screen in case of children but two faces should not get captured in one picture.

Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:
No face Found

Enrolee too far

Enrolee too close (eye distance in input image i greater than one third of image width)

Pose (Look Straight)

Insufficient lighting

Very low face confidence (faceless, object not identified as human face)

Non-uniform lighting (of face in output image)

Incorrect background (in output image)

Insufficient lighting (bad gray values in face are of output image)

If any biometric exceptions have been specified the demographic screen, these should be captu as photographs on the Photograph screen.

Only facial image is captured for children below years. Iris and fingerprint screens will not get activated for children below 5 years

Guidelines for Capturing Fingerprints

The images of all the ten fingers are to be captured. The fingerprints must be captured in sequence of slaps of four fingers of left hand, r hand followed by the two thumbs.

The fingers have to be positioned correctly on t platen to enable capture. There should be no direct light shining on the platen. Use the Indicators on fingerprint devices for positioning fingers. The fingers should be placed in right direction on the device. Please consult the manufacturer manual incase of any doubt or els consult the supervisor.

Use a lint free cloth periodically to clean the pla of the finger print device for good finger print capture

Check devices periodically for scratches, out o focus images, only partial images getting captured. In case any such problem is noticed, then report to your Supervisor/HQ and request change of equipment.

Fingerprints cut off, wet/smudged fingerprint; v light prints due to insufficient pressure will resu in poor quality. The resident's hands should be clean (no mud, oil etc.). Ask resident to wash hands with water and soap, if necessary.

The fingers should not be excessively dry or we Moisten with a wet cloth or dry finger with a dry cloth

The Enrollee should be requested to place all fo fingers of the left hand/right hand/two thumbs t platen of the fingerprint scanner for the four-fir capture to ensure good contact and maximize t area of the captured fingerprints. Ensure that th fingers are placed flat and till the top joint of th finger is placed well on the scanner. The top of fingers should be within the platen area and no outside the defined area.

If automatic capture does not happen, the oper

should force the capture when force capture ta enabled in the enrolment software.

The operator should check the actionable feedback when capture fails. Some actionable feedbacks provided by software are:
Number of fingers present does not match with expected number of fingers

Finger not positioned correctly

Too much Pressure (duty cycle)

Too little pressure

Central region missing

Excessive moisture (wetness)

Excessive dryness

The operator should visually check the image fc quality and for typical problems. In case there a problems go back to steps above to retry the capture.

When image quality is pass or if maximum numl of captures are exhausted, move on to the next step

Fingerprints are best captured in standing positi

In case of additional fingers, ignore the additior finger and capture the main five fingers.

Make sure your own fingerprints do not get mix with the resident's fingerprints. Operators can carefully put small pressure on the resident's fingers to capture the fingerprints but always m sure not to mix your own fingerprints.

Guidelines for Capturing Iris

The operator and not the Enrollee will handle th capture device, generally.

Children can be told that it is like taking photos/pictures so that they are not apprehens

The Enrollee will be required to sit in a fixed position, like taking a portrait photograph.

The software is able to measure the iris image quality. An initial image quality assessment wou be done to provide feedback to the operator during the capture process. The software alerts the operator with actionable feedbacks, if the captured iris image is of insufficient quality. Sor actionable feedbacks provided by software are:
Occlusion(significant part of iris is not visible)

Iris not in focus

Gaze incorrect(resident looking away)

Pupil dilation

The iris capture process is sensitive to ambient light. No direct or artificial light should directly reflect off Enrolee's eyes.

The device should be held steady. In case devic requires to be held by resident, the enrolment operator/supervisor may help the resident to hc the device steady.

Table light used for facial image capture should switched off during iris capture. Direct sunlight any other bright light shining on resident's eye create reflections and result in poor quality ima

Operator must instruct the resident to look stra into the camera, open eyes wide open (one eas way to do this is to ask the resident look angry

stare) and do not blink during iris capture. Resident has to be stationary.

If resident is experiencing difficulty during Iris s and recapture is required, then the operator ma navigate to next screen to capture other details and then return to Iris capture. This will relax th resident from constant pressure to keep eyes w open during iris capture.

The Operator needs to be patient during captur and wait for the device response instead of scrolling, navigating back and forth on screen.

What are the Fifteer Commandments tha an Operator must remember during Resident Enrolment

At the Enrolment Centre, Operator's role is to capture Demographic and Biometric data of the resident getting Enroled as per the guidelines o UIDAI. When performing his/her role as an Operator at an Aadhaar Enrolment Centre ensu the following "Fifteen Commandments":

Make sure to Login with your own Operator ID i Aadhaar client, for undertaking enrolments, and log off the application when going away from th seat so that no one else can use your login wind for enrolments.

Capturing GPS coordinates at start of enrolmen everyday.

Make sure that on each login, the date and time setting on the computer is current.

Make sure that the station layout is as per UIDA guidelines.

Brief the enrolment/update process to resident before and during the process to put the reside at ease and facilitate data capture.

Make sure that the resident has never Enroled f Aadhaar before doing a fresh enrolment using t "Find Aadhaar Facility" provided.

Make sure all the Original Documents are availa which are required for type of Enrolment/Updat requested by the resident and belongs to the sa resident whose enrolment/update is to be done

Encourage the resident to enter their Mobile Number and email id for future communication with the resident and other uses like OTP based Authentication and online Aadhaar Update facil

Check that the resident's Aadhaar Enrolment/Update form is verified and carries Verifier's signature/thumb print and stamp/initia The form must also carry Resident's (Applicant signature/thumbprint.

Make sure that the resident is well informed tha his/her biometric will only be used for Aadhaar Enrolment/Update and no other purpose.

In case of Introducer/HoF based enrolment, the Introducer/HoF's signature/thumbprint should b available in the form along with their details fille in the fields provided for Introducer and HoF, respectively.

Capture demographic and biometric data of the resident in the Aadhaar client software (ECMP/UCL) in the sequence of data capture as

per the screens provided on the software client

Make sure that the resident's screen is on all th time during the enrolment/update and ask the resident to cross check the data being entered review demographic data with resident before signing off.

Print, sign and provide acknowledgement to the resident and take resident's signature on conse at the end of enrolment.

Make sure the Enrolment/Update Form, Original Supporting Documents & Signed Consent slip is uploaded in the Enrolment/Update Client and al documents are returned to the resident.

What are the Document Scanning Guidelines of UIDAI +

The Operator will scan Originals of each of the documents below depending on the type of enrolment:

Enrolment Form – For each Enrolment

PoI, PoA – For document based enrolments

DoB document – For Verified Date of Birth

PoR – For Head of Family Based Enrolments

Acknowledgement cum Consent – For each Enrolment after Operator and Resident's signat In instances where Original documents are not available, copies attested / certified by a public notary / gazetted officer will be accepted.

The documents are scanned in a sequence and document scans are standard size (A4).

Make sure that the desired portions (the data entered during Aadhaar enrolment) of the document are visible clearly in the scan and the document pages do not overlap.

Each scanned page must be legible and without any marks due to dust and scratches. Remove t previous scan and re- scan a document where required.

Once all document pages are scanned, the Operator can see and check the total no. of pag scanned and confirm that all pages are scanned

Return all the original documents and Enrolmen Form to the resident. Also handover the acknowledgement cum Consent to the Resident

View All (/contact-support/have-any-question.html)

Reference Links

MOUs signed with State Registrar

MOUs signed with Non-State Registrar

Draft MOUs with State Governments/ Union Territories

Sanction Orders

RFP/RFE/RFQ

(https://play.google.com/store/apps/details
id=in.gov.uidai.mAadhaarPlus&hl=en_IN)

Contact Us

Toll free :1947 (tel:1947)

help@uidai.gov.in
(mailto:help@uidai.gov.in)

Follow Us

f
(https://www.facebook.com/AadhaarOfficial
(https://twitter.com/UIDAI)
(https://www.youtube.com/user/AadhaarUIDAI
(https://www.instagram.com/aadhaar_official/
hl=en)
(https://www.linkedin.com/company/unique-
identification-authority-of-india-
uidai-)

UIDAI Head Office

Unique Identification Authority of India

Government of India (GoI)

Bangla Sahib Road, Behind Kali Mandir,
Gole Market,

New Delhi - 110001

Regional Offices

| Delhi | ⬍ |

UIDAI Regional Office, Delhi

Ground Floor, Supreme Court Metro
Station, Pragati Maidan, New Delhi-
110001

Website Policy (/website-policy.html)

Terms & Conditions (/terms-
conditions.html)

Privacy Policy (/privacy-policy.html)

Hyperlinking Policy (/hyperlinking-
policy.html)

Copyright Policy (/copyright-
policy.html)

Disclaimer (/disclaimer.html)

Help (/help.html)

Feedback
(https://ras.gov.in/providefeedbackuidai)

Sitemap (/sitemap.html)

Government of india

My Gov (https://www.mygov.in/)

National Portal of India
(https://www.india.gov.in/)

Digital India
(http://www.digitalindia.gov.in/)

GST.gov.in (https://www.gst.gov.in/

DBT Bharat (https://dbtbharat.gov.i

uri=https%3A%2F%2Fuidai.gov.in%2F&profile=css3svg

Last reviewed and updated on: **24-Jan**