UNIQUE IDENTIFICATION AUTHORITY OF INDIA

GOVERNMENT OF INDIA

CITIZENS' CHARTER

FOR

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

https://uidai.gov.in

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1 Introduction

UIDAI was created with the objective to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India that is (a) robust enough to eliminate duplicate and fake identities, and (b) can be verified and authenticated in an easy, cost-effective way.

2 Our Vision

The Vision of UIDAI is to empower residents of India with a unique identity and a digital platform to authenticate anytime, anywhere.

3 Mission Statement

- To provide for good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India, to individuals residing in India through assigning of unique identity numbers.
- To develop policy, procedure and system for issuing Aadhaar number to individuals, who request for same by submitting their demographic information and biometric information by undergoing process of enrolment.
- To develop policy, procedure and systems for Aadhaar holders for updating and authenticating their digital identity.
- Ensure availability, scalability and resilience of the technology infrastructure.
- Build a long term sustainable organization to carry forward the vision and values of the UIDAI.
- To ensure security and confidentiality of identity information and authentication records of individuals.
- To ensure compliance of Aadhaar Act by all individual and agencies in letter and spirit.
- To make regulations & rules consistent with the Aadhaar Act, for carrying out the provisions of the Aadhaar Act.

4 Stakeholders

SL. No	Stakeholder	Description
1.	Resident	"Resident" means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty-two days or more in the twelve months immediately preceding the date of application for enrolment
2.	Registrar	"Registrar" means any entity authorized or recognized by the Authority for the purpose of enrolling individuals.
3.	Enrolment Agency	"Enrolment Agency" means an agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals.
4.	Banks/ Financial Institutions	Banks and other Financial Institutions interface with Aadhaar Payment Bridge (APB) and Aadhaar Enabled Payment System (AEPS) linking Aadhaar to bank account to accomplish the goal of "Targeted Delivery" and "Financial Inclusion"
5.	Authentication Service	Authentication Service Agency (ASA) shall mean an entity providing necessary infrastructure for ensuring secure network connectivity and related services for

SL. No	Stakeholder	Description
	Agencies (ASA)	enabling a requesting entity to perform authentication using the authentication facility provided by the Authority
6.	Authentication User Agencies (AUA)	Authentication User Agency(AUA) shall mean a requesting entity that uses the Yes/ No authentication facility provided by the Authority
7.	KYC User Agency (KUA)	KYC User Agency (KUA) shall mean a requesting entity which, in addition to being an AUA, uses e-KYC authentication facility provided by the Authority
8.	OEMs and other Technology Partners	Agencies that innovate and develop devices, software solutions and peripheral components compliant with Aadhaar enrolment and authentication framework
9.	Logistics Partners	Agencies that collate, transport and archive documents collected during enrolment. Logistics Partners also help in printing and delivery of Aadhaar letters to residents.
10.	Requesting Entity	"Requesting Entity" means an agency or person that submits the Aadhaar number, and demographic information or biometric information, of an individual to the Central Identities Data Repository for authentication;
11.	Sub AUA	"Sub-AUA" shall mean an entity appointed by the Authentication User Agency under this agreement to access Yes/No authentication facility through the Authentication User Agency

5 Our Services

SL. No	Service	Description
1.	Aadhaar Enrolment	The process to collect demographic and biometric information from individuals by the enrolling agencies for the purpose of issuing Aadhaar numbers to such individuals.
2.	Aadhaar Generation	Upon receiving enrolment information from registrars and enrolment agencies, UIDAI performs de-duplication and other checks on residents' demographic and biometric data before generating Aadhaar number
3.	Letter Delivery/e-Aadhaar	UIDAI through its logistics partner(s) delivers printed Aadhaar letters/cards to residents. It also provides a web based solution to download a digitally signed soft copy of Aadhaar letter, also called e-Aadhaar.
4.	Data Updation Service	This service has been created to facilitate residents to update their demographic and biometric data.
5.	Authentication Service	"Authentication" means the process by which the Aadhaar number along with demographic information or biometric information of an individual is submitted to the Central Identities Data Repository for its verification and such Repository verifies the correctness, or the lack thereof, on the basis of information available with it.
6.	e-KYC Service	"e-KYC authentication service" means a type of authentication facility in which the biometric information and/or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction.

6 Standards of services provided by UIDAI

6.1 Aadhaar Enrolment

SL. No	Service Offering	Description	Success Indicators	Service Standard
1.	Aadhaar Enrolment	**Normal Process for Enrolment** Enrolment is conducted by Enrolment Agencies working on behalf of Registrars. One of the following three approaches of enrolment may be adopted by the EAs to enroll a resident. *1.0 Document based Enrolment* Submission of one valid Proof of Identity (PoI) and one valid Proof of Address(PoA) *2.0 Head of Family (HoF) based Enrolment* Head of family (HoF) may introduce family members by means of documents, which establish the Proof of Relationship (PoR). *3.0 Introducer based Enrolment* In the absence of valid Proof of Identity (PoI) and valid Proof of Address (PoA), an introducer's service can be leveraged. An introducer is a person identified and notified by the Registrar or the Regional Offices of the Authority and should have a valid Aadhaar number. All of the above three approaches require successful capture of biometric information (Facial image, all 10 fingerprints and scans of both Irises), and demographic information like name, date of birth, gender, name of parents/guardian, residential address, mobile number (optional) and email address (optional).	Up to 20 minutes after start of enrolment	95%
		Child Enrolment of children below five years of age 1. For children below the five years of age, the following demographic and biometric information shall be collected: a. Name b. Date of Birth c. Gender d. Enrolment ID or Aadhaar number of any one parent, preferably that of the mother in the event both parents are alive, or		

SL. No	Service Offering	Description	Success Indicators	Service Standard
		guardian. The Aadhaar number or EID of such parent or guardian is mandatory, and a field for relationship will also be recorded. e. The address of such child which is the same as that of the linked parent / guardian. f. Facial image of the child shall be captured. The biometric information of any one parent / guardian shall be captured or authenticated during the enrolment. 2. The Proof of Relationship (PoR) document for establishing the relationship between the linked parent/guardian and the child shall be collected at the time of enrolment. Only those children can be enrolled based on the relationship document (PoR), whose names are recorded in the relationship document.		
		Exception Process for Enrolment In case of biometric exception (unavailability of any of 10 fingers or 2 Irises) an exception photograph is taken in addition to the photograph of the face		
		Aadhaar enrolment is free of cost A resident should enrol only once, as multiple enrolments will result in rejections unless it is advised by UIDAI.		
2.	Data Correction	Within 96 hours of enrolment, if a resident wishes to correct any demographic information submitted during enrolment then he/ she may approach any enrolment center to submit a data correction request.	Up to 10 min after start of correction process	95%

6.2 Aadhaar Generation

SL. No	Service Offering	Description	Success Indicators	Service Standard
1.	Aadhaar Generation	Aadhaar is generated successfully if: 1. Quality of enrolment data meets prescribed standards laid down by UIDAI 2. The enrolment packet passes all the validations done in CIDR 3. No Demographic/Biometric duplicate is found 4. No unforeseen technical issues If any of the above conditions is not satisfied, then Aadhaar generation for the resident may be put on hold and Aadhaar Generation/ Rejection may take a longer time.	Normally up to 90 days from the date of enrolment*.	95%
2.	Aadhaar Status Notification	Resident will be notified on registered mobile number about the status of Aadhaar generation/ rejection. A resident may also check the status of Aadhaar enrolment by using any of the following methods: 1. Go to https://resident.uidai.net.in/check-aadhaar-status and follow instructions on the screen 2. Status may also be obtained by sending an SMS as "UID STATUS <14-digit Enrolment Number>" to 51969. If Aadhaar has been generated and SMS has been sent using registered mobile number then Aadhaar number will be communicated to the resident 3. Resident may even call the contact center at 1947 or email a query to help@uidai.gov.in to obtain the status	Normally up to 90 days from the date of enrolment*.	95%

*Registrars/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 10 days of enrolment.

6.3 Letter Delivery/ e-Aadhaar

SL. No	Service Offering	Description	Success Indicators	Service Standard
1.	Aadhaar Letter Delivery	Upon successful Aadhaar generation, UIDAI prints Aadhaar letter and delivers to residents on the postal address mentioned during enrolment	Normally within 10 days of Aadhaar generation and handed over to Department of Post for delivery to the residents as per timelines mentioned in the Department of Post Citizen's Charter	95%
2.	e-Aadhaar	A resident may download and print digitally signed copy of Aadhaar from UIDAI's website https://eaadhaar.uidai.gov.in. The e-Aadhaar document is digitally signed using certificate issued by NIC as per IT Act 2000. All the data printed in e-Aadhaar letter, is the same data as printed in Aadhaar letter. e-Aadhaar is a valid and secured electronic document which should be treated at par with the printed Aadhaar letter (refer office memorandum – https://uidai.gov.in/images/uidai_om_on_e_aadhaar_validity.pdf)	Normally up to 90 days from the date of enrolment*.	95%

Registrar/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 20 days of enrolment.

6.4 Demographic and Biometric Update Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1.	Demographic Update	After successful Aadhaar generation, a resident may request for update/correction in Address by sending a request via post or applying online or by visiting any enrolment centre for changes in following demographic attributes: a. Name b. Gender c. Date of Birth d. Address e. Mobile Number f. Email	Normally up to 90 days from the date of update.	95%

SL. No	Service Offering	Description	Success Indicators	Service Standard
		1. Residents can update their address, by sending completed Aadhaar address update request form and supporting documents by post. 2. The update request will be processed at the back-end and receipt of update request will be sent through SMS to the residents by UIDAI. 3. The update request can be sent to the following address: UIDAI, Post Box No. 99, Banjara Hills, Hyderabad – 500034 India **Via Online** 1. The Self-Service online mode offers address update to the residents where the resident can directly place the update request on the portal. 2. The Aadhaar number and registered mobile number of the resident are required to login to the portal - https://ssup.uidai.gov.in/web/guest/ssup-home 3. The resident is authenticated using OTP on his/her registered mobile number. 4. To complete the update process, resident needs to upload the supporting POA documents, which will be verified against requested data at a later stage at UIDAI's Update back-office by a Verifier. 5. The resident needs to have mobile number registered with Aadhaar for using this service. **By Visiting Permanent Enrolment Centre** 1. These are modes where residents place the demographic/biometric update request with the help of an operator at Permanent Enrolment Centre.		

SL. No	Service Offering	Description	Success Indicators	Service Standard
		2. In such a case, the documentary evidence is collected by the operator at the time of accepting the request. 3. The document verification by the verifier also happens at the time of placing the Update request		
2.	Biometric Update	A resident may go for biometric data update under following conditions 1. Child attains age of 5 or 15 years. 2. Events like accident or diseases leading to biometric exception conditions (loss of limbs, loss of eyes etc.) 3. It is recommended that a resident goes for biometric update every 10 years Residents are advised to visit the nearest Aadhaar Kendras (Permanent Enrolment Center)/Enrolment Centres for update of biometric data. Resident's biometric will be verified against the existing biometric in the database and replaced.	Normally up to 90 days from the date of update.	95%

6.5 Authentication Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1.	Yes/No Authentication Service	A type of authentication facility in which the identity information and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is then matched against the data available in the CIDR, and the Authority responds with a digitally signed response containing "Yes" or "No", along with other technical details related to the authentication transaction, but no identity information.	Authentication response either Yes/No	CID response in less than 10 seconds

SL. No	Service Offering	Description	Success Indicators	Service Standard
		Modes of Authentication: a) Demographic authentication b) One-time pin (OTP) based authentication c) Biometric-based authentication (fingerprints-based and/or iris-based) d) Multi-factor authentication		
2.	e-KYC Authentication Service	A type of authentication facility in which the biometric information and/or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction. Modes of Authentication: a) One-time pin (OTP) based authentication b) Biometric-based authentication (fingerprints-based and/or iris-based) c) Multi-factor authentication	Successful Authentication will return demographic information along with the photograph of the Aadhaar number holder	CID response in less than 10 seconds

7 Other Aadhaar Online Services

SL. No	Service Offerings	Description
1	Locate Enrolment Center	Locate nearby Aadhaar enrolment centre of your convenience URL - https://appointments.uidai.gov.in/easearch.aspx
2	Get Aadhaar Number on Mobile	If your Aadhaar is generated, get Aadhaar number on your registered mobile number by SMS URL - https://resident.uidai.net.in/web/resident/get-aadhaar-no
3	Retrieve Lost UID/EID	If you have lost your enrolment slip or Aadhaar number, you can retrieve the same on your registered mobile number URL - https://resident.uidai.net.in/find-uid-eid
4	Verify Aadhaar	Check if an Aadhaar number is valid or not deactivated

	Number	URL - https://resident.uidai.net.in/aadhaarverification
5	Check your Email/Mobile Number in Aadhaar	Check if your email or mobile number is registered in Aadhaar Database URL - https://resident.uidai.net.in/verify-email-mobile
6	Lock/Unlock Biometrics	Secure your Aadhaar authentication as per your need by locking or unlocking your Biometrics URL - https://resident.uidai.net.in/biometric-lock
7	Check Aadhaar & Bank Account Linking Status	Check is your Aadhaar number is linked with your Bank Account number URL - https://resident.uidai.net.in/check-aadhaar-linking-status

8   Grievance Redress Mechanism

UIDAI has a Contact centre	Contact details: 1. **Voice** – 1947 2. **Fax** – 080-2353 1947 3. **Letters** – PO Box 1947, GPO Bangalore - 560001 4. **Email** - help@uidai.gov.in
Public Grievance Redress cell	If you have any complaints to make with respect to the delivery of services as per the above standards you may register your complaints with the concerned Public Grievance Cell created at our Regional Offices listed below: *List of Grievance cell phone numbers at UIDAI Regional Offices(RO) is given below:* **RO Bangalore**(Karnataka, T.N., Kerala, Puducherry, Andaman & Nicobar Islands) Contact No:080-22340104, Fax No:080-22340310 **RO Chandigarh**(Haryana, Himachal Pradesh, Chandigarh, J&K, Punjab) Contact No: 0172-2711947,Fax No: 0172-2711717,Email ID: grievancecell.rochd@uidai.net.in **RO Delhi** (Delhi, Rajasthan, M.P., Uttarakhand) Contact No:011-23481126, Fax No: 011-23481110 **RO Guwahati** (North East) Contact No:0361-2221819, Fax No: 0361-2265125 **RO Hyderabad**(A.P., Chhattisgarh, Orissa) Contact No: 040-23119266 **RO Lucknow** (U.P.) Contact No: 0522-2304979, Email ID: uidai.lucknow@uidai.net.in

	RO Mumbai(Gujarat, Maharashtra, Goa, Daman, Diu) Contact No: 022-22163492/94 **RO Ranchi** (Bihar, West Bengal, Jharkhand) Contact No: 0651-6450145 Grievances may also be sent to UIDAI HQ on the web portal http://pgportal.gov.in . RTI applications can also be sent online through the following link http://rtionline.gov.in . **Note:** Grievances related to enrolments done under National Population Register process may be sent to the concerned officer in RGI.
RTI (Right to Information Act,2005)	LIST OF CPIO & FIRST APPELLATE AUTHORITY, UIDAI (HQ) [as on 05.11.2017]* is at Annexure 2. The updated list is available on UIDAI website. https://uidai.gov.in/images/CPIO_FAA_RO_List_05072017.pdf , https://uidai.gov.in/images/CPIO_FAA_HQ_LIst_05072017.pdf *Updated list of CPIOs at various Regional Offices of UIDAI and HQ and exemption from disclosure of information (section 8(1) (j) of RTI act,2005 may be referred at https://uidai.gov.in/about-uidai/right-to-information.html.

9   Indicative Expectations from the Stakeholders

SL. No	Expectations
1	Residents are expected to duly fill the Enrolment/Update form and bring valid and complete documents when going for Aadhaar Enrolment/Update.
2	Residents are expected to review and ensure that the Operator has entered correct and complete details during Enrolment/Update process.
3	Registrars, Enrolment Agencies and AUA/KUA/ASA are required to comply with the provisions of Aadhaar Act 2016 and the regulations notified under the Act

10 Miscellaneous

10.1 Month and Year of next review of the Citizen Charter

May 2018 or before if need arises.

10.2 Composition of the Committee for drafting the Citizen's Charter

SL. No.	Name	Designation
1.	Shri Yashwant Kumar	ADG
2.	Shri Ashok Kumar	ADG
3.	Smt. Deepali Sharma	ADG

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