Unique Identification Authority of India

Government of India

AADHAAR

CITIZEN'S CHARTER FOR
UNIQUE IDENTIFICATION AUTHORITY OF INDIA

January 2023

CONTENTS

1. INTRODUCTION

UIDAI has been set up for providing a unique identification numbers (UID) called "Aadhaar", to all residents of India. This identity is (a) robust enough to eliminate duplication and fake identities, and (b) is capable of being verified and authenticated in simple, cost-effective manner.

2. OUR VISION

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

3. MISSION STATEMENT

- To facilitate the provision of good governance, efficient, transparent and targeted delivery of subsidies, benefits and services, the expenditure for which is incurred from the Consolidated Fund of India and Consolidated Fund of the State to individuals residing in India through assigning of unique identity numbers.

- To develop policy, procedure and system for issuing Aadhaar number to individuals, who request for the same by submitting their demographic and biometric information, by undergoing the process of enrolment.

- To develop policy, procedure and systems, for Aadhaar number holders for updating and authenticating their digital identity.

- Ensure availability, scalability and resilience of the Aadhaar technology infrastructure.

- Build a strong and robust organization, to carry forward the vision and values of the UIDAI.

- To ensure security and confidentiality of identity information and authentication records of individuals.

- To ensure the compliance of Aadhaar Act, by all individual and agencies in letter and spirit.

- To make regulations & rules consistent with the Aadhaar Act, for implementing the provisions of the Aadhaar Act.

4. STAKEHOLDERS

SL. No	Stakeholder	Description
1.	Resident	"Resident" means an individual who has resided in India for a period or periods amounting in all to one hundred and eighty - two days (>182) or more in the twelve months immediately preceding the date of application for enrolment. This condition is also applicable for Resident Foreigner. Note: A Non Resident Indian (NRI), after arrival in India, shall be entitled to obtain an Aadhaar number.
2.	Registrar	"Registrar" means any entity authorized or recognized by the Authority for the purpose of enrolling individuals under Aadhaar Act 2016
3.	Enrolling Agency	"Enrolling Agency" means an agency appointed by the Authority or a Registrar, as the case maybe, for collecting demographic and biometric information of individuals under Aadhaar Act 2016.
4.	Banks/ Financial Institutions	Banks and other Financial Institutions interface with Aadhaar Payment Bridge (APB) and Aadhaar Enabled Payment System (AEPS) linking Aadhaar to bank account to accomplish the goal of "Targeted Delivery" and "Financial Inclusion"
5.	Authentication Service Agencies (ASA)	"Authentication Service Agency" or "ASA" shall mean a licensed entity providing necessary infrastructure for ensuring secure network connectivity and related services for enabling a requesting entity to perform authentication using the authentication facility provided by the Authority.
6.	Authentication User Agencies (AUA)	"Authentication User Agency" or "AUA" means a requesting entity that uses the Yes/ No authentication facility provided by the Authority.
7.	KYC User Agency (KUA)	"e-KYC User Agency" or "KUA" shall mean a requesting entity which, in addition to being an AUA, uses e-KYC authentication facility provided by the Authority.
8.	OEMs and other Technology Partners	Agencies that innovate and develop devices, software solutions and peripheral components compliant with Aadhaar enrolment and authentication framework.
9.	Logistics Partners	Agencies that collate, transport and archive documents collected during enrolment. Logistics Partners print and deliver Aadhaar letters and Aadhaar PVC cards to residents.
10.	Requesting Entity	"Requesting Entity" means an agency or person that submits the Aadhaar number, and demographic information or biometric information, of an individual to the Central Identities Data Repository for authentication.

| 11. | Sub AUA | "Sub-AUA" means a requesting entity that uses the Yes/ No authentication facility provided by the Authority through an existing AUA. |
| 12. | Sub KUA | "Sub-KUA" means a requesting entity that uses e-KYC authentication facility provided by the Authority through an existing KUA. |

5. OUR SERVICES

SL. No	Service	Description
1.	Aadhaar Enrolment	The process, as may be specified by Regulations, to collect demographic and biometric information from individuals by the enrolling agencies for the purpose of issuing Aadhaarnumbers to such individuals under Aadhaar Act 2016.
2.	Aadhaar Generation	Aadhaar Generation involves process like quality check, packet validation, demographic and biometric de-duplication etc. Aadhaar is generated successfully only if: ▪ Quality of enrolment data meets prescribed standards laid down by UIDAI. ▪ The enrolment packet passes all the validations done in CIDR ▪ No Demographic/Biometric duplicate is found
3.	Aadhaar Letter / card Delivery / e-Aadhaar	UIDAI through its logistics partner (s) delivers printed Aadhaar letters / cards to residents. It also provides a web based solution to download a digitally signed soft copy of Aadhaar letter, also called e-Aadhaar.
4.	Aadhaar Update	This service has been created to facilitate residents to update their demographic and biometric data in Aadhaar.

5.	Authentication facility or Service	"Authentication" means the process by which the Aadhaar number along with demographic information or biometric information of an individual is submitted to the Central Identities Data Repository for its verification and such Repository verifies the correctness, or the lack thereof, on the basis of information available with it. "Authentication facility" means the facility provided by the Authority for authenticating the Aadhaar number along with demographic information or biometric information of an Aadhaar number holder through the process of authentication, by providing a Yes/ No response or e-KYC data, as applicable;
6.	e-KYC authentication facility or eKYC service	"e-KYC authentication facility" means a type of authentication facility in which the biometric information and/or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction;
7.	Aadhaar Document Update Service	Aadhaar number holders may, on completion of every 10 years from the date of enrolment for Aadhaar, update their supporting documents in Aadhaar, at least once, by submitting Proof of Identity (POI) and Proof of Address (POA) documents as specified, so as to ensure continued accuracy of information in the Central Identities Data Repository (CIDR), in such manner as may be specified by the Authority from time to time.

6. STANDARDS OF SERVICES PROVIDED BY UIDAI

6.1 Aadhaar Enrolment

SL. No	Service	Description	Success	Performance
1	Aadhaar Enrolment	**Normal Process for Enrolment** Enrolment is conducted by Enrolment Agencies working on behalf of Registrars. One of the following approaches of enrolment maybe adopted by the EAs to enroll a resident. List of acceptable documents can be checked/downloaded from URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf Enrolment/Update Forms can be checked / downloaded at: (a) CHILD (0-5 years), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_child_5-18_years_V3.pdf (b) CHILD (5-18 years), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_child_5-18_years_V3.pdf (c) ADULT Residents (18 Years & above), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_Adult_update_V3.pdf (d) RESIDENT FOREIGNER (All age groups), at URL: https://uidai.gov.in/images/Enrolment_Update_Form_Resident_Foreigner_v3.pdf *1.0 Document based Enrolment* Submission of one valid Proof of Identity (PoI) and one valid Proof of Address (PoA). List of applicable documents can be checked at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf	Up to 20 minutes after start of enrolment	95%

		2.0 *Head of Family (HoF) based Enrolment*		
		Head of family (HoF) may introduce family membersby means of documents, which establish the Proofof Relationship (PoR). List of applicable documents can be checked at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf All of the above approaches require successful capture of biometric information (Facial image, all 10 finger prints and scans of both Irises), and demographic information like name, date of birth, gender, name of parents/guardian, residential address, mobile number (optional) and email address (optional).		8

		Child Enrolment for children below five years of age
		
		1. For children below 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 either of the parents or guardian, preferably that of the mother in the event both parents are alive. 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 a 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 (List of applicable documents can be checked at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf) for establishing the relationship between the linked parent/guardian and the child shall be collected at the time of enrolment. Only those children can be enrolled based on the relationship document (PoR), whose names are recorded in the relationship document.		

		Exception Process for Enrolment In case of biometric exception (unavailability of any of 10 fingers or 2 Irises) an exception photograph is taken in addition to the photograph of the face.		

		Aadhaar enrolment is free of cost A resident should enroll only once, as multiple enrolments will result in rejections unless it is advised by UIDAI.		

6.2 Aadhaar Generation

SL. No	Service	Description	Success	Service
1	Aadhaar Generation	Aadhaar is generated successfully if: 1. Quality of enrolment data meets prescribed standards laid down by UIDAI 2. The enrolment packet passes all the validations done in Central Identities Data Repository (CIDR) 3. No Demographic/Biometric duplicate is found 4. There are no unforeseen technical issues If any of the above conditions is not satisfied, then Aadhaar generation for the resident may be put on hold and Aadhaar Generation/Rejection may take a longer time.	For child age-group (0-18 yrs) Normally up to 30 days from the date of enrolment* For Adults age 18+, normally up to 180 days from the date of enrolment*	90%
2	Aadhaar Status Notification	Resident will be notified on registered mobile number about the status of Aadhaar generation/ rejection. A resident may also check the status of Aadhaar enrolment by using any of the following methods: 1. By visiting UIDAI official website "uidai.gov. in"(or Click Here) 2. Resident may also call the contact center at 1947 or email a query to help@uidai.gov.in to obtain the Aadhaar status.	Normally up to 30 days from the date of enrolment*.	90%

Registrars/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 2 days of enrolment

6.3 Letter Delivery/e-Aadhaar

SL. No	Service	Description	Success Indicators	Service
1	Aadhaar Letter Delivery	Upon successful Aadhaar generation/ demographic update except mobile and email, UIDAI prints Aadhaar letter and delivers to residents on the postal address mentioned during enrolment/ update.	Normally within 10 days of Aadhaar generation, Aadhaar Letter is printed and handed over to Department of Post for delivery to the residents as per timelines mentioned in the Department of Post Citizen's Charter	95%
2	e-Aadhaar	A resident may download and print digitally signed copy of Aadhaar from UIDAI's Website https:// myaadhaar. uidai.gov.in/ All the data printed in e-Aadhaar letter, is the same data as printed in Aadhaar letter. e-Aadhaar is a valid and secured electronic document which should be treated on par with the printed Aadhaar letter (refer Circular– https://uidai.gov.in/images/uidai_om_on_e_aadhaar_ validity.pdf)	Resident can download e-Aadhaar immediately after successful Aadhaar generation or update	95%
3	Order Aadhaar PVC card	UIDAI has introduced the Aadhaar PVC Card paid service since *September 2020*. The ordering of the same is available through UIDAI website via link: *https://myaadhaar.uidai.gov.in/* and mAadhaar App for mobile. The PVC-based Aadhaar Card has a digitally signed secure QR code. The card also carries photograph and demographic details of the resident alongwith certain security features. Aadhaar PVC card shall be treated at par with other forms of Aadhaar (ref- https://uidai.gov.in/images/Circular_dated_30_09_2020_regarding_Aadhaar_PVC_Card.pdf)	Aadhaar PVC card is handed over to India Post within 5 working days of request submitted by Resident, for delivery to the resident's registered address through Speed post service of India Post.	95%

Registrar/Enrolment Agencies are normally expected to send enrolment packet to UIDAI within 2 days of enrolment.

6.4 **Demographic and Biometric Update Service**

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Demographic Update	A. After successful Aadhaar generation, a resident may request for update/ correction by visiting any enrolment centre for changes in following demographic attributes: a. Name (Can be updated twice) b. Gender (Can be updated Once) c. Date of Birth (Can be updated Once) d. Address e. Mobile Number f. Email List of documents applicable for update is available at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf Enrolment / Update Forms can be checked/downloaded at: (a) CHILD (0-5 years), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_child_0-5_years_v5pdf.pdf (b) CHILD (5-18 years), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_child_5-18_years_V3.pdf (c) ADULT Residents (18 Years and above), at URL: https://uidai.gov.in/images/ENROLMENT-UPDATE_Form_Adult_update_V3.pdf (d) RESIDENT FOREIGNER (All age groups), at URL: https://uidai.gov.in/images/Enrolment_Update_Form_Resident_Foreigner_v3.pdf	Normally up30 days of update, by resident.	90%

		B. Residents who have registered mobilenumber in Aadhaar, can also update thefollowing fields in their Aadhaar, through online portal myAadhaar (https://myaadhaar.uidai.gov.in).		
		i. Address		
		ii. Name (minor corrections)(Can beupdated twice)		
		iii. Date of Birth (Can be updated Once)		
		iv. Gender (Can be updated Once)		
		The process for online update is as follows		
		1. Visit Online Portal (myAadhaar) - https://myaadhaar.uidai.gov.in/		
		2. Login with your Aadhaar number		
		3. Enter the OTP received on your mobile		
		4. Select the field you want to update		
		5. To successfully save the update request, OTP validation will be performed using your current mobile number		
		6. Enter the Demographic details		
		7. Take a coloured scan/photograph/ image (pdf,png,.jpeg) of the supporting document (if the document has multiple pages, scan all and save as a single .pdf file) and then upload		
		8. Review details and spellings and supporting document again, please use Edit option to make corrections if any.		
		9. Re confirm with OTP received on registered mobile and submit		
		10. Kindly click Make Payment button and process the payment		
		11. Fee for online demographic update is Rs.50/- per packet (Rs. 25/- for document update), request for more than one field will be considered as one packet only and Rs. 50/- shall be charged.		
		12. Resident can cancel the update request from myAadhaar portal, if cancel button is visible with the request. In case of		

		failure of payment, amount so deducted shall be refunded to the resident 13. Please note-down or save the provided URN (Update Request Number) for future reference.		

		The following limits have been set for update of demographic information in their Aadhaar:
		
		    • **Name – Can be updated twice**
		    • **Gender – Once**
		    • **Date of Birth – Once**		

		Resident has option to update one or more fields through a single request.		
	HOF Based Address Update	Resident can update address in Aadhaar online with the consent of his/her Head of Family (HOF). It can be done by submitting Proof of Relationship document like Ration Card, Marksheet, Marriage Certificate, Passport etc. mentioning the name of both the applicant and HOF and the relationship between them, for this service OTP based authentication shall be performed by the HOF. List of acceptable POR documents can be checked at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf In case Proof of Relationship document is not available, UIDAI provides the resident to submit a self-declaration by the HOF in the UIDAI prescribed format available at URL: https://uidai.gov.in/images/commdoc/26_JAN_2023_Aadhaar_List_of_documents_English.pdf. 1. In the 'My Aadhaar' portal (https://myaadhaar.uidai.gov.in), a resident can choose this option while seeking update address online. 2. After login the resident will be allowed to enter the Aadhaar number of the HOF, which will be validated online. (No other information of the HOF's Aadhaar will be displayed on the screen to maintain adequate privacy of the	Normally up to 60 days from the date of update, by resident, including 30 days of HOF acceptance period.	90%

HOF).

3.   Post Aadhaar validation, the resident would upload the Proof of Relationship (PoR) document, after that resident would be taken to the payment processing page.

4.   Resident has to pay the fee Rs. 50/- for this HOF based address update service online.

5.   On successful payment, SRN would be shared with the resident. And an SMS would be sent to the HOF about the address request.

6.   The HOF to approve the request and give his/her consent by logging into the My Aadhaar (https://myaadhaar.uidai.gov.in) portal within 30 days from the date of receiving the notification else the request will be closed automatically after 30 days.

7.   HOF would login to the myaadhaar portal (https://myaadhaar.uidai.gov.in) and would provide her/his acceptance. Post action by the HOF, SMS would be sent to the resident (requestor).

Note: If the HOF rejects to share her/his address, or does not accept or decline within the stipulated 30 days of SRN creation, the request would be closed. The resident, seeking address update through this option, will be informed about the closure of the request via an SMS.

In case the request is closed or rejected due to non acceptance of the HOF or rejected during process, the service fee paid shall not be refunded to the applicant.

For availing HOF based Address Update service, Resident may visit   the following link https://myaadhaar.uidai.gov.in and   follow the instructions as mentioned above.

2	Biometric Update	A resident may go for biometric data update under following conditions 1. Child attains age of 5 or 15 years. 2. Events like accident or diseases leading to biometric exception conditions (loss of limbs, loss of eyes etc.) 3. It is recommended that a resident goes for biometric update every 10 years Residents are advised to visit the nearest Aadhaar Kendras (Permanent Enrolment Center)/Enrolment Centres for update of biometric data. Resident's biometric will be verified against the existing biometric in the database and replaced.	Normally up to 30 days from the date of update, by a resident.	90%
3	*Exception Handling*	*Exception Handling* In order to avoid misuse or malpractices, Limits have been set for update of Demographic information in Aadhaar: • **Name – Can be updated twice (**Resident can carry out 3rd time Name update through exception handling. For the same they can carry out the update at Aadhaar Centre and then approach concerned Regional Office of UIDAI for approval of update under exception. The process to be followed for updating Name for the third time is elaborated in SOP available in Public domain on the website of UIDAI. (Provide	Normally up to 90 days from the date of update, by a resident.	90%

link here itself)

- **Gender – Once (Residents** can carry out 2nd time Gender update through exception handling. For the same they can carry out the update at Aadhaar Centre and then approach concerned Regional Office of UIDAI for approval of update under exception. The process to be followed for second time Gender update is elaborated in SOP available in Public domain on the website of UIDAI. (Provide link here itself))

- **Date of Birth – Once (Resident** can update the Date of Birth (DoB) in his/her Aadhaar only once. However they can carry out second time DOB update through exception handling process. For the same they can carry out the update at Aadhaar Centre and then approach the concerned Regional Office of UIDAI for approval of update under exception. SOP available in Public domain on the website of UIDAI. (Provide link here itself)

- Resident to update their data at the nearest Enrolment Centre by providing valid document.

- Once, the request is rejected, the Resident shall/may be required to approach Regional Offices (RO) of their region by call at 1947 or email to help@uidai.gov.in with relevant details of update along with necessarysupporting documents.

- RO shall carry out due diligence and ascertain whether the update request beyond the prescribed threshold is genuine.RO may seek additional information from the resident to carry out a field investigation as may be required.

- In case RO ascertain the said update request to be genuine, case shall be sent to Tech Center for processing / re- processing the request.

6.5   Authentication Service

SL. No	Service Offering	Description	Success Indicators	Service Standard
1	Yes/No Authentication facility or Service	A type of authentication facility in which the identity information and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is then matched against the data available in the CIDR, and the Authority responds with a digitally signed response containing "Yes" or "No", along with other technical details related to the authentication transaction, but no identityinformation. Modes of Authentication: a) Demographic authentication b) One-time pin (OTP) based authentication c) Biometric-based authentication (fingerprints authentication, Iris authentication and face authentication) d) Multi-factor authentication	Authentication response either Yes/No	CIDR response in less than 10 seconds. 95% Service Standard

| 2 | e-KYC Authentication facility or Service | A type of authentication facility in which the biometric information and/ or OTP and Aadhaar number securely submitted with the consent of the Aadhaar number holder through a requesting entity, is matched against the data available in the CIDR, and the Authority returns a digitally signed response containing e-KYC data along with other technical details related to the authentication transaction.

Modes of Authentication:
a) Demographic authentication
b) One-time pin (OTP) based authentication
c) Biometric - based authentication (Fingerprints authentication, Iris authentication and Face Authentication)
d) Multi-factor authentication | Successful Authentication will return demographic information along with the photograph of the Aadhaar number holder. | CIDR response in less than 10 seconds. 95% Service Standard |

6.6   Document Update Service

SL. No	Service Offering	Description	SuccessIndicators	Service Standard
1	Document Only Update Service	• Document update feature can be accessed by residents through myAadhaar (online) portal or by visiting any Aadhaar Enrolment Centre. • The applicable charges for document update shall be Rs 50/- for update through Aadhaar Enrolment Centre and Rs 25/- for update through myAadhaar Portal (https://myaadhaar.uidai.gov.in/). 1.myAadhaar (online) mode: I. Resident, whose mobile number is linked with Aadhaar can login in to myAadhaar portal (https://myaadhaar.uidai.gov.in/) using Aadhaar OTP to submit the documents. II. For this service anew tab 'Document update' is made available on the myAadhaar portal to update the documents after login. 2. Aadhaar Enrolment Centre(offline) mode: Resident need to visit any Aadhaar Enrolment Centre along with original POI/POA documents, to get the documents updated. Note: • If Resident has already updated the documents through any of the Aadhaar Enrolment Centers or through myAadhaar portal, such Resident are not required to update the documents again. • Residents to ensure that the demographic details in Aadhaar and as displayed on screen exactly match with details in the POI/POA documents to be uploaded.	If there is any deficiency is observed, UIDAI shall contact the resident.	90%

7. THE AADHAAR ONLINE SERVICES

Following are the various services available at UIDAI official Website (uidai.gov.in) and mAadhaar Application (Android and for iOS 10 and above). To install the app, follow the steps as given below:

- Visit the Google Play Store for Android mobile and App Store for iPhone.

- Type mAadhaar in the search bar and download. Alternately Click here forAndroid or Click here for iOS (10 and above)

SL. No	Service Offerings	Description
1	Locate Enrolment Center	Locate nearby Aadhaar enrolment centre of your convenience
2	Retrieve Lost UID/ EID	If you have lost your enrolment slip or Aadhaar number, you can retrieve the same on your registered mobile number
3	Verify Aadhaar Number	Check if an Aadhaar number is valid or not
4	Check your Email/ Mobile Number in Aadhaar	Check if your email or mobile number is registered in Aadhaar Database
5	Lock/Unlock Biometrics	Secure your biometric authentication as per your need by locking or unlocking your Biometrics
6	Check Aadhaar & Bank Account Linking Status	Check if your Aadhaar number is linked with your Bank Account number
7	Virtual ID (VID)Generator	Aadhaar Number holders can generate/retrieve their 16 Digit Virtual ID (VID).
8	Aadhaar Authentication History	Aadhaar number holder can view details of upto 50 authentication records performed by any Authentication User Agency (AUA) or by him/her in the last 6 months.
9	Aadhaar Paperless Offlinee-KYC	Aadhaar Number Holder can generate a secure digitally signed xml document having his/ her demographic details and photograph for offline verification of his/her identity.
10	Lock/Unlock Aadhaar	Aadhaar Number Holder can Lock/Unlock their Aadhaar for online authentication

| 11 | Secure QR Code | Secure QR Code is present on all forms of Aadhaar like Aadhaar letter, Aadhaar PVC Card, eAadhaar and m-Aadhaar. Secure QR Code is digitally signed by UIDAI and can be used for offline identity verification. Aadhaar Secure QR Code can be scanned using m-Aadhaar App and Standalone QR Code Scanning Apps available for smart phone, iOS/ Android. Windows based Scanning Apps for desktop/laptop is available on UIDAI website (https://uidai.gov.in/ecosystem/authentication-devices-documents/qr-code-reader.html). |
| 12 | Book an Appointment | This facility is to allow resident to booking an appointment at an Aadhaar Seva Kendra for the following Aadhaar services:

• Fresh Aadhaar enrolment
• Name Update
• Address Update
• Mobile No. Update
• Email ID Update
• Date of Birth Update
• Gender Update
• Biometric (Photo + Fingerprints + Iris) Update |

8. GRIEVANCE REDRESSAL MECHANISM

UIDAI has setup a multi-channel grievance handling mechanism for resident's queries and grievances related to Aadhaar Enrolment, Updation and other services. Resident can reach UIDAI through multiple channels viz. Phone, Email, Chat, Letter and Web Portal.

For quick disposal of complaints resident must keep the EID/URN/SRN handy.

The detailed information about available channels is as below:

SL. No	Service	Description
1.	Toll Free Number - 1947	UIDAI contact center consists of a self service IVRS (Interactive Voice Response system) and Resident Support Executive based assistance provided through Toll Free Number(TFN)- 1947. It provides support in following 12 languages:

1. Hindi	5. Kannada	9. Gujarati
2. English	6. Malayalam	10. Marathi
3. Telugu	7. Assamese	11. Punjabi
4. Tamil	8. Bengali	12. Odia

a. Self Service IVRS:

Following services are available in self service mode on 24X7 basis:

- Resident can check their enrollment or update status
- In-case of successful Aadhaar generation, resident can know their Aadhaar number using EID (Post validation)
- Resident can check their complaint status by entering their Service Request Number
- Resident can verify their Aadhaar number
- Resident can check status of their PVC Aadhaar Card
- Resident can get Enrollment Center locator link on their mobile through IVRS
- Resident can also get link to book appointment for visiting Aadhaar Seva Kendra for Aadhaar Services through IVRS

b. Contact Center (Resident Support Executive):

Timings (All days except 03 National Holidays: 26th Jan, 15th Aug, 2nd Oct):

- Monday to Saturday: 07:00 am to 11:00 pm
- Sunday: 08:00 am to 05:00 pm

Mechanism of Grievance Redressal Through Toll Free Number (TFN)-1947

General Queries are resolved by Contact Center Executive through UIDAI approved Standard Response Templates (SRTs). Grievance/Complaints are assigned to concerned Divisions/Regional Offices of UIDAI on real time basis through CRM application. These are examined internally at concerned Division/Regional Offices of UIDAI for effective resolution and communication thereafter to the resident.

2.	Chatbot (Ask Aadhaar) – https://uidai.gov.in	UIDAI has launched a new AI/ML based chatbot, "Aadhaar Mitra" which is available on UIDAI's Official website (www.uidai.gov.in). This chatbot is trained to respond to the resident's queries and aimed at improving the resident's experience. Chatbot also has additional features like locate Aadhaar Center, Check Aadhaar enrolment/ update status, Check PVC Card Order status, File a Complaint, Check Complaint status, Locate Enrolment Center, Book An Appointment and Video Frame Integration. "Aadhaar Mitra" is available in English and Hindi languages.
3.	Through web portal - https://resident.uidai.gov.in/file-complaint	Resident can lodge and check the status of their complaint on UIDAI's website (https://www.Uidai.gov.in & https://myaadhaar.uidai.gov.in/) under 'File a complaint' section.

4.	Through Email – help@uidai.gov.in	Resident can send email to help@uidai.gov.in for any queries and complaints related with Aadhaar services.
5.	Walk-In at Regional Offices	Resident can walk in to the respective Regional Offices according to their state for their queries or submission of complaints related to Aadhaar In addition to above, resident can also approach UIDAI through following channels: **By Post** Grievances may be lodged in UIDAI HQs or ROs through post/hardcopy. The grievances are examined internally and forwarded to concerned Regional Office/Concerned division. The concerned Regional Office/ division handle the grievance by necessary action.
6.	Through Public Grievance Portal (CPGRAMS) of the Government of India:	Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available for the citizens 24x7 to lodge their grievances to the public authorities on any subject. Grievances may be lodged at UIDAI through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) website https://pgportal.gov.in/. The grievances are examined internally and forwarded to concerned Regional Office/Concerned division. The concerned Regional Office/ division handle the grievance by necessary action.

9. RTI (Right to Information Act,2005)

RTI (Right to Information Act, 2005)	Updated LIST OF CPIO & FIRST APPELLATE AUTHORITY, UIDAI (HQ and Regional Offices) is available on UIDAI Official website (uidai.gov.in) OR Click Here

10. CONTACT POINTS FOR OBTAINING SERVICE BENEFITS

	covered by the RO	Contact Details
RO Bengaluru	Karnataka, Kerala, Tamil Naidu, Pondicherry, Lakshadweep	Khanija Bhavan, No. 49, 3rd Floor, South Wing Race Course Road, Bengaluru - 01 Phone : 080-22340104 Fax : 080-22340310 Appointment for Grievance Center : https://www.robinspec.net.in/appointment
RO Chandigarh	Jammu & Kashmir, Punjab, Haryana, Himachal Pradesh and UT of Chandigarh	SCO 95-98, Ground and Second Floor, Sector17-B, Chandigarh 160017 Contact : 0172-2711947 Fax : 0172-2711717 Email ID : grievancecell.rochd@uidai.net.in
RO Delhi	Uttarakhand, Madhya Pradesh, Delhi and Rajasthan	Ground Floor, Pragati Maidan Metro Station, Pragati Maidan, New Delhi-110001 Grievance Cell : 011-40851426 Reception : 11-40851426 Fax : 011-40851406 Email ID : help@uidai.gov.in
RO Guwahati	Assam, Arunachal Pradesh,Meghalaya, Manipur, Nagaland, Mizoram, Tripuraand Sikkim	Block-V, First Floor, HOUSEFED Complex, Beltola-Basistha Road, Dispur, Guwahati - 781006 Reception : 0361-2221819 Fax : 0361-2223664
RO Hyderabad	Andhra Pradesh, Telangana,Orissa, Chhattisgarh, Andaman and Nicobar	6th Floor, East Block, Swarna Jayanthi Complex, Beside Matrivanam, Ameerpet Hyderabad-500 038, Telangana State Reception : 040-23739269 General Fax : 040-23736662

RO Lucknow	Uttar Pradesh	3rd Floor, Uttar Pradesh Samaj Kalyan Nirman Nigam Building, TC-46/ V,Vibhuti Khand, Gomti Nagar, Lucknow- 226 010 Grievance Cell : Enrolment Related - 0522-2304979 SSUP Related - 0522-2304978 Email ID : uidai.lucknow@uidai.net.in
RO Mumbai	Gujarat, Maharashtra, Goa, Dadar & Nagar Haveli, Daman & Diu	7th Floor, MTNL Exchange, GD Somani Marg, Cuff Parade, Colaba, Mumbai - 400 005 UIDAI RO Mumbai Contact No : 022-22163492 Email ID : help@uidai.gov.in
RO Ranchi	Bihar, Jharkhand and WestBengal	1st Floor, RIADA Central Office Building, Namkum Industrial Area, Near STPI Lowadih, Ranchi - 834 010 Helpdesk Tel. No. : 9031002292,9031002298 Helpdesk Email ID : ro.helpdesk@uidai.net.in
State Office (West Bengal)	RO Ranchi	Ground Floor, Telephone Bhawan, 34, BBD Bag (South), Dalhousie, Kolkata. Pin:700001 westbengal.helpdesk@uidai.net.in Toll Free No.: 1947 Phone: 033-22101060
State Office, Bhopal	RO Delhi	Ground Floor, BSNL Bhawan, Near Paryawas Bhawan, Arera Hills, Bhopal- 462026, Madhya Pradesh
State Office, Bhubaneswar	RO Hyderabad	3rd Floor, OCAC Tower, Acharya Vihar, RRL Post Office, Bhubaneswar, Khordha, Odisha, PIN: 751013 Grievance e-Mail: westbengal.helpdesk@uidai.net.in Grievance Phone number: 0674-2914217
State Office, Gujarat	RO Mumbai	4th Floor, Telephone Bhawan, 23, Chimanlal Girdharlal Rd, Sardar Patel Nagar, Ellisbridge, Ahmedabad, Gujarat 382435 Phone : 079-29911701

State Office, Thiruvananthpuram (Kerela)	RO Bengaluru	Door Sanchar Bhavan PMG Junction Pattom Village Thiruvananthapuram Kerala 695 033.
Camp office, Patna (Bihar)	RO Ranchi	4th Floor, Lalit Bhawan Bailey Road, Jawaharlal Nehru Marg, Patna, Bihar-800001 Toll Free No. : 1947 Phone : 0612-2545678 Email ID : westbengal.helpdesk@uidai.net.in

Note: For updated contact details, Resident is requested to refer UIDAI website.

11. INDICATIVE EXPECTATIONS FROM THE STAKEHOLDERS

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

12. MISCELLANEOUS

12.1. Month and Year of next review of the Citizen's Charter

July 2023 or before if need arises.