

# The Aadhaar (Enrolment and Update) Regulations, 2016

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# The Aadhaar (Enrolment and Update) Regulations, 2016<sup>1</sup>

In exercise of the powers conferred by sub-section (1), and sub-clauses (a), (b), (d), (e), (j), (k), (l), (n), (r), (s) and (v) of sub-section (2), of Section 54 of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, the Unique Identification Authority of India hereby makes the following regulations, namely:—

## CHAPTER I PRELIMINARY

**1. Short title and commencement.**—(1) These regulations may be called the Aadhaar (Enrolment and Update) Regulations, 2016 (1 of 2016).

(2) These regulations shall come into force on the date of their publication in the Official Gazette.

**2. Definitions.**—(1) In these regulations, unless the context to otherwise requires,—

- (a) “Act” means the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016;
- (b) “Aadhaar Letter” means a document for conveying the Aadhaar number to a resident;
- (c) “Aadhaar number holder” means an individual who has been issued an Aadhaar number under the Act;
- (d) “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;
- (e) “Authority” means the Unique Identification Authority of India established under sub-section (1) of Section 11 of the Act;
- (f) “Central Identities Data Repository” or “CIDR” means a centralised database in one or more locations containing all Aadhaar numbers issued to Aadhaar number holders along with the corresponding demographic information and biometric information of such individuals and other information related thereto;
- (g) “enrolling agency” means an agency appointed by the Authority or a Registrar, as the case may be, for collecting demographic and biometric information of individuals under the Act;
- (h) “enrolment” means the process, as specified in these regulations, to collect demographic and biometric information from individuals by

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1. UIDAI, Noti. No. 13012/64/2016/Legal/UIDAI (No. 2 of 2016), dated September 12, 2016, published in the Gazette of India, Extra., Part III, Section 4, dated 14th September, 2016, pp. 26-41, No. 347

the enrolling agencies for the purpose of issuing Aadhaar numbers to such individuals under the Act;

- (i) “enrolment centre” means a permanent or temporary centre set up by an enrolling agency for carrying out enrolment of residents and updating their information;
- (j) “Enrolment ID” or “EID” means a 28 digit Enrolment Identification Number allocated to residents at the time of enrolment;
- (k) “Head of Family” means any member of a family of a resident in respect of whom a document evidencing proof of relationship with the resident can be furnished, and could include father, mother or spouse of the resident;
- (l) “identity information” in respect of an individual, includes his Aadhaar number, his biometric information and his demographic information;
- <sup>2</sup>[(l-a) “Incapacitated Person” for the purpose of this Regulation, means a person who is unable by reason of any physical or mental condition to receive and evaluate information or to communicate decisions;]
- (m) “introducer” means persons authorised by Registrars to introduce residents who do not possess any of the prescribed supporting documents;
- (n) “operator” means the certified personnel employed by enrolling agencies to execute the process of enrolment at the enrolment centers;
- (o) “Registrar” means any entity authorised or recognised by the Authority for the purpose of enrolling individuals under this Act;
- (p) “regulations” means the Aadhaar (Enrolment and Update) Regulations, 2016;
- (q) “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;
- (r) “service provider” includes all entities engaged for discharging any function related to the enrolment or update process;
- (s) “supervisor” means the certified personnel employed by enrolling agencies to operate and manage the enrolment centres;
- (t) “verifier” means the personnel appointed by Registrars for verification of documents at enrolment centres;

(2) all other words and expressions used in these regulations but not defined, and defined in the Act and the rules and other regulations made thereunder, shall have the meanings respectively assigned to them in the Act or the rules or other regulations, as the case may be.

CHAPTER II  
RESIDENT ENROLMENT PROCESS

**3. Biometric information required for enrolment.**—(1) The following biometric information shall be collected from all individuals undergoing enrolment (other than children below five years of age):

- (i) Facial image;
- (ii) All ten fingerprints; and
- (iii) Scans of both irises.

(2) The standards for collecting the biometric information shall be as specified by the Authority for this purpose.

**4. Demographic information required for enrolment.**—(1) The following demographic information shall be collected from all individuals undergoing enrolment (other than children below five years of age):

- (i) Name
- (ii) Date of Birth
- (iii) Gender
- (iv) Residential Address

(2) The following demographic information may also additionally be collected during enrolment, at the option of the individual undergoing enrolment:

- (i) Mobile number
- (ii) Email address

(3) In case of Introducer-based enrolment, the following additional information shall be collected:

- (i) Introducer name
- (ii) Introducer's Aadhaar number

(4) In case of Head of Family based enrolment, the following additional information shall be collected:

- (i) Name of Head of Family
- (ii) Relationship
- (iii) Head of Family's Aadhaar number
- (iv) One modality of biometric information of the Head of Family

(5) The standards of the above demographic information shall be as may be specified by the Authority for this purpose.

(6) The demographic information shall not include race, religion, caste, tribe, ethnicity, language, record of entitlement, income or medical history of the resident.

**5. Information required for 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 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 as listed in Schedule II 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.

**6. Enrolment of residents with biometric exceptions.**—(1) For residents who are unable to provide fingerprints, owing to reasons such as injury, deformities, amputation of the fingers/hands or any other relevant reason, only Iris scans of such residents will be collected.

(2) For residents who are unable to provide any biometric information contemplated by these regulations, the Authority shall provide for handling of such exceptions in the enrolment and update software, and such enrolment shall be carried out as per the procedure as may be specified by the Authority for this purpose.

**7. Role of Registrars, enrolling agencies, etc. in enrolment.**—(1) The Registrars appointed by the Authority shall carry out the enrolment of residents by themselves or through enrolling agencies contracted/appointed by them.

(2) The enrolling agencies shall set up enrolment centres for enrolment of residents as well as for correction or update of residents' information. The opening of enrolment centres, the services offered and other guidelines for their operations shall be in accordance with the procedure as may be specified by the Authority for this purpose.

(3) Enrolment shall be carried out at permanent enrolment centres and through temporary centres set up for this purpose.

(4) Enrolment shall be carried out by the operators, verifiers, supervisors and other authorized personnel at the enrolment centres.

(5) Registrars shall make reasonable efforts to enrol residents who do not possess any of the prescribed supporting documents, through alternate modes of enrolment specified in Regulation 10.

**8. Equipment, software, etc. used in enrolment.**—(1) The Registrars and enrolling agencies shall use only the software provided or authorised by the Authority for enrolment purposes.

(2) The standard enrolment/update software shall have the security features as may be specified by the Authority for this purpose.

(3) All equipment used in enrolment, such as computers, printers, biometric devices and other accessories shall be as per the specifications issued by the Authority for this purpose.

(4) The biometric devices used for enrolment shall meet the specifications, and shall be certified as per the procedure, as may be specified by the Authority for this purpose.

**9. Disclosure of information to residents at the time of enrolment.**—At the time of enrolment, the enrolling agency shall inform the individual undergoing enrolment of the following details:

- (a) the manner in which the information shall be used;
- (b) the nature of recipients with whom the information is intended to be shared during authentication; <sup>3</sup>[\* \* \*]
- (c) the existence of a right to access information, the procedure for making requests for such access, and details of the person or department in-charge to whom such requests can be made. The above details shall be communicated to residents through the enrolment form, in a format provided in Schedule I <sup>4</sup>[;]
- <sup>5</sup>[(d) incase of an individual who has not attained the age of majority that is eighteen years, enrolling agency shall make disclosure of information in accordance with Regulation 9(a), (b) and (c) to parent/guardian of such minor; and
- (e) incase a person is incapacitated, enrolling agency shall make disclosure of information in accordance with Regulation 9(a), (b) and (c) to the Legal Guardian appointed by Court or under any other law for the incapacitated person.]

**10. Submission and verification of information.**—(1) Residents seeking enrolment shall be required to submit an application for enrolment along with copies of supporting documents for proof of identity, address and date of birth, at an enrolment centre.

(2) An indicative list of supporting documents accepted for verification of identity, address and date of birth is prescribed in Schedule II. The Authority may expand or modify the list of acceptable supporting documents through circulars or notifications from time to time.

(3) The Authority may dispense with requirement of collecting proof of address and proof of identity of the residents in case of enrolment/update by Registrar General of India.

3. The words for “and” deleted by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

4. Replaced for “.” by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

5. Ins. by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

(4) In the event a resident does not possess any of the required supporting documents, enrolment may be carried out through the following modes:

- (a) *Introducer-based enrolment*—If a resident is unable to provide documentary proof of identity or proof of address, he can be enrolled through a pre-designated introducer identified and notified by the Registrar or the regional offices of the Authority. Persons registered with the Authority as introducers could include the Registrars' own employees, elected local body members, members of local administrative bodies, postman, influencers such as teachers, health workers, doctors, aanganwadis/asha workers, representative of local NGOs. Such approved introducers shall introduce a resident and vouch for the validity of resident's information. An introducer shall verify the information filled, fill up his name and Aadhaar number, and affix his signature or thumb impression on the resident's enrolment form.
- (b) *Head of Family (HoF) based enrolment*—In the event the head of family of a resident possesses the required supporting documents and has been enrolled through such supporting documents, the resident may be enrolled through such documents provided that (i) the resident can furnish proof of relationship, and (ii) the proof of relationship and the supporting documents record the same address for the family member and the head of family.

(5) The verification of the enrolment data in the above three methods shall be as provided in Schedule III.

**11. Collection of information at enrolment centres.**—(1) The enrolment operator shall capture (i) the demographic information as submitted by the resident in the application form; and (ii) the biometric information using the enrolment software provided or approved by the Authority.

(2) The enrolment operator shall collect and record the physical copies of the requisite supporting documents, or, if facility exists at the enrolment centre, convert the physical copies into electronic format, as per the process as may be specified by the Authority.

(3) After capturing the information, a resident shall be given the opportunity of verifying his information for accuracy.

(4) On completion of enrolment, an acknowledgement slip containing the EID and other enrolment details signed by the enrolment operator shall be provided to the resident.

(5) The procedures, standards and guidelines to be followed during enrolment (including for enrolment of children below five years of age and for exception handling) and formats, templates, checklists to be used for carrying out enrolment shall be as per procedures as may be specified by the Authority for this purpose.

**12. Agencies requiring Aadhaar as condition for receipt of service, etc.**—Any Central or State department or agency which requires an individual to undergo authentication or furnish proof of possession of Aadhaar number as a condition



for receipt of any subsidy, benefit or service pursuant to Section 7 of the Act, shall ensure enrolment of its beneficiaries who are yet to be enrolled <sup>6</sup>[or update their Aadhaar details], through appropriate measures, including co-ordination with Registrars and setting up enrolment centres at convenient locations or providing enrolment facilities by becoming a Registrar itself.

<sup>7</sup>[12-A. <sup>8</sup>[Entities] requiring Aadhaar as condition for fulfilment of any obligation, etc.—The Authority may require any Central or State department <sup>9</sup>[or agency or any Scheduled Bank or any other entity] which requires an individual to undergo authentication or furnish proof of possession of Aadhaar number as a condition for receipt of any subsidy, benefit, service or fulfilment of any obligation pursuant to <sup>10</sup>[any act] or Rule or Regulation or order made thereunder, to ensure enrolment of such individual who is yet to be enrolled or update their Aadhaar details, by setting up enrolment centres at their premises.]

### CHAPTER III

#### GENERATION OF AADHAAR NUMBERS AND DELIVERY TO RESIDENTS

**13. Generation of Aadhaar numbers.**—(1) The registrars and enrolling agencies shall upload the enrolment packet to the CIDR using the software provided by the Authority.

(2) The Authority shall process the enrolment data received from the Registrar and after deduplication and other checks as specified by the Authority, generate the Aadhaar number.

**14. Rejection of enrolment.**—(1) The Authority may reject an enrolment due to there being duplicate enrolments by the resident, quality or any other technical reason.

(2) In case of rejection due to duplicate enrolment, resident may be informed about the enrolment against which his Aadhaar number has been generated in the manner as may be specified by the Authority.

**15. Delivery of Aadhaar number.**—(1) The Aadhaar number may be communicated to residents in physical form (including letters or cards) and/or electronic form (available for download through the Authority's website or through SMS).

(2) All agencies engaged by the Authority for printing, dispatch, and other functions related to delivery shall comply with the applicable processes.

6. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI, dt. 7-7-2017 (w.e.f. 7-7-2017).

7. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI, dt. 7-7-2017 (w.e.f. 7-7-2017).

8. *Subs.* for "Agencies" by Noti. No. 13012/79/2017/Legal-UIDAI (No. 3 of 2017), dt. 11-7-2017 (w.e.f. 11-7-2017).

9. *Subs.* for "or agency" by Noti. No. 13012/79/2017/Legal-UIDAI (No. 3 of 2017), dt. 11-7-2017 (w.e.f. 11-7-2017).

10. *Subs.* for "any other Act" by Noti. No. 13012/79/2017/Legal-UIDAI (No. 3 of 2017), dt. 11-7-2017 (w.e.f. 11-7-2017).

CHAPTER IV  
UPDATE OF RESIDENT INFORMATION

**16. Request for update of identity information.**—An Aadhaar number holder may seek alteration of his demographic information or biometric information in cases specified under Section 31 of the Act in accordance with update procedure specified in this Chapter.

**17. Mandatory update for children.**—The Authority shall require the biometric information of children to be updated upon attaining five years of age and fifteen years of age in accordance with the procedure specified by the Authority.

**18. Equipment, software, etc. used for update.**—(1) The Registrars, enrolling agencies or other service providers involved in the update process shall use only the software provided or approved by the Authority for updating purposes.

(2) The standard update software shall have the security features as laid down by the Authority for this purpose.

(3) All equipment used for updating purposes, such as computers, printers, biometric devices and other accessories shall be as per specifications laid down by the Authority from time to time.

**19. Mode of updating residents' information.**—The process of updating residents' information in the CIDR may be carried out through the following modes—

- (a) At any enrolment centre with the assistance of the operator and/or supervisor. The resident will be biometrically authenticated and shall be required to provide his Aadhaar number along with the identity information sought to be updated <sup>11</sup>[:]

<sup>12</sup>[Provided that the date of birth of resident can be updated only once. In case the date of birth is to be updated more than once, it can only be done through an exception handling process which may require the resident to visit the Regional Office (RO) of the UIDAI.]

- (b) Online mode: <sup>13</sup>[Address] information may be updated online through designated portals upon submission of Aadhaar number and the registered mobile number. Authentication will be carried out through a One-Time Password (OTP) sent to the registered mobile number.

- <sup>14</sup>[(c) Address Update using Aadhaar Address Update PIN service: Residents who are not having acceptable proof of Address may submit their request for address verification through Aadhaar letter having secret PIN. Once

11. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

12. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

13. *Subs.* for "Demographic" by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

14. *Subs.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018). Prior to substitution it read as:

"(c) Postal mode: An update request for demographic information may also be sent in the format specified in Schedule IV through post along with the requisite supporting documents for verification."

the letter is received by the resident, he/she can use the secret PIN to update his/her address in Aadhaar on the SSUP online portal.]

The resident shall be assigned an update ID for tracking the status update, and the revised Aadhaar letter may be made available to the resident in physical or electronic form in accordance with the procedure as may be specified by the Authority for this purpose. The procedures for update, standards and guidelines to be followed along with the formats, templates, checklist to be used for carrying the update shall be as may be specified by the Authority for this purpose.

<sup>15</sup>[**19-A. Verification of update data.**—Verification of the update data through the modes of updating residents' information prescribed at Regulation 19 shall be as provided in the Schedule III.]

<sup>16</sup>[**20. Levying and collecting Fees.**—The Authority may authorise Registrars, Enrolling Agencies and other Service Providers to collect a fee from the residents, not exceeding an amount specified by the Authority, for the services provided by them under the Act.]

## CHAPTER V

### APPOINTMENT OF REGISTRARS, ENROLLING AGENCIES AND OTHER SERVICE PROVIDERS

**21. Appointment of Registrars.**—(1) Registrars shall be appointed by the Authority, through MOUs or agreements <sup>17</sup>[or terms of appointment/engagement], for enrolment and update of residents across the country, and could include entities which interact with residents in the usual course of implementation of their programmes. The eligible entities for appointment as registrars are State/UT Governments, Central ministries and departments/agencies under them, Public Sector companies of Central/State Governments, <sup>18</sup>[Scheduled banks] and regulated entities including National Securities Depository Limited, UTI Infrastructure Technology and Services Ltd, Special Purpose Vehicles (SPV) created by Central or State Government including CSC e-Governance services India Ltd. Upon appointment, a Registrar code shall be assigned to each Registrar.

(2) Registrars shall be responsible for field level execution, monitoring and audit.

(3) Registrars shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of the Registrar or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.

15. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

16. *Subs.* by Noti. No. 13012/79/2017/Legal-UIDAI (No. 1 of 2017), dt. 15-2-2017 (w.e.f. 15-2-2017).

17. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 1 of 2018), dt. 12-1-2018 (w.e.f. 12-1-2018).

18. *Subs.* for "Public Sector banks" by Noti. No. 13012/79/2017/Legal-UIDAI, dt. 7-7-2017 (w.e.f. 7-7-2017).

(4) Registrars shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.

(5) Registrars shall display on their websites adequate and appropriate information about enrolment and update services, including contact details of persons and services available to residents.

(6) Registrars shall ensure that any agency and/or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.

(7) Registrars shall not permit sub-contracting of enrolment functions by enrolling agencies to third parties. Registrars may permit field level manpower to be hired through third parties provided the enrolling agencies furnishes details of the entities from which such manpower is sought to be hired.

(8) Registrars shall at all times abide by the Code of Conduct as specified in Schedule V of these regulations.

(9) Registrars shall adhere to the processes, policies and guidelines, checklists, forms and templates issued by the Authority from time to time and shall also ensure compliance by the enrolling agencies of such procedures, etc.

**22. Registrars engaged before commencement of these regulations.**—(1) The Registrars engaged prior to commencement of these regulations shall be deemed to be appointed as Registrars by the Authority under the Act:

Provided that the agreements entered into with them by the Unique Identification Authority of India established vide notification of the Government of India in the Planning Commission Number A-43011/02/2009-Admin. I, dated the 28th January, 2009 or any officer of such authority shall continue to be in force to the extent not inconsistent with the provisions of the Act, these regulations, and other regulations, policies, processes, procedures, standards and specifications issued by the Authority.

(2) In the event any Registrar engaged prior to commencement of these regulations wishes to cease being a Registrar under the Act, it may apply to the Authority in a form as may be specified by the Authority for this purpose, and shall cease to be a Registrar and to have the power to conduct enrolment or engage enrolling agencies for enrolment.

**23. Empanelment of Enrolling Agencies.**—(1) The Authority shall empanel the enrolling agencies through an open Request for Empanelment (RFE) process and the eligibility, terms and conditions of the empanelment shall be notified by the Authority from time to time.

(2) The interested agencies may apply for empanelment by fulfilling the eligibility and other technical and financial criteria of the RFE.

(3) The Authority shall evaluate the applications of agencies and empanel the eligible agencies as enrolling agencies after completing the requirements of the RFE.

(4) The Authority shall provide an Enrolling Agency Code using which the Registrar can onboard an empaneled enrolling agency to the CIDR.

(5) The Authority may also permit Registrars to engage other agencies as enrolling agencies after following a suitable process for screening and engaging such agencies, as may be specified by the Authority for this purpose.

(6) The enrolling agency shall be responsible for field level execution and audit. The enrolling agency shall allow the Authority reasonable access to the premises occupied by it or by any other person on its behalf and also extend reasonable facility for examining any books, records, documents and computer data in the possession of enrolling agency or any other person on their behalf and also provide copies of the document or other materials which, in the opinion of the Authority are relevant for the purpose of audit.

(7) The enrolling agencies shall not use the information collected during enrolment for any purpose other than uploading information to the CIDR.

(8) Enrolling agencies shall ensure that any agency and/or person employed or appointed by them to conduct the enrolment and update operations is fit and proper and otherwise qualified to act, in the capacity so employed or appointed including having relevant professional training or experience.

(9) The enrolling agencies shall at all times abide by the Code of Conduct for service providers as specified in Schedule V of these regulations.

(10) The enrolling agencies shall adhere to the various process, policies and guidelines, checklists, forms and templates issued by the Authority from time to time.

(11) The enrolling agencies empaneled by the Authority prior to establishment of the Authority under the Act shall be deemed to have been empaneled as enrolling agencies by the Authority under the Act.

**24. Other service providers.**—(1) Other service providers may be appointed or engaged by the Authority from time to time for discharging any function related to the resident enrolment process or updating of information.

(2) All such service providers shall adhere to the regulations, processes, standards, guidelines, and orders issued by the Authority from time to time, and the code of conduct provided in Schedule V of these regulations, as applicable.

**25. Testing and certification of staff appointed for enrolment.**—(1) An enrolling agency shall ensure that the operators, supervisors, and other enrolment staff employed or engaged by it are duly certified for carrying out enrolment through a certification process as may be specified by the Authority.

(2) The Authority may designate testing and certification agencies for this purpose.

(3) The Authority may specify the minimum qualifications required for being engaged for any of the roles in the enrolment process, the process of their appointment, and the detailed roles and responsibilities of such personnel.

**26. Liability of Registrars, enrolling agencies and other service providers and action in case of default.**—(1) The Registrars, enrolling agencies, and other service providers, and the supervisors, operators or any other persons or agencies employed by them shall adhere to all regulations, processes, standards, guidelines, and orders issued by the Authority from time to time, and the code of conduct provided in Schedule V.

(2) The Authority shall monitor the enrolment activities of the Registrars, enrolling agencies and the operators, supervisors and other personnel associated with enrolment.

<sup>19</sup>[(3) Without prejudice to any other action which may be taken under the Act, for violation of any regulation, process, standard, guideline or order, by a Registrar or Enrolment Agency or any service provider or any other person, the Authority may immediately suspend the activities of such a Registrar or Enrolment Agency or service provider or concerned person, and after holding due enquiry, it may take steps for imposition of financial disincentives on such a Registrar or Enrolment Agency or service provider or any other person and for cancellation of the credentials, codes and permissions issued to them pursuant to the Act or these regulations, or any other steps as may be specifically provided for in the terms of engagement with the Authority.]

## CHAPTER VI

### OMISSION OR DEACTIVATION OF AADHAAR NUMBER AND IDENTITY INFORMATION

**27. Cases requiring omission of Aadhaar Number.**—(1) The Aadhaar number of an Aadhaar number holder shall be cancelled in the following circumstances—

- (a) If it is established that more than one Aadhaar numbers have been issued to the same person, then the Aadhaar number assigned from the earlier enrolment shall be retained, and all subsequent Aadhaar numbers shall be cancelled.
- (b) Where the Aadhaar number has been generated in violation of the prescribed guidelines—
  - (i) *“Photo on Photo” case where core biometric information is not available:* Where an existing photograph is used for enrolment instead of capturing a new photograph at the enrolment centre, and where core biometric information has not been captured during enrolment, the resident’s Aadhaar number shall be cancelled

19. *Subs.* by Noti. 13012/79/2017/Legal-UIDAI (No. 5 of 2017), dt. 31-7-2017 (w.e.f. 31-7-2017). Prior to substitution it read as:

“(3) Without prejudice to action that may be taken under the Act, violation of any regulation, process, standard, guideline or order by any service provider or other person may result in immediate suspension of the activities of such service providers or the concerned persons, and after holding due inquiry as deemed fit by the Authority, cancellation of their credentials, codes and permissions issued to them pursuant to the Act or these regulations.”

- (ii) “*False Biometric Exception*” cases: Where the enrolment has been wrongly carried out as a ‘biometric exception’ case, the Aadhaar number shall be cancelled.
- (iii) Where an adult has been enrolled as a child below five years of age to avoid capturing of biometric information, Aadhaar number shall be cancelled.
- (iv) Any other case requiring cancellation owing to the enrolment appearing fraudulent to the Authority

<sup>20</sup>[(c) A resident who is an Aadhaar number holder may, upon attaining the age of eighteen years, make an application for cancellation of his/her Aadhaar number to a Regional Office of Authority in the format prescribed in Schedule VI, so as to reach that Regional Office within a period of six months from the date of attaining the age of eighteen years. Upon receipt of the application, the resident shall be required to visit the Regional Office at a stipulated date and time for establishing his/her identity through Aadhaar authentication or any other means as may be prescribed by the Authority. Upon establishment of the identity of the resident, the Regional Office shall initiate the process of cancellation of the Aadhaar number, which shall be cancelled within a period of three months:

Provided that a resident who had attained the age of eighteen years after 26th September, 2018 and prior to the notification of the Aadhaar (Enrolment and Update) (Eighth Amendment) Regulation, 2020 may make an application, in the same manner as outlined in this regulation for cancellation of his/her Aadhaar number within a period of six months from the date of this notification.]

(2) Upon cancellation, services that are provided by the Authority to the Aadhaar number holder shall be disabled permanently.

**28. Cases requiring deactivation of Aadhaar Number.**—(1) The Aadhaar number of an Aadhaar number holder shall be deactivated in the following circumstances:

- (a) “*Photo on Photo*” and *core biometric information is available*: Where an existing photograph is used instead of capturing a fresh photograph at the enrolment centre, and where core biometric information of the resident has been captured, the Aadhaar number shall be de-activated, and the resident asked to update his photograph. Upon successful update of his photograph, the Aadhaar number may be re-activated.
- (b) “*False Partial Biometric Exception*” cases: Where certain attributes constituting biometric information have not been captured despite the resident being in a position to provide them, the Aadhaar number shall be de-activated.

- (c) Where it is found at a later stage that enrolment has been carried out without valid supporting documents, the Aadhaar number shall be deactivated till it is updated by the Aadhaar number holder after furnishing valid supporting documents.
- (d) Where the information captured has been flagged as having bad data and requiring update (such as mixed/anomalous biometrics information, abusive/expletive words and unparliamentary language in resident demographics, multiple names in single name using 'urf' or 'Alias'), the Aadhaar number shall be deactivated till it is updated by Aadhaar holder.
- (e) Where a child having attained the age of five or fifteen years of age fails to update his biometric information within two years of attaining such age, his Aadhaar number shall be deactivated. In cases where such update has not been carried out at the expiry of one year after deactivation, the Aadhaar number shall be omitted.
- (f) Any other case requiring deactivation as deemed appropriate by the Authority.

(2) Upon deactivation, services that are provided by the Authority to the Aadhaar number holder shall be discontinued temporarily till such time the Aadhaar number holder updates or rectifies the information, owing to which his Aadhaar number has been deactivated by the Authority.

**29. Inquiry into cases requiring omission or deactivation.**—(1) Any case reported or identified as a possible case requiring omission or deactivation may require field inquiry which may include hearing the persons whose Aadhaar number is sought to be omitted or deactivated.

(2) An agency nominated by the Authority shall examine/inquire and submit a report to the Authority as per the procedures as may be specified by the Authority for this purpose.

(3) The Authority may initiate necessary action upon receiving the report and the decision to omit or deactivate an Aadhaar number shall lie with the Authority.

**30. Communication to the Aadhaar number holder.**—(1) An Aadhaar number holder shall be informed of the omission or deactivation of their Aadhaar number along with reasons through SMS, registered e-mail ID, tele-calling, letter or through such means as deemed fit by the Authority.

(2) Any complaint of an Aadhaar number holder in respect of such omission or deactivation may be addressed through the grievance redressal mechanism set up by the Authority.

**31. Rectification action.**—(1) In case of omission of Aadhaar number for reasons other than multiple Aadhaar numbers having been issued, residents shall be required to re-enrol.

(2) In case of deactivation, a resident shall be required to update his identity information partly or fully as required, as per the guidelines or policies as may be specified by the Authority.



## CHAPTER VII

## GRIEVANCE REDRESSAL MECHANISM

**32. Setting up of a contact centre for grievance redressal.**—(1) The Authority shall set up a contact centre to act as a central point of contact for resolution of queries and grievances of residents, accessible to residents through toll free number(s) and/or e-mail, as may be specified by the Authority for this purpose.

(2) The contact centre shall:

- a. Provide a mechanism to log queries or grievances and provide residents with a unique reference number for further tracking till closure of the matter;
- b. Provide regional language support to the extent possible;
- c. Ensure safety of any information received from residents in relation to their identity information;
- d. Comply with the procedures and processes as may be specified by the Authority for this purpose.

(3) Residents may also raise grievances by visiting the regional offices of the Authority or through any other officers or channels as may be specified by the Authority.

## CHAPTER VIII

## MISCELLANEOUS

**33. Savings.**—All procedures, orders, processes, standards, specifications and policies issued and MOUs, agreements or contracts entered by the Unique Identification Authority of India, established vide notification of the Government of India in the Planning Commission number A-43011/02/2009-Admin. I, dated the 28th January, 2009 or any officer of such authority, prior to the establishment of the Authority under the Act shall continue to be in force to the extent that they are not inconsistent with the provisions of the Act and regulations framed thereunder.

**34. Power to issue policies, process documents, etc.**—The Authority may issue policies, orders, processes, standards, specifications and other documents, not inconsistent with these regulations, which are required to be specified under these regulations or for which provision is necessary for the purpose of giving effect to these regulations.

**35. Power to issue clarifications, guidelines and removal of difficulties.**—In order to remove any difficulties or clarify any matter pertaining to application or interpretation of these regulations, the Authority may issue clarifications and guidelines in the form of circulars.



(Mandatory in case of verified date of Birth)		
9	For Introducer Based- Introducer's Aadhaar No.	For HoF Based-Details of Father ( ) Mother ( ) Guardian ( ) Husband ( ) Wife ( ) HoF's Eid/Aadhaar No.:                                 ddmmlyyyylhh:ssl
I hereby confirm the identity and address of.....as being true, correct and accurate.		
Introducer/HoF's Name:		Signature of Introducer/HOF

Disclosure under Section 3(2) of THE AADHAAR (TARGETTED DELIVERY OF FINANCIAL AND OTHER SUBSIDIES, BENEFITS AND SERVICES) ACT, 2016

I confirm that I have been residing in India for at least 182 days in the preceding 12 months and Information (including biometrics) provided by me to the UIDAI is my own and is true, correct and accurate. I am aware that my information including biometrics will be used for generation of Aadhaar and authentication. I understand that my identity information (except one biometric) may be provided to an agency only with my consent during authentication or as per the provisions of the Aadhaar Act. I have a right to access my identity information (except core biometrics) following the procedure laid down by UIDAI.

Verifier's Stamp and Signature:

Applicant's signature/Thumbprint

(verifier must put his/her Name, if stamp is not available)

To be filled by the Enrolment Agency only:

Date & time of Enrolment:

Instructions to follow while filling up the enrolment form	
Field 2 NPR Number	Resident may bring his/her National Population Register Survey slip (if available) and fill up the column.
Field 3 Name	Write full name without salutations. Please bring the original <sup>†</sup> Proof of Identity (POI) document. (See list A below). Variation in Resident's name in contrast to POI is permissible as long as the change is minor spelling only, without altering the Name in PoI document. For example: If Resident's POL reads "Preeti", the "Priti" can be recorded if Resident wants so.
Field 5 DOB/AGE	Fill in Date of Birth in DDMMYYYY format. If exact Date of Birth is not known, approximate age in Years may be filled in the space provided. Please bring the original Proof of Date of Birth (DoB), if available. (See list D below). Declared checkbox may be selected if Resident does not have a valid proof of the Date of Birth document. Verified checkbox is selected where Resident has provided documents as proof of Date of Birth.
Field 6 Address	Write complete address. Please bring the original Proof of Address (POA) document. (See list B below). Please note that the Aadhaar letter will be delivered at the given address only.

\* In instances where original documents are not available, copies attested/certified by a public notary/gazetted officer will be accepted.

	<ul style="list-style-type: none"> <li>To include Parent/Guardian/Spouse name as part of the address, select the appropriate box and enter the name of the person.</li> <li>Minor Corrections/Enhancements are permissible to make the address complete without altering the base address as mentioned in the POA document.</li> </ul>
Field 7 Relationship	<ul style="list-style-type: none"> <li>In case of children below 5 years, it is mandatory to provide father/mother/guardian details with their Aadhaar or EID number.</li> <li>If the resident is not holding a Proof of Identity &amp; using the Head of the Family identity for enrolment, it is mandatory to provide Head of the family's details with his/her Aadhaar or EID number. Please refer illustration below for filling EID. Please bring the original Proof of Relationship (POR) document. (See list C below).</li> <li>For other cases, it is optional for the resident to fill up the relationship details.</li> </ul>
Field 8 Documents	Write the name of Documents for POI and POA. In case proof of Date of Birth is available, then write the name of Date of Birth document. If the resident is not holding a Proof of Identity & using the Head of Family based enrolment, then write the name of Proof of Relationship document. For valid list of documents, please refer list of Documents below.
Field 9 Introducer/HoF	Resident who does not have POI and POA may get enrolled through an Introducer/Head of Family. PI contract nearest enrolment centre or your Registrar, for further details.

## List A. POI documents

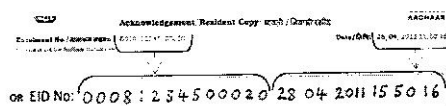
## List B. POA documents

1. Passport	1. Passport	22. CGHS/ECHS Card
2. PAN Card	2. Bank Statement/Passbook	23. Certificate of Address having photo issued by MP or MLA or Gazetted Officer or Tehsildar on letterhead
3. Ration/PDS Photo Card	3. Post Office Account Statement/Passbook	24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)
4. Voter ID	4. Ration Card	25. Income Tax Assessment Order
5. Driving License	5. Voter ID	26. Vehicle Registration Certificate
6. Government Photo ID Cards/service photo identity card issued by PSU	6. Driving License	27. Registered Sale/Lease/Rent Agreement
7. NREGS Job Card	7. Government Photo ID Cards/service photo identity card issued by PSU	28. Address Card having Photo issued by Department of Posts
8. Photo ID issued by Recognized Educational Institution	8. Electricity Bill (not older than 3 months)	29. Caste and Domicile Certificate having Photo issued by State Government
9. Arms License	9. Water Bill (not older than 3 months)	30. Disability ID Card/handicapped
10. Photo Bank ATM Card	10. Telephone Landline Bill (not older than 3 months)	
11. Photo Credit Card	11. Property tax Receipt (not older than 3 months)	
12. Pensioner Photo Card	12. Credit Card Statement (not older than 3 months)	
13. Freedom Fighter Photo Card	13. Insurance Policy	
14. Kissan Photo Passbook	14. Signed Letter having Photo	
15. CGHS/ECHS Photo Card		
16. Address Card having Name and Photo issued by Department of Posts		

17. Certificate of Identify having photo issued by Gazetted Officer or Tehsildar on letterhead	from Bank on letterhead	medical certificate issued by the respective State/UT Government Administrators
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations	15. Signed Letter having Photo issued by registered Company on letterhead	31. Gas Connection Bill (not older than 3 months)
	16. Signed Letter Photo issued by Recognized Educational Instruction on letterhead	32. Passport of Spouse
	17. NREGS Job Card	33. Passport of Parents (in case of minor)
	18. Arms License	
	19. Pensioner Card	
	20. Freedom Fighter Card	
	21. Kissan Passport	

## List C. POR documents

List D. DOB documents<sup>1</sup>

<ol style="list-style-type: none"> <li>1. PDS Card</li> <li>2. MNREGA Job Card</li> <li>3. CGHS/State Government/ECHS/ESIC</li> <li>4. Pension Card</li> <li>5. Army Canteen Card</li> <li>7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.</li> <li>8. Any other Central/State Government issued family entitlement document</li> <li>9. Marriage Certificate Issued by the Government</li> </ol>	<ol style="list-style-type: none"> <li>1 Birth Certificate</li> <li>2. SSLC Book/Certificate</li> <li>3. Passport</li> <li>4. Certificate of Date of Birth issued by Group A Gazetted Officer on Letterhead</li> </ol>
<p>Illustration for filling up EID No.</p>  <p>or EID No: 0008 : 2345 00020 23 04 2011 15 50 16</p>	
<p>*In instance where original documents are not available, copies attested/certified by a public notary/gazetted officer will be accepted</p>	

<sup>21</sup>[Note: In case of minor, the signature will be done by parent/guardian. In case of incapacitated person, the signature will be done by Legal Guardian of Incapacitated Person]

<sup>22</sup>[SCHEDULE II*List of acceptable supporting documents for verification*

[See Regulation 10(2) of these regulations]

**List A. POI (Proof of Identity) documents containing Name and Photo**

1. Passport
2. PAN Card
3. Ration/ PDS Photo Card
4. Voter ID

21. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

22. *Subs.* by Noti. No. 13012/79/2017/Legal-UIDAI(13)/Vol.II, dt. 5-9-2019 (w.e.f. 9-9-2019).

5. Driving License
6. Government Photo ID Cards/ service photo identity card issued by PSU
7. NREGS Job Card
8. Photo ID issued by Recognized Educational Institution
9. Arms License
10. Photo Bank ATM Card
11. Photo Credit Card
12. Pensioner Photo Card
13. Freedom Fighter Photo Card
14. Kissan Photo Passbook
15. CGHS / ECHS Photo Card
16. Address Card having Name and Photo issued by Department of Posts
17. Certificate of Identity having photo issued by Gazetted Officer or Tehsildar on letterhead
18. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations
19. Bhamashah Card
20. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes for orphanages, homes etc on their official letterhead
21. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councillor on letterhead
22. Certificate of Identity having photo issued by village panchayat head or mukhiya (for rural areas)
23. Gazette notification for name change
24. Marriage certificate with photograph
25. RSBY Card
26. SSLC book having candidates photograph
27. ST/ SC/ OBC certificate with photograph
28. School Leaving Certificate (SLC) / School Transfer Certificate (TC), containing name and photograph
29. Extract of School Records issued by Head of School containing name and photograph
30. Bank Pass Book having name and photograph
31. Certificate of Identity containing name and photograph issued by Recognized Educational Institution signed by Head of Institute

**List B. POA (Proof of Address) documents containing Name and Address**

1. Passport
2. Bank Statement/Passbook
3. Post Office Account Statement/Passbook
4. Ration Card
5. Voter ID
6. Driving License
7. Government Photo ID cards/service photo identity card issued by PSU
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 1 year)
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 or Photo ID having address issued by Recognized Educational Institution
17. NREGS Job Card
18. Arms License
19. Pensioner Card
20. Freedom Fighter Card
21. Kissan Passbook
22. CGHS / ECHS Card
23. Certificate of Address having photo issued by MP or MLA or MLC or Gazetted Officer or Tehsildar on letterhead
24. Certificate of Address issued by Village Panchayat head or its equivalent authority (for rural areas)
25. Income Tax Assessment Order
26. Vehicle Registration Certificate
27. Registered Sale / Lease / Rent Agreement
28. Address Card having Photo issued by Department of Posts
29. Caste and Domicile Certificate having Photo issued by State Govt
30. Disability ID Card/handicapped medical certificate issued by the respective State/UT Governments/Administrations
31. Gas Connection Bill (not older than 3 months)
32. Passport of Spouse
33. Passport of Parents (in case of Minor)
34. Allotment letter of accommodation issued by Central/State Govt. of not more than 3 years old
35. Marriage Certificate issued by the Government, containing address
36. Bhamashah card
37. Certificate from Superintendent/ Warden/ Matron/ Head of Institution of recognized shelter homes for orphanages, homes etc. on letter head
38. Certificate of address having photo issued by Municipal Councillor on letterhead
39. Identity Card issued by recognized educational institutions
40. SSLC book having photograph
41. School Identity card
42. School Leaving Certificate (SLC) / School Transfer Certificate (TC), containing Name and Address
43. Extract of School Records containing Name, Address and Photograph issued by Head of School
44. Certificate of Identity containing Name, Address and Photograph issued by Recognized Educational Institution signed by Head of Institute

**List C. POR (Proof of Relationship) documents containing Name of applicant and Name of HoF (Head of Family)**

1. PDS Card
2. MNREGA Job Card
3. CGHS/State Government/ECHS/ESIC Medical card
4. Pension Card
5. Army Canteen Card
6. Passport
7. Birth Certificate issued by Registrar of Birth, Municipal Corporation and other notified local government bodies like Taluk, Tehsil etc.
8. Any other Central/State government issued family entitlement document
9. Marriage Certificate issued by the government

10. Address card having name and photo issued by Department of Posts
11. Bhamashah card
12. Discharge card/ slip issued by Government hospitals for birth of a child
13. Certificate of Identity having photo issued by MP or MLA or MLC or Municipal Councillor or Gazetted Officer on letterhead
14. Certificate of Identity having photo and relationship with HoF issued by village panchayat head or mukhiya (for rural areas)

**List D. DOB (Date of Birth) documents containing Name and DOB**

1. Birth Certificate
2. SSLC Book/Certificate
3. Passport
4. Certificate of Date of Birth issued by Group A Gazetted Officer on Letterhead
5. A certificate or ID Card having photo and Date of Birth (DOB) duly signed and issued by a Government authority
6. Photo ID card having Date of Birth, issued by Recognized Educational Institution
7. PAN Card
8. Marksheet issued by any Government Board or University
9. Government Photo ID Card/ Photo Identity Card issued by PSU containing DOB
10. Central/ State Pension Payment Order
11. Central Government Health Service Scheme Photo Card or Ex-Servicemen Contributory Health Scheme Photo card
12. School Leaving Certificate (SLC) / School Transfer Certificate (TC), containing Name and Date of Birth
13. Extract of School Records issued by Head of School containing Name, Date of Birth and Photograph
14. Certificate of Identity containing Name, DOB and Photograph issued by Recognized Educational Institution signed by Head of Institute.]

**SCHEDULE III**

Verification of enrolment <sup>23</sup>[and Update] information

[See Regulation 10(5) <sup>24</sup>[and Regulation 19-A] of these regulations]

Information	Fields	Verification Required?	Verification Procedure
Personal Details	Name	Yes	o Any of the Proof of Identity documents.
			o Introducer/Head of Family for people who have no documents.
	Date of Birth	<sup>25</sup> [Yes]	A flag is maintained to indicate if Date of Birth (DoB) is verified, declared, or approximate. <sup>26</sup> [Update

23. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

24. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

25. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

26. *Ins.* by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).



				of DOB is only allowed as Verified]
	Gender	No	—	
Address Details	Residential Address (for Aadhaar letter delivery and other communications)	Yes	o	Any of the Proof of Address documents.
			o	Introducer/Head of Family for people who have no documents.
Parent/ Guardian Details	Father's/Mother's/ Guardian's/Husband's/ Wife's Name	Conditional	o	No verification of Father/Husband/ Guardian in the case of adults.
	Father's/Mother's/ Guardian's/Husband's/ Wife's Enrolment ID/ Aadhaar number		o	For children below five years of age, Father/Mother/ Guardian's name, Aadhaar number and biometric information (any one modality) shall be captured for authentication.
			o	For adults, Name of either Father/Husband/ Guardian or Mother/ Wife/Guardian is optional.
Introducer/ HoF Details	Introducer/HoF Name	Yes	o	Introducer's/HoF's Name, UID on the form.
	Introducer/HoF's UID		o	Introducer/HoF biometrics (any one modality) captured for authentication.
Contact Details	Mobile Number	No	—	
	Email Address	No	—	

### SCHEDULE IV

<sup>27</sup>[\* \* \*]

### SCHEDULE V

#### *Code of Conduct for Service Providers*

1. Service Providers shall make best efforts to protect the interests of residents.
2. Service Providers shall maintain high standards of ethics, integrity, dignity and fairness in the conduct of Aadhaar enrolment and update of residents.

27. Deleted by Noti. No. 13012/79/2017/Legal-UIDAI (13) (No. 2 of 2018), dt. 31-7-2018 (w.e.f. 31-7-2018).

3. Service Providers shall fulfil their obligations in a prompt, ethical and professional manner.
4. Service Providers shall at all times exercise due diligence, ensure proper care and exercise independent professional judgment.
5. Service Providers shall not divulge to anybody either orally or in writing, directly or indirectly, any confidential information about the residents which has come to their knowledge, except where such disclosures are required to be made in compliance with the Act or any other law for the time being in force.
6. Service Providers shall not indulge in any unfair practice.
7. Service Providers shall ensure that grievances of residents are redressed in a timely and appropriate manner.
8. Service Providers shall make reasonable efforts to avoid misrepresentation and ensure that the information provided to the residents is not misleading.
9. Service Providers shall abide by the provisions of the Act and the rules, regulations issued by the Government and the Authority, from time to time, as may be applicable.
10. Service Providers shall not make untrue statements or suppress any material fact in any documents, reports, papers or information furnished to the Authority.
11. Service Providers shall ensure that the Authority is promptly informed about any action, legal proceeding, etc., initiated against it in respect of any material breach or non-compliance by it, of any law, rules, regulations and directions of the Authority or of any other regulatory body.
12. Service Providers shall be responsible for the acts or omissions of their agencies and employees in respect of the conduct of their enrolment and update services.
13. Service Providers should have adequately trained staff and arrangements to render fair, prompt and competence services to residents.
14. Service Providers shall develop their own internal code of conduct for governing internal operations and laying down standards of appropriate conduct for their agencies, employees and officers in the carrying out of their duties. Such a code may extend to the maintenance of professional excellence and standards, integrity, confidentiality, objectivity, and avoidance of conflict of interests.
15. Service Providers shall follow maker-checker concept in their activities to ensure accuracy of enrolment and update data.
16. Service Providers shall not indulge in manipulative, fraudulent practices in the process of enrolment and updation.
17. Service Providers shall ensure security and protection of all data (demographic/biometric) collected from residents in accordance with policies and processes as may be specified by the Authority for this purpose.
18. Service Providers shall enforce the decision of Authority regarding suspension/debarment/disempanelment of enrolling agencies, operators, supervisors etc, as applicable.
19. Service Providers shall follow the standards for data fields, data verification and biometric fields specified by the Authority.
20. Where required, Service Providers shall use only those devices and IT systems whose specifications have been approved by the Authority.
21. Service Providers shall follow the protocols prescribed by the Authority for record keeping and maintenance.
22. Service Providers shall follow the process and systems specified by the Authority for transmission of the data collected.
23. Service Providers shall follow the confidentiality, privacy and security protocols as may be specified by the Authority.

24. Service Providers shall follow protocols as may be specified by the Authority for spreading and communicating the message, content and intent of the Aadhaar project. Since the Aadhaar logo and brand name are properties of the Authority, the Authority will specify the manner and limits of the use of the Authority logo, brand name, brand design and other communication and awareness materials.
25. Service Providers shall follow protocols, processes and standards specified by the Authority for the implementation of the Aadhaar processes.
26. Service Providers shall submit periodic reports of enrolment to the Authority in the form and manner as may be specified by the Authority.
27. Service Providers shall provide information related to the Aadhaar processes from time to time as requested by the Authority.

<sup>28</sup>[**SCHEDULE VI**

*Format for application by resident for Aadhaar cancellation on attaining the age of eighteen years*

[(Under sub-section 2 of Section 3-A of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, as amended vide “the Aadhaar and Other Laws (Amendment) Act, 2019 (No. 14 of 2019)”]

[Refer Regulation 27(1)(c) of these Regulations]

1.	Aadhaar No./EID No.	
2.	Name	
3.	Gender	
4.	Parent's name	
5.	Address	
6.	Date of Birth	
7.	Mobile No.	
8.	Choice of one Regional Office for authentication (Please choose one out of Delhi/Chandigarh/Mumbai/Lucknow/Hyderabad/Guwahati/Ranchi /Bengaluru)	
9.	Declaration	<p>In terms of sub-section 2 of Section 3-A of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016, as amended vide The Aadhaar and Other Laws (Amendment) Act, 2019 (No. 14 of 2019). I hereby state that I want to get my Aadhaar number cancelled. I also affirm that details given above are true, correct and accurate and pertain to me.</p> <p>I also confirm that I am making this application within six months of:</p> <p style="text-align: center;">(a) attaining the age of eighteen years; or</p>

<sup>28</sup> Ins. by Noti. No. 13012/79/2017/Legal-UIDAI (13)/Vol.II (No. 3 of 2020), dt. 30-6-2020 (w.e.f. 2-7-2020).

		(b) notification of the Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 (having attained the age of eighteen years after 26th September, 2018 and before the date of such notification).
10.	Signature/ Thumb Impression	
11.	Place	
12.	Date	

List of regional offices out of which one has to be opted by resident for sending application and for subsequent authentication (Ref. S. No. 8 of this application):—

- i. UIDAI Regional Office, Khanija Bhavan, No. 49, 3rd Floor, South Wing Race Course Road, Bengaluru-01
- ii. UIDAI Regional Office, SCO 139-141, 3rd and 4th Floor, Sector 17-C, Chandigarh-160017
- iii. UIDAI Regional Office, Ground Floor, Pragati Maidan Metro Station, Pragati Maidan, New Delhi-110001
- iv. UIDAI Regional Office, 7th Floor, MTNL Exchange Building, G.D. Somani Marg, Cuffe Parade, Mumbai-400 005
- v. UIDAI Regional Office, 1st Floor, RIADA Central Office Building, Namkum Industrial Area, Near STPI Lowadh, Ranchi-834 010
- vi. UIDAI Regional Office, Block-V, First Floor, HOUSEFED Complex, Beltola Basistha Road, Dispur, Guwahati-781006
- vii. UIDAI Regional Office, 6th Floor, East Block Swarna Jayanthi Complex, Beside Matrivanam, Ameerpet Hyderabad, Telengana-500 038
- viii. UIDAI Regional Office, 3rd Floor, Uttar Pradesh, Samaj Kalyan Nirman Nigam Building, TC-46/V, Vibhuti Khand, Gomti Nagar, Lucknow-226010.]