



**Training Module
on
Aadhaar Enrolment Process**

UIDAI

Unique Identification Authority of India



Preface

This training manual introduces the learner to the Aadhaar enrolment process.

The module is meant to give all its users a firm grounding on the various stages in the enrolment process. The manual starts with the hierarchical structure of the various entities involved in the enrolment process. A major portion of this material describes in detail the various activities in carrying out enrolment for Aadhaar. This module also covers various standards and guidelines prescribed by UIDAI.

Target Audience

- Registrar's Supervisor
- Enrolment Agency Supervisor
- Enrolment Agency Operator
- Technical Support Staff

Dependent or Related Modules

- Module 1 – UIDAI and Aadhaar



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Objectives

In this module, you will learn

- The hierarchy of organizations in the enrolment process
- The enrolment process flow
- The First Mile Logistics
- The process of data de-duplication and Aadhaar number generation
- The roles and responsibilities of agencies and people involved in enrolment
- The standards and guidelines, as suggested by Unique Identification Authority of India (UIDAI)

Enrolment Organizations for the UIDAI

Aadhaar is a 12 digit number that the UIDAI will provide to Residents of India after collecting and verifying their demographic (e.g., location) and biometric (e.g., thumb print) data. The process of collecting Resident data is known as enrolment.

The UIDAI will partner with a variety of organizations to enroll Residents for Aadhaar numbers and verify their identity. The following are the categories of those organizations:

1. **Registrars:** A Registrar is a department of the central or state Government or a reputed organization with whom the UIDAI has entered into a Memorandum of Understanding (MoU) for on-field implementation of the UID Project. Registrars can be of following categories:
 - State governments & their departments
 - Central Government Ministries & their undertakings/committees such as (but not limited to):
 - Registrar General of India (RGI) under Ministry of Home Affairs
 - Oil PSUs under Ministry of Petroleum
 - Large Public & other organizations such as (but not limited to):
 - Public sector banks
 - Public sector insurance organizations
 - Public sector telecom organizations
 - Other banks
 - Other insurance organizations



- Other telecom organizations

The Registrar may already have a database of demographic information of Residents. For example, if the PDS is the Registrar for a particular state then the pre-existing database available with the Registrar will be the Ration Card number and the associated details (like name, address, age, etc.) of the Resident. This can be used as the pre-enrolment data.

It is the responsibility of the Registrar to collect biometric data through Enrolment Agencies and ensure that UIDAI standards are followed while collecting demographic and biometric information.

- 2. Enrolment Agencies:** Enrolment Agencies are hired by Registrars and will directly interact with and enroll Residents. Enrolment Agencies could be third party agencies that are empanelled by the UIDAI or they could be existing offices of the Registrar like the LIC using its own offices and staff, etc. Enrolment Agencies will set up Enrolment Centres on behalf of Registrars. An Enrolment Centre can have one or more Enrolment Stations. An Enrolment Station comprises a computer (laptop/desktop) with the enrolment client software installed, biometric capture devices, printers, photocopiers, and other devices as prescribed by UIDAI. The Resident interacts with the Enrolment Operator at the Enrolment Station. Enrolment Centres may be mobile (for hard to reach areas), temporary (for the initial completion of enrolment of Residents of that region) or permanent (for ongoing enrolments and updates).
- 3. Outreach Group:** The UIDAI along with the Registrars will also partner with civil society groups and community networks which will promote the Aadhaar number and provide information on enrolment for hard-to-reach, marginalized and deprived populations such as tribal and homeless people.

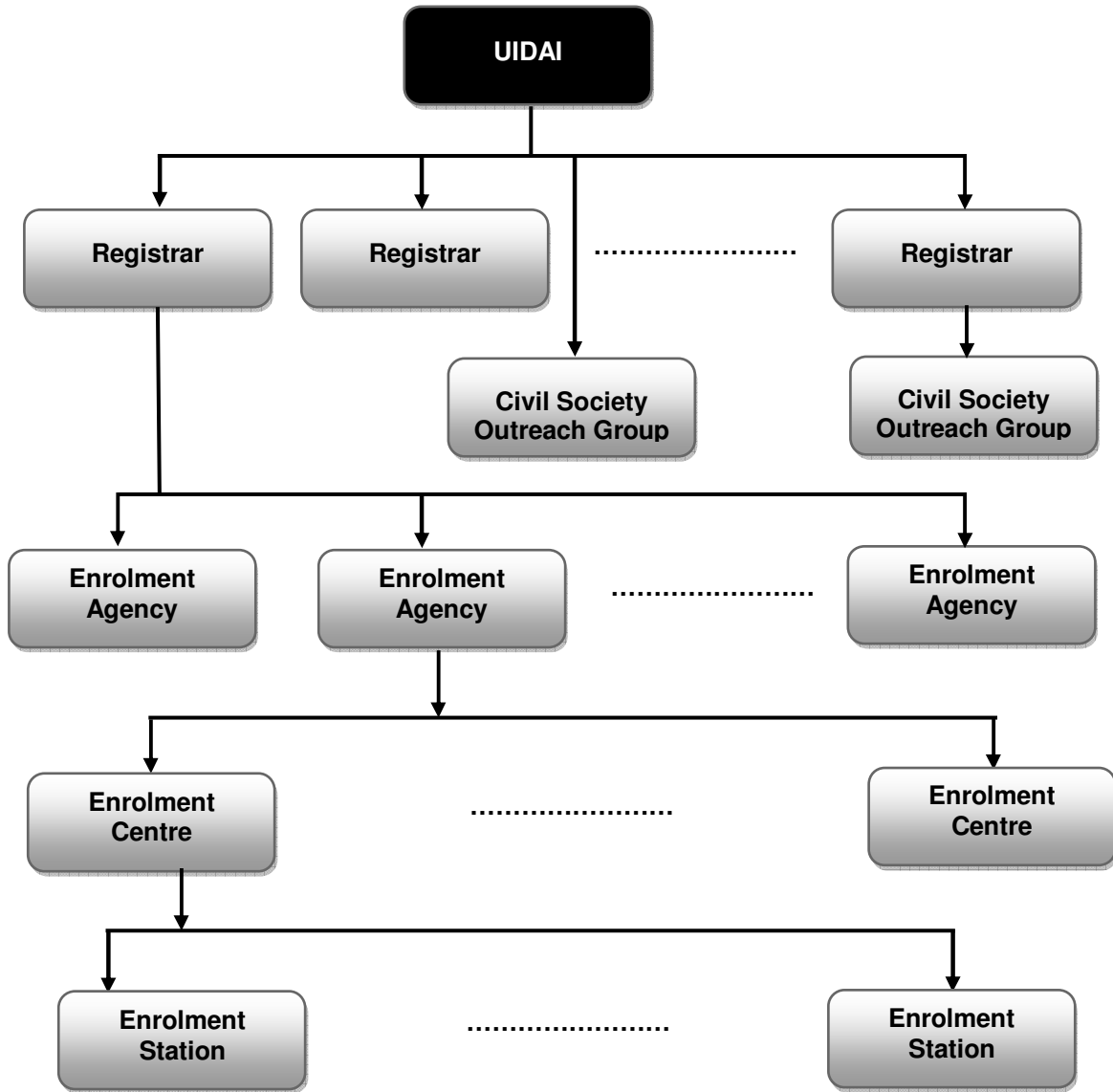


Figure 1: Outline of Enrolment Hierarchy

Enrolment Agencies will need to handle technical issues (like failure of biometric devices). These will be handled by the Technical Support team.

Enrolment Agencies will also have to handle queries from Residents. For example, the conversion of date of birth from the local calendar to the English calendar may be a Resident query to be resolved by the Enrolment Operator.



UIDAI has set up a grievance handling contact centre where Residents can call (all India toll free number 1800-180-1947) and get their queries resolved.



Quiz

1. Name three enrolment organizations working for the UIDAI?
2. Explain the outline of enrolment hierarchy.



Outline of Enrolment and Aadhaar Delivery to Resident

These are the main steps showing how an Enrolment Agency collects Residents' data, readies it to be sent it to UIDAI, and how the UIDAI sends the Aadhaar number to the Resident.

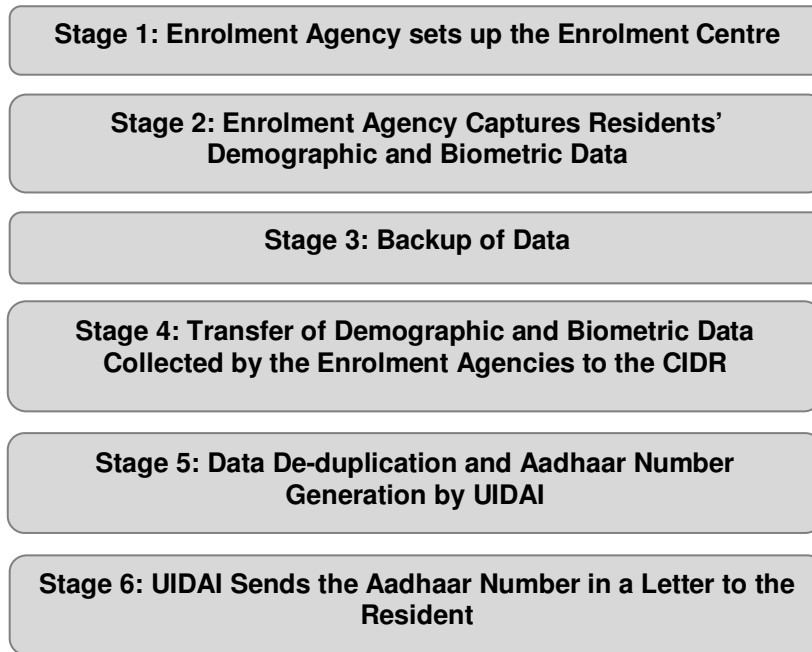


Figure 2: Broad Outline of the Enrolment Process and Aadhaar Number Delivery to Resident

Each of the steps is explained in detail in the following sections.



Quiz

1. List the main stages in the Enrolment process.



Stage 1: Enrolment Agency sets up the Enrolment Centre

The steps for setting up an Enrolment Centre are as follows:



Figure 3: Steps showing how an Enrolment Agency sets up the Enrolment Centre



Step 1: Registrar Identifies Suitable Locations where Enrolment Centres may be Setup

- The Registrar checks for appropriate locations where Enrolment Centres can be setup. These locations should be easily accessible for all Residents of the target area. Some examples of such locations are schools, Anganwadi Kendra, Gram Panchayat, etc. Some points to consider while selecting locations for Enrolment centres
 - Accessibility – Good approach roads/streets, ideally ground floor
 - Law & Order – Availability of police protection
 - Capacity – Sufficient space in the form of compound or corridors for residents to wait comfortably
 - Basic Amenities – Availability of electricity, water.
 - Logistics Support – Courier services, Internet services, stationary, fuel for generators
- Enrolment Agencies will actually setup the Enrolment Centres, while the Registrar will ensure that all the guidelines and standards are being met
- The Registrar checks that the house/hut/building where the Enrolment Centre is setup does not leak rain water or have other defects in construction. This care must be taken to ensure comfort of Residents who will come for enrolment, and to prevent damage to the computers and other equipments.
- The Registrar will help the Enrolment Agency contact the local administration (e.g., head of the village Panchayat) to seek assistance in setting up the Enrolment Centre and running the enrolment process.
- If Residents live in difficult-to-reach areas and villages where proper premises are not available, then it may be necessary to have mobile and temporary Enrolment Centres. The Enrolment Agency along with the Registrar will decide on the number of such mobile Enrolment Centres and also the duration for which they will function. The list of difficult areas will be available with the State Government.

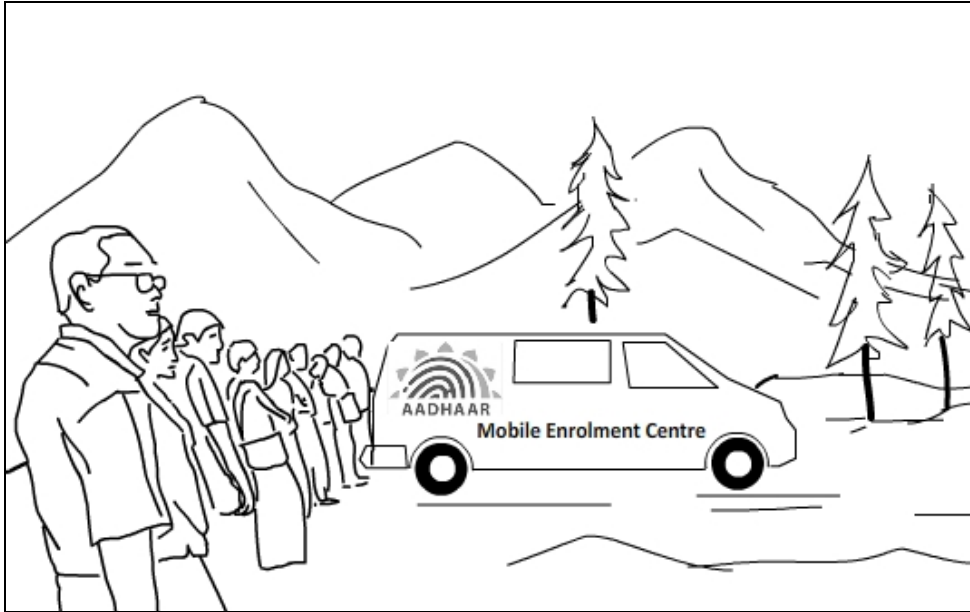


Figure 4: Mobile Enrolment Centre

Step 2: Enrolment Agency in consultation with Registrar Decides Number of Stations for Each Enrolment Centre

- Each Enrolment Centre may have one or more Enrolment Stations (laptops / desktops and biometric devices) to ensure that maximum numbers of Residents are enrolled. The layout for an Enrolment Station is explained in the module titled 'Setting up an Enrolment Centre'.
- The number of Stations can be decided by the Registrar based on the expected number of Residents in the area and number of days available for completion of enrolment in that area.

Step 3: Enrolment Agency Deploys Required Hardware Devices and Software

The Enrolment Agency needs to procure, install, configure and test the hardware and software to ensure they are working correctly.

This list is subject to change from time to time. While setting up an Enrolment Centre the Enrolment Agency needs to check the latest list on the UIDAI website.



List of hardware and software required are as follows:

Hardware

- Laptop/ desktop
- Iris capturing device
- Fingerprint capturing device
- Digital camera
- Extra monitor for residents to verify their data (15-16 inches with a resolution above 1024 x 768s)
- Memory stick for data transfer (4 GB pen drive is sufficient for 1 centre/day i.e., about 5 stations. Enrolment Centre should maintain a stock of 20 days)
- Printer (A4 laser printer; must print photo with good quality receipt)
- Data card /Internet connectivity for enrolment client to be connected to the CIDR atleast once every few days.
- Mobile phone/ land phone/Internet availability for immediate communication with UIDAI, Registrars, Technical Support Centre, etc
- Extension box for power cord
- Scanner (optional as per Registrar's mandate)
- Bar Code Reader (optional as per Registrar's mandate)
- Power generator
- Photocopier

Software

- Windows XP with Service Pack 3 OR Windows 7 operating System
- KYR+ Application (if available)
- Aadhaar enrolment client software
- Antivirus / Antispyware / Antispam software

Step 4: Registrar loads KYR+ application and provides the Pre-enrolment Residents' Data, if Available

- KYR+ fields consist of additional data that a Registrar may want to capture. The Registrar must provide suitable KYR+ application software which can capture these additional fields. During the enrolment process the operator will use this application software to update the resident's information such that both KYR and KYR+ data are integrated.
- If a Registrar already has the demographic data of its Residents / beneficiaries in a digitized form / database, it can be imported into the Aadhaar enrolment client in a CSV format. This data is called pre-enrolment data.



Note

Importing pre-enrolment data into the Aadhaar client saves time during the enrolment process. The Enrolment Operator only needs to enter the Registrar's id (for example, ration card number of a Resident) in the enrolment client software. The software displays some demographic data of the Resident. This data can be changed a little on the request of the Resident (for example, spellings of names can be corrected, initials can be expanded). However, if a Resident approaches the Enrolment Station and his/her name/details are not available in the Registrar's pre-enrolment data, the resident can still be enrolled for UIDAI. If the Enrolment Operator sees inaccuracies in the data (like males have been recorded as females) it can be corrected.

- UIDAI provides a set of technical reference documents to the Registrar which is called the Technology Integration Toolkit. This toolkit has a template (a .csv file) in which pre-enrolment data can be prepared.

Step 5: Enrolment Agency Loads Pre-enrolment Residents' Data on the Computers of Enrolment Station

- The pre-enrolment data prepared by the Registrar (as referred in Step 4) is imported into the enrolment client software.
- The Enrolment Agency tests the database on Enrolment Station laptops / desktops in advance and ensures that it is accessible / searchable.

Step 6: UIDAI Provides Content to the Registrar for Awareness and Publicity

- UIDAI will share pamphlets and other Aadhaar enrolment awareness material with Registrars. The Registrar may change some of the material (in consultation with UIDAI) so that they are more suited to the local population of Residents and the concept of Aadhaar enrolment is communicated effectively.

Step 7: Registrar Creates Awareness among Residents

- The Registrar needs to ensure that the details of enrolment reach the grass-root level of Residents. It is essential to inform Residents about the timing and location of Enrolment Centres, benefits of enrolling, etc.



Step 8: Enrolment Agency Helps Registrar in Creating Awareness among Residents

- The Enrolment Agency will help the Registrar in passing the message of Aadhaar and enrolment to Residents.
- The Enrolment Agency will not change or remove the material provided by Registrars/ UIDAI.

Step 9: Enrolment Agency Ensures Availability of Certified Operators and Supervisors

- Each Enrolment Agency will have Enrolment Operators, Enrolment Supervisors, and Technical Support personnel. The Enrolment Agency will need to ensure that all these people are certified.



Certification

A certification can be obtained by appearing for a test which is conducted by a certifying authority. The test is carried out to assess participants for their proficiency in a subject, a product, or on a process. On successfully passing the exam the authority issues a certificate to the participant. UIDAI will have a list of certified personnel (Operators, Supervisors, Technical Support personnel, etc.) whose Aadhaar numbers have already been generated.

Example: SIFY is the certifying authority for the enrolment staff at an Enrolment Agency. An on-line test will be conducted to certify the competency of the enrolment staff. This test will be for 90 minutes and the candidate will be informed of his/her test score immediately and a certificate will be generated. This test will be available in over 400 centres across India.

- It is recommended that every six Enrolment Centres should have a group of certified Technical Support personnel located nearby so that any problems with the equipments at the Enrolment Centre can be attended to immediately.
- In every Enrolment Centre, the number of certified Operators should be more than the number of Stations. This would allow job rotation and thus prevent the Operator from getting tired. This arrangement helps avoid errors and maintains overall quality of data.



Step 10: Enrolment Agency Ensures Site Readiness and Fills Checklist

- Enrolment Agency will ensure that the Enrolment Centre is setup as per the checklist provided for setting up the Enrolment Centre. "**Appendix III – Checklist for Setting up Enrolment Centre**" has the checklist. This checklist may be updated by UIDAI from time to time. The Enrolment Agency should refer to UIDAI's website periodically for the latest checklist.

Step 11: Registrar Audits Site Readiness

- The Registrar's Supervisor will also verify the setup and sign-off the checklist.



Audit

An audit is a process where one or more people check to see if the correct procedures are being followed while doing some work. For example, in an "Enrolment Centre data audit" it is checked if the data is being recorded by the Enrolment Operator in the computer as per the guidelines set by the UIDAI.



Quiz

1. What are the guidelines that a Registrar must follow in order to identify suitable locations for setting up Enrolment Centres?
2. List some items of hardware deployed by the Enrolment Agency.
3. Which software can be provided to the Enrolment Agency by the Registrar?
4. What is pre-enrolment data?
5. What is the difference between KYR and KYR+?
6. Who will ensure that all the requirements for setting up the Enrolment Centre have been met?
7. Who will audit and verify the Enrolment Centre's readiness to start enrolling Residents?



Stage 2: Data Capture Process

Steps for capturing Resident’s information are as follows (the first three steps are required only in cases where the Resident is not part of a pre-enrolment database):

- Step 1: Filling of Enrolment form (KYR, KYR+ data)**
- Step 2: ‘Verifier’ verifies the Resident’s Documents**
- Step 3: If Resident Data is already in the Pre-enrolment Database, the Enrolment Operator imports the information into the Aadhaar Enrolment Client**
- Step 4: Enrolment Operator Enters/Updates the Resident Data in the Enrolment Software**
- Step 5: Enrolment Operator Checks if the Resident has a TIN Provided by RGI (Census team) and Enters the TIN**
- Step 6: If Resident is Less than 5 Years Old – Enrolment Based on Parent/Guardian Details**
- Step 7: Enrolment Operator Checks if the Resident has any Biometric Exceptions like a Missing Eye or Finger**
- Step 8: Enrolment Operator Captures Biometrics - Facial Image, IRIS and Fingerprints**
- Step 9: Enrolment Operator Shows Data to the Resident for Validation and corrects if required**
- Step 10: Enrolment Operator Checks if Resident Wants Financial Inclusion**
- Step 11: In case resident has an existing bank account, operator enters the bank account details**
- Step 12: Enrolment Operator Provides Own Fingerprint to Sign-off the Data Capture**
- Step 13: Enrolment Operator Gets Supervisor’s Sign-off for Exceptions if any**
- Step 14: Enrolment Operator gets Introducer’s Sign-off (If enrolment is Introducer based)**
- Step 15: Acknowledgement and Consent for Enrolment**

Figure 5: Steps showing how the enrolment data is captured



Step 1: Filling of Enrolment form (KYR, KYR+ data)

There are two types of enrolment:

- Document based
- Introducer based

Document Based

The Resident has the requisite documents containing name, address and age or date of birth. In this case the 'Verifier', i.e. the Enrolment Operator or the Enrolment Agency Supervisor or the Registrar's Supervisor, verifies the copies provided against the original documents.

Introducer Based

The Resident does not have any document which provides

- Proof of Identity (PoI)
- Proof of Address (PoA)
- Date of Birth (DoB)

In this case the Introducer will confirm the information provided by the Resident.

In both cases, the Resident will fill the Enrolment form with the KYR and KYR+ information (if available).

- The Enrolment Form format is given in Appendix II C
- Basic information which is also referred to as 'Know Your Resident' (KYR) information is given in Appendix II A.
- A Registrar may use the guidelines for recording demographic data which has been provided in Appendix II D.
- A Registrar can add more sections to it for capturing KYR+ fields (Appendix II B).
- This enrolment form can be returned to the Resident after enrolment data is entered by the Operator in the Aadhaar enrolment client software.
- If the Resident has any difficulty in filling the Enrolment Form, the Enrolment Operator can guide the Resident in filling up the form.
- The Enrolment Operator may take assistance from local support such as village officials, field Inspector, Introducer, staff from Non Government Organizations (NGOs), Civil Society Outreach (CSOs), etc. to help the Resident fill up the form



- Even if the Resident is part of Registrar's database, his/her data can be updated. For example, Resident may need to get his date of birth or address corrected, etc.
- Resident needs to carry original documents and a photocopy of Proof of Identity (PoI), Proof of Address (PoA), Date of Birth (DoB) documents for verification.
- If the Resident is not carrying photocopies of these then the Enrolment Centre should provide the photocopies free of charge.
- Refer Appendix II E for the list of applicable PoI, PoA and DoB documents.

Step 2: Verifier verifies the Resident's Documents

- If pre-enrolment data is used, Registrar's Supervisor present at the Enrolment Centre will verify documents like Ration Card, NREGA job card, etc.
- In case an enrolment form is used for filling demographic data, then the Verifier will verify form details against PoI, PoA, DoB documents.
- Verifier will then sign and stamp the photocopies of documents verified.

Based on Introducer system:

- The Introducer can endorse a Resident and confirm that the Resident's information is correct by giving his/her fingerprint in the Aadhaar enrolment client software's "Review" tab.
- Legal action will be taken against the Introducer if the records are found to be false

The following process will need to be defined by the Registrar:

- The Registrar may store documents obtained from the Resident in:
 - Paper based forms (hardcopy),
or
 - Paper documents can be scanned online during the process of data capture,
or
 - Paper documents can be scanned offline and will be given a Document Identification Number (DIN) – barcode for better tracking of documents at later stage.



- These documents need to be maintained by the Registrar at least for 7 years from the date of capture or as specified by UIDAI from time to time.
- In case of any legal requirements, Registrar shall furnish necessary documents as required by UIDAI.
- The Enrolment Agency Operator will store the photocopies of the documents of the Resident.

Step 3: If Resident Data is already in the Pre-enrolment Database, the Enrolment Operator imports the information into the Aadhaar Enrolment Client

- When pre-enrolment database is available, the Enrolment Operator can retrieve the Residents' data by entering the Registrar's Identifier in the enrolment client software.
- This reduces the time required for an enrolment, as the operator does not have to type all the information in the Aadhaar Enrolment Client's demographic screen.

A few examples of Registrar's Identifiers are as follows:

- Ration card number (Food and Civil Supplies Department as Registrar)
- Job card number (Rural Development Department as Registrar)
- Policy number (LIC as Registrar)
- TIN (RGI as Registrar)
- Electoral Photo Identity Card (EPIC) number (Election Commission as Registrar)
- Permanent Account Number (PAN) number (Income Tax Department as Registrar)

Step 4: Enrolment Operator Enters/Updates the Resident Data into the Enrolment Software

- The Enrolment Operator enters the verified demographic Resident data into the Enrolment software from the Enrolment Form.
- If data has been retrieved using Registrar's Identifier, then Enrolment Operator checks and corrects or completes the Resident's demographic information.



Step 5: Enrolment Operator Checks if the Resident has a TIN Provided by RGI (Census team) and Enters the TIN

- The Enrolment Operator should check with the Resident if the RGI (census) officials have visited his/her household for a population census survey and assigned a TIN.
- The Operator enters the TIN in the enrolment software.

Step 6: If Resident is Less than 5 Years Old – Enrolment Based on Parent/Guardian Details

- In case of children below the age of 5 years, one of the parents' or guardian's name and Aadhaar number shall be recorded. **This is compulsory.**
- If the child is being enrolled along with his/her father /mother / guardian who has not enrolled for Aadhaar, the Operator will first enroll the parent / guardian and record the parent's Enrolment Number in the child's form.

Step 7: Enrolment Operator Checks if the Resident has any Biometric Exceptions like a Missing Eye or Finger

- Enrolment Operator checks to see if Resident's eyes and fingers are missing / amputated and Enrolment Centre Supervisor verifies the same.
- If the Resident has any biometric exceptions, these also have to be captured on the demographic screen in the form of biometric exceptions.
- Operator enters details of "Missing Eye Indication" or "Missing Finger Indication" as appropriate.

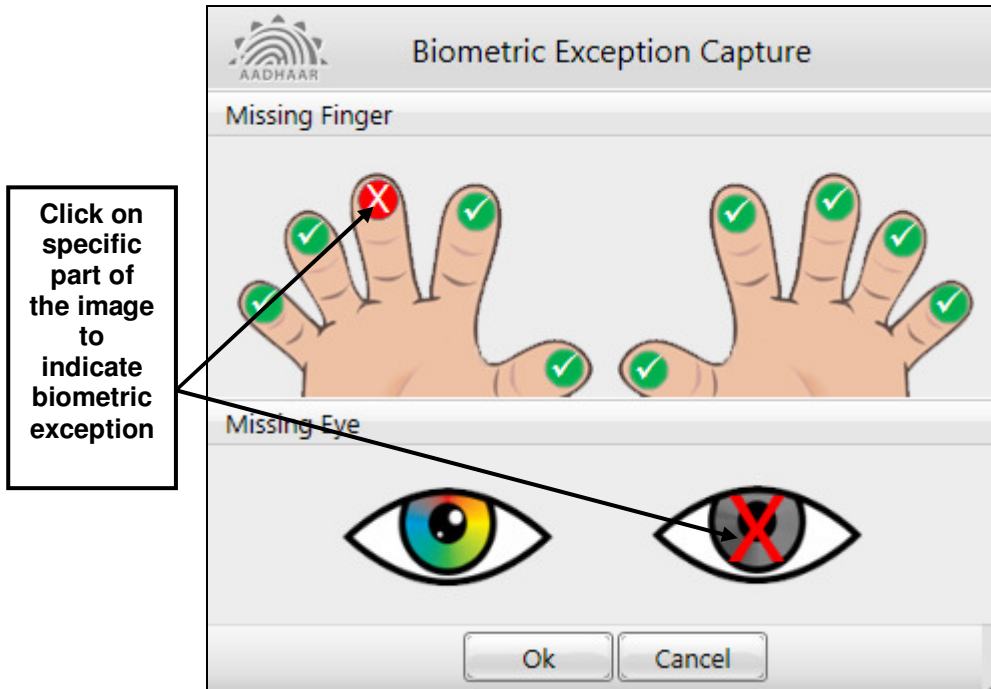


Figure 6: Indicating the Biometric Exception in Aadhaar Enrolment Client

Step 8: Enrolment Operator Captures Biometrics - Facial Image, IRIS and Fingerprints

- The Resident should be asked to sit with his/her back upright and his/her face towards the camera.



Figure 7: Residents' face image is captured

- There should be a white background behind the Resident while the face photograph is being taken. Adequate lighting should also be provided such that the face should not have shadows or glares.
- If the Resident has “Missing Eye Indication” or “Missing Finger Indication” these should be captured as photographs using the camera through the Aadhaar enrolment client. In case of missing eyes/iris, a photograph of the Resident showing the biometric exception should be taken. In case of missing fingers, a picture with palm facing the camera should be taken.
- The images of both Iris should be captured.
- The fingerprint scans of all 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, the Operator will ask Resident to clean her/his hands using water and then dry them with a towel. The Operator, with the Resident's permission, may help the Resident to press the fingers a little harder on the scanning area.
- Operator will position and help the Resident with the biometric devices to get good quality iris and facial images.



- If the quality of any of the biometric images (facial, iris or fingerprint) is not good in the first attempt, the Aadhaar enrolment client software will show an error. The Operator may have to repeat the process, using the 'recapture' option, several times in order to get the required quality. If the Operator is not able to capture the desired quality of image after the prescribed number of attempts, the software provides a "forced capture" option. In this case, all sets of biometric data captured will be sent to CIDR for de-duplication & quality monitoring purpose.
- UIDAI will monitor the performance of Enrolment Operators and check the number of times an Enrolment Operator has sent "forced-capture" biometric data or substandard biometric data to CIDR.
- During this entire procedure the Operator will ensure that the Resident does not feel any kind of discomfort.



Note

The Enrolment Operator will ensure the following for biometric data capture:

- Picture of face is compulsory for all, including infants
- Iris and fingerprint scans are compulsory for Residents above 5 years of age
- If the resident has a biometric exception (any finger missing, any eye missing) an extra photo of the handicapped feature is captured and stored in the Aadhaar enrolment client. In such cases the Enrolment Agency Supervisor signs off the exception with his or her fingerprint

Step 9: Enrolment Operator Shows Data to the Resident for Validation and corrects if required

- The Operator shows the data entered to the Resident on a monitor facing the Resident and if required, reads out the content to the enrollee, to ensure that all details captured are correct.
- The Resident agrees that the entered data is correct
- Operator then corrects the errors pointed out and again shows the data to the Resident.
- If the Resident asks for correction of the data, the Enrolment Operator has to make the correction in the enrolment client Software. For example, the Resident may ask for the spelling of his/her name to be changed or initials expanded. Thus the name K.R. Patil can be expanded to Keshava Rao Patil. However, major changes cannot be done without documentary evidence (as per PoI, PoA documents). For example, the surname of a Resident cannot be changed by the Enrolment Operator.



Step 10: Enrolment Operator Checks if Resident Wants Financial Inclusion

- Operator asks Resident if he/she wants to participate in the scheme of financial inclusion (FI) by linking his/her current bank account to his/her Aadhaar number or by opening a new bank account on the basis of his/her Aadhaar number.



Note: Financial Inclusion

Financial Inclusion

- Financial Inclusion (FI) implies access to formal financial services
- UIDAI plans to enable FI by facilitating the opening of bank accounts for all residents along with the issuance of the Aadhaar number
- There would also be a provision to link the existing bank accounts of residents to the Aadhaar number.
- Bank accounts can be opened for all residents, including children
- The micro-ATM network will eliminate the need for the resident's physical proximity to the bank

Benefits of Financial Inclusion

- UIDAI is working at ensuring disbursement of social security benefits, like
 - Pension
 - Scholarship
 - NREGA wages directly to these bank a/c
- Person to person immediate transfer of funds at low cost
- Mobile top-ups and similar other applications easily implemented, even in villages

Procedure for FI during Enrolment

- Resident must carry her/his Pass book to the Enrolment centre, in case she/he wants to link an existing bank account to Aadhaar
- The enrolment centre operator will enter the details of the resident's bank account in the demographic data screen of the Aadhaar Enrolment client
- The details of the resident's existing bank account include
 - Name of the Bank (in full)
 - Name of the Branch (in full)
 - Account Number
 - Indian Financial System Code (IFSC code of the branch e.g. BKID0004479 is Bank of India, Gaya Branch)
- The enrolment centre operator will indicate that the resident wants FI by checking the relevant 'check-box' in the Aadhaar Enrolment client screen.



Step 11: In case resident has an existing bank account, operator enters the bank account details

- If the Resident agrees to be part of the scheme of financial inclusion, then the Operator checks if the Resident has an existing bank account at one of the banks.
- If the Resident already has a bank account at one of the scheduled commercial banks the Operator should capture the required account details such as bank name, IFSC code and account number.
- In case the Resident wants to open a new account, the Operator will mention the same in the Enrolment software. An account will then be opened for that Resident in future.

Step 12: Enrolment Operator provides Sign-off for the Data Capture

The Enrolment Operator provides her/his fingerprint as confirmation and sign-off for the data that has been captured in the Aadhaar Enrolment Client.

Step 13: Enrolment Operator Gets Supervisor's Sign-off for Exceptions if any

The Enrolment Agency Supervisor's fingerprint may be needed if there are any exceptions (such as missing finger or eye). This would also be required if the biometric quality is not good and the "forced capture" option is used.

Step 14: Enrolment Operator gets Introducer's Sign-off (If enrolment is Introducer based)

In case of Introducer based enrolment, the Introducer will have to provide her/his fingerprint as sign-off, confirming that the information captured is correct.

Step 15: Acknowledgement and Consent for Enrolment

- The Operator prints the acknowledgement slip and the consent form.
- The Operator signs the slip and gives it to the Resident.
- The Resident signs the consent form and returns to the Operator.
- The Resident's consent is taken using his/her signature/thumb impression.



- The Consent Form along with the PoA, Pol & DoB proofs is then stored as per the procedures prescribed by the Registrar.



Quiz

1. A Resident has brought his ration card as Pol, PoA. Does he need an Introducer?
2. A Resident has a pre-enrolment ID. Does he need to get Pol, PoA documents verified?
3. What is the advantage of having pre-enrolment data?
4. What is an important step in enrolling a child who is less than 5 years old?
5. How are biometric exceptions recorded in Aadhaar Enrolment Client before they are captured using the biometric devices?
6. Who is a 'verifier'? What is the verifier's responsibility?
7. What do you understand by the term 'Financial Inclusion'?
8. Why does the Introducer have to provide her/his fingerprint as sign-off?
9. When is the Enrolment Agency Supervisor's sign-off required?
10. What is a 'Consent Letter'?

Stage 3: Backup of Data

- The Operator must backup the contents of the hard disk of the computer at each Enrolment Station from time to time in an external hard disk. If the data gets corrupted then the Enrolment Agency will need to re-enroll the Residents which will be a loss to the Enrolment Agency. Hence taking backup is extremely important.
- It is recommended that this operation be performed at least twice a day.

Stage 4: Transfer of Demographic and Biometric Data Collected by the Enrolment Agencies to the CIDR

- At the end of the day when all enrolments are complete, the Operator will use the **export** option in the Aadhaar enrolment client software to transfer the data captured during the day to a memory stick.



Memory Stick

A memory stick is a small device in which data from the computer can be stored. Memory sticks can be smaller than key chains. They are also called 'Pen Drives', USB Drives, or 'Flash Drives'.



- The memory stick must then be sent to CIDR. This step is also known as **First Mile Logistics**.

The Enrolment Agency must enter into a tie-up with a local courier service or post office, henceforth referred to as 'Carrier', to deliver the memory stick(s) to CIDR.

The entities involved in the first mile logistics include

- Enrolment Agency
- Carrier
- CIDR

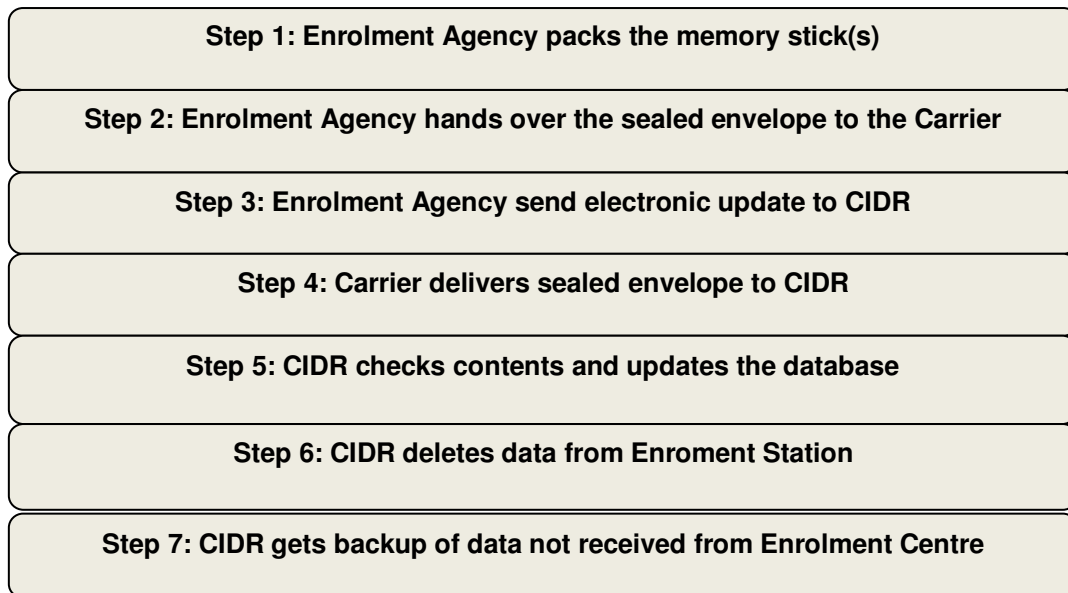


Figure 8: Steps to show the First Mile Logistics

Step 1: Enrolment Agency packs the memory stick(s)

- The Enrolment Agency seals and packs a memory stick in an envelope, with pre-printed barcode and pre-printed address of CIDR, before handing it over to the Carrier so that it can be delivered to CIDR. The Enrolment Agency can decide to either pack each memory stick of every enrolment station in different envelopes or pack them together, under one enrolment agency code.

Step 2: Enrolment Agency hands over the sealed envelope to the Carrier

The Enrolment Agency hands over the sealed envelopes to the identified Carrier.

Step 3: Enrolment Agency send electronic update to CIDR

As soon as the memory stick(s) have been dispatched, the Enrolment station must be connected to CIDR through the Internet. This enables CIDR to check the correctness and completeness of the data, even before the memory stick is received.

Due to lack of connectivity it may not be possible to connect to CIDR immediately. However, the connection must take place at least once in two days.



- **Manifest**

- Each time data is exported from the enrolment client, a Manifest file is created which contains a list of Enrolment Numbers for all the enrolments done since last data export.
- When an Enrolment Station connects with the CIDR (recommended every few days), this manifest file is sent to the CIDR. CIDR then knows what all files to expect and when.
- At the time of connection of the Enrolment Station computer with CIDR the enrolment client software automatically sends incremental updates. Hence, for example, if the software has sent the manifests for record numbers 1 – 50 on week 1, on week 2 the software will send the manifests of records 51 onwards. If CIDR finds that some of the records received on the memory stick are corrupt, then the CIDR will instruct the enrolment client software to re-send those records at the time of the next export. Hence, to continue with the previous example, if records number 34, 37 and 45 were found to be corrupt by CIDR on week 1. The same three records are also automatically sent with records 51 onwards to CIDR on week 2.
- In future, in case the Enrolment Centre has sufficient Internet bandwidth connectivity then the manifests and the records are sent to CIDR over the Net without the need of memory sticks.



Note: Manifest

A **Manifest** is like a summary. For example, a Manifest of a book will contain information such as, total number of pages in the book, number of pages in each chapter, title of each chapter. So, for example, if you send a book by post to your friend you can also send its Manifest by email. When your friend receives the book he/she compares the book with the Manifest to check that what you sent is exactly what your friend received – no missing pages, no missing chapters.

Similarly the Manifest of Resident data will contain the Enrolment Number, Registrar Number, etc.



Note

Connect/sync Enrolment Station / laptop to Internet (& CIDR) at regular intervals (at least once in 2 days) to:

- Send electronic updates/manifest to CIDR
- Receive updates from CIDR to resend any corrupt / missing data
- Delete enrolment records for which Aadhaar already generated
- Update list of Introducers
- Download new software releases
- Master data management

Step 4: Carrier delivers sealed envelope to CIDR

- The Carrier must ensure safe delivery of the envelopes to CIDR
 - The Carrier must ensure that the sealed envelopes are delivered to CIDR within 10 days of receipt
 - The Carrier must obtain an acknowledgement from CIDR on delivering the envelope
- It is the Enrolment Agency's responsibility to ensure that the memory sticks are not tampered with.

Step 5: CIDR checks contents and updates the database

- If CIDR does not receive the envelope within ten days of receiving the electronic update from the post office (step 3, above), during the client-CIDR sync, CIDR will instruct the enrolment client to re-extract the data during next data export. This entire process is transparent to the operator.
- CIDR will give an acknowledgement to the Carrier when it receives the envelope.
- CIDR checks for the correct number of memory sticks received by matching the envelope bar-codes (given in manifest file).
- Each memory stick's contents is checked against its Manifest for
 - Completeness of data by mapping against number of enrolment numbers
 - Correctness of data by checking the demographic and biometric details contained under each Enrolment Number
- If the data in the memory stick is found to be correct the CIDR Database will be updated.



Step 6: CIDR deletes data from Enrolment Station

- As soon as CIDR verifies that it has got the correct and complete data from the Enrolment Agency it deletes all data from the Enrolment Stations when they connect (which is at least once in two days)

Step 7: CIDR gets backup of data not received from Enrolment Centre

- If the data in a memory stick is corrupt (incorrect) then CIDR intimates the **Enrolment station** to resend the data.
- The data will again get copied to a memory stick, which is then sent to CIDR



Quiz

1. Explain the steps in the transfer of data from the Enrolment Agency to CIDR.
2. What is a memory stick and how is it used by the Enrolment Operator?
3. What are the responsibilities of the 'Carrier'?
4. Why does the Enrolment station need to connect online to CIDR?
5. What happens if the memory sticks do not reach CIDR within the given time frame?



Stage 5: Data De-duplication and Aadhaar Number Generation by UIDAI

The UIDAI generates Aadhaar/rejection letters and gives to India Post for printing and dispatch. Resident grievances related to rejections are addressed by the UIDAI.

Here are the steps

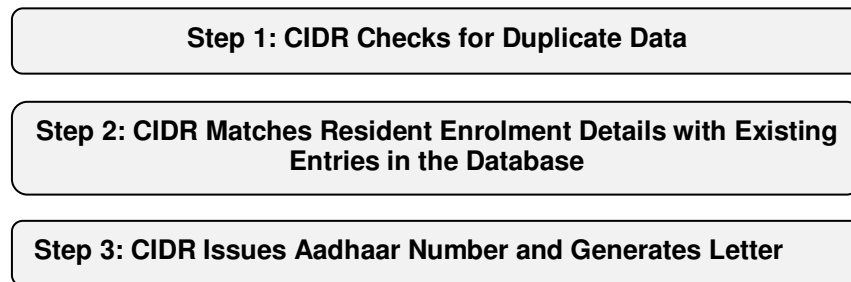


Figure 9: Steps to show data de-duplication and Aadhaar generation

Step 1: CIDR Checks for Duplicate Data

- CIDR checks the enrolment data for any duplicate entries. This is called Data De-duplication. Biometric data is the basis for de-duplication.

Step 2: CIDR Matches Resident Enrolment Details with Existing Entries in the Database

- If duplicate is found, CIDR will reject data and generate letter informing Resident of duplication.
- If CIDR finds that there is some other error in a Resident's data then a letter is generated informing the Resident to go to the Enrolment Centre again and provide data once again (re-enroll).
- If there is no error or duplication then step 3 (below) is performed.

Step 3: CIDR Issues Aadhaar Number and Generates Letter

- CIDR issues an Aadhaar number to the Resident that has cleared the de-duplication process and generates a letter informing the Resident of the same.



Stage 6: UIDAI Sends the Aadhaar Number in a Letter to the Resident

This step is also known as the Last Mile Logistics.

After an Aadhaar number is generated by CIDR, a letter with the Aadhaar number is printed and delivered to the Resident. The Resident gives a confirmation receipt for the letter and CIDR updates its records.



Roles and Responsibilities

For all the tasks listed above there are number of people/organization who will take on specific roles and responsibilities as follows:

- UIDAI's Point of Contact
- Registrar's Point of Contact
- Registrar's Supervisor
- Enrolment Agency Management
- Enrolment Agency Supervisor
- Enrolment Agency Operator
- Technical Administrator
- Introducer
- Verifier
- Resident

Here are the different types of roles and their responsibilities.

UIDAI's Point of Contact

- Provide process documents and enrolment software
- Empanel Enrolment Agencies
- Facilitate certification of biometric devices
- Provide training content
- Appoint a training and certification agency and provide testing content to this agency
- Provide required standards and guidelines
- Vet awareness and publicity content
- Provide document storage solution



Registrar's Point of Contact

- Define enrolment plan including locations and timeframe
- Identify suitable locations for setting up enrolment centres
- Setup mechanism for document verification either by Registrar's own personnel or by EA Personnel.
- Ensure pre-enrolment data, where applicable, is available to Enrolment Agency
- Ensure list of Introducers is available with their demographic, biometric details and Aadhaar numbers
- Ensure communication reaches the target beneficiaries / residents
- Provide template for paper-based enrolment form containing KYR and KYR+ fields
- Setup mechanism for periodic process and data quality audit

Registrar's Supervisor

- Audit of Enrolment Centre readiness
- Audit of enrolment agency processes and their effectiveness
- Verify PoI, PoA, DoB documents in case of document based verification. Alternatively, the EA personnel may be handed over this responsibility by the Registrar.

Enrolment Agency Management

- Procure certified biometric devices
- Procure other hardware and infrastructure for enrolments
- Ensure enrolment software is installed on required laptops / desktops
- Ensure pre enrolment data is loaded on enrolment stations laptop, where applicable.
- Ensure KYR+ software integration is done and tested.
- Ensure UIDAI processes and standards are followed
- Assist Registrar develop enrolment schedules



- Work closely with the Registrar in enrolment publicity and awareness at grass-root level
- Ensure availability of certified operators and supervisors at enrolment centres
- Ensure adequate stationary and other logistics available at centre
- Ensure adequate backup arrangement at enrolment centre
- Take remedial / corrective action in case of process / quality deviations and grievances addressal
- Enable successful data transfer to CIDR

Enrolment Agency Supervisor

- Setup enrolment station
- Supervise enrolment process
- Handle issues and concerns of operators and residents
- Act as an operator, when required
- Ensure checklists are filled and signed
- Ensure audit feedback, if any, incorporated in process
- Manage data export to memory stick and data backup to external hard disk. Take enrolment data to a designated location for transfer to CIDR
- File, back up and store enrolment data as per UIDAI guidelines
- Ensure safe handling and storage of documents and transfer of same to Registrar.
- Verify Pol, PoA, DoB documents in case of document based verification.

Enrolment Agency Operator

- Verify Pol, PoA, DoB documents in case of document based verification.
- Capture demographic and biometric data
- Handle exception cases during capture of data



- Obtain consent for enrolment and make corrections in data recorded, if required
- Provide acknowledgement slips to Residents
- Store Consent Letter, PoI, PoA for Registrar/UIDAI

Technical Administrator

- Installation and configuration of Aadhaar Enrolment Client
- Avail Enrolment auth user and auth code and Register Enrolment Client
- Maintain credentials of Operators and Supervisors and share Operator ,Supervisor enrolment ID/UID with CIDR
- Load pre-enrolment residents data on enrolment stations laptop, where applicable and test KYR+ application integration

Verifier

- Verifies the documents provided by the Resident against originals.
- Signs and seals the copies

This role may be carried out by the Enrolment Agency Operator or Enrolment Agency Supervisor or the Registrar's Supervisor.

Introducer

- Confirm the identity of the Resident by giving his/her Aadhaar and fingerprints for verification in the case of Residents without documentary proof of identity

Resident

- Provide demographic and biometric information
- Provide authentic documentation (such as PoI, PoA & DoB) or be introduced by an Introducer



Quiz

1. What are the roles of an Enrolment Supervisor?
2. What are the roles of an Enrolment Operator?
3. What data will the Introducer provide while confirming the identity of the Resident



Appendix I – Identification and Enrolment of the Introducer

In situations where a Resident is unable to provide proof of identity or proof of address they can be introduced for an Aadhaar number by a previously designated “**Introducer**”.

The Broad guidelines for creating a list of Introducers are as follows:

- The list of approved Introducers should go down till the village/resident level so that the process of registration is not hampered due to lack of Introducers.
- At the ground level, Residents should have access to multiple Introducers so as to avoid harassment by a single Introducer.
- The Registrars need not keep the list of approved Introducers limited to their own department/organization; village teachers, anganwadi workers, ASHA workers, postmen and even representative of local NGO’s could be appointed as approved Introducers by Registrars. As an example, in NREGA, there are a number of NGOs involved in NREGA social audit and the Registrars could nominate some of the representatives of these NGOs who work at the village level as the approved Introducers.
- Introducer list should include credible organizations which have traditionally been advocates of vulnerable communities to make sure goal of inclusion is truly achieved. For example, in the case of migrant workers, their employers (in large industries like construction, mining, etc) or representatives of NGOs who work specifically for the welfare of migrant workers, could be recognized as Introducers.



The steps of the Introducer Enrolment Process are as follows:

Step 1: UIDAI Shares List of Existing Introducers from the Region with the Registrar

Step 2: Registrar Prepares List of Probable Introducers

Step 3: Nodal Officer Finalizes the List of Introducers and Shares the Same with UIDAI

Step 4: Registrar to Organize Camps for Enrolment Agencies and Field Affiliates

Step 5: Nodal Officer Communicates Camp Details to Probable Introducers & UIDAI

Step 6: In Case of Difficulties, UIDAI may Help Registrar in Getting Introducers Speedily Enrolled

Step 7: Conduct Awareness and Training Programs for Introducers

Step 8: Introducer will Enroll for UIDAI's Introducer's Program

Step 9: Introducer signs consent form and hands over to Registrar

Step 10: UIDAI Generates Aadhaar Number for Introducers and Tags them to Registrar

Step 11: Share Aadhaar Number with Introducers and Registrar

Step 12: Load Introducer Data for the Registrar

Step 13: Ongoing Monitoring & Updates



Step 1: UIDAI Shares List of Existing Introducers from the Region with the Registrar

- UIDAI Nodal Officer can share the list of enrolled Introducers (if any exist) with the Registrar in the regions to be covered by the Registrar for the process of enrolment and issuing Aadhaar number.

Step 2: Registrar Prepares List of Probable Introducers

- The list of probable Introducers should be prepared by following the guidelines issued by UIDAI and can include employees of Registrar, the local administration bodies & elected members, CSOs & NGOs to ensure the poor and unreached are covered.

The eligibility criteria for an Introducer are as follows:

- Introducer should have an Aadhaar number prior to appointment
- Introducer must be easily accessible to residents
- Introducer must be above the age of 18 years
- Introducer must not have a criminal record
- For inclusion of certain marginalized groups representatives of NGO's working with the marginalized groups maybe appointed.

Step 3: Nodal Officer Finalizes the List of Introducers and Shares the Same with UIDAI

- Based on inputs received from the Registrar organization and affiliates in the field, the Nodal Officer finalizes the list of Introducers and shares it with UIDAI.

Step 4: Registrar to Organize Camps for Enrolment Agencies and Field Affiliates

- Registrar has to organize camps at a local level in co-ordination with Enrolment Agencies and field affiliates. Special camps may be organized to enroll the Introducers.

Step 5: Nodal Officer Communicates Camp Details to Probable Introducers

- Introducers are given sufficient prior notice so that they can attend camps. Camps are conducted at convenient places.



Step 6: In Case of Difficulties, UIDAI may Help Registrar in Getting Introducers Speedily Enrolled

- In case the Registrar is not equipped to enrol the Introducer UIDAI may provide help to the Registrar to carry out such enrolments.

Step 7: Conduct Awareness and Training Programs for Introducers

- Before enrolling Introducers, UIDAI will conduct training programs on the guidelines for Introducing residents, liabilities & obligations of Introducers.
- This training program can be conducted on the day of enrolment itself.

Step 8: Introducer will Enroll for UIDAI's Introducer's Program

- After attending the awareness and training program, the Introducers enroll for the Introducer's program.
- The Introducers should be enrolled in the manner as defined in the Resident Enrolment Process.

Step 9: Introducer signs consent form and hands over to Registrar

- Introducers sign the consent form prescribed by UIDAI and hands over to the Registrar.
- Registrar prepares a list of all Introducers who have given consent and hands over to UIDAI. These Introducers then get tagged to the Registrar as authorized Introducers.

Step 10: UIDAI Generates Aadhaar Number for Introducers and Tags them to Registrar

- UIDAI will generate Aadhaar number for each Introducer as per the standard processes of UIDAI.
- UIDAI also needs to tag the Introducer data to respective Registrars to facilitate:
 - Easy access to Introducers' name while enrolling resident
 - Performance monitoring
 - Tracking of Introducers



Step 11: Share Aadhaar Number with Introducers and Registrar

- On generating the Introducer's Aadhaar number and tagging it to the Registrar, UIDAI will share the number the Introducer and the Registrar.

Step 12: Load Introducer Data for the Registrar

- UIDAI uploads the Introducer data in the Aadhaar enrolment client software to ensure the Introducers' list is available during Resident Enrolment and to facilitate easy tracking and monitoring.

Step 13: Ongoing Monitoring & Updates

- Registrar Nodal Officer should initiate the process of Ongoing Monitoring & Updates of Introducers.



Appendix II – Standards and Guidelines

In this section you will find the following guidelines, forms and lists:

- A. KYR standards for collecting demographic data
- B. KYR+ fields
- C. The Enrolment Form
- D. List of documents for verifying Proof of Identity (PoI), Proof of Address (PoA), and Date of Birth (DoB)

Appendix II A - KYR Standards for Collecting Demographic Data

The following table lists the KYR (Know Your Resident) standards for collecting demographic data.

Information	Fields	Verification Required	Verification Procedure
Personal Details	Name	Yes	<ul style="list-style-type: none"> • Any of the PoI documents [Complete list is shown in the "Appendix II D – List of Documents for Verifying PoI, PoA, & DoB" section] • Introducer for people who have no documents
	Date of Birth ##	No	
	Gender	No	
Address Details	Residential Address (For Aadhaar letter delivery and other communications)	Yes	<ul style="list-style-type: none"> • Any of the PoA documents [Complete list is shown in the "Appendix II D – List of Documents for Verifying PoI, PoA, & DoB" section] • Introducer for people who have no documents • Address will be physically verified during Aadhaar letter delivery. But Resident's physical presence not required during letter delivery
Parent/ Guardian Details	Father's/ Husband's/ Guardian's Name*	Conditional	<ul style="list-style-type: none"> • 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 children, both Name and Aadhaar/Enrolment ID (any one of the two) of at least one
	Father's/ Husband's/ Guardian's Aadhaar*	Conditional	
	Mother's/ Wife's/ Guardian's Name*	Conditional	
	Mother's/ Wife's/ Guardian's Aadhaar*	Conditional	



			<p>parent/guardian is mandatory.</p> <ul style="list-style-type: none"> • No verification of Father/ Husband/ Guardian in the case of adults • No verification of Mother/ Wife/ Guardian in the case of adults
Introducer Details	Introducer Name**	Yes	<ul style="list-style-type: none"> • Introducer's Name, Aadhaar on the form • Introducer's thumbprint endorsing the Resident in the Review tab of the enrolment client software. In case Introducer is not present at the time of enrolment, he/she can review the list later & endorse.
	Introducer's Aadhaar**		
Contact Details	Mobile Number	No	---
	Email Address	No	---

A flag is maintained to indicate if Date of Birth (DoB) is verified. If 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 name (at least one) and Aadhaar or **Enrolment ID** is mandatory.

* For children under 5 years of age, biometric de-duplication will not be done. Hence their Aadhaar will be flagged as such until they are biometrically de-duplicated at a later age. Their Aadhaar will be linked to at least one of the parent's Aadhaar.

* In the case the adult is not in a position or does not want to disclose the 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.

**Appendix II B - KYR+**

The KYR+ fields are the additional fields required by the Registrar (in addition to KYR fields) can be collected by the Enroller while collecting the KYR fields.


The following is the example of some of the KYR+ fields:


1	Marital Status	Single/Married/Widow				
2	Category	SC/ST/Cat-1/Cat-2/Cat-3/GM				
3	Highest Qualification					
4	House Status	Own/Rented				
5	Physically handicapped	YES/NO	If Yes, % of Handicap			
6	Occupation	Govt. Service/ Pvt. Service/ Business/ Agriculture/ Self Employed/ Other				
7	Driving License	YES/NO	If Yes, 4 wheeler/ 2 wheeler License No.			
8	EPIC Card No		PAN NO			
9	Bank Details, if any	Name of the Bank		Branch	Savings bank, Acc. No	
10	LPG Gas Connection	YES/NO				
		If Yes	Consumer Number			
			LPG Company			
11	Ration Card	YES/NO	BPL/APL	Card No	No of Units	Shop No



Appendix II C – The Enrolment Form

UIDAI provides an enrolment form for collecting demographic data of the Residents. The following is the specimen copy of the enrolment form.


भारतीय विशिष्ट पहचान प्राधिकरण
योजना आयोग, भारत सरकार


आधार

ENROLMENT FORM (आवेदन पत्र)

Please use CAPITAL letters (कृपया स्पष्ट अक्षरो में भरें)
Date (दिनांक): __/__/____

Part A – Primary Details / (क) प्राथमिक जानकारी
Name: (नाम): _____
Date of Birth: _____ If not known, Age: ____
जन्म तिथि: __/__/____ यदि नहीं पता, आयु: ____
Gender: Male Female Transgender
लिंग: पुरुष स्त्री ट्रांसजेंडर
Residential address: आवासीय पता:
c/o: _____
House No. and name: घर क्रमांक और नाम: _____
Street No. and name: मौहल्ला/गली क्रमांक और नाम: _____
Landmark: मुख्य पहचान: _____
Village / Town / City: ग्राम/शहर: _____
District: जिला: _____
State: _____ Pin code:
राज्य: _____ पिन कोड: _____

Part B - Relation Details (compulsory for children less than 5 years of age)
(ख) रिश्तेदार की जानकारी (5 साल आयु से कम बच्चों के लिए अनिवार्य)
Name: नाम: _____
Relationship (Mother, Father, Wife, Husband or Guardian), AADHAAR/enrolment number: _____
रिश्ता (माता, पिता, पत्नी, पति या संरक्षक) आधार/आवेदन क्रमांक: _____

Part C - Additional Information / (ग) (अन्य जानकारी)
Phone No. / Mobile No. (optional): फोन क्रमांक / मोबाइल क्रमांक (इच्छाधीन): _____
Email (optional): ईमेल (इच्छाधीन): _____

Part D - Financial Information / (घ) (वित्तीय जानकारी)
 I want to link my existing bank A/c to Aadhaar.
मैं चाहता/चाहती हूँ कि मेरे वर्तमान बैंक खाते को आधार के साथ जोड़ दिया जाए।
Branch (शाखा) _____ A/c No. (खाता संख्या) _____
Name (नाम) _____ IFSC Code (आईएफएससी कोड) _____



Appendix II D – List of Documents for Verifying PoI, PoA, & DoB

Following are the supporting documents containing name and photo for verifying PoI of the Resident:

1. Passport
2. PAN (Permanent Account Number) Card
3. Ration/ PDS Photo Card
4. Voter Identity (ID)
5. Driving License
6. Government Photo ID Cards
7. NREGS (National Rural Employment Guarantee Scheme) Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM (Automated Teller Machine) Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kissan Photo Passbook
15. Central Government Health Scheme (CGHS) / Ex-Servicemen Contributory Health Scheme (ECHS) Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identify having photo issued by Group A Gazetted Officer on letterhead

Following are the supporting documents containing name and address for verifying PoA of the Resident:

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 Member of Parliament (MP) or Member of the Legislative Assembly (MLA) or Group A Gazetted Officer 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.

Following are the supporting documents for proof of DoB of the Resident:

1. Birth Certificate
2. Secondary School Leaving Certificate (SSLC) Book/Certificate
3. Passport
4. Certificate of Date of Birth issued by Group A Gazetted Officer on letterhead



Note

The following standards and guidelines are covered in the "**Working with Biometric Devices**" module:

- Biometric Data Capture Standards
- Guidelines for Collecting Biometric Data
- Handling of Exceptions

The guidelines for "**Recording Demographic Data**" are covered in the "Aadhaar Enrolment Client" module.

**Appendix III – Checklist for Setting up Enrolment Centre**

Registrar: _____

Enrolment Agency: _____

Enrolment Center Location: Complete Address _____

Enrolment Station Codes: All Stations _____

Enrolment Agency Supervisor Name: _____

S. No	Checkpoints	Enrolment Agency Supervisor
Mandatory Requirements		
A	Station	
A.1	Laptop/Desktop available (The minimum system , Windows Operating System requirement are defined in Aadhaar Installation Setup Manual ; 4 USB /USB hub for connecting biometric devices)	
A.2	UIDAI software installed, tested, configured, registered with CIDR as per installation and configuration manual	
A.3	List of Introducers loaded on laptop	
A.4	Iris capturing device available (record Make & Model)	
A.5	Fingerprint capturing device available (record Make & Model)	
A.6	Digital Camera (record Make & Model)	
A.7	White back ground screen available for taking photographs	
A.8	Extra monitor for residents to verify their data (15-16" with a resolution above 1024x768)	
A.9	All devices as per UIDAI standards	
A.10	Working of all equipment at every station tested	
A.11	Memory stick for data transfer (4 GB pen drive sufficient for 1 centre/day i.e. ~5 stations. Enrolment Centre should maintain a stock of 20 days)	



A.12	Printer (A4 laser printer; must print photo with good quality receipt)	
A.13	Printer Paper (Inventory for 5 stations for 10 days ~ 20 rims)	
A.14	AntiVirus / Anti Spyware checks	
A.15	Data Card / Internet connectivity for enrolment client to be online every 24-48 hrs	
A.16	All Operators and Supervisors enrolled into Aadhaar and registered with CIDR	
A.17	The pre-enrolment data from the Registrars, if used, is available for import on laptops	
A.18	If Registrar has additional fields to be captured, then the KYR+ software for capturing the KYR+ fields is configured and tested	
B	Centre	
B.1	Backup power supply (generator) of 2 KVA capacity for every five enrolment stations is kept in a centre	
B.2	Fuel to run the generators	
B.3	Printed enrolment forms for filling data available in sufficient numbers, if used	
B.4	Bubble packed, water resistant, envelopes (CD mailer) for pen drive transfer to CIDR (2 Envelopes /day /centre. Enrolment Centre should maintain a minimum stock of 20 days)	
B.5	Preprinted pre-addressed bar coded stickers for envelopes (2 /day/centre. Enrolment Centre should maintain a minimum stock of 20 days)	
B.6	Photocopier for xerox of resident's Pol, PoA documents	
B.7	Data Backup of each station atleast twice a day on an external hard disk (backup should be maintained for a minimum period of 60 days).	
B.8	Adequate lighting, fans & power points for plugging various biometric devices available	
B.9	Local authorities informed of enrolment schedule	
B.10	Introducers informed of enrolment schedule	
B.11	Banner for the Enrolment Centre placed at entrance	
B.12	Posters depicting enrolment process in English & the local language present in visible places	
B.13	Grievance handling Helpline Number and other important numbers displayed prominently inside/outside the enrolment centre	
B.14	The User Manual of the software is available for ready reference & operators aware of the same	
B.15	Sponge for wetting and hand-cleaning cloth is available	



Desired		
C Other Logistics		
C.1	Mobile phone/ Land phone/Internet are available for immediate communication with UIDAI /Registrars etc	
C.2	Extension box for Power Cord	
C.3	Water, soap and towel for cleaning hands	
C.4	Drinking water facility available	
C.5	Sufficient number of tables and chairs for enrolment station operators	
C.6	Chairs/benches available in shade for waiting enrolees	
C.7	Hall / room spacious & furniture organized to minimize movement of enrollee while capturing biometric information	
C.8	At least one station is suitable for physically challenged, pregnant women, women with infants and elderly enrolees. This station is clearly marked with a visible banner.	
C.9	Carry cases for all devices available	
C.10	Material for cleaning biometric instruments and laptops as specified by device manufacturers	
C.11	A separate enclosure to enrol "purdah-nasheen" women available	
C.12	Sufficient no. of operators available for job rotation & preventing operator fatigue	
C.13	Lady operators / volunteers to assist women enrolees	
C.14	Security arrangement in place to stop enrolees from carrying bags / suitcases or any other material into the enrolment centres	
C.15	A ramp is provided for disabled and old age people	
C.16	First aid kit available	
C.17	ORS kit available for areas in extreme heat conditions	
C.18	GPS Receiver (USB/built in)	
Enrolment Centre - Health & Safety Considerations		
D.1	All the electrical equipment are properly earthed	
D.2	All wiring on the floor or along the walls properly insulated	
D.3	Wiring required for the generator backup and for connecting the various devices used for enrolment neatly organized	
D.4	Fuel for generator or any other inflammable material stored away from the enrolment area	
D.5	Fire safety equipment available handy	
D.6	Power generator kept sufficiently away from the enrolment stations	



D.7	Local Emergency Help numbers available at the Centre & operators aware of the same	
-----	--	--

Date

Sign

Appendix IV – Resident's Queries – Frequently Asked Questions

Check UIDAI website for the latest updates.



Appendix V – Script for Enrolment Process

A resident has come to an Enrolment centre to enroll for Aadhaar. The following dialogue ensues between the resident and the operator during the enrolment process:

Operator: *(Greets the resident)* - Good Morning / Good Evening / Good Afternoon / Namaste

Operator: Please have a seat. Have you filled the enrolment form?

Resident: Yes I have, but I have a few questions regarding the information that is required.

Operator: Of course. Please tell me what is it that you want to know.

Resident: What is the benefit of enrolling for an Aadhaar number?

Operator: Typically, whenever you want to avail of some service, you have to produce different types of documents to prove your identity. Aadhaar will be one point of verification for identity. You will be able to access some of the government benefits more easily, and other services such as opening a bank account, obtaining a mobile phone connection, etc.

Resident: OK. But why do you need the details of my bank account?

Operator: UIDAI envisages financial inclusion for all residents of India, specially the poor and underprivileged such that the benefits from various social security schemes such as pension, NREGA wages, etc. go directly to the right beneficiary's account. UIDAI will facilitate opening of bank accounts for such persons.

Resident: That is fine but I already have an account, and I don't need another one.

Operator: I agree. However, your existing account could be 'Aadhaar enabled', meaning that in the near future you would be able to carry out operations like transfer of funds, remotely, by using biometric information, like your finger prints, to authenticate such transactions.

Resident: I am glad to hear that. OK

(The Resident hands over the form along with the verified PoI, PoA and DoB documents, to the Operator)

(Operator will go thru the documents to check what he has given.)

Operator: Thank You. I will start the enrolment by entering your data.

*(Operator will click on **new enrolment** button on the client application)*

(Operator will select the appropriate entries in the client application and enter the data from the Enrolment form)



Operator: Can you please show me your left and right hand.

(Resident shows his left and right hand)

(Operator has a look at the hands, specifically the fingers and also the Resident's eyes to check whether he needs to note some exceptions in the enrollment)

Operator: I will now take your photograph. Can you please sit upright? Please look at the camera. Please do not close your eyes. Maintain a neutral expression.

Operator: *(After capturing the facial image)* Thank you.

Operator: Now I will scan your eyes for images of your iris. You will find that there will be two small lights which will glow one after the other, when you look into the device. One will be on the left hand side which will glow first. Once the device captures your left iris, the light on the right side will glow, and your right iris will be captured. Please hold this IRIS Scanner and place it in front of your eyes and look into the eye piece of the device. Keep looking at the lights, on the left first, followed by the one on the right.

(Operator may have to help Resident to hold the device in the correct position.)

Operator: Is the left side light glowing. Please keep looking at those lights and do not blink your eyes too much. Please keep your eyes fully open.

Operator: *(As soon as the Operator sees that the left eye scan is taken by observing the image on the computer monitor.)* Please look at the light on the right side. Please keep looking at those lights and do not blink your eyes too much. Please keep your eyes fully open.

(Operator checks that iris scan for both the eyes is complete)

Operator: Eye scan is complete.

(Resident hands over the IRIS Scanner)

Operator: Thank you

Operator: Now I will take your fingerprints *(showing the Finger print scanner)*. Your left hand fingerprints will be captured first, followed by your right hand. The thumb prints will be taken simultaneously after that. Can you place your left hand fingers on the platen of this machine like this *(demonstrates)*.

(Resident places his left fingers on the finger print scanner)

(Operator verifies the image on the computer screen)

Operator: We have finished with your left hand, thank you. Now we will do the same with your right hand fingers.



(Resident places his right hand)

Operator: *(As soon as the Operator sees that the right hand fingers scanning is complete)* Thank you, now please place the thumbs of both hands on the scanner.

(Resident places both his thumbs on the scanner)

Operator: *(As soon as the Operator sees that the thumb fingers scanning is complete)* Thank you. The scan is now complete and the information has been captured and saved on the computer.

Operator: We will now review the data that has been entered. Please look at the screen in front of you.

(Operator clicks on Review page in the application)

(Operator reads out all the info displayed on the Review page)

(Operator makes changes to the data if requested by the resident)

Operator: Just 2 more questions and we are finished. Do you want your bank account to be Aadhaar enabled?

Resident: Yes / No



Note

Representative(s) of the empanelled bank(s) will be available at the Enrolment centre to help the Residents in opening accounts with the preferred bank

If 'Yes':

(In case only one Bank is empanelled)

Operator: We will transfer your information to "XYZ BANK" for account opening.

(In case of more than one Banks empanelled for that region)

Operator: You can choose to open your account in one of the following banks:

.....
.....
.....

(List provided to Regsitrar)



If 'No':

Operator: Opening an Aadhaar linked bank account will help in direct transfer of Government benefits to your account.

Operator: Do you want us to share your information to other Government Agencies to avail more benefits.

Resident: Yes

Operator: Thank you for your cooperation. I have completed all the entries. I will give you an acknowledgment slip with your Enrolment Id. Please preserve this until you receive the letter from UIDAI containing your Aadhaar number. I will also require your signature on a consent letter for our records.

(Operator puts his thumb impression and Submits the data).

(Operator prints and hands over the Consent letter to the resident for his signature. He himself signs and stamps the Acknowledgement slip and hands it over to the Resident)

Operator: Please take this acknowledgement copy and keep it in safe custody until further communication is received.

(Resident hands over the signed copy of the Consent letter to the operator)

Operator: Thank you and have a nice day.

Resident: Thank you and wish you the same.



Appendix VI – Frequently Used Terms

Terms	Description
Aadhaar	The UIDAI's mandate is to provide every Indian Resident a unique identification number linked to the Resident's demographic and biometric information, which they can use to identify themselves anywhere in India, and to access a host of benefits and services. The number (referred to until now as the UID) has been named Aadhaar, which translates into 'foundation' or 'support.
Authentication	The process of verifying the Aadhaar number of a Resident with reference to his/her biometrics.
Authority	Unique Identification Authority of India (UIDAI)
Biometric Data	Refers to the facial image, IRIS and fingerprints scan collected by the Enroller from the Residents based on the standards prescribed by the UIDAI.
CIDR	<p>The CIDR will be the central data repository. It will store Resident records, issue unique identification numbers, and verify, authenticate and amend Resident data.</p> <p>The CIDR will only hold the minimum information required to identify the Resident and ensure no duplicates.</p>
De-duplication	The process of using the demographic and biometric data collected from a Resident to check against data so as to avoid duplicate enrolments.
Demographic Data	Refers to the personal information (such as Name, Date of Birth, Gender, Address, etc.) collected or verified by the Enrolling Agency based on the data fields prescribed by the UIDAI.
Enroler / Enrolment Agency	<p>The Agency appointed by the Registrar for collection of the demographic and biometric data in the area assigned by the Registrar. The Enrolment Agencies will be working on behalf of the Registrars and will be accountable to the Registrars.</p> <p>The Enrolment Agency will directly interact with and enrol Residents into the CIDR and will be monitored by the Registrars.</p>
Enrolment	Refers to the exercise of collection of demographic data after verification, collection of biometrics, and the allocation of the Aadhaar number after de-duplication.
Enrolment Centre	Refers to the premises located in the area where the enrolment is being carried out. One Enrolment Centre can host multiple Enrolment Stations.
Enrolment Station	Refers to an individual enrolment booth/enclosure inside the Enrolment Centre. The capture of demographic and biometric data is done in this Station.
Introducer	They are the persons who will confirm the identity of the Resident (not able to provide authentic documents) by giving his/her Aadhaar and fingerprints for verification
Operator	The person employed by the Enroler and engaged in the capture of



Terms	Description
Registrar	<p>demographic and biometric Data.</p> <p>The Registrars would include both Government and Private Sector Agencies which already have the infrastructure in place to interface with the public to provide specified services for example Insurance companies like LIC, LPG marketing companies, Rashtriya Swasthya Bima Yojna (RSBY), National Rural Employment Guarantee Act (NREGA), Public Sector Banks etc.</p> <p>With Registrar, UIDAI has entered into a Memorandum of Understanding for covering issues related to the implementation of the Aadhaar Project.</p>



Abbreviations/ Acronyms

Term	Definition
NREGA	National Rural Employment Guarantee Act
MNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
UID	Unique Identification
UIDAI	Unique Identification Authority of India
DoB	Date of Birth
PoA	Proof of Address
Pol	Proof of Identity
KYR	Know Your Resident
RSBY	Rashtriya Swasthya Bima Yojna
PDS	Public Distribution System
LIC	Life Insurance Corporation
MLA	Member of the Legislative Assembly
MP	Member of Parliament
MoU	Memorandum of Understanding
RDPR	Rural Development and Panchayati Raj
PAN	Permanent Account Number
ID	Identity
NREGS	National Rural Employment Guarantee Scheme
ATM	Automated Teller Machine
CGHS	Central Government Health Scheme
ECHS	Ex-Servicemen Contributory Health Scheme
SSLC	Secondary School Leaving Certificate
IOCL	Indian Oil Corporation Limited