

F No. HQ-16011/2/2022-EU-I HQ Part(1).
Government of India
Ministry of Electronics & IT (MeitY)
Unique Identification Authority of India (UIDAI)
(Enrolment & Update-I)

7th Floor, UIDAI Headquarters,
Bangla Sahib Road, Behind Kali Mandir
Gole Market, New Delhi-01
Dated: 06.02.2023.

Office Memorandum

Sub: Guidelines for verification of Aadhaar enrolment requests of the residents by State/UT Government machinery through State Government Portal- reg.

1. Background

UIDAI already issued more than 135 crore Aadhaar numbers to the residents covering more than 94% of overall population and nearly 100% Adult population. In view of the importance Aadhaar has gained as primary identification document in recent times, there has been a growing concern on possible ramifications of any fraudulent enrolment activities on national security. CAG also in its report dated 06.04.2022 on Performance Audit of UIDAI, observed as follows:

UIDAI may prescribe a procedure and required documentation other than self-declaration, in order to confirm and authenticate the residence status of applicants, in line with the provisions of the Aadhaar Act.

Accordingly, it has been decided to strengthen Aadhaar enrolment process by introducing the system of verification of all adult (> 18 years age group) Aadhaar enrolment requests by State Governments through the Nodal Officers before generating Aadhaar. While implementing the process, the demographic details and documents submitted by the residents shall be shared with the State/UT Nodal Officer for verification through the State Government Portal developed for this purpose. UIDAI shall assign Aadhaar number to the resident, only after the verification report is received from the Nodal Officer of the concerned State/UT.

2. Roles and Responsibilities of State Nodal Officers

The responsibility matrix of State/UT Nodal Officer in State Portal is primarily divided in to two parts:

a. User Acceptance Test (UAT) and confirming the readiness.

b. Processing of requests shared through the portal with approval/rejection of the requests.

a. User Acceptance Test (UAT) and confirming the readiness.

Once the portal is configured for a State with creation of login credentials for all State/District/Sub-district Nodal Officers, UIDAI shall push some sample packets to the portal and the login credentials shall be shared with the State Nodal Officer through concerned UIDAI Regional Office. Regional Offices shall provide training to the State Government officials on the functionality and processing of the packets. On receipt of the credentials, the State Nodal Officer to perform the following actions:

- i. Users at State/ District/Sub-district level need to login with the login credentials shared by UIDAI.
- ii. **After login, user needs to fill up all the necessary details of the Nodal Officer for activation such as Name, Designation, Mobile number and e-mail id.**
- iii. **Activation link shall be sent to e-mail id, that is incorporated in credentials.**
- iv. User needs to **proceed with change password** option as per the link received over mail, as per requirement.
- v. After updating the details of the District/Sub-district Nodal Officers, State Nodal Officer to approve the users with State Nodal Officer login. Option available for the State Nodal Officer to approve the users as "Specific User" or "Multi User".
- vi. Once approved by State Nodal Officer, District /Sub-district Nodal Officer can access the services with their respective logins, by following the process as below after login:

Select -> Assign officials from the left side menu -> click on select service (Aadhaar verification by state portal)-> click on the user from the "Assign/replace user" column in the table below the page -> submit.

(Manual for user Activation and management attached for quick reference).

Once all the Nodal Officers at all the three levels are activated, approved and trial run of the packets verified at different levels with support of UIDAI Regional Office, the State Nodal Officer to provide the following e-mail communication through RO for starting live implementation of the portal:

Format for confirmation mail:

The configuration, process and flow regarding State Portal are detailed by UIDAI and live packets may be sent for processing new Aadhaar enrolment requests for adults. Name & Designation, Name of State/UT

(Provisions available for State Nodal Officer to add, remove, activate and approve District or Sub-district Nodal Officers through the UAT instance of State Government Portal as per requirement, at any time)

b. Processing of requests shared through the portal with approval/rejection of the requests.

Once the State/UT confirms its readiness for going live, UIDAI shall start pushing the new enrolment requests received from the adults to the State Government Portal for verification. The process flow for requests is summarized as follows.

- i. Normally three level functionality shall be available for all States viz., State, District and Sub-district based on the availability of LGD Code mapping.
- ii. UIDAI through Service Plus shall park packets of the same request, one to State Nodal Officer (priority bucket) and the other to the District or Sub-district Level Nodal Officer as per availability of LGD Code for processing.
- iii. In case the request that belongs to any other Nodal Officer is wrongly parked with a Sub-district/ District Nodal Officer, the same shall be submitted to District Nodal Officer/ State Nodal officer for forwarding to the concerned Nodal Officer.
- iv. For requests with no LGD Code mapping available at the lower level offices, the request shall be parked with State Nodal Officer/ District Nodal Officer for processing.

(Due to technical reasons, if packets could not reach the designated Sub-district, such requests shall be parked with designated District/ State in a separate bucket. State/District Nodal officer to process the packet himself or push the same to relevant Sub-district under his jurisdiction and incase the request belongs to another District re-route it through the State Nodal Officer).

- v. The request forwarded to State Portal shall be returned to UIDAI as follows:
 - Report from State Level – By State Nodal Officer
 - Report from District Level – By District Nodal Officer
 - Report from Sub-district Level – By Sub-district Nodal Officer

Only one report shall be submitted to UIDAI and the parallel packet shall be deactivated from the backend on submission of first report to UIDAI. (eg. If State Nodal Officer has cleared the

request, the packet sent to District/Sub-district Nodal Officer shall be deactivated and vice-versa.)

- vi. Option is available in the portal to search the status of request based on Enrollment ID (EID)/Application Reference Number.

3. Guidelines for processing of requests By State Nodal Officer

In the initial phase the following options shall be available to the officer after login for processing the requests.

- i. Approved – to be selected when the verifier agrees to the request and document submitted by the applicant and recommends to issue Aadhaar number.
- ii. Rejected - to be selected when the verifier disagrees to the request or any document submitted by the applicant and recommends not to issue Aadhaar number.
- iii. Forward - to be selected when the Nodal Officer decides to forward the request to another level for verification.

Suggested “**Verification Criteria**” for Nodal Officers for conducting verification:

#	Criteria	Action	Proposed method
1	Verification of the residential status of the individual as per the Aadhaar Act [Section 2(v)], “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.	Yes/ NO/ Not Applicable (for NRI)	The residential condition of 182 days not applicable for NRIs. The inspecting officer to verify the status with due diligence, based on the available documents, local enquiry etc.
2	Verification of identity vis-à-vis other demographic information (Photo, Name, Gender, Age) submitted by individual in Aadhaar application.	Yes / NO	The verifying officer to verify for Photo mismatch, Name mismatch, Gender mismatch & Age mismatch with due diligence based on available documents, local enquiry etc.
3	Match/verify the uploaded documents with the original.	Yes/ NO	Verify the POI, POA, POR and POB documents based on the original document. Inspecting officer may take assistance of document issuing authorities also for checking authenticity of the documents.

Approved list of documents available at <https://uidai.gov.in/images/commdoc/26 JAN 2023 Aadhaar List of documents English.pdf>

4. Functions made available/proposed in the State Government Portal

- a. Download/Print feature is made available to check the documents uploaded resident for ease of verification. (State/District/Sub-district Nodal Officer is advised to take print out of the documents/data only as per requirement and to destroy/file the documents properly to avoid chances for misuse).
- b. Option to upload a single page report by the reporting officer is made available (Sample proforma attached as Annexure-I. State/UT may revise the same as per requirement). This attachment is for internal use in State Portal by various functionaries of State Government and should not form part of the enrolment packet.
- c. Options to submit report as approved or rejected.
- d. Option to forward the request by State Nodal Officer to any District/Sub-district Nodal Officer.
- e. Option to forward the request to Sub-districts under the same District by the District Nodal Officer or to higher levels by Sub-district/District Nodal Officers.
- f. Provision to check the status with EID/Application Reference Number.
- g. Login wise Dashboard, showing the status of requests under the login credential.
- h. In addition to the provision available for concerned Nodal Officer (Sub-district) provision available to process any packets by the State Nodal Officer, parked in the priority bucket.

Expected features in the next phase:

- a. Drop down menu for different expected inspection criteria
- b. Provision to generate report showing the status and pendency of the requests
- c. Provision to generate report with number of requests processed and the status.

5. Confidentiality

The State/UT Nodal Officer shall treat all information, which is disclosed to it as a result of its operation, as Confidential Information, and shall keep the same confidential, maintain secrecy of all such information of confidential nature and shall not, at any time, divulge such or any part thereof to any

third party except as may be compelled by any court of competent jurisdiction, or as otherwise required by law, and shall also ensure that same is not disclosed to any person voluntarily, accidentally or by mistake in terms of the provisions of the Aadhaar Act, 2016 and Regulations framed there under, including any direction issued by the UID Authority under section 23-A of the Aadhaar Act, 2016 and any statutory amendment/modification therein and other applicable laws.

6. Time bound action by State

The EID requests/packets pushed to State Government Portal to be processed by the State/UT within 45 days. State Nodal Officer can define the timelines for processing the requests by the subordinate Nodal Officers for smooth functioning and monitoring of the activity. In case, no response is received from the State Government, it will be presumed that the State Government has no objection to issuance of Aadhaar to the concerned resident.

7. The process flow to be followed by the Nodal officers for processing the packet is attached for reference.
8. This issues with the approval of Competent Authority.

(Prabhakaran C R)
Deputy Director (E&U-I)

To

1. State/UT Nodal Officers.
2. UIDAI Regional Offices
3. Tech Development and Tech Operations Division
4. Director (NIC), Service Plus

Copy to

1. OSD to CEO, UIDAI.
2. PS to DDG (E&U)
3. PS to DDG (RE)
4. File.

Draft format for submitting field inspection report by inspecting officer

The under signed conducted physical inspection/verification of details received in respect of Shri/Ms..... (Application/EID No. _____) and report thereof is submitted as follows:

#	Criteria	Action	In case of 'NO'- Please tick the reason
1	Verification of the residential status of the individual as per the Aadhaar Act [Section 2(v)], " <i>resident</i> " 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.	Yes/ NO/Not Applicable (for NRI)	
2	Verification of identity vis-à-vis other demographic information (Photo, Name, Gender, Age) submitted by individual in Aadhaar application.	Yes / NO	<input type="checkbox"/> Photo mismatch <input type="checkbox"/> Name mismatch <input type="checkbox"/> Gender mismatch <input type="checkbox"/> Age mismatch
3	Match/verify the uploaded documents with the original.	Yes/ NO	<input type="checkbox"/> POI document mismatch <input type="checkbox"/> POR document mismatch <input type="checkbox"/> POA document mismatch <input type="checkbox"/> PDOB document mismatch

Place :

Signature:

Date :

Name and Designation of Inspecting
Officer

(State may revise the format as per requirement)