UID Authority of India

Resident Enrolment Process

Version 2.2.1

Process Owner: Sujata Chaturvedi, Deputy Director General

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Resident Enrolment Process Document is for the use of Registrars and Enrolment Agencies. This document will work as a process aid and guideline for the Enrolment Agency in collection of Demographic and Biometric Data.

ER 1.   Table of Contents

ER 2.   Document Control

ER 2.1   Document Statistics

Type of Information	Document Data
Title	Resident Enrolment Process
Document Revision #	2.2.1
Change Requested	As per child enrolment policy, for child below 5 years only Name, DOB, Gender and UID/EID of Parent/Relation is captured and preferably of mother if both the parents are alive. Rest of the fields are optional.
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Document Approver	Sujata Chaturvedi, Deputy Director General(E&U)

ER 2.2   How to Read This Document

This process document is organised into three sections as given below:

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 out the criteria that are required to be fulfilled before the enrolment process begins.
   d) End of Process: This section informs about the output of the Resident Enrolment Process.

2. Process Details
   a) Process Flowcharts: Flowchart diagrams are used to define the process as involved in resident enrolment, 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
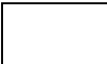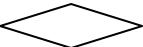
Legends section to understand the significance of various symbols used in flowchart.

b) 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 enrolment 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.

ER 2.3   Legends

⬭	Signifies Start /End of Process
▭	Signifies Activity/Task
⬠	Signifies an off page reference of a Sub Process
◇	Signifies a Decision Box
○	Signifies a Reference to either a Guideline(G), Form(F) or Quality Check point (Q) depending on the text used inside the circle
▥	Signifies an external process being referred

ER 2.4   Abbreviations used

- UID   -   Unique Identification
- UIDAI   -   Unique Identification Authority of India
- DDSVP -   Demographic Data Standards and Verification Procedure
- KYR   -   Know Your Resident

- KYR+   -   Fields required in addition to KYR fields required by the Registrars
- UIDIC -   UID Implementation Committee
- PoI   -   Proof of Identity
- PoA   -   Proof of Address
- DoB   -   Date of Birth
- RGI   -   Registrar General of India
- NSR   -   Non- State Registrar
- NPR   -   National Population Register
- NGO   -   Non Government Organisation
- CSO   -   Civil Society Outreach
- FI   -   Financial Inclusion
- HOF   -   Head of Family

ER 3.   Process Overview

ER 3.1   Goals and Objectives

This document is intended to provide necessary inputs to the Enrolment Agency to ensure that the data capture is done in a proper manner and also the verification of the details given is done as prescribed for the process of issuing AADHAAR.

The objective is to provide detailed guidelines for the enrolment process which consists of setting up enrolment centres, capturing demographic and biometric data, handling exceptions and storage of data.

ER 3.2   Scope

- Readiness of Enrolment Centres in terms of logistics, devices, hardware, software and trained operators
- Verification of Resident's information according to prescribed verification procedure
- The exercise of collection of demographic data, biometric data and storage
- Readiness for submission of enrolment data by Enrolment Agencies

ER 3.3   Prerequisites for Process

- Enrolment Agencies appointed by Registrars
- Registrar ID and enrolment agency code provided (*Registrar On-Boarding Process*)
- Introducers identified (*Introducer Enrolment and Monitoring Process*)
- Client enrolment software shared with enrolment agencies (*Registrar On-Boarding Process*)
- Grievance handling and technical support for enrolment agencies and residents in place (*Grievance Handling Process*)
- Training and certification modules for enrolment agencies in place Communication content and methodology for residents defined (*Resident Awareness and Demand Generation Process*)

ER 3.4   End of Process

- UID data and biometrics for residents captured and ready at a designated location for transfer to CIDR (ready for *1st Mile Logistics Process*)

ER 3.5   Roles and Responsibilities

Role	Organization	Responsibilities
Management	Enrolment Agency	Refer below documents: 1. EA Roles and Responsibility 2. Enrolment Centre Setup Checklist 3. EA Checklist in Refresh Phase
Registrar	Registrar	Refer below documents: 1. Registrar Roles and Responsibility 2. Registrar Readiness Checklist 3. Registrar Checklist in Refresh Phase
Enrolment Centre Supervisor	Enrolment Agency	Refer Supervisor Roles and Responsibility document
Enrolment Operator	Enrolment Agency	Refer Operator Roles and Responsibility document
Registrar's Supervisor/ Verifier	Registrar	Refer Verifier Roles and Responsibility document
Introducer	Registrar	Refer Introducer Roles and Responsibility document
UIDAI point of contact	UIDAI	• Make Enrolment software available • Make process documents available • Empanel Enrolment Agencies to facilitate speedy on-boarding of Enrolment Agencies by Registrars • Facilitate certification of biometric devices • Provide training content • Appoint training and certification agency and provide testing content to this agency • Provide required standards and guidelines • Vet awareness and publicity content • Provide solution for document storage
Resident	--	• Provide demographic and biometric information • Provide authentic documentation or be introduced by an Introducer

ER 4.   Process Details

ER 4.1   Resident Enrolment Process Flow

Enrolment Process – L1 Flow

	Enrolment Agency	UIDAI & Registrar
Execution Ownership: Enrolment Centre	Start 1. Setup Enrolment Center Sub Process 2. Capture Demographic & Biometrics Data Sub Process & Ready for Transfer End	3. Process , Sample Data Audit and feedback
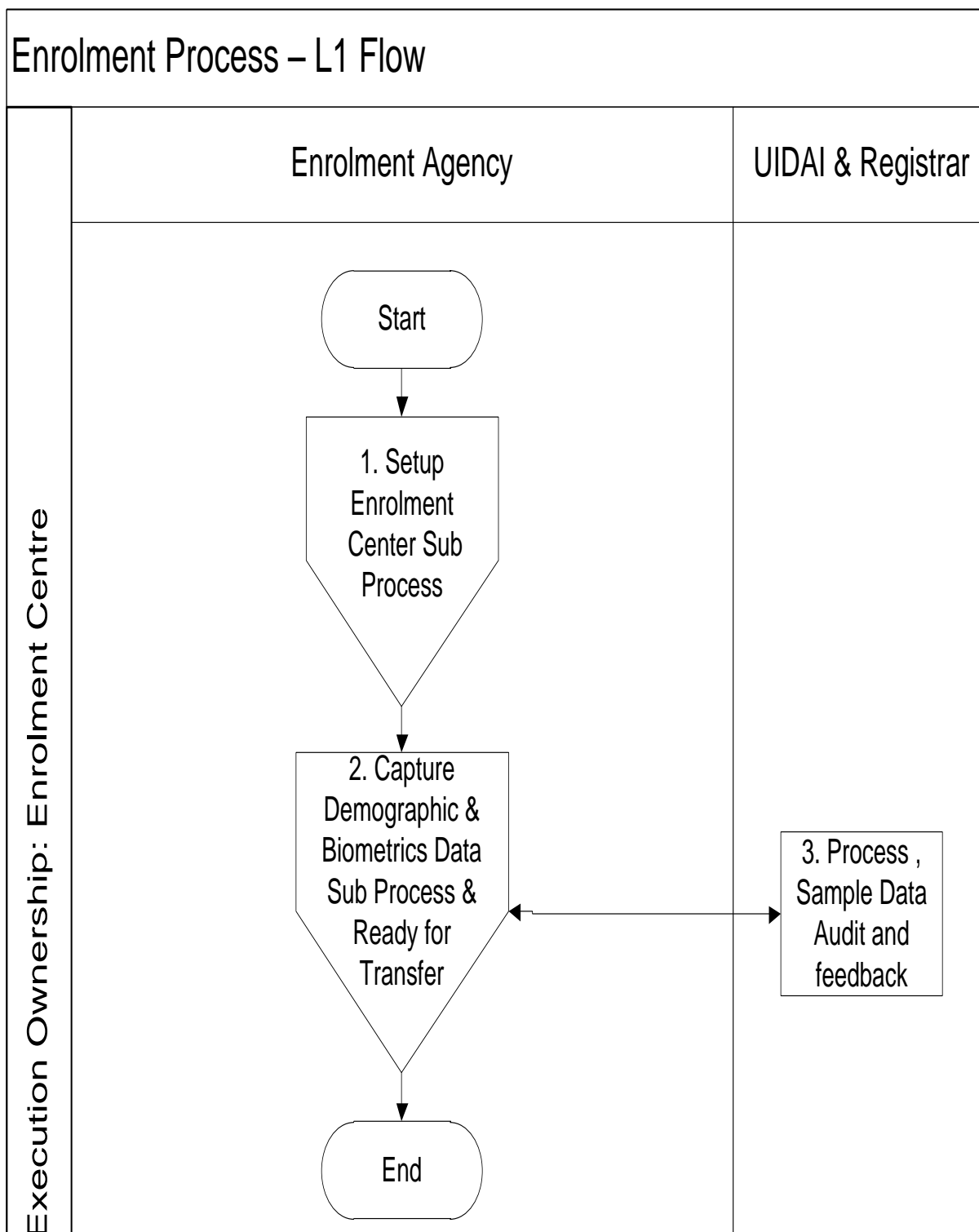
ER 4.2   Resident Enrolment Process Description

S.No	Step	Responsibility	Reference
	Start This process begins when an Enrolment Agency is ready to start enrolling residents. To begin enrolments, Enrolment Agency needs to Setup Enrolment Centre. Go to Step 1.		
1.	Setup Enrolment Centre Initiate sub process ER 4.3 Setup Enrolment Centre. This contains details on setting up an enrolment centre.	Enrolment Agency	ER 4.3 Setup Enrolment Centre
2.	Capture Demographic and Biometric Data and Ready for Transfer After an enrolment centre is ready, Enrolment Agencies can begin the process of capturing residents' demographic and biometric data. For details on how to capture data, go to sub process ER 4.5 Capture Demographic and Biometric Data. After Data Capture, Data files are ready at identified/specified location for transfer to CIDR. The data files can be transferred to CIDR either through online SFTP mode or using physical hard disks/ pen drives. SFTP client is provided by UIDAI that should be installed by EA for use of online mode of data transfer. Refer external process for 1st Mile logistics which prescribes the methods by which the data has to be transferred to the Authority.	Enrolment Agency	ER 4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process External process for 1st Mile logistics Process
3.	Process , Sample Data Audit and feedback UIDAI may undertake process and sample data audits for quality. This will reduce the chances of enrolment failures/rejections later due to poor data quality. Enrolment agency shall be subject to monitoring and audit by UIDAI, Registrar, and their representative from time to time. Based on the feedback, Enrolment Agency may be required to make adjustments/changes in its process.	UIDAI and Registrar	
	End		

ER 4.3   Setup Enrolment Centre Sub Process Flow

Setup Enrolment Centre Sub Process Flow

Enrolment Agency	Registrar	UIDAI

Execution Ownership: Enrolment Centre

Start

1. Identify Suitable Locations for Centre

2. Decide No. of Stations for Each Centre

3. Approve Station deployment plan

4. Deploy Required Devices, Hardware & Software

5. Share Pre-Enrolment Data

7. Load Pre-enrolment Data, If Applicable

6. Check Pin Code Data

8. Share Awareness and Publicity Content

9. Create Awareness

10. Ensure availability of Active Operators, Supervisors **Q**

11. On boarding of OSI

12. Ensure Site Readiness As Per Checklist

13. Audit Site Readiness As Per Checklist **Q**

End

ER 4.4 Setup Enrolment Centre Sub Process Description

S.No	Step	Responsibility	Reference
	Start To setup enrolment centers, activities that are required to be initiated are: • Step 1 Identify suitable locations for Enrolment • Step 5 Share Pre-Enrolment Data, if used • Step 6 Check Pin Code Data • Step 8 Share Awareness and Publicity Content • Step 10 Ensure Availability of Certified Operators, Supervisors		
1.	**Identify Suitable Locations for Centre** Registrar must identify suitable locations where enrolment centres may be setup as follows: • Assess details of the area including the terrain, local weather conditions, law and order situation, logistics support etc. • The enrolment Centre selected must be secured and protected from the natural elements so that there is no damage or loss of devices and data. • Co-ordinate with the local district administration right from the planning stage to the actual roll-out of the enrolment. • In order to cover difficult-to-reach areas and villages where proper premises are not available, it may be necessary to have mobile enrolment centres. The list of difficult areas will be available with the State Government. • In case of mobile enrolment centres/stations, the decision on frequency/period of availability shall be decided by the Registrar based on the density of population, geographical terrain etc. • Site selection also involves taking into consideration issues of power availability, approach/access to the area, lighting etc. • NSRs should have enrolment centres only in and around their premises to ensure close supervision. Enrolment activities outside their premises need to be approved by UIDIC • Registrars should plan for setting up long term/permanent enrolment centres at taluk/block/municipality level for continuous enrolment and updation activities.	Registrar	
2.	**Decide Number of Stations for Each Centre** The number of stations can be decided based on the target number of days for completion of enrolment in	Registrar	ER 5.1.7 Layouts

S.No	Step	Responsibility	Reference
	the particular area or the district and the expected number of enrolees in the area. Model RFP published on UIDAI website provides an excel sheet for facilitating calculation of number of stations Tables, lighting, backdrops, height of table, chairs, positioning of resident and operator, and issue of direct sunlight for photo capture, all these need to be considered for enrolment station setup. Two layouts are shown in ER 5.1.7		External Document Model RFP on UIDAI website
3.	Approve Station Deployment Plan Enrolment agencies will have to undergo an on-boarding process for enrolment stations. ROs will coordinate the on-boarding process with the Registrars and EAs. The on-boarding process will *inter alia* include the following: • EAs will declare enrolment station deployment plans i.e. when and where the centers will be established. • EAs will also demonstrate that they have certified and active operators, requisite machines and hardware available to be deployed. • EAs will also demonstrate that they have the requisite infrastructure for supervision of the enrolment centre. EA will Prepare roll out plan and machine deployment plan with Registrar and share with UIDAI regional office/nodal officer who will then approve the deployment plan. EA will update Enrolment Centre information on the UIDAI portal http://qamis.uidai.gov.in/es/. (Always Confirm latest url from your nodal officer). Fill information of approved centres only. The Registrar will approve the centre plan and UIDAI RO will monitor the same and may intervene where required. Any enrolment centre not listed on the portal will be deemed to be unauthorized and illegal.	UIDAI RO, Registrar and EA	
4.	Deploy Hardware, Software for Enrolment Ensure all hardware and software as mentioned in the ER 5.2.1 are deployed at the enrolment centre. Test the hardware / software for proper working. The Enrolment software client needs to be installed, configured and registered with CIDR. The Enrolment Agency needs Auth User and Auth Code from UIDAI	Enrolment Agency	ER 5.2.1 Checklist for Setting up Enrolment Centre External document • UIDAI Application

S.No	Step	Responsibility	Reference
	technology team to register its clients. The person performing the system configuration is typically a representative of the registrar. Normally the Registrar may 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. The Registrar Name, Enrolment Agency Name will be selected from a drop down menu. On selecting the Names, their corresponding Codes will be populated and will be in read only format. The station codes - 5 digit (numeric 0-9), need to be assigned by the EA and must be unique for an EA. EA must maintain unique station codes even across Registrars. The auth code and password are then entered to register the client. Once successfully registered, the above fields become non-editable. The EA must also import the Registrar certificate (where applicable) before client Registration. A Client Location field has been provided to facilitate the Registrars in marking client locations and thus identifying enrolment location for each resident's data packet. The Registrars can mark each of the enrolment schedules with a location code and enter this location code at client level. A report can be pulled later by location codes for calculating schedule wise payments. The registrar will select the appropriate local language in the AADHAAR application. The registrar can select the appropriate address display format in the AADHAAR client application. The address can be the either: Default, **Simple** (for rural areas) and **Complete** (for urban areas). The client **Address Field** displays can be configured according to the needs of the registrar where the registrar can change the label names. These labels will then get reflected on the landing screen (demographic capture) once saved. Aadhaar admin client also requires downloading of master data files like Pin code, documents list and user credentials into the client from the portal. The master files need to be updated on the client from time to time. Some registrars involved in enrolment may require KYR+ data in encrypted format. Similarly some registrars may use encrypted pre-enrolment data files for importing pre-enrolment data to enrolment client. In both scenarios, the encryption and decryption engine has to be provided by registrars and the administrator has to set the configurations		Installation Manual • User Management toolkit document • Administrator Manual For Configuring Enrolment Client

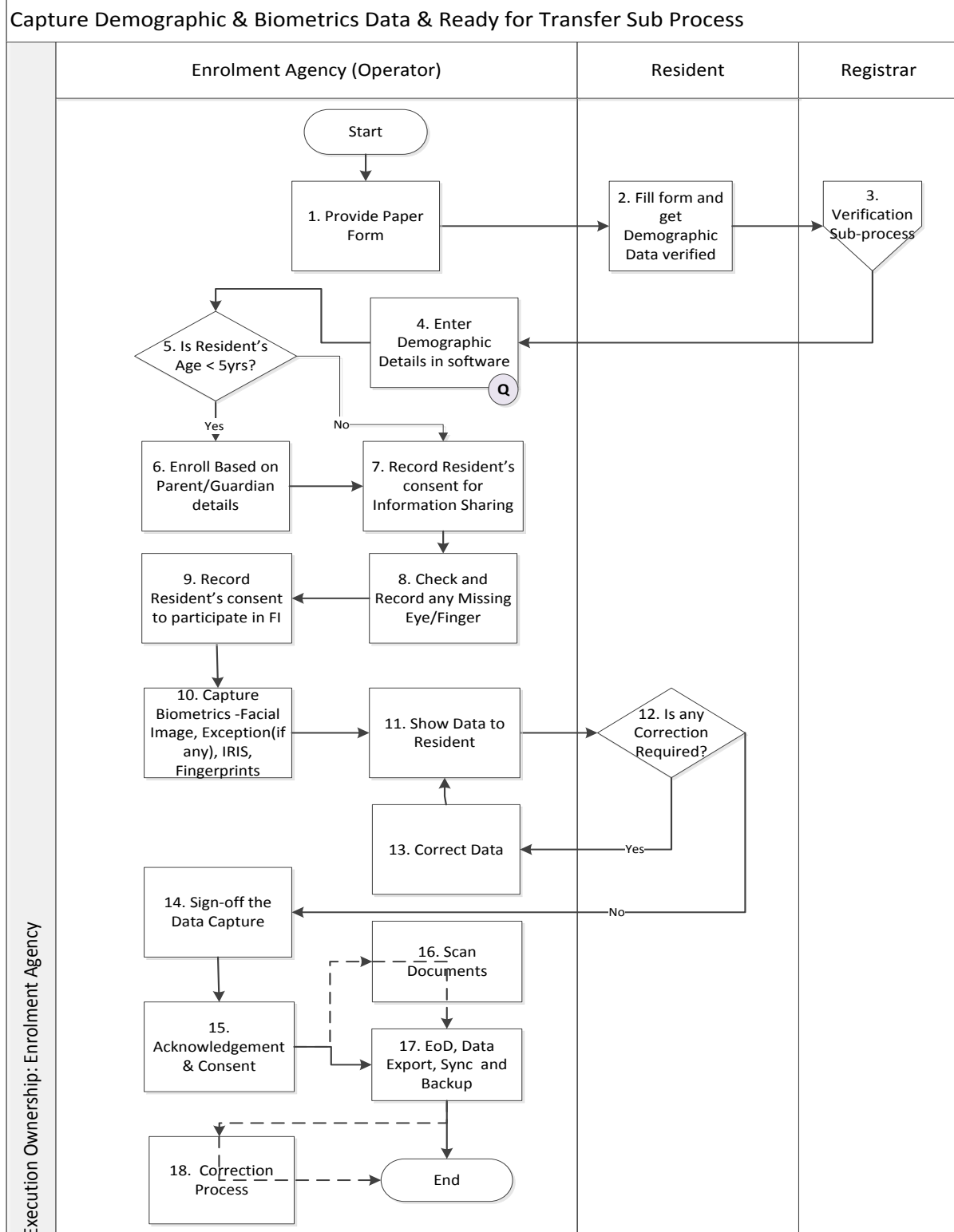| S.No	Step	Responsibility	Reference
	for these engines in this section of the client security screen. To identify the physical location of the enrolment station, GPS (Global Positioning System) is integrated with enrolment client. GPS will provide latitude, longitude and altitude of the current location of the enrolment station. GPS dongle must be attached to the system before starting the GPS. GPS co-ordinates must be captured once in every 24 hrs, preferably beginning of each day. There is also a proposal to prescribe hardware keys for enrolment stations on security considerations by October 2012. Refer 'Administrator Manual For Configuring Enrolment Client' for details of Registration and configuration of administration client		
5.	**Share Pre-enrolment Data Available, if Used** Where applicable, share the pre-enrolment data / beneficiary database with Enrolment Agencies for carrying out the enrolments. The details of the database need to be discussed and sent to UIDAI in advance in prescribed format and aligned to UIDAI requirements as per technology integration toolkit. UIDAI Client Installation manuals have detailed process document on Registrar Integration.	Registrar	ER 5.1.1 KYR Standards for Collecting Demographic Data External document UIDAI Application Installation Manual
6.	**Check Pin Code Data** Ensure that Pin code data for planned enrolment locations is checked in Pin Master of Aadhaar software and is correct and complete. Review and Report missing/incorrect Pin codes to UIDAI and get these corrected using Pin code correction process. Registrars/EAs must also report transliteration errors in local language PIN code data and get it corrected in the Pin Code master.	Registrar	
7.	**Load Pre-enrolment Residents Data on the Enrolment Station Laptop** Load and test beneficiary database on enrolment centre laptops / desktops and ensure it is accessible / searchable. Pre enrolment data helps in reducing the cycle time for enrolment at centre significantly. An Independent demographic client provided by	Enrolment Agency (Technical administrator)	External Document AADHAAR_Registrar_Integration Manual

S.No	Step	Responsibility	Reference
	UIDAI will allow an operator to pre-enrol a resident. An operator needs to enter the resident details on the demographic screen from the Enrolment Form filled by the resident and on saving the details the application stores the resident data on a local file system in a predefined location. Operator should be able to import the file created into the enrolment station to start the actual enrolment process. The demographic client can also be used to clean and complete an already existing database and make it ready for enrolments. Registrar may use their existing database to pre-enrol residents for UID. All the details are checked for validity at this time including name, address, date of birth etc.; the pre-enrolment data is then made available on the enrolment station. Also ensure that if KYR+ fields are to be captured, then KYR+ software and pre-enrolment data integration is completed and tested on enrolment centre laptops/desktops.		
8.	Share Awareness and Publicity Content Share awareness and publicity content, as detailed in the external process, with the Registrar. Guide them in adapting the content / communication.	UIDAI	
9.	Create Awareness in Target Beneficiaries / Residents Ensure that the right communication reaches the target resident groups with respect to timing and location for enrolment centres, benefits of enrolling etc. '-Aadhaar Banners may be put up at prominent places near the enrolment centre -Banners should also be used outside the enrolment centres clearly indicating the time and place and the documents required for enrolment -details that are subject to change such as venues and dates, should be replaceable -EAs may also be advised to deploy mobile IEC elements such as standees as they are economical options -They should also consider prolific usage of mic-ing in catchment areas	Registrar	

S.No	Step	Responsibility	Reference
	-EAs must ensure that important information relating to consent and operator responsibilities are displayed prominently inside the enrolment centres		
	-A 'combined' hoarding with information on what Aadhaar is, what its benefits are and how it may be obtained should be placed outside the enrolment centre		
	-EAs should be encouraged to share feedback received from residents with the IEC team so that creative elements can be modified to broadcast information that is most relevant		
	Enrolment Agency needs to assist the Registrar in communication and generating resident awareness. The role of the enrolment agency should be limited to publicising the content provided by the UIDAI/ Registrars. The EA should not add / modify /delete the content provided by Registrar/ UIDAI.		
10.	Ensure Availability of Active Operators, Supervisors

The Operator/Supervisors need to be certified and have their Aadhaar Numbers generated to be eligible for activation at portal.

Enrolment Agency must activate its Operators/ Supervisors at technology portal viz. https://portal.uidai.gov.in/uidwebportal/dashboard.do

The EA is required to have a unique Operator ID for each, to activate them.

Any Name mismatch between the enrolment and Sify data needs to be approved by RO for activation.

Appropriate actions need to be taken by EA for Operator/Supervisors listed in the Incomplete Records bucket at tech portal by working with UIDAI tech support.

Training is not mandatory but desirable. However certification is mandatory. Ensure certified Operators and Supervisors are available at enrolment centres. The no. of active Operators should be more than the no. of stations for job rotation and avoiding Operator fatigue.

The supervisor is required to handle any situation that requires immediate attention and handle exceptions at the enrolment centre itself and inform the Registrar subsequently.

Operator, Supervisor user management at windows | Enrolment Agency | • External Document User Management toolkit document |

S.No	Step	Responsibility	Reference
	and client level needs to be done appropriately to avoid setback during operations. Refer user management toolkit.		
	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.		
11.	On boarding of OSI(Operator, Supervisor and Introducer)	Enrolment Agency	
	During the on-boarding, biometrics of OSI are stored into enrolment client after authentication. Enrolment client needs to be connected to internet during the process of on-boarding.		
	Before on boarding any user, download the user credential file from the portal and import it into the application. The user-credential file is a digitally signed .xml file.		
	Client also ensures that after master data download for suspended operators, such operators cannot enrol/ on –board after that point.		
	To on-board OSI, EA administrator needs to select corresponding operator, supervisor or introducer in the "Local Biometric Enrolment" in enrolment client. User Details appears with UID, User Name, Type (Operator/Supervisor/Introducer) and Status. There are two statuses: On Board (Enrolled), Not Enrolled.		
	• On-board (Enrolled) User – If user's biometric details verification is successfully completed and stored in local database. • Not Enrolled – If user needs to be boarded. If user's biometric details verification is not successfully completed and not stored in local database. It will appear as 'Not Enrolled' in status.		
	One user at a time from the list is onboarded. Operator/Supervisor and Introducer to be onboarded will provide their fingerprints (left slap, right slap and two thumbs)		
	• When the quality of biometric is above threshold, pass indicator will be shown to user. • User will get unlimited number of attempt to capture biometric that passes the required threshold.		
	Once Biometrics are captured, user sends a request to CIDR server for authentication.During authentication at server, biometric of the OSI are compared against the biometric provided by same OSI at the time of enrolment.		

S.No	Step	Responsibility	Reference
	If checks are successfully done then User will be "Enrolled" otherwise his/her status will show as "Not Enrolled"		
	In case of removing Onboard (enrolled), Administrator needs to select specific user from the user details list and click Remove Enrolment button. No authentication is required while un-boarding. Corresponding biometric of OSI is removed from enrolment client. There will not be any change in the entity list only the status of entity will be changed to "Not Enrolled".		
	• During local biometric verification the biometric provided by the OSI are verified from the biometrics which are stored in enrolment client. • This verification is done every time when OSI provides their biometrics. • Only after successful verification of biometric of OSI the transaction is allowed to proceed. • Enrolment client need not be connected to internet during the process of Local biometric verification at the time of resident enrolment		
	For operator and supervisor on-boarding and local biometric verification is mandatory but for Introducer it is optional.		
	Details of local verification of OSI		

Entity	Status	Permission for enrolment	Error/Warning
Operator	Not Enrolled	No	Cannot login to the client
Operator	Enrolled	Yes	
Supervisor	Not Enrolled	No	Cannot login to the client
Supervisor	Enrolled	Yes	
Introducer	Not Enrolled	Yes	
Introducer	Enrolled	Yes	

S.No	Step	Responsibility	Reference
12.	Ensure Site Readiness and Fill Checklist Ensure the enrolment centre is setup as per ER 5.2.1 Checklist for Setting up Enrolment Centre. Document exceptions, if any, and sign-off the checklist.	Enrolment Agency (Supervisor)	ER 5.2.1 Checklist for Setting up Enrolment Centre
13.	Audit Site Readiness Audit enrolment centre for readiness The Registrar's Supervisor may audit site readiness from time to time.	Registrar (Supervisor)	
	End		

ER 4.5 Capture Demographic and Biometric Data and Ready for Transfer Sub Process Flow

Capture Demographic & Biometrics Data & Ready for Transfer Sub Process

Enrolment Agency (Operator)	Resident	Registrar

Start

1. Provide Paper Form

2. Fill form and get Demographic Data verified

3. Verification Sub-process

4. Enter Demographic Details in software **Q**

5. Is Resident's Age < 5yrs?

Yes → 6. Enroll Based on Parent/Guardian details

No → 7. Record Resident's consent for Information Sharing

8. Check and Record any Missing Eye/Finger

9. Record Resident's consent to participate in FI

10. Capture Biometrics -Facial Image, Exception(if any), IRIS, Fingerprints

11. Show Data to Resident

12. Is any Correction Required?

13. Correct Data

Yes → 13. Correct Data

No → 14. Sign-off the Data Capture

15. Acknowledgement & Consent

16. Scan Documents

17. EoD, Data Export, Sync and Backup

18. Correction Process

End

Execution Ownership: Enrolment Agency

ER 4.6 Capture Demographic and Biometric Data and Ready for Transfer Sub Process Description

S.No	Step	Responsibility	Reference
	Start This is the sub-process where actual resident enrolment begins. This process begins when a resident approaches an Enrolment Centre for enrolment.		
1.	Provide Paper Form Aadhaar Enrolment/Correction form (containing KYR fields) is provided to the resident. A Registrar can have a separate form for capturing KYR+ fields. The data can also be extracted from a pre-filled database. Filling Aadhaar Enrolment/Correction form is mandatory and will be required - even in case of prefilled data. If enrolment forms are distributed and filled in advance, it will help speed up enrolment at the Centre. The enrolment forms can be used as a tool for crowd management by controlled distribution. Planning can be done in advance for the number of people that can be enrolled in a day depending on the number of stations at the centre. Each resident can be informed of the day and time he/she should come for enrolment during distribution of forms. Token system may be followed by EAs to reduce waiting time by residents at centre. Online Appointment scheduling should be encouraged along with token based system.	Enrolment Agency (Operator)	ER 5.2.2 Enrolment Form
2.	Fill Form and Get Demographic Data Filled Up Resident needs to fill up the form as per the instructions provided in the form. If the Resident is unable to fill the form himself / herself, he/she may take assistance from local support such as (but not limited to) Verifier, Village Accountant, Field Inspector, Introducer, NGOs / CSOs etc. Resident needs to get the demographic data provided by him/her verified. Resident must carry Original documents and a photocopy of PoI, PoA, DoB,PoR for verification. The EA must provide facility of photocopy for the documents. Photocopying may not be required where documents are being scanned. In instances where original documents are not available, copies attested / certified by a public	Resident	ER 5.1.1. KYR Standards for Collecting Demographic Data ER 5.1.2. Detailed Guidelines for Recording Demographic Data

	notary / gazetted officer will be accepted.		
	UIDAI shall have the right to alter / amend the guidelines in exception handling from time to time.		
	Refer standard ER 5.1.1 for details on capturing the KYR field.		
	Refer guideline ER 5.1.2 for guidelines on capturing resident demographic information.		
3.	Verification Sub Process Refer Verification Sub Process Flow for details	Registrar	
4.	Enter Demographic Details in Software Enter the verified demographic details in the enrolment software. The software has built-in features to ensure completion of mandatory data fields. Resident's demographic data may also be pulled using any existing database for example if the resident is already a part of the Registrar's beneficiary database, retrieve resident's demographic details using the Pre-Enrolment ID. Some examples are (but not limited to) • Ration card no (Food and Civil Supplies Department as Registrar) • Job card no (Rural Development Department as Registrar) • Policy no (LIC as Registrar) • TIN (RGI as Registrar) • EPIC no (Election Commission as Registrar) • PAN no (Income Tax Department as Registrar) In case data has been retrieved using Pre-Enrolment ID, then check and correct/complete the demographic data. Pre-enrolment of residents may also involve a web-based UID registration that the residents will do themselves. Resident logs in to the web portal provided by UIDAI for pre enrolment. Resident enters his/her demographic details and references. At the end of the pre enrolment, resident receives a pre enrolment id. Resident then approaches an enrolment Centre and provided his/her pre enrolment id. Operator enters the pre enrolment id in the enrolment client and click on web search button. Demographic and reference tabs were filled with information provided by resident during pre-enrolment. The RGI official has provided NPR Receipt Number / schedule no. to the household /	Enrolment Agency (Operator)	ER 5.1.2. Detailed Guidelines for Recording Demographic Data

	individual. Capture the same in the enrolment software. Operator can inform the resident that this will be used for sharing resident's AADHAAR number with RGI. The Registrar can make TIN books available at centres. This will help EA to update the TIN numbers of residents in this field. Capture the names of the proof documents submitted by the resident, as applicable, in the client.		
5.	Is Resident's Age< 5yrs? Check if the resident's age is less than 5 years. If yes, proceed to Step 6. Enrol based on Parent/Guardian Details If no, proceed to Step 7. Record Resident's Consent for information sharing	Enrolment Agency (Operator)	
6.	Enrol based on Parent/Guardian Details In case of child below the age of 5 years, following data should only be captured: - Name - Date of Birth to be precise and should not be a declared one - Gender and - UID/EID of relation preferably mother in case both the parents are alive The above fields are mandatory for enrolment of the child below 5 years. As the address field and the consent for data sharing for the child below 5 years is not captured and so during Aadhaar processing, the field values for address and consent for sharing are to be populated from the field values of the linked parent/relative EID/UID, preferably with the mother in case both parents are alive. The biometric of the parent/guardian has to be captured during the enrolment for backend verification. In case of children below the age of 5 years one of the parents' or guardian's UID or Enrolment ID (either of the two numbers) shall be recorded. This is mandatory. The name of the parent/relative is optional. If the child is being enrolled along with his father /mother / guardian, first enrol the parent / guardian and record the parent's enrolment ID in the child's form. Enrolment ID field on demographic screen is split in two sub fields:	Enrolment Agency (Operator)	

	first to capture enrolment number and second to capture enrolment date & time both as printed on acknowledgement. If the father /mother / guardian of the child has either not enrolled or does not possess AADHAAR number at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.		
7.	Record Resident's consent for Information Sharing Check Resident's consent for information sharing in the enrolment form and capture in software accordingly. Information sharing consent field is to check with the resident whether it is alright with the resident if the information captured is shared with organisations engaged in delivery of welfare services.	Enrolment Agency (Operator)	
8.	Check and Record any Eye/ Finger Missing Check resident's eyes and fingers for fitness (missing/amputated). If the resident has any deformities due to which it is not possible to take fingerprints/iris, these also have to be captured as a biometric exception. Enter Details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate.	Enrolment Agency (Operator)	
9.	Record Resident's consent to participate in FI Go to Banking tab. Check in the enrolment form if resident wants to participate in the scheme of financial inclusion (FI) and enter in the client accordingly. Resident can do so either by linking his current Bank A/C to his Aadhaar Number or by giving his/her consent that he/she has no objection in sharing his/her information for the purpose of UIDAI facilitating opening a new Bank/ Post Office A/C linked to his Aadhaar number. In case of consent for new account, operator will capture the resident's preferred Bank Name from the available drop down list. The bank account will be opened with the partner banks of UIDAI. UIDAI will facilitate opening a bank/post office account for the resident. This account will be linked to Resident's Aadhaar number. Resident can choose to link his/her existing bank account to Aadhaar number by providing their existing bank details. In this case, the operator should capture the name of the State where Bank Account exists, Bank Name, Branch Name	Enrolment Agency (Operator)	

	and the account number. IFSC code will get auto populated by software. Else it can be entered manually. This is an optional field.		
10.	Capture Biometrics - Facial Image, Exception(if any) IRIS and Fingerprints Guide the resident to occupy the chair in front of the enrolment station for capturing face photograph. The resident should be instructed to be seated properly with their back upright and their face towards the camera. The Operator can visually verify facial image quality. Apart from this in-built quality checks in the software indicate the quality of biometrics at each stage. If any biometric exceptions have been specified on the demographic screen, these should be captured as photographs on the Photograph screen. The images of all the ten fingers are to be captured. The fingerprints must be captured in the sequence of slaps of four fingers of left hand, right hand followed by the two thumbs. If required, ask resident to clean hands on towel and/or help to apply little more pressure on hand while taking image again. Similarly, guide resident to get appropriate quality of iris and facial images. The software forces re-captures for a fixed number of times when quality is not OK. Even if the quality flag is green but the Operator is 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 not become harassment for the resident. Application will not allow the Operator to capture biometrics if maximum attempts are exhausted. Each time quality image is not captured, Operator must look at the list of actionable feedbacks provided on the screen. Only facial image is captured for children below 5 years. Iris and fingerprint screens will not get activated for children below 5 years If any biometric exception is specified in the demographic screen, then the same should be captured as photograph in the Exception Photograph screen. One photograph is enough for multiple exceptions. The exceptions photograph window will be enabled only if any biometric exception is declared in the demographics screen. The exception photograph should capture resident's face with show of both hands irrespective of the type of exception.	Enrolment Agency (Operator)	ER 5.1.4 Biometric Data Capture Standards ER 5.1.5 Detailed Guidelines for Collecting Biometric Data

	Policies for biometric capture: Iris - above 5 yrs mandatory (also used for de-duplication) Fingerprint - above 5 yrs capture Fingerprint - above 15, treated like adult Face - all mandatory including infants Below 5 yrs – Parent/Relation EID/UID is mandatory, after that optional Any biometric exception (any finger missing, any eye missing) - extra photo as well as supervisor signature *AADHAAR Enrolment Client software automatically takes care of enforcing these policies. UIDAI may, from time to time, make modifications to these policies*		
11.	Show Data to Resident The Operator shows the data entered to the resident on a monitor facing the resident and if required, reads out the content to the enrolee, to ensure that all details captured are correct.	Enrolment Agency (Operator)	
12.	Correction Required? The resident will ensure that all details entered in Demographic form are correct. In case any errors are pointed out to the Operator, go to step no.13, Correct Data Else go to step no. 14, Sign off the data capture.	Resident	
13.	Correct Data The EA Operator then corrects the errors pointed out and again shows the data to the resident.	Enrolment Agency (Operator)	
14.	Sign-off the data capture The Operator will then provide own Fingerprint to sign-off the data captured of the resident. In case of Biometric exceptions the Supervisor screen gets activated for sign off. The Supervisor will sign off any biometric exceptions observed in Resident Data Collection by providing own fingerprint. In case the verification type is selected as Introducer/HOF get the Introducer/HOF to sign off 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.	Enrolment Agency (Operator)	

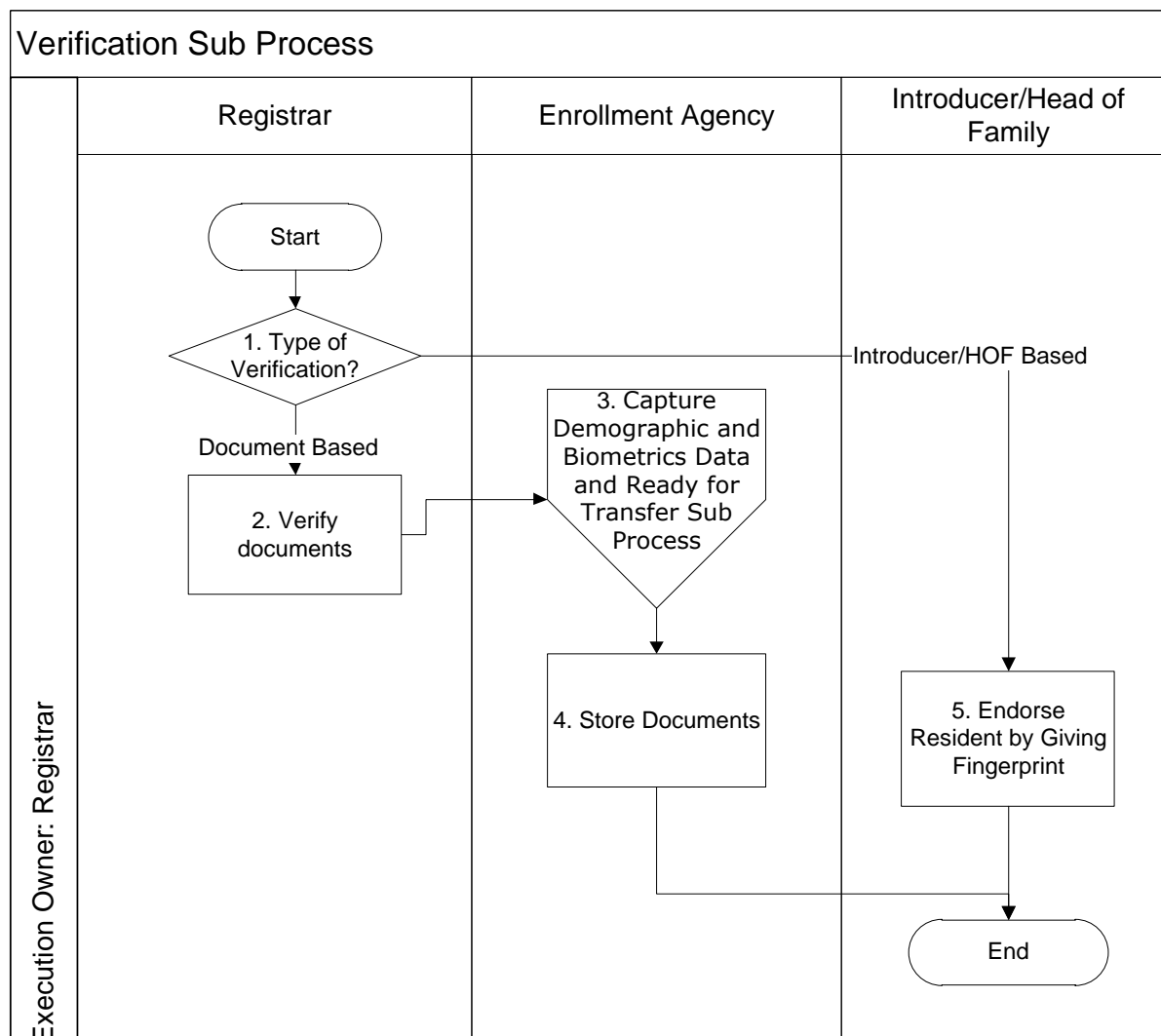| 15.	Acknowledgement & Consent Operator can select the language in which the legal/declaration text on print receipt shall be printed both in new enrolment as well as Correction of an enrolment. Operator must ask the resident his/her preferred language in which the receipt must be printed. On selection of any of the declaration language option, the print receipt will be printed in the selected language i.e. any local language set on the configuration screen. Consent for Enrolment and Acknowledgement are printed in one A4 sheet. Tear off the sheet from centre. Sign and Provide Acknowledgement to resident. While handing over the acknowledgement to the Resident, the Operator must inform resident that 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. This message is also printed in acknowledgement. Operator will take Resident's consent (signature/thumb impression) and file/scan this copy. In case the child is below 5 years, consent of the parent/relative whose EID/UID has been captured will automatically be populated during processing. If Documents are being scanned, go to step No. 16. Else go to step No.17	Enrolment Agency (Operator)	ER 5.2.3 Acknowledgement and Consent for Enrolment (draft format)
16.	Scan Documents Once the acknowledgement and consent is printed, an option is provided to attach / scan documents selected in the reference tab during enrolment of the resident. Irrespective of the type of enrolment, option to attach enrolment form and consent shall be available in the enrolment client. Enrolment client shall provide an option to either attach a previously scanned document or an option to directly scan from the scanner. The previously scanned documents file name should be <Name/EID><document type> where document type is PoI/PoA/DoB/PoR.	Enrolment Agency (Operator/Supervisor)	

17.	EoD, Data Export, Sync and Backup	Enrolment Agency (Operator/Supervisor)	External Process
	The EA Supervisor needs to review all the resident data packets generated during the day to ensure that data entered in the Aadhaar client is correct for each resident. Review can be done by supervisors or any fellow operator on boarded in the same enrolment station.		Refer AADHAAR_Installation _Setup ManualFor Backup and Restore
	Reviewer can Approve, Reject a packet or put a packet on HOLD for Correction by giving a valid reason for same. Reviewer must sign off by giving his/her biometric after End of Day Review. For the packets on Hold for Correction, EA must inform the resident to come to the enrolment centre within 96hrs of enrolment for data correction process. Once correction is done to the resident's data, the Reviewer will again manually Approve/ Reject the Resident's packet put on Hold earlier for correction, with appropriate reason if rejected. At the time of Export, those packets will be considered which have either been approved or rejected by supervisor. Packets on Hold for Correction will get auto Rejected and exported after correction window timeframe have elapsed and no action been taken on packet status.		Refer 1st Mile Logistics Process for Data Transfer flow and Guidelines
	Packets Rejected by Introducer will not be available to the Supervisor for Review and vice versa is also true. These packets will get exported when Export is called.		
	Operator/Supervisor takes backup of data captured at least twice a day and maintains it for a period of minimum 60 days (or as specified by UIDAI form time to time).		
	Whenever enrolment client is registered for a new Registrar, no enrolments can be started without successful pre sync.		
	The enrolment client after successful enrolments needs to be synched up with the server every 24-48 hrs. The Client will stop enrolments if the client is not synched at least once in 10 days. The synch process requires network connectivity. The synch typically happens only at the start of the client if there are any exported packets with status "Exported" and it's a backend process with less of manual intervention. During synchronization, the operator may not be able to do any other work. If there are no packets with the status		

	"Exported" on the enrolment client system, a user friendly message is displayed to indicate that the synch program has been completed. The synch is a start up activity and not a continuous process. Based on the response from the server, the client does an appropriate action to the packets for which enrolment IDs have been synched.		
	Operator exports data to a memory stick or any folder and keeps it ready for transfer at a specified location. EAs can transfer data to CIDR either through online SFTP mode using Aadhaar SFTP client or by sending data through memory stick/hard disks. EA must upload data packets within 20 days of enrolment. The enrolment client will freeze if packet pending for uploads exceeds 1000 on the enrolment station.		
	Refer 1st Mile Logistics Process for Data Transfer flow and Guidelines		
18.	Correction Process	Enrolment Agency (Operator)	ER 5.2.4 Acknowledgement of Correction and Consent for Correction
	The following requests for changes are included in the scope of the Correction Process:		
	• All demographic fields i.e., Name, Address, Gender, Date of Birth / Age* • Information sharing consent • Relationship to resident • Mobile • Email Address • NPR Receipt Number • Relationship Details(Relation type, Name and EID/UID) • Introducer Name and UID		
	*If originally the resident was enrolled as a child below 5 years of age it is invalid to correct the resident age to above 5 years because for above 5 we require biometric data as well which would not have been captured during enrolment.		
	For correction in any of the above data of a resident, use Correction menu on software client. The EA can correct data within 96 hours of the resident's enrolment and in the presence of the resident.		
	The EA must restrict all corrections in a Residents data to only one time.		
	The resident must carry his/her acknowledgement letter for correction. PoI, PoA and Parent/Guardian's acknowledgement letter will also be required at the time of correction		

	process depending on the type of correction.		
	A change in Name would require either a verified Enrolment Form and PoI document or an Introducer's Name and UID. A change in Address would require either a verified Enrolment Form and PoA document or an Introducer's Name and UID. A change in verified DoB would require a verified Enrolment Form and DoB certificate. If the correction is in data for a child below 5 years of age, then EID/UID of parent/relative is mandatory while details of relationship type and relative name of parent/guardian is optional.		
	The previous Enrolment ID of the resident needs to be entered for correction of resident's data.		
	The Name of the resident whose data is to be corrected must be entered mandatorily even if the correction is not in the name itself. Only the fields that need a correction are entered in the Correction menu of the software. Fields that are good in original enrolment are not to be retyped during Correction.		
	The resident's photo is also captured during correction process. 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 OK with corrections. In case the resident is child below 5 years, the biometric of the parent/guardian whose details are entered in the relationship fields, has to be taken. The Operator will sign off the enrolment and Supervisor, Introducer sign off will be required in biometric exceptions and Introducer based verification respectively.		
	An acknowledgement of correction and consent for correction will be printed at the end of correction process along with the Resident's photo. The acknowledgement of correction will be signed by Operator and handed over to Resident. The consent for correction will be signed by resident and operator should file the same along with the verified Form and copy of documents submitted for correction.		
	In case Aadhaar letter is already sent to resident and correction is processed later, an Aadhaar Letter for Corrections will be sent to Resident.		

	End		

ER 4.7   Verification Sub Process Flow

Verification Sub Process

	Registrar	Enrollment Agency	Introducer/Head of Family

Execution Owner: Registrar

Start

1. Type of Verification?

Document Based

Introducer/HOF Based

2. Verify documents

3. Capture Demographic and Biometrics Data and Ready for Transfer Sub Process

4. Store Documents

5. Endorse Resident by Giving Fingerprint

End

ER 4.8   Verification Sub Process Description

S. No	Step	Responsibility	Reference
	Start It is essential that key demographic data is verified properly.		
1.	Type of Verification 3 Distinct methods of verification are discussed in this document • Based on supporting documents • Based on introducer system • HoF based enrolment	Registrar	
2.	Verify Documents For Verification based on Documents, the Registrar's supervisor present at the Enrolment Centre will verify the documents. It is mandatory for the Verifier to be available at the centre during the operational hours of the centre. Refer Verifier's Roles and Responsibility document for details of verification. List of Approved PoI, PoA, DoB and HoF documents is listed in this document section ER 5.1.3. UIDAI and Registrars shall have the authority to amend and enlarge the list of PoI and PoA documents as and when necessary. The Registrar can add documents to the list of PoI, PoA, DoB, HoF at the technology portal after consultation with RO, and EA can download the master for documents at the client machines for use in their area. PoI requires a document containing the resident's name and photograph, whereas the PoA contains the name and address. Even if pre-enrolment data is used - Verifier will verify the Enrolment Form details and photocopies against PoI/PoA/DoB/HoF documents. Verification after enrolment may be done to ensure that the data	Registrar	ER 5.1.3. Documents for Verifying PoI, PoAand DoB External Document Demographic Data Standards and Verification Procedure (DDSVP) Committee Report Verifier's Roles and Responsibility

	entered in software matches the previously verified data. This can be done by verifying the details in acknowledgement, with PoI, PoA documents or enrolment form. In case of any errors, the resident can immediately get these rectified by the operator as per correction process. This will improve overall data quality of enrolments. In case verification is done later and an error is found in data after the Resident has left the centre, then the EA has to call the Resident for correction process.		
3.	Capture Demographic and Biometrics Data and Ready for Transfer Sub Process After verification, the Operator will follow the process of capturing Demographic and Biometrics Data on enrolment software and keeps it ready for transfer to CIDR. Refer ER 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process	Enrolment Agency (Operator)	ER 4.5 Capture Demographic and Biometrics Data and Ready for Transfer Sub Process Operator Roles and Responsibility
4.	Store Documents The EA can scan the enrolment form, consent and resident's proof documents in the client or attach pre-scanned documents while enrolling the resident as described in previous section ER 4.6. If scanners are not being used and hard copies of documents are being collected, then UIDAI has a document storage and management strategy in place. Each stakeholders roles and responsibility documents define DMS related activities. Refer those documents for details. Pickup lists for DMS are reports generated in Aadhaar client by EA for every Batch. Print copy Pickup list is printed and is kept inside the box/polythene/cover for every batch. Pickup list CSV file is to be exported from the machine and	Enrolment Agency (Operator, Supervisor), Registrar , DMS service provider	ER 5.1.9 Guidelines for Storage of documents ER 5.2.6 DMS formats Registrar, EA,Verifier, Operator,Supervsior Roles and Responsibility

	sent to DMS agency along with pickup request without any modifications.		
	For best practices on document storage refer ER 5.1.9 Guidelines for storage of documents		
	For DMS, Registrar (or Registrar's representatives) must do the following:		
	• Registrar must Create batches of documents (preferred Batch size is approximately 250 EID dockets) accompanied by a manifest with a unique batch number.		
	• Registrar will log their request for a pickup to DMS service provider using any of the channels eg. Email or on Portal when a minimum of 50000 EID sets (+/- 10%) are ready at one site. CSV files for all Batches of a pickup must be zipped together & uploaded on the portal or sent by email to complete the pickup initiation request.		
	• Pick up points will be the District Headquarters in the State. These locations needs to be designated in advance and shall not be changed without prior notice and approval from UIDAI.		
	• In case of pickup from the EA's site, the Registrar must authorize & coordinate the pickup schedule & ensure the readiness of the Batches as mentioned.		
	• Obtain a confirmation from DMS service provider on pickup schedule along with date and time. DMS service provider will arrange a pickup within 7 days of intimation.		
	• The pickup list of all documents per enrolment, a declaration cum manifest by Registrar is attached with each pickup. For formats of these refer ER 5.2.6.		
	• The DMS Service Provider will report at the pickup location with proper ID Proof (of UID AADHAR DMS Project). Registrar will then handover documents to		

	DMS service provider and obtain sign-off. - The Registrar staff will prepare the declaration cum manifest in duplicate, with box-wise details. A joint signoff will happen with name, designation, seal of the company. EA officials can signoff on the same incase of pickup from the EA's site. One copy of manifest will be given to Registrar. - In event of change in manifest/documents at the time of sign-off, resend the manifest by e-mail /portal upload to DMS service provider. The DMS Service Provider will transport the documents to the storage location in a secured way. Upon receipt of documents at DMS centre, verification of batches and manifest is done and exceptions are raised in case of mismatch. Documents Q.C. is done and exceptions are raised if required. Documents are scanned and indexed as per UIDAI requirements Documents are securely stored for future retrieval. The DMS service provider will be thereafter responsible for storage & preservation of documents for prescribed period as defined by UIDAI. Else End.		
5	**Endorse Resident by Giving Fingerprint** The Introducer ensures that all the residents that he is about to endorse are known and given particulars are correct. The concept of inclusiveness should not take away the credibility of the Introducer system. Any false verification by Introducer shall make him liable for legal action. Introducer's name and UID is entered during resident enrolment. The Introducer must verify Name and Address details of the resident, Introducer's own Name in the	Introducer/Head of Family	ER 5.1.3; 2. Head Of Family based Enrolment External Process – Introducer Enrolment and Monitoring Introducer Roles and Responsibility

	Enrolment form, and provide his/her UID, signature/thumbprint on the Form of the resident.		
	The head of the family (HoF) can also verify the identity and address of the family members in specific circumstances. For this, the Head of Family is first enrolled on the basis of valid PoI, PoA from the list of approved documents while the dependent family members can be enrolled through any of the specified relationship documents as long as the relationship revealing document (PoR) is unambiguous and both the documents (PoI, PoA of Head of Family and the Relationship documents for the dependent family members) record the same address.		
	For valid HoF documents Refer ER 5.1.3; section 2.		
	The copy of the Relationship document submitted as proof should be signed by the Head of the family and countersigned by the Registrar authorized verifier at the enrolment centre.		
	In case of HOF based enrolment, the documentary proof for Relationship to HOF needs to be selected. Only those family members can be enrolled based on the relationship document, whose names are recorded on relationship document. Relationship Details also become mandatory. The relationship of resident to HOF is selected. HOF's name, enrolment Number and Date & time is also entered. If UID of HOF is available, then UID is entered during resident enrolment.		
	The Introducer/HOF can endorse the resident and vouch for the validity of Resident's information by giving his/her fingerprint in the enrolment software's "Review" tab. In addition Introducer/HOF should sign/provide thumbprint on the Consent for Enrolment endorsing the resident.		
	Introducer can also review list of all		

	pending for his/her verification at the End of Day and Approve/Reject the enrolment. Introducer needs to give his/her fingerprint for all Approved records. The Introducer/HOF can verify the details on the acknowledgment of the resident. In case of any errors, the resident can immediately get these rectified by the operator as per correction process. This will improve overall data quality of enrolments. In case verification is done later and an error in data is found after Resident has left the centre, then the EA has to call the Resident for correction of data. In case the correction is in Name or address, the Introducer/HOF presence is also required.		
	End		

ER 5.   Annexure

ER 5.1   Standards and Guidelines

ER 5.1.1   KYR Standards for Collecting Demographic Data

Information	Fields	Verification Required	Verification Procedure
Personal Details	Name	Yes	• Any of the POI documents • Introducer for people who have no documents • In case child is below 5 years of age, verification of POI is not required.
	Date of Birth ##	No	---
	Gender	No	---
Address Details	Residential Address(For UID letter delivery and other communications)	Yes	• Any of the -PoA documents • Introducer for people who have no documents • Address will be physically verified during UID letter delivery. But Resident's physical presence not required during letter delivery. • For child below 5 years of age, this field need not be captured.
Parent/ Guardian Details	Father's/ Husband's/ Guardian's Name*	Conditional	• Name of either Father/Husband/Guardian or Mother/Wife/Guardian is mandatory for all. But, an option will be provided to not specify in the case the adult is not in a position or does not want to disclose. • In the case of child below 5 years, UID/Enrolment ID(any one of the two) of at least one parent/guardian is mandatory. • No Verification of Father/ Husband/ Guardian in the case of adults • No Verification of Mother/ Wife/ Guardian in the case of adults
	Father's/ Husband's/ Guardian's UID*	Conditional	
	Mother's/ Wife's/ Guardian's Name*	Conditional	
	Mother's/ Wife's/ Guardian's UID*	Conditional	
Introducer Details	Introducer Name** Introducer's UID**	Yes	• Introducer's Name, UID on the form • Introducer's thumbprint endorsing the resident in the Review tab of the

			enrolment software.
Contact Details	Mobile Number	No	---
	Email Address	No	---

A flag is maintained to indicate if Date of Birth (DoB) is verifiedIf Resident informs their DoB without any documentary proof,the system considers it as declared. . In case exact DoB is not known, resident should indicate the age only. Enrolment software has the provision to capture age & calculate the year of birth.
* For children below 5 years, Father/ Mother/ Guardian's UID/Enrolment ID is mandatory. * For children under 5 yrs of age, biometric de-duplication will not be done. Hence their UID will be flagged as such until they are biometrically de-duplicated at a later age. Their UID has to be be linked to at least one of the parent's UID. * In the case the adult is not in a position or does not want to disclose, name of either Father/ Husband/ Guardian or Mother/ Wife/ Guardian, select the flag in the enrolment software to indicate that resident has not given the relationship details.
** For residents with no document proof, an "Introducer" should certify his/ her identity.

ER 5.1.2   Detailed Guidelines for Recording Demographic Data

1. Pre-Enrolment ID

1. This field is used for retrieving pre enrolment data using pre-enrolment ID. Enter the pre-enrolment ID and click on "Go". Pre-enrolment data will get populated in the respective fields.
2. This pre-enrolment data may require correction. Make corrections as appropriate.

2. Name

1. Verify the proof of identity documents produced by the individual before recording the name in case of document based verification. If any of the above documents submitted do not contain the photograph of the resident, then it will not be accepted as a valid PoI. In order to be inclusive and free of harassment, documents with older photographs are acceptable.

2. If document furnished is not in the drop down list of PoI in enrolment client, then it is not an acceptable PoI document. In such case resident either would require a valid PoI or an Introducer for enrolment.

3. The name of the person **in full** should be entered in the field provided for this purpose. It should not include salutations or titles like Mr., Miss, Mrs., Major, Retd. Etc

4. It is very important to write the person's name very carefully and correctly. For example, the respondent may tell that his name is V. Vijayan whereas his full name may be Venkatraman Vijayan and similarly R. K. Srivastava's full name may actually be Ramesh Kumar Srivastava. Similarly, a female enrolee may tell her name as K. S. K. Durga while her full name may be Kalluri Surya Kanaka Durga.

5. Ascertain from her/him the expansion of her/his initials and check the same in the documentary evidence produced before recording the name in full.

6. In case of difference in the name declared and the one in document (PoI), the name as declared by the resident may be recorded by the Enrolment Agency provided the difference is only in spelling and/or last name to be written prior to first name.

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

8. Sometimes the infants and children may not have been named yet. Please try to ascertain the intended name for the child by explaining to the enrolee the importance of capturing the name of the individual for allotting UID.In case of non availability of supporting documents for PoI, the name should be recorded with the assistance of the Introducer. In case of child below 5 years, POI/POA is not required.

9. It is observed that some transliterations to local language are not ok,due to phonetics and other reasons,and therefore need manual correction.

3. Date of Birth (DoB)

1. Record date of birth of Resident, indicating day, month and year in the relevant field. Record the day (2 digits), month (2 digits) and year (4 digits).

2. If the Resident provides documentary evidence of Date of Birth, then check the box "Verified" When resident declares the DoB without any documentary evidence, record date of birth but do not check the "Verified" box.

3. In case of "Verified" DoB, select the name of the document provided by the resident in the drop down provided for DoB documents.

4. When the resident is unable to give exact date of birth and only age is mentioned by the resident or approximated by the operator, record age in the field provided. The software will automatically calculate year of birth and same will be printed in acknowledgement and consent letter.

4. Gender:

1. Gender has to be recorded by the Enrolment Agency as declared by the enrolee in the box provided by recording Male, Female or Transgender 'M' or 'F' or 'T' respectively.

5. Residential Address:

1. Verify the proof of address document produced by the individual before recording the address in case of document based verification

2. Record the residential address in the boxes provided. In case of child below 5 years, address field values will not be captured.

3. Ascertain the Postal Index Number Code(PIN code) and record in the boxes.

4. The address should be recorded as available in the documentary evidence produced by the enrolee. Leave space between two words. Please ensure that the particulars are filled up correctly.

5. If document furnished is not in the drop down list of PoA in enrolment client, then it is not an acceptable PoA document. In such case resident either would require a valid PoA or an Introducer for enrolment.

6. In line 1 of the address capture "care of" persons name if any. (Usually this has to be captured for children and old age people living with parents and children respectively). If not available, leave the Address line 1 blank.

7. Generally in rural areas, Building number, House number etc. are not available. If not available leave the address line 2 blank.

8. Write the Street Name, if any, in Address line 3, otherwise leave it blank.

9. Write major/minor landmark if any in address line 4 otherwise leave it blank.

10. Write name of Mohalla/Locality/Post Office in address line 5, otherwise leave it blank.

11. Name of the village/town/city(VTC) and Post Office field gets automatically populated when Pin Code of the region is entered. VTC field is non editable. The default post office can be changed, if required, by selecting another post office form the drop down list. The drop down has all Branch Office, Head Office and Sub Office Post Office Names for a particular Pincode plus VTC combination.

12. Name of District and State in address gets auto populated when Pin Code of the region is entered.This field is non editable . Registrar/EA should ensure beforehand that the Pin Numbers of the region in which enrolment is to be carried out are completely and correctly captured in software PIN Master. Else, they should inform the correct PIN to CIDR so that PIN Mater can be corrected before enrolments start.

13. The resident may be allowed to add minor fields such as House No., Lane No., Street Name, correcting typographic errors, minor changes/ corrections to pin code etc. to the address listed in the PoA as long as these additions/modifications do not alter the   base address mentioned in the PoA document.   If the changes requested are substantial and change the base address that is listed in the PoA, the resident will require to provide an alternate PoA or enrol through an Introducer.

14. Save Address checkbox is provided for address fields. If checked, it saves the address for next enrolment thus saving time to rewrite the address.

15. It is observed that some transliterations to local language are not ok, due to phonetics and other reasons, and therefore need manual correction.

6. Verification :

1. If Verification type is Documents based, appropriate PoI, PoA document is to be selected from the drop downs depending on the document produced by the resident and verified by verifier.

2. If Verification type is Introducer based, Name and UID of the Introducer has to be recorded. When the enrolee depends on Introducer for proof of verification, the UID of the Introducer is mandatory.

3. For HoF based verification Name, EID of HoF and Relationship Details of the family member to HoF become mandatory.

4. In case of child below 5 years, POI and POA document for verification is not required.

7. Relationship to Resident (Conditional):

1. Filling the father / husband / guardian or Mother / Wife / Guardian field is conditional. If they are enrolled their Enrolment ID/UID should be recorded.

2. In case the adult is not in a position or does not want to disclose,. Then select checkbox "Not Given" in "Relationship to Resident".

3. In case of child below 5 years, the EID/UID of parent/relative has to be linked and preferably mother if both the parents are alive.

4. If the child's father /mother / guardian has / have not enrolled and / or do / does not possess UID at the time of enrolment, the enrolment of that child cannot be done unless the above requirements are fulfilled.

8. Mobile Number (optional):

1. If the enrolee possesses and is willing to provide his/her mobile/ number, this optional field can be filled in.

9. Email address (optional):

1. If the enrolee possesses and is willing to provide his/her e-mail ID, this optional field can be filled in.

10. NPR Receipt Number:

1. If Resident possesses NPR receipt then the receipt number should be recorded in the field. Else mark as N/A.

11. Information sharing Consent (mandatory):

1. Ask Resident's consent to whether it is alright with the resident if the information captured is shared with other organisations for the purpose of welfare services. Select appropriate circle to capture resident's response as "Yes/No".

2. For child below 5 years, the field need not be captured as the values have to populated from the linked parent/relative EID/UID.

12. Banking

1. Banking details can be captured with the click on Banking tab. Ask resident's consent to whether it is OK if UIDAI shares his/her information to facilitate opening of a new Bank/Post Office Account. Select appropriate circle to capture resident's response as "Yes/No".

2. If Resident says "No" to option 1.,ask the resident if he/she wishes to link his existing bank account to UID. If the answer is "Yes", then select State and Bank Name from drop down list and mention Bank Branch and Account Number.

3. In case the child is below 5 years this field is optional.

13. Review

1. During Review of the enrolment data with resident, Operator must read out critical fields to the resident before the Operator Finishes the Enrolment.
2. The Operator must reconfirm below fields :
   - Spellings of Resident's Name
   - Correct Gender
   - Correct Age/Date of Birth
   - Address – Pin Code; Building; Village/ Town /City; District; State
   - Relationship Details – Parent/Spouse/Guardian ; Relative Name
   - Accuracy and Clarity of Photograph of the resident"
3. The EA Supervisor must ensure that every Operator has a copy of the critical points to be reviewed at the station.
4. Ensure that no such text like NA,N/A,ND is entered in fields that do not have any information. Leave those non-mandatory fields blank where no data is provided by resident.

14. Operator/Supervisor/Introducer signoff

1. Operator needs to sign off every enrolment by providing their fingerprint. Although any fingerprint is OK, but it is advisable to use either thumb or index finger of either hand for sign off. Use the Indicators on fingerprint devices for positioning of fingers. The fingers should be placed in right direction on the device.

2. Make sure that the Operator that has logged in the client and has carried on the enrolment is the Operator that signs off.

3. Supervisor's sign off is activated in the software in case of biometric exceptions.

4. For child below 5 years, the biometric of linked parent/relative has to be captured.

5. Introducer's/HoF sign off is activated in case of Introducer/HoF based verification. Introducer can also review list of all pending for his/her verification at the End of Day and Approve/Reject the enrolment. Introducer needs to give his/her fingerprint for Approved records.

15. Data Aesthetics

Follow attached guidelines on Data Aesthetics

Guidlines to
EAs0001.pdf

ER 5.1.3 Documents for Verifying PoI, PoA, DoB & PoR
1. List of Documents in DDSVP Committee Report

Supported PoI Documents Containing Name and Photo
1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID
5. Driving License
6. Government Photo ID Cards/ service photo identity card issued by PSU
7. NREGS Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kissan Photo Passbook
15. CGHS / ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identify having photo issued by Gazetted Officer or Tehsildar on letterhead
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations

Supported PoA Documents Containing Name and Address
1. Passport
2. Bank Statement/ Passbook
3. Post Office Account Statement/Passbook
4. Ration Card
5. Voter ID
6. Driving License
7. Government Photo ID cards
8. Electricity Bill (not older than 3 months)
9. Water bill (not older than 3 months)
10. Telephone Landline Bill (not older than 3 months)
11. Property Tax Receipt (not older than 3 months)
12. Credit Card Statement (not older than 3 months)
13. Insurance Policy

14.	Signed Letter having Photo from Bank on letterhead
15.	Signed Letter having Photo issued by registered Company on letterhead
16.	Signed Letter having Photo issued by Recognized Educational Institution on letterhead
17.	NREGS Job Card
18.	Arms License
19.	Pensioner Card
20.	Freedom Fighter Card
21.	Kissan Passbook
22.	CGHS / ECHS Card
23.	Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead
24.	Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)
25.	Income Tax Assessment Order
26.	Vehicle Registration Certificate
27.	Registered Sale / Lease / Rent Agreement
28.	Address Card having Photo issued by Department of Posts
29.	Caste and Domicile Certificate having Photo issued by State Govt.
30.	Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations
31.	Gas Connection Bill (not older than 3 months)
32.	Passport of Spouse
33.	Passport of Parents(in case of Minor)

Supported Proof of DoB Documents	
1.	Birth Certificate
2.	SSLC Book/Certificate
3.	Passport
4.	Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead

UIDAI and Registrars shall have the authority to amend and enlarge the list of valid documents as and when necessary.

2. **Supported documents for PoR**

To facilitate enrolment where all members are not able to show proof of identity with a photograph at the time of Aadhaar enrolment, it has been decided that the Head of Family will be enrolled on the basis of valid PoI, PoA from the list of approved documents while the dependent family members can be enrolled through any of the following relationship documents as long as the relationship revealing document(PoR) is unambiguous and both the documents (PoI, PoA of Head of Family and the Relationship documents for the dependent family members) record the same address:

-PDS Card

-MNREGA Job Card

-CGHS/State Government/ECHS/ESIC Medical card

-Pension Card

-Army Canteen Card

-Passport

-Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local govt. bodies like Taluk, Tehsil etc.

-Any other Central/State government issued family entitlement document.

As far as possible Family should come together for enrolment. In case all the members cannot make it on the same day then head of the family should

always accompany the   family member whenever he/she comes for the enrolment.

ER 5.1.4   Detailed Guidelines for Collecting Biometric Data

Enrolment Agencies must use Biometric Devices certified by UIDAI for capturing Biometric data. The list of certified biometric devices are available at STQC website http://www.stqc.nic.in/

i.   **Fingerprint Capture**

a.   The fingerprints need to be captured in order of all four fingers of Left Hand followed by all four fingers of Right Hand and then the two thumbs.

b. The fingers have to be positioned correctly on the platen to enable capture.There should be no direct light shining on the platen. Use the Indicators on fingerprint devices for positioning of fingers.The fingers should be placed in right direction on the device.

c. Use a lint free cloth periodically to clean the platen of the device.

d. Check devices periodically for scratches, out of focus images, only partial images getting captured.

e. Fingerprints cut off, wet/smudged fingerprints,very light prints due to insufficient pressure will result 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.

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

g. The Enrolee should be requested to place all four fingers of the **left hand/right hand/two thumbs** to platen of the fingerprint scanner for the four-finger capture to ensure good contact and maximize the area of the captured fingerprints. Ensure that the fingers are placed flat and till the top joint of the finger is placed well on the scanner.

h. If **automatic** capture does not happen, the operator should force the capture when force capture tab is enabled in the enrolment software.

i. 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

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

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

l. Fingerprints are best captured in standing position

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

n. Refer attached pdf document for correct placement of fingers during fingerprint capture

Package

ii. **Facial Image Capture**

a. **Enrolee Position:** For capturing facial image, it is advisable for the operator to adjust the camera instead of the Enrolee to position herself/himself

at the right distance or in the right posture. Frontal pose needs to be captured i.e. no head rotation or tilt.

b. **Focus:** The capture device should use auto focus and auto-capture functions. The output image should not suffer from motion blur, over or under exposure, unnatural coloured lighting, and radial distortion.

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

d. **Illumination:** Poor illumination has a high impact on the performance of face recognition. It is difficult for human operators to analyze and recognize face images with poor illumination. Proper and equally distributed lighting mechanism should be used such that there are no shadows over the face, no shadows in eye sockets, and no hot spots. No 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 that there are no shadows under the eye.

e. **Eye Glasses:** If the person normally wears glasses, it is recommended that the photograph be taken with glasses. However, the glasses should be clear and transparent

f. **Accessories**: Use of accessories that cover any region of the face is not permitted.

g. However, accessories like eye patches are allowed due to medical reasons. This would also mean an exception needs to be recorded for Iris, because only one Iris can be captured.

h. Further, accessories like turban are also allowed as religious, traditional practices.

i. Operators need to be trained to obtain the best possible face images that satisfy requirements.

j. For children,it is acceptable that the child sits on parents 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 non white screen in case of children but two faces should not get captured in one picture.

k. Actionable feedback needs to be checked for captures that fail. Some of the actionable feedbacks in software are:

- No face Found
- Enrollee too far (eye distance in input image is less than 90)
- Enrollee too close (eye distance in input image is greater than one third of image width)
- Pose (Look Straight)
- Insufficient lighting
- Very low face confidence (faceness, object not identified as human face)
- Pose (yaw angle in output image is greater than 11.5 deg)
- Non-uniform lighting (of face in output image)

- Incorrect background (in output image)
- Insufficient lighting (bad gray values in face area of output image)

iii. **Iris Capture**
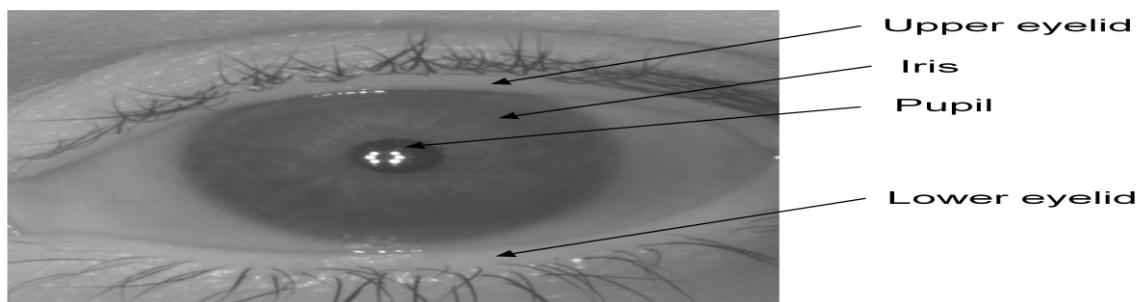
a. Iris pattern of each eye is not correlated, and gives two independent biometric feature sets. It assures correct assignment of left and right eyes and allows for more accurate estimation of roll angle.

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

c. The operator and not the Enrolee will handle the capture device,generally.

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

e. The software is able to measure the iris image quality. An initial image quality assessment would 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. Some 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

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

g. The device should be held steady. Incase device requires to be held by resident, the enrolment operator/supervisor may help the resident to hold the device steady.

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

i. Operator must instruct the resident to look straight into the camera, open eyes wide open(one easy way to do this is to ask the resident look angry) and do not blink during iris capture. Resident has to be stationary.

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

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

ER 5.1.5   Handling of Exceptions

There would be instances where the enrolee would not be in a position to give complete set of biometrics as required by the UIDAI owing to reasons such as injury, amputation of the fingers / hands and similar problems with the eyes. The following sets of guidelines are to be borne in mind while handling such exceptions.

i.   Exceptions in capturing Facial Image capture

S.No	Problem	Suggestions
a.	Unable to capture image due to poor light:--this is actionable feedback	a. No flash is to be used. b. If there is inadequate lighting because of low voltage, use the generator backup to improve the lighting. c. Consider moving the enrollment station to a location in the room with better light. d. The non-capture could be because of bright light behind the backdrop. The backdrop should be preferably placed against an opaque wall/partition.
b.	Unable to crop image because of turban / head scarf:	a. If the headgear can be removed this may be requested politely by the operator. b. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Enrollee unable to keep head / torso still and vertical:	Assistance may be provided to the enrollee. In case of lady enrollees, assistance is to be provided by the lady operators or volunteers.

ii.   Exceptions in handling Fingerprint Image capture

S.No	Problem	Suggestions
a.	Missing / amputated / bandaged fingers	i. The same is noted in the data as provided in the software ii. The fingerprints of remaining fingers are captured by the operator
b.	Unable to crop image because of turban / head scarf	i. If the headgear can be removed this may be requested politely by the operator. ii. In the case of lady enrollees, it would be advisable for a lady operator, or volunteer to undertake this process.
c.	Fingerprint captured is not of the requisite quality	i. The Operator should check the actionable feedback ii. If standard image of the finger prints are not possible for an enrollee due to dryness, the operator should politely ask the enrollee to wash his hands. The operator can also provide a wet sponge or towel available in the centre. iii. The operator can request the enrollee to apply pressure on the platen to increase the area of contact and thereby obtain image of the requisite quality. iv. For applying pressure he would firstly rely on efforts of the enrollee. If not successful, the operator can take the permission of the enrollee and assist her/him in applying the pressure to capture the image. v. It has to be ensured that assistance to women enrollees has to be provided by women operators / volunteers. vi. The operator would make a reasonable number of attempts to capture the biometrics of the resident. The maximum number of attempts that can be made is built into the software.
d.	Inability to flatten	i. The operator with due permission from the enrollee may assist the

S.No	Problem	Suggestions
	the fingers	enrollee in order to attempt capture of the fingerprints. ii. In case this is not successful, the operator may try to obtain fingerprints to the extent that the enrollee is able to flatten and place her / his fingers on the platen.
e.	Worn out ridges or hands blackened through mehendi or any other substance	a. Capture as normal. In case of worn out ridges, the resident may be asked to rub his/her hands.

iii. Exceptions in handling Iris Image capture

If capturing Iris image is not possible due to non-existence of one or both eyes or bandage across one or both eyes / any other deformity or disease the same has to be recorded in the system.

S.No	Problem	Suggestions
a.	Squint / disoriented eye	a. If the capture of both eyes at a time is not possible, operator may attempt recapture.
b.	Inability to open the eyes properly	a. Guide the enrollee to open the eyes wide to enable the capture b. Do the best you can to capture a good quality image. Use recapture.

iv. General exceptions

The enrolee may not be in a position to keep herself / himself in correct posture for reaching biometric instruments or for photograph due to old age or sickness. In such cases the operator should arrange to take the biometric data by moving the 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 exceptions. The resident should later get his/her biometric updated.

ER 5.1.6 Do's and Don't for EA

Microsoft Office
Excel 97-2003 Worksl

ER 5.1.7 Layouts

Microsoft Office
PowerPoint 97-2003 I

ER 5.1.8 Guidelines on Storage of Documents

Microsoft Office
Word 97 - 2003 Docu

ER 5.1.9 Enrolment Centre Beginning and End of Day(BOD,EOD) activities

i. Beginning of Day(BOD) Activities

1. Review Setting up Enrolment Centre Checklist and ensure all requirements are in place. Enrolment Agency Supervisor should sign off the checklist.

ii. End of Day Activities
   1. EoD Review by EA Export Data for transfer to CIDR
   2. Maintain a register for data exported. Record date, station number and packets exported at each station.
   3. Take End of Day back up(note that backup is required twice a day preferable one during lunch time and another at end of day. Backup needs to be maintained for at least 60 days) and record in Register. Record date and station number where backup done.
   4. Correlate consent for enrolments to number of packets exported. Both numbers should match.
   5. End of Day meeting at centre for sharing learnings of the day and issues faced.
   6. Make arrangements for replacements of faulty devices, hardware and other logistics for next day enrolments.
   7. Hand over completed documents (Enrolment Form, PoI,PoA,DoB, PoR and Consent) to Registrar's Supervisor with pickup list of documents.
   8. Ensure all devices and laptop are shut down. Check power off to avoid accidents. Ensure security arrangements for devices and other equipments.
   9. Specific End of Day Reports are available on the client, for selected time period, to facilitate EA Operations. This includes Hold and Reject Reports for Enrolment Station.

ER 5.2 Formats, Templates and Checklists

ER 5.2.1 Checklist for Setting up Enrolment Centre

Microsoft Office
Excel 97-2003 Worksl

ER 5.2.2 Enrolment Form

Microsoft Office
Word 97 - 2003 Docu

ER 5.2.3 Acknowledgement cum Consent for Enrolment

HTML Document

ER 5.2.4 Language for Consents

Microsoft Office
Excel 97-2003 Worksl

ER 5.2.5 DMS Formats

Microsoft Office
Word 97 - 2003 Docu

ER 5.3 References

- Demographic Data Standards and Verification Procedure (DDSVP) Committee Report
- Model RFP on UIDAI website
- 1st Mile logistics Process
- UIDAI Application Installation Manual
- User Management toolkit document
- AADHAAR_Registrar_Integration Manual