

## **UID AUTHORITY OF INDIA**

# **Process for Aadhaar Letters Returned by Department of Posts**

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Version 1.3.2

Process for Aadhaar Letters Returned by DoP, identifies various reasons due to which Aadhaar letter could not be delivered to the resident and recommends process for closure of each case.

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## RL 2. Document Control

### RL 2.1 Document Statistics

Type of Information	Document Data
Title	Process for Aadhaar Letters Returned by Department of Posts
Document Revision #	1.3.2
Document Owner	Kumar Alok, Deputy Director General
Document Author(s)	Raghvendra Agrawal, Manager - Logistics
Document Change Reviewers	Kumar Alok, Deputy Director General Amitabh Kharkwal, ADG

### RL 2.2 Revision History

Version No	Revision Date	Nature of Change	Initiated By	Date Approved	Date Released
0.1	24/05/11	First Draft	Pragati	NA	NA
1.3	17/06/11	Released Document	Pragati	NA	NA
1.3.1	11/07/11	Minor Corrections; Document Name Changed to Process for Returned Letters instead of Process for Undelivered Letters; Process Flows corrected to show that no updates are required in database where there is No Response from resident and database status remains at default in such cases. Changed the time to revert to Resident concerns by RO and Registrars to 14 days in place of 7 days in Section RL4.8 step 3.	Pragati	NA	NA
1.3.2	13/08/12	Revisions to Policy	Raghvendra Agrawal	NA	NA

## **RL 2.3     How to Read This Document**

This process document is organised into below sections:

### **1. Process Overview**

- a) **Goals and Objectives:** The section provides a description of what this process document intends to accomplish. The objectives represent specific measurable outcomes of this process document.
- b) **Scope:** This section lists the key activities covered in this process document.
- c) **Prerequisites for Process:** This section lists criteria that need to be fulfilled before the enrolment process covered in the scope of this document begins.
- d) **End of Process:** This section informs what the output of the process is.




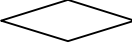

### **2. Process Details**

- a) **Process Synopsis:** Process synopsis for each type of reason for return of Aadhaar letter is used to convey to the reader a gist of the each reason for return of letter and the recommended process for closure of each type of return.
- b) **Process Flowcharts:** Flowchart diagrams are used to define process in this document, showing the steps as boxes of various kinds, and their order by connecting these with arrows. This diagrammatic representation gives a step-by-step process flow. Process step is represented in these boxes, and arrows connecting them represent flow / direction of flow of data/information. Refer the Legends section to understand the significance of various symbols used in flowchart.
- c) **Process Description:** Process description is used for each flowchart to convey to the reader, a detailed description of each process step and references to annexure/other processes and sub processes. Refer Abbreviations used section for deciphering abbreviations used in the descriptions.

### **3. Annexure**

- a) **Standards and Guidelines:** This section describes the standards recommended by UIDAI that need to be referred to during the process. Guidelines are provided to streamline the processes and help achieve better quality output.
- b) **Formats, Templates and Checklists:** This section consists of sample formats of various forms and checklists used in the scope of this process.

## RL 2.4 Legends

	Signifies Start /End of Process
	Signifies Activity/Task
	Signifies an off page reference of a Sub Process
	Signifies a Decision Box
	Signifies an external process being referred

## RL 2.5 Abbreviations used

- UID - Unique Identification
- UIDAI - Unique Identification Authority of India
- CIDR - Central Identification Data Repository
- DoP - Department of Posts
- RO - UIDAI Regional office

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## **RL 3. Process Overview**

### **RL 3.1 Goals and Objectives**

The goal of this document is to provide detailed guidelines to Contact Centre, UIDAI Regional offices and UIDAI technology team on actions to be taken in case where resident Aadhaar letter is returned by DoP as undelivered.

The objective is to identify various reasons due to which Aadhaar letter could not be delivered to the resident, and then recommend process for closure of each case.

### **RL 3.2 Scope**

- Identify reasons for the Returned Letters.
- Evaluate each case and recommend process.
- Recommend action to be taken on physical inventory of Returned letters.

### **RL 3.3 Prerequisites for Process**

- The Aadhaar Letters printed by printer and sent for delivery by DoP have a tracing number.
- There is a report prepared both by DoP and CIDR which maps the Speed Post tracing number on Aadhaar letters to the EID of the resident.
- Information related to tracking of the letter is periodically shared by DoP with CIDR and CIDR team updates this tracking activity to the corresponding EID.
- All physical Aadhaar Letters that are returned reach PO Box 1947.
- All physical Aadhaar Letters returned to PO Box 1947 are scanned for documenting the Tracing no of returned letter and reason for return and are handed-over to UIDAI Regional Office for further action.
- The report prepared by DoP for documenting the Tracing number of returned letter and reason for return is shared with CIDR.

### **RL 3.4 End of Process**

- A defined process for each reason type of Returned Letter
- Action recommended on physical inventory of Returned letters

## RL 3.5 Roles and Responsibilities

Role	Organization	Responsibilities
Postal	DoP	<ul style="list-style-type: none"> <li>Tracking activity of tracing number on Aadhaar letters shared with CIDR along with Aadhaar letter delivery status.</li> <li>All physical Aadhaar Letters that are returned reach PO Box 1947 and are scanned for documenting tracing no and reason for return.</li> <li>Sharing of all tracking and return letter scanning report with UIDAI Technology Team.</li> </ul>
Technology team / CIDR	UIDAI	<ul style="list-style-type: none"> <li>Provides the report which maps the tracing number on Aadhaar letters to the EID of the resident.</li> <li>Provide the capability to search the Aadhaar letter delivery status at portal by EID.</li> <li>Flag the resident records in database with return reason codes and further status updates on the returned letters, till closure.</li> <li>Send sms and email to the residents whose letters have been returned by DoP (where resident's mobile and/or email ID data is available).</li> <li>Provide update list of returned letters through an internal portal to Contact Centre and RO's. The details must contain enrolment number, date and time of enrolment, Name, Address, contact number, E-mail ID, Reason code for Return as undelivered.</li> <li>Receive feedback from Contact Centre where resident has contacted Contact Centre for letter returned as undelivered.</li> <li>Resident Address Updation based on Update Process followed by the Resident.</li> <li>Release Replacement Print XML</li> </ul>
Contact Centre representatives	Contact Centre	<ul style="list-style-type: none"> <li>Attend to CIDR report of Resident records where Aadhaar letter is Returned as undelivered</li> <li>Explain to the resident the reason for letter returned on receipt of resident's call.</li> <li>Confirm the reason for returned letter with resident</li> <li>Suggest appropriate action required by the resident based on case type as prescribed in this process</li> <li>Address Resident's concern/query and/or forward to ROs/CIDR for appropriate action.</li> <li>Maintain record of all interactions with Resident on letters Returned and update status as prescribed in this process document based on each case type</li> <li>Share these status updates with UIDAI logistics and tech team through Contact Centre CRM</li> </ul>



Role	Organization	Responsibilities
Regional Offices	UIDAI	<ul style="list-style-type: none"> <li>Attend to requests from contact centre and other sources, and provide appropriate responses where Resident has concerns/queries about Aadhaar Letter</li> <li>Inform Resident to get back in touch with Contact Centre for delivery of his/her Aadhaar Letter</li> </ul>
Regional Office Bangalore	UIDAI	<ul style="list-style-type: none"> <li>Face Scan the physical returned letters for documentary usage.</li> <li>Destroy(shred) the physical letters Returned as undelivered and received in Post Box Number 1947</li> </ul>

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## **RL 4. Process Details**

### **RL 4.1 Aadhaar Letters Returned as Undelivered**

#### **RL 4.1.1 Process synopsis for Aadhaar Letters Returned as Undelivered**

The Aadhaar letters which could not be delivered to the Resident by the Department of Posts will be returned back to UIDAI. The various reasons for return of Resident Aadhaar letter, as also mentioned on the Aadhaar letter envelope, are as enumerated below:

1. Item refused by Addressee.
2. Deceased.
3. Insufficient address / change in address.
4. Addressee cannot be located.
5. Unclaimed

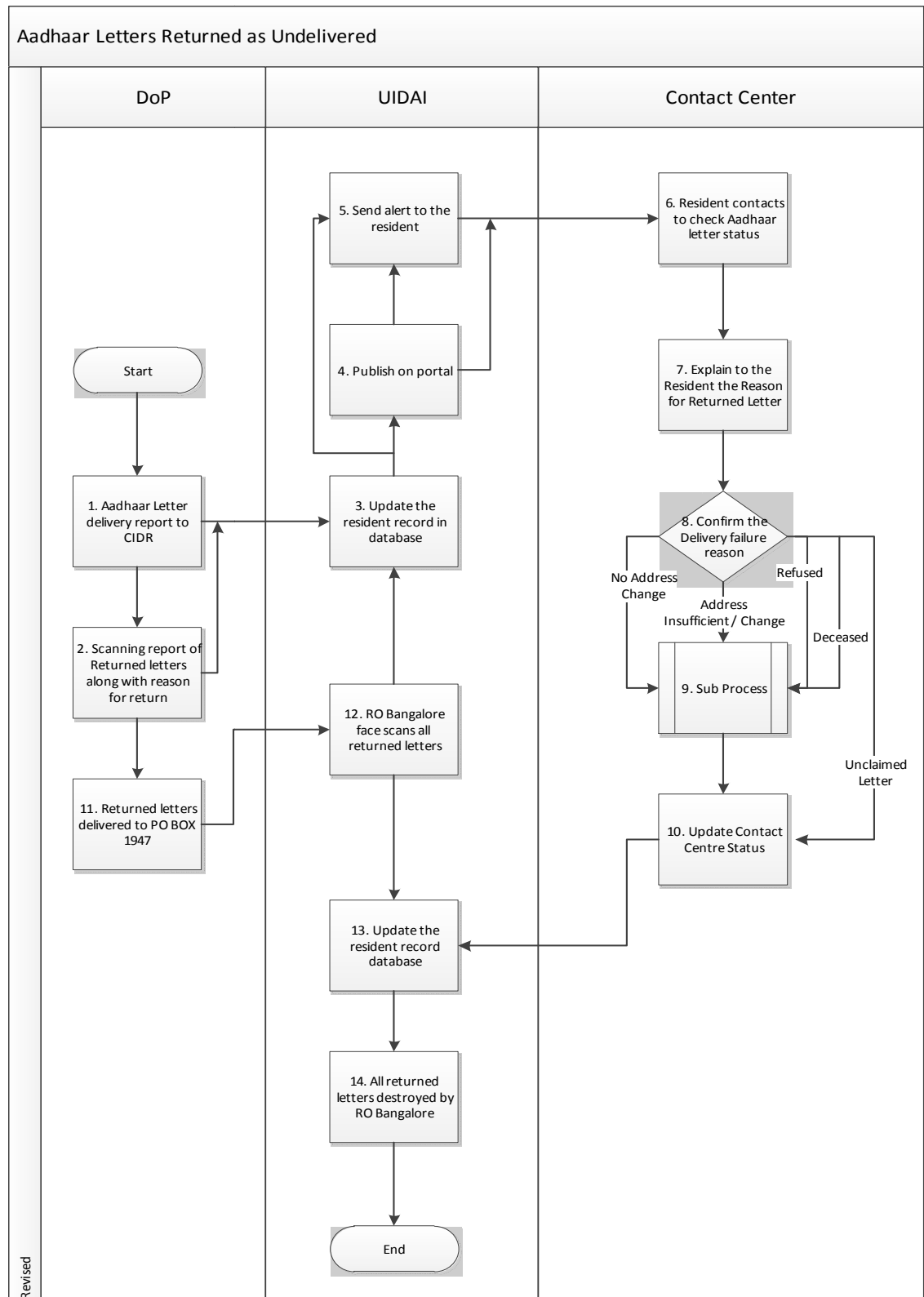
The following process describes the overall process for handling these returned letters, dissemination of information to the Resident and the action to be initiated by the Resident in-case of return of his/her Aadhaar letter.

The information that a Aadhaar letter has returned to UIDAI is to be updated and published on a portal, along with reason for return, for view by the Resident. Alternatively the Resident may also be informed of the return of his/her Aadhaar letter by e-mail and sms. All the letters returned with return reason as 'Unclaimed' & 'Deceased' may be flagged till the time the Resident/next of kin contacts UIDAI with regard to the particular letter.

When the Resident contacts the UIDAI Contact Center on information about his/her returned Aadhaar letter, he/she is explained the reason for return of his/her letter by the Contact Center. The reason for the Aadhaar letter delivery failure is confirmed with the Resident and based on the Resident's response the appropriate process defined for the particular reason for return is communicated to the Resident. All the letters returned with reason 'Unclaimed' may be flagged till the time the Resident contacts with regard to the particular letter.

All the Aadhaar letters which are returned to UIDAI, at PO Box 1947, as undelivered are face-scanned by RO Bangalore. The report of such scanning is communicated to CIDR for updation into the Resident record. All the letters which are scanned by RO Bangalore are to be subsequently destroyed.

## RL 4.1.2 Process Flow for Aadhaar Letters Returned as Undelivered



### RL 4.1.3 Process Description for Aadhaar Letters Returned as Undelivered

SL.No	Step	Responsibility	Reference												
	<p>Start</p> <p>This process begins when DoP is unable to deliver a letter to a resident. Go to Step 1.</p>														
1.	<p>Delivery report to CIDR</p> <p>For all Aadhaar letters (delivered/returned), send a report to CIDR</p>	DoP													
2.	<p>Undelivered scanning report to CIDR</p> <p>Scan all undelivered / returned letters documenting the tracing no and reason for return and submit the report to UIDAI</p> <p>Delivery Remark Codes And Descriptions used by DoP are</p> <table> <tr> <td>Code</td> <td>Remark Description</td> </tr> <tr> <td>1</td> <td>Item refused by addressee</td> </tr> <tr> <td>2</td> <td>Deceased</td> </tr> <tr> <td>3</td> <td>Insufficient address</td> </tr> <tr> <td>4</td> <td>Addressee cannot be located</td> </tr> <tr> <td>5</td> <td>Unclaimed</td> </tr> </table>	Code	Remark Description	1	Item refused by addressee	2	Deceased	3	Insufficient address	4	Addressee cannot be located	5	Unclaimed	DoP	
Code	Remark Description														
1	Item refused by addressee														
2	Deceased														
3	Insufficient address														
4	Addressee cannot be located														
5	Unclaimed														
3.	<p>Update the Resident Record in database</p> <p>Update each residents' record with DoP Reason code</p> <p>All the letters returned with return reason as 'Unclaimed' &amp; 'Deceased' may be flagged till the time the Resident / Kin contacts with regard to the particular letter.</p>	UIDAI – technology team													
4.	<p>Publish on portal</p> <p>The resident should be able to check the status of his/her Aadhaar letter by EID. Publish the reason in portal and link to "Check your Aadhaar Status". For "Returned Letter", inform the resident to get in touch with the UIDAI Contact Centre.</p>	UIDAI – technology team													

SL.No	Step	Responsibility	Reference
5.	<p>Send alert to the resident</p> <p>Send an SMS and Email to each Resident whose mobile number and email ID is available informing</p> <p>"Aadhaar letter failure delivery notification. Please call 1800 180 1947 or email to <a href="mailto:help@uidai.gov.in">help@uidai.gov.in</a> with your enrolment number, enrolment date and time"</p>	UIDAI – technology team	
6.	<p>Resident contacts to check Aadhaar letter status</p> <p>Resident may get in touch with the Contact Centre</p> <ul style="list-style-type: none"> <li>in response to the sms, email sent by CIDR</li> <li>after the resident checks his/her Aadhaar status on portal</li> <li>As per advice from UIDAI Regional Office (RO).</li> <li>Otherwise</li> </ul>	Contact Centre	
7.	<p>Explain to the resident the reason for Returned letter</p> <p>Explain to the resident that his/her Aadhaar letter is reported as Returned with reasons as mentioned in the report by DoP.</p>	Contact Centre	
8.	<p>Confirm the delivery failure reason</p> <p>Confirm with the resident, the correctness and completeness of the resident's address to which the letter was sent. Based on Resident's response, follow appropriate sub process defined for Returned letters.</p>	Contact Centre	
9.	<p>Sub Process</p> <p>In case:</p> <ol style="list-style-type: none"> <li>Resident informs that his/her address has no change and is correct and complete - Follow Sub Process RL 4.2</li> <li>Resident informs that his/her address has changed, is incomplete, incorrect – Follow Sub Process RL 4.3</li> <li>Resident informs that he/she refused letter – Follow Sub Process RL 4.4</li> <li>Resident is deceased and some relative of resident calls to confirm the reason for</li> </ol>	Contact Centre	<p><a href="#">RL 4.2</a></p> <p><a href="#">RL 4.3</a></p> <p><a href="#">RL 4.4</a></p> <p><a href="#">RL 4.5</a></p>

SL.No	Step	Responsibility	Reference
	Returned letter – Follow Sub Process RL 4.5		
10.	Update Contact Centre Status Contact Centre must maintain a database with appropriate status updates for all Returned letters where the Resident has contacted and same needs to be communicated back to CIDR as a report.	Contact Centre	
11.	Physical Delivery of all Returned Letters DoP must deliver all Returned Letters to PO Box 1947.	DoP	
12.	Face scanning of returned letters RO Bangalore face scans all returned letters	RO Bangalore	
13.	Update Resident Record Database Update Residents record based on inputs provided by Contact Centre Status report and RO Bangalore report.	UIDAI – technology team	
14.	Destroy all Returned letters All letters returned physically by DoP as undelivered must be destroyed by RO Bangalore.	RO Bangalore	
	End		

## **RL 4.2 No Change in Address Sub-Process**

### **RL 4.2.1 Process synopsis for No Change in Address Sub-Process**

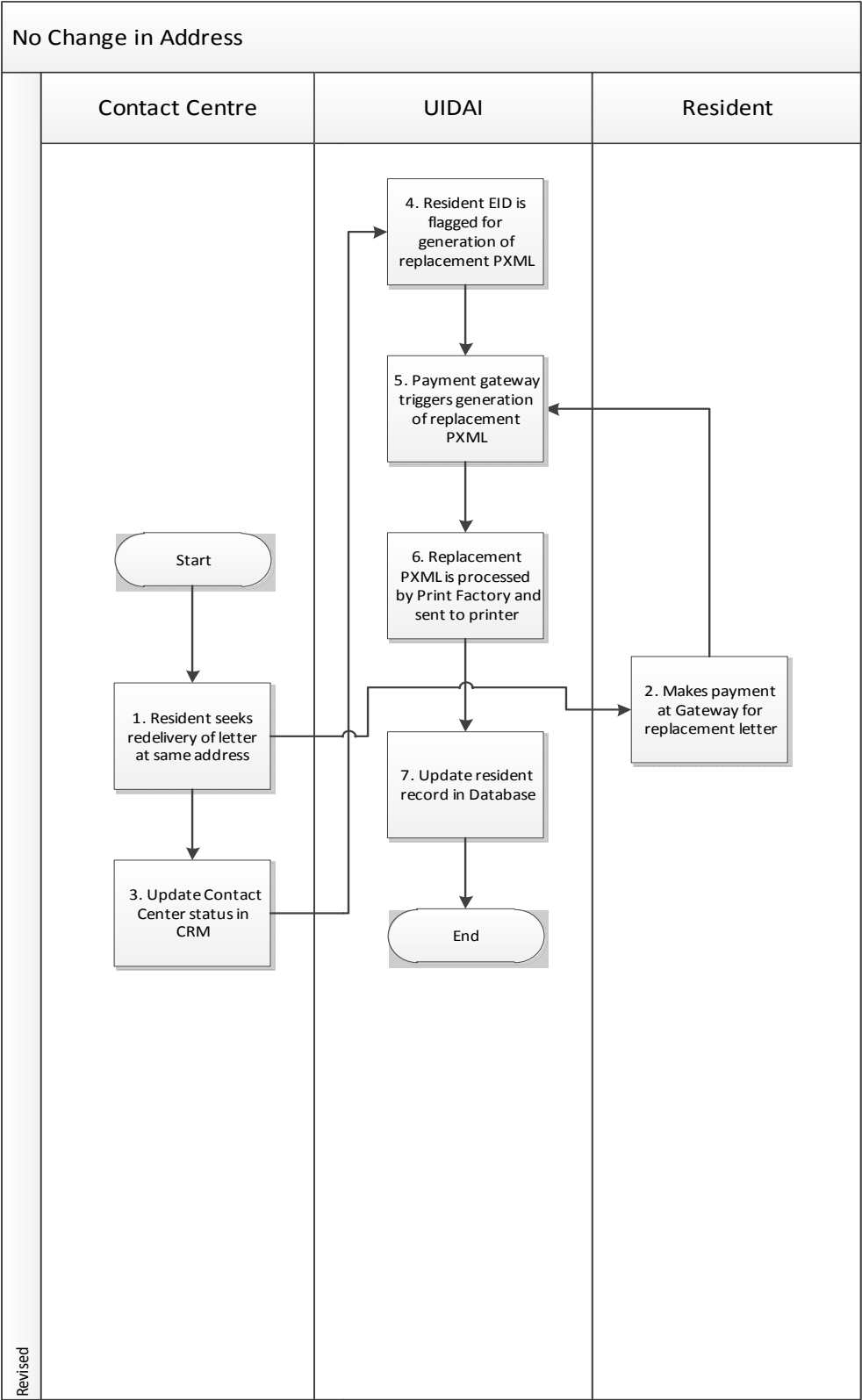
The following process describes the sub-process for handling the returned letters which have returned for the reason 'Addressee cannot be located' when the Resident contacts the Contact Centre and confirms that the address on his/her Aadhaar letter is correct and complete and that he/she still resides at the same address. The Resident requests redelivery of his/her Aadhaar letter at same address.

The Resident is advised by the Contact Center that for redelivery of his/her Aadhaar letter the Resident will have to make payment at the payment gateway. The Contact Center updates the Resident record 'Replacement Letter request' and informs UIDAI/CIDR of the Resident's request. The Resident EID is flagged for generation of replacement letter and payment gateway automatically triggers generation of replacement PXML Letter upon confirmation of payment receipt.

Replacement PXML is processed by Print Factory and sent to the printer for printing. The Resident record is updated as '1<sup>st</sup> Replacement letter sent'.



RL 4.2.2 Process Flow for No Change in Address Sub-Process





### RL 4.2.3 Process Description No Change in Address Sub-Process

Sl.No	Step	Responsibility	Reference
	Start		
1.	Resident seeks Redelivery at same address  In this case, Resident contacts the Contact Centre and confirms that the address on his/her Aadhaar letter is correct and complete and he/she still resides at the same address. Check Contact Centre database and CIDR report. Resident requests for redelivery of Aadhaar letter at same address.	Contact Centre	
2.	Payment for Replacement letter  Resident makes payment for the replacement letter at the payment gateway	Resident	
3.	Update Contact Centre Status  Update Resident record as "Replacement Letter Request" received in CRM.  Inform UIDAI of resident's request.	Contact Centre	
4.	Flag Resident EID  Resident EID is flagged for generation of replacement PXML.	UIDAI – technology team	
5.	Generation of replacement PXML Letter  Payment gateway automatically triggers generation of replacement PXML Letter upon confirmation of payment.	UIDAI – technology team	
6.	Send Replacement PXML Letter to Printer  Replacement PXML is processed by Print Factory and sent to printer.  UIDAI will provide redelivery at the same address only once.  Note: If Resident has requested redelivery at same address more than once, then it is a case for investigation. The investigation exercise is left out of the scope of this process as of now.	UIDAI – technology team	

SI.No	Step	Responsibility	Reference
7.	Update Resident Record Where 1 <sup>st</sup> Replacement letter is sent, update resident record as "1 <sup>st</sup> Replacement sent" Where a 2 <sup>nd</sup> time request for redelivery at same address has been received, update status as "Address Investigation required"	UIDAI – technology team	
	End		

## **RL 4.3 Change in Address Sub-Process**

### **RL 4.3.1 Process synopsis for Change in Address Sub-Process**

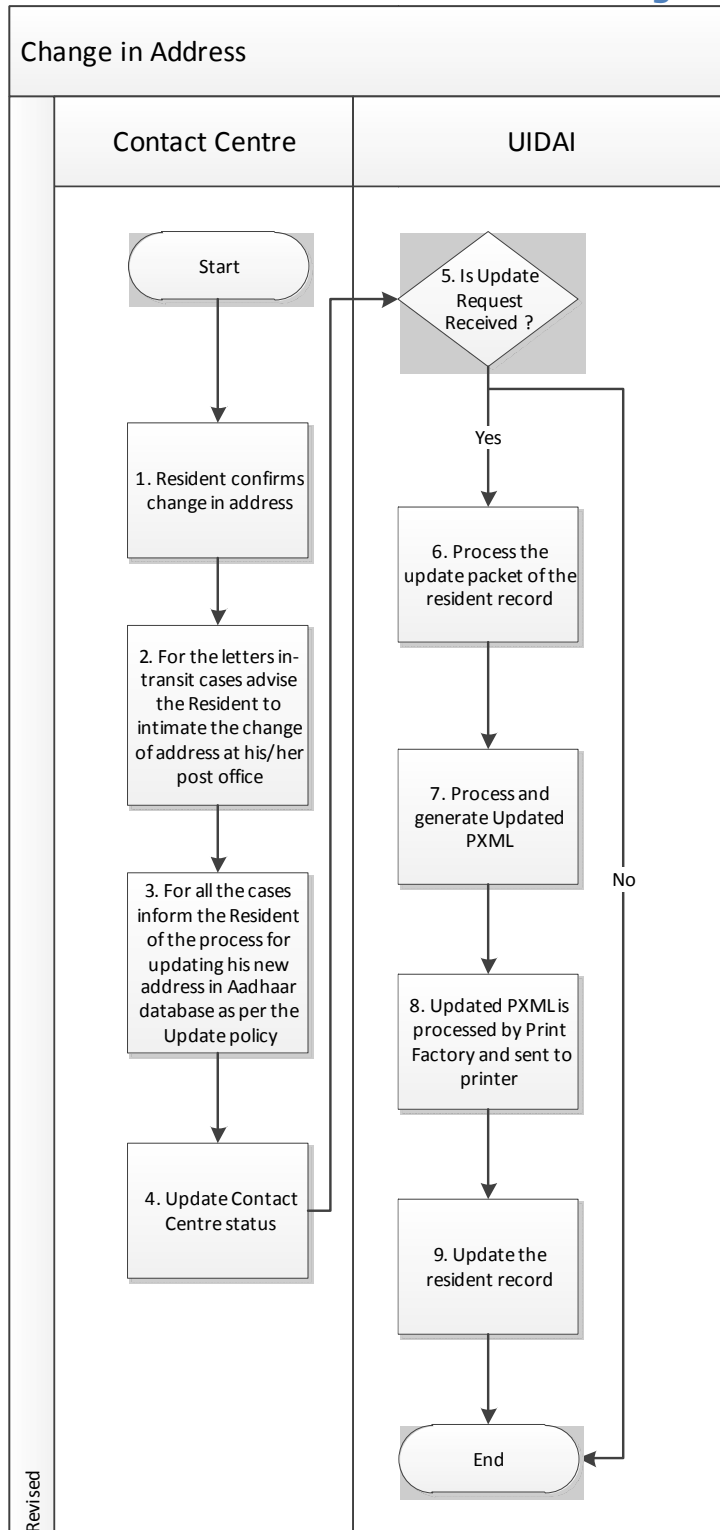
The following process describes the sub-process for handling the returned letters which have returned for the reason 'Insufficient address / change in address'. The Resident contacts the Contact Centre and confirms that his/her address as recorded during Aadhaar enrolment is either changed and/or is incorrect/incomplete. The resident thus wants the Aadhaar Letter to be delivered at a new/changed address.

Contact Center advises the Resident to follow the Updation process to update his/her address in the database of CIDR and to get the updated Aadhaar letter. Also where the Resident's Aadhaar letter is in-transit for delivery, Contact Center advises the Resident to intimate the change of address to the concerned Post Office so that the Aadhaar letter shall be communicated on the changed address by the Department of Posts.

Contact Centre updates the Resident's record as 'Update Process to follow' and inform CIDR. CIDR receives the update request from the Resident as per the available modes defined in Updation Policy and processes the update packet of the Resident record. CIDR updates the Resident's new address in the Resident record database as per the request received from the Resident.

Updated PXML is generated by CIDR and processed by Print Factory and sent to the printer for printing. The Resident record is updated as '1st update letter sent'.

## RL 4.3.2 Process Flow for Change in Address Sub-Process



### RL 4.3.3 Process Description for Change in Address Sub-Process

SL.No	Step	Responsibility	Reference
	Start		
1.	<p>Resident Confirms Change in Address</p> <p>In this case Resident confirms that his/her address as recorded during Aadhaar enrolment is either changed and/or is Incorrect, Incomplete. The resident thus wants the Aadhaar Letter to be delivered at a new/changed address.</p>	Contact Centre	
2.	<p>Advise to Resident for In-transit letters</p> <p>For letters in-transit Contact Centre advises the Resident (a) to intimate the change of address in the Post Office so that the Aadhaar letter shall be communicated on the changed address by DoP and (b) also to follow the Updation process to update the address in the database of CIDR and to get the updated Aadhaar letter.</p>	Contact Centre	
3.	<p>For All cases</p> <p>Contact Centre informs the Resident of Update Process. Inform Resident that the resident will have to get his/her address of Residence updated in CIDR. For doing this Contact Centre advises the Residents the available modes as per the Updation Policy.</p>	Contact Centre	
4.	<p>Update Contact Centre status in CRM</p> <p>Update the Resident record as "Update Process to follow" and inform CIDR.</p>	Contact Centre	
5.	<p>Is Update Request Received?</p> <p>Does CIDR receive address Update request from Resident?</p> <p>If Yes, go to step 6 else End.</p>	UIDAI – technology team	
6.	<p>Process the update packet of the Resident record</p> <p>Change / update the resident's new address in the Resident record database as per the request received from the Resident.</p>	UIDAI – technology team	
7.	<p>Process and generate updated PXML</p> <p>Generate updated PXML Letter</p>	UIDAI – technology team	
8.	<p>Send updated PXML Letter to Printer</p> <p>Replacement PXML is processed by Print Factory</p>	UIDAI – technology team	

	and sent to printer.		
9.	Update Resident Record Status Change Resident Record status to "1 <sup>st</sup> Update Letter Sent" against the Resident Records.	UIDAI – technology team	
	End		

## **RL 4.4 Resident Refused Letter Sub-Process**

### **RL 4.4.1 Process synopsis for Resident Refused Letter Sub-Process**

The following process describes the sub-process for handling the returned letters which have been returned for the reason 'Letter Refused by Addressee'. The Resident may contact the Contact Centre and provide the reason for refusal of the Aadhaar letter. The Resident may refuse the Aadhaar letter for any reason like (a) The letter being delivered is in damaged condition (b) Addressee resident does not live at the address any more (c) Resident does not want Aadhaar letter anymore, etc.

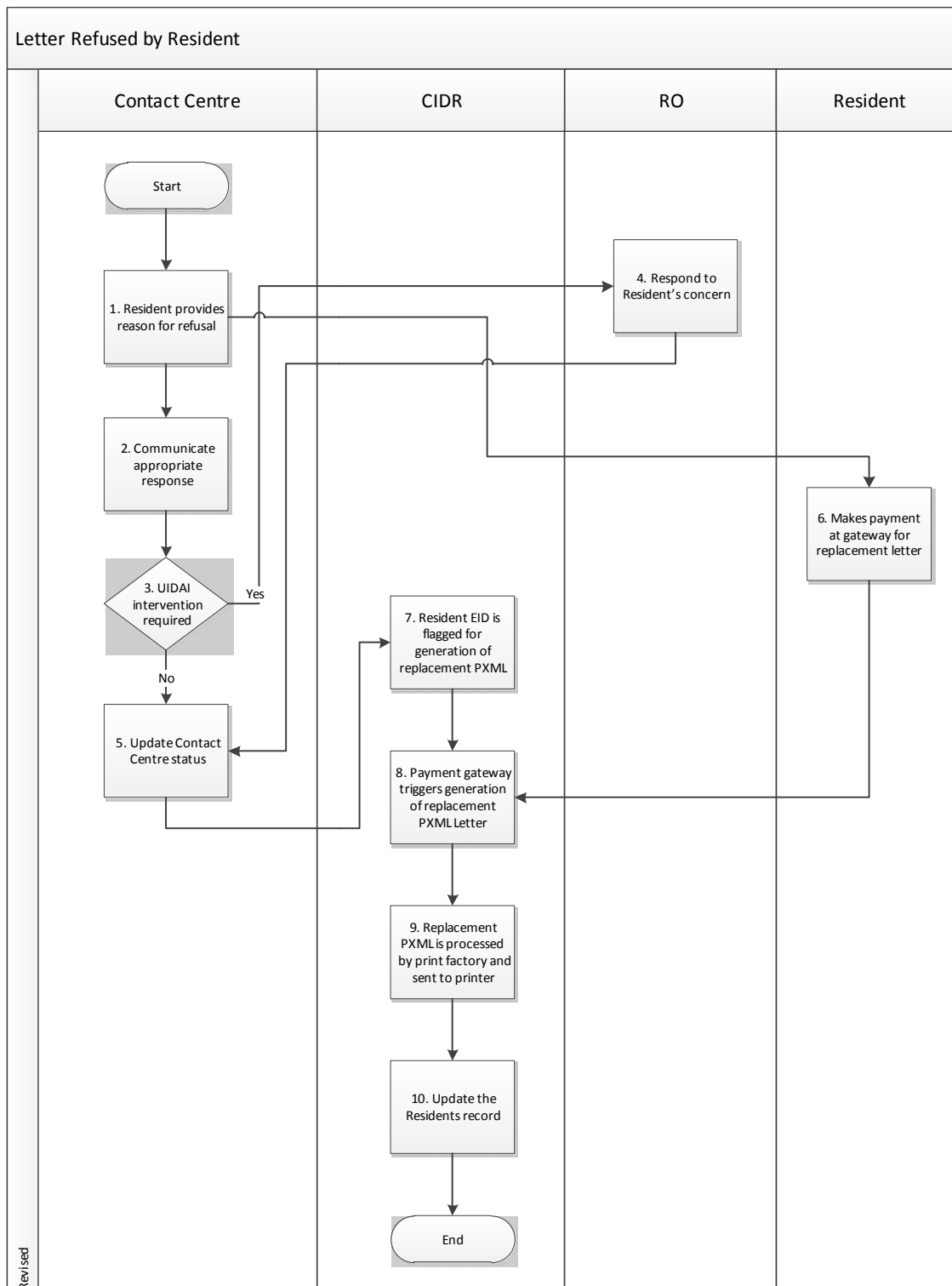
Contact Center provides appropriate responses to Resident's concern and queries and may use the existing FAQs for responding to the Resident queries. If the Contact Centre is unable to provide response to the concern/query raised by Resident, they must send the issue details to the concerned UIDAI Regional Office and inform the resident that an appropriate response to his/her concern/query would be provided within 14 work days. The UIDAI RO sends an appropriate response to the Resident directly or through the Contact Centre. UIDAI RO also informs the Resident that if he/she is satisfied with the response, they must get in touch with Contact Centre again for redelivery of the letter.

If the resident is not satisfied with the response of UIDAI, the Contact Centre may flag the Resident record as 'Resident refuses Aadhaar' and informs CIDR. If the Resident is satisfied with the response of UIDAI, he/she may contact the Contact Centre and request for a 'Replacement Letter'.

The Resident is advised by the Contact Center that for replacement Aadhaar letter the Resident will have to make a payment through the payment gateway. The Contact Center updates the Resident record 'Replacement Letter request' and informs CIDR of the Resident's request. The Resident EID is flagged for generation of replacement letter and the payment gateway automatically triggers generation of replacement PXML Letter upon confirmation of payment receipt.

Replacement PXML is processed by Print Factory and sent to the printer for printing. The Resident record is updated as '1st Replacement letter sent'.

## RL 4.4.2 Process Flow for Resident Refused Letter Sub-Process





### RL 4.4.3 Process Description for Resident Refused Letter Sub-Process

SL. No	Step	Responsibility	Reference
	Start		
1.	<p>Resident provides reason for refusal</p> <p>In this case Resident provides reason for refusing the Aadhaar letter.</p> <p>Aadhaar Letter may be refused by resident for any reason, like :</p> <ul style="list-style-type: none"> <li>• The letter being delivered is in damaged condition.</li> <li>• Addressee resident does not live at the address anymore.</li> <li>• Resident does not want Aadhaar letter anymore.</li> <li>• etc</li> </ul>	Contact Centre	
2.	<p>Communicate Appropriate Response</p> <p>Contact Centre provides appropriate responses to Resident's concern and queries. Contact Centre may use existing FAQs provided to Contact Centre.</p>	Contact Centre	
3.	<p>Is UIDAI intervention required?</p> <p>If Yes, i.e. If Contact Centre is unable to provide response to the concern/query raised by Resident, they must send the issue details to the UIDAI regional office. Inform resident that appropriate response to his/her concern would be provided within 14 work days. Confirm resident's contact details. Wherever available, confirm email ID of the resident and inform him/her that it will be used for communication with resident. Seek email ID, if not provided already. Provide these contact details also to UIDAI RO.</p> <p>If No, go to step 5.</p>	Contact Centre	
4.	<p>Respond to Resident's Concern</p> <p>Based on type of concern, RO may send appropriate response to resident directly or through Contact Centre.</p> <p>Also inform resident that if he/she is satisfied with the response, they must get in touch with Contact Centre again for redelivery of letter.</p> <p>RO may receive such concerns even from sources other than Contact Centre and they must be dealt in same manner. Resident must be advised to get in touch with Contact Centre</p>	UIDAI - RO	

	for redelivery of Aadhaar letters.		
5.	Update Contact Centre Status in CRM Where Resident is Satisfied, update Resident Record as "Replacement Letter Request" Where Resident is not satisfied with the response, flag as "Resident refuses Aadhaar" Inform CIDR.	Contact Centre	
6.	Payment for Replacement letter Resident makes payment for the replacement letter at the payment gateway	Resident	
7.	Flag Resident EID Resident EID is flagged for generation of replacement PXML.	UIDAI – technology team	
8.	Generation of replacement PXML Letter Payment gateway triggers generation of replacement PXML Letter upon confirmation of payment.	UIDAI – technology team	
9.	Send Replacement Letter Replacement PXML is processed by Print Factory and sent to printer. UIDAI will provide redelivery at the same address only once.	UIDAI – technology team	
10.	Update Resident Record Where 1 <sup>st</sup> Replacement letter is sent, update resident record as "1 <sup>st</sup> Replacement sent"	UIDAI – technology team	
	END		

## **RL 4.5 Resident Deceased Sub-Process**

### **RL 4.5.1 Process synopsis for Resident Deceased**

The following process describes the sub-process for handling the returned letters which have returned for the reason 'Resident is deceased'. The Resident record is flagged as deceased in the database on the basis of the returned letter reason code. The information is published on the portal.

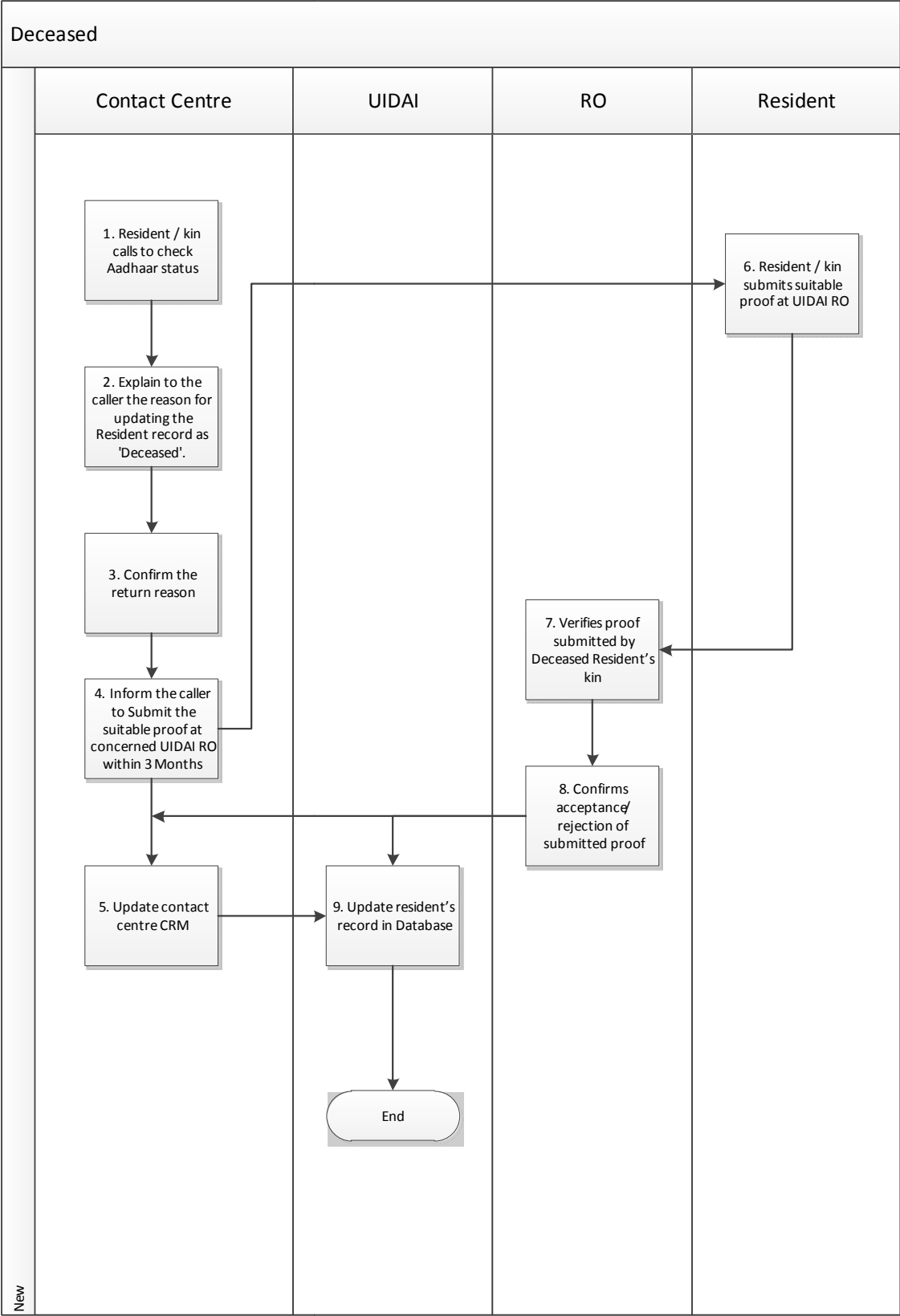
The Resident (in-case of wrong updation / manual error) or the Resident's next of the kin calls the Contact Center to check the Aadhaar letter status, the Contact Center explains to the caller the reason for updating the Resident record as 'Deceased'. The Contact Centre confirms the return reason with the caller. The Contact Center Informs the caller to submit suitable proof at the concerned UIDAI RO within three months to confirm the declared status of the Enrolled resident. The Contact Center updates the Resident's record and informs CIDR/UIDAI.

The Resident submits suitable proof at the UIDAI RO to confirm the declared status of the Enrolled resident. The proofs are verified by the UIDAI RO and UIDAI RO confirms the acceptance or rejection of such proofs submitted by the Resident/next of kin to the Contact Centre and CIDR. CIDR and Contact Centre update the Resident's records appropriately.

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RL 4.5.2 Process Flow for Resident Deceased



### RL 4.5.3 Process Description for Resident Deceased Sub-Process

SL. No	Step	Responsibility	Reference
	Start		
1.	<p>Resident contacts to check Aadhaar letter status Resident may get in touch with the Contact Centre</p> <ul style="list-style-type: none"> <li>in response to the sms, email sent by CIDR</li> <li>after the resident checks his/her Aadhaar status on portal</li> <li>As per advice from UIDAI Regional Office (RO).</li> <li>Otherwise</li> </ul>	Contact Centre	
2.	<p>Explain to the caller the reason for updating the Resident record as 'Deceased'.</p> <p>Explain to the resident that his/her Aadhaar letter is reported as 'Deceased' as mentioned in the report by DoP.</p>	Contact Centre	
3.	<p>Confirm the return reason</p> <p>Confirm with the caller, the current status of the Enrolled Resident.</p> <p>It might be the case of wrong Updation / manual error.</p>	Contact Centre	
4.	<p>Submission of proof</p> <p>Inform the caller to Submit the suitable proof at concerned UIDAI RO within 3 Months to confirm the declared status of the Enrolled resident.</p>	UIDAI – technology team	
5.	<p>Update Contact Centre Status</p> <p>Contact Centre must maintain a database with appropriate status updates for all Returned letters where the Resident has contacted and same needs to be communicated back to CIDR as a report.</p>	Contact Centre	
6.	<p>Submission of proof</p> <p>Resident / kin submit suitable proof at concerned UIDAI RO to confirm the declared status of the Enrolled resident.</p>	Resident	
7.	<p>Verification of Proof</p> <p>UIDAI RO Verifies proof submitted by Deceased</p>	UIDAI – RO	

	Resident's kin for relevance and authenticity.		
8.	Acceptance of Proof UIDAI RO Confirms the acceptance or rejection of submitted proof to Contact Center and CIDR	UIDAI – RO	
9.	Update Resident Record Database Update Residents record based on inputs provided by Contact Centre Status report and UIDAI RO report.	UIDAI – technology team	
	End		

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## **RL 5.      Annexure**

### **RL 5.1      References**

- Resident Enrolment Process
- Demographic Data Standards and Verification Procedure (DDSV) Committee Report
- Updation Process

## RL 6. Process Controls

### RL 6.1 Responsibility Matrix

Activity	UIDAI	DoP	Contact Centre
Share Delivery letter status for all Aadhaar letters	A,R	R	I
Deliver all Returned Aadhaar letters to PO Box 1947	C,I	A,R	I
Availability of search capability of delivery status to all Residents	A,R	R	I
Publish status report for Returned letters on Portal	A,R		I
Receive Resident calls/emails for Returned Letters	I		A,R
Resolve/Provide Appropriate Responses to Resident	A,R,C		R
Update Resident Records status at Contact Centre	I		A,R
Update Resident Records status at CIDR	A,R		I
Send Replacement and Update Letters	A,R		I
<p>A – Accountable - Those who are ultimately accountable for the correct and thorough completion of the deliverable or task, and the one to whom <i>Responsible</i> is accountable.</p> <p>R – Responsible - Those who do the work to achieve the task.</p> <p>C – Consulted - Those whose opinions are sought; and with whom there is two-way communication.</p> <p>I – Informed - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.</p>			

### RL 6.2 Quality Check Points

Step	Document/Record	To be Maintained By
Send Delivery & Returned Report to CIDR with Reason Code	Delivery Status Reports	DoP
Update Contact Centre CRM	Contact Centre Reports	Contact Centre
Update Resident Record	CIDR Reports	CIDR



### RL 6.3 Metrics Definition

S. No	Metric	Level	Definition	Target
1.	Number of Returned letters resolved in a month	Executive	Actual Number of Returned Letters for which Resident Contacted and action was taken by tech team as per feedback received from Contact Centre.	To Be Discussed
2.	Percentage of Returned letters resolved	Executive	$(\text{Number of Returned letters resolved} \div \text{Total Number of Returned Letters pending}) \times 100$	To Be Discussed
3.	Number of Returned Letters received from DoP  State wise, District wise, Pin Code wise and Rejection reason wise	Tactical	Number of Returned Letters being received	To Be Discussed
4.	% of residents to whom sms, email for Returned letters has been sent	Tactical	$(\text{Number of residents to whom sms, email sent} \div \text{Total Number of residents in Returned letters category}) \times 100$	To Be Discussed

### RL 6.4 Process Audit Mechanism

--To Be Discussed--